



master of arts

emergency management & homeland security

student handbook

ASU **Watts College**
of Public Service and Community Solutions
Arizona State University

publicservice.asu.edu

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Program Welcome

Greetings,

New and current students in the Master of Arts in Emergency Management and Homeland Security degree programs: on behalf of the faculty and staff at Arizona State University, I would like to welcome you to the 2022-2023 academic year.

As you know, of course, careers in emergency management, homeland security, public safety, emergency response, and other related fields such as public health, community planning and community sustainability, all represent excellent opportunities for those interested in meaningful public service. Arizona State University is most pleased to assist in your professional development and help further the contributions you make in your home communities.

Indeed, practitioners in these areas are central to the well-being of any community. They contribute directly to overall public safety and community resilience, to the reduction of risk for natural and human-made hazards, to homeland defense and to overall community health and sustainability. And all of this is done in the performance of daily and routine professional responsibilities.

While both the EMHS and PSLA programs are still early in their own development, this represents an important opportunity. Central to the vision of each program is to create an innovative curriculum, maximize engagement with practitioners, be accessible to students of diverse backgrounds and experiences, and to serve as a national leader among higher education institutions. Overall, we consider our central function as building a partnership between the university, its students and the practitioner community in developing leading edge programs that address effectively the complex array of 21st century challenges in safety, security and the management of risks and hazards. These challenges require thoughtful and informed leadership and our degree programs endeavor to address such needs by continually updating content and pursuing opportunities that benefit our students.

Each of you is a key stakeholder in these degree programs. Your commitment to excellence in your studies, more than any other single factor, is what will drive the success of these degree programs.

So again, welcome to ASU and your degree program. We are looking forward to an exciting 2022-2023 academic year and to engaging with each of you.

Warm regards,

Faculty and Staff

Emergency Management & Homeland Security MA

College of Public Service & Community Solutions | Arizona State University



Advisor Contact Information



Dez Yarbrough

idpadvicing@asu.edu

602-496-0915

Dezaree (Dez) Yarbrough is your Academic Success Advisor. Ms. Yarbrough graduated in 2014 with a Bachelor's Degree in Criminal Justice, in 2017 from ASU with a Master of Arts in Criminology & Criminal Justice, and most recently a Master of Science in Forensic Psychology, with an emphasis in criminal responsibility defenses and standards. Currently she is studying Addiction Counseling. Prior to working at Arizona State University for Watts College, Interdisciplinary Graduate degree programs, Ms. Yarbrough worked for the Tempe Police Department and was concurrently a teacher's assistant for undergraduate and graduate Psychology courses.

Academic Advising can assist with the following things:

- Directly support students' academic needs.
- Assists students in planning courses through graduation to ensure students are meeting their graduation timeline goals.
- Help with course registration, overrides needed and answer questions about policies and procedures.
- Assist student with options moving forward when the unexpected comes up.
- Some examples of topics that can be covered in an advising appointment include questions related to the iPOS, class schedules, degree checklists, advising holds, etc

If you have a quick question or need an override for a course, simply send an email to idpadvicing@asu.edu. **Please use your ASURITE ID for a faster response.** You should receive a response within 2 business days.

If you have read through the entire handbook and still have questions, you may schedule an appointment with your AA here: <https://calendly.com/dezaree-yarbrough/student-advising-appointment>

Things to note:

- If you are not able to keep your appointment, please pull up your appointment confirmation email, and select cancel or reschedule. We appreciate your assistance with this so we can assist other students in a timely manner.
- Please come to your appointment prepared with questions. Most advising information you will need is located in your student handbook.
- Students who schedule an appointment **MUST BE ON TIME**. There are several instances where there are back-to-back appointments. If a call is missed or a student does not join the zoom call, the Academic Advisor will only wait 10 mins for the student to call back or join the zoom call before marking the appointment as a no show.
- If for some reason the days and times for appointments do not align with your schedule, please email idpadvicing@asu.edu ASAP so that we can coordinate.



