# Master of Nonprofit Organization (MNO)
## Full and Part-time Students

MNO

## WELCOME PACKAGE

JACK, JOSEPH AND MORTON MANDEL
SCHOOL OF APPLIED SOCIAL SCIENCES
CASE WESTERN RESERVE
UNIVERSITY

## LETTER FROM THE DEAN

On behalf of the entire faculty and staff of the Mandel School, I am honored to welcome you to our Master of Nonprofit Organizations (MNO) program. All of us are committed to helping you achieve success within the program and reach your goals as a nonprofit leader.

Besides us, you also have the support of your fellow students in the Mandel School community. Time after time, we hear from graduates that one of the most rewarding aspects of studying at the Mandel School was the camaraderie of their peers. I encourage you to embrace that collaboration, which will enhance your education as a student and provide a network of nonprofit colleagues as a future graduate.

You also now have available to you a world-renowned faculty who conduct groundbreaking research, educate in small classes devoted to the student experience, and serve the school's mission to promote social justice and community empowerment. They will stimulate your critical thinking, challenge your professional growth, and expand your real-world skills.

You have made an exceptional choice to pursue your MNO degree at the Mandel School. Thirty years ago, Case Western Reserve University created one of the first master's degrees in the nation wholly focused on nonprofit management, reflecting our longstanding commitment to the vitality of the nonprofit sector.

Today, you are joining us to continue that legacy and build upon it in new and wonderful ways. I am excited for what you will bring to our school, what we can provide to you, and how together we can make this world a better place.


Grover C. Gilmore, PhD
Jack, Joseph and Morton Mandel
Dean in Applied Social Sciences

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# IMPORTANT CONTACT INFORMATION

The following phone numbers and email addresses may be used frequently throughout the program. We encourage you to save this information somewhere safe and easily accessible.

| Contact | Phone Number | Email or Website |
|---|---|---|
| Richard Sigg, Admissions | 216-368-3862 | ras300@case.edu |
| Matthew Colver, Financial Aid | 216-368-1108 | mfc43@case.edu |
| Debra Fields, Registrar | 216-368-2101 | daf3@case.edu |
| Robert Fischer, MNO Program Chair | 216-368-2711 | rar189@case.edu |
| Amy Korsch-Williams, Field Practicum | 216-368-4383 | axk130@case.edu |
| Andrea Porter, Student Services | 216-368-8529 | agp8@case.edu |
| Scott A. Wilkes, Academic Advising | 216-368-2240 | saw31@case.edu |
| Rick Jennings, Orientation | 216-368-3605 | rmj61@case.edu |
| Kimberly McFarlin, International Affairs | 216-368-5879 | kms46@case.edu |
| Jerry Strom, Intensive Weekend | 216-368-5880 | gas4@case.edu |
| CWRU Bookstore | 216-368-2650 | http://case.bncollege.com |
| Harris Library | 1-800-944-2290 | Reference – harrisref@case.edu |
| | 216-368-2302 | Circulation - harriscirc@case.edu |

# SOCIAL MEDIA

Also keep in touch with what's going on at MSASS with the following:

Twitter: @MandelSchool is our handle; http://www.twitter.com/MandelSchool

Facebook: www.facebook.com/MandelSchool

Youtube: www.youtube.com/MandelSchool

Linked in www.linkedin.com

# DATES TO REMEMBER

For your reference, we've compiled a list of important dates to remember while you're getting ready to start the MSSA program. **Please go to Mandel School Orientation Information for admitted students' resources and information.**

- o Orientation for all Fall 2019 entering MNO and Dual MSSA/MNO Student will be held on the following day: **Tuesday, August 13ᵗʰ (12:00pm – 3:00pm)**

Additional orientation events for International Students:
- o Pre-orientation activities on the morning of **August 6th, 7th, 8th, 12th, 14th, 16th** and International Student Orientation on the afternoon of **Friday**, **August 23rd.**

# INTERNATIONAL STUDENTS

Please go to [International Student Services](#) and read information you will need before and after you arrive at the Mandel School. For international students admitted for the fall semester 2018, we encourage you to arrive in the U.S. no later than August 1, 2018.  Beginning the week of August 6, 2018, each international student will participate in a series of pre-orientation activities. Each international student will complete a Language Assessment in preparation for a required English and International Student Support Seminar held on Saturday for seven weeks. The seminar will have two instructors; one is an ESL instructor and the other a Social Work instructor who has experience working with professional and graduate students.

