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# INFRASTRUCTURE SYSTEMS ENGINEERING: PROGRAM HANDBOOK

## Overview

The Master of Science in Infrastructure Systems Engineering (ISE) is a program administered by the Center for the Development of Technological Leadership (CDTL). Academic leadership for the program is provided by the [Department of Civil Engineering](#). CDTL and Civil Engineering are units within the Institute of Technology, the engineering and physical sciences college at the University of Minnesota. The Infrastructure Systems Engineering program, as a master of science program, has been approved by both the Graduate School and the University of Minnesota Board of Regents.

This handbook contains details about academic policies, program services, and University resources. Students are responsible for knowing the information contained in this handbook. Please review it carefully. We welcome students' suggestions on making this handbook more relevant to them.

CDTL staff members help facilitate and enhance students' learning experiences. Please contact them for assistance. See the [CDTL Directory](#) for a listing of contacts.

*Please Note: Changes to this handbook may occur without notice. Students should review the handbook periodically to keep informed of such changes.*

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**Academic Holds**

Students are responsible for removing any "holds" that the University has placed on the release of their records. Most commonly, "holds" are issued because of a lack of immunization and/or health insurance records, overdue library materials, or nonpayment of fees. A "hold" will prevent program staff from registering a student for courses in the ISE program, and the student will have difficulty obtaining other University services. Students with "holds" on their records will not be allowed to attend classes. All late fees accrued due to "holds" will be charged directly to the student.

**Attendance Policy**

Class participation is an important aspect of the ISE program; therefore, ISE students are expected to attend classes regularly. No more than two excused absences are recommended per term. An excused absence means that a student has informed an ISE program staff member and the instructor that he/she will be unable to attend class. Assistance is provided to students with an excused absence. In addition, instructors announce their own policies regarding class attendance and are responsible for determining whether a student may make up work that is missed because of an absence from class.

**Academic Probation**

It is important for students to progress successfully toward the completion of the Infrastructure Systems Engineering program. Students will be placed on academic probation if any one of the following situations occurs:

- Receive a failing grade in a course.
- Accumulate three or more "incomplete" grades at any given time.
- Fall below the 2.8 grade point average (GPA) required to graduate.

A student placed on academic probation will receive a letter from the Director of Graduate Studies (DGS) asking the student to submit a plan outlining the steps needed to improve his/her academic standing. Once the plan is accepted, the student must satisfy the arrangements made with the DGS in order to be removed from academic probation. Failure to take these steps may result in dismissal from the program.

**Registration and Grades***Registration***Web Resources:**

- [Change Your E-Mail Settings](#)
- [University Web Mail](#)
- [Download Norton Antivirus](#)
- [Wireless Configuration Help](#)

**University Links:**

- [University Search](#)
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Registration for all classes is coordinated by the ISE program staff. Students must clear all "holds" before the University will allow registration to begin. In addition, registration cannot begin for any student whose tuition payments are not up-to-date for each semester. Click on [Academic Holds](#) and [Past Due Tuition Accounts](#) for more information.

Since January 2005, students entering the program have registered for classes using the University of Minnesota's online registration. ISE program staff send registration instructions to students each term. Once students receive those instructions, they may register for that term's classes. (Program staff will continue to register ISE 2005 students. Please see [contract obligations](#) for related information.)

Because the ISE Program is a full-time, intensive course of study, it is not recommended that students register for additional course credits outside the ISE curriculum. Those students who do choose to take additional non-ISE coursework should contact the program support staff for more details on registering for those courses.

Students who take additional classes above and beyond the normal curriculum for their program will be charged additional tuition on a pro-rated, per-credit basis.

#### *Contract Obligations*

All students at the University of Minnesota are alerted to their contract obligations at the time they register for classes. Since CDTL registers the ISE 2005 students, we also need to alert them to these obligations. Therefore, CDTL will send each ISE 2005 student a contract obligation form prior to the registration period. Upon signing the form, students acknowledge that they have entered into a legally binding contract with the University of Minnesota and that they agree to pay all tuition and fees, including any non-refundable fees. A student who does not sign the form cannot be registered for courses. A delay in registration may trigger late fees, which will be the student's responsibility to pay.

#### *Grading*

Core courses are graded on the A-F scale and are based on a combination of exams, term papers, case analyses, class participation, and other assignments. Grading criteria are determined by the instructor and will be fully outlined in the course syllabus.

The DGS assigns Capstone Project grades after the students' presentations. Questions on the requirements and grading criteria for capstones should be forwarded to the DGS and/or program support staff. Click [here](#) to download more information.

Any requests for grade changes must be brought to the attention of the both the instructor and the program staff. Any grade changes must be officially approved and resubmitted by the instructor. See ["Incomplete" Grades](#) for more information.

#### *Grade Reporting*

Students may request a mid-term grade report from the CDTL program office prior to completion of the semester. The mid-term grade report is especially useful for those participants who have reimbursement agreements with an employer.

Final grades can be accessed by going to the [University of Minnesota Onestop](#). If requested, a final grade report will be mailed from CDTL as soon as grades are available. If more immediate grade information is needed, please contact the ISE program staff for more information. See ["Incomplete" Grades](#) for more information.

In addition, grades are posted on University of Minnesota transcripts. See [Transcripts](#) for more information.

Please note that CDTL will place a "hold" on the release of grades for any student with an outstanding tuition balance.

### *Degree Requirements*

Students must complete all courses (including the Capstone Project course) needed to satisfy the ISE degree requirements with a minimum overall GPA of 2.8. The lowest acceptable grade in any required course is a "C." The Graduate School only accepts grades of A-C when processing degree clearance forms. Any student earning less than a "C" in a course may be required to re-take the course at an additional cost. Students who have not earned at least a minimum grade in a course should see the DGS and/or the ISE program staff immediately to discuss options. Failure to maintain a 2.8 GPA during any term will put a student in jeopardy of being placed on academic probation and possibly being dismissed according to the University of Minnesota Graduate School requirements.

