While the Library Science Program strives to make the information in this handbook as timely and accurate as possible, the program/department makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the content, and disclaims liability for errors and omissions. This handbook is not a contract between the University and students. The University reserves the right to make changes to the content of this handbook without notice to students. Information should be confirmed with the current ECU Graduate Catalog, website, and program advisor.
# Table of Contents

078 Licensure  
Academic Integrity  
Academic Probation  
Academic Rules & Requirements  
Accreditation & Recognitions  
Adjunct MLS Faculty  
Canvas & Courses  
Curriculum Requirements  
Diploma and Transcripts  
Electives  
GPA Requirements  
Grade Appeals Procedures  
Grade Disputes  
Graduation Guidelines  
Grievance & Complaint Procedures  
Guidance, Counseling, & Other Student Support  
ID Cards  
Incomplete  
Internship  
Mission, Goals Objectives  
MLS Faculty  
Portfolio Requirements  
Public Library Certification  
Praxis, School Licensure, & Public Library Certification  
Registration & Advising  
Schedule Changes  
Scholarships & Awards  
Semesters & Summer  
Social Media  
Student Meet & Greet  
Student Organizations  
Study Abroad  
Technology Requirements & Support  
Termination Appeals  
Textbook Ordering  
Time Limits & Academic Standing  
Transfer Credits  
Tuition Information & Assistance  
Withdrawals
Mission of the MLS program: To prepare library professionals to serve, lead, and partner with their communities

Goals of the MLS program:
1. To teach the principles, practices and technologies of library science
2. To prepare professionals to meet the information needs of individuals and groups in a global society
3. To engage in scholarship and service
4. To impart the values of service, leadership, and partnership with diverse communities and the profession

Objectives of the MLS program:
1. Understand and apply the foundations of library science from contemporary professional standards used to resolve ethical and legal issues
2. Analyze, evaluate and synthesize research literature in library and information science and design basic practitioner research
3. Use reference and information resources in a variety of formats to promote information literacy
4. Select, acquire, develop and manage collections to meet the lifelong learning needs of diverse groups in various formats and library settings
5. Understand and apply appropriate concepts and guidelines for the organization and discoverability of library materials and resources
6. Understand and apply the principles of management, leadership and advocacy to direct and advance library programs
7. Understand and apply appropriate technologies to support or enhance library functions and processes
8. Instruct individually, and in collaboration with others, diverse user groups to access library resources and services
9. Obtain practical experience in professional roles for which students are preparing
MLS FACULTY

Kawanna Bright, PhD, MLS; Assistant Professor

Research interests: Research methods, Statistics
Email: brightka19@ecu.edu    Phone: 252-737-1150

Kaye Dotson, EdD, MLS; Associate Professor

Research interests: School Librarian Leadership, Library Science Internship Programs, Collaborative Partnerships for School Librarians and School Faculty
Email: dotsonl@ecu.edu    Phone: 252-328-2787

Vanessa Irvin, Ed.D., MLIS; Associate Professor

Research interests: Heritage-based research inquiry; public librarian communities of practice; diversity, equity, & inclusion
Email: irvinv22@ecu.edu    Phone: 252-328-
Plummer "Al" Jones, PhD, MSLS; Professor

Research interests: Multiculturalism in libraries; Public library services for minorities; Genealogical services in libraries
Email: jonesp@ecu.edu    Phone: 252-328-6803

Laura Mangum, MLS, Teaching Instructor & Program Advisor

Research interests: Role of the School Librarian, Creativity and School Libraries
Email: manguml19@ecu.edu    Phone: 252-341-6391

Lindsay Mattock, Ph.D., MLIS; Associate Professor & Program Coordinator

Research interests: Archives & special collections; community archives; media preservation
Email: mattockl22@ecu.edu    Phone: 252-328-

Heather Seibert, M.L.S.; Teaching Instructor

Research interests: Open educational resources and culturally relevant and culturally responsive learning spaces
Email: seibenth22@ecu.edu    Phone: 252-328-
Rita Soulen, Ph.D., MSEd.; Assistant Professor

Research interests: School Libraries, School Librarian/Teacher Collaborations, School/Public Library Collaborations, Resilience and Transformation
Email: soulenr19@ecu.edu Phone: 252-737-4352

Adjunct MLS Faculty

Ms. Sedley Abercrombie
Library Manager, West Davidson Public Library, Lexington, NC

