



master of science

crime analysis

student handbook

ASU School of Criminology
and Criminal Justice
Arizona State University

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Program Welcome

Greetings,

New and current students in the Master of Science in Crime Analysis (MSCA) degree program. On behalf of the faculty and staff at Arizona State University (ASU), I would like to welcome you to the 2022-2023 academic year! The ASU School of Criminology & Criminal Justice is a nationally recognized leader in higher education and is dedicated to providing you with the skills and knowledge necessary to achieve your personal and professional goals.

Crime analysis is the systematic study of crime and disorder using sociodemographic, spatial, and temporal factors. Crime analysts and law enforcement professionals work collaboratively to apprehend criminals, reduce crime, and are crucial in the effort of tribal, local, state, private sector, and federal agencies to employ data-driven decision making in the administration of justice and problem solving. Arizona State University is most pleased to assist in your professional development and help further the contributions you make in your communities.

While the MSCA program is still early in its development, it represents an important opportunity. Central to the vision of the program, each course is designed for you to gain a strong understanding of the fundamental issues, strengths, and limitations associated with crime analysis. The curriculum covers qualitative and quantitative analysis strategies, when and how to use different statistical procedures, and how to interpret tests, graphics, and data using the same software and data tools used by current practitioners.

Each of you is a key stakeholder. Your commitment to excellence in your studies, more than any other single factor, is what will drive you to successful completion of this rigorous degree program. I have the utmost confidence in each of you that you will rise to the challenge!

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

Sincerely,

Joshua L. Adams, Ph.D., CFE

Professor of Practice & Director of Online Graduate Programs

Arizona State University

School of Criminology & Criminal Justice



Advisor Contact Information

Shonda Hertle idpadvising@asu.edu 602-496-0485

Shonda Hertle is your Senior Academic Success Coordinator for the MSCA degree. Shonda is a first-generation college student and is originally from Iowa and grew up on her family's farm, is a huge sports and fine arts fan, and has two rescue cats, Gus and Muffin.

Shonda graduated with a Bachelor's degree in Psychology from the University of Iowa in 1997, graduated with a 2nd Bachelor's degree in Business from the University of Northern Iowa in 2003, and graduated with a Master's degree in Educational Administration with an emphasis in Higher Education from the University of Nebraska in 2005. Shonda is currently working on her doctorate degree in Organizational Leadership with an emphasis in Higher Education at Grand Canyon University with an expected graduation date in fall 2022. Shonda has worked in higher education for 18+ years advising both undergraduate and graduate students in a variety of degrees at universities in Wisconsin, Nebraska, and Arizona as well as working in Career Services, Orientation, Admissions, and Financial Aid.

Shonda looks forward to helping you obtain your degree and becoming a proud alum from Arizona State University. Forks up.

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 students 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 idpadvising@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: calendly.com/shondahertle

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 idpadvising@asu.edu ASAP so that we can coordinate.



Required core courses (24 credit hours)			
Course Name	Credits	Semester Taken	Grade
CRJ 506 Seminar in Crime Analysis	3		
CRJ 507 Social Network Analysis	3		
CRJ 508 Advanced Seminar in Crime Analysis	3		
CRJ 509 Data Management	3		
CRJ 510 Criminal Justice Planning and Program Evaluation	3		
CRJ 511 Applied Data Analysis in Criminal Justice	3		
CRJ 512 Seminar in Policing	3		
CRJ 531 Crime Mapping (<i>SESSION C COURSE-CURRENTLY ONLY SPRING</i>)	3		
Required culminating experience (6 credit hours-taken during your last semester)			
Course Name	Credits	Semester Taken	Grade
CRJ 593 Applied Project (6)	6		

Important Notes:

- The Masters of Science in Crime Analysis degree is a brand new program as of Fall 2021 and the scheduling of courses is still being figured out based on student enrollment in the program. While the program continues to grow, the college may offer courses more than one time a year.
- Students should take CRJ 531 Crime Mapping as soon as it is available.
- CRJ 593:Applied Project can not be taken with any other courses.

Please reach out to our advising team at idpadvicing@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). CRJ 531: Crime Mapping and CRJ 593: Applied Project are session C courses (16 weeks).

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. Be sure to work with your academic advisor to discuss a preferred order of classes based on course availability and offerings. **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 AcademicCalendar here: students.asu.edu/academic-calendar

Suggested First Semester Schedule

Below you will find suggested courses for your first semester in the program.

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
CRJ 506 Seminar in Crime Analysis	A Session
CRJ 511 Applied Data Analysis	A Session
CRJ 508 Advanced Seminar in Crime Analysis	B Session
CRJ 510 Criminal Justice Planning and Program Evaluation OR CRJ 512 Seminar in Policing	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
CRJ 506 Seminar in Crime Analysis	A Session
CRJ 508 Advanced Seminar in Crime Analysis	B Session

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 – CRJ 593 Information

The Applied Project course serves as the culminating experience for the Master’s of Science in Crime Analysis. In this course, you experience what it is like to serve as a crime analyst. In addition, you will produce products that directly apply the skills learned in the degree program and demonstrate your knowledge of crime analysis using data and software.

