



# 2025–2026 Student Handbook

Lake Forest Graduate School of Management

Published by LFGSM Registrar

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Stay up to date with what's happening at the School, build your professional network and share your Lake Forest student experiences.



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@LakeForestMBA

## Visit the Online Merchandise Store

Show your pride in Lake Forest Graduate School of Management with our exclusive logo merchandise! Our online store offers a selection of high-quality embroidered apparel and accessories, including some name brands. Available products include hats, beanies, sweatshirts, vests, and jackets. Whether you're looking for practical gear or stylish apparel, the store provides a range of choices and price points to suit your preferences.

Visit <https://ksmpromo.com/lfgsmstore> to represent LFGSM!



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## Information Resources

Refer to this Student Handbook for services and policies. Refer to the [2025–2026 Academic Catalog](#) or [my.lfgsm.edu](http://my.lfgsm.edu) for services, policies, and course descriptions.

## Subject to Change Notice

The rules, regulations, policies, fees and other charges, courses of study, and academic requirements that appear in this handbook were in effect at the time of its publication. Like everything else in this handbook, they are published for informational purposes only, and they do not constitute a contract between LFGSM and any student or applicant for admission.

Whether noted elsewhere in this handbook or not, LFGSM reserves the right to change, eliminate, and add to any existing (and to introduce additional) rules, regulations, policies, fees and other charges, courses of study and academic requirements. Whenever it does so, LFGSM will give as much advance notice as it considers feasible or appropriate, but it reserves the right in all cases to do so without notice.

## About Lake Forest Graduate School of Management

**Our Mission is to bring the real world to business education and leadership development.**

### Our Position

We believe that great leaders change lives, organizations, and society for the better. Our charge is to cultivate and liberate these unique individuals.

Fulfilling this mission requires a fresh and distinctive approach—one that is rooted in the realities of business and is not afraid to challenge tradition.

The foundation is a community of business executives who come together to share their experiences to help others grow. It embodies a different attitude and mindset, including:

- A deep commitment, rooted in caring, to put clients, their teams, and our students first.
- A view that the relationships we build are for the long term, not transactional.
- A culture that is nimble and continuously adapts and innovates to deliver great value to all we serve.
- A deep understanding of how adults learn and how organizations can leverage learning to drive strategic change.

We value an environment that fosters belonging, embraces diversity of background, and encourages diversity of thought. Through our safe, positive, and inclusive community, we develop and deliver learning experiences to help unleash the potential of leaders.

### The Lake Forest Leadership Model

The Lake Forest Leadership Model was developed with input from hundreds of business executives over a period of several years. Through surveys and interviews, these leaders helped identify five universally applicable business leadership attributes that are fundamental to successful leadership. Lake Forest has incorporated these attributes throughout the degree program, equipping students with these five prized business leader attributes: Agility, Innovation, Strategic Vision, Self-awareness, and Engaging Others.

Through application of these principles, thousands of strong leaders have changed the lives of hundreds of thousands of people and many businesses around the globe.



### Leadership Learning™: The LFGSM Learning and Teaching Philosophy

The LFGSM Leadership Learning approach provides innovative, affordable, and accessible business leadership education solutions that address emerging business challenges and get measurable business results. The learning environment is about experience, providing a practical approach to business leadership education that enables students to *learn it today, use it today*. Graduate degrees are based in business leadership skills, are action-focused, and use a variety of experiential learning methods that are directly linked to the capabilities companies need to face the dynamic complexities of today's business environment.

The activities, materials, and learning technologies used at LFGSM mirror the business world. We encourage students to be forward thinking, take ownership of their learning experience, practice what they learn, and engage in active participation as individuals and in teams. The goal is to provide opportunities for students to apply their insights directly and immediately, supporting their ability to utilize relevant concepts and tools while using technology that is present in the business environment.

Facilitated discussion, case studies, computer simulations and exercises, role-play, and team projects and presentations help students apply their learning to current workplace projects to achieve business impact. Students build skills and confidence while developing a greater understanding of the relationships among disciplines.

LFGSM believes that business education is most effective when Business Leader Faculty® interact with business professional students in a manner that incorporates research-based, best-practice teaching techniques and technologies. Accordingly, the curriculum is structured to allow maximum opportunities for students to learn by doing. This approach allows the faculty to bring their real-world experience into the learning environment through focused content delivery, effective use of technology, and structured opportunities that allow students to practice, review, and learn from others. Students practice their skills by applying them to both simulated and real business situations.

### Learning Delivery Models

LFGSM classes are virtual and synchronous; students and their instructor will meet in real time, once per week via videoconference. Occasionally, faculty members may also offer a class session in person, but students are not required to attend in person. Class assignments may be accessed and submitted via Canvas, the school's Learning Management System.

All LFGSM courses provide a minimum of 37.5 hours (2,250 minutes) of instructional time and require a minimum of 75 hours (4,500 minutes) of homework per 3-credit hour class.

LFGSM classes are 3 credit hours per term. Credit bearing courses offered for special student populations by special arrangement will meet regular academic credit hour standards.

### Independent Study/Courses by Arrangement

Independent Study or Courses by Arrangement (CBA) allows students to receive credit for a class by working directly with a faculty member. These courses are offered only in special situations at the discretion of the Dean. For details, contact the Registrar ([registrar@lfgsm.edu](mailto:registrar@lfgsm.edu)).

## Learning Management System (LMS)

All LFGSM courses use Canvas learning management system, a Web-based platform, to manage the class experience. This platform provides access to course materials, collaborative tools to use for class projects, and other school and course resources. It facilitates:

- Discussions continuing beyond the virtual class session via discussion thread posts
- Access to materials for class preparation, links to participate in videoconference classes, rubrics, and instructions for assignments
- Student group work outside of class via collaborative tools
- Tracking grades and instructor feedback on assignments
- Delving more deeply into the subject matter through supplemental resources and links

## Library—Reference Resources

LFGSM offers an online reference resource, ProQuest's ABI/Inform Global, which is accessible through Canvas, the school's learning management system, or via LFGSM's secure student Web site, [my.lfgsm.edu](http://my.lfgsm.edu). ABI/INFORM Global includes important full-text journals and much sought-after titles from the business press as well as key trade publications, dissertations, conference proceedings, and market reports. Key periodicals include The Wall Street Journal, Financial Times, The Economist, Barron's, and Foreign Affairs.

## Non-Degree-Seeking Student

A non-degree-seeking student is a person who wishes to take graduate courses but does not intend to earn a graduate degree (MBA). For example, individuals who intend to complete the Graduate Certificate in Strategic Leadership, but not the MBA degree, are considered non-degree-seeking.

## Textbooks—LFGSM Virtual Bookstore

Students are responsible for purchasing textbooks. Textbooks are available for purchase two weeks before the beginning of each term at the LFGSM Virtual Bookstore (<https://www.bkstr.com/lakeforestgraduatestore>). Click on *Find Courses* and follow the drop-down menus to see which book is required for each course. Some courses may not require a textbook.

If students wish to purchase their textbooks from other sources, they should confirm the correct title, edition and ISBN as described in the course syllabus. Students may purchase or rent required textbooks in either hard or electronic format from any source.

Students are encouraged to order textbooks as soon as possible to ensure adequate time is given for delivery and pre-course readings.

## Frequently Contacted Offices and Links

<b>ADMINISTRATIVE OFFICE</b>	100 Saunders Rd, Suite 150 Lake Forest, IL 60045	847 234-5005
<b>ACADEMICS</b>		
Neil L. Holman, Ph.D. Chief Academic Officer	<a href="mailto:nholman@lfgsm.edu">nholman@lfgsm.edu</a>	847 234-5005
Carol Modlin Dean of Faculty and Degree Programs	<a href="mailto:cmodlin@lfgsm.edu">cmodlin@lfgsm.edu</a>	847 574-5206
<b>Admissions</b>	<a href="mailto:Admisslf@lfgsm.edu">Admisslf@lfgsm.edu</a>	847 574-5173
<b>Registrar's Office</b>	<a href="mailto:Registrar@lfgsm.edu">Registrar@lfgsm.edu</a>	847 574-5208
<b>Student Accounts</b>	<a href="mailto:StudentAccounts@lfgsm.edu">StudentAccounts@lfgsm.edu</a>	847 574-5228
<b>Financial Aid Office</b>	<a href="mailto:FinAid@lfgsm.edu">FinAid@lfgsm.edu</a>	847 574-5228
<b>IT Help Desk</b>	<a href="mailto:helpdesk@lfgsm.edu">helpdesk@lfgsm.edu</a>	847 234-5005
<b>Career &amp; Student Services</b>		
Currie Augustine Director, Career & Student Services	<a href="mailto:caugustine@lfgsm.edu">caugustine@lfgsm.edu</a>	847 574-5158
➤ Career Management	<a href="mailto:careerservices@lfgsm.edu">careerservices@lfgsm.edu</a>	
➤ Student Resources	<a href="mailto:studentservices@lfgsm.edu">studentservices@lfgsm.edu</a>	
➤ Tutoring	<a href="mailto:tutor@lfgsm.edu">tutor@lfgsm.edu</a>	

## Access to Student Information

### Access to Student Records

Permanent student records are maintained, including admissions information, academic transcripts, and other relevant information. Students may review the content of their files by notifying the Registrar in writing. All materials submitted in support of students' applications become the property of Lake Forest Graduate School of Management, including transcripts from other institutions, letters of recommendation and related documents.

All information provided to LFGSM is kept confidential in accordance with the Family Educational Rights and Privacy Act (FERPA) of 1974 (Public Law 93-380). Except as required by law, no information regarding attendance, grades or any other aspect of students' academic standing will be released to any third party without written student consent. The records are maintained for five years after graduation or at least six years after a student's last day of attendance.

### Change of Personal Information

Students are responsible for notifying LFGSM of any changes to their personal information, including place of employment, address, phone number, email address or name. Students should update their personal information in [https://my.lfgsm.edu/ICS/My\\_Profile/](https://my.lfgsm.edu/ICS/My_Profile/).

For a change of name to be reflected in the school's official records, legal documentation (e.g., marriage certificate or divorce court order) is required. Graduating students must file name change requests by June 1 preceding the June commencement so that their diploma and transcripts will show the correct name.

## Family Educational Rights and Privacy Act of 1974—FERPA

### FERPA Annual Notice

As of January 3, 2012, the U.S. Department of Education's FERPA regulations expanded the circumstances under which a student's education records and personally identifiable information (PII) contained in such records — including Social Security Number, grades, or other private information — may be accessed without the student's consent.

- First, the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities (“federal and state authorities”) may allow access to student records and PII without consent to any third party designated by a federal or state authority to evaluate a federal, or state-supported education program. The evaluation may relate to any program that is “principally

engaged in the provision of education,” such as early childhood education and job training, as well as any program that is administered by an education agency or institution.

- Second, federal and state authorities may allow access to students’ education records and PII without their consent to researchers performing certain types of studies, in certain cases even when Lake Forest Graduate School of Management objects to or does not request such research. or state-supported education program, but the authorities need not maintain direct control over such entities.
- In addition, in connection with statewide longitudinal data systems, state authorities may collect, compile, permanently retain, and share without students’ consent PII from their education records, and they may track their participation in education and other programs by linking such PII to other personal information about students that they obtain from other federal or state data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant student records systems.

### Student Rights under FERPA

The right to inspect and review the student’s education records within 45 days of the day Lake Forest Graduate School of Management (LFGSM) receives a request for access.

A student should submit to the Registrar a written request that identifies the record(s) the student wishes to inspect. The Registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the Registrar, the Registrar shall advise the student of the correct official to whom the request should be addressed.

The right to request the amendment of the student’s education records that the student believes is inaccurate, misleading, or otherwise in violation of the student’s privacy rights under FERPA.

A student who wishes to ask LFGSM to amend a record should write the LFGSM official responsible for the record, clearly identifying the part of the record the student wants changed and specify why it should be changed. If LFGSM decides not to amend the record as requested, LFGSM will notify the student in writing of the decision and the student’s right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

The right to provide written consent before LFGSM discloses personally identifiable information from the student's education records, except to the extent FERPA authorizes disclosure without consent.

The Family Educational Rights and Privacy Act (FERPA), a federal law, requires that the Lake Forest Graduate School of Management (LFGSM), with certain exceptions, obtain the student's written consent prior to the disclosure of personally identifiable information from the student's education records. However, Lake Forest Graduate School of Management may disclose appropriately designated directory information without written consent, unless the student has advised LFGSM to the contrary in accordance with LFGSM's procedures. The primary purpose of directory information is to allow LFGSM to include this type of information from educational records in certain school publications. Examples include commencement program and networking purposes at LFGSM events.

## Solomon Amendment

The Solomon Amendment (10 U.S.C. §983, effective January 2000) is a federal law that mandates that colleges provide student recruiting information upon request to military recruiting organizations. The request and information released by the college is limited to military recruiting purposes only. The request for information must be in writing on letterhead that clearly identifies the military recruiting organization. The release of student recruiting information follows the FERPA guidelines defining student directory information. Students are not permitted under federal law to restrict the release of this information specifically to military organizations, but if students withhold the release of directory information generally, then the school may not release this information to military organizations.

## Directory Information

Directory information is information that is generally not considered harmful or an invasion of privacy. If released, directory information can also be disclosed to outside organizations without a student's prior written consent. Outside organizations include, but are not limited to, companies that manufacture class rings, graduation photographers, and organizations of LFGSM requesting directory information on current students and alumni within their organization.

LFGSM does not sell student or alumni directory information to third parties.

LFGSM has designated the following categories as directory information, and they may be released without a student's written consent:

- Student name
- Addresses: home and work

- Date of birth
- Employer affiliation and title
- Phone Numbers: home, mobile, fax, and direct work line
- Email Address: LFGSM student email and alumni preferred email
- Dates of attendance
- Degree conferred
- Major field of study and concentration
- Honors awarded
- Photograph
- Status: e.g. part-time, current, alumni, withdrawn

If a student does not want LFGSM to release their directory information without prior written consent, they must notify the Registrar's Office by completing the [Request for Non-Disclosure of Directory Information](#) within the first two weeks of a term start.

### **What will non-disclosure mean for the student?**

- For requests made by a third party (i.e., employers, employment agencies, etc.) for disclosure of directory information, LFGSM will not be able to confirm any facts concerning the student without their written consent.
- LFGSM publications (such as Commencement programs) will not list the student's name or information about the student without written consent. At LFGSM events, the student's name may not be disclosed to other attendees for networking purposes.
- The student's name may not be disclosed to employers requesting a listing of current students and alumni who have attended LFGSM.
- Information will be disclosed to LFGSM school officials with a legitimate educational interest. A school official is a person employed by LFGSM in an administrative, supervisory, academic or support staff position; a person or company with whom LFGSM has contracted (such as an attorney, auditor, or collection agent); and a person serving on the Board of Directors.
- LFGSM assumes no liability as a result of honoring the student's request that directory information be withheld.
- The right to file a complaint with the U.S. Department of Education concerning alleged failures by LFGSM to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-4605

## Non-Discrimination Statement

Lake Forest Graduate School of Management does not discriminate based on race, color, gender, religion, veteran status, marital status, national origin, age, disability, or any other legally protected characteristic when determining student applications.

## Access to Higher Education

Within limits of its facilities, Lake Forest Graduate School of Management is open to all applicants who are qualified according to its admissions requirements.

Lake Forest Graduate School of Management will make clear within the Student Handbook and Academic Catalog the characteristics and behaviors expected of students.

Under no circumstances will an applicant be denied admission because of race, religion, gender, sexual orientation, ethnic background, or disability.

## Americans with Disabilities Act

LFGSM complies with the Americans with Disabilities Act in making reasonable accommodations for qualified students with disabilities. Documentation of the student's disability and its effect on their course participation must be submitted to the Director, Career & Student Services. Any student with special needs or difficulties in learning and/or in completing course requirements should notify the instructor immediately so that available and reasonable accommodation can be arranged. It is the student's responsibility to disclose their accommodation request with the instructor and discuss the necessary arrangements. Assistance with these arrangements may be facilitated upon request.

## Student Debt Assistance Act

LFGSM complies with the Student Debt Assistance Act. In order to receive a transcript or diploma that may have been withheld previously due to debt, students should contact the Registrar at [Registrar@lfgsm.edu](mailto:Registrar@lfgsm.edu).

## Equal Opportunity

Lake Forest Graduate School of Management selects students, faculty, and staff without regard to race, color, gender, religion, veteran status, marital status, national origin, age, disability, or any other legally protected characteristic. The school reserves the right to reject any candidate who does not fully meet our admissions requirements.

## Title IX Non-Discrimination Policy

Lake Forest Graduate School of Management (LFGSM) is committed to providing a non-discriminatory and harassment-free educational and working environments for all members of the LFGSM community, including students,

faculty, administrators, staff, and visitors. In compliance with Title IX of the Education Amendments of 1972, LFGSM prohibits all forms of sexual or gender-based harassment, discrimination or misconduct, including sexual violence, sexual assault, and stalking. Misconduct of this nature is contrary to LFGSM's institutional values and prohibited by state and federal law.

LFGSM encourages the prompt reporting of any incident of sexual or gender-based misconduct to local law enforcement and to LFGSM's Title IX Coordinator using the complaint procedure described in our policy. This means that anyone that is either a **victim or a witness** of sexual or gender-based misconduct must report the incident. The full institutional policy on Title IX may be found on the LFGSM website.

Persons with inquiries concerning the application of Title IX, or persons wishing to report a Title IX incident or complaint may contact LFGSM's Title IX Coordinator:

Ms. Currie Augustine  
LFGSM Title IX Coordinator  
Director, Career & Student Services  
100 Saunders Rd, Suite 150  
Lake Forest, IL 60045  
Email: [caugustine@lfgsm.edu](mailto:caugustine@lfgsm.edu)  
Phone: 847 574-5158  
Anonymous report: [titleixcomplaints@lfgsm.edu](mailto:titleixcomplaints@lfgsm.edu)

# MBA Program

## Master of Business Administration

The MBA Program at LFGSM is aimed at students who want to broaden their leadership competence. It is especially appropriate for leaders who have already attained deep expertise in a specific functional area of business and desire to take on broader responsibilities in more senior leadership roles.

Students will increase their effectiveness as leaders by developing a thorough understanding of key functional and operational areas of business. As students become more strategic and develop an appreciation and understanding of the interconnectedness of all functions within a business, they increase the value they can offer to their organizations and position themselves for senior leadership roles.

## MBA Program Goals

### **Self-Awareness**

LFGSM MBA graduates will be able to assess their impact on other people and adapt leadership behaviors to promote growth and positive impact on the organization.

### **Engaging Others**

LFGSM MBA graduates will be able to proactively create and enhance connections to influence & communicate organizational culture, expectations and decisions to internal & external stakeholders and energize the organization.

### **Agility**

LFGSM MBA graduates will be able to devise/modify flexible strategic, market, operational and change management plans in response to unexpected changes and a dynamic business environment.

### **Innovation**

LFGSM MBA graduates will be able to formulate novel ideas that create value and justify risk by critically assessing and evaluating organizational assumptions, customer and market needs.

### **Strategic Vision**

LFGSM MBA graduates will be able to formulate a long-term position and direction for an organization through analysis and prepare them for the future.

## Degree and Graduation Requirements for MBA Students:

- Students must attain a cumulative grade point average of at least 2.00 for all coursework applied toward their MBA degree.
- The MBA program requires the successful completion of a minimum of 48 semester hours of credit.
- At least 36 semester hours of credit must be taken from Lake Forest Graduate School of Management.
- A maximum of 12 credit hours of transfer credit may be applied toward the MBA degree requirements. Course transfer requests must be made during the first 12 months of a student's graduate degree program enrollment.
- Students must successfully complete the degree program requirements within six years.
- Students who have not taken a class in the graduate degree program for six consecutive terms or more will follow the graduation requirements in effect at the time of the student's re-entry.
- Students are ultimately responsible for ensuring that they have met all graduation requirements.
- The LDR 5120 Effective Leadership and CAP 5240 Strategic Management courses must be taken within the MBA program. No course waivers or course transfer credit will be granted for these courses.

For a student to earn an MBA, one must successfully complete 12 core courses and four elective courses. It is possible for a student taking the MBA program to complete the program in 18 months, but most often students complete it in 3.5 years. The MBA program is as follows:

<b>LFGSM MBA PROGRAM</b>		
Course Number	Course Name	Credit Hours
LDR 5120	Effective Leadership	3
STR 5130	Strategic Thinking	3
LDR 5220	Leading Organizational Change	3
ACC 5110	Accounting for Decision Making	3
BUS 5836	Business Law	3

ECO 5170	Economics for Leaders	3
DAT 5141	Insights Through Data Analytics	3
MGT 5230	Operations Management	3
FIN 5190	Financial Management	3
STR 5200	Innovation & Risk	3
MKT 5210	Marketing Strategy	3
Elective	TBD	3
CAP 5240	Strategic Management	3
<b>Total Program Hours</b>		<b>48</b>

Students must select and complete four elective courses (or the equivalent with pre-approval) to earn their MBA degree.

<b>MBA Elective Courses (4 required for graduation)</b>		
<b>Course Number</b>	<b>Course Name</b>	<b>Credit Hours</b>
BUS 5802	Negotiations & Critical Conversations	3
COM 5330	Organizational Communication	3
DAT 5858	Artificial Intelligence & Machine Learning	3
DAT 5859	Data Visualization & Decision Making	3
DAT 5861	Fundamentals of Data Modeling	3
DAT 5867	Advanced Topics in Data Analytics	3
FIN 5525	Corporate Risk Management	3
FIN 5827	Business Valuation & Capital Markets	3
FIN 5828	Entrepreneurial Finance	3
FIN 5848	Global Finance	3
LDR 5807	Ethical Leadership	3
LDR 5874	Leadership Perspectives	3
MGT 5560	Distribution & Logistics Using Technology	3

MGT 5562	Product Development & Management	3
MGT 5563	Strategic Sourcing in a Digital Economy	3
MGT 5564	Demand Planning & Inventory Management	3
<b>Total Required Elective Hours</b>		<b>12</b>

## Capstone Project

Students enrolled in CAP 5240 Strategic Management choose a project that will showcase the leadership skills they have developed. With the help of a seasoned mentor, students develop and apply their project in a real situation, providing them with career visibility and an opportunity to demonstrate abilities where it matters most.

Access to mentoring from exceptional faculty is a hallmark of LFGSM. Projects for the capstone course begin with students working with their instructor two months prior to the start of the course. The instructor will guide the student through the process of selection, setting goals, application of developed leadership skills, predicting expected outcomes, and connecting to real world business situations. Instructors guide the student to optimize their leadership role within the organization that will benefit from their project: usually the company they work for, or a charitable or civic group. Student projects are strategic and designed to result in a measurable impact.

## Graduate Certificate in Strategic Leadership

The Graduate Certificate in Strategic Leadership is an accredited graduate certificate designed to help individuals position themselves for career growth. Certificate students join degree students for the classes they take, with the same faculty and expectations that make up the MBA program.

The three classes in our graduate certificate offer insights into the skill and art of leadership. Students dive deep into their own leadership style using the Hogan Leadership Assessment to identify their strengths and weaknesses, then take a fresh look at business strategy and how to navigate complex, shifting landscapes. The certificate culminates with students establishing a firm foundation from which they can guide their teams and organizations through change while successfully navigating the contemporary business ecosystem.

Courses in the Graduate Certificate in Strategic Leadership are rigorous and graded. To earn this certificate, students must maintain a 2.00

grade point average (C) or better. Certificate students must apply for admission. No course substitutions are permitted for the certificate program courses. Certificate students must adhere to the academic policies and admission requirements specific to the catalog in effect at the time of their enrollment.

Please note: If a Graduate Certificate in Strategic Leadership student wishes to matriculate into the MBA at Lake Forest Graduate School of Management, they should contact Admissions ([admisslf@lfgsm.edu](mailto:admisslf@lfgsm.edu)) for more information.

<b>Graduate Certificate in Strategic Leadership</b>		
<b>Course Number</b>	<b>Course Name</b>	<b>Credit Hours</b>
<b>LDR 5120</b>	Effective Leadership	3
<b>STR 5130</b>	Strategic Thinking	3
<b>LDR 5220</b>	Leading Organizational Change	3
<b>TOTAL PROGRAM HOURS</b>		<b>9</b>

### Guest Students

Enrolled students who do not wish to pursue the MBA or Graduate Certificate program are considered guest students. Guest students enroll in a single course and are not eligible for federal financial aid.

LFGSM alumni may contact the Registrar’s Office directly ([registrar@lfgsm.edu](mailto:registrar@lfgsm.edu)) to enroll as a guest student. No application or documentation is required.

Non-LFGSM alumni must follow the same admissions process as those students who apply for the Graduate Certificate program.

All guest students will receive an official course grade and transcript. Further questions may be directed to [admisslf@lfgsm.edu](mailto:admisslf@lfgsm.edu).

## Academic Policies

### Academic Advising/Registrar’s Office

The Registrar’s Office assists students in planning their course of study to ensure timely graduation, understanding the degree requirements and

different scheduling options for completing the graduate degree, selecting courses, and learning about LFGSM's services for students.

Students who experience difficulty with their coursework or whose GPA is below 2.00 are encouraged to contact the Director, Career & Student Services or the Registrar's Office for assistance.

Academic advising supports a student's efforts to successfully complete the graduate program and to help the student avoid repeating courses.

### Academic Freedom Policy

LFGSM supports academic freedom and believes that the freedom of inquiry by faculty members and students is essential to the mission of the institution as well as the principles of academia. Students and faculty should have freedom to teach and communicate ideas or facts (including those that are inconvenient to external groups or authorities) without being targeted for repression, expulsion, job loss, or imprisonment.

### Academic Honesty Policy

Honesty and integrity are the foundation upon which any academic enterprise is based. Students must submit their own original work to be graded and commented on by instructors.