### *Withdrawing From the Program*

Students who are considering or who decide to withdraw from the ISE program are expected to notify program staff and the DGS regarding their intent. The DGS may require a meeting with the student prior to approving the withdrawal. The student should submit a formal letter (hard copy or email) to the DGS indicating his/her intent to withdraw and briefly outlining the reasons why. A copy of this letter must also be sent to program staff who will notify CDTL administration. Click [here](#) for staff addresses.

Students who withdraw from the ISE program after the term has begun may still owe a portion of that semester's tuition and fees. See [Tuition Refunds](#) for more information.

Students who withdraw from the program and are later re-admitted to a different graduating class will be expected to pay the tuition rate in effect for that graduating class.

### *Transfer Credit Policy*

No reduction in the comprehensive fee is granted for course work completed prior to enrollment in the program. Students are permitted to transfer a maximum of 3 semester graduate credits into the ISE program. Any transferred course work will appear on the transcript as advanced-placement credit. The student then has the option of attending or not attending the course for which advanced-placement credit has been granted.

The student is permitted to retake a course that has already been completed prior to beginning the program, and the new grade earned will appear on the transcript. In this case, no advanced placement credit is awarded. Alternatively, the student may elect to audit the course - attending class sessions in order to review material, but receiving no new grade or credit for the course.

If the student chooses to be entirely excused from attending a course for which advanced-placement credit has been awarded, he/she may then, on a voluntary basis, choose to take a comparable elective course from another department at the University for which CDTL will pay the tuition. An elective course taken outside CDTL under this arrangement must meet specific content requirements and must be approved by the Director of Graduate Studies (DGS) prior to registration. Students should contact the program staff for information on registration.

The student will be responsible for textbook and other costs associated with any non-CDTL course that is taken.

### **"Incomplete" Grades**

#### *Student-Requested "Incomplete" Grade*

To request an "incomplete," a student must contact the course instructor before the last day of instruction. An instructor may, but is not required to, assign an "I" grade when he/she

determines that the student has a reasonable chance of successfully completing the course. An "incomplete" is indicated on the grade report and student transcript by the symbol "I."

Instructors follow the grading provisions listed in their course syllabi that are distributed at the beginning of their courses. If permission is not requested or granted, instructors may assign a failing grade.

The ISE program requires any student asking an instructor to issue an "I" for a course to submit a written plan detailing how the course requirements will be fulfilled in order to receive a final grade. That plan must include: (a) background information on the circumstances leading to the request, (b) steps the student will take to fulfill course requirements, (c) deadlines for completing each course requirement, and (d) a signature from both the student making the request and the course instructor approving the request. Click [here](#) to download an "Incomplete" Request Form. Contact program support staff for additional information.

The signed plan must be submitted to program support staff to be placed in the student's academic file. A copy of the plan will be given to the instructor and to the student.

#### *Non-Requested "Incomplete" Grades*

Students may also receive an "I" grade from an instructor or the DGS without requesting it. If final tests or projects are not graded by the deadline date, the instructor may assign an "I" grade.

Students who do not complete their capstone project by the end of their fourth semester will automatically be assigned an "I."

#### *Grading of "Incompletes"*

For coursework registered under the A-F grade base, the final grade submitted must be A-F. If the original registration was under the S-N grade base, the final grade submitted must be S-N. "I" grades are not calculated into a student's GPA.

An "I" remains on the Graduate School transcript until the course instructor replaces it with a final grade. In the Graduate School, an "I" will not automatically change to a failing grade after a certain time period, as is the case with registrations in other colleges. Graduate School students are not permitted, under any circumstances, to retroactively withdraw from a course, including any course in which an "I" has been received.

If a student does not meet requirements for completing the course by the established time limit stated in the plan, the instructor can issue a grade based on what the student has completed, issue a failing grade, leave the "I", or renegotiate the timeline (and possibly the requirements) for course completion with the student.

If a timeline is renegotiated, the student must revise his/her plan for removing the "I" to reflect the changed timelines. Signatures from the student and the instructor are required on the revised plan. A copy of the revised plan must be given to the program staff to be placed in the student's official file. A copy will also be given to the student and the professor.

If a student meets the negotiated requirements to complete the course after the course instructor has left the University, the DGS may (but is not obligated to) evaluate the work and submit a grade. Students are strongly advised to keep copies of all course materials including papers, projects, quizzes and exams until a final grade is awarded.

#### *"Incomplete" Grades and Payment Obligations*

Students who ask an instructor to issue an "I" are still expected to meet all payment obligations. If a student's corporate tuition reimbursement policy requires the successful completion of an academic term and a transcript of grades from that term, an "I"

on a transcript may prevent the student from receiving his or her corporate reimbursement. Nevertheless, students are expected to pay their fees according to the deadlines established by CDTL. Only under extraordinary circumstances (e.g., extended medical emergency) will exceptions be made. Questions regarding payment under such circumstances should be directed to the Center's business unit. See [Directory](#) for a listing of contacts. Click on [Payment and "Incomplete" Grades](#) for more information.

Students who receive an incomplete grade on their final Capstone Project and later return to complete that work after more than six month's absence from the program will be assessed an additional Capstone Fee. Please see [Capstone Fee](#) for more information.

#### *"Incomplete" Grades and Degree Clearance*

Students will not receive their Master of Science in Infrastructure Systems Engineering degree and diploma until a final grade on all required courses is received and their tuition account is paid in full. Consequently, the date on the student's diploma will reflect the date that course requirements are completed and the appropriate paperwork is submitted and processed.