Watts College of Public Service and Community Solutions
 Master of Arts in Emergency Management and Homeland Security (Online)
 Curriculum and Graduation Checklist (33 Credits Total)

No Concentration-Fall 2022

Required core courses (18 credit hours)			
Course Name	Credits	Semester Taken	Grade
CPP 510 Hazards Governance	3		
CPP 520 Program Evaluation for Emergency Management and Homeland Security	3		
CPP 570 GIS for Hazards Analysis	3		
CRJ 511 Applied Data Analysis in Criminal Justice	3		
CRJ 554 Homeland Security	3		
PAF 552 Integrated Emergency Management	3		
Elective courses (12 credit hours-choose four courses)			
Course Name	Credits	Semester Taken	Grade
CPP 511 Hazard Mitigation Planning *Fall Only	3		
CPP 512 Exercises and Planning for Emergency Management and Homeland Security *Spring Only	3		
CPP 513 Public Private Partnerships for Emergency Management and Homeland Security *Fall Only	3		
CPP 514 Inter-Agency and Inter-Sector Coordination for Emergencies and Disasters *Fall Only	3		
CPP 560 Emergency Services Operations Analysis and Planning *Fall Only	3		
CPP 575 US Cyber & Information Security Policy *Spring Only	3		
CRJ 553 Terrorism and Weapons of Mass Destruction	3		
NLM 545 Volunteer Resource Management	3		
PAF 506 Public Budgeting and Finance	3		
PAF 508 Organization Behavior	3		
PAF 520 Public Management	3		
PAF 555 Information Technology in Emergency Management	3		
PAF 560 Community Resilience	3		
SWG 579 Critical Incident Stress Management	3		
Required culminating experience (3 credit hours-taken during your last semester)			
Course Name	Credits	Semester Taken	Grade
CPP 593 Applied Project	3		

Please reach out to our advising team at ldpadvising@asu.edu with any questions.



Pace of Program and Options

Each 16 week semester at ASU is split into two 7.5 week sessions. The A session is the first 7.5 weeks and the B session is the second 7.5 weeks. Most students take at least one A session and one B session course each semester (slower pace). Some students choose to take two A session and two B session courses each semester (one calendar year).

Note: All graduate students must be enrolled in at least 1 credit hour for fall and spring semesters as well as the semester they were admitted. Please refer to page 11 for more details about continuous enrollment. Classes do not need to be taken in a specific order, with the exception of the Applied Project CPP 593, which must be taken in your final semester. However, it is best to take CRJ 511 prior to CPP 520. **Not all classes are offered every semester.** Register as soon as possible every semester to ensure you are able to take the classes you want to take when you want to take them.

Check your MyASU page for your upcoming registration date.

For general information about registration dates and other important university dates please visit the Academic Calendar here: students.asu.edu/academic-calendar

First semester courses:

Option 1: If you want to complete the program in one calendar year, you should register for the following courses for Fall 2022:	
Course Name	Session
CPP 510 Hazards Governance	A Session
CRJ 511 Applied Data Analysis	A Session
CRJ 554 Homeland Security	B Session
CPP 520 Program Evaluation for EMHS	B Session

Option 2: If you want to go through the program at a slower pace, you should register for the following courses for Fall 2022:	
Course Name	Session
CPP 510 Hazards Governance	A Session
CRJ 511 Applied Data Analysis	B Session

Sample Schedule Options:
(May differ depending on course availability and course offerings)

To complete the program in one year:	
Semester	Course Name
Fall 2022	CPP 510 Hazards Governance
	CRJ 511 Applied Data Analysis
	CRJ 554 Homeland Security
	CPP 520 Program Evaluation for EMHS
Spring 2023	Elective
	PAF 552 Integrated Emergency Management
	Elective
	CPP 570 GIS for Hazards Analysis
Summer 2023	CPP 593 Applied Project
	Elective
	Elective

To complete the program at a slower pace:	
Semester	Course Name
Fall 2022	CPP 510 Hazards Governance
	CRJ 511 Applied Data Analysis
Spring 2023	CRJ 554 Homeland Security
	CPP 520 Program Evaluation for EMHS
Summer 2023	PAF 552 Integrated Emergency Management
	Elective
Fall 2023	Elective
	CPP 570 GIS for Hazards Analysis
Spring 2024	Elective
	Elective
Summer 2024	CPP 593 Applied Project

Additional Course Information

IMPORTANT NOTE: If you decide to drop or withdrawal from courses at any time, be sure to reach out to your advisor as well as financial aid to see how this action can potentially impact you.