Plagiarism is defined as the presentation of words or ideas from an existing source as if it were the student's work. A student must not adopt nor reproduce the ideas, words, or statements of another person or group without appropriate citation.

Accordingly, to avoid plagiarism, LFGSM requires the proper citing of sources for all work submitted by students using American Psychological Association (APA) citation guidelines. All work must correctly identify the source of language and ideas and embody the spirit of intellectual integrity valued by the school.

For example, while generative AI tools can be very helpful for producing ideas, identifying sources, synthesizing text, and starting to understand what is essential about a topic, the student must guide, verify and craft the work product; students may not simply cut and paste artificial intelligence outputs and submit them as though the work were their own. LFGSM students are permitted to use artificial intelligence and machine learning tools such as ChatGPT on assignments unless their instructor has specifically prohibited it. When using these tools, proper citations are required. For example, text generated using ChatGPT-4 should include a citation such as: "Chat-GPT-4. (YYYY, Month DD of query). "Text of the query."

Because AI tools are not completely reliable, students should critically evaluate anything generated by them. Students will be held responsible for any errors or omissions, regardless of their origin.

LFGSM considers submission of work done partially or entirely by another person or student group to be academic dishonesty. LFGSM further considers the resubmission of work produced for one course in a subsequent course without the permission of the subsequent course's instructor to be academic dishonesty.

To help ensure that students follow this policy, LFGSM has integrated the Turnitin tool into all Canvas courses. Students may be required to submit their work via Turnitin, which checks the submission for potential plagiarism and creates a report for the instructor.

It is the student's responsibility to seek clarification from the course instructor about how much help he or she may receive to complete an assignment, exam, or project, and what sources may be used. The instructor must notify the student and the Dean of Faculty and Degree Programs when plagiarism or academic dishonesty is suspected. Appropriate steps will be taken to determine whether plagiarism or academic dishonesty has occurred. Students found guilty of plagiarism or academic dishonesty shall be subject to disciplinary action, up to and including dismissal from the school.

### Assignment of Credit Hours Policy

Lake Forest Graduate School of Management (LFGSM) complies with the federal definition of a credit hour. The federal definition is consistent with the school's practice in developing degree programs, courses bearing academic credit, and the scheduling of courses.

### Federal Definition of Credit Hour

For purposes of the application of this policy and in accord with federal regulations, a credit hour is an institutionally established equivalency that reasonably approximates some minimum amount of student work reflective of the amount of work expected in a Carnegie Unit. In general, the Code of Federal Regulations stipulates that:

*A credit hour is an amount of student work defined by the institution, as approved by the institution's accrediting agency or State approval agency, that is consistent with commonly accepted practice in postsecondary education and that reasonably approximates not less than one hour of classroom or regular and substantive interaction with faculty (faculty instruction both direct or indirect, synchronous or asynchronous) and a minimum of two hours of out-of-class student work each week for each semester hour of credit.*

## Credit Hour Policy

At LFGSM, three credit hours are awarded for each eight-week course within a semester. A three-credit course requires a minimum of 37.5 hours (2,250 minutes) of instructional time, both synchronous and asynchronous, and a minimum of 75 hours (4,500 minutes) of out-of-class student work (homework). Instructional time does not include break times. For details of regular and substantive faculty instruction, as well as expectations for out-of-class student work hours, see details in the course syllabus.

## Attendance and Coursework Policy

Lake Forest Graduate School of Management regards class attendance as vital to academic success. All students are expected to actively participate each week in scheduled classes. Responsibility for class attendance, completion of coursework and active participation rests with the student.

It is the responsibility of the student to notify the instructor as soon as possible regarding any planned or unplanned absence. Students must still complete any required work for the class and are urged to attend an equivalent class at another time (if available) to maintain attendance. Missing more than two classes will result in the student being withdrawn from the course. Withdrawn students will be charged tuition according to the published Cancellation/Refund Policy. Please refer to the Tuition and Financial Aid sections for more information on the financial aid impact of non-attendance.

## Class Session Make-Up Work

If the student misses a class session, the instructor will determine appropriate make-up work. The make-up work shall require the student to demonstrate the same level of knowledge or competence expected of a student who attended the scheduled class session.

## Completions

Students completing a course and receiving a final course grade are recorded as completing the semester credit hours for the course. Completed courses, regardless of grade, count toward the maximum time frame calculation for completion of degree.

## Computer Requirements

LFGSM's interactive environment relies on technology to advance learning on a continual basis. All LFGSM courses use Internet-based course management software. All students are required to have unlimited access to a personal computer with readily available Internet access to maximize the educational experience and satisfy coursework requirements. Because firewalls at

students' places of business may prevent them from accessing websites and/or applications used in class, students are expected to have a personal computer with their own Internet provider. The student's computer should use an up-to-date operating system that will support software and applications used in class. Using their own computer, a student must be able to:

- Install third-party software as required by course technologies, such as Java Runtime Environment, Zoom, etc.
- Have unrestricted access to course-related Internet content
- Fully participate in videoconference classes using video and audio connections
- Be able to send and receive emails using LFGSM email addresses powered by Google
- Access Canvas, the LFGSM Learning Management System, and the student portal, my.lfgsm.edu
- Access Google Apps without restrictions
- Create, review, and share professional-quality documents using software such as Microsoft Office, Adobe Reader, etc.

Some courses may require additional software to support the course goals and session learning outcomes; check the syllabus and course site for details.

Students attending videoconference classes are expected to be full participants. This means students must have and use an active Web camera for video participation. For best audio quality, students are highly encouraged to connect to audio via voice over IP (VOIP), using a microphone and headphones rather than connecting via telephone.

### Copyrighted Materials Use Policy

LFGSM's policy complies with the requirements of the United States Copyright Law of 1976, as amended, including the law relating to photocopying. Materials provided digitally as part of a course are offered only for students of that course, and are provided only within a time frame relevant to the completion of that course. Accessing, sharing or distributing these materials outside of those parameters may constitute a violation of copyright.

## What is Copyright?

Copyright is “the exclusive legal right, given to an originator or an assignee to print, publish, perform, film, or record literary, artistic, or musical material, and to authorize others to do the same” (Oxford Languages).

## What works are protected?

Copyright protects virtually any written, musical, dramatic, choreographic, pictorial, sculptural, cinematic, software, sound recording or architectural work. However, short phrases, individual words, ideas, and works consisting entirely of information that is common property (e.g. calendars, height & weight charts, and tape measures) are not copyrightable. Unless there is specific information to the contrary, it is assumed that a work is copyright protected.

## How Can I Legally Make Copies of Copyrighted Works?

The Copyright Act of 1976 contains a provision for “fair use” of a copyrighted work that applies in cases of research, teaching, reporting and commentary. In determining whether the use of a work in any particular case will be considered “fair use,” the following factors should be considered:

- The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes
- The nature of the work that is copyrighted
- The amount and substantiality of the portion used in relation to the copyrighted work as a whole
- The effect of the use upon the potential market for or value of the copyrighted work

If proposed copying is not covered by “fair use” guidelines, the student must obtain source permission

## Copyright Infringement

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or “statutory” damages affixed at not less than

\$750 and not more than \$30,000 per work infringed. For “willful” infringement, a court may award up to \$150,000 per work infringed. At its discretion, a court may also assess costs and attorneys’ fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement may also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

For more information, please see the Web site of the U.S. Copyright Office at [www.copyright.gov](http://www.copyright.gov) or [www.copyright.gov/help/faq](http://www.copyright.gov/help/faq).

### Course Waiver for Credit Based on Work Experience

The Admissions team will review the professional work experience of applicants to the MBA program and may suggest possible course waivers for specific courses based on the applicant’s relevant in-depth professional experience. The Chief Academic Officer and the faculty will review these suggestions to assure that applicants meet the learning outcomes of specific LFGSM courses. If approved, applicants must notify Admissions if they want to accept the waiver. Please note that MBA students may waive a maximum of six courses. Students who are part of a corporate cohort may have further restrictions on waiving LFGSM courses.

Please note that while there are course waivers for work experience and transfer credits available, in order for LFGSM to award a master’s degree, at least fifty percent of a student’s credits must come from taking LFGSM courses.

LFGSM will not grant waivers for LDR 5120 Effective Leadership or CAP 5240 Strategic Management.

Please note that corporate arrangements for a closed cohort MBA supersede the course waiver policy.

Final decisions on all course waiver petitions rest with the Chief Academic Officer.

### Graduate Certificate in Strategic Leadership Credit Toward MBA

Students who complete courses for the Graduate Certificate in Leadership Foundations and who wish to enter the MBA program must apply for admission. Once accepted, the courses that students completed as part of the certificate will be given credit toward their MBA degree completion as long as the student earned a grade of C (2.0) or better in the course. The grades earned as part of the certificate program will not be included in the GPA calculation for the degree.

Course waivers are not permitted in the Graduate Certificate. Further questions may be directed to the Registrar’s Office ([registrar@lfgsm.edu](mailto:registrar@lfgsm.edu)).

## Credit Hour Policy

Lake Forest Graduate School of Management assigns and awards credit hours that conform to commonly accepted practices in higher education. The school employs the Federal Credit Hour Definition in the assignment and awarding of credit hours as stated in the following policy:

The Federal definition (34 CFR § 600.2) states that a credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally-established equivalency that reasonably approximates not less than:

- One hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work each week for approximately sixteen weeks for one semester.
- At least an equivalent amount of work as required in paragraph 1 of this definition for other activities as established by an institution, including but not limited to: laboratory work, internships, practica, studio work, and other academic work leading toward the award of credit hours.

At LFGSM, the Summer and Fall terms are considered the first semester, Winter 1 and Winter 2 terms are considered the second semester, and Spring 1 and Spring 2 terms are the third semester, resulting in three semesters with six terms over one academic year.

All definitions and standards apply equally to all courses. For more information, please contact the Registrar's Office.

## Credit for Service in the Armed Forces

Lake Forest Graduate School of Management will consider educational experiences earned during military service for course waiver credit. The educational experience(s) will be evaluated on a case-by-case basis to determine appropriateness for graduate transfer credit. A written evaluation of transcripts, military training, and experience(s) will be placed in each service member and veteran's permanent file.

## Grading System

### Student Learning Assessment

LFGSM is committed to the objective assessment of student learning outcomes through direct and indirect measures of student learning. Student learning is assessed throughout their MBA program at course and program levels of learning.

## Grading Scale

Lake Forest Graduate School of Management uses a numeric grading system for core and elective graduate degree courses. Academic performance is evaluated using the full range of grades A through F. Plus and minus modifiers are used at the instructor's discretion; however, grades of A+, F+, and F- are not used.

Grading Scale		
Letter Grade	Point Value Range	Transcript GPA Value
A	96.0-100	4.00
A-	93.0-95.9	3.70
B+	90.0-92.9	3.30
B	87.0-89.9	3.00
B-	84.0-86.9	2.70
C+	81.0-83.9	2.30
C	78.0-80.9	2.00
C-	75.0-77.9	1.70
D+	72.0-74.9	1.30
D	69.0-71.9	1.00
D-	66.0-68.9	0.70
F	65.9-0.00	0.00

Students receive the grades they earn, without regard to tuition reimbursement or other grade point average minimum requirements set by people or organizations external to LFGSM.

## Transcript Academic Designators

Designators	Description
P	Pass
I	Incomplete
TR	Transfer Credit
CW	Course Waived
WIP	Work in Progress
W	Withdrawal

### Grade Point Average (GPA)

A student's GPA is calculated by dividing the sum of earned quality points by the sum of attempted hours for all courses receiving a grade used in calculating the GPA. Only course work taken at Lake Forest Graduate School of Management is used in the GPA. Grades of P (pass), I (incomplete), W (withdrew), WIP (work in progress), and CW (course waiver) earn no grade values and are not calculated into GPA.

Quality points for a single class are calculated by multiplying the grade point value by the number of course credit hours (for example a final grade of B, worth 3 points, in a 3 credit hour class results in 9 quality points).

### GPA for the MBA Graduation

To graduate, students must complete all courses with a cumulative grade point average of 2.00 or better.

### Grade Period and Posting Policy

Lake Forest Graduate School of Management operates on a term basis for grade period and posting. The academic year consists of six terms (Summer, Fall, Winter 1, Winter 2, Spring 1, and Spring 2). Each term is eight weeks long and grades are posted within one week of the final day of the term.

All grades are issued electronically. Grade cards may be printed through the Student Portal at [my.lfgsm.edu](http://my.lfgsm.edu) using the official Grade Card link. Students who require an official grade card mailed by the school must contact the Registrar's Office at 847 574-5208 or [Registrar@lfgsm.edu](mailto:Registrar@lfgsm.edu).

### Grade Appeal Policy

To appeal a grade, students must follow the procedure listed below:

1. Within thirty days of posting the grade in question, the student must contact the instructor who issued the grade. The student has the right to a full explanation of how the grade was determined.
2. If the instructor does not respond within fourteen days or if the student's complaint is unresolved, the student may contact the Dean of Faculty and Degree Programs in writing. The Dean of Faculty and Degree Programs will confer with the instructor within fourteen days and review the situation. The student will receive a written response from the Dean of Faculty and Degree Programs within fourteen days after the review.
3. If the student wishes to appeal the Dean's response, their final course of action is to appeal in writing to the Chief Academic Officer.