For international students admitted for the spring semester 2019, we encourage you to arrive no later than December 1, 2018. International students admitted for the summer semester 2019, are encouraged to arrive no later than April 15, 2019.

# MANAGEMENT OF NONPROFIT ORGANIZATIONS (MNO) PROGRAM OBJECTIVES

1. To bring contextual understanding to managerial decision-making.
2. To develop, analyze, and apply relevant data.
3. To inspire and engage volunteers and professionals in the creation and implementation of ethically grounded strategies to advance organizational mission.
4. To develop and implement revenue generation strategies, and
5. To manage human and financial resources effectively, efficiently, and ethically.

# MNO CURRICULUM

The Master of Nonprofit Organization (MNO) degree from Case Western Reserve University has a 20-year history with over 800 graduates. Instruction in the program draws on a world-class faculty representing a range of disciplines as well as high-level practitioners from the nonprofit sector.

The MNO is a 39-hour degree program comprised of 27 hours of required coursework and 12 hours of electives. The full-time program is completed in 3 semesters over 11 months (June to May). Required courses are taught in the evening or in an intensive weekend format suitable for individuals with part-time work or family commitments. Full-time students take 7 credit hours in the summer semester and 16 credit hours in the fall and spring semesters (see Pattern of Enrollment). The degree may also be completed in a part-time format.

Required coursework includes nonprofit revenue planning and development; strategic planning;

data-based decision making; financial management; law; ethics and professionalism; organization and management; and dialogues in leadership. As an elective, students may select SASS 501 (200-hour Practicum) in order to gain professional experience to compliment what they are learning in the classroom. Students interested in the Practicum elective will meet with a Field Practicum Advisor to initiate the process for selecting an appropriate placement site.

The MNO adheres closely to the curricular guidelines published by the Nonprofit Academic Centers Council.

## PATTERN OF ENROLLMENT FOR MASTERS OF NONPROFIT ORGANIZATIONS – FULL-
### TIME (Sample)

| Fall 2019 | Spring 2020 | Summer 2020 |
|---|---|---|
| SASS 420 Nonprofit Organization & Management | SASS 405 Nonprofit Ethics | SASS 407 Nonprofit Revenue Planning & Development |
| SASS 425 Nonprofit Financial Management | SASS 411 Nonprofit Dialogues (3) | SASS 410 Nonprofit Data-based Decision Making |
| SASS 411 Nonprofit Dialogues (3) | Free Elective (SASS 501 Practicum) | |
| SASS 409 Nonprofit Strategic Planning | SASS 425 Nonprofit Financial Management | |
| SASS 450 Nonprofit Law | Free Elective _____ | |
| Free Elective _____ | Free Elective _____ | |
| **15- 18 credit hours** | **15 -18 credit hours** | **6 credit hours** |

## COURSE
## REGISTRATION

New students are sent registration information via email and enroll themselves for fall semester. Students receive registration confirmations by email detailing specific information about the courses.

After the first semester, students continue to be responsible for registering themselves for all future courses. Registration information is sent via Case email and outlines the upcoming course schedule as well as detailed instructions on how to register for courses.

# ACADEMIC ADVISOR

Each student is assigned an **academic advisor** responsible for assisting students in planning their academic program with the **Pattern of Enrollment**. Name and contact information for each student's academic advisor is found in the lower right corner of the student's Student Information System (SIS) page. The Pattern of Enrollment (POE) includes a semester-by-semester layout of coursework required for the MNO as approved by the faculty in the MNO program.

