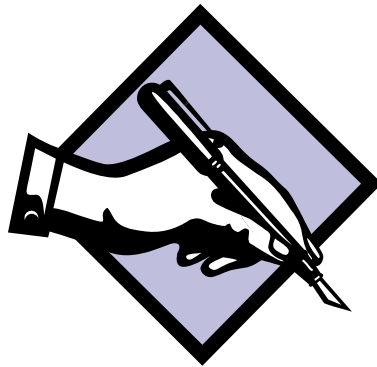




SAN JOSÉ STATE
UNIVERSITY

MASTER'S THESIS GUIDELINES



Prepared by the Office of Graduate Studies and Research

<http://www.sjsu.edu/gradstudies>

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INTRODUCTION

This document provides general guidance for authors of master's theses and creative project reports prepared under Plan A or Plan C at San Jose State University. Please read the guidelines carefully and consult your adviser concerning any questions you have about the format of your thesis. Please do not use the SJSU Master's Thesis Guidelines as your only source of information for preparing your thesis. In addition to the SJSU Master's Thesis Guidelines, a style guide appropriate to the discipline must be selected by the student. Some major departments provide more complete format and style instructions that have been approved by the Office of Graduate Studies and Research, the interpretation of which rests primarily with the advisor. If a department format that has been approved by the Office of Graduate Studies and Research is not available, one of the commonly used style guides is required as a supplement to the SJSU Master's Thesis Guidelines. While the SJSU Master's Thesis Guidelines take precedence over other style guide information, students will find discipline-specific details on the appropriate formatting for a scholarly paper in the commonly available style guides. The more commonly used documentation styles, as well as additional information regarding style are reviewed in a later section of this document.

The SJSU Master's Thesis Guidelines (hereafter referred to as the guidelines) were developed for use by graduate students and thesis advisors when preparing or reviewing a master's thesis to ensure that it meets 1) San Jose State University thesis requirements, 2) UMI/ProQuest Information and Learning Company (UMI/PQIL) publishing agreement requirements, and 3) Compliance with the SJSU King Library requirements. The guidelines can be downloaded from the Office of Graduate Studies and Research website at <http://www.sjsu.edu/gradstudies/>. Please note that while the guidelines refer to "thesis" throughout, they also pertain to creative project reports completed under Plan C.

While the Office of Graduate Studies and Research (GS&R) requires that students submit a paper copy of the thesis for initial review, GS&R utilizes a web-based system called an "ETD administrator" for managing the electronic submission of the final, GS&R-approved thesis. The ETD administrator allows students to submit their thesis electronically from any location with internet access, select a publishing option, order personal copies from UMI/PQIL, and make the appropriate payments. The ETD administrator also enables GS&R to review the final thesis, communicate any additional revisions that may be needed to the student, and send a digital copy of the approved thesis to the SJSU library's institutional repository as well as to UMI/PQIL for publication.

All students will be required to submit their thesis electronically in Portable Document Format (PDF) after the initial paper draft of the thesis is approved by GS&R. Paper copies of the final thesis will not be accepted. If a thesis exceeds the file capacity allowed by the ETD administrator (to be discussed in a later section of these guidelines), the submission procedures for the final thesis will be communicated to the student on a case by case basis. These guidelines will cover the following topics:

- Information about the timelines established by the Office of Graduate Studies and Research for submission and review of the thesis.
- Information about manuscript preparation, including general style and formatting requirements, PDF and digital formatting requirements, resources for troubleshooting technical problems, and templates for organizing the thesis.
- Instructions for the initial submission of the thesis to GS&R in paper form for review, and information about the preliminary forms and documents that must be delivered to GS&R at the time of initial submission.
- Instructions for submitting the final, GS&R-approved thesis via the ETD administrator.
- Policies pertaining to the completion of a thesis, including committee composition requirements, copyright permissions, and human subjects research and animal care approvals.

In order to assure that the correct sequence of steps is taken to complete the thesis requirement, it is crucial for students to read and understand the information presented in these guidelines, and to contact GS&R when clarification is needed.

TIMELINES

It is important to remember that the submission of the thesis to GS&R occurs after all of your thesis committee members have approved the thesis, and after you have applied for the award of master's degree. Due dates for thesis submission to GS&R change each semester and summer term; due dates are posted on the Office of Graduate Studies and Research and website. Please be sure to consider these dates when preparing your timeline for submittal of the thesis, as extensions of the deadline will not be granted.