Dr. Carol Brown
Associate Professor Emerita, College of Education, ECU

Ms. Ellen Bryson
Media Coordinator, Dare County Schools

Ms. Genevia Chamblee-Smith
Digital Projects Fellow, Miller-Nichols Library, University of Missouri, Kansas City

Ms. Karen Coltrain
Media Coordinator, Bear Grass Charter School, Williamston, NC

Ms. Bryna Coonin
Librarian and Collection Manager, Joyner Library, ECU

Ms. Jennifer Daugherty
N.C. Collection Librarian, Joyner Library, ECU

Ms. Patricia Dragon
Head, Special Collections Cataloging, Joyner Library, ECU
Ms. Joanna Gerakios  
Media & Technology Facilitator, Pitt County Schools, Greenville, NC  

Dr. John Harer  
Associate Professor Emeritus, Library Science (retired), MLS Program, ECU  

Dr. Gail Munde  
Associate Professor Emerita, Library Science (retired), MLS Program, ECU  

Dr. Toni Olivas  
Engagement & Inclusion Librarian, University Library, California State University San Marcos  

Dr. Beth Strecker  
Assistant Professor of Education/Director of Teacher Education, Mid-Atlantic Christian University, Elizabeth City, NC  

Dr. Lou Sua  
Teaching Assistant Professor (retired), MLS Program, ECU  

Mr. Joseph Thomas  
Assistant Director for Collections & Scholarly Communication, Joyner Library, ECU
Accreditations & Recognitions

The MLS Program at East Carolina University was granted full initial ALA accreditation in February 2015.

The MLS program is nationally recognized by the American Association of School Librarians of the American Library Association (CAEP-ALA/AASL). The College of Education is accredited by the Council for the Accreditation of Educator Programs.

The Master of Library Science (MLS) program offers a school library focused set of courses that meets the requirements of the North Carolina Department of Public Instruction for licensure as a school library media coordinator.

Student Orientation

The Master of Library Science program offers a new student virtual orientation at the beginning of fall and spring semesters. This orientation is not required but strongly encouraged. Emails are sent to all new students with the date, time, and access information.

Social Media

The MLS program maintains a Facebook page and a Twitter account where events, professional opportunities, faculty and student accomplishments, and other information are disseminate. In addition, we sponsor a YouTube channel.

Student Organizations

The Library Science Program offers opportunities for students to participate in activities beyond the classroom. The program has two student organizations:

- **American Library Association Student Chapter**: The purpose of ECU’s ALA Student Chapter is “to enhance the educational experience of students studying library science at ECU as well as to further student’s intellectual and professional development.” In that sense, students
participate in the formulation, modification, and implementation of policies affecting academic and student affairs. The ALA Student Chapter conducts several activities each year which can include a book drive for charity, visits to relevant library related sites and events, virtual sessions with invited speakers, and social get-togethers. Each year, students elect a President for the organization. That person then represents the program at ALA Annual in a student to staff program, working behind the scenes.

- **Beta Phi Mu**: Beta Phi Mu is the library and information studies honor society, founded at the University of Illinois in August 1948 by a group of leading library and information professionals and educators to recognize and encourage scholastic achievement among library and information studies students. Membership in Beta Phi Mu is by nomination and vote by the Library Science degree program faculty. These nominations are made annually.

The Library Science program also provides other means for student participation in activities outside the classes:

- An annual curriculum workshop is held each year with input from students from each concentration.
- A program advisory board includes a student representative.
- The MLS degree program often seeks student participation in program committees.
- Faculty from the MLS program attend various conferences, state, national, and international. Program-sponsored activities are scheduled at the conferences including a social get together and exhibit booth volunteer opportunities.
- Students are encouraged to join state, national, and international professional organizations and take advantage of student membership rates.
- Students from each concentration are encouraged to present and publish research and professional experiences in various venues.

**Scholarships and Awards**

*Library Science*

The Master of Library Science program participates in the College of Education’s annual scholarship process. There are three primary Library Science scholarships available through the College of Education:
• Emily Boyce Fellowship: This award will be awarded to a graduate student studying Library Science who has outstanding potential for leadership in the recipient’s community following graduation coupled with evidence of commitment to a career in library administration/management. Preferred recipient to be a non-traditional student (i.e. full-or part-time student who has returned to school after several years) and who is a member of the North Carolina Library Association.

