Community  Quality  Empowerment  Opportunity

Master of Science in Management
Operations Management
Online

amazeyourself transformyourworld
# Table of Contents

- Message from the Dean 1
- Program Overview 2
- Learning Outcomes 3
- Course Curriculum 4
- The Online New England College Experience 6
- Five Levels of Support 7
- Admission Requirements 8
- Tuition and Fees 9
- Frequently Asked Questions 10
- About New England College 11
Operations managers are responsible for finding solutions to many of the myriad issues facing corporations today.

Corporations are faced with numerous economic, financial, environmental, technological, and social trends and issues that directly affect how companies perform their day-to-day business activities. From outsourcing to logistics to business operations to quality assurance, the operations manager is called upon to provide strategic leadership to help keep the company operating at maximum efficiency.

The New England College (NEC) Master of Science in Management – Operations Management (MSOM online program offers you the opportunity to develop the leadership skills to promote the growth and profitability of your business, whether it operates in the global arena or in a niche market. The experienced NEC faculty are ready to share their knowledge with you and your fellow online students in this convenient online program. Build upon your experience and expertise with the NEC MSOM online program.

I look forward to welcoming you to New England College.

Sincerely,

Nelly Lejter, Ph.D.
Dean of Graduate and Professional Studies
New England College
School of Graduate and Professional Studies
Program Overview

Learn how to improve operational efficiencies and better manage people and processes with NEC Master’s Degree in Operations Management.

The Master of Science in Management – Operations Management (MSOM) online program will teach you how to make complex decisions in this global economy by studying contracts management, customer relationship management, and project management. You will be better prepared for career advancement in a variety of management roles, such as supply chain, operations and logistics, production, business operations, and quality assurance.

“I am a huge fan of the NEC program. Upon completing my current course of study, I intend on tackling a second graduate degree with NEC. I strongly recommend NEC to friends and colleagues interested in an online graduate study program.”

MSOM Online Student

Online, Convenient, Flexible

The MSOM online program consists of nine courses for a total of 32 credit hours. To complete the program in less than two years, you will take two online, seven-week courses per semester, focusing on one course at a time. This course delivery method is specifically designed for working professionals like you to make the most efficient use of your time and to optimize your learning experience.

You can start the program six times per year in spring, summer, or fall.
Find out for yourself how New England College’s quality curriculum can enrich your career.

New England College’s Master of Science in Management – Operations Management (MSOM) online program provides a comprehensive curriculum in supply chain management, operations management, purchasing, and quality assurance. The practical skills presented are designed to help operations managers learn to more efficiently coordinate such projects as the logistics of daily operations and the installation of data networks. Contract, customer relationship, and project management are included as well.

In addition to nuts-and-bolts knowledge, the MSOM program focuses on leadership skills that can help leaders make sound business decisions in all aspects of operations management. Whether your goal is to more effectively lead your operations team, run your own consulting firm, or move into upper management, the MSOM program was designed with you in mind.

“I appreciate any opportunity to express my immense satisfaction with New England College and am thankful for the opportunity to be among such intelligent, caring, and encouraging professionals. The manner in which this course is delivered and the interest the professors have in their students’ success offers more than an opportunity to gain job skills. A student at New England College will learn how to apply each concept they learn, not only to their profession, but to almost any area of life! New England College is truly outstanding!”

MSOM Online Student
NEC’s curriculum provides a way for to achieve their cherished lifelong learning goals.

The Master of Science in Management – Operations Management (MSOM) online program at New England College consists of nine courses for a total of 36 credit hours. You will begin the program with core courses and then progress into the concentration courses that delve further into your area of interest. At the end of the program, you will use the skills learned within the program in a practical problem-solving capstone project.

Below is a listing of the core courses, concentration courses, and the capstone project:

**Organization Management and Leadership – 4 credits**
This course combines theory and practice by encouraging students to learn traditional and contemporary leadership theories and apply them in analyzing the behavior of leaders, colleagues, and subordinates. Through a variety of readings, cases, and exercises, students will examine effective leadership models. Topics include the evolution of leadership; the roles of strategy and vision in transformational change; the development of leaders; the leadership responsibilities of creating effective teams, organizations, and cultures; the exploration of different leadership styles; and current popular approaches to leadership theory.