Students may only appeal a grade if there has been a deviation from the instructor's established, announced, or published grading procedures. The Dean of Faculty and Degree Programs may initiate the review of a grade if the instructor's grading practices indicate a serious question concerning the objective application of grading criteria.

### Grades for Late Assignments Policy

Due dates for each assignment are set by the instructor and published in the syllabus and in the course site in the Learning Management System, Canvas. If a student turns in an assignment no later than 11:59 PM Central time on the due date (unless the instructor has posted a different specific time when the assignment is due), the work will be considered on time.

Unless otherwise indicated by the instructor, if a student turns in an assignment up to 24 hours after the due date, the work will receive a half letter grade reduction (e.g., from an A to an A-). Turning in work 24-48 hours late will result in a full letter grade reduction (e.g., from an A to a B). Turning in work 48-72 hours late will result in a two letter grade reduction (an A paper becomes a C). Work will not be accepted more than 72 hours late, unless the student applies for and is granted an "Incomplete," as described below.

### Incomplete Grades Policy

If a student has not been able to submit all assignments during the term, but has completed 75% or more of the required coursework and believes they would be able to complete the course if given more time, they may request an "Incomplete" from the instructor. An "incomplete" may be awarded at the discretion of the course instructor but will only be awarded for exceptional circumstances. A student must request an "incomplete" grade no later than the last day of the course, and it must be approved by the instructor. An exception may be made if circumstances prevent submitting the "incomplete"

request in the prescribed timeframe. If an “incomplete” is awarded and the student is still unable to complete the course after the extension, the student will receive an F for the unsubmitted assignments.

*Incomplete grades are issued at the instructor’s discretion.* Upon posting the “incomplete” grade, an automatic email is sent to the student and instructor with notification of time limits and student responsibility. For an eight-week course, the incomplete coursework must be submitted a maximum of four weeks from the date the grade was recorded as “incomplete” on the student’s record.

If the instructor has set a specific date, that date supersedes all other dates. After the incomplete coursework deadline, the instructor will calculate the student’s grade based on the coursework completed, with no credit given for any incomplete assignment(s). If the course grade recorded is “F,” no credit is given and the student must retake the course. The final grade is included in the student’s GPA calculation. The final grade and completion of the credit hours for the course count toward the maximum time frame calculation for degree completion. A student may have only one incomplete on his/her academic record at any time (two, if a student is taking two courses per term). Students on academic probation must successfully complete each probationary course. Students on academic probation receiving an incomplete grade will not be permitted to participate in the next course until the incomplete grade has been replaced with a letter grade.

### Temporary Program Pause

Before taking a temporary program pause or exiting from a program, students are required to contact the Registrar’s Office. Notifying the instructor of non-attendance, withdrawal, taking a program pause, or exiting the program, is not sufficient.

Students must alert the Registrar’s Office using the Temporary Program Pause form found on [my.lfgsm.edu](http://my.lfgsm.edu). The temporary program pause or program exit is considered official when the Registrar’s Office has received the form. Tuition credit or refund will also be made at that time. Credits or refunds will be determined according to the Cancellation/Refund Policy. Students on Program Pause for more than 180 consecutive calendar days will be temporarily removed from the degree program by the Registrar’s Office (Program Exit), and if they have received federal financial aid, loan repayment may begin. Administrators of Title IV financial aid programs and VA programs under which a student may be receiving funds will be immediately notified of all temporary program pauses and/or program exits.

## Re-enrolling after a Temporary Program Pause or Exit

Students may re-enter the degree program in any term depending on availability of classes, prerequisites, and class size, if their account is in good standing.

Students who have not taken a class in the graduate degree program for six consecutive terms or more will follow the graduation requirements in effect at the time of the student's re-entry.

Students who have not taken a class in seven years or more must work with the Admissions Office and reapply for admission.

A student who wishes to re-enroll must contact the Registrar's Office, and may be required to meet with the Director, Career & Student Services, the Financial Aid Office, Admissions, and/or the Dean of Faculty and Degree Programs and/or Chief Academic Officer to discuss their academic progress and create a degree completion plan.

## Maximum Time Frame for Completion

MBA students must successfully complete all graduate degree program requirements within six academic years of their first enrollment. This maximum time to completion applies to all students, regardless of financial aid participation or part-time status.

An academic year is made up of six terms of eight weeks each (Summer, Fall, Winter 1, Winter 2, Spring 1, Spring 2). The academic year consists of 3 semesters: Fall (Summer and Fall terms), Winter (Winter 1 and Winter 2 terms), and Spring (Spring 1 and Spring 2 terms). Graduate degree program students typically take six credit hours per semester. The MBA degree program is comprised of 48 semester credit hours. For students to complete the degree within the six-year time frame, they must successfully complete a minimum of nine semester credit hours per academic year.

Degree-seeking students requiring more than six years to complete the degree program must submit a petition to the Registrar's Office. The Registrar's Office, in conjunction with the Dean of Faculty and Degree Programs or Chief Academic Officer, will evaluate the applicability of the content of those courses completed prior to the six-year time frame.

Students receiving federal financial aid who require more than six years to complete the degree program must submit a petition to the Financial Aid Office to receive a determination of federal financial aid eligibility.

### Probation and Re-Admittance Policy

Students who do not maintain a cumulative grade point average of at least 2.00 are automatically placed on academic probation. It is recommended that they meet with the Director, Career & Student Services prior to taking additional courses to review and discuss their academic progress and create a degree completion plan to get back on track.

To be removed from probationary status, students must achieve a cumulative grade point average of at least 2.0 upon the completion of their next two classes.

Students on academic probation must successfully complete each course. Students on academic probation receiving an incomplete grade will not be permitted to participate in the next course until the incomplete grade has been replaced with a letter grade.

Any student receiving federal financial aid who is placed on academic probation is also placed on financial aid probation, and the student loses federal financial aid eligibility during the probation period. The Satisfactory Academic Progress requirements listed in the Financial Aid section of this handbook must be met by the end of the probation period to re-qualify for financial aid. A student reinstated after successfully completing a probation period will receive automatic reinstatement of financial aid eligibility, if Satisfactory Academic Progress (SAP) requirements have been met. For more information on SAP, see the Financial Aid section in this handbook.

### Reinstatement Policy–Appeal of Academic Release

A student who has been released from the graduate degree program for academic reasons and wishes to be reinstated must petition the Chief Academic Officer in writing. The petition must clearly state the compelling and extenuating circumstances that contributed to the poor academic performance, show how the circumstances have been resolved, and present a realistic plan for meeting the requirements to return to good academic standing. The Chief Academic Officer will review the petition and make a final decision.

### Repeated Courses Policy

A student may repeat any course. Grades from every time any class was taken will appear on a student's transcript; however, only the highest grade earned for a repeated class will be used in computing the GPA. Repeated courses, regardless of grade, count toward the maximum time frame calculation for completion of degree.

## Student Complaint Policy and Log

The complaint process at LFGSM for students and prospective students is comprised of three steps. Most complaints can be resolved through informal conversations among the parties involved with no need for further escalation.

Note: Complaints regarding grades have separate procedures which may be found in the Grading Section of this catalog.

### **Step 1: Informal Processes**

LFGSM encourages students and prospective students to make every effort to resolve their problems and concerns directly and informally with faculty members or other involved parties.

### **Step 2: Formal Complaint**

If informal discussions between the involved parties do not result in a resolution of the problem, students and prospective students may initiate the formal complaint process by submitting a written complaint to [Complaint@lfgsm.edu](mailto:Complaint@lfgsm.edu).

MBA students must use the Complaint Form on [my.lfgsm.edu](http://my.lfgsm.edu) and submit to [Complaint@lfgsm.edu](mailto:Complaint@lfgsm.edu). Prospective students may request the Complaint Form and submit to [Complaint@lfgm.edu](mailto:Complaint@lfgm.edu).

All Complaint Forms must be received within thirty business days of the incident or concern. The school will review and discuss the formal complaint with the parties involved individually and/or with all concerned parties as appropriate, and will communicate the outcome or decision within fifteen days of receiving the written complaint.

### **Step 3: Appeal of Complaint Decision**

If the student or prospective student is not satisfied with the school's decision, the student or prospective student may submit complaint documentation to the Chief Academic Officer for further review. The Chief Academic Officer will review the complaint documentation and speak to the parties involved as appropriate and will render a decision within fifteen days of receipt of the student's or prospective student's complaint documentation.

Students and prospective students residing in the state of Illinois who are dissatisfied with the school's response to their complaint, or who are not able to file a complaint with the school, may file a formal complaint with the Illinois Board of Higher Education (IBHE). Students and prospective students residing in a state participating in the State Authorization Reciprocity Agreement (SARA) may file a formal complaint with the Illinois

Board of Higher Education (IBHE). Students and prospective students residing in a non-SARA state (currently California only), may file a formal complaint with their state.

California residents may do so by contacting:

[Student Complaint Process](#)

California Bureau of Private Postsecondary Education

P.O. Box 980818

West Sacramento, CA 95798-0818

Email: [bppe@dca.ca.gov](mailto:bppe@dca.ca.gov)

<https://www.cde.ca.gov/re/cp/>)<https://dfpi.ca.gov/file-a-complaint/>

As of the publication of this catalog, student complaints relating to consumer protection laws offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with the institution to seek resolution. For a complete process for filing a complaint with SARA

[https://nc-sara.org/sites/default/files/files/2021-03/StudentComplaintProcess\\_FINAL.2.19.21\\_0.pdf](https://nc-sara.org/sites/default/files/files/2021-03/StudentComplaintProcess_FINAL.2.19.21_0.pdf)

All students and prospective students may also file a formal complaint with the Higher Learning Commission

<https://www.hlcommission.org/Students-Communities/complaints.html>.

The Registrar's Office will maintain a log entry on each student or prospective student formal complaint, which includes:

1. The date the complaint was submitted
2. The nature of the complaint
3. The steps taken to resolve the complaint
4. The date and the final decision regarding the complaint, including referral to outside agencies
5. Any other external actions initiated by the student to resolve the complaint, if known by LFGSM.

The information in the log of student and prospective student complaints, which is maintained by the Registrar's Office, is confidential. The log will be made available for outside review upon request by the Department of Education (ED), the Higher Learning Commission (HLC), and the Illinois Board of Higher Education (IBHE). However, steps are taken to ensure the anonymity of any student or prospective student who files a complaint.

The purpose of an outside review may include, but is not limited to:

1. Establishing that LFGSM handles complaints in a timely manner
2. Demonstrating fairness and attention to student and prospective student concerns
3. Identifying any pattern in the complaints that suggests problems with institutional quality

### Student Identity Verification and Authentication Policy

To access the secure LFGSM sites (Canvas and [my.lfgsm.edu](http://my.lfgsm.edu)), all students are assigned and must use a unique user account and password combination that is automatically generated by the LFGSM student information system. In addition to providing access to course-related resources, a student may log into the student portal with this account to edit and maintain specific facets of their personal information. Students are directed to reset their own passwords through functionality built into the portal. LFGSM staff do not have access to a student's unique password and cannot alter the password. It is LFGSM school policy that student account information is not shared with others.

### Student Records

LFGSM maintains permanent student records of admissions information, academic transcripts, and other relevant documentation. Students may review their records by notifying the Registrar in writing. All materials submitted in support of a student's application, including transcripts from other institutions and letters of recommendation and related documents, become the property of Lake Forest Graduate School of Management. To obtain these records, students should contact the Registrar.

### Student Surveys and Projects Policy

LFGSM will not grant permission to students to use the school or any of its departments as the subject of class projects.

Both the faculty member leading the class and the Chief Academic Officer must approve all student-conducted surveys involving LFGSM students, faculty, and/or staff as respondents.

All surveys:

- Should be plainly identified as student-conducted surveys
- Should not be reproduced on LFGSM letterhead or purport in any way to be distributed under the auspices of LFGSM

Approved surveys must be submitted to the Chief Academic Officer a minimum of one week prior to distribution to allow time to contact the instructors whose classes are involved.

### Transfer Credit

LFGSM will accept transfer of semester credit hours from other accredited graduate programs, pending approval by the Chief Academic Officer. Course transfer requests must be made during the first 12 months of a student's graduate degree program enrollment. A maximum of 12 semester hours of transfer credit may be applied toward the MBA degree requirements.

To be eligible for transfer credit, courses must be equivalent in content to those of LFGSM, and students must have completed the course or courses with a grade of "B" or better. Courses taken on a Pass/Fail basis are not transferable. The student is responsible for providing detailed documentation of course content, syllabus, official transcript, and other pertinent data that reflects the course content at the time the student took the course. Transfer credits are not considered in computing a student's grade point average. Transfer credit hours accepted by LFGSM count as both attempted and completed hours toward degree completion, and each transfer course is counted as an eight-week LFGSM course equivalent in terms of maximum time frame. Current students are not permitted to take graduate courses at any other institution for transfer without prior approval from the Chief Academic Officer. Students should contact the Registrar's Office to inquire about transfer eligibility.