• Linda Haddock McRae Memorial Scholarship: This scholarship will be awarded to a deserving graduate student pursuing a Master of Library Science degree. First preference will be for a student from either Greene or Cumberland County. Award is subject to availability.

• Mildred Daniels Southwick Scholarship: This scholarship will be awarded to a student who is majoring in Library Science and is committed to career in reference librarianship. Award is subject to availability.

• The Outstanding Graduate Student Award: Awarded by the faculty in the spring semester. This award is given to one student in the Master of Library Science program. The student is chosen based on academic record, number of hours completed, and departmental involvement.

**MLS Student Professional Development Award**

During the academic year, students may apply for an award of up to $100 to attend a conference, webinar, training, or other professional development activity related to their LIS studies. The number of awards given each year depends on funding.

**College of Education**

MLS students are also encouraged to apply for all scholarships offered by the College of Education for which they are eligible. All applications are submitted via the [Online Scholarship Application] site. Applications are due each January.

To get started the student must complete a general application online. The student’s scholarship application is automatically applied to all general scholarships for which they qualify. From there, the student may discover additional scholarship opportunities for which they may qualify. These scholarships may require the student to write an additional essay or answer additional questions.

**Other Scholarships**
These state organizations offer scholarships on a regular basis:

- **NCCCLA** (North Carolina Community College Library Association)
- **NCLA** (North Carolina Library Association)
- **NCSLMA** (North Carolina School Library Media Association)

Throughout the year, faculty become aware of other scholarship opportunities. These are shared via the MLS Current Student Listserv.

**ID Card**

The Distance Education Student Card (paper card) grants students access to ECU computer labs and allows books to be checked out from the ECU libraries. It also allows access to the libraries of our 16 sister institutions. For instructions on obtaining a card, see [https://online.ecu.edu/students/welcome-aboard/getting-started/](https://online.ecu.edu/students/welcome-aboard/getting-started/)

**Textbook Ordering**

Students can select their desired textbooks, pay online, and have their books delivered right to their doorstep through Dowdy Student Stores. [https://ecu.bncollege.com/course-material/course-finder](https://ecu.bncollege.com/course-material/course-finder)

The textbook titles for courses can be found by going to PiratePort looking in the **Courses** area, then **Textbook Listing**.

Some textbooks may be available as a free e-textbook via Joyner Library. You may search for a title at [https://lib.ecu.edu/alt-texts](https://lib.ecu.edu/alt-texts)

**Canvas and Courses**

The College of Education uses Canvas as its course management system. Course information will appear in Canvas during the first week of the semester. Some faculty will contact students via the ECU email system prior to or on the first day of class with instructions on how to proceed. You should check both your ECU email account and Canvas for information from your instructor.

If you are unable to access a course, email your professor. To obtain your professor’s name and email address, go to PiratePort and login using your PirateID and Passphrase (same as email). Use the Banner Self Service option to find the Student Detail Schedule. Choose the appropriate term, then you will see a list of your courses.
Curriculum Requirements*

*Concentration requirements are based on the current Graduate Catalog. Admission in another academic year may have different required courses. Consult the catalog for the year you were admitted.

Eight courses are required for all MLS students: LIBS 6010, 6014, 6016, 6019, 6026, 6031, 6048, and 6991 or 6992. Consult the [Graduate Catalog](#) for required prerequisite(s) for each course.

The three program concentrations are:

- **School library media** (courses required for NC public school licensure): The eight required courses specified above; courses specific to school librarianship (LIBS 6135, 6137, 6142 and 6144); and one elective (3 s.h.) to be selected in consultation with an adviser. The 076 Media Coordinator license also requires a satisfactory score on the Media Coordinator Praxis/NTE (National Teacher’s exam). For NC school media coordinator licensure, take the Praxis II Subject Assessment and Specialty Area Test (0311 Library Media Specialist). Students should take the Praxis near the end of program completion. Sign up in the Testing Center in Brewster or online at [ETS.org](#). Further information is available at Praxis website.

  LIBS 6989 Early Internship is a pre-requisite for students **without** an initial teaching license. If a student does not hold a current teaching license, this is an extra course that is needed beyond the 13 courses required for the MLS degree.

  Prospective school concentration applicants who hold an undergraduate degree or graduate degree in another discipline must complete the full MLS degree requirements, as specified above (39 or 42 s.h.).