#### *Removing "Incomplete" Grades After Leaving the Program*

To remove an "I" after leaving the program, students must maintain active status in the Graduate School. This requires that students be registered in the Graduate School every fall and spring semester after leaving the program. For example, students expected to have graduated spring semester will have until the beginning of the following fall semester to finish "I" coursework (including capstones). Students can maintain active status indefinitely by registering each semester for what is called Grad 999. [Click here](#) for more information on maintaining active graduate school status.

If students allow their active status to lapse, they will be required to apply for re-admission to the Graduate School, paying the re-admission fee, prior to completing any "I" coursework. Click [here for the Graduate School](#) to see more information. Students finishing a [Capstone Project](#) will be assessed an additional fee that is set annually by CDTL.

Before reactivating their admission status, former students should contact CDTL at 612-624-5747. An admissions representative will be able to provide additional information on the re-admission process. In addition, former students will be asked to speak with program support staff and/or the DGS to discuss their plans and to determine how those plans may be facilitated.

## **Courses**

### *Course Assignments*

Students are responsible for knowing all class-related requirements and submitting all required assignments. Instructors assign term papers, case analyses, or problem sets to be completed individually or in teams. Unless other arrangements have been made with the instructor, it is the student's responsibility to observe all due dates and submit assignments to instructors on time. It is also the student's responsibility to inform the instructor if a due date cannot be met or if special arrangements are needed to take an exam.

### *Course Concerns*

If a concern arises about a particular course, (e.g. with the scheduled lectures or assignment due dates) a student should first discuss that concern with the instructor. If the concern is not resolved satisfactorily or more immediate attention is needed, the student may bring it to the attention of the DGS or program staff.

### *Course, Schedule, and Faculty Changes*

Course offerings, class schedules, and assigned faculty are subject to change without notice. However, CDTL will try to inform students of changes whenever possible. Students should also refer to the CDTL web site for the latest schedules and faculty assignments.

### *School Closings*

As with all University of Minnesota weather-related closures, the Executive Vice President's office determines whether classes, including those offered on Saturdays, will be cancelled. For the most up-to-date coverage, students and faculty should listen to either WCCO radio or Minnesota Public Radio. Metro area TV stations will also cover closings. In addition, official school closings will be announced on the University of Minnesota's general information line: 612-625-5000.

## **Student Conduct**

### *Code of Conduct*

All ISE students are enrolled in the University of Minnesota and, therefore, are expected to abide by the University's code of student conduct. Check the [University of Minnesota Board of Regents Policy on student conduct](#) here.

### *Professional Decorum*

All students are expected to behave as scholars at a leading institute of technology. On class days, this includes arriving on time, limiting personal conversations during class, and not leaving the classroom before the end of the lecture. Disruptive students will be warned and may be dismissed from the classroom. Likewise, students are expected to follow the appropriate channels for problem resolution and interact with faculty and staff in a professional and respectful manner. Please refer to [Course Concerns](#) and/or [Program Concerns](#) for more information.

## **Comprehensive Fee and Billing**

### *Comprehensive Program Fee*

A comprehensive fee is charged for participation in the ISE program. This fee, guaranteed for the two years of program attendance, includes:

- Tuition
- Mandatory University fees
- Textbooks and supplies
- Class day lunches and refreshments (lunches on Saturday only)
- Class day parking
- Graduation fee
- Special events

Please note: The comprehensive fee does not include the University's Student Services Fee, which among other things, provides access to the [University's Recreation Center](#) and to the [Boynton Health Services Clinic](#). Students who wish to access these services may do so, but they will be charged additional fees by the University. In general, CDTL students are not eligible to participate in the University's Student Health Benefit plan. The only exception to this rule is that international students who are enrolled in the program on a student visa and those international students who cannot document that they are receiving employer-sponsored health benefits, are required to register for the plan. For these students, the cost of participating will be billed directly to the student account. For more information see [Health Services](#).

Other costs not included in the comprehensive fee include replacement costs for books and materials that are lost or stolen and costs associated with the commencement ceremony, such as cap and gown rental; and with invitations, administrative fees associated with international students, etc.

### *Tuition and Fees Breakdown*

A student's comprehensive fee is divided into three components on their student account and billing statements. These components are: tuition, allowable fees, and non-allowable fees. The distinction between allowable and non-allowable fees is made for the purposes of IRS reporting. Allowable fees include all mandatory University fees (UFee, grad student fees, etc.) required as part of enrollment in the program. Non-allowable fees include the portion of the comprehensive fee that covers course materials, food, and parking—all of which are not considered deductible educational expenses for tax purposes. The total of all three components equals the semester's comprehensive fee (50% of the annual comprehensive fee). While the total due each semester will always remain constant, there may be some variation between the three components from one semester to the next due to fluctuations in credit load and changing rates of University fees from one year to the next.

### *Payment of Tuition and Fees*

When admitted into the program, students are asked to sign an "Enrollment Confirmation Form" which secures their place in the program and triggers the University to bill for a \$1,300 non-refundable deposit. At the beginning of each semester, the student's account will be charged the value of the tuition and fees for that semester.

Both the non-refundable deposit and the remaining tuition and fees for each semester will be billed by the [Office of Student Finance](#) at the University of Minnesota. Students may expect to receive an e-mail billing statement addressed to their x.500 e-mail account. Students may also log on to OneStop Student Services ([www.onestop.umn.edu](http://www.onestop.umn.edu)) at any time to access information about their account balance, payments received, financial aid status, and so forth.

Students who feel they have special circumstances that warrant consideration for a non-standard payment schedule (e.g. monthly payments, payments coordinated with an employer's fiscal year, etc.) may submit a request for consideration to CDTL administration. Contact [CDTL's business unit](#) for more information on this option.

### *Delayed Tuition Due Dates*

Many of CDTL's students receive support from their employer in the form of tuition reimbursement provided at the end of each semester. Because this delay in receiving reimbursement may pose a financial hardship to some students, CDTL allows its students to defer payment until the end of the term.