Please note that while students may request course waivers for work experience and transfer credits, at least 50 percent of a graduating student's credits must come from LFGSM courses.

### Withdrawal Policy

If a student is withdrawn by LFGSM for disciplinary, behavioral, financial or academic reasons, the student will receive no credit or grade for the course regardless of how much of the course they had completed at the time of the withdrawal. A W will be recorded on their transcript.

If a student is withdrawn by LFGSM for non-attendance due to a medical, family or other emergency, as long as 75% of the coursework has been completed and at least 6 of the 8 class sessions have been attended, the student will receive a grade based on work submitted, and if a passing grade is earned, the student will be awarded academic credit. The student may request an incomplete grade under these circumstances to give them a chance to finish the coursework, in which case, policies around incomplete grades will apply.

If a student decides to withdraw themselves from a course at any time, for any reason, no credit or grade for that course will be given, and a W will be recorded on their transcript.

Any student in good standing who withdraws for any reason may re-enroll at a later date. If the re-enrollment is 7 or more years after the withdrawal, students will need to contact Admissions and reapply. To withdraw from LFGSM or seek reinstatement, please contact the Registrar at [Registrar@lfgsm.edu](mailto:Registrar@lfgsm.edu).

### Academic Load

The academic year consists of 3 semesters, each comprised of two terms: Fall Semester (Summer and Fall terms), Winter Semester (Winter 1 and Winter 2 terms), and Spring Semester (Spring 1 and Spring 2 terms). Graduate degree program students typically take six credit hours per semester.

### Academic Program

The grade point average of each student graduating in the academic year will be computed at the end of the Spring 2 term, after all grades have been received. Academic honors will be conferred upon graduates with a grade point average of 3.95 or above. All graduates with academic honors will be recognized at the Commencement ceremony.

### Commencement

Lake Forest Graduate School of Management conducts one commencement ceremony per year. All students who will complete their graduate degree studies by August 30<sup>th</sup> are eligible to participate in the commencement ceremony.

Participation is optional. Students who walk at graduation will pay a regalia rental fee. All outstanding balances, including summer tuition, must be paid in full for a student to receive their diploma.

Information about graduation is sent via the student.lfgsm.edu email account. The commencement details will be posted to [my.LFGSM.edu](http://my.LFGSM.edu) including dates of ceremony, information on how to order a cap and gown, and instructions on how to register for participation in the commencement ceremony.

### The Hotchkiss Scholar Award

The Hotchkiss Scholar designation is the highest honor that Lake Forest Graduate School of Management confers on a graduating student. The Award was established in 1984 in honor of Dr. Eugene Hotchkiss, President Emeritus of Lake Forest College and former member of the Lake Forest Graduate School of Management Board of Directors.

Hotchkiss Scholars are selected based on outstanding academic achievement, superior business acumen, and a commitment to values-based leadership that advances the leadership attributes of Lake Forest Graduate School of Management: Agility, Innovation, Strategic Vision, Self-Awareness, and Engaging Others.

LFGSM MBA students who have earned a 3.95 or higher GPA by the end of the Winter 1 Term of their graduating academic year are eligible to nominate themselves and apply for the Hotchkiss Scholar Award. More information and application materials are available on the student portal, [my.lfgsm.edu](http://my.lfgsm.edu).

### Honors Program

Each graduating student's final grade point average will be computed at the end of the Spring 2 term after all grades have been received. For more information, see the Grading System and Grade Point Average (GPA) sections in this catalog under Academic Policies.

Academic honors will be conferred upon graduates with a grade point average of 3.95 or above. All graduates with academic honors will be recognized at the commencement ceremony.

## Students Deployed Under Military Orders

### Tuition and Grades for Students Deployed Under Military Order

Tuition for all in-class (residence) courses will be locked in at the rate students were receiving at the time of their deployment for a period of 3 years after their date of withdrawal.

Students who have in-progress grades at the time of their deployment will have in-progress extended grades. These grades will be extended beyond the time normally allowed for completion. Grades of A, B or C will not lapse to a failing grade.

### Procedures for Processing Withdrawal Requests for Students Deployed Under Military Orders

- Students will be required to submit a letter to LFGSM indicating their intent to withdraw from their program along with orders confirming deployment. This should be done prior to the time of deployment.
- Once the letter of withdrawal and orders have been confirmed, LFGSM will drop the student from the program and remove them from the course in which they are presently registered and any future courses.

- Charges will be applied based on the semester hours the student has completed. Pro-rata will not be applied to the student account. Refunds, if applicable, will be issued by LFGSM for coursework not completed.
- Students who have received financial aid for the term in which they are withdrawing will be eligible for aid in accordance with federal regulations at the time of their withdrawal. Financial aid received after the withdrawal date will be applied or refunded in accordance with federal law. Students will not be eligible for aid that has not been certified.
- Prior to deployment students are encouraged to meet with LFGSM to discuss their academic and financial standing.

### Process for Reinstatement of Students Deployed Under Military

- Prior to reinstatement students will be required to meet with LFGSM.
- If degree programs change prior to the date students are reinstated, additional coursework may be necessary to meet the new requirements of the degree program. If students were in programs that may no longer be offered by LFGSM, degree-completion options and guidance on a case-by-case basis will be provided. LFGSM will discuss any changes and options during the reinstatement process.
- Students who have “I” incomplete grades which are in-progress extended grades will be required to complete all work and receive a grade prior to being reinstated into the program.
- Outstanding tuition must be paid in full before students can be reinstated into their program.

### Writing Standards and Guidelines

Lake Forest Graduate School of Management's Writing Guidelines apply to all graduate program courses. These guidelines are principles that define the school's position and commitment to academic quality and consistency.

All written work submitted for evaluation must be free of fundamental error in format, spelling, punctuation, and English grammar. Since requirements for written work may vary among courses, students will adhere to guidelines for writing provided to them by faculty in each course.

## Student Conduct and Grievance Policy and Procedures

LFGSM students are typically “functional experts” — working professionals with a specific area of deep business expertise and a strong desire to advance their careers through graduate-level leadership education. These functional experts include research scientists, engineers, sales and marketing professionals, IT and Data Analytics professionals, medical and pharmaceutical professionals, and human resource specialists looking to broaden their business knowledge and perspective.

LFGSM students become part of a larger community of business professionals who provide valuable guidance and support throughout the program and after graduation. Student camaraderie is an integral part of our culture and is how we do business.

### Core Values–Student Conduct

Customer focus, continuous improvement, integrity, and inclusivity are core values of LFGSM’s educational mission and vision. The enforcement of student conduct protects the rights, health, and safety of all members of the community so that all may pursue their goals without unwarranted interference. The entire community shares the responsibility for building and maintaining a safe learning experience.

Attending LFGSM is a unique opportunity best safeguarded by each student’s use of good judgment and consideration of the rights and property of others. Students are expected to conduct themselves in a professional manner appropriate for our academic environment.

#### Ethical Behavior

Community members are expected to demonstrate a commitment to fairness, honesty, empathy, and achievement.

#### Integrity

Community members are expected to possess and adhere to the Core Values listed above.

#### Respect for Others

Community members are expected to respect every person regardless of religion, race, ethnicity, national origin, gender or gender identity, sexual orientation, political view, physical abilities, age, or intelligence.

#### Respect for Surroundings

Community members are expected to respect the campus and classroom properties, corporate sponsored on-site locations, and other properties used by the school.

Instances of inappropriate behavior are referred to the Chief Academic Officer. The consequences could include dismissal from the school. If asked to leave, a student must wait one year before petitioning the Chief Academic Officer for reinstatement. Students must follow local, state and federal laws. Lake Forest Graduate School of Management reserves the right to contact local authorities to address acts that are in violation of the law.

### Disruptive Classroom Behavior Policy

LFGSM shall not tolerate disruptive behavior in a learning environment convened by a faculty member. Disruptive behavior by a LFGSM student is defined as any act that denies others the freedom to speak, to be heard, to study, to teach or pursue research. Such behavior is antithetical to academic freedom and to the rights of all members of the academic community. Initial situations of mildly disruptive behavior shall be managed informally by a faculty member based upon that faculty member's personal judgment at the time.

However, if disruptive behavior progresses or is of a serious nature in its initial form, the formal procedure shall be as follows:

- An instance of disruptive behavior shall result in an immediate oral and public warning by the faculty member.
- A subsequent instance may result in the expulsion of the student for the remainder of the class period by the faculty member.
- Continued disruptive behavior may result in the expulsion of the student from the course by the faculty member. A statement of the reason for expulsion shall be given in writing by the faculty member to the student, the Dean of Faculty & Degree Programs, and the Registrar.
- The disciplinary actions listed in Paragraph #3, herein above, may be appealed by the student to the Dean of Faculty and Degree Programs.

### Personal and Physical Safety

No student shall injure or threaten a member of the LFGSM community. All instances should be reported to the Dean of Faculty & Degree Programs by completing an incident report form located on [my.lfgsm.edu](http://my.lfgsm.edu). Records are kept related to unusual occurrences and conduct violations.

### Requests by Officials of LFGSM

Students are expected to comply with reasonable and lawful requests or direction by members of the faculty, administrative staff, and others acting in the performance of their official duties. Students must respond promptly to summons from faculty members, administrative officers, and officers of

disciplinary committees. It is considered a violation of the Standards of Conduct for a student to provide false or misleading information to a LFGSM official.

### Records of Disciplinary Matters

All disciplinary records are kept in the Registrar's Office. This information is not recorded on academic transcripts, nor released to any persons outside LFGSM without authorization from the student involved or under legal compulsion.

### Social Media Etiquette for Students

Our current students are an integral part of the academic and social community at Lake Forest Graduate School of Management. Student experiences with our learning programs provide valuable insight into the culture of excellence at Lake Forest as representatives of our community, and we are proud of the caliber and integrity of our student body.

With regards to social media posts, comments and sharing, students are encouraged to follow some fundamental guidelines when engaging online in any commentary on topics which involve Lake Forest Graduate School of Management, our programs, faculty, staff or alumni.

Negative or disparaging commentaries on social media including Facebook, LinkedIn, Ning, YouTube, corporate or personal blogs, X, photo sharing networks such as and Instagram reflect poorly on the community at Lake Forest.

We ask that students consider the quality of the reputation our academic community enjoys and continue to engage with us on our social channels in a positive way that reflects the spirit and tradition of Lake Forest Graduate School of Management. Please continue to share and post with pride and integrity.

### Statement of Guiding Principles

Please note that the School's Code of Conduct for Students extends to conduct in all forms of social media.

- Students are ambassadors for LFGSM and their testimonials are powerful. We appreciate students sharing the value of their LFGSM experience and the value of our educational services with their online networks.
- Respect any confidential or proprietary information shared by LFGSM faculty, staff, or students. Blogs or social networking posts may not disclose any trade secrets, insider information or other confidential or

proprietary information of LFGSM or violate any privacy policies. Moreover, blogs or social networking posts may not violate any of the terms of any confidentiality agreement entered by a student or any confidentiality of information policy maintained by LFGSM.

- When including your LFGSM affiliation in your social media profiles and bios, it's best to include the full name and acronym [Lake Forest Graduate School of Management (LFGSM)] for clarity and search-ability.
- LFGSM's visual identity (its logos, word marks and taglines) are the trademarked property of Lake Forest Graduate School of Management. The use of such assets without permission is prohibited. Contact a marketing department representative for assistance related to the use of the LFGSM brand.
- When commenting about LFGSM, its faculty and staff, its students and alumni, its business partners, and its competitors, we encourage students to challenge ideas and opinions but remember that personal attacks are prohibited. Social media is a great place for learning and sharing but is not the ideal forum for resolving issues and concerns. We encourage students to bring any concerns they may have to LFGSM's attention in person, via telephone, or via email, so they can be addressed.
- Students who create online content and publicly disclose their affiliation with LFGSM should make clear that the views expressed in their content are their own and do not necessarily represent the views of the school.
- Only Human Resources staff members are authorized to respond to verbal or written requests about current or former employees. All requests for information on current or former employees should be forwarded to Human Resources promptly.

## Resources and Services

### Academic Advising/Registrar's Office

The Registrar's Office assists students in planning their course of study to ensure timely graduation, understanding the degree requirements and different scheduling options for completing the graduate degree, selecting courses, and learning about LFGSM's services for students.

Students experiencing difficulty with their coursework or whose GPA is below 2.00 are encouraged to contact the Director, Career & Student Services or the Registrar's Office for assistance. Academic advising supports a student's efforts to successfully complete the graduate program and to help the student avoid repeating courses.

### Textbooks—LFGSM Virtual Bookstore

Students are responsible for purchasing textbooks. Textbooks are available for purchase two weeks before the beginning of each term at the [LFGSM Virtual Bookstore](https://www.bkstr.com/lakeforestgraduatestore) (<https://www.bkstr.com/lakeforestgraduatestore>). Click on *Find Courses* and follow the drop-down menus. Some courses may not require a textbook.