Enrollment Status: To be considered a full-time graduate student at ASU, you must be enrolled in 9 credit hours during the fall and spring semesters. The number of courses you should take in a given semester depends upon your schedule and comfort level. To choose which classes best fit your schedule, please go to asu.edu/catalog/ and search for the desired semester. Not all future semesters are posted. For information about financial aid eligibility and the number of credits required, please visit: <https://students.asu.edu/faq/credits-financial-aid>

Course Workload: You should plan to do school work for approximately 18 hours per week for every 3 credits. Online courses are just as rigorous as in-person courses. The 18 hours may differ from week to week and even class to class. This is an estimate and you should plan accordingly. Each session class is a condensed version of a semester class (7.5 weeks vs. the traditional 16 weeks).

Applied Project – CPP 593 Information

The Applied Project course serves as the culminating experience for the Master of Arts in Emergency Management and Homeland Security (EMHS) degrees. It is taken in the final semester of your Masters of Arts program.

The overall goal of the Applied Project course is for students to demonstrate the knowledge, skills and abilities (KSAs) acquired in their degree program through their application in a substantively important and original applied program evaluation, service project or policy analytic research project.

An informational packet regarding the [applied project may be obtained here](#).

EMHSMA Concentration Areas

You are currently enrolled in the EMHSMA program with no concentration attached. You are not required to choose a concentration, and can choose your electives from any of the concentrations listed below. If you wish to add a concentration, instructions on how to add one are below. Please note: concentrations do not appear on diplomas, although they do appear on transcripts.

If you would like to switch to a concentration, you will submit this request through My ASU.

A guide to assist you with this [process is included here](#).

There are five available concentrations:

- EMHSMA – [Biosecurity and Threat Management*](#)
- EMHSMA – [Community Resilience](#)
- EMHSMA – [Cybersecurity Policy and Management*](#)
- EMHSMA – [Emergency Management](#)
- EMHSMA – [Homeland Security](#)

*These concentrations have courses that are taken through the [ASU PLuS Alliance](#) at University of New South Wales.



How to Register for Classes

Step 1: Log onto your My ASU Page and go down to “My Classes” and click on “Class Search” link

My Classes

Spring '20 Summer '20 **Fall '20** All Semesters ▾

You are not registered for classes in the Fall 2020 term.
Use the Class Search link below to find classes.

Registration > **Class Search** Books Grades & Transcripts

Step 2: Enter the Subject (i.e CPP) and Number (i.e 510) and click on the Magnifying Glass symbol, followed by the “Add” button

Class Search

Fall 2020 CPP 510 Search by keyword [Clear Filters](#) [Advanced Search](#)

Session Open Classes All Classes

Showing 1 to 2 of 2

Course	Title	Class#	Instructor	Location	Dates	Units	Seats Open	GS	
CPP 510	Hazards Governance	81953	Staff	ASU Online	08/20 - 10/09(A)	3	40 of 50		
CPP 510	Hazards Governance	81954	Staff	ASU Online	10/14 - 12/04(B)	3	45 of 50		

Step 3: Click on the “Add to Cart” button to continue with adding your selected course

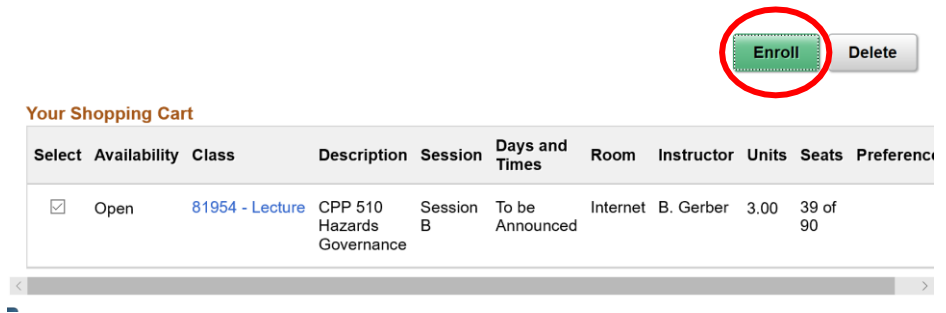
Choose Preferences

Choose any available class preferences and click Add To Cart.