The exact form of the work produced will vary by each project. In general, you should be prepared to create a major final report. A typical report length is twenty (20) to thirty-five (35) pages long double spaced. You should also be prepared to provide a presentation to your instructor on the results of your major final report.

You can choose from two types of applied projects: (1) applied service project and (2) applied research project.

Applied service project (CRJ 593). To begin the applied service project process, identify a project and contact a specific agency to work with on the project. Students selecting this option will register for CRJ 593.

Choosing a topic and finding an organization with whom to work is your responsibility. It is beneficial for you to plan ahead and develop a topic and a relationship with a client organization before the semester you enroll in the course. Doing so makes the approval of the project topic and the specification of a project plan at the beginning of the term much easier – and completing the project more practicable.

Regardless of the type of project, the initial tasks include clearly defining the project scope and clarifying the timeline for completion. Often this will take place in collaboration with the partner agency. Whatever the project, conduct a review of extant literature to understand current knowledge and to gain an appropriate substantive background in the issue area. This review will also assist in informing the methodological approach and establishing project goals and specific objectives. In addition, students should develop a specific set of project tasks, clearly stated project objectives, and a specific timeline for completion.

b. Applied research project (CRJ 593). As part of the applied research project process, you should contact a faculty member (i.e., instructor) in the School of Criminology and Criminal Justice and collaborate with them on the planning and execution of the project. Students selecting this option will register for CRJ 593.

Choosing the topic and identifying a faculty member with whom to work is your responsibility. Similar to the applied service project, it is beneficial for students to plan ahead and develop a relationship with an instructor and develop a topic before the start of the semester you enroll in the course.

You will work with the instructor to define the project scope and clarify the timeline for completion. You are expected to conduct a literature review to understand current knowledge in the issue area. This review will also assist in informing the methodological approach and establishing project goals and specific objectives. You will further develop a specific set of project tasks, clearly stated project objectives, and a specific timeline for completion.

All classes need to be completed prior to taking the Applied Project, a grade of “B” or higher is required, and it is a 6 credit class, so it is worth 20% of your GPA.

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



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 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		<input type="button" value="Add"/>
CPP 510	Hazards Governance	81954	Staff	ASU Online	10/14 - 12/04(B)	3	45 of 50		<input type="button" value="Add"/>

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**

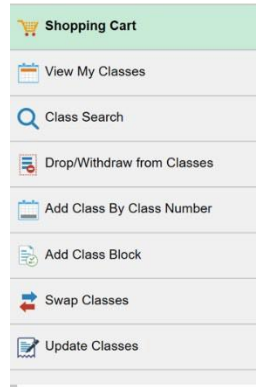
Your Shopping Cart

Select	Availability	Class	Description	Session	Days and Times	Room	Instructor	Units	Seats	Preference
<input checked="" type="checkbox"/>	Open	81954 - Lecture	CPP 510 Hazards Governance	Session B	To be Announced	Internet	B. Gerber	3.00	39 of 90	

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

Are you sure you want to enroll?

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”



 **CPP 510 - Hazards Governance**
This class has been added to your schedule.

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 30 credit hours of graduate credit and includes core courses, approved electives, and a culminating project.

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 Crime Analysis MS Director must approve any transfer credit. Students have six years from the term of their first Crime Analysis MS 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. Preadmission 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 Crime Analysis MS Director 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's of Science in Crime Analysis . 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 a MSCA degree 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 Crime Analysis MS 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.

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>



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>

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 their 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/>

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/>

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

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 virtually and in person. 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.

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.

If a student plans to use VA benefits for any given semester, they may be required to submit forms to the Pat Tillman

Veterans Center. Academic Advising will not know which forms are required for a specific student. The student can connect with the Pat Tillman Veteran Center with questions. Below are the steps to complete the required PTVC forms.

1. Students are required to fill out their portion of the forms.
2. Students send the completed form to an advisor (if applicable) at IDPAdvising@asu.edu.
3. Once the advisor has completed their part of the form, they will send it back to the student.
4. It is the responsibility of the student to send the form to the Pat Tillman Veterans Center once completed (see instructions outlined on individual forms).

All Veteran Forms can be found here: <https://veterans.asu.edu/forms>

Graduate Program of Study Form: https://veterans.asu.edu/sites/default/files/2021-10/graduate_pos.pdf

This form is required for all students who are admitted to a graduate program and intend to use VA benefits for any given semester. This form will no longer be needed if an interactive Program of Study (iPOS) is established.

Prior Credit Evaluation Form: <https://veterans.asu.edu/sites/default/files/Prior%20Credit%20Eval%20%281%29.pdf>

This form is required for all students who are admitted to a graduate program and intend to use VA benefits for any given semester. The VA requires that all prior courses, credits and military training/experience be evaluated for potential transfer credit toward a student's degree program.

Completed forms should be sent to the Pat Tillman Veterans Center at ptvcforms@asu.edu