If students wish to purchase their textbooks from other sources, they should confirm the correct title and edition, as described in the course syllabus. Students may purchase or rent required textbooks in either hard or electronic format from any source.

Students are encouraged to order textbooks as soon as possible to ensure adequate time is given for delivery and pre-course readings.

For questions about class materials, contact the Manager of Academic Materials & Technology at [campusoperations@lfgsm.edu](mailto:campusoperations@lfgsm.edu)

**PLEASE NOTE: Some courses do not require a textbook** and have all materials posted online. Course materials will be available electronically online one week before the start of a term.

### Library-Reference Resources

LFGSM offers an online reference resource, ProQuest's ABI/Inform Global, which is accessible through Canvas, the school's learning management system, or via LFGSM's secure student website, [my.lfgsm.edu](http://my.lfgsm.edu). ABI/INFORM Global includes important full-text journals and much sought-after titles from the business press as well as key trade publications, dissertations, conference proceedings, and market reports. Key periodicals include *The Wall Street Journal*, *Financial Times*, *The Economist*, *Barron's*, and *Foreign Affairs*.

## Student Experience and Engagement

The Office of Career & Student Services provides student-centered programs and services that enhance both personal and professional development. We assist students in the following ways:

### Networking and Community Access

Students have access to a strong network of accomplished alumni and an opportunity to engage with the larger community through in-person and virtual events.

### Career Development

LFGSM Career Services provides students and alumni with the skills to manage the constant change and complexity of today's business world. We offer a variety of resources to meet students where they are and give them the tools required for continued career and personal growth.

To assist students in managing their careers, the following services are offered:

- Personalized one-on-one coaching by certified coaches
- Worksheets & materials for creating a career plan or job search strategy
- Career-related workshops and webinars
- In-person and virtual networking opportunities

Due to the rapid pace of change in business, students need to continuously nurture their careers so they can adapt to new roles quickly and confidently. While LFGSM does not offer job placement, our career services prepare students well to take the next step in their careers.

### Leadership Exchange

Students seeking guidance on specific, work-related business issues may request a one-on-one consultation with participating members of the LFGSM Business Leader Faculty. Sessions may be held virtually or in-person and are limited to 60 minutes each. A student may request up to two complimentary sessions.

### Workshops and Events

Workshops, webinars, and other events are held frequently throughout the year and designed to enhance each student's professional development outside the classroom. These engagement opportunities also offer students the chance to develop connections beyond the classroom environment. These workshops are ungraded, do not offer credit hours and are not reflected on the student's transcript.

## Excel Workshop

Our Excel Workshop provides advanced level skill development for students in the MBA Program. Excel is used widely throughout our courses and within business organizations. Students who complete this workshop will learn how to perform key Excel functions necessary for courses and careers pertaining to Operations, Accounting, and Finance.

## Accounting Boot Camp

**Recommended prerequisite: Microsoft Excel basic skills.**

Our Accounting Boot Camp introduces less experienced students to fundamental elements of accounting. It is best taken a few weeks prior to beginning ACC 5110 (Accounting for Decision-Making). Although it is open to students desiring a refresher, preference is given to students registered for ACC 5110 within the current academic year.

During the two 90-minute sessions, attendees will learn basic accounting concepts and terminology. Session one covers major accounting principles, types of accounts, cash vs. accruals, financial statements, and how these topics interrelate.

The second session will primarily focus on how to read and navigate an annual report. There will be one non-graded homework exercise to be completed between the two sessions. Upon completion of this boot camp, students will have the beginning base of knowledge necessary to succeed in ACC 5110.

## Finance Boot Camp

**Recommended prerequisites: Accounting Boot Camp and ACC 5110 Accounting for Decision-Making; basic Excel skills**

Our Finance Boot Camp introduces students with little knowledge or experience in finance to fundamental concepts of corporate finance to be used in FIN 5190 (Financial Management). Although this boot camp is open to students desiring a refresher, preference is given to students who are registered for FIN 5190 within the current academic year.

This boot camp is structured in two separate sessions of 90 minutes each. There will be one non-graded homework exercise assigned between the two sessions and one in-class exercise to be completed in groups at the end of the second session.

The workshop focuses on reading financial statements: what they can tell us about the performance of a company and how they may change as the firm expands or contracts. This financial behavior is what drives value creation. Understanding that “end game” will enhance students’ experience in FIN 5190.

## Student Advisory Group

The Student Advisory Group offers feedback on LFGSM's programs, initiatives, and student services. This volunteer group is comprised of ten to twelve students and meets every six weeks. Students have an opportunity to connect in a small group setting with their peers and LFGSM staff to provide real-time, ongoing feedback. Term lengths are typically one to two years.

These meetings provide a consistent channel for students to voice their opinions and concerns to LFGSM staff.

The Student Advisory Group is open to any interested student who is in good academic standing and has a cumulative 3.5 GPA. Students may apply for consideration during each summer term by sending a letter indicating their interest and highlighting their qualifications to the Director, Career & Student Services ([caugustine@lfgsm.edu](mailto:caugustine@lfgsm.edu)).

## ASSIST Program

As a nonprofit organization, LFGSM is dedicated to supporting students experiencing job transition. The ASSIST (Assistance for Students in Sudden Transition) Program offers financial and career support to help students who have experienced a sudden and unexpected job loss prepare for a new position. Students may qualify for up to a 30% scholarship on tuition for a total of five terms while they are in transition. No more than two courses may be taken per term. Students receiving this financial assistance are required to work with our career coach until they find employment. For more information, contact the Director, Career & Student Services at 847-574-5158.

# Lake Forest Graduate School of Management Policies

## Cancelled Classes

LFGSM reserves the right to cancel classes due to low enrollment or other academic reasons. If a student is registered for a class that is cancelled, they will be notified by the Registrar and presented with rescheduling options.

## Class Rescheduling

The school has a policy of and is committed to providing three and one-half hours of class time per class session. In the event the faculty member cannot attend a class session, they will either provide a qualified substitute or reschedule the class session. The faculty member must discuss these options with the class prior to the event if possible.

If a class session needs to be rescheduled, the faculty member should strive for 100% student agreement of the rescheduled date. If there is not 100% agreement, the faculty member should arrange to provide an equivalent learning experience for students who are unable to attend the rescheduled class.

## Drug and Alcohol Abuse Prevention Policy

Lake Forest Graduate School of Management is committed to maintaining an educational and work environment that is conducive to academic learning and work productivity. To uphold this commitment, this drug and alcohol abuse prevention policy has been developed. All students and faculty are subject to this policy and its supporting procedures.

## Policy Statement

It is against local, state, and federal law to possess or distribute illicit drugs and/or to use alcohol irresponsibly. Violation of these laws may be punishable by fines and/or imprisonment. Therefore, Lake Forest Graduate School of Management has a standard of conduct, as a condition of student and faculty participation, which clearly prohibits the unlawful possession, use or distribution of illicit drugs and/or use of alcohol by students and/or faculty on its property. The Lake Forest Graduate School of Management will impose disciplinary measures (sanctioned by local, state, and federal statutes) on students and faculty for violations of the standard of conduct, up to and including expulsion or termination and referral for prosecution.

Following are guidelines to identify some unacceptable behaviors; it is impossible to list every circumstance or situation that might warrant corrective action. Students should discuss suspicious behavior with the Dean of Faculty and Degree Programs if a fellow student's or faculty member's behavior is in question. Administration reserves the right to discipline, suspend, or immediately discharge a faculty member or student for any conduct that is not in the best interests of the school.

## Questionable Behavior

- Loss of control (inability to control the amount of alcohol or drug use)
- Noticeable increase in alcohol or drug use
- A pattern of excessive alcohol or drug use
- Personal or family embarrassment because of alcohol or drug use
- Drinking or using drugs until falling asleep
- Personal or family concern about alcohol or drug use
- Arguments because of alcohol or drug use
- Occasional memory lapses following alcohol or drug use
- Sneaking alcohol or drugs
- Feeling guilty because of alcohol or drug use
- Loss of interest in school, work, or family activities
- Avoiding situations where alcohol or other drugs are not available
- Decline in work, school, or social relationships

Information on substance abuse counseling services may be found [Niaaa.nih.gov](http://Niaaa.nih.gov).

## Damage, Liability, Loss, or Theft

LFGSM disclaims responsibility for the loss or damage of personal property in any facility owned or operated by LFGSM, or at any LFGSM location. Instances of thefts or property damage should be reported to [campusoperations@lfgsm.edu](mailto:campusoperations@lfgsm.edu). Students may also file official complaints with the civil authorities.

## Facilities and Property

Students are accountable for the care of any facility used by LFGSM and for the property of the LFGSM and its students. Acts of vandalism, such as damage or destruction of property owned by LFGSM or its students are prohibited. Theft of any kind, including seizing, receiving, or concealing property with the knowledge that it has been stolen, is forbidden. Sale or possession of property without the owner's permission is also prohibited. Repair or replacement costs and/or disciplinary action will result when damage, liability, loss, or theft occurs. LFGSM further reserves the right to contact local authorities to address those acts that are in violation of the law.

## Illinois Firearm Conceal Carry Act (Public Act 098-0063)

Section 65 of this law specifies the prohibited areas where conceal carry licensees cannot legally carry a firearm:

“A Licensee under this Act shall not knowingly carry a firearm on or into any building, classroom, laboratory, medical clinic, hospital, artistic venue, entertainment venue, officially recognized university-related property under the control of a public or private community college, college, or university.”

LFGSM qualifies as a prohibited area. Conceal carry licensees **may not** legally carry a firearm on LFGSM property.

### Falsification of Records Policy

Falsification of records and official documents is prohibited by LFGSM. This includes altering academic or business records; forging signatures of authorization; or falsifying information on any other documents, transcripts, letters of permission, petitions, drop-add forms, and the like. Any LFGSM faculty or staff member who believes that this policy has been violated by a currently enrolled student shall bring the matter to the attention of the Chief Academic Officer, or the Dean of Faculty & Degree Programs. The student shall be presented with evidence. Any student found to have falsified records is subject to disciplinary action.

### Religious Holidays

LFGSM respects the right of all students, faculty and staff to observe religious holidays. Faculty should excuse students who are absent from class to observe a religious holiday and allow them to make up work without penalty. Although a student's absence is excused, it will count as a regular absence. Please refer to the LFGSM Attendance Policy.

### Sales and Soliciting

LFGSM prohibits the sales, solicitation, distribution, and posting of materials by any employee or non-employee, within or on the premises of the Graduate School. This includes solicitation, distribution, or posting by any means, including but not limited to in person, by phone, or via electronic communication. Exceptions to this policy are charitable and community activities endorsed by the LFGSM, and programs, products and services sponsored by the school.

### Violations of LFGSM Policy, Local, State, or Federal Laws

Students are expected to comply with all local, state, and federal laws and ordinances. They are subject to all rules and regulations, both academic and co-curricular, developed by LFGSM and included in any of its publications. A student alleged to have violated one or more rules, laws, or regulations will be subject to disciplinary action in accordance with the Student Hearing and Appeal System and/or disciplinary action by the civil authorities.

### Costs and Financial Aid

Financial Aid: [FinAid@lfgsm.edu](mailto:FinAid@lfgsm.edu)

Phone: 847-574-5228

Address: 100 Saunders Rd, Suite 150, Lake Forest, IL 60045

## Tuition and Fees

Academic Program	Number of Credit Hours per Course	Number of Courses	Tuition per Course	Estimated Textbook Expense / Course	Total Program Cost
<b>MBA</b>	3	16	\$3,510	\$80	\$57,440
<b>Graduate Certificate</b>	3	3	\$3,510	\$80	\$10,770
<b>Single Course</b>	3	1	\$3,510	\$80	\$3,590

### Notes

1. Course tuition listed is for 2025–26 academic year as of June 30, 2025.
2. Tuition costs per credit hour is \$1,170. All courses consist of 3 credit hours for a total tuition cost per course of \$3,510 per course.
3. Tuition is subject to change. For current rates, consult the LFGSM Web site or an Admissions team member.
4. Estimated textbook cost is as of this handbook publication date, according to rates at the online Lake Forest Graduate School of Management Student Bookstore: <https://www.bkstr.com/lakeforestgraduatestore/home>. Textbook cost is not covered by tuition. Students may purchase or rent required textbooks in physical or electronic format from any source. Please note that required textbooks will change from time to time and as a result, textbook cost may change. All currently required textbook information will be provided to students 2 weeks prior to the start of their course.

## Tuition Billing and Payment

### Tuition Billing Procedures

- Invoices are sent on the first day of the term to the student's LFGSM.edu email account.
- Students may access account information, print receipts, and pay tuition through the student portal, [my.LFGSM.edu](https://my.LFGSM.edu).
- Account statements are sent on the 15<sup>th</sup> of each month when there is an outstanding balance.
- All invoices must be paid by the date due on the invoice to avoid finance fees.

- In some cases, students with an outstanding debt may continue or re-enter the program. Individual cases will be reviewed by the Business Office and Registrar.
- Students who choose to carry their tuition forward will incur finance fees and are subject to the terms below.
- All students (whether MBA or non-degree) are subject to the payment policies in this section.