This deadline extension is offered to CDTL students as a courtesy and may be withdrawn for a student if a problem develops. Also, please note that in the event of a student's withdrawal from the program, payment of any outstanding tuition is due immediately. (See [Refunds](#) below.) Also note that choosing to receive an "incomplete" grade in a course, which may delay tuition reimbursement, will not eliminate the need to pay at the end of the term. (See [Incomplete Grades](#) policy below.)

### *Third Party Billing (Company Pays University Directly)*

Some employers pay tuition and fees on behalf of their employees directly to the University of Minnesota. In this case, it is the student's responsibility to contact the [Third Party Billing Office](#) (612-625-8559) and make the necessary arrangements, including identifying the employer representative who should receive billing statements. Until this paperwork is completed, the student will continue to receive billing statements from the University and will be responsible for making payments.

### *Financial Aid*

Many students in CDTL's program apply for and receive financial aid from the University. Students interested in pursuing this option should contact the [Office of Student Finance](#) (612-624-

1111) for more information and to receive the necessary forms. When talking to the financial aid counselors, be sure to identify yourself as a graduate student and mention that you are enrolled in the ISE program.

Please note: When applying for financial aid, students are required to disclose on the application form any outside assistance - including employer support - that they will receive while enrolled as a student. To avoid jeopardizing their ability to receive financial aid, students must accurately reflect this outside assistance on their application.

Financial aid that is applied to a student's account will first be used to offset any outstanding tuition and fee charges on that account. The remaining balance (if any) will then be disbursed to the student in the form of a check mailed to the home address.

#### *Refunds*

Students who withdraw from the program after the semester has begun are eligible to receive the refund amount due according to the standard University refund schedule. See [www.onestop.umn.edu](http://www.onestop.umn.edu) for more information about that refund schedule.

Note: even though ISE students are eligible to defer their payment of tuition/fees until the end of the semester, in the event a student chooses to withdraw, the full balance of tuition owed minus the eligible refund amount, if any, will be immediately due.

#### *Past Due Accounts*

Unless special arrangements have been made with CDTL, students will not be able to register for new courses until their account is paid in full, and they may be charged late fees. Non-payment by the stated deadlines may warrant a student's dismissal from the program.

The University of Minnesota reserves the right to turn the student's account over to collections representatives, which are authorized to pursue collections on a legal basis.

#### *Payment and Issuance of Final Degree*

No student will be awarded his/her final degree from the University until his/her account has been paid in full. Please note that the degree-completion date on the student's diploma and transcript will reflect the month that final payment is received and the paperwork is processed, not the month that the student completed his/her coursework. Click on [Degree Requirements](#) for more information.

#### *Payment and "Incomplete"/Insufficient Grades*

Students who request that an instructor issue an "I" ("incomplete") grade for a course are still expected to pay their fees according to the established deadlines. Students who receive tuition reimbursement from their employer should be aware that choosing to receive an "I" grade may cause a delay in receiving their reimbursement. Nevertheless, it is the student's responsibility to make payment to CDTL by the due dates given. The "I" grade and any resulting reimbursement delays will not be accepted as a reason for missing payment deadlines. Likewise, payment is due by the dates given if a student does not receive a grade sufficient to meet the requirements of their employer's reimbursement program. Check the "[Incomplete Grades](#)" section for more information.

#### *Capstone Fee*

Students who return to complete their capstone after more than 6 months have elapsed from the end of their 4th academic semester will be assessed a \$500 Capstone Fee. This fee covers the costs associated with forming the capstone committee and processing the paperwork. Students who want to return to

complete their capstone should contact CDTL program staff for more information on how to do so. Also see the discussion on maintaining active student status found in "[Removing Incompletes After Leaving the Program](#)".

## **Feedback and Program Concerns**

### *Student - Director of Graduate Studies Meetings*

Students will meet, as a group, with the DGS at least once per semester. Individual meetings may be arranged, as needed, by contacting the DGS or program staff. More immediate concerns can also be addressed via phone or email with the [DGS or program support staff](#).

### *Student Surveys*

Feedback regarding students' experiences in the classroom is greatly appreciated and needed in order to maintain top-quality educational standards. Course evaluation forms are distributed near the end of each term, and students will be given class time to complete them. It is important that each student completes and returns the anonymous evaluations. The results of these evaluations are compiled and sent to the instructors. Copies of the evaluation results are also sent to the DGS and to CDTL administrators for review.

Students will also periodically receive a survey regarding services provided by CDTL staff.

As with on-the-job performance reviews, it is important that criticism be given in a respectful and constructive manner. Please provide suggestions for corrective action and course, program, or service improvements whenever possible.

Verbal feedback to program staff is appreciated throughout the semester, as well. For example, issues that linger at the end of a semester can often be alleviated earlier if staff are alerted sooner. Click on [Course Concerns](#) and [Program Concerns](#) for more information.

### *Program Concerns*

If a concern arises about the academic program, students should bring it to the attention of the DGS. Specific course concerns should be brought to the attention of the instructor. Click on [Course Concerns](#) for more information. If, after a meeting with the DGS, the issue has not been dealt with satisfactorily, students should contact the CDTL administration ([center director](#) or [associate director for external relations and educational services](#)).

### *Student Grievance Procedures*

#### *Academic Grievances*

An All-University Student Academic Grievance Policy exists to resolve "complaints brought by students regarding the University's provision of education and academic services affecting their role as students." Copies of the policy and information about its implementation are available from the [Office of Conflict Resolution](#) in 662 Heller Hall (612-624-1030).

#### *Sexual Harassment*

Policies pertaining to sexual harassment are contained in the [Regent's policy](#) adopted December 11, 1998. The policy defines sexual harassment in the following manner: "Sexual harassment means unwelcomed sexual advances, requests for sexual favors, and/or other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment or academic advancement in any University activity or program; (2) submission to or rejection of such conduct by an individual is used as the basis of employment or academic decisions affecting this individual in any University activity or program; or (3) such conduct has the purpose or effect of unreasonably interfering

with an individual's work or academic performance or creating an intimidating, hostile, or offensive working or academic environment in any University activity or program."

