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# **Doctor of Engineering**

## **Online**

### **Graduate Handbook**

#### **2024- 2025**

MANUAL OF THE DOCTOR OF ENGINEERING DEGREE  
ARIZONA STATE UNIVERSITY

2024- 2025

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## **I. Introduction to the Doctorate in Engineering Program**

The Doctor of Engineering (DEng) program is tailored for working professionals already possessing a STEM bachelor's or master's degree. These working professionals desire to advance their knowledge and leadership in engineering organizations and industries, including Advanced Manufacturing, Computing, Healthcare, Financial, Information Technology, Data Analytics, and others. The DEng graduates will become technology leaders in disruptive new technologies such as Augmented Intelligence, Blockchain, Big Data, Additive Manufacturing, and others.

Here at ASU's School of Computing and Augmented Intelligence (SCAI), we envision a society where secure, accurate, and current information is ubiquitously available, and data is seamlessly collected, managed, and converted into information that entertains individuals, empowers businesses, and guides the decisions of both in their daily affairs.

We envision our school as a community recognized by its colleagues internationally as a leader in envisioning and enabling an information-driven society and by students as a preferred location for acquiring the knowledge and skills necessary to contribute to this vision. Our community of scholars cooperatively engaged in transdisciplinary research addressing the grand challenges of modern society and supporting the intellectual growth of students and colleagues.

Our mission is to benefit society through excellence in education, use-inspired research from basic to translational, and leadership in service to the profession and community. We seek to provide a supportive environment that promotes creativity, diversity, multidisciplinary teaming, scholarship, and ethical behavior to advance knowledge and practice in computing, information, and decision technologies to enhance society.

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 based on sex in our education programs or activities, including in admission and employment. Inquiries concerning the application of Title IX may be referred to the Title IX Coordinator, the U.S. Department of Education, Assistant Secretary, or both. Contact [titleixcoordinator@asu.edu](mailto:titleixcoordinator@asu.edu) or 480-965-0696 for more information, or visit the office located at 1120 S. Cady Mall, INTDSB 284. For information on how to make a report, please go to [www.asu.edu/reportit/](http://www.asu.edu/reportit/).

## **II. Objective of the Handbook**

The purpose of this handbook is to provide guidance and information related to admission, degree requirements, and general policies and procedures. Please note that in some cases, you will find differences between the requirements of the Graduate College and the Doctor of Engineering program. In most cases, the difference is that the Doctor of Engineering Program has established higher standards than those set forth by the Graduate College. Thus, students must satisfy both sets of requirements. Please note that

policies and procedures are occasionally amended to improve the program. Changes will be communicated to students through e-mail and posted on the SCAI website.

### III. Program Policies and Procedures

All students are expected to become familiar with university and program policies and procedures and abide by the terms. Information will be e-mailed and will be available online. It is important that you visit the following websites:

- The Graduate College – <http://graduate.asu.edu>.
- Graduate College Policies and Procedures – <https://graduate.asu.edu/policies-procedures>
- The Doctor of Engineering Program – [Doctor of Engineering - School of Computing and Augmented Intelligence \(asu.edu\)](https://engineering.asu.edu/doctor-of-engineering)
- The Ira A. Fulton School of Engineering – <http://engineering.asu.edu>

### IV. ASU Resources

We believe graduate education provides an opportunity to grow in our knowledge and expertise, and during our studies, we may face challenges and hardships that can affect our wellbeing. The Graduate College and the ASU Graduate Student Association have compiled resources and best practices guides to help your educational journey. We encourage you to contact a SCAI Graduate Advising Office graduate advisor if you need additional guidance and support.

- [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
- [Success Coaches](#) - Part concierge, part support system, your coach will be there every step of the way to help you overcome hurdles between you and your goals.
- [Financial Aid](#) - A dedicated team for all your financial, funding, scholarship and FAFSA questions.
- [Pat Tillman Veterans Center](#) - Support team and services to ensure success among military students.
- [360 Life Services](#) - This service includes confidential counseling, personal care, legal and financial assistance.
- [ASU Help Desk](#) - The ASU Helpdesk is available 24/7 to provide you with Technical support and assistance with your courses.
- [ASU Library](#) - All the resources of a traditional library, at your fingertips... articles, eBooks, tutorials, and the research help needed to support your academic success!
- [Student Accessibility and Inclusive Learning](#) - Also known as “SAILS” provides services to qualified students with disabilities on all ASU campuses.
- [Career Services](#) - Whether you are a student looking for an internship, an alum looking for a job or an employer looking to recruit, Handshake can get you connected.

- [Alumni Association](#) - Online students are welcome and encouraged to attend alumni events in their area.
- [ASU Online Social Media](#) - Stay up-to-date on university happenings and fun ways to connect with classmates and the university.
- [Sun Devils Connect](#) - An ASU Online Facebook group dedicated to current students. Connect and network with other students around the country and get the insider scoop on ASU Online events, competitions and opