KNOWLEDGE MANAGEMENT - M.S.

College of Communication and Information
School of Information
www.kent.edu/iSchool

About This Program
Unlock the power of knowledge with the M.S. in Knowledge Management. Our program prepares graduates to create, share and manage knowledge within organizations, helping to drive innovation and improve performance. With a fully online curriculum that blends theory and practice, our graduates are well-equipped for careers in a variety of industries. Declare a dual degree with the M.B.A. for even more opportunities. Reach more...

Contact Information
• School Director: Meghan Harper | iSchool@kent.edu | 330-672-2782
• Connect with an Admissions Counselor: U.S. Student | International Student

Program Delivery
• Delivery:
  • Fully online

Examples of Possible Careers
• Chief Knowledge Officer (CKO)
• Information Architect
• Knowledge Analyst
• Knowledge Engineer
• Knowledge Management Director
• Knowledge Management Project Manager
• Knowledge Management Specialist
• Knowledge Management Systems Administrator
• Knowledge Manager

For more information about graduate admissions, visit the graduate admission website. For more information on international admissions, visit the international admission website.

Admission Requirements
• Bachelor's degree from an accredited college or university
• Minimum 2.750 undergraduate GPA on a 4.000-point scale
• Official transcript(s)
• Résumé
• Goal statement
• Three letters of recommendation
• English language proficiency - all international students must provide proof of English language proficiency (unless they meet specific exceptions) by earning one of the following:
  • Minimum 587 TOEFL PBT score
  • Minimum 94 TOEFL IBT score
  • Minimum 82 MELAB score

1 In calculating total GPA, all grades from all courses taken at relevant level (bachelor’s or master’s) from all institutions are counted. Applicants who do not meet the minimum 2.750 GPA requirement must submit a statement that addresses the circumstances that contributed to the GPA and preparation for success in graduate study. Applicants should include recent professional achievements that indicate an ability to perform at a higher academic level to be considered for conditional admission to the program.

Technology Requirements
Appropriate technology and computer literacy skills are essential for each School of Information course. In order to be successful in the program, all incoming students must meet the School of Information computer competencies, as well as its minimum computer hardware, software and internet access requirements before the first day of class. For details, students should consult the school’s website.

Application Deadlines
• Fall Semester
  • Application deadline: April 15
• Spring Semester
  • Application deadline: November 15
• Summer Term
  • Application deadline: March 15

Applications submitted after these deadlines will be considered on a space-available basis.

Program Requirements

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<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Credit Hours</th>
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<tbody>
<tr>
<td>KM 60301</td>
<td>FOUNDATIONAL PRINCIPLES OF KNOWLEDGE MANAGEMENT</td>
<td>3</td>
</tr>
<tr>
<td>KM 60302</td>
<td>DESIGNING AND IMPLEMENTING KNOWLEDGE MANAGEMENT IN THE WORKPLACE</td>
<td>3</td>
</tr>
<tr>
<td>KM 60306</td>
<td>THOUGHT LEADERSHIP AND CAREER DEVELOPMENT IN KNOWLEDGE MANAGEMENT</td>
<td>1</td>
</tr>
<tr>
<td>LIS 60636</td>
<td>KNOWLEDGE ORGANIZATION STRUCTURES, SYSTEMS AND SERVICES</td>
<td>3</td>
</tr>
<tr>
<td>MGMT 64158</td>
<td>LEADERSHIP AND MANAGERIAL ASSESSMENT</td>
<td>2</td>
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Major Electives, choose from the following: 1

<table>
<thead>
<tr>
<th>Course</th>
<th>Credit Hours</th>
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<tbody>
<tr>
<td>Any Business Analytics (BA) Course</td>
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<tr>
<td>Any Computer Information Systems (CIS) Course</td>
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<tr>
<td>Any Emerging Media and Technology (EMAT) Course</td>
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<tr>
<td>Any Health Informatics (HI) Course</td>
<td></td>
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<tr>
<td>Any Human Resource Management (HRM) Course</td>
<td></td>
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<tr>
<td>Any Knowledge Management (KM) Course</td>
<td></td>
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<tr>
<td>Any Library and Information Science (LIS) Course</td>
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<tr>
<td>Any Management (MGMT) Course</td>
<td></td>
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<tr>
<td>Any User Experience Design (UXD) Course</td>
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</table>

Culminating Requirement

1 For more information about graduate admissions, visit the graduate admission website. For more information on international admissions, visit the international admission website.
Choose from the following:  

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<thead>
<tr>
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<tr>
<td>KM 66092</td>
<td>MASTERS INTERNSHIP IN KNOWLEDGE MANAGEMENT</td>
<td>3-6</td>
</tr>
<tr>
<td>KM 66099</td>
<td>MASTERS PROJECT IN KNOWLEDGE MANAGEMENT</td>
<td></td>
</tr>
<tr>
<td>KM 66198</td>
<td>MASTERS RESEARCH PAPER IN KNOWLEDGE MANAGEMENT</td>
<td></td>
</tr>
<tr>
<td>KM 66199</td>
<td>THESIS I</td>
<td></td>
</tr>
</tbody>
</table>

**Minimum Total Credit Hours:** 30

1. Students who select thesis as their culminating requirement will complete 12 credit hours of electives; all others will complete 15 credit hours.