**Managing Projects in Organizations – 4 credits**
This course presents an overview of managing a project from start to finish. Students will examine project organizational structure, work breakdown, scheduling, budgeting, costing, resource allocation, and human resource considerations throughout the project process. Topics include the management of human resources and team building; planning and control; scope management; time and cost management; quality and risk management; and technical tools, including GANTT and PERT charting.

**Professional and Organizational Ethics: A Global Perspective – 4 credits**
This course explores and analyzes the relationships among stakeholders in business and the global economy. The moral implications of organizations and decisions are explored. Included are their social effects and the tension that exists between achieving desirable outcomes and attending to the means by which they are achieved. Topics include theories of morality; analysis of ethical decision-making; interaction and conflicts among personal, professional, and organizational values; the effect of cultural diversity on individual and group values; current issues related to the “flattening” of the business environment; and the impact of ethical considerations on the responsible achievement of business goals. The roles of individual and collective choice in the management of competitive environments and organizational positions on contemporary moral issues are also examined.

**Managerial Accounting and Finance for Leadership – 4 credits**
This course discusses how to more effectively and ethically lead and influence in situations where financial issues play a key role, with particular attention to public fiscal management. It introduces the concepts and principles of financial management and managerial accounting, discussing, developing and using of budgets for planning and control, demonstrating accountability, and establishing priorities within an organization.

Students will explore the tools and techniques available to maximize the use of scarce resources, and the implications of public funding and cost accounting for programs and initiatives within the organization.

**Strategic Planning and Policy – 4 credits**
The primary focus of this course is strategic planning in a business unit, which is the foundational level for competitive analysis and analysis of the central to a firm’s short-term and long-term competitive success. Using a combination of case studies and industry field research, students will assume the roles of key decision-makers and/or advisors in analyzing these issues and offering recommendations for strategic changes.
In conjunctions with these assignments, students will also be challenged to critically examine revolutionary changes now occurring in some organizations, such as vertical integration, horizontal consolidation, strategic alliances and joint ventures, entrepreneurial startups, and the development of niche network.

**Supply Chain Management – 4 credits**
This course examines the concept of logistics management from the perspective of competitive strategy, costs and performance, and benchmarking. The course will also discuss recent innovations in supply chain management, such as “just-in-time” and “quick response” methodologies. Strategic, tactical, and operational decisions in supply chains will be examined, as well as Internet-enabled supply chains, including customer relationship management, ERP, and supply chain automation and integration.

**Facilities Management – 4 credits**
This course familiarizes the student with the business of facilities management as it pertains to senior managers. It introduces the concepts of operations and maintenance technology, management of people and the administration of real estate and construction projects. Facilities management is an exciting and ever-changing filed. This course also emphasizes that successful facility managers possess high leadership and organizational qualities.

**Managing Global Operations – 4 credits**
This course addresses issues and problems related to managing global operations. Topics include international operations comparisons, international operations improvement and competitive leverage, issues critical to global operations, international cross-functional coordination, coordinating international material flow, coordinating international process; product design, and leading global initiatives.

**Research Methods – 2 credits**
This course will provide an overview of graduate level research for the capstone project in both the Master of Science in Management and the Master of Arts in Public Policy. Students will learn about the various methods of research in the discipline, research design, and proper formatting and writing of formal papers. Specific focus will be placed on topic development, developing a research outline, conducting a literature review, constructing an annotated bibliography, and proper citation styles that make use of the Chicago Manual of Style (for MAPP students) and the APA style (for MSM students). This course will provide all students the tools to do research and, in addition, will prepare them for the final capstone project to be developed in the subsequent Strategic Capstone course.

**Strategic Capstone – 2 credits**
The Strategic Capstone has two main components: a research phase and a final project report and presentation phase. Students draft their problem statements and research ideas during a research methods course, and then produce research, arguments and solutions that will approach solving the problem.

Each student will undertake a major investigation of a real and substantial challenge that exists either in the workplace or as a matter of public policy. The project may be related to the student’s own experience or in a field in which the student hopes to secure employment. Developed in a problem-and-solution format, the student is expected to use extensive research into best practices and associated methodologies. The product of this work is a comprehensive written plan for implementing the solution. The report is also submitted as a PowerPoint presentation with accompanying notes, demonstrating the student’s ability to convey the significance and the results of research and planning to key stakeholders in the problem-solution set that the student has investigated.
Students have an opportunity to excel academically.