Students complete the Pattern of Enrollment with the assistance of the academic advisor early in the first semester and submit it to **Student Services, Suite 140 or emailed to mandelpoes@case.edu.**

# LEARNING MANAGEMENT SYSTEM – CANVAS

All courses in the campus-based MSSA program will be housed on the Canvas Learning Management System <Canvas.case.edu>. Please bookmark or set this site as a favorite link on your web browser for easy access.

To log into "Canvas, follow the instructions below:

1. Go to <Canvas.case.edu>.
2. This opens the single sign-on page.
3. Enter your CWRU Network ID and Password.
4. Upon successful login, you will be taken to the Canvas homepage.

From there you will be able to access syllabi and readings for each of your courses. Instructors post course materials on Canvas four weeks in advance of the start of the course.

# TUITION

Tuition for the 2019-2020 academic year is calculated at $1,517 per credit hour plus a $55 activity fee per semester. Tuition is $22,750 per semester for 13 to 16 credits and an additional $1517 per credit hour for 17 credits and above.

| 1-12 | $1517 per credit hour |
|------|----------------------|
| 13-16 | $22,750 (flat rate) |
| 17-21 | Additional $1517 per credit hour |

**Payment Deadlines**

All tuition is due by Friday, September 6, 2019. Students will be unable to register for future semesters if terms of payment are not met.

## Viewing Your Bill

Once you have been registered for your first semester, you will receive an email to your CWRU email account stating that you have new billing information. You will be able to access the bill following these instructions.

1. Log into your SIS account using your CWRU Network ID described below.
2. Under the finance section, select *View/Pay Bills*.
3. This will open a new window; confirm that you wish to continue.
4. Select *View Accounts*. This action will display the current invoice summary.
5. Under the *Select Action* field, you may then choose to view current statement, statement history or make a payment.

## Financial Statements

Students may receive financial statements in the form of a receipted bill. To request a receipted bill, send an email to bursar@case.edu. The receipted bill will include all transactions on your account as of the day that we process the request.

## Payment Options

- Online through SIS via eCheck, savings account deduction, MasterCard, American Express, or Discover Card. Please note that credit card payments will incur a convenience fee of 2.7%
- Checks and money orders. Make payment using the PDF version of the bill. To ensure proper credit, the student should include his or her student ID number on the check and make check/money order payable to Case Western Reserve University.
- Students may also authorized third-party payers (i.e., agencies, sponsors, etc.) to submit payments on their behalf. Please submit the paperwork for these requests by the first day of class.
- E-Z Payment Plan: spread tuition over 8 months with this option.
  - The plan is an automatic deduction from the payee's checking or savings account. The plan runs from June to January.
  - This arrangement must be made at the beginning of the academic year.

# FINANCIAL AID PROCESS

To help students meet educational costs, students in the MSSA program are eligible for Federal Financial Aid. Further information regarding Federal Financial Aid and the application process can be found at http://financialaid.case.edu. If you have not begun the financial aid application process, you can get started by completing online the **Free Application for Federal Student Aid.** On your FAFSA, enter our school code, E00084, and we will automatically receive a copy from the Department of Education with a week.

> **Important:** Students must be in a minimum of 4.5 credits to qualify for federal loans. Loan deferment forms should be submitted to the University Registrar: registrar@case.edu or 216.368.4310.

## My Financial Aid

For further information regarding your FAFSA application, missing documents and award, log into **My Financial Aid** using your CWRU Network ID and password.

## Award Letter

Once the financial aid application has been completed, you will receive an award letter that specifies your gross loan amount. This award letter will be emailed to your CWRU email account.

## Loan Acceptance

To accept the loan amount offered in your award letter, log into My Financial Aid using your CWRU Network ID and password. All students must accept their loans on My Financial Aid, complete entrance counseling, and sign promissory notes at http://www.studentloans.gov. Student loans will not be processed or disbursed until these necessary steps have been completed.