Time is critical during the "thesis season." A student must allow enough time for preparation of the draft, consideration by thesis committee members by deadline dates set in the department, typing, review by GS&R, and the inevitable corrections. Make sure you leave time for the final reading and signing by your committee members; check to see, for example, that all committee members will be in town when you need their signatures. Please note that it is the student's responsibility to ensure that all committee members are available to review the thesis such that it can be submitted in final form to GS&R by the posted deadline. If, on submittal, GS&R determines that the thesis does not meet the requirements described in this document, the thesis will not be accepted, and you will be advised to reactivate as a student, and change your graduation date to the following semester.

The GS&R website as well as the “Instructions for Initial Submission to GS&R” and “Instructions for Final Submission to GS&R” sections in these guidelines cover the procedures for submitting your thesis in greater detail. Once you have submitted a paper copy of your thesis, GS&R will review the thesis within 4-5 weeks of the posted deadline. If only minor corrections are required, you will receive notification that your thesis has been approved, as well as a list of general comments about the type of revisions that are needed. You will be able to post the final, corrected copy of the thesis to the online ETD administrator by the final submission deadline. If your thesis requires extensive corrections (e.g., the thesis contains more than 15 different kinds of errors), you will receive notification that your thesis cannot be accepted as submitted, and you will have a short window of time - approximately 2 weeks from the time that you are notified - to re-submit the thesis for a second review. If your thesis is not approved after the second review, you will be asked to re-apply for graduation, obtain a new Thesis Committee Approval Form from your thesis committee members, and re-submit your thesis the following semester. The overall timeframe for completion of the thesis requirement may vary, as each department sets their own deadlines and time restrictions for review by the thesis committee members.

MANUSCRIPT PREPARATION

The instructions listed below take precedence over other style guide information. If there seems to be some serious conflict, check with the Office of Graduate Studies and Research, and have your thesis advisors do the same.

Format and Style

Margin, pagination, and document structure requirements are specified below and must be observed as stated, no matter what other guidelines dictate. Remaining format issues are governed by standard publication manuals and/or standards of publication in your discipline. Unless an alternate format has been approved by your department and GS&R, the latest edition of one of the following standard references, the one appropriate to your field, should be used:

American Psychological Association, *Publication Manual of the American Psychological Association*

<http://www.apastyle.org/>

Chicago, *Chicago Manual of Style*

<http://www.chicagomanualofstyle.org/home.html>

Modern Language Association, *The MLA Style Manual and Guide to Scholarly Publishing*

<http://www.mla.org/style>

Turabian, *A Manual for Writers*

<http://library.osu.edu/sites/guides/turabiangd.html>

It is the student's responsibility to determine which style guide the major department requires and to present a thesis to GS&R that is consistent with the selected guide. Students should not use a previously approved thesis from the library in lieu of selecting an appropriate style guide. Significant delays in the thesis approval process may occur if format specifications are not followed. If your department follows a different style guide or uses the format of a journal from the discipline, it is your responsibility to submit examples of the format (instructions to authors from a journal and a sample article) to GS&R. If a journal format is selected, the thesis should be formatted as journal-ready, as it would appear if published in the journal. Figures and tables, for example, are incorporated into the body of the document after reference is made to them rather than being submitted separately or at the end of the document. Examples of discipline specific styles include the American Sociological Association (ASA), the Council of Science Editors (CSE), and the Institute of Electrical and Electronics Engineers (IEEE).

Please do not use the SJSU Master's Thesis Guidelines as your only source for preparing your thesis. Information about the commonly used styles is available on the SJSU Writing Center Website (<http://www.sjsu.edu/writingcenter/>). The SJSU Writing Center also periodically offers workshops on these documentation styles. Other general references on form and style that can be used as aids in writing and preparing a scholarly paper can be consulted as well; however, the thesis should not combine formatting recommendations from multiple styles. One style guide should be used consistently throughout.

Because a thesis is usually an objective, unbiased investigation based upon the author's scholarly work, it should be written in a formal scholarly manner appropriate to academic publications. The use of the first person is discouraged, except in disciplines where the form demands it, or in the kinds of research where the use of the "I" is normal and necessary. Above all, it is important to be consistent in matters of style, usage, and punctuation. Consistency with the format of heading levels, the use of capitalization, and the placement of figures and tables and their corresponding captions should be observed. The presentation of data should be clear and clutter-free, utilizing a legible font and size.