CPP 510 Hazards Governance

Status	Class	Session	Meeting Dates	Days and Times	Room	Instructor
Open	81954 - Lecture	Session B	10/12/2020 - 12/04/2020	To be Announced	Internet	Brian Gerber

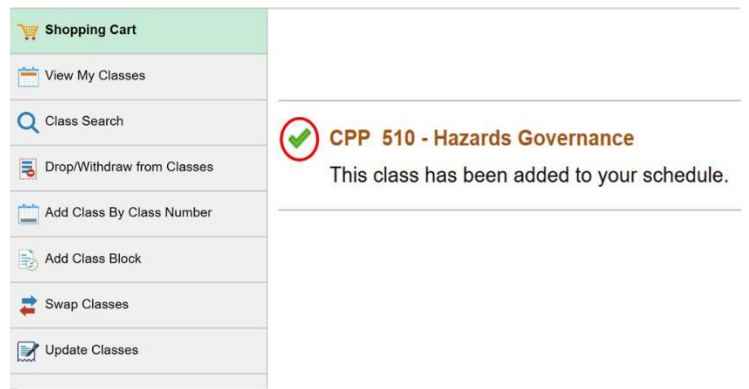
Step 4: Confirm that the correct class in your shopping cart then click “Enroll” button. **If it does not allow you to register, please contact IDPAdvising@asu.edu for more information**



Step 5: Complete your enrollment of the class by clicking on the “Yes” button



Step 6: A green checkmark will indicate successful enrollment of the class. If you need to add another course, please click on “Class Search” button on the left-hand side. To view all of your currently enrolled classes, click on the “View My Classes”



Arizona State University Charter

ASU Charter

ASU is a comprehensive **public research university**, measured not by whom it excludes, but by **whom it includes** and how they **succeed**; advancing **research and discovery** of public value; and assuming **fundamental responsibility** for the economic, social, cultural and overall health of the **communities** it serves.

Learn more at president.asu.edu

Diversity, Equity, and Inclusion

ASU promotes equal opportunity through affirmative action in employment and educational programs and activities. Discrimination is prohibited on the basis of race, color, religion, national origin, citizenship, sex, sexual orientation, gender identity, age, disability and qualified veteran status.

ASU's Office of Diversity, Equity and Inclusion supports and fosters a culture of inclusiveness. We promote and assist with equal opportunity and diversity initiatives. We also provide university leadership and hiring officials with clear and accessible employment data, timely and effective consultation and high-impact training.

If you would like to **submit a complaint** visit the [Office of University Rights and Responsibilities](#) or call 480-965-5057.

The initial plan to advance an anti-racist Watts College of Public Service and Community Solutions can be found here: <https://publicservice.asu.edu/content/ensuring-inclusivity>

Title IX

ASU prohibits all forms of discrimination, harassment and retaliation. To view ASU's policy please see <https://www.asu.edu/aad/manuals/acd/acd401.html>.

Title IX protects individuals from discrimination based on sex in any educational program or activity operated by recipients of federal financial assistance. As required by Title IX, ASU does not discriminate on the basis of sex in the education programs or activities that we operate, including in admission and employment. Inquiries concerning the application of Title IX may be referred to the Title IX Coordinator or to the U.S. Department of Education, Assistant Secretary, or both. Contact titleixcoordinator@asu.edu or 480-965-0696 for more information. For information on making a report please go to www.asu.edu/reportit/.

Department and University Policies and Procedures

Maintaining Continuous Enrollment

Once admitted to a graduate degree program or graduate certificate program, students must be registered for a minimum of one credit hour during all phases of their graduate education, including the term in which they graduate. This includes periods when students are engaged in research, conducting a doctoral prospectus, working on or defending theses or dissertations, taking comprehensive examinations, taking Graduate Foreign Language Examinations, or in any other way utilizing university resources, facilities or faculty time.

Registration for every fall semester and spring semester is required. Summer registration is required for students who are admitted in summer for their first semester of enrollment, completing culminating experiences, or graduating from the degree program.

To maintain continuous enrollment the credit hour(s) must:

- Appear on the student's *Plan of Study*, OR
- Be research (592, 792), thesis (599), dissertation (799), or continuing registration (595, 695, 795), OR
- Be a graduate-level course.