## Employer Reimbursement

Many organizations and employers offer tuition assistance to employees and even cover 100% of tuition costs in some cases. Programs and policies vary among employers. Consult your Human Resources Office to learn more about tuition assistance at your organization. The University's policy states that you must submit verification that you are eligible for your company reimbursement plan. This allows you to function as a paid student (obtain transcripts and pre-register for courses), but you will be responsible for any late fees assessed to the account.

# VETERANS AFFAIRS

All students planning to receive veterans education assistance from the Department of Veterans Affairs (VA) must provide the Veterans Questionnaire Form and provide enrollment information to the Veterans Certifying Official, 135 Yost Hall, phone 216.368.4310, email registrar@case.edu. To be certified for benefits, veterans must be officially registered for classes. Veterans must notify the University Veterans Certifying Official immediately when changing hours, grade options, withdrawing from a class, or withdrawing from the University. It is important to note the following:

- The VA will not pay for repetition of courses previously taken for credit, unless repetition of that particular course is required for continuation in the approved program. However, the VA will pay for repetition of a course required for graduation if the course

was failed or if a minimum acceptable grade was not achieved.

- Students enrolled in Intensive Semester Programs should be aware that benefits are paid based on actual dates of enrollment – not on the amount of tuition charged.

- The law requires that the VA must collect all benefits paid to a beneficiary for a course from which the beneficiary withdraws (this means from the start of the term, not merely from the date the course was dropped) unless there are mitigating circumstances. Other actions that may result in overpayment include receiving a grade which does not count toward graduation requirements and failure to have an incomplete grade changed to a grade which counts toward graduation. The VA will vigorously pursue repayment of these overpayments.

- Current information regarding VA Benefits can be found at http://www.case.edu/registrar/veterans.html

Further information regarding VA benefits can be found at www.GIBILL.va.gov and www.todaysgibill.org or by calling 1.888.442.4551.

# CWRU NETWORK ID

Your CWRU technology account gives you access to dozens of resources. The CWRU Network ID (also known as your account, username, or login) is used to access secure resources. Anytime you need to use services such as the Student Information System (SIS), My Financial Aid, email, the eStore, Software Center, and Launchpad Portal, the system will prompt you for your CWRU Network ID and password. Your ID will never change and will remain yours for the rest of your life.



## Activating Your CWRU Network ID

Your CWRU Network ID is created for you as soon as you are accepted to CWRU. To activate your Network ID, follow the instructions below:

1. Start by visiting https://its-services.case.edu/my-case-identity/activate/
2. Enter your last name (also sometimes called your family name).
3. Enter your 7-digit PeopleSoft ID number (included in the body of your Welcome email).
4. Enter your date of birth.
5. Click the "Activate Account" button at the bottom of the page.

During the activation process, you will create your password and supply a security question and answer. Once complete, the system will show you your Network ID and email address, which will be ready to use within an hour.

**Password Requirements**

Your Network ID password must be changed at least once every 365 days (one year). You will receive email notifications prior to its expiration date. Your password can be changed at any time by going to the help.case.edu and clicking on the "Change Password" link.

CWRU ITS will never ask you for your password or any other restricted information. Never give it out!

CWRU passwords must contain three of the four characteristics:
- Lower case character (abc)
- Upper case character (ABC)
- Numerical character (123)
- Punctuation character (#!&%$)

Additionally, your password
- Cannot be a dictionary word of more than four characters
- Must be 8-12 characters in length

# EMAIL

Your CWRU email address is your first name.your last name@case.edu (e.g., john.doe@case.edu) unless you share the same name with someone else on campus; in which case, your email address will contain a middle initial and/or number. Alternatively, email can also be sent to yournetworkid@case.edu (e.g., abc123@case.edu).