Individuals seeking information and guidance in matters involving sexual harassment should contact the [Office of Equal Opportunity and Affirmative Action](#) in 419 Morrill Hall (612-624-9547).

#### *Crime Statistics*

Crime statistics can be found on the [University of Minnesota Police Web site](#).

### **Graduation**

#### *Commencement Attendance Eligibility*

Commencement attendance is limited to those students who have completed all the required courses through the third semester of their program, who are currently enrolled in final semester classes, and who have no more than one "I" ("incomplete") grade on their academic record.

#### *Commencement Ceremony and Graduation Reception*

Eligible ISE students may join in the Graduate School's commencement exercises that recognize all M.S. and Ph.D. graduates. Spring commencement is usually early May; Fall commencement is usually mid-December. [Click here for this year's commencement dates](#). Program staff will help students with the paperwork needed for commencement attendance. Students are responsible for costs associated with commencement such as gown rental and invitations.

A graduation reception, sponsored by CDTL, is held immediately after the commencement ceremony. The graduating class, their guests, faculty, and company representatives are invited. The number of guests may be limited. Program staff will alert students if such limitations have been set.

#### *Diploma*

Program staff will assist second-year students in preparing their final degree clearance documents. These forms are necessary to ensure that students receive their diplomas. Students receive a diploma for the Master of Science in Infrastructure Systems Engineering from the University of Minnesota about three to four months after completing all coursework and capstone requirements and after submitting the required degree clearance paperwork.

Note: CDTL will place a "hold" on the final degree clearance of any student with an outstanding tuition balance. A diploma will not be issued until full payment is received. The student's official graduation date will reflect the date CDTL receives final payment and the Graduate School processes the paperwork.

#### *Delayed-Graduation Registration Policy*

If students do not graduate at the end of their fourth semester, they are required to maintain active status by registering in the Graduate School every fall and spring semester. The Graduate School will deactivate the file of students who fail to do so. Deactivated students may not file for graduation (or have an "I" grade changed to a final grade). In order to file for graduation, a deactivated student must request re-admission to the Graduate School and pay all pertinent fees.

Please note, CDTL staff will not automatically register delayed-graduation students each fall and spring. Students who wish to maintain an active student file must register themselves for active student status. Click on [Removing "Incomplete" Grades After Leaving the Program](#) for more information on maintaining active status and active student status.



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**ISE Classroom**

ISE classes are held in the [West Bank Office Building \(WBOB\)](#), however, the rooms are neither owned nor operated by CDTL. Occasionally classrooms are not available for the given date and time. In these instances, classes may be held in another University of Minnesota facility. Students are expected to respect the policies and rules pertaining to the borrowed facilities. They are also asked to be flexible when alternative classrooms are used for a given class session. If study groups or meetings are to be arranged, please contact the program staff to ensure that space is available.

**Work Room***Student Mailboxes*

Student mailboxes are located in the work room in the 150 WBOB suite. These mailboxes are used by students, CDTL staff, and faculty for communication. Program information, graded assignments and exams, and other instructional materials will be placed in student mailboxes. Students should check mailboxes regularly, especially at the beginning and end of class days. Faculty and program support staff also have mailboxes located in the same area, which students can use to submit assignments and other administrative materials.

*Photocopier, Fax, and Supplies*

The photocopier, fax, and supplies in the work room are available to students for class work only. Instructions for duplicating can be found on the photocopier. Students should use the appropriate program code for the machine. Copies should be double-sided when possible. If there are questions on operating the machines or obtaining other supplies (paper, etc.), please contact a program staff member or student worker for help.

Please note: photocopying is self-service, and students are responsible for their own duplicating. Only if there is a problem with the copier will a program staff member or student worker assist.

**Textbooks and Course Materials**

Books and other written materials are provided by the program. Program staff distribute or post these materials prior to the start of each academic semester or as soon they are available.

Students are responsible for obtaining any course materials distributed during a class absence. Students are encouraged to keep all textbooks issued during the program, as some faculty

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re-use or reference texts distributed earlier in the program. In case of loss or theft, program staff will try to accommodate students but are not required to replace lost or stolen textbooks. Students will be charged a fee for a replaced textbook.

Consult the syllabi and course outlines provided by the faculty members for complete course details.

### **Parking**

Parking at WBOB is located adjacent to the classroom. To gain access on Fridays and Saturdays, students should drive to the visitor parking lot and use the electronic parking card issued at the beginning of the term. Note: If a card is swiped on the way into the lot, it must be swiped again on the way out (even if the gate is open). Parking cards cannot be used to access the lot on Mondays - Thursdays. Visitors are given the first twenty (20) minutes of parking free in the lot on any weekday.

On non-class days, student parking cards will not activate the gate, and students are responsible for any parking fees. The lot attendant leaves the parking lot at approximately 7:00 p.m. Drivers leaving the lot after the attendant has left avoid paying the parking fees.

Students are expected to return the parking card at the end of the ISE program. Students who do not return their parking cards will be assessed a \$25 fee. There is also a \$25 fee to replace a lost or stolen electronic parking card. A hold will be placed on the release of the student's diploma until an assessed fee is paid.

In the event that classes are held outside of WBOB, parking information will be provided the week prior to the affected date. The student is responsible for getting parking information if the previous class is missed. Students are expected to follow parking instructions given on distributed materials.

### **Lunches and Refreshments**

Food service is provided on Saturday class days and at special program events. This service is provided as part of the comprehensive fee. Beverages and morning snacks are provided by 7:45 a.m. each class day. There are breaks in the morning and afternoon, at the discretion of the instructors. Lunch is served, buffet style, at noon. (This time may be adjusted for special class arrangements).