Grades of "W" and/or "X" are not considered valid registration for continuous enrollment purposes. "W" grades are received when students officially withdraw from a course after the drop/add period. "X" grades are received for audit courses. Additionally, students completing work for a course in which they received a grade of "I" must maintain continuous enrollment as defined previously. Graduate students have one year to complete work for an incomplete grade; if the work is not complete and the grade changed within one year, the "I" grade becomes permanent. Additional information regarding incomplete grades can be found at asu.edu/aad/manuals/ssm/ssm203-09.html.

Leave of Absence

Students are eligible to take a total of two semesters away from the program (summers not included, unless you began in summer) with an approved leave of absence (LOA) on file. If you are thinking about requesting a LOA, please make sure you communicate with your advisor to discuss your eligibility. After you have spoken to your advisor and would like to continue with your request (this is not guaranteed), go to your interactive Plan of Study. Complete the welcome page and then click on the *Petitions link* on the left-hand side. From there click *Add Petition* and select *Leave of Absence* from the drop down menu.

Leave of absence requests are due one week before the start of each semester. If you do not submit this request and do not enroll in any fall or spring session class, you will be discontinued from the program and will need to re-apply.

As long as you enroll in at least one class per semester, it does not matter if it is an A session, B session, or both, you will be meeting the continuous enrollment policy and do not need to submit this form. This form is only required if you will not be able to take any classes at all during the fall and/ or spring semesters.

Interactive Plan of Study (iPOS)

The Interactive Plan of Study (iPOS) is the set of classes that is recognized by ASU, Graduate Education, and the Watts College of Public Service and Community Solutions as sufficient to grant a degree. The Program of Study totals 33 credit hours of graduate credit and includes core courses, approved electives, and a culminating project – CPP 593.

In order to graduate, each student must submit an Interactive Program of Study (iPOS). The iPOS should be submitted the first semester of the program. While the iPOS is a contract between the Graduate College, Department, and student, changes can be made after approval. Courses entered in the iPOS are not guaranteed to be offered the semester the student has chosen to take them. This is why updates will probably need to be made in future terms as registration opens. This link will explain how to fill it out: https://graduate.asu.edu/sites/default/files/ipos_student_guide.pdf.

No more than twelve credit hours of graduate courses before admission to the College and approved by a student's supervisory committee can be included in the Plan of Study. Students from institutions other than ASU may transfer a maximum of six credit hour to their Watts College of Public Service and Community Solutions program. The MPSLA Director must approve any transfer credit. Students have six years from the term of their first MPSLA class to complete the degree.

Transfer Coursework

Graduate level transfer coursework may be considered in place of an elective course. We cannot accept any transfer or substitute courses in place of core courses. For your potential transfer coursework, if the class(es) you are hoping to transfer in were used to complete a graduate level degree at another institution, then unfortunately, we would not be able to use them toward your ASU degree.

ASU has a strict no double dipping policy for classes that have already been used toward a degree either at ASU or elsewhere. If you did not earn a degree, then we can consider up to six graduate-level credit hours with grades of "B" or better that were not used towards a previous degree. Prerequisite credits must have been taken within three years of admission to the ASU degree program to be accepted.

If you met either of these criteria then we would just **need the syllabus from each class** you would like to be considered. Then the Director of the EMHSPA program would look the syllabi over to determine which, if any courses we could use them in place of.



Graduation Procedures

After all coursework has been completed and Graduate Education requirements have been met, the student is eligible for graduation. Application for graduation should be made no later than the date specified by Graduate College for the appropriate graduation semester. Deadlines can be found here:

<https://students.asu.edu/graduation-apply>

Additional late fees are assessed if the application is submitted after the date specified. **Students must be enrolled in at least one credit hour during the intended semester of graduation.** Please visit ASU's graduation website at <https://students.asu.edu/graduation> for information regarding ceremonies (commencement and convocation options), diplomas, and other important graduation information.



Academic Policies

Academic Integrity

At Arizona State University academic honesty is expected of all students in all examinations, papers, academic transactions and records. The possible sanctions include, but are not limited to: appropriate grade penalties, loss of registration privileges, disqualification and dismissal. ASU strictly adheres to the academic integrity policy. This policy sets forth the ASU Student Academic Integrity Policy and appeal procedures. For more information on this policy, please visit: <https://provost.asu.edu/node/20>.

