

# KNOWLEDGE MANAGEMENT - M.S.

College of Communication and Information  
 School of Information  
[www.kent.edu/iSchool](http://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](mailto: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<sup>1</sup>
- 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

- Minimum 7.0 IELTS score
- Minimum 65 PTE score
- Minimum 120 Duolingo English score

<sup>1</sup> 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

### Major Requirements

Code	Title	Credit Hours
<b>Major Requirements</b>		
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
Major Electives, choose from the following: <sup>1</sup>		12-15
Any Business Analytics (BA) Course		
Any Computer Information Systems (CIS) Course		
Any Emerging Media and Technology (EMAT) Course		
Any Health Informatics (HI) Course		
Any Human Resource Management (HRM) Course		
Any Knowledge Management (KM) Course		
Any Library and Information Science (LIS) Course		
Any Management (MGMT) Course		
Any User Experience Design (UXD) Course		

*Culminating Requirement*

Choose from the following:	3-6
KM 66092	MASTER'S INTERNSHIP IN KNOWLEDGE MANAGEMENT
KM 66099	MASTER'S PROJECT IN KNOWLEDGE MANAGEMENT
KM 66198	MASTER'S RESEARCH PAPER IN KNOWLEDGE MANAGEMENT
KM 66199	THESIS I
<b>Minimum Total Credit Hours:</b>	<b>30</b>

<sup>1</sup> 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 page.

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

Code	Title	Credit Hours
<b>Major Requirements</b>		
ACCT 63037	FINANCIAL ACCOUNTING FOR DECISION MAKING	2
ACCT 63038	MANAGERIAL ACCOUNTING FOR DECISION MAKING	2
BA 64005	ANALYTICS FOR DECISION MAKING	2

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 I <sup>1</sup>	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		
<i>Culminating Requirement</i>		
MGMT 64185	BUSINESS STRATEGY	3
Culminating Elective, choose from the following: <sup>2</sup>		3-6
KM 66092	MASTER'S INTERNSHIP IN KNOWLEDGE MANAGEMENT	
KM 66099	MASTER'S PROJECT IN KNOWLEDGE MANAGEMENT	
KM 66198	MASTER'S RESEARCH PAPER IN KNOWLEDGE MANAGEMENT	
KM 66199	THESIS I	
<b>Minimum Total Credit Hours:</b>		<b>59</b>

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

<sup>2</sup> 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.