New England College (NEC) has a rich tradition of academic excellence. Our online programs are designed for professionals who have already achieved success in their careers and who want to enrich their knowledge with advanced study.

We understand how important it is to be able to pursue a graduate degree without disrupting your career or uprooting your family. NEC’s online programs satisfy those needs, while delivering a highly respected online degree that is as demanding and rewarding as our traditional on-campus programs.

The Convenience of Learning Online

Online learning can be even more satisfying than traditional classroom learning because it focuses on you. You learn from the convenience of your home or office, at the time of day that suits you, while maintaining communication with faculty and fellow students. Here are some examples of the many benefits of e-Learning.

Accessible resources
All printed materials and textbooks are conveniently delivered to you before the start of each seminar. Our extensive online library and resource center is available 24 hours a day, 7 days a week, all year long. Many students report that using the online library is easier and more convenient than visiting a traditional “bricks-and-mortar” library.

Immediate responses
With just a click, you can send questions or requests to professors, fellow students, and student services advisors. Our faculty and staff will respond within 24 hours.

Intimate classes
You will progress through the program with a small group of 12 to 15 fellow students. This cohort system ensures that you are part of a community of your peers, a community that provides support, challenges your abilities, and encourages discussion.

Individual attention
Because the virtual class size is so small, you will receive individual attention from your professors. They are experienced professionals who are also highly trained in online instruction. Your instructor also serves as a group instructor who encourages you and your classmates to develop into a learning community eager to engage in discussions of current issues and realistic scenarios.

Flexible scheduling
e-Learning is designed for busy professionals like you. You plan your study time around your schedule and work at your own pace. The program is based on an innovative, asynchronous model, so there is no need to disrupt your work and family life. Your instructor lays out the course in a detailed schedule, so you know what to expect and how to prepare.
The NEC community is committed to offering personal support and attention to each student.

Helping our master’s degree candidates is the goal of each member of the New England College online learning team. We are here to help you every step of the way by providing you with:

1. Your own personal Enrollment Advisor
2. Your own personal Student Services Advisor
3. Your own personal Instructor
4. The College’s most highly regarded Faculty
5. Helpful live technical support. You will be able to talk with a highly qualified professional technician whose goal is to provide you with helpful friendly advice on resolving your hardware and software issues.

This program has been structured for those seeking both challenging graduate studies and the tools needed by legal and financial services professionals. Integral to this degree is the online collaboration among you, your small group and instructor, and the outstanding New England College faculty members, all in the privacy and convenience of your home or office.
New England College gives you the opportunity to fulfill your goals.

- **Domestic Students**
  - Applicants should have a bachelor’s degree from a college or university in the United States, accredited by one of the six regional accrediting bodies.

- **International Students**
  - Applicants should have the equivalent of a U.S. bachelor’s degree.
    - Students are required to use a credentialing organization such as WES.org, ECE, or ACCRO.
    - Students for whom English is not their first language may require a TOEFL score of 550 (pbt), 213 (cbt), 80 (ibt) or IELTS 6.5.

- **All Students**
  - Depending on your undergraduate course of study, prerequisite courses may be required.
  - Applicants should have an undergraduate GPA of 2.75 or higher based on a 4.0 grading scale; applicants with a score lower than 2.75 will be considered for admission on a case-by-case basis depending on professional accomplishments and work experience.
New England College gives you the opportunity to advance with relevant, practical, and affordable education.

The tuition fee includes:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>$90</td>
</tr>
<tr>
<td>Total Tuition (36 credit hours)</td>
<td>$23,040</td>
</tr>
<tr>
<td>Books:</td>
<td>$800*</td>
</tr>
<tr>
<td>Graduation Application Fee</td>
<td>$150</td>
</tr>
<tr>
<td><strong>Grand Total:</strong></td>
<td><strong>$24,080</strong></td>
</tr>
</tbody>
</table>

*Approximate book cost. This is based on the purchase of new copies from the NEC Bookstore.