- **Public library**: In addition to the eight required courses for the degree, public library concentration students are required to take LIBS 6855; LIBS 7030; LIBS 7050; and two electives (6 s.h.) selected in consultation with an advisor.

- **Academic library**: In addition to the eight required courses for the degree, academic library concentration students are required to take LIBS 6810, LIBS 6856, LIBS 6872, and two electives (6 s.h.) to be selected in consultation with an advisor.
Public Library Certification

All ECU MLS graduates are qualified for NC Public Librarian certification regardless of concentration. This is because our core courses meet the requirements set forth by N.C. Being flexible about the type of library you might work in can be helpful if you need to find a job in a specific location. To apply for certification, see: http://statelibrary.ncdcr.gov/id/resources/public-librarian-certification

078 Licensure

ECU LIBS offers the 078 License as a Media Supervisor, which meets the specific requirements for employment in North Carolina. Media Supervisor positions also require the individual to hold a valid state professional educator’s license. This license is in addition to a master’s degree in school media. Completion of three graduate courses (9 s.h.) is required in administration, curriculum development, and supervision (LEED 7408, 7410, 7429), all offered online. Successful completion of the NTE/Praxis Educational Leadership: Administrative and Supervision is also required for licensure. For more information visit the NC DPI website at https://www.dpi.nc.gov/educators/educators-licensure/licensure-administrators-and-student-services

Study Abroad

The MLS program offers study abroad experiences during selected summer sessions. Each course is offered online followed by a 7-day study experience in a specific city. These courses can be taken as an elective. Study abroad opportunities are announced each fall. Past experiences have included Lisbon, Portugal; Paris, France; and Florence, Italy. Due to the Covid-19 pandemic, these courses were suspended 2020-2022.

Internship

The primary purpose of the professional internship is to provide an opportunity for students to work in at least two approved library settings under supervision of an experienced librarian and university supervisor. The internship course (LIBS 6991 for the school concentration and LIBS 6992 for the public & academic) is required and taken near the end of a student’s program. Internship forms can be found on the program website. Students should begin planning their internship before their last semester in the program.

Students who are in the public or academic concentration may have the
opportunity to complete their internship at the American Library in Paris. Consult the program coordinator if interested in this opportunity.

**Portfolio Requirements: Taskstream**

Almost every graduate program includes a capstone experience or project that is used to assess whether students have met overall program goals. These capstone experiences can be research papers, theses, dissertations, culminating projects, comprehensive exams, oral exams, interviews, or a combination of these types of activities. The MLS degree program’s capstone is the student portfolio in Taskstream.

The portfolio process requires an MLS student's participation throughout his or her coursework and begins in the first course in the sequence (LIBS 6010). Throughout students’ time in the program, they steadily post to a Taskstream portfolio and demonstrates mastery of professional skills, abilities, and dispositions required for the practice of the profession. This is done by posting course artifacts along with reflections upon those skills, abilities, and dispositions as revealed in the artifacts. This is done for each required course for each concentration. Each course has a different artifact assignment which is specified by the instructor in the course itself. The reflection essay associated with each artifact helps explain how the artifact demonstrates that the program objective and other professional standards have been met. It also acts as a record of the student's self-assessment. The artifacts and reflections are evaluated by the individual instructors. All submitted artifacts and reflections must reach a Proficient level (score of 2 or higher) in Taskstream.

Each student undergoes a final review of the portfolio before graduation in which all artifact and reflection postings are verified. A student must pass the final portfolio review to obtain the MLS degree.

**Registration and Advising**

Each student in the Master of Library Science degree program is assigned an adviser upon admission. Students may contact their adviser anytime by email or phone. For an on-campus or virtual meeting, be sure to schedule an appointment in advance. Each Fall and Spring term, there will be an “Advising Week” followed by early registration. To determine the exact dates for any given semester, students should consult the ECU Academic Calendar at [https://facultysenate.ecu.edu/academic-calendars/](https://facultysenate.ecu.edu/academic-calendars/)

Graduate students may begin their registration on the day set aside for special populations. The academic calendar details this date and other important dates.
https://facultysenate.ecu.edu/academic-calendars/. This day is usually the day before the first official day of early registration. Students register themselves for classes each semester using the university software, Banner. **Students should not register until they have consulted with their adviser and received approval for their plan of study.** Plans of study should be posted in Degree Works and approved by the adviser. It is recommended that students take no more than two courses per session, especially if working full-time.  
*Approval must be requested for more than two courses per session.*

For instructions on how to register for a course, see https://registrar.ecu.edu/preparing-to-register/

**Schedule Changes**

A graduate student may add a course or courses through the last day to register for the semester (fall/spring semesters this is the fifth class day), also called the course adjustment period. Consult the academic calendar for these dates.  
A graduate student may drop a course via Self-Service Banner if dropped by the last day of the course adjustment period. Drops after the course adjustment period are called course or term withdrawals.