To access your email, go to webmail.com.edu and sign in with your CWRU Network ID and password. Your email is accessible from any computer or module device in the world.

**Important:** All email communication from Case Western Reserve will be sent to your CWRU email address. Please check on a regular basis to ensure you do not miss any important correspondence.

# VIRTUAL PRIVATE NETWORK

CWRU provides remote users with secure access to the network over the CISCO AnyConnect VPN client. VPN is a point-to-point connection between a personal computer and CWRU servers. CWRU has incorporated two-factor authentication into the VPN. Two-factor authentication provides added security by prompting you for a unique code in addition to your password. The unique code is usable only once, and it is accessible from the device of your choosing (typically your cell phone). Each time you log in, you are issued a new code. Video Instruction on Duo Authentication: https://www.case.edu/its/information-security/duo/videos/

Users must first download the VPN client for their respective operating system. Once they are

connected through VPN, users can utilize a web browser to access various tools within CWRU such as the Software Center and library databases. Follow these directions to download, install, ad run the VPN client.

1. Open your internet browser and go to vpnsetup.case.edu.
2. Download the Cisco ™ AnyConnect client for your operating system.
3. Install the software according to your operating system's directions.
4. Open AnyConnect and enter vpn.case.edu in the Connect To field.  Click select.
5. Enter your CWRU Network Id and password. Click Connect.

In the event that you forget to log out of VPN, you will be disconnected after a period of inactivity. You may also be prompted to log in after a couple of hours.

# CWRU NETWORK ID – HELP!

If you have any questions or concerns while activating your CWRU Network ID, contact the Help Desk at 216.368.4357, or by completing a web form here: http://help.case.edu. Be sure to include your CWRU Network ID and any explanation of the issue you are experiencing. The Help Desk is available 24 hours a day, 7 days a week.

# BARNES AND NOBLE UNIVERSITY BOOKSTORE

Barnes & Noble University Bookstore is CWRU's exclusive buyer and seller of required and/or recommended course materials and supplies including books, coursepacks and university educational materials published, distributed electronically or sold over the Internet. As the official Case Western Reserve University bookstore, Barnes & Noble offers an array of textbook options at different price points—used, new and digital—as well as a flexible pricing rental program.

Students also can purchase snacks and beverages; laptops and other technology-related products; trade books; school supplies; and reference and other educational materials to enhance and aid student learning. There also is a full-service cafe on site.

Prospective graduates will find caps and gowns and commencement invitations for rent/sale there as well. In addition, there is an expansive assortment of CWRU-branded merchandise, such as apparel, class rings and gift items.

Visit the Case Western Reserve University Bookstore at 11451 Euclid Avenue, Cleveland, or online. For more information, contact the bookstore at 216.368.2650 or email sm364@bncollege.com

Visit the university bookstore's website at case.bncollege.com >

# DISABILITY RESOURCES

Office of Disability Resources
Educational Services for Students (ESS)
470 Sears Building (216.368.5230)
http://studentaffairs.case.edu/education/disability/

Case Western Reserve University is committed to providing all students with opportunities to take full advantage of the University's educational programs. We recognize that students with documented disabilities may need assistance or accommodations in order to achieve this objective.

Click on the above link for the Case Disability Services Handbook. This document outlines the policies and procedures used in determining a student's eligibility for disability services. These procedures are applicable to MSASS students.

# STUDENT HANDBOOK

In depth information regarding the policies and procedures at the Mandel School of Applied Social Sciences can be found here in the Student Handbook at: http://msass.case.edu/Mandel-School-Student-Faculty-Manual.pdf

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**IMPORTANT!** All students are responsible for reading the Student Handbook prior to class start. It is imperative to your success in the program that you understand the policies and procedures associated with the MNO program.