Fonts

Because SJSU theses are sent to University Microfilms Incorporated (UMI), your choice of font is more important than ever. When a text is reduced to microfilm the smaller fonts tend to be almost impossible to read. Create your manuscript using a TrueType font - not a scalable font. Choose a font that is clear and business-like; avoid unusual or difficult to read fonts such as "Script" fonts. We recommend using standard fonts such as Times New Roman or Arial. Keep in mind that your choice of font may vary depending on whether you use Mac or PC applications, and that the font type affects the size of the text. In general, most standard fonts are readable at a 12 point size. However, the text may need to be re-sized for readability if an unusual font is selected. The size and clarity of text contained in figures and tables should not be neglected. Readers should not have to struggle to understand or discern the data presented in the thesis.

Spacing

Manuscripts should be double-spaced except for extended quotations, bibliographies, footnotes, and other material for which single spacing is appropriate. Although many style guides ask for double spacing for some of this special material, single spacing is preferred by GS&R in the interests of aesthetics and saving paper. Each item in the bibliography or works cited section should be single spaced with double spacing between entries. In addition, double columns, typical in journal formats, should not be used in a thesis unless a journal article is incorporated as a separate chapter within the thesis.

Although some guides now recommend a single space after the final punctuation mark in a sentence, this office still insists on the more readable two spaces after periods/punctuation ending sentences.

Spacing of words on a line should be such that the line can be easily read. Crowding words together or leaving excessive spaces is not permitted. Right margin justification is prohibited because it can produce large gaps between words. Such gaps are not permitted and, if left, could require revision of the entire document.

Margins

The following margins must always be used, regardless of instructions given by any other style manual:

Left:	1 ½ inches
Top and bottom:	1 ¼ inches
Right:	1 inch

Certain materials in appendices, as well as tables, figures, or other images may need to be photo reduced to conform to margin requirements. Nearly all word processing programs allow authors to set their margins. When in doubt, please use the margins template provided on the GS&R website to check your margins prior to submitting your thesis for review.

Headers and Footers

Headers and footers are prohibited, except when used for pagination, unless they are part of a department format approved by the Office of Graduate Studies and Research.

Pagination

All material preceding the actual body of the text is counted with lower case Roman numerals (e.g., i, ii, iii, iv). These numbers are placed at the bottom center of the page except where the page is counted but the number is suppressed. The actual text uses Arabic numbers (e.g., 1, 2, 3, 4), which are placed either in the upper right corner of the page, or at the bottom center of the page. For the introductory pages, the required order is:

- | | | |
|-----|----------------------------------|--|
| i | Title Page | (page is counted, but the number is suppressed) |
| ii | Copyright Page | (page is counted, but the number is suppressed) |
| iii | Thesis Committee Page | (page is counted, but the number is suppressed) |
| iv | Abstract | (page is counted, but the number is suppressed) |
| v | Acknowledgments
or Dedication | (optional, begin numbering on this page, at the
bottom center of the page) |
| | Table of Contents | (begin numbering if Acknowledgements is omitted
or continue numbering sequentially) |
| | List of Figures | (continue numbering sequentially) |
| | List of Tables | (continue numbering sequentially) |

Do not list the title page, copyright page, thesis committee page, abstract, and acknowledgements or dedication pages in your table of contents.

Title Page

The thesis title page appears as the first page of your thesis. The page number is counted but suppressed, and should be formatted according to the example provided in Appendix A. The title can be no longer than 80 characters, including spaces and punctuation. The title should be in full capital letters, properly centered, with a wider margin on the left, and placed one and a half inches down from the top of the page. The correct department name should be inserted. The thesis should bear the date (month and year) the degree is to be awarded, not the date the thesis is submitted. This means the date will either read May [year], August [year], or December [year] depending on when your thesis is expected to be approved by GS&R. The title page for a Plan C creative project report is identical to that for a thesis, except that "Creative Project Report" is substituted for "Thesis" in the appropriate place.

Copyright Page

You automatically own the copyright to your work and no one may legally use any part of it without your permission. To indicate such ownership, place a copyright page in your thesis as the second page following your title page. The page number is counted but suppressed. An example of the copyright page that illustrates the required formatting is included in Appendix B.