To drop a course, first consult with your advisor regarding the change in your plan of study. Then follow the instructions under Graduate Students at https://online.ecu.edu/students/welcome-aboard/new-current-students/dedrops/

**Graduation Guidelines**

For an MLS student to reach the goal of graduation with the fewest frustrations, here are some important facts, deadlines, and procedures:

- You must be registered the semester in which you plan to graduate. (If a student graduates in the summer, spring enrollment will count.
- Apply for graduation at least one semester PRIOR to the one anticipated graduating. Instructions for applying can be found on the Registrar’s website.

**Diploma and Transcripts**

It takes 8-10 weeks for students to receive their diploma. All diplomas are mailed. Official transcripts are not available until everything is cleared by the Registrar’s Office. Transcripts take 2-4 weeks to process after final grades are submitted.
Praxis, School Licensure, and Public Library Certification

Students must pass the Praxis and be licensed by the NC DPI to be fully qualified to serve in N.C. public schools. Students obtain 076 Media Coordinator licensure. To obtain licensure, you must:

1) Take the Praxis II Subject Assessment and Specialty Area Test (5311 Library Media Specialist). Further information is available at https://www.ets.org/praxis/prepare/materials/5311 Sample Praxis questions may be found at https://www.mypraxisprep.com/praxis-ii-library-media-specialist-test-questions/ and information about a study guide.

2) Apply for North Carolina licensure, follow the instructions at http://www2.ecu.edu/coe/web/oep/NEW_APPLICATION_PROCESS_G_level_or_non-degree_2-2.pdf.

3) All students who graduate from the MLS program are eligible for N.C. Public Library certification regardless of their concentration. This is because the program’s core courses meet the state requirements. Instructions to apply for certification can be found at: https://statelibrary.ncdcr.gov/ld/resources/public-librarian-certification

Tuition Information and Assistance

Tuition and fees are billed by the semester for fall and spring terms and by credit hour for summer terms. Tuition and fees may vary each academic year. Consult the Cashier’s web page for accurate tuition and fees each term.

Dates for tuition payments vary each term. To determine the correct dates, consult https://financialservices.ecu.edu/distance-education/. For students registered prior to approximately a month before the beginning of each Fall and Spring term, the Cashier’s Office imposes a $25 processing fee for tuition not paid by approximately three weeks prior to the beginning of those terms https://financialservices.ecu.edu/cashiers-office-important-dates-students-parents/. Tuition not paid by that date will also cause a student’s schedule to be dropped. Re-registration will be permitted. To avoid the fee and the possibility of closed sections, it is best to pay tuition before this tuition due date.

Tuition assistance is provided primarily by the Financial Aid Office. See https://www.ecu.edu/financial/. Other options for tuition assistance include:
• The Cashier’s Office also provides several tuition payment plans that permit students to pay portions of their tuition over the course of a time period during the term. See Payment Information | Financial Services | ECU
• Military personnel and their spouses may be eligible for GI Bill benefits. See Veteran Students | Financial Services | ECU

Technology Requirements and Support

• Students are expected to have uninterrupted Internet access while enrolled in the MLS program. Free conferencing software such as WebEx may be employed in various courses for meetings or guest speakers. Instructions for access will be provided in individual courses. A working microphone will be necessary for these sessions.
• Students are expected to use PirateMail rather than a personal email for all program correspondence and Canvas to access courses. Students will also be provided access to the program portfolio, Taskstream.
• Technology support for students at ECU is available from Information Technology and Computing Services (ITCS). ITCS provides instructional information via its website and Facebook page. IT Help is available online through email and chat. For details, visit https://itcs.ecu.edu/students/.

Academic Rules and Guidelines

Semesters & Summer

East Carolina University operates on the semester system. The fall and spring semesters are each approximately fifteen weeks in length. The summer session is divided into two equal terms of approximately five and one-half weeks each (SS1 and SS2). Summer session courses are very fast paced. If you don’t take a course in the fall or spring semester during an academic year and want to take a summer course, you will need to reapply to the MLS program to activate your account.