### Program Learning Outcomes

Graduates of the program will be able to:

1. Develop and deliver strategies for organizations and communities that apply knowledge to create value.
2. Demonstrate leadership in the design and implementation of strategies that align with and enable an organization’s culture, strategic intent and operational objectives.
3. Design, build, operate and lead a comprehensive program that turns strategies into action through the integration of people, process and technology components.
4. Become a thought leader in advancing knowledge management ideas and practices.
5. Prepared to engage and collaborate with the global knowledge management community to grow the demand, practice and value of knowledge management.

### Dual Degree with M.B.A. in Business Administration

Students have the opportunity to complete a dual degree program with the M.B.A. degree and the M.S. degree in Knowledge Management. A separate application must be submitted for each program. Students can view admission requirements for each program on their respective catalog pages.

The M.B.A./M.S. dual degree program prepares students for responsible leadership positions and offers an integrated business and knowledge management curriculum. Dual degree graduates will be able to design, deliver, support and lead knowledge management programs at the enterprise and project levels. Through courses, internships and other opportunities, students gain real-world, practical experience in developing and applying knowledge to improve organizational strategies, processes and technical skills with an emphasis on regional, national and global implications.

### Dual Degree Requirements

<table>
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<tr>
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<tbody>
<tr>
<td>ACCT 63037</td>
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<tr>
<td>ACCT 63038</td>
<td>MANAGERIAL ACCOUNTING FOR DECISION MAKING</td>
<td>2</td>
</tr>
<tr>
<td>BA 64005</td>
<td>ANALYTICS FOR DECISION MAKING</td>
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**BA 64041** OPERATIONS, SERVICE AND SUPPLY CHAIN MANAGEMENT 2

CIS 64042 GLOBALIZATION AND TECHNOLOGY STRATEGY 2

ECON 62021 MACROECONOMIC ENVIRONMENT OF BUSINESS 2

ECON 62022 MANAGERIAL ECONOMICS 2

FIN 66050 LAW AND ETHICS 2

FIN 66060 MANAGERIAL FINANCE 2

HRM 64271 HUMAN RESOURCE MANAGEMENT 2

KM 60301 FOUNDATIONAL PRINCIPLES OF KNOWLEDGE MANAGEMENT 3

KM 60302 DESIGNING AND IMPLEMENTING KNOWLEDGE MANAGEMENT IN THE WORKPLACE 3

KM 60306 THOUGHT LEADERSHIP AND CAREER DEVELOPMENT IN KNOWLEDGE MANAGEMENT 1

LIS 60636 KNOWLEDGE ORGANIZATION STRUCTURES, SYSTEMS AND SERVICES 3

MGMT 64158 LEADERSHIP AND MANAGERIAL ASSESSMENT 2

MGMT 68051 BUSINESS PROFESSIONAL DEVELOPMENT 1 1

MKTG 65051 MARKETING MANAGEMENT 2

M.B.A. Business Administration Elective 3

Major electives, choose from the following: 12-15

- Emerging Media and Technology (EMAT) Courses
- Health Informatics (HI) Courses
- Knowledge Management (KM) Courses
- Library and Information Science (LIS) Courses
- User Experience Design (UXD) Courses

**Culminating Requirement**

MGMT 64185 BUSINESS STRATEGY 3

Culminating Elective, choose from the following: 2 3-6

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</table>

**Minimum Total Credit Hours:** 59

1. MGMT 68051 may be waived for students with at least two years of full-time work experience.

2. Students who select thesis as their culminating requirement will complete 3 credit hours of College of Communication and Information electives; all others will complete 6 credit hours.

### Graduation Requirements

Students may graduate with fewer than 59 total credit hours but no fewer than 58 total credit hours.

### Full Description

The Master of Science degree in Knowledge Management prepares professionals to serve as leaders who guide organizations into improved performance through better use of organizational knowledge. Graduates of the program will be able to design, deliver and support knowledge management programs at the enterprise and project levels.
Organizations of all types, across all sectors of the economy, face a growing need for increased efficiencies. Gaining these efficiencies means organizations must mature into knowledge organizations by developing and applying knowledge to serve their markets better. This requires professionals with new skills and tools found in the emerging domain of knowledge management.

Students in the Knowledge Management major learn principles, values and best practices that will prepare them for leadership roles in their future careers. They learn from interaction with their instructors and student colleagues, many of whom are also professionals working in knowledge management. Through courses, internships and other opportunities, students gain real-world, practical experience in developing and applying knowledge to improve organizational strategies, processes and technical skills.