Thesis Committee Page

The thesis committee page follows immediately after the copyright page as the third page of your thesis. The page number is counted but suppressed. A sample of the thesis committee page that illustrates the required formatting is included in Appendix C. Please note that the thesis committee page is only a typed list of the members of your thesis committee and should not contain committee signatures. Evidence of the approval of your thesis is provided separately to GS&R by means of the Thesis Committee Approval Form described in the "Instructions for Initial Submission to GS&R" section of these guidelines and available on the GS&R website. The Thesis Committee Approval Form must contain the original signatures of all thesis committee members, but this form should not be incorporated into the thesis itself.

Students should inquire with their advisor regarding the number of thesis committee members that are needed for departmental approval. University policy S87-6 requires that a minimum of three individuals serve on the student's thesis committee. The majority of the committee members must be SJSU faculty. The chair of the thesis committee must be a full time, tenured, or tenure track SJSU faculty member not on leave or sabbatical. Faculty participating in the Faculty Early Retirement Program (FERP) are considered active faculty

members, and as such, can function as the thesis chair. Non-faculty members must be recognized experts in the subject matter of the thesis. If the thesis committee includes an off-campus member, please specify the affiliation (e.g., Mr. Marvin King, ABC Corporation) on the thesis committee page.

Abstract

An abstract, no more than one page in length, must accompany each thesis. The abstract follows the thesis committee page as the fourth page of your thesis. The page number is counted but suppressed. The abstract should be written to report concisely on the purpose, design, and results of the research, as it will be used for indexing purposes in the UMI archive. A sample of an abstract that illustrates the formatting required for this page is included in Appendix D.

Acknowledgements or Dedication

The acknowledgements or dedication page is optional. The word acknowledgements should appear at the top center of the page in capital letters. If it is included, the acknowledgements page will immediately follow the abstract as the fifth page of the thesis. This is the first page in the thesis where the page number appears at the bottom center as lower case Roman numeral five: v. All subsequent front matter, described below, will be numbered sequentially with the appropriate lower case Roman numeral. If the acknowledgements page is not included, begin numbering - lower case Roman numeral five - on the table of contents. A sample of an acknowledgements page that illustrates the formatting required for this page is included in Appendix E.

Table of Contents, List of Tables, List of Figures

Your thesis must include a table of contents, and when applicable, a list of tables and a list of figures, each on a separate page with the appropriate lower case Roman numeral at the bottom center. For disciplines where the use of illustrations or plates is the convention, the list of figures may be modified accordingly. Likewise, a list of abbreviations may also be appropriate for certain disciplines and can be included with the introductory pages described here. Please refer to your style guide for formatting specifications for the table of contents and other subsequent front matter. Prior to submitting your thesis, make sure to double check that the page numbers listed in the table of contents, list of tables, and list of figures correspond with the material presented in your thesis. If you are asked to make revisions within your thesis, make sure to check that the page numbers listed in the front matter are still correct. Any headings, subheadings, or titles listed in the front matter must match exactly with those that appear within the thesis.

The body of the thesis, generally beginning with an Introduction section or Chapter One, is numbered with Arabic numbers (1, 2, 3, etc.) that are placed either at the

bottom center or the top right hand corner of the page. Once you have decided where to place page numbers, be consistent throughout the thesis, and make sure that the page numbers are always aligned throughout. If certain pages in your thesis are landscaped in order to incorporate a large table or figure, the page number must continue to appear in the same location as on previous pages. Appendices must also include page numbers and be listed in the table of contents with their title included.

The organization of your thesis, and its division into chapters or sections, is dictated by your style guide of choice. If your thesis follows a journal format and consists of one or more journal articles, it is still necessary to provide an introduction and conclusion to the thesis itself, outlining how the work is structured, summarizing what is discussed in each article and what conclusions were drawn from the research.

Presentation

Tables, figures, and other images cited within your thesis should appear within your thesis (not as part of the appendix) directly after your initial reference to them. This requirement is in keeping with the standards of most published journal articles and style guides, many of which also provide instructions on the proper formatting for table/figure titles and captions. Typically, table titles appear above the table, while figure titles appear below the figure. Additional descriptive captions may appear beneath the table or figure. We recommend creating succinct titles for both tables and figures, as titles for each must appear in the list of tables and list of figures as they do in the thesis. Please also provide a proper citation when a table, figure, or other image has been taken from another source (e.g., reprinted with permission from.../modified from.../adapted from...). The formatting of the citation will depend on the preferences of the copyright owner. Keep in mind that you must obtain permission from the copyright owner if you are reproducing a copyrighted work in its entirety, or when you are reproducing a significant portion of some one else's work. More detailed information about copyright, including requirements for obtaining permission to use copyrighted material in your thesis, is presented in the "Policies" section of these guidelines.