Transfer Credits

With the approval of the graduate program coordinator, up to one third of the credit hours in a graduate certificate or degree program may be transferred from a regionally accredited college or university. For the MLS program, this is 4 courses or 12 semester hours. Graduate-level course work taken elsewhere is not automatically applicable to the MLS program. College, school, or
departmental petitions for application of transfer credit must be approved by the Graduate School. Transfer courses are not calculated into the GPA.

**Time Limits & Academic Standing**

The time limit for completing all degree requirements (including transfer credit) in the MLS program is six calendar years. Good academic standing requires satisfactory progress in the overall graduate program. Your advisor or MLS program coordinator may render judgments as to whether satisfactory progress is being made toward the degree, taking into account all aspects of academic performance and promise. Failure to meet programmatic/departmental standards may result in program termination.

Be aware that the date of transfer credits starts the time clock for completing your degree within six years. For example, the first courses were taken in Fall 2016, which means you will need to graduate by Spring 2022 or the transferred courses will age out (6 years). A request for a time extension can be submitted by the MLS program and the Graduate School can award up to 2 more years, for 8 total, so Spring 2024 would be the last semester by which courses from Fall 2016 could be used. If your graduation is after Spring 2024, you will have to repeat credits from Fall 2016.

Degree time extensions may be submitted to the Grad School. Optimally, these requests should be submitted 1-2 semesters before the time expires, not during the expected term of graduation. Contact your advisor and the MLS program advisor if you need to request a time extension.

To remain in good academic standing, students in the Master of Library Science degree program must maintain a minimum cumulative GPA of 3.0 once they have a total of 9 credit hours attempted. Students who fail to meet this criterion may be placed on probation or dismissed from the program. The MLS program utilizes the following grading scale:

- 93 – 100 = A
- 85 - 92 = B
- 77 - 84 = C
- 0 - 76 = F

**Electives**
If you are interested in taking an elective that is not on the approved list, approval is at the discretion of the advisor who may choose to seek additional confirmation about suitability from the program coordinator.

**Incompletes**

A student with two or more incompletes outstanding may not be permitted to register for additional courses until the incompletes have been successfully resolved. The MLS program coordinator will approve this process, in conjunction with the student’s adviser. An *incomplete in a course is at the discretion of the individual instructor* and is not given routinely. It may only be awarded in extenuating circumstances. A student must have completed a substantial proportion of the course work and be passing the class. The grade is considered temporary. Courses marked incomplete must be resolved within one calendar year or a grade of “F” will be automatically assigned. Instructors have the prerogative to require a shorter period of time to complete the remaining requirements. No student will be allowed to graduate with an incomplete on his/her program of study.

**GPA Requirements**

Students must maintain a 3.0 GPA in the MLS program to avoid academic probation. You cannot graduate from our program with a GPA that is lower. If you do not have a 3.0 when ready to graduate, then you must continue to take classes to raise it. Typically, you have earn an A for every C in order to raise the GPA to a 3.0.

**Academic Probation**

Students who fail to remain in good academic standing in accordance with the paragraph above, will be automatically placed on academic probation by the Graduate School, during which time they will have an opportunity to correct their academic deficiencies. The probationary period will last for the term(s) in which the next nine credit hours are attempted. Enrollment in the Graduate School and the MLS degree program will be automatically terminated for students who fail to correct their academic deficiencies by the end of the probationary period. Master of Library Science degree students will not be allowed to take classes and are subject to immediate dismissal once it becomes mathematically impossible to achieve an overall cumulative GPA of 3.00 by the end of the remaining probationary period.
Grade Disputes

The Master of Library Science degree program grade appeal policy follows the grade appeal policy of the ECU Graduate School. That policy is designed to establish a clear, fair process by which MLS graduate students can contest a course grade that they believe has been awarded in a manner inconsistent with university policies or that has resulted from calculation errors on the part of the instructor. Recognizing, however, that the evaluation of student performance is based upon the professional judgment of instructors, and not with-standing the exceptions noted in the published policy, appeals will not be considered unless based upon one or more of the following factors:

- An error was made in grade computation.
- Standards different from those established in written department, school or college policies, if specific policies exist, were used in assigning the grade.
- The instructor departed substantially from his or her previously articulated, written standards, without notifying students, in determining the grade. Only the final course grade may be appealed. The grade assigned by the instructor is assumed to be correct and the student appealing the grade must justify the need for a change of the grade assigned.

