

# Frequently Asked Questions

## Graduate Programs

### **How many programs does Keller offer?**

Keller offers a wide range of graduate degree programs — an MBA with 11 concentrations, 7 Specialized Master's Degree Programs and 9 Graduate Certificates — in important business fields from accounting and finances to information systems and human resources.

### **What's the average total number of credit hours required for a program?**

The total number of credit hours that you'll be required to take varies by program, and our courses average three-semester-credit hours. Our MBA program requires 16 courses, our Specialized Master's Degree Programs require 13 - 15 courses and our Graduate Certificates require 7 - 9 courses.

### **Do certain programs require more credit hours than others?**

Yes, credit hour requirements do vary among degree programs because the course requirements vary among degree programs. Visit the graduate degree program page and click on the degree program that you're interested in to see specific coursework requirements.

### **What's a concentration?**

Some master's degree programs at Keller (including our MBA degree program) allow you to further focus your degree by taking elective courses in a specific subject area, often applicable to one or several career fields. This area is called a "concentration."

### **What's an emphasis?**

Our Specialized Master's Degree Programs have different areas of study for those with different professional areas of interest or expertise. When you choose one of these areas, you've emphasized a certain set of information in your course load; that's why we say, for example, "a Master of Accounting & Financial Management with a CPA emphasis."

### **What's the difference between a Master of Business Administration (MBA), a Specialized Master's Degree and a Graduate Certificate?**

These offerings are all graduate-level areas of study, but the main differences are the coursework and required number of credits that you'll need to take. Depending on your career interests and goals, one area of study may be best for you. To find out more about our offerings, contact a member of our team.

### **Do I need to choose a concentration/emphasis for my MBA or Specialized Master's Degree?**

To help you focus your MBA or Specialized Master's Degree, and take coursework that matches your interests and goals, you can choose one of 11 concentrations, but it is not a requirement to graduate. For our Specialized Master's Degree programs that have emphases, you will be required to select one that best aligns with your career goals.

### **Can I obtain a CPA license from Keller?**

Though we cannot grant a CPA license, we do offer CPA exam preparation courses that integrate Becker Professional Education's CPA Exam Review Methodology. You can incorporate CPA exam prep courses as part of your coursework for programs such as Master of Accounting & Financial Management, MBA with an Accounting Concentration or Graduate Certificate in CPA Preparation.

### **What's the benefit of the Global Accreditation Center (GAC) accreditation?**

Keller's Master of Project Management (MPM) degree program has been awarded accreditation by the Project Management Institute's Global Accreditation Center (GAC). As a GAC-accredited program, Keller's Master of Project Management (MPM) curriculum allows students to accelerate their path and provides opportunities for ongoing professional development.

# Campus Locations

## **How many Keller locations are there?**

We currently have more than 55 campus locations nationwide. Even if you do not live near a campus, in most states you can still attend Keller by pursuing your degree online.

## **Can I attend more than one location?**

Yes, you can attend any of our 55+ locations. You could even take one class at a location near your home and another at a campus near your work. With more than 55 campus locations nationwide there is likely to be one near you.

## **What if I don't live near a campus?**

In most states, you can still attend Keller by pursuing your graduate degree online, and if you find yourself closer to a Keller campus in the future, you're welcome to attend class at any of our 55+ locations.

## **How do I search for a campus location?**

View our list of all locations and then narrow your search by entering your ZIP Code or selecting a state.

## **Can I take classes on campus and online?**

Yes, our programs use a mix of on campus and online learning to give you the flexibility to plan your class schedule around your busy life. That means you can take advantage of all campus resources and study when it's best for you.

## **What's a Keller campus like?**

A campus offers spacious classrooms, computer labs with online access, lounges with vending areas, as well as a virtual library. At many of our locations we handle administrative matters including student financial affairs.

## **Are locations easily accessible by public transportation?**

Yes, most of our campuses are located in metro areas with easy access to public transportation. To find out more about a specific campus location, please request information and a member of our team can help answer your questions.

## **How can I find out if a location offers the program I'm interested in?**

You can search Locations by Program to see either a full listing of locations where your program is offered, or you can filter by ZIP Code to find locations near you. Keep in mind that many of our programs are also offered online. If you'd like to better understand all of your program options, please request information and a member of our team can help answer your questions.

## **Are all programs offered at all locations?**

Though offerings vary by campus location, we can work with you to help you schedule a combination of courses on campus and online that will allow you to pursue the program you're interested in, wherever you live.

# Online Learning

## **How much does earning a degree online cost at Keller Graduate School of Management?**

Tuition at Keller is fairly simple and is the same for both on campus and online students. We assess tuition and expenses on a per-semester-credit basis. For more detailed information, go to our Tuition and Financing page.

**How long will it take to complete my online graduate degree program?**

Because Keller offers so many options for our students to customize their class schedules and course load to fit their lives, the length of time it takes for someone to earn their online graduate degree can vary greatly. That's why we have Academic Advisors, who will work with you to put together a plan that fits your life and will help you meet your goals.

**How long will it take to complete my online graduate certificate?**

Because Keller offers so many options for our students to customize their class schedules and course load to fit their lives, the length of time it takes for someone to earn their online graduate degree can vary greatly. That's why we have Academic Advisors, who will work with you to put together a plan that fits your life and will help you meet your goals.

**As an online student, will I have access to the same faculty support as a student who takes courses on campus?**

An online education at Keller Graduate School of Management differs only in that you can take all your classes through the online learning platform. You will still have the educational support and professional guidance you need from your online professors and all of our dedicated staff.

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**How do I register or enroll?**

Just fill out a simple form or call 800-553-1453. We'll help you get started with the process of enrolling, registering for classes and connecting with your team of Academic Advisors.