Noticeable gaps or blank spaces between text should be avoided. If you place tables, figures, or images on a separate page, make sure that they are within the margins and that the tables, figures, or images on subsequent pages follow the same alignment. We do not recommend that you break in mid-sentence in order to place a figure/table/image within the text. While images should be embedded within your thesis, complete your sentence or idea first.

While the use of color may be essential for certain disciplines, the use of color is not recommended when presenting statistical or graphical data, as it does not copy well. The thesis may also be presented in media that does not reproduce color. Use cross-hatching, shading, and other techniques for depicting data wherever possible. For example, the use of differing geometric shapes to plot line graphs will result in a more

discernable presentation of the data than the use of color. If color is used for presenting data, sharply contrasting colors are recommended.

Audio / Video Recordings, Maps, and Other Supplementary Material

Relevant supplementary materials that a student may wish to include with the thesis should be submitted with the paper thesis when it is presented to GS&R initially for approval. Audio or video recordings may be presented on a CD or DVD that is clearly labeled with the student's name and information about the content. Large maps can either be presented on CD or can be submitted separately as fold out paper maps. Keep in mind, however, that the final version of the thesis will be submitted electronically and will be put into circulation electronically through the University library. Students have the opportunity to upload supplementary multimedia files when uploading the final, GS&R-approved version of the thesis via the ETD administrator. More information about the final submission process is included in the "Instructions for Final Submission to GS&R" section of these guidelines.

CHECKING THE MANUSCRIPT BEFORE SUBMISSION TO GS&R

The Office of Graduate Studies and Research **does not serve as an editor**. The author and thesis committee members should carefully proof-read the thesis before it is submitted to GS&R. Such proof-reading will usually reveal typographical errors, misspelling, and inconsistencies in style, punctuation, and grammar. This careful review should prevent the need to make extensive corrections. GS&R will reject a thesis with more than 15 errors and may require department chairperson certification of additional proof-reading before accepting a revised manuscript.

Students can prevent rejection of the thesis by ensuring that the final manuscript is free of the following frequent errors: incorrect word divisions at ends of lines, pages for which no numbers are assigned or entered, misspelled words, inconsistencies in style, careless spacing or centering, inconsistencies or inaccuracies in grammar and/or punctuation, inappropriate margins, and incorrect footnotes or bibliographic citations.

Neither San José State University nor any of its separate offices or departments is responsible for matters concerning a student's relationships or agreements with any outside agency or individual. This means that neither the University nor any of its offices will take part in disagreements between students and typists, editors, or copy shops concerning services offered or expected, or costs billed or paid. Therefore, it is wise for the student and the typist, editor, or copy company to agree about such matters, preferably in writing, before beginning the work. Such agreements should include, for example, the service provider's estimate of cost, an estimate of the time needed to prepare or proof-read the thesis, as well as an understanding of responsibility for any additional review that may be required.

INSTRUCTIONS FOR INITIAL SUBMISSION TO GS&R

1. After you have applied for the award of master's degree, AND your thesis has received final departmental approval, AND you have obtained departmental signatures on the Thesis Committee Approval Form (see #2 below), submit a **paper** copy of your completed thesis to the Office of Graduate Studies and Research by the posted deadline. These deadlines are firm and exceptions are not made. Thesis deadlines, forms, office location, and office hours are posted on the GS&R website: <http://www.sjsu.edu/gradstudies/>

Graduation deadlines as well as forms related to graduation are posted on the Graduate Admissions and Program Evaluation (GAPE) website; forms pertaining to graduation should be submitted to GAPE and not to GS&R:

<http://www.sjsu.edu/gape/>

2. All students submitting a paper thesis to GS&R for initial review must include the following materials:
 - Thesis Information Packet. This packet, posted on the GS&R website, includes the Thesis Information Form, the Thesis Committee Approval Form, and the SJSU License Agreement. Please type or write legibly on all forms and fill them out completely. The thesis information packet must be submitted at the same time as the thesis and all committee signatures must be present on the Thesis Committee Approval Form. As of Spring 2010, the signature page that has typically been incorporated into the thesis has been discontinued. The Thesis Committee Approval Form serves as evidence that your committee members have all approved your thesis. The thesis itself should only contain the thesis committee page that lists your committee members and follows the template provided in Appendix C of these guidelines. We recommend that you make a photocopy of these forms once they have been filled out to keep for your records.
 - Copy of approval letter from the Human Subjects Institutional Review Board (IRB), if applicable. See the "Policies" section of these guidelines for details.
 - Copy of approval letter from the Institutional Animal Care and Use Committee (IACUC), if applicable. See the "Policies" section of these guidelines for details.