Grade Appeals Procedures

The MLS degree program grade appeals procedure adheres to the Graduate School’s grade appeals procedure. MLS degree students must file their grade appeals with the Graduate School, following the published set of procedures. The Graduate School’s grade appeals procedures are available at https://registrar.ecu.edu/appeals-procedure/

Exceptions to the Grade Appeals Policy

The Grade Appeal Policy shall constitute the sole internal administrative remedy for a change in grade, except when the grade being disputed resulted from an alleged academic integrity violation or when a grade dispute involves an Office of Equal Opportunity and Equity discrimination complaint. If a grade dispute arises from an issue that is covered under the university’s Academic Integrity Policy, the process for resolution that has been established for appealing academic integrity violations must be followed. If a grade dispute arises from an issue that is covered under the university's Equal Opportunity and Equity policies, the process for resolution that the Office of Equal
Opportunity and Equity has established must be completed prior to the use of the university's grade appeal process.

**Appeal of Termination**

The Master of Library Science degree program follows the Graduate School's policy and procedures for students' appeals of termination. Decisions concerning unsatisfactory performance on comprehensive assessments, academic probation for reasons of unsatisfactory progress toward the degree other than insufficient grade point average or dismissal from the graduate program are grounds for an appeal. This policy does not apply to the appeal of decisions regarding course grades.

Informal resolution of appeals concerning unsatisfactory performance on comprehensive assessments, academic probation for reasons of unsatisfactory progress toward a degree or dismissal from the MLS program is always the most desirable approach and encouraged whenever possible. Before initiating a formal appeal, the student should discuss the problem with the person or persons whose actions are being challenged within ten business days following the adverse recommendation or decision. The student should keep the MLS program coordinator and/or chair of the Department of Interdisciplinary Professions apprised of the situation and progress of negotiations. For matters concerning unsatisfactory performance on comprehensive assessments, academic probation for reasons of unsatisfactory progress toward a degree or dismissal from the graduate program, the appropriate academic officers are the student's MLS degree advisor, the graduate program coordinator, and the chair of the Department of Interdisciplinary Professions. If the matter is not resolved to the student's satisfaction within twenty business days following the informal discussion between the student and the academic officer(s), the student may initiate a formal appeal by submitting the matter in writing to the dean of the Graduate School. The student shall have five additional business days to file this appeal. In the written appeal, the student must clearly address three important aspects of the appeal: 1) the action(s) being challenged, 2) the person(s) against whom the complaint is being made, and 3) the redress sought. A decision shall be deemed final on the expiration of the period for filing an appeal, or if an appeal is filed, upon issuance of a decision in such an appeal, whichever is later. No adverse recommendation or action shall be effective until such date.

**Academic Integrity**

The Library Science Program will not tolerate violations of academic integrity and violations will fully be pursued.
Academic integrity is expected of every East Carolina University graduate student. A student’s instructor or individual graduate advisory committee or an appropriate departmental graduate committee or advisor may initiate actions, in accordance with Faculty Manual procedures, against a graduate student that is believed to have been engaged in academic dishonesty. Academic dishonesty includes: cheating, the giving or receiving of any unauthorized aid or assistance, or the giving or receiving of unfair advantage on any form of academic work; plagiarism, copying the language, structure, ideas, and/or thoughts of another and adopting those as one’s original work; falsification, statement of untruth, either verbal or written, regarding any circumstances relating to academic work; and attempting any act which if completed would constitute an academic integrity violation as defined above.

While academic dishonesty actions are taking place against a graduate student, the graduate student may not withdraw from the University, drop a course in which academic dishonesty is suspected, take a comprehensive or final examination for a degree, or submit a thesis or dissertation to the Graduate School.

Grievance and Complaint Procedures

Complaints brought against Master of Library Science degree faculty members or administrators holding faculty status by East Carolina University students, faculty, staff, administrators, or visitors ordinarily are governed by the grievance procedures stated in the East Carolina University Faculty Manual, Appendix X.