Satisfactory Academic Progress

Admission and Satisfactory Progress for Degree-Seeking Students

- Admitted students may be granted either regular or provisional admission status upon their acceptance to the Master of Arts in Emergency Management and Homeland Security (EMHS). All admitted students are expected to satisfy the university and program policies outlined below.
- Provisionally admitted students must satisfy the provisional conditions specified in their admission letter. Provisional status will be changed to regular standing when completing those terms specified in the provisional admittance letter.
- The Graduate College will withdraw any student from the university who fails to meet the full conditions of a provisional admission.

GPA Policy

- ***Graduate students must maintain a minimum 3.00 grade point average (GPA) to maintain satisfactory academic progress and to graduate from Arizona State University.*** The minimum 3.00 GPA must be maintained on all GPA's (iPOS GPA, Cumulative GPA, and Overall Graduate GPA).
 - The iPOS GPA is calculated on all courses that appear on the student's approved iPOS
 - Cumulative ASU GPA represents all courses completed at ASU.
 - The Overall Graduate GPA is based on all courses numbered 500 or higher that appear on the transcript after admission to a graduate program or graduate non-degree.
- Courses with grades of "D" and "E" cannot appear on the iPOS but will be included when calculating the Graduate GPA. Courses with an "I" grade cannot appear on the iPOS.
- All coursework used towards the completion of an EMHSMA must be completed within six consecutive years.
- Graduate students must remain continuously enrolled for both fall and spring semesters upon admission to the university. Failing to do so without a Graduate College approved request is considered to be lack of academic progress and will result in dismissal from the university.

Program Policies

- Students in the EMHSMA degree program must successfully complete the culminating experience course with a letter grade of at least a “B”; failure to meet that threshold grade for the culminating experience course will require a re-take of the course before a student is able to proceed to program completion. A student is only allowed to retake the culminating experience course two times after the initial course enrollment; the university policy on cumulative GPA still obtains with the permitted course retake option.
- Students in the EMHSMA degree program are permitted a maximum of two grades with “C” or “C+” on their POS. Further, a student’s final cumulative GPA’s must meet the university minimum standard for graduation (3.00).
- Dismissal from the EMHSMA degree program may be recommended by the program’s Academic Director if a student has received three “C+” or lower grades in coursework taken after admission to the program.
- An enrollment hold will be placed on any EMHSMA students account who fails to meet the university minimum cumulative GPA (3.00) requirement in a given semester. This hold will prevent future registration and can only be removed by the academic advisor. Failure to communicate with the academic advisor upon enrollment hold placement may result in a failure to maintain continuous enrollment which may result in dismissal from the university.

Grades of Incomplete

A grade of “I” is given by the instructor only when a student who is otherwise doing acceptable work is unable to complete a course. A Request for Grade of Incomplete form must be submitted by the student with the understanding that the work is to be completed by the date given by the Faculty member but no more than one calendar year. This timeline is up to the Faculty member of the course. If you are working on completing a course for an “I” grade, you must be enrolled in at least one graduate-level credit to maintain continuous enrollment. The credit hour(s) used to maintain continuous enrollment can be a graduate-level course, research (592, 792), thesis (599), dissertation (799), or continuing registration (595, 695, 795). A student does not have to register or pay additional fees for a course where a grade of incomplete has been received in order to complete the course. If the work has not been completed after one calendar year, the mark of incomplete remains an “I” and becomes a permanent part of the transcript. To repeat the course for credit, a student must reregister and pay tuition and fees. The grade for the repeated courses will appear on the transcript but will not replace the permanent “I”. Additional information regarding ASU grading policies may be found at [Grades and Grading Policies](#)

ASU Email Policy

Arizona State University policy requires that students obtain an ASU email address once admitted to the university. ***This email address is the official email address to which the university sends email communications and is recorded in the university’s electronic directories.*** Students may suppress their email address from these directories by completing forms available at: <https://students.asu.edu/forms/registration>

Students are expected to check their email on a daily and consistent basis to stay current with university related communications. Faculty who choose to use email in their classes expect students to use their ASU email account for all class email communication unless otherwise stated. Further information can be found in each course’s syllabus. Occasionally, we will contact you through email with important information concerning the graduate program. Students are responsible for all information communicated through the ASU email system.