- Copies of permissions to reproduce any copyrighted material in your thesis, if applicable. See the “Policies” section of these guidelines for details.
 - Style manual, if applicable. If the style manual used for preparing your thesis is not one of the common style manuals available (MLA, APA, Chicago, Turabian), you must also include the style manual of choice with your thesis. If departmental guidelines were followed, a copy of such guidelines must be submitted to Graduate Studies and Research along with your thesis. If you used a journal format to prepare your thesis, please include the instructions for authors along with a sample article.
3. Make sure that you have an extra copy of your thesis. We recommend that an additional paper copy be kept, not just a digital copy, and that you have extra copies of all supplementary materials submitted to GS&R, including permission letters and required forms.
 4. Your thesis will be read and returned to you with one of the following decisions:
 - Accepted with no corrections
 - Accepted with corrections

If accepted or accepted with corrections, you will be notified to pick up the paper version of your thesis. In addition to your approval letter, you will receive instructions to post the final, corrected version of your thesis using the ETD administrator and you must do so by the final submission deadline. If your thesis requires corrections, you must bring the original draft that you initially submitted to GS&R when your final version is posted online, by the final submission deadline, so that we can confirm that any requested corrections have been made. Note, it is NOT necessary to submit another revised paper version of your thesis prior to posting your final version. GS&R will ensure that the corrections have been made by checking the final digital version against the original paper draft, and you will have the opportunity to pick up the original draft after the process is complete.

- Not accepted

If not accepted, your thesis contains a number of extensive errors, needs major format or content revisions, or does not include the appropriate permissions and approvals (e.g., IRB, IACUC, copyright permission). You will be notified to pick up the paper version of your thesis, and you will need to work with your thesis committee chair to make the necessary corrections and to also proof-read your entire thesis. You must resubmit another paper copy of your corrected thesis by the posted date on the letter provided so that the thesis can be reviewed again

before the deadline for final submission. If a thesis is found to be unacceptable or incomplete, you will be asked to consult with your advisor and thesis committee, reapply for graduation, and resubmit your thesis the following semester.

5. Once your thesis has been accepted, you will receive an acceptance package which includes the original submitted thesis, the acceptance letter, and a Final Submission Checklist.
6. You must pick up your thesis (or designate a proxy) when you receive notification by email from GS&R. The designated person must bring a photo ID when coming to pick up your thesis.
7. Prepare your thesis for online submission by using the Final Submission Checklist mentioned above. Read this checklist carefully, since it contains additional, specific instructions about the final submission process.

INSTRUCTIONS FOR FINAL SUBMISSION TO GS&R

8. Upload your corrected, GS&R- approved thesis to the ETD administrator (<http://www.etdadmin.com/sjsu>) AND submit your original, paper draft that was reviewed by GS&R to our office by the final submission deadline. The link to the ETD administrator is also available on the GS&R website. **Please make sure that you upload your thesis to the ETD administrator only after GS&R has reviewed and approved a paper version of your thesis; students who upload their thesis prior to receiving approval from GS&R will have their thesis deleted from the system.**

The ETD administrator will guide you through the submission process including registering a new account, selecting a publishing option, ordering personal copies, selecting additional optional services (e.g., registering the copyright of your thesis), attaching supplementary media files, making credit card payments, and checking on the status of your uploaded thesis. If your thesis includes copyrighted material which you have received permission to reproduce, please scan the permissions and attach them using the supplemental files feature.

Once all theses are uploaded to the ETD administrator for a given semester, and corrections have been verified, GS&R will deliver the digital theses for publication to ProQuest as a batch. A digital copy of the theses will also be sent to the University library's institutional repository.

Word Processing

Students are expected to use a word processing program that is appropriate to their discipline, that they are familiar with, and which allows for conversion of the thesis manuscript into a single PDF file. The ETD administrator provides a conversion tool, as well as tutorials and tips for creating a PDF file, and information on adjusting settings for these files. To ensure the integrity of the document uploaded to the ETD administrator, it is preferred that you use the PDF conversion tool that is provided by ProQuest and available when you log in to the ETD administrator.