### Payment Terms/Finance Fees

- Finance fees are assessed on the 15<sup>th</sup> calendar day of each month on balances past the date due.
- Finance fees will be assessed at 0.75% of the outstanding balance per month, which equates to an annual rate of 9%.
- Student accounts must be paid within 120 days of invoice date for the student to continue in the program. Students with balances exceeding 120 days will have a hold placed on their account and will not be able to attend class.
- Tuition and fees may be paid by cash, check, ACH debit, or credit card. Payments made using a credit card will incur a 2.4% convenience fee charged at the time of payment.

### Employer Tuition Reimbursement & Student Loans

- LFGSM invoices students directly. Students are responsible for understanding their corporate tuition reimbursement policies and procedures.
- Finance fees on overdue balances may be waived for students awaiting corporate tuition reimbursement and/or student loan disbursements (federal or private). Such students should contact the Business Office ([finance@lfgsm.edu](mailto:finance@lfgsm.edu)) to discuss payment arrangements.

## Cancellation/Refund Policies

### Tuition Credits and Refunds

A tuition credit or refund will only be issued to a student who provides written notification of withdrawal to the Registrar's Office. This policy applies both to degree-seeking and non-degree-seeking students. The tuition credit or refund will be made according to the following schedule.

Refund Per Dropped Course	4-Week Accelerated Courses	8-Week Courses
Full Refund	Up to 5 calendar days after first class meeting.	Up to 14 calendar days after the first class meeting.
30% Refund	-----	15 to 21 days after the first class meeting.
No Refund (administrative fee may apply)	6 days or more after the first class meeting.	22 days or more after the first class meeting.

### Refund Policy for Students Called to Active Military Service

A student who withdraws because of being called to active duty in a military service of the United States may elect one of the following options:

1. Receive a pro-rata refund of any tuition, fees, or other program charges paid by the student and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program that the student does not complete following withdrawal.
2. Receive an “Incomplete” grade with the designation “withdrawn-military” for a course in the program with the option to re-enroll in the course or program (or a substantially equivalent course or program if that program is no longer available) no later than the first anniversary of the date of the student’s discharge from active duty. If they do not complete the course within this timeframe, they will be withdrawn from the program. There will be no additional tuition, fees, or other charges for re-enrollment in the program other than any previously unpaid balance of the original tuition and fees for the program. This provision does not apply to courses for which the student has previously received a grade that is recorded on the student’s transcript.
3. Receive an appropriate final grade or credit for the course, but only if the instructor determines that the student has satisfactorily completed at least 90% of the required coursework for the class and demonstrated sufficient mastery of course material to receive credit for completing the class.

Refunds will be issued within 60 days after the effective date of withdrawal.

# Financial Aid

## Federal Loans

Federal Stafford Loans are available to eligible students through the Federal Direct Loan program. These loans are made directly by the U.S. Department of Education. More information about federal loans may be found at <https://studentaid.gov>. Most students are eligible for Stafford Loans regardless of credit history, level of income, or value of assets. Students may borrow a maximum of \$20,500 per standard academic year. Student loan disbursements are received directly by LFGSM. LFGSM will use a student's loan disbursement first to pay for tuition, fees, and other school charges for the academic year. If any loan balance remains, the student will receive the funds by check or ACH within 14 days.

As of July 1, 2025, Federal Direct Graduate Stafford Loans carry a fixed rate interest of 7.94% per year. After a student graduates, leaves school, or drops below half-time enrollment, the student will have a six-month grace period before loan repayment begins. During this period, the student will receive repayment information from the loan servicer, and the student will be notified of the first payment due date. Payments are usually due monthly. The Direct Loan Program offers several repayment plans designed to meet the different needs of individual borrowers. Generally, a student will have ten years to repay a student loan, depending on the repayment plan chosen.

To receive aid from federal student aid programs, students must:

- Be enrolled at least half time or accepted for enrollment as a regular student working toward a degree.
- Be a U.S. citizen or eligible non-citizen.
- Have a valid Social Security Number (except for students from the Republic of the Marshall Islands, Federated States of Micronesia, or the Republic of Palau).
- Maintain Satisfactory Academic Progress (SAP). The Financial Aid Office follows the school's policies for determining Satisfactory Academic Progress when distributing financial aid. For more information, please see the "Satisfactory Academic Progress Policy" section of this catalog.
- Sign a statement on the FAFSA certifying the student is not in default on a federal student loan, does not owe money on a federal student grant, and will only use federal student aid for educational purposes.



applicants must comply with and meet the requirements of the Satisfactory Academic Progress (SAP) Policy as a condition of initial or continued eligibility.

Please note: Even if a student is not a current applicant or recipient of federal financial aid, this policy applies, and prior academic progress will be evaluated to determine financial aid eligibility. Satisfactory Academic Progress is measured both qualitatively and quantitatively. The qualitative measure requires maintaining a satisfactory grade point average. The quantitative measure requires successful completion of a graduate degree program within the LFGSM time frame policy. Failure to maintain good academic standing as evaluated by these two measures will result in the immediate suspension of financial aid eligibility.

## Two Components for Satisfactory Academic Progress

### **Qualitative:**

Students must maintain a minimum cumulative GPA of 2.0 or higher to remain in good academic standing. The Registrar's Office reviews student academic standings at the end of each term (Summer, Fall, Winter 1, Winter 2, Spring 1, Spring 2). The Financial Aid Office reviews student academic standings and SAP at each scheduled loan disbursement in a term.

Students may only be placed on Academic Probation one time. If a student is placed on Academic Probation a second time, they will automatically be released from the graduate degree program and will not be eligible for reinstatement.

### **Quantitative:**

Master's degree students have a total of six calendar years, excluding any periods of absence due to an approved temporary program pause or voluntary discontinuation from a program, in which to complete the work for a master's degree.

## Reinstatement–Financial Aid/SAP Appeals

Students who have been suspended from financial aid eligibility are notified via email at the end of the term in which they fall below a 2.00 GPA. Students are responsible for covering the cost for any upcoming registered courses until they meet SAP requirements again. Once the student has regained a 2.00 GPA, they regain eligibility to receive financial aid for upcoming courses. If a student has failed to meet the minimum SAP requirements due to severe or unusual circumstances, they may appeal the decision to the Financial Aid Office.

Students seeking reinstatement of financial aid eligibility must submit a written appeal to the Financial Aid Office. The petition must clearly state the compelling and extenuating circumstances that contributed to the poor academic performance, show how the circumstances have been resolved, and

present a realistic plan for meeting the requirements to return to good academic standing.

The Financial Aid Office determines whether or not financial aid may be reinstated and will notify the petitioner of the decision via email. A student placed on academic probation for a second time will automatically be released from the graduate degree program and will not be eligible for reinstatement.

### Summer Term–Financial Aid

Students may receive federal financial aid during Summer Term, and credits earned count toward the maximum time frame for completion.

### Return of Title IV Funds

Whenever a student withdraws, either officially or unofficially, and has received Title IV federal funds, the federal government requires that the school review the student's eligibility for those funds. LFGSM is required to apply a federally mandated formula to determine how much of the federal funding was "earned" up to the time of withdrawal. This review and recalculation is called a "Return of Title IV Aid" (R2T4).

The amount of Title IV funds a student may retain will depend on the percentage of time they were enrolled during the term.

If less than or equal to 60% of the semester had elapsed before withdrawal, the student's account will retain the percent of the funds equal to the percent of the semester that had elapsed. If less than 60% of a term had been completed, a prorated return will be required. For example, if 45% of the semester had elapsed, LFGSM will return 55% of the funds.

If more than 60% of the semester had elapsed before withdrawal, the Title IV recipient earned all of the funds for the term.

In some cases, an R2T4 calculation may reveal that a student earned more aid than what had been disbursed to them by the time of their withdrawal. Assuming the student is otherwise eligible, the student may elect to receive a post-withdrawal disbursement of the earned aid that was not received. The LFGSM Financial Aid Office will contact the student via email within 30 days of the date the school determined the student's last date of attendance. Authorization from the student is required for any post-withdrawal loan disbursement, and authorization and disbursement must occur within 180 days of when LFGSM determined the student withdrew.

The LFGSM Financial Aid Office will receive notification of a withdrawal based on information received from the Registrar's Office. In the case of official withdrawals, the Registrar's Office determines the LDA (last date attended) based on the last day attendance was recorded by the instructor. The student

will be contacted by the Registrar's Office and asked to complete the Temporary Program Pause Notification form (available under the "Self Service Quick Links" of the student portal: [my.lfgsm.edu](http://my.lfgsm.edu)). This form is then shared with the Financial Aid Office, who will determine whether or not an R2T4 calculation is needed.

Unofficial withdrawals occur when the student ceases participation without providing notification. In these cases, LFGSM will record the student's LDA to be 14 calendar days from the student's last academically related activity. Per federal regulations, academically related activities include (but are not limited to):

- Submitting an academic assignment;
- Taking an exam, an interactive tutorial, or computer-assisted instruction;
- Attending a study group which is assigned by the institution;
- Participating in an online discussion about academic matters; and
- Initiating contact with a faculty member to ask about or discuss course content.

Academic related activity does not include activities in which a student may be present but not academically engaged (such as simply logging on to the online course page).

According to federal regulations, a school must return unearned Title IV financial aid funds to the programs from which the student received aid during the payment period or period of enrollment as applicable, within 45 days of the date of determination of the withdrawal, in the following order:

1. Unsubsidized Direct Loan
2. Graduate Plus Direct Loan

A Financial Aid Checklist is available at [my.lfgsm.edu](http://my.lfgsm.edu), or by contacting the Financial Aid Office ([FinAid@lfgsm.edu](mailto:FinAid@lfgsm.edu)).

### Return of Unearned Military Tuition Assistance Funds

Students using Military Tuition Assistance (TA) to pay for Lake Forest Graduate School of Management course tuition are subject to the Department of Defense (DoD) policy that requires LFGSM to return any unearned TA funds to the military branch of service based on how much of the course was

completed. Students using Military TA who withdraw from a course may owe a portion of the tuition to LFGSM and a portion to the military branch.

In accordance with the DoD Voluntary Education Partnership Memorandum of Understanding, this policy requires the return of unearned tuition assistance (TA) funds on a prorated basis through the 60% mark of an academic course. TA funds are earned proportionally during an enrolled period with the unearned funds returned to the military branch from which the funds were provided if the student's last day of attendance is on or before the 60% attendance date.

Before withdrawing from a course, students are recommended to contact the LFGSM Business Office to determine how this policy could impact military tuition assistance and potential repayment obligations. If a service member stops attending or has to withdraw due to a military service obligation, the affected service member will not be liable for tuition associated with the current term.

### Procedure for Return of Unearned Military Tuition

The amount of TA earned by the institution is calculated on a percentage basis as outlined in the chart below. This calculation, if less than the 60% completion rate, determines how much TA the student has earned and for how much the military branch may be invoiced. Should there be any remaining TA funds prior to the 60% period of a course, these funds will be reimbursed directly to the military branch from which the funds were provided, not to the student.

Time of Withdrawal	Unearned Military TA Returned to Government
During weeks 1–2	100%
During week 3	75%
During week 4	50%
During week 5	40% (60% of the course is complete)
During weeks 6–8	No Return (More than 60% of the course is complete)

### Graduate PLUS Loans

Graduate PLUS Loans funds are available to students through the U.S. Department of Education. Students may borrow up to the cost of attendance (determined by the school) minus any other financial assistance a student will receive. As of July 1, 2025, Graduate PLUS loans carry a fixed interest rate of 8.94%. There are several repayment plans that are designed to meet the different needs of individual borrowers. Generally, a student will have ten years to repay the loan, depending on the repayment plan chosen, and a student may defer repayment while enrolled at least half-time. Students will receive more detailed information on loan repayment options during entrance and exit counseling sessions.

## Veterans Benefits

LFGSM is approved by the Illinois State Approving Agency to offer educational aid under the G.I. Bill® (including the Yellow Ribbon Program) to eligible veterans. Students must provide their Certificate of Eligibility to the school. This document may be requested through <https://www.va.gov/education/> or by calling the GI Bill hotline at 1-888-442-4551.

### Veterans Pending Payment WILL NOT:

- Prevent the student's enrollment.
- Assess a late penalty fee to the student.
- Require the student to secure alternative or additional funding.
- Deny the student access to any resource (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

### However, to qualify for this provision, such student may be required to:

- Produce the VA Certification of Eligibility (COE) by the first day of class.
- Provide a written request to be certified.
- Provide additional information needed to properly certify the enrollment as described in other institutional policies.

VA Pending Payment Clarification may be found on the VA's website:

[https://benefits.va.gov/gibill/fgib/transition\\_act.asp](https://benefits.va.gov/gibill/fgib/transition_act.asp)

## Alumni Tuition Benefit

Recognizing the value of lifelong learning, LFGSM offers alumni the opportunity to pursue more graduate-level coursework at a reduced tuition rate. Alumni receive a 50% tuition discount on graduate degree program courses. Materials and other fees are charged at the published price.