Students with special dietary needs are requested to alert program staff in advance. Please note that all special requests may not be met. In such cases, refrigerator and storage space will be provided so students can more readily meet their dietary needs.

On Fridays and non-class days, students are invited to use the cafeteria in WBOB or building vending facilities for food or beverages. There are also several restaurants, many that deliver, near WBOB. Feel free to ask program staff for suggestions, if needed.

### **Technology Services**

#### *Program Web Pages*

CDTL manages a web site for students. In addition to this handbook, the site includes class directories, course materials, schedules, and other information students may find helpful. The student web pages are accessed through [www.cdtl.umn.edu](http://www.cdtl.umn.edu) using the "Students/Alumni" login option. The student web pages are Username and Password protected and accessible only to current students, faculty, and CDTL staff.

#### *Computing Resources*

Students and faculty in the ISE programs have access to many computing and internet information resources. These are provided to enhance the education of students and are subject

to University [policy](#) regarding improper use.

CDTL provides a wireless network in the classroom for internet access. In addition, CDTL may provide computer workstations for student use during class days. Use of the wireless network is subject to the needs of each instructor. Abuse of the network or equipment (see the University [policy](#)) could result in disciplinary action (see [Student Conduct Code](#)).

The University provides antivirus software free of charge to all students (download [here](#)). Students are expected to keep their personal machines up-to-date (e.g., system software, virus definition files) if they are using the University network. The University strictly enforces anti-virus measures and routinely shuts off access to networks if any machine is found to be infected. For more information on technology safeguards, go to the University's "[Safe Computing](#)" website.

#### *Email Accounts*

Students are given a University of Minnesota email account at the start of the program. Email is the preferred mode of contact for most staff and faculty. All email communications from CDTL to students will be to this University email account. If students forward their University accounts to another email account, CDTL will not be responsible for any forwarding errors that may result. Students are responsible for checking their University accounts regularly, particularly before scheduled class dates. Please note, in accordance with official University of Minnesota policies, students will be held accountable for missing important deadlines or directions given in email transmissions. If no email messages are received on a University account for one week, please contact the program staff to ensure that the account is working properly.

CDTL maintains group email lists for each class. If specialized mailing lists are required for particular courses or study groups, requests should be made to the [program staff](#). Transmissions using these mailing lists should pertain to course work and related topics only. Students will be held accountable for items sent via a CDTL mailing list.

#### *Initializing An Email Account*

Before it can be used, the student e-mail account must be "initialized." This process allows students to specify a password for their account.

The account may be initialized via the internet by providing the following information:

- \* Social Security Number
- \* Student ID Number
- \* Birthdate

Students who are not able to supply the above information (e.g., those who do not have a Social Security Number), will have to initialize their accounts in person, with photo ID, at any University public computer lab. See information about lab hours and locations [here](#).

#### **Managing A Student Email Account**

To review or change current email settings listed below, click [here](#) (Username and Password are required).

#### *Account Information*

Lists your unique identifiers and servers for software configuration, such as your e-mail address, mail servers, etc. Use these to set up your e-mail and related Internet software.

#### **Passwords/Security**

*Change your Internet password (for self-service applications)*

This is the password for logging into most student resources and University email accounts.

*Change your Enterprise password (for business applications)*

This is not needed by CDTL students. You should be able to access everything you need to access with just the Internet password.

*PGP Public Key Management*

This can be used to publish the public part of a digital key combination used to digitally encrypt or sign messages. Using it is entirely optional.

### **Manage your E-mail**

*Email Account Options*

Currently the University of Minnesota offers two types of accounts. \*Basic (no charge) services: client/server; \*Expanded (fee) services: interactive access.

By default, student email accounts are the Basic option which is offered without additional charge (except charges incurred for using more than 50 hours a month). For further information about modem pool charges, please see "Twin Cities Modem Pool Status/Payment" below.

*Set Email Forwarding and Autoreply*

To forward to another account, please use this section. It is possible for students to forward mail to a primary (either work or home) email address, so they don't have to configure their email client software. Make sure the address you forward to does not mark your university mail as junk. Here you can also specify an automatic reply to be sent to anyone who sends you e-mail. The most popular use for this feature is a "vacation" message to alert people that you might not read your e-mail for a while.

*Show Current E-mail Storage Use*

This allows you to see how large your inbox is and how much of your home directory space and web space you are currently using.

*Incoming E-mail Controls*

These options will allow you to restrict sites that are allowed to send you e-mail. "Spam" messages frequently originate from or are relayed through e-mail servers that are not "well-behaved" in various ways. By default, the University blocks messages from mail servers that are not "well-behaved".

*Show Blocked Incoming E-mail*

This shows the return addresses given for e-mail messages to you that have been blocked in the last two weeks. If you see a message from someone you don't want blocked, click on the link in the far right column to add that address to your list of exceptions to e-mail blocking. Doing so will allow future e-mails to you from that user. It is recommended that you only make exceptions for addresses you are reasonably certain are legitimate. The University does not keep copies of blocked e-mail.

### **Manage Directory Information**

*Nickname*

Students may specify a nickname to help others

find them when searching the Student-Staff Directory.

#### *World Wide Web URL*

If a student has a personal homepage, he/she may indicate its URL here.

#### *U Card Photo Access*

Configures how your ucard photo is displayed in university applications. By default it is kept private.

#### *Twin Cities Modem Pool Status/Payment*

The Basic (client/server) student account is provided free of charge. However, students may incur charges when they use the University of Minnesota's modem pool to access or use their account from off campus. The first 50 hours a month of modem pool usage are free. Students have the option of specifying whether to be billed for modem pool time (over 50 hours), or to have access cut off before charges are incurred. Currently, the University of Minnesota charges \$4 for each unit of 30 hours over an initial 50 hours of usage. In other words, 0-50 hours per month are free, 51-80 hours are \$4, 81-110 hours are \$8, and so on.