There are four critical requirements to consider once you are prepared to create or convert to a PDF version of your thesis:

- You must embed the fonts that you use before you convert your manuscript to a PDF. This means that all of the font information that is used to make your document look the way it does is stored in the PDF file. No matter what fonts someone else has on their computer, they will be able to see the file as you intended it to be seen.
- You must make sure that there is no password protection on the PDF.
- You must make sure that your PDF's security settings allow printing and document changes.
- You must review the resulting PDF to make sure there were no formatting issues or other problems that occurred in the conversion process before uploading it to the ETD administrator.

For guidance on the above points, as well general information about PDF, technical trouble-shooting, and tutorials please refer to the Resources & Guidelines tab on the ETD administrator site (<http://www.etdadmin.com/sjsu>).

Size and File Capacity

ProQuest limits the allowable file size of the total submission – the PDF manuscript and any supplementary files – to 100 megabytes. Each supplementary file cannot exceed 10 megabytes, though there is no limit on the number and format of the supplementary files that can be attached. In unusual circumstances where the size of the total submission exceeds 100 megabytes, students are required to create an account using the ETD administrator and to contact GS&R to receive alternate submission instructions for the thesis and supplementary documents.

Agreements

There are two agreements that students are required to fill out in order to communicate their wishes for publication and dissemination of their work.

The SJSU License Agreement is included as part of the Thesis Information Packet that students are required to submit with their initial paper submission to GS&R. This agreement must be filled out and one of the options selected. This form will be forwarded to the University Library by GS&R once the final, digital version of your thesis has been received and evaluated.

The ProQuest Publishing Agreement is embedded into the online ETD submission process. The ProQuest Publishing Agreement grants ProQuest the non-exclusive right to reproduce and disseminate your work according to the publishing options you select. It is important to note that ProQuest acts as a publisher and does not own the copyright to your thesis. As the author of your thesis, you retain control of the work's intellectual content. Please make sure that you have read and understood the terms of the publishing agreement before selecting a publishing option, as you will not be able to alter your decision until SJSU has delivered the thesis to ProQuest; ProQuest can assist students with refunds and amendments to their publishing agreement once they receive a digital copy of the thesis from the institution. Author options include selecting the type of publishing as well as imposing publishing restrictions. If you have questions or need clarification about the ProQuest Publishing Agreement, please refer to the Resources & Guidelines tab on the ETD administrator site (<http://www.etdadmin.com/sjsu>) or contact ProQuest at (800) 521-0600.

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TALES OF TEACHING:
EXPLORING THE DIALECTICAL TENSION OF THE GTA EXPERIENCE

A Thesis

Presented to

The Faculty of the Department of Communication Studies

San José State University

In Partial Fulfillment

of the Requirements for the Degree

Master of Arts

by

Jennifer M. Hennings

August 2009

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TALES OF TEACHING:
EXPLORING THE DIALECTICAL TENSION OF THE GTA EXPERIENCE

by

Jennifer M. Hennings

APPROVED FOR THE DEPARTMENT OF COMMUNICATION STUDIES

SAN JOSÉ STATE UNIVERSITY

August 2009

Dr. Deanna Fassett	Department of Communication Studies
Dr. Shawn Spano	Department of Communication Studies
Dr. Dennis Jaehne	Department of Communication Studies

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ABSTRACT

TALES OF TEACHING: EXPLORING THE DIALECTICAL TENSION OF THE GTA EXPERIENCE

by Jennifer M. Hennings

In universities across the United States an increasing number of departments are turning to graduate teaching assistants (GTAs) to teach introductory courses. As GTAs assume a larger percentage of university teaching responsibilities, it becomes even more important to understand the tensions and challenges that GTAs face. The majority of research on GTAs focuses on the perceptions of students and GTA supervisors, and few researchers have talked directly to GTAs. This research fills that gap by studying the GTA experience from the GTA perspective.

Using relational dialectics theory, this study identifies three key tensions that emerge from GTAs' narratives of role conflict and identity management: distance-closeness, perfection-reality, and structure-freedom. Further, it analyzes the strategies GTAs use to manage and negotiate these tensions. After discussing the implications that these tensions have for GTAs and supervisors, the study offers suggestions for coping with tensions constructively. Finally, since these tensions can influence GTAs' future careers as educators, this study concludes by considering the broader implications of these tensions for students and teachers.

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