## **Tuition & Financing**

**What needs to be done to apply for financial aid?**

You must be degree seeking.

1. Complete the 2014-2015 FAFSA® at <http://www.fafsa.ed.gov/>. Be sure to have your 2013 Federal tax returns handy, and the school codes for DeVry University and KGSM, which are 010727 and G20754 (you must include both). Your signature is required on the FAFSA.  
You have two options to sign the FAFSA: 1) Electronic signature with Federal Student Aid PIN (PIN) or 2) Print, sign, date and mail the signature page to the address provided on the form within 14 days.
2. In order to borrow loans under the federal Stafford loan program, you will need to complete and sign a Master Promissory Note (MPN) and complete loan entrance counseling. To complete the MPN and loan entrance counseling, visit [www.studentloans.gov](http://www.studentloans.gov). You will need your [Federal Student Aid PIN](#) to sign in.
3. Submit your official academic transcripts to the Keller location you attend.

If any other documentation is required, you will receive an email or letter indicating the outstanding documents. Once all the requirements have been met, your loan will be certified and sent to your lender. Finally, you will be able to view your award letter by accessing your "Student Account" through the Student Portal at [my.keller.edu](http://my.keller.edu). For more information, review our Financial Aid Checklist.

**How much loan money can I borrow?**

Students may borrow up to \$20,500 in Unsubsidized Stafford Loans, but the amount borrowed may not exceed the cost of attendance minus other aid per academic year.

Through the federal Graduate PLUS loan, students may borrow up to their cost of attendance minus any other aid per academic year. Repayment begins 60 days after the loan is fully disbursed, however students are eligible for an in-school deferment.

**What is the interest rate on a student loan?**

Please see our Student Loans page for current information.

**How often do I need to complete the Master Promissory Note?**

The Master Promissory Note MPN is good for ten (10) years in most instances.

**How do I check to see if I have financial aid for a certain term?**

You can view your financial aid information on the student portal at [my.keller.edu](http://my.keller.edu). Click on "Finances" and view your award information under "Financial Aid Awards".

**When can I expect my student loan refund check?**

Refunds will be mailed within 14 days from the date of the resulting credit balance on your student account. If you have not received a check five weeks after the start of the session, please contact us at that time.

**What happens to my financial aid if I withdraw?**

In accordance with federal regulations, financial aid awards may be reduced based on withdrawal dates. Tuition refunds are calculated independently from financial aid award (or return) calculations. Official course withdrawal requests must be submitted to the appropriate academic administrator or an online student services advisor either in person or in writing. Review the academic catalog for complete information regarding withdrawal policies.

**What happens to my loan if I need to take a session off?**

When a student is unable to attend a term future disbursements are canceled. You must submit a request to have your loan reinstated to the Graduate Student Finance Services at <http://help.keller.edu>.

**What happens to my loan if I take a class for free (PASS Option)?**

Your loan eligibility will be recalculated based upon your cost of graduate school attendance. Funds will be returned to the lender if the new calculation reduces the amount of your eligibility.

**Am I full time or part time?**

Six or more semester credit hours is considered full time enrollment, and three to five semester credit hours is considered half-time enrollment.

**What if my status changes from part-time to full-time and I need additional funding?**

If you need to request additional funds due to enrollment status change (part-time to full-time), you must submit the request to the Graduate Student Finance Services at [help.keller.edu](http://help.keller.edu). The academic year loan limit is \$20,500, or your budget limit, whichever is less.

**How do I defer prior student loans?**

Deferments are processed by the registrar's office.

### **How do I contact the Keller Graduate Student Finance Office?**

Contact us with your financial aid questions.

Keller Graduate School of Management

Keller Graduate Student Finance Services

3005 Highland Parkway

Downers Grove, IL 60515-5799

866-553-3879

[help.keller.edu](mailto:help.keller.edu)

## **International Admissions**

### **How do I get started?**

If you have questions about Keller's admissions process and/or the documents you are required to submit, please contact your international admissions advisor or request information today.

### **When should I apply?**

Once you have verified that you meet all of the international student enrollment requirements, you may begin the admissions process. If you are applying to one of Keller's degree programs prior to completing the minimum educational level for that program, you will be required to submit official university transcript/mark sheets upon completion of your 4-year baccalaureate degree.

### **How long does the application process take?**

Keller is committed to processing all international applicants in an efficient manner. To increase your likelihood of reaching the time frame outlined below, please submit all required documents to your international admissions advisor in a timely fashion.

#### **ONLINE**

Coming outside of U.S.

2-5 Weeks

#### **ON CAMPUS**

Currently within the U.S.: 2-5 Weeks

Coming outside of U.S.: 2-5 Weeks

### **How do I apply if I will be transferring from another school in the U.S.?**

Students who have already entered the United States on an I-20 and who are transferring from another school must have all the necessary documentation up-to-date and ready to submit to their Keller International Admissions Advisor. In addition to the regular requirements and documentation necessary for enrollment at Keller, we will also need a copy of your most recent I-20 and transcripts from the previous school.

### **When will I know I am accepted?**

Once your application has been processed and all necessary documentation has been received and approved, you will receive a letter of acceptance, a pre-arrival guide and a consulate interview packet.

It is very important that your application and admissions requirements be complete and accurate when they are submitted to Keller. An incomplete file will delay processing your application and will likely result in the postponement of your eligibility to begin your studies.

**When can I start?**

Keller has multiple entry points per academic year. See the current academic calendar for details. Contact your international admissions advisor for the start date that works best for you to achieve your educational/career goals.

Request information and a member of our team will answer any additional questions about earning your graduate degree as an international student at Keller.

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