#### ***After Leaving the University***

Your e-mail inbox will remain active for a minimum of three semesters after the last term in which you were registered. During this time, the University will use your e-mail address for official communications to you, so you should check your e-mail regularly or have it forwarded to an address which you actively monitor. You can set forwarding through Directory Tools at <http://www.umn.edu/validate>.

Your inbox MAY remain active for up to five years after your last registration. To keep it active after the initial three-semester period outlined above, you must access it at least once every six months. If your account lapses, you will have the option to pay to re-open it. Note that if you set forwarding it will remain in effect for two semesters even if you don't have an active inbox.

#### ***LUMINA***

[LUMINA](#) (Libraries of the University of Minnesota Integrated Network Access) is an on-line catalog of the holdings of the University of Minnesota libraries. Through LUMINA, students can also access on-line databases which contain abstracts of selected periodicals. Examples of such on-line databases include Current Contents, FirstSearch, and BRS Search.

#### *University of Minnesota Computer Facilities and Resources*

A number of computer facilities are available at the University of Minnesota. However, not all are available for students in CDTL-supported programs to use free of charge. If a computer lab is required for a course, CDTL will secure lab access for students in that course. Individual students who want to access computer labs on their own may be required to pay an additional fee to the University. Please consult with the program support staff regarding which computing facilities are accessible without additional charge. Equipment, software, and services vary somewhat from lab to lab. Students looking for a specific piece of software or equipment should call the lab to find out what is available. Information about computer lab hours can be accessed [here](#).

Students can purchase computer hardware, software, and high-speed internet access at an academic discount. There is also a

separate discount purchasing program for Microsoft software. Upgrades for Windows and XP are free. Other Microsoft products are inexpensive. Check out the [Microsoft Academic Student Select Program](#) for details. [Academic and Distributed Computing Services \(ADCS\)](#) provides pre-sale and post-sale technical support.

[ADCS](#) staff in 152 Shepherd Labs (on the East Bank Campus) can provide a current price list and facilitate testing of different equipment models. Information on pricing, ordering, and availability is also accessible via the [University of Minnesota Techmart](#).

[University Computer Services](#) also provides low cost repair services for hardware and will install software for a small fee. UCS also sells used equipment at reasonable prices. When nothing else works, they will also recycle equipment.

#### *Getting Help*

The University's Academic and Distributed Computing Services (ADCS) Helpline (612-301-4357) answers questions about e-mail, the internet, modems, hardware, and software. hours are M-Th: 8a.m. to 11p.m., F: 8a.m. to 5p.m., Sat: 12p.m. to 5p.m. and Sun: 5p.m. to 11p.m.

Their website ([www.umn.edu/adcs](http://www.umn.edu/adcs)) also provides a wealth of information regarding how to configure hardware, deal with viruses, work with e-mail, etc.

CDTL students may also send CDTL-related technology questions to [support-cdtl@umn.edu](mailto:support-cdtl@umn.edu), call 612-624-5747, or speak with their program support staff.

For students who wish to configure their own network connections, web pages, or similar computer-related items, check [On-Line Guides](#) for assistance.

#### **Suppressing Directory Information**

CDTL follows [University policy](#) on the handling of student records and directory, or public, information. The following is considered directory information: name, college attended, name and year of degree received, work information (company, department, title, work address, and work phone, fax, and mobile phone or pager numbers), home address and phone number, and email address(es). This information will be released according to University policy unless a student notifies CDTL that some or all of the information is to be suppressed. CDTL primarily uses this information to compile a password-protected student and alumni directory for networking purposes, enrollment and graduation news releases to local newspapers, and recruitment materials (usually student name, work title, and company only).

Students should contact their program staff to alert CDTL to suppress any or all of the directory information. Click [here](#) to suppress information from the University of Minnesota student directory.

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**One Stop**

The University of Minnesota's [One Stop](#) gives students online access to information and services such as grades, tuition and student account information, financial aid, libraries, career resources, and forms. The One Stop student services telephone number is 612-624-1111. Callers have the option to press 0 to speak with a University operator.

**U Card**

All students registered at the University receive an ID number and a U Card, the University's student ID card. Besides functioning as a photo ID, the U Card allows access to many University services and privileges, including libraries and discounts on local concerts, plays, athletic events, computers, and software. U Cards can be used as student keys to University facilities and can also function as a debit card allowing students to make purchases on campus. Please note that access to some University services (e.g., the recreational center) requires the payment of additional fees.

A U Card is a photo ID and must be obtained in person, once you are registered for classes. Please call 612-626-9900 or check with the [U Card office](#) directly online for locations and times. Be prepared to present a driver's license. U Cards cannot be issued if there are holds on a student's academic record. Students needing to replace a lost or stolen U Card will be assessed a fee.

The West Bank Office Building (WBOB) is a secure building, accessed off-hours by using the U card. Students have limited off-hour access to the building - usually to Suite 150 and to some first-floor classrooms and conference rooms.

**Transcripts**

Grades are reported on University of Minnesota transcripts issued by the [Office of the Registrar](#). Students may obtain an unofficial transcript (in person) at 200 Fraser Hall at no cost. Official transcripts may be obtained by sending a written or fax request. For further information, call 612-624-4115 (recorded message with instructions). Unofficial or official transcripts may also be ordered [online here](#). See [Registration and Grades](#) for more information.

Students with a "hold" on their record will not be able to obtain a grade report or transcript until the "hold" is removed. See [Academic Holds](#) for more information.

**Libraries**

The [University of Minnesota's library system](#) ranks 17<sup>th</sup> in size among American universities. Students have access to the

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library system once they have obtained their U Cards. The system offers a full range of reference and information services.