GRIEVANCE PROCEDURE

An MLS student with concerns regarding any action by or interaction with a member of Master of Library Science degree is encouraged to discuss their concerns with their MLS adviser, and/or the Library Science program coordinator. If resolution of the issue is not achievable internally, the student should make an appointment with the Chair of the Department of Interdisciplinary Professions. At the time of making the appointment, the MLS student should state specifically the need to discuss a grievance related to the Master of Library Science degree program. The student will be advised of the corrective action and/or decision of the Chair of the Department of Interdisciplinary Professions in accordance with their grievance process.

If a grievance is not resolved to the satisfaction of the student by the Chair of the Department of Interdisciplinary Professions, the student may submit a
complaint through the Dean of Students’ **Office of Student Rights and Responsibilities** or the **Office of Diversity and Equity**.

**Withdrawing From a Course or Term**

During the first 60 percent of the regularly scheduled class meetings (exclusive of final exams), you may withdraw from the course after consultation with your advisor. Students can drop all their courses on their own, except the last one. The last one must be dropped by the Registrar so they can note the student is withdrawing from the university. The student’s advisor emails the Office of the Registrar (copying the student) at regis@ecu.edu. the request to the Office of the Registrar should include the student’s name, Banner ID, and course prefix, and the number of withdrawn course(s).

If you want to withdraw from an academic term, consult with your advisor to review consequences and policies. You should NOT use non-payment as a way of withdrawing for the semester or not taking classes. As you begin to consider withdrawing from ALL courses, or even just one course, please check with the Office of Financial Aid prior to sending the withdrawal email to the Registrar. **There can be severe financial consequences to withdrawals for certain types of financial aid.**

If you withdraw from a fall or spring term before the drop/add deadline or don’t register for any courses during a fall or spring term, your account becomes inactive. You will need to reapply to the program for the term in which you plan on taking courses again. If you withdraw after the drop/add date, your account remains active.

**Withdrawal from the University**

When a graduate student drops all courses in a semester in which he or she is enrolled, the student must officially withdraw from the university. Students seeking to withdraw for reasons other than extenuating circumstances must notify the Office of Registrar of their official withdrawal (regis@ecu.edu). A graduate student withdrawing from the university by the last day for graduate students to drop courses without grades as set forth in the university calendar will not receive grades in university courses for the semester. A graduate student withdrawing after the last day for graduate students to drop courses without grades will receive a grade of F for all university classes which he or she is failing at the time. The last day for a graduate student to drop a class without grades will be 5:00 PM on the class day after 60% of the class days are completed for the term. No retroactive withdrawals will be granted after classes have ended for the semester in which the student was enrolled.
Students withdrawing for extenuating circumstances must apply for an extenuating circumstances withdrawal to the Office of the Dean of Students. No retroactive extenuating circumstances withdrawals will be granted after classes have ended for the semester in which the student was enrolled, except in the case of extraordinary medical, personal or family emergency, in the judgment of the dean of the Graduate School.

Guidance, Counseling and Other Student Support

1. Faculty Guidance
All faculty members provide advice and guidance regarding coursework and professional matters while teaching their classes. This is done during office hours, by phone, and by appointment in various venues.

2. Center for Counseling and Student Development
The Library Science program recognizes that students sometimes require counseling of a more personal nature than that provided for curricular and professional matters. To meet these needs, the East Carolina University Center for Counseling and Student Development offers services.

3. Career Center
Career services are provided by the university’s Career Center. The Career Center is a department within the division of Academic Affairs at East Carolina University. Its primary purpose is to assist and guide students and alumni in their career quest.

4. Technical Support
The College of Education provides technology support through the COE Help Desk. The University provides yet another layer of technical support through its Information Technology and Computing Services (ITCS). ITCS provides students with support for university email and other technical issues.

5. ECU Writing Center
The East Carolina University Writing Center maintains an Online Writing Lab (OWL) where students have the opportunity to consult with a trained writing center consultant via email as well as in person.

6. Joyner Library
All ECU students benefit from the services of Joyner Library. The Joyner Library provides access numerous databases and digital resources as well as Interlibrary Loan for all students and faculty. Some textbooks are available as e-textbooks free of charge.
7. Teaching Resources Center
One of the great resources made available to ECU’s students is the Teaching Resources Center located in the University’s Joyner Library (2nd Floor). This facility, the largest of its type in North Carolina, provides a wide range of pedagogical resources for the use of students in Education and practicing teachers in eastern North Carolina. It also serves as a model school library, making it an appropriate resource for MLS students in the school concentration.