Conduct Policies

Student Responsibilities and Policies

As a graduate student in the Watts College of Public Service and Community Solutions, you must adhere to all policies for ASU graduate students. You may find these in the Graduate Policies and Procedures manual found here: <https://graduate.asu.edu/policies-procedures>

Students are responsible for being aware of the content of this document, so we suggest that you read it at the time of your admission, and remain familiar with it throughout your course of study.

Student Conduct and Communication

In addition to high academic standards, students are also expected to maintain a healthy and respectful communication and discussion with their peers, instructors, and program staff. A basic principle of professional conduct in the program is that faculty and staff afford students courtesy and respect during all interactions. In turn, students in the program are expected to afford that same courtesy and respect to their peers in the program, to staff, and to faculty during all interactions.

Aggressive, disrespectful, and/or profane verbal and written communication and behavior will not be tolerated. Any student that does not adhere to the university's standard of respectful communication may be subject to sanctions from the Dean of Students Office which can include removal from the program. (Please also see information on Arizona State University's general code of conduct for students later in this document.)

Student Code of Conduct

In any learning environment, respectful interaction is pivotal to an individual's success whether online or in person. Violations of the ASU Student Code of Conduct, other than the provision concerning academic dishonesty, are more generally considered inappropriate behavior. The Office of Student Rights and Responsibilities reviews and sanctions these matters. If a student violates both the academic integrity provision and additional provisions of the Student Code of Conduct, both the college and the Office of Student Rights and Responsibilities will review the matter. Each independently makes determinations concerning violations and appropriate sanctions. For more information about the rules, regulations and enforcement procedures outlined in the ASU Student Code of Conduct please visit: <https://students.asu.edu/srr/code>.

Academic Grievance Process

Student Academic Grievance Procedures Standing Rules (As revised by the College Assembly, April 1, 1994) Watts College of Public Service & Community Solutions

These procedures are intended to facilitate a fair hearing of any student academic grievance issue by the College Academic and Student Affairs Committee convened to hear such grievances. When convened to hear a student academic grievance, decisions of the Committee will be by majority rule, provided a quorum (4) of the membership is present, including at least three faculty members.

Student grade appeals must be processed in the regular semester immediately following the issuance of the grade in dispute (by commencement for fall or spring), regardless whether the student is enrolled at the university. It is university policy that students filing grievances and those who are witnesses are protected from retaliation. Students who believe they are victims of retaliation should immediately contact the dean of the college or school in which the course is offered.

The Committee shall have the power and/or responsibility only to make recommendations to the Dean of the Watts College of Public Service & Community Solutions in a hearing regarding a grade dispute, or other academic issue.

Any students who believe they have a grievance should first utilize the informal process as listed below.

Informal Process

1. Initially, the aggrieved student should schedule an appointment with the faculty member concerned and discuss the problem openly.
2. If this discussion does not result in a satisfactory resolution, the student may appeal to the Chair/Director of the instructor's department/school who will employ department/school approved procedures to resolve the grievance.
3. If a satisfactory resolution is not achieved, the student may confer with the Dean (or Dean's designee) who will review the case.

If the grievance has not been successfully cleared at this time, the student may request the Dean to refer the matter to the College Academic and Student Affairs Committee. The Committee will convene for the specific purpose of hearing a student academic grievance as needed. Further information about the Formal Process can be found here:

<https://connect.publicservice.asu.edu/content/academic-grievance-process>.

Useful Websites for University Resources

ASU Online Welcome: <http://online-student-welcome.asu.edu/>
ASU Graduate Policies and Procedures: <https://graduate.asu.edu/policies-procedures>
ASU Cost of Attendance: <https://students.asu.edu/tuition>
ASU Student and Business Services: <https://students.asu.edu/tuitionandbilling>
ASU Financial Aid: <https://students.asu.edu/financialaid>
Types of ASU Financial Aid: <https://students.asu.edu/financialaid/types>
ASU Scholarship and Aid Search: <https://scholarships.asu.edu/scholarship-search>
FinAid Scholarships: <http://www.finaid.org/scholarships/>
Graduate Education Fellowships: <https://graduate.asu.edu/pay-for-college>
Student Employment: <https://students.asu.edu/employment>



CIRCLES Group Mentoring

CIRCLES is a peer-led group mentoring framework that offers space for exploration, discussion, collective problem-solving, co-learning and mentoring connection for graduate students based on shared identities or interests in an informal small-group setting. They offer identity-based groups to support graduate students from traditionally underrepresented communities, including first-generation graduate students, students of shared ethnic or cultural identities, and LGBTQIA+ communities.