### **Recreation Center**

For an additional fee, students may use the University's recreational facilities. The main center houses gymnasiums, handball/racquetball courts, machine and free weights, aerobic equipment, lap swimming, sauna/steam room, and lockers. Check out the [University Recreation Center](#) for more information.

### **Career Services**

ISE students have access to the career services offices offered by the [Institute of Technology](#) (612-624-4090). The Institute of Technology Career Services director is also available for individual counseling for résumé development and for interviewing skills and strategies.

### **Health Services**

For an additional fee, students may opt in to the [Boynton Health Service Clinic](#), which offers a very limited set of health services to enrolled students (not the same as "real" health insurance.) For more information on services provided by Boynton, click [here](#).

In general, students in CDTL's programs are not eligible to participate in the Student Health Benefit Plan, which is the more comprehensive health insurance plan available to some groups of students. The only exception to this policy relates to international students enrolled in the program either on (1) student visas or (2) H visas where the student's employers do not provide health insurance coverage. These international students are required to participate in the Student Health Benefit Plan. For these students, the cost of participation will be billed directly to the student account.

International students with H visas and who have health insurance through their employers are exempted from this mandate. If these students receive an insurance bill from Boynton or have a health insurance hold on their records, they should contact the program associate immediately. (Click [here](#) for the staff directory.) Given proof of employer-provided insurance, Boynton will issue an exemption.

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PROGRAM HANDBOOK****CDTL Mission and Programs****Mission**

The Center for the Development of Technological Leadership was established in 1987 with an endowment from the Honeywell Foundation. The vision of CDTL is to be the world leader in technological leadership and management through education, research, and consulting.

**Master of Science Programs***Infrastructure Systems Engineering (ISE)*

A professional program that provides a foundation in infrastructure systems engineering principles and practices.

*Management of Technology (MOT)*

An executive-formatted graduate program that prepares technical professionals for careers in technology management and leadership by offering a blended curriculum of management, leadership, technology, and public policy courses.

**Other Programs***Short Courses in the Management of Technology*

Developed from the MOT curriculum, the short courses are customized, continuing education opportunities for industry and other technical organizations. *Scanning New Technologies for Strategic Opportunities* is a two-day short course that teaches executives and senior-level managers to capitalize on new technologies through strategic management. *Leveraging Innovation to Power Corporate Growth* is a one-day short course offered annually.

*U of M - Rochester Initiative*

Providing outreach to the U of M-Rochester with initial offerings of four, one-day classes called the "Best of MOT". Since October 2001, the expanded "Signature Series" continues to offer classes primarily from the MOT area.

*Technology Futures Forum*

Explores the benefits and methodologies of technology foresight, from identifying major trends and emerging technologies to assessing R&D value and managing commercialization effectively. The forum brings together those who already are involved with technology foresight activities within their companies and those who are interested in understanding more about technology foresight benefits and tools. A spin-off of the forum are the *Foresight After Four* networking events, offered several times each year.

For more information about CDTL-administered programs, please call 612-624-5747 or email CDTL at [general-cdtl@umn.edu](mailto:general-cdtl@umn.edu) or through our website at [www.cdtl.umn.edu](http://www.cdtl.umn.edu).

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Suite 510 Reception	612-624-5747
Suite 150 Staff Office (Fri. - Sat.)	612-625-2836 or 612-625-2917
Suite 150 Lobby Phone	612-625-2054
Suite 150 Fax	612-626-9281
Suite 510 Fax	612-624-7510
24-hour building security staff	612-626-8183

**ISE Faculty Contact**

Vaughn Voller Director of Graduate Studies (ISE), Professor <a href="mailto:volle001@umn.edu">volle001@umn.edu</a>	612-625-0764
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**ISE Educational Services (ES)**

Damian Damiani, Program Staff <a href="mailto:ddamiani-cdtl@umn.edu">ddamiani-cdtl@umn.edu</a>	612-626-7870
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Shelli Burns, Program Staff and Alumni Coordinator <a href="mailto:sburns-cdtl@umn.edu">sburns-cdtl@umn.edu</a>	612-624-4380
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Mike De Meuse, Student Worker <a href="mailto:deme0070@umn.edu">deme0070@umn.edu</a>	612-625-2836
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Suzy Hart, Student Worker <a href="mailto:hart0601@umn.edu">hart0601@umn.edu</a>	612-625-2917
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Paul Schiller, Student Worker <a href="mailto:schi0535@umn.edu">schi0535@umn.edu</a>	612-625-2836
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**Business Unit (Tuition and Billing) Contact**

Chris Nelson, Accountant <a href="mailto:nelson-cdtl@umn.edu">nelson-cdtl@umn.edu</a>	612-624-2813
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**Computer Support**[support-cdtl@umn.edu](mailto:support-cdtl@umn.edu)**CDTL Administration**

Massoud Amin, Director <a href="mailto:amin-cdtl@umn.edu">amin-cdtl@umn.edu</a>	612-625-0557
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Connie Garrahy, Associate Director, Finance and Administration <a href="mailto:cgarrahy-cdtl@umn.edu">cgarrahy-cdtl@umn.edu</a>	612-626-1611
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Rose Jones, Associate Director, External Relations and Educational Services <a href="mailto:rjones-cdtl@umn.edu">rjones-cdtl@umn.edu</a>	612-625-0371
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Hallie Skinner, Executive Secretary <a href="mailto:skinner-cdtl@umn.edu">skinner-cdtl@umn.edu</a>	612-624-5747
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**Additional CDTL Staff**

Ann Bechtell, MOT Admissions <a href="mailto:abechtel-cdtl@umn.edu">abechtel-cdtl@umn.edu</a>	612-624-8826
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**US Mail Address**

CDTL Suite 510  
c/o (person to whom the correspondence is sent)  
1300 So. 2nd Street South  
Minneapolis, MN 55454

**Campus Mail Address**

(person to whom the correspondence is sent)  
CDTL  
150 WBOB Delivery Code 7536

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