

MS-CXM Application Checklist

Transcripts (please select one):

I completed my bachelor's degree in the U.S., and I will have my undergrad institution send official transcripts electronically to admis@msu.edu.

- Note: If your undergrad institution does not send official electronic copies, then hard copies can be mailed directly to MSU Admissions: <https://admissions.msu.edu/contact-us>

I completed my bachelor's degree outside of the U.S. I will have my undergrad university mail hard copies in both English and original language and certified degree copies directly to MSU Admissions: <https://admissions.msu.edu/contact-us>. Additionally, I will upload digital copies to my application of these documents.

- Note: MSU Admissions can temporarily admit international applicants with electronic copies of official documents while we wait for hard copies to arrive at the admissions office.

GMAT or GRE Test Waiver (please select one):

The GMAT is automatically waived for applicants with a 3.0 or higher undergrad GPA combined with significant and or relevant work experience, and this applies to me.

My prior undergrad GPA was below a 3.0, but I have substantial experience in Customer Experience Management or directly related experience. Therefore, I request this requirement be waived based on my professional experience.

My prior education and work experience are outside of the automatic waiver parameters, so I will be submitting a GMAT or GRE score for consideration.

Work Experience:

I have uploaded my resume to my application.

Letter of Recommendation Forms:

Two recommenders have completed the MS-CXM Recommendation Letter Form and uploaded the document to the application portal via the recommender email link.

- Note: Applicants enter recommenders' email addresses in the application portal so recommenders can directly upload their recommendation letter forms.

Academic Statement:

I have uploaded an academic statement that describes my career goals and objectives, explaining why I believe a master's program in Customer Experience Management will help me achieve those goals. This statement should be no longer than two typed, double-spaced pages.

Persona and Video Presentation:

I have uploaded my persona and a video file or link to a 10-minute video presentation discussing my candidacy for the MSU MS-CXM program using the Soapbox app (<https://wistia.com/soapbox>) using the following link: [Persona and Video Presentation Submission Form](#).

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English Language Proficiency (please select one)

I am a domestic applicant (U.S. citizen) and this requirement is waived.

I am an international applicant that attended a US-based university for my bachelor's degree and request that this requirement be automatically waived. My bachelor's degree granting institution meets the automatic waiver requirements included in the notes below.

I completed my bachelor's degree outside of the U.S. and will complete an approved English Language test and send the results directly to MSU Admissions. Accepted tests can be found here: <https://admissions.msu.edu/apply/international/language-requirements>.

Note: The following qualifies for an automatic English Language Waiver:

- Bachelor's degree earned in the U.S. (or another English-speaking country). If a copy of the (old) English language competency scores is available, please send it to Admissions. The B.A. or B.S. program should be a regular 4-year degree with the majority of credits earned in the U.S. (or another English-speaking country), not 100% online, not an "experiential" degree that is based on credit for life experiences and/or not earned at a branch campus in a non-English-speaking country.
- Bachelor's degree earned at MSU; the majority of credits earned while on our campus.
- Master's degree earned at an AAU institution (see <https://www.aau.edu/who-we-are/our-members>) on a U.S. campus. Helpful if English language competency scores are included (even if old) for the student's admission into the master's program

Thank you for selecting MSU MS-CXM!