You can find more information here: <https://graduate.asu.edu/current-students/enrich-your-experience/mentoring/circles-group-mentoring>

Military/Veteran Resources

ASU is proud to design and deliver quality online programs that meet the needs of military personnel stationed anywhere in the world. For additional information about veteran and military resources available to ASU students, please visit <https://veterans.asu.edu/>.

For newly admitted students, please review the steps provided by the Tillman Center: <https://veterans.asu.edu/benefits/admitted>.

For continuing students, specific steps must be completed prior to the start of each semester to ensure any benefits will continue: <https://veterans.asu.edu/benefits/continuing-transfer-students>.

ASU Online provides military liaisons for support. Please contact ASU Online Student Services at 480-884-1906 or militaryonline@asu.edu if you have any questions.

Student Accessibility and Inclusive Learning Services

The Student Accessibility and Inclusive Learning Services (SAILS) facilitates access for qualified students with disabilities through the provisions of reasonable and effective accommodations, and serves as an information hub for ASU and the community. Students are encouraged to visit the SAILS office and make it an integral part of the education pursuits. Please contact SAILS at 480-965-1234 or Student.Accessibility@asu.edu for more information. Their website can be found here: <https://eoss.asu.edu/accessibility>

Financial Aid

Graduate students seeking loans or financial aid counseling should contact the ASU Student Financial Aid Office at <https://students.asu.edu/financialaid> or the Watts College of Public Service and Community Solutions Student Financial Resource Coordinator at <https://connect.publicservice.asu.edu/finaid>.

ASU Library

All graduate students have access to the ASU Library. You can use the library to find research tools, download e-books, access peerreviewed articles and utilize a subject librarian.

Main Library site: <https://lib.asu.edu/>

Graduate Library site: <https://lib.asu.edu/services/graduate-students>

Ask a Librarian: <https://askalibrarian.asu.edu/>



Graduate Wellness

[“Graduate Wellness Resources”](#) – a one-page guide to Financial, Social, Emotional, and Physical Health and Wellness Resources for ASU Graduate Students was developed by the GPSA

[“10 Best Practices in Graduate Student Wellbeing”](#) – proven ways to help graduate students better care for themselves under the increasing demands of graduate school

360 Life Services

360 Life Services is a comprehensive support program that offers free, 24/7 counseling and crisis intervention in person or by phone. You can also chat at your convenience with topic specialists in legal, personal finance, childcare, education and more. This confidential resource supports your education, career and personal needs. You can connect by calling 833-223-9883 or visiting <https://goto.asuonline.asu.edu/360lifeservices/>

Career and Professional Development Services

ASU Career and Professional Development Services (CPDS) assist with career exploration, development and implementation. This provides opportunities for student and alumni to consult with career professionals for advice and resources on self-assessment, career planning, and developing job search strategies or self-marketing tools (i.e. resume, interviewing skills, and social media presence). Online students have access to use all CPDS resources and [Handshake accounts](#) (An online hub to find internships and jobs, schedule career advising appointments, discover events and more) as soon as they are admitted to ASU and continue to have access even after graduation. For more information visit: <https://career.asu.edu/>

Graduate Online Tutoring

University Academic Success Program’s academic support for graduate students offers a dynamic, supportive learning environment and programs for ASU students enrolled in any graduate degree program. <https://tutoring.asu.edu/student-services/graduate>

Graduate Statistics Tutoring: Graduate students can make an appointment with a tutor to discuss and work on: Statistics coursework, data cleaning and proper formatting, how to perform analysis using software such as SPSS, SAS, R, Excel, Minitab, and JMP and, how to explain the meaning and significance of your results in writing.

Graduate Writing Tutoring: Graduate students can work with graduate writing tutors at any stage of the writing process to hone their writing skills and to receive coaching advice about navigating graduate life.