## ASSIST Program

As a nonprofit organization, LFGSM is dedicated to supporting students experiencing job transition. The ASSIST (Assistance for Students in Sudden Transition) Program offers financial and career support to help students who have experienced a sudden and unexpected job loss prepare for a new position. Students may qualify for up to a 30% scholarship on tuition for a total of five terms while they are in transition. No more than two courses may be taken per term. Students receiving this financial assistance are required to work with our career coach until they find employment. For more information, contact the Director, Career & Student Services at 847-574-5158.

## Jeanne Clery Disclosure of Campus Security Policy, Campus Crime Statistics Act

Consistent with federal law, Lake Forest Graduate School of Management publishes an annual security report on or before October 1 of each year. The report includes statistics for the previous three years concerning reported crimes that occurred on any LFGSM campus and corporate sponsored sites, or on public property within or immediately adjacent to and accessible to the campus. The report also includes information on reporting crimes and other emergencies, crime prevention, and other important matters about security at each campus and corporate-sponsored location.

The annual security compliance document and campus crime statistics are available on the Lake Forest Graduate School of Management's Student Portal and public website.

## Emergency Procedures

While the school strives to provide a safe and secure environment, safety is enhanced when students, faculty, and staff take precautions.

Students, faculty, and staff are encouraged to report all crimes or suspicious people immediately. Please report all non-emergency incidents to the Director of Career and Student Services 847 574-5158, during business hours. In case of an emergency, call 911.

### Emergency Notification

LFGSM has several methods with which to communicate emergency notifications to the LFGSM community. The appropriate method of communication is determined by the severity and urgency of the emergency.

Communication methods available to LFGSM:

- Mass email system
- Email (individual or small batches) through Outlook
- Direct mail (letters, etc.) to home addresses or work addresses
- Telephone
- Posting to school websites
- Posting to student/faculty/alumni portal [my.lfgsm.edu](http://my.lfgsm.edu)
- Posting on the Canvas Learning Management System (LMS)

### Emergency Contacts

Police	911
Fire Department	911
Paramedics	911

## Student Verification and Authentication

All students are assigned and must use a unique user account and password combination that is automatically generated by the student information system. In addition to providing access to student-specific resources, a student may log into the student portal with this account to edit and maintain specific facets of their personal information. Students are directed to reset their own passwords through functionality built into the portal. LFGSM staff do not have access to a student's unique password and cannot alter the password. It is LFGSM school policy that student account information is not shared with others.

## Student Portal

my.lfgsm is LFGSM's secure intranet site that provides students with convenient access to their academic and financial information.

The student, faculty and alumni sections of my.lfgsm have restricted access and are not available to the public. LFGSM will not sell, distribute, barter, or transfer to a third party any personally identifiable information provided by the student. All information the student provides is solely used for school business. my.lfgsm may be accessed at <https://my.lfgsm.edu>.

Common uses of my.lfgsm include reviewing grades and GPA, accessing personal account information, utilizing electronic information resources, and changing personal contact information. The Navigating my.lfgsm.edu link shows how to do common tasks such as finding one's class schedule and printing invoices and grade cards.

[Lake Forest Graduate School of Management Public Website  
lfgsm.edu](https://my.lfgsm.edu)

## Learning Management System (LMS) Canvas

Canvas is LFGSM's web-based learning management system. All courses at LFGSM use Canvas as a hub for all class activity. Canvas content is secured behind a restricted-access login system, and all user information is synched with LFGSM's databases to ensure data integrity. Canvas may be accessed at <https://lfgsm.instructure.com/login/canvas>.

## Educational Delivery Tools

LFGSM partners with other third-party providers to deliver educational content in an easily accessible manner. The School's primary partner is Zoom. LFGSM uses the Zoom platform for delivery of all its courses allowing real time interaction with the flexibility of joining class from anywhere.

Zoom Support 24/7 is available at <https://support.zoom.us/hc/en-us>.

## Technical Support

Lake Forest Graduate School of Management offers help desk user support at [helpdesk@lfgsm.edu](mailto:helpdesk@lfgsm.edu) Our help desk services can assist you with Canvas and my.LFGSM.

## Engage with your LFGSM Network online

- LinkedIn: LFGSM Alumni & Student Network
- Facebook: LFGSM Student Alumni Network
- YouTube: @LakeForestMBA

## Acceptable Use of Information Systems Policy

LFGSM provides resources to its community (which includes all LFGSM students, staff, faculty, board members, alumni, and administrators) through its information systems and services.

LFGSM is responsible for providing community members with information systems and services adequate to support the mission of LFGSM.

Use of information systems and services must be consonant with the mission, goals, and objectives of LFGSM. Therefore, community members are responsible for their activities and accountable for their individual conduct while using LFGSM information systems and services.

## Responsibilities of LFGSM Community Members

LFGSM community members are responsible for the following:

- Abiding by United States copyright and intellectual property laws applicable to computer-accessible materials.
- Using information resources for educational, instructional, service, research, administrative, and other purposes consistent with their roles in the university community.

- Respecting the integrity of LFGSM information systems and services, including refraining from activities to gain unauthorized access to or use of LFGSM information systems or software.
- Conducting themselves in a professional and ethical manner in all communications conducted via LFGSM information systems.

### Policy Definitions

LFGSM information systems refers to all computers and information systems owned or operated by LFGSM and includes hardware, software, data, and communication networks associated with these systems and services. These systems range from multi-user systems to single user terminals and personal computers, whether freestanding or connected to networks.

System users are all those individuals with privileges to use LFGSM computing systems and services, including but not limited to students, faculty, and LFGSM staff and administrative officers. The Chief Academic Officer, and the Dean of Faculty Relations and Degree Programs, with the assistance of system administrators, will determine who is permitted access to a particular system.

System administrators and other designated system users hold responsibility for the maintenance and security of LFGSM information systems as a part of their stated responsibilities as academic or non-academic employees.

### Adherence to Laws Governing Ownership & Copyright Law

Users must observe intellectual property rights including copyright laws as they apply to software and electronic forms of information. Users may use only legally obtained, licensed data or software in compliance with license or other agreements and federal copyright and intellectual property laws. Users shall not place copyrighted material (software, images, music, movies, etc.) on any LFGSM computer without prior permission from the copyright holder or as granted in a license agreement or other contract defining uses.

### Authorized Use

Individuals using LFGSM information systems and services must be identified either through the physical location of an office or instructional computer or through an authorized LFGSM computer account, as with multiple user systems. System users may not access or use another user's computer account or allow another person to use their account. System administrators create accounts and regulate access to LFGSM information systems. System administration privileges are granted only for official purposes and under the authority of designated academic and administrative officers. Unauthorized usage or assignment of administrative privileges is expressly prohibited. Users must not conceal their identity when using LFGSM systems. LFGSM computing systems and services may not be used as a means of unauthorized access to computing accounts or systems inside or outside of LFGSM's information

systems. Other uses of LFGSM information systems, such as revenue-generating activities, may be permissible when subject to policies and procedures governing contractual agreements.

## Privacy

All access to protected information stored in LFGSM records systems will be in strict compliance with the provisions of federal and state laws. The Family Educational Rights and Privacy Act (FERPA) or Buckley Amendment (34 C.F.R. Part 99, as amended by 61 Fed. Reg. 59291 Nov. 21, 1996) provides for protection against unwarranted disclosure of private information contained in official university records. FERPA guarantees all postsecondary students the right to consent to disclosures of personally identifiable information contained in student education records, except to the extent that FERPA authorizes disclosure without consent. See U. S. Department of Education on FERPA: <https://studentprivacy.ed.gov/ferpa>.

Students are assigned a unique user account and password combination that grants them access to specific facets of their personal information for editing and maintenance purposes of student records. Students are directed to reset their own passwords through functionality built into the portal. Per LFGSM school policy, student account information is not shared with others.

Computer users must respect the privacy of others by refraining from inspecting, broadcasting, or modifying data files without the consent of the individual or individuals involved.

Administrative users may inspect or repair data files (including email stored on LFGSM mail systems) when required as part of their employment, and then only to the extent necessary to maintain the integrity and operations of LFGSM systems.

LFGSM employees and others may not seek out, examine, use, modify, or disclose, without authorization, personal or confidential information contained in any information system accessed as part of their job function. Employees must take necessary precautions to protect the confidentiality of personal or confidential information encountered in the performance of their duties.

Use of internet systems (IP) to transmit information does not guarantee privacy and confidentiality. Sensitive material transferred over information systems (including email and the World Wide Web) may be at risk of detection by a third party. Users should exercise caution and care when transferring such material in any form.

## Malicious & Destructive Uses of LFGSM Information Systems

The following uses of LFGSM computers and information systems are specifically prohibited.

- Use of computer programs to decode passwords or access sensitive information.
- Attempts to circumvent or subvert system or network security..
- Engaging in activity that might be harmful to systems or information stored in them such as creating or propagating viruses, disrupting services, damaging files or making unauthorized modifications to LFGSM data.
- Engaging in activities such as intentionally placing a program in an endless loop, printing excessive amounts of paper, or sending unsolicited mass mailings.
- Using email or messaging services to harass, libel, intimidate, or distribute misinformation
- Users must not access or attempt to access data on any system they are not authorized to use, they must not make or attempt to make unauthorized changes to data on an LFGSM system. Users must not intercept or attempt to intercept data communications not intended for that user's access

### Enforcement

Authorized system administrators may monitor computer activity for the sole purpose of maintaining system performance, security, and integrity. In instances when individuals are suspected of violating policies, the contents of user files may be inspected only upon the approval of the Chief Academic Officer and the Dean of Faculty and Degree Program sharing clear responsibility for the activity of the user. At the discretion of the system administrator(s) responsible for the resource or service in question, in collaboration with the appropriate administrative authority, information system computer use privileges may be temporarily or permanently revoked, following due process appropriate for the parties involved, pending the outcome of an investigation of misuse, or finding substantiating violations of these guidelines.

### Due Process

LFGSM information system users have the right to due process (consistent with respective policies governing the categories of users) in cases of discipline resulting from violations of the guidelines outlined in this document.

When a systems administrator believes it necessary to preserve the integrity of facilities, user services, or data, they may suspend any account, whether the account owner (the user) is suspected of any violation.

When practical, a 24-hour notice will be given in advance of revocation. If, in the judgment of the systems administrator, the violation warrants action beyond a system administrator's authority, they will refer the case first to the Chief Academic Officer, and the Dean of Faculty and Degree Programs.

A LFGSM information system user accused of a violation will be notified of the charge and have an opportunity to respond (consistent with respective policies governing the categories of users) before a final determination of a penalty. If a penalty is imposed, the accused violator may request a review by the designated administrator or body empowered to assure due process and an impartial and timely review of the charges.

### True and Correct Statement

Lake Forest Graduate School of Management reserves the right to make changes affecting policies, curricula, or any other matters published in this Student Handbook. LFGSM reserves the right to refuse to admit, refuse to re-admit, or to dismiss any student at any time should it be deemed to be required in the interest of the student or the school to do so. The LFGSM *Academic Catalog* is the document of authority for all students. The requirements published in the *Academic Catalog* supersede information issued by any department or program. The information contained in the *Academic Catalog* is true and correct to the best of our knowledge.

### Handbook Effective Date

The information contained in this *Student Handbook* is applicable to students on the first day of the Summer Term 2025-26 (June 30, 2025). Lake Forest Graduate School of Management reserves the right to revise, supplement, or rescind any contents of this publication, including course offerings, at any time.

## Accreditation, Ownership, Locations, Licensing

The Higher Learning Commission (HLC) has continually accredited LFGSM since 1978. HLC is one of six regional accrediting bodies for higher education in the United States and is recognized by the U.S. Department of Education.

### Higher Learning Commission (HLC)

230 South LaSalle Street, Suite 7-500  
Chicago, Illinois 60604-1411

<https://www.hlcommission.org>

Phone: 800.621.7440

General Information: [info@hlcommission.org](mailto:info@hlcommission.org)

Complaint System: <https://www.hlcommission.org/Student-Resources/complaints.html>

LFGSM is authorized to operate as a postsecondary educational institution by the Illinois Board of Higher Education ([IBHE](https://www.ibhe.org/)). LFGSM has received operating and degree-granting authority in the North Suburban, Chicago, and West Suburban regions.

Illinois Board of Higher Education (IBHE)  
1 North Old State Capitol Plaza Suite 333  
Springfield, Illinois 62701-1377  
Main website home: <https://www.ibhe.org/>  
Institutional Complaint Phone: 217.782.2551  
Hotline: 217.557.7359  
Online Complaint System <https://complaints.ibhe.org/>

### Ownership

LFGSM is an independent, accredited, non-profit graduate school, registered as a 501(c)3 corporation.

### Administrative Offices:

Lake Forest Graduate School of Management  
100 Saunders Road, Suite 150  
Lake Forest, IL 60045

### Licensing

LFGSM is an approved institution in the National Council for State Authorization Reciprocity Agreements (NC-SARA).

SARA is a voluntary agreement among its member states and U.S. territories that establishes comparable national standards for interstate offering of postsecondary distance education courses and programs. For more information, visit <https://nc-sara.org/directory>.