Cost per credit hour = $640 Course Tuition = $2,560

Course tuition is due on a course by course basis and must be paid at the start of each class. Students using financial aid, should have all requirements complete prior to the start of class.

Financial Aid

The ability to pay for your education is an important consideration. Our Admissions Office can assist you in exploring alternative financing options. If you are a resident of the United States and want to apply for financial aid, please complete a Free Application for Federal Student Aid (FAFSA), which can be obtained from the FAFSA website at www.fafsa.ed.gov. Students may be eligible for a range of loans available specifically for graduate study and are encouraged to apply. Financial aid eligibility is renewed each year, and revisions or adjustments are made to ensure that aid is proportionate with each family’s financial circumstances.

Employer Tuition Assistance

Many organizations offer employee tuition assistance and, in some cases, cover 100 percent of tuition costs. Programs and policies vary among employers. Consult your human resources department to learn more about employer tuition assistance at your organization.
We are here to support you and answer your questions from enrollment to graduation.

How is New England College (NEC) accredited?
NEC is accredited by the New England Association of Schools and Colleges. For more information, visit www.neasc.org.

Is the online graduate degree any different from degrees earned on campus?
No, you will receive the same degree and your diploma is the same as the on-campus student diploma.

How many credits and courses do I take each term?
There are six terms per year with one course offered per term. Each course is worth four credit hours. In total, you must complete nine terms to earn your degree.

How much does the online graduate program cost?
The online graduate program is competitively priced. See tuition and fees on page 9. For more information, please contact our Enrollment Advisors.

How much time is required for the online graduate programs?
The online graduate programs are designed for working professionals with demands of work and home. Most students study 15 to 20 hours per week. Your instructor will help keep you on track, and your cohort will be a tremendous source of support.

Do I need to take the GRE, GMAT or other standardized tests?
No, standardized tests are not required for entry into the online graduate programs. Admission is based on your experience and professional accomplishments.

Do you accept transfer credits?
We will assess transfer credits that may reduce the total number of credits required to complete the program, up to six credits. This will be done on a case-by-case basis. NEC does not grant credit for work experience.
Since 1946, New England College has been providing learners with the opportunity for a quality and rigorous education.

New England College (NEC) was created in 1946 to serve the educational needs of service men and women after the Second World War. It pioneered the three-year baccalaureate degree that combined critical thinking skills from the arts and sciences with practical and professional education in business and engineering.

NEC has retained its mission to be a pragmatic liberal arts and professional college, committed to understanding the needs of all humanity in an interconnected world. It seeks to develop self-confident, informed individuals able to find their way to a rewarding life with professional success and personal service. Students drawn from a range of social and cultural backgrounds choose among academic and professional disciplines, and enhance their learning through a broad range of internships.

In the coming decade, NEC will build on its strengths and the values of its founders while embracing the social, technological, and ethical challenges of contemporary civilization. NEC will provide a liberal arts education for the twenty-first century. Human rights and social responsibility will remain crucial to our learning and living community, where students will make reasoned academic choices and explore imaginative career options, with a maximum use of alumni connections. Recently the College has grown from 700 to 1,000 undergraduates and from 75 to 1,100 graduate students, while adhering to the philosophy of our founders by providing curricular and co-curricular programs for integrated learning with respect for diversity of thought and expression.

Accreditation

NEC is fully accredited by the New England Association of Schools and Colleges through its Commission on Institutions of Higher Education.

New England College is ranked as one of the top online degree programs in 2013.

Statement of Fair Practices

NEC prohibits discrimination on the basis of race, color, creed or religion, national origin, sex, sexual orientation, age, marital status, pregnancy, veteran's status, or disability in regard to treatment, access to, or employment in its programs and activities, in accordance with federal and state laws and regulations. In compliance with the Americans with Disabilities Act (ADA), individuals with disabilities needing accommodation should contact the ADA compliance officer.
Master of Science in Management
Operations Management
Online

Tel: 1.866.817.2226 Ext. 3321 (U.S./Canada)
+1.647.723.6680 Ext. 3321 (International)

Email: operations_online@nec.edu

Web: online.nec.edu

Mail: New England College
School of Graduate and Professional Studies
98 Bridge Street
Henniker, NH 03242