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# HOUSING INFORMATION

Please go to Case Western Reserve housing information http://students.case.edu/living/services/aloha/ and the closed Facebook group – The Mandel School Student Housing http://www.facebook.com/groups/mandelschoolstudenthousing/

# STUDENT ORGANIZATIONS

The Mandel Council is an officially recognized student organization with membership open to any interested student; it is the primary channel through which students participate in the affairs of the School. The Council identifies students to serve on five standing School committees.

Student-run organizations include the following:
- Mandel Council
- Local InterNational Konnections (LINK)
- Black Student Association (BSA)
- Student Leaders Advocating for Mental Health (SLAM)

- Mandel ALLIES (Gay, Lesbian, Bisexual, Transgender and Straight Alliance)
- CWRU Graduate Student Council
- Unifying to Heal (Student Advocacy Interest Group)
- Student Run Health Clinic (interdisciplinary)
- Student Hot spotting Team (interdisciplinary)

# TECHNICAL REQUIREMENTS

## Hardware Requirements

General recommendations for computer hardware can be found here
http://case.edu/utech/estore/

## MSSA Specific Requirements

Webcam
Headset and microphone
Internet access at home with Ethernet cable connection

Please note that while these items often come imbedded in your laptop or desktop computer, we do recommend that you purchase a separate headset with headphones and a microphone. These can be purchased at vendors such as Best Buy, Amazon, Case Western's Barnes and Noble Bookstore.

## Software Requirements

Minimum requirements for PC users:
- Browser: preferred Mozilla Firefox 51, Google Chrome
- Operating system: Windows 7/10
- Modem: High-speed Broadband Connection
- Audio: Sound card and speakers
- Adobe Flash 24 required for some courses

Minimum requirements for MAC users:
- Browser: preferred Mozilla Firefox 4.0+, or Safari 5.1.7+
- Operating System: MAC OS x 10.12
- Modem: High-speed Broadband Connection
- Audio: Sound card and speakers
- Adobe Flash 24 required for some courses

## Student ID – CaseOneCard

The CWRU "CaseOneCard" provides students with access to the library, the eStore (hardware and software), and other student-centered information. To obtain the card, please follow the instructions below:

1. Access the following link http://www.case.edu/accessservices/
2. Under *IDs & Access* from the menu bar across the top, select *Submit my CWRU Photo*

3. You will be directed to a new page where you can select *New Graduate/Professional Students*

4. Follow the instructions as outlined. You will be required to provide your 7-digit student ID number. This can be found on your official acceptance letter or by contacting Student Support Services.

## CASE WESTERN RESERVE UNIVERSITY – HARRIS LIBRARY

Founded in 1916, the Lillian & Milford Harris Library is one of only a few professional social work libraries administered by a school of social work. The collection of the Harris Library supports the curriculum and research interests within the Mandel School.

Students can access the online library resources, including the library catalog, research databases, e-books and e-journals, through the Harris Library website:
- http://msass.case.edu/harrislibrary/

Off-campus access to the research databases, e-journals, e-books, and links in Canvas to on-line journal articles requires connecting to the CWRU network through Virtual Private Networking (VPN). For more information on VPN, please refer to: https://case.edu/utech/services/vpn/



During the regular academic year, the Harris Library is open:
- Monday through Thursday – 8 am to 7 pm ET
- Friday – 8 am to 5 pm ET
- Saturday and Sunday – 11 am to 5:00 pm ET

Research/reference help is available:
- Monday through Thursday – 8 am to 5 pm ET
- Saturday – 11 am to 5 pm ET (on most Intensive Weekend Saturdays)

Hours are subject to change during on-campus breaks, national holidays, and during the summer months of May through August, and are listed on the Harris Library website. Students are also welcome to use the other CWRU libraries: http://case.edu/libraries/

Do you have a research question or an inquiry about the Harris Library policies and your library account? Please contact us!
- Phone: 216.368.2302; toll free: 800.944.2290, ext. 2302
- Email: Research help – harrisref@case.edu; questions about your library account or library policies – harriscirc@case.edu

# WELCOME TO THE MANDEL SCHOOL!