

# 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](mailto: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 (automatically waived)

The GMAT/GRE is automatically waived for applicants in this program.

## 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 Activity:

I have uploaded the Persona Activity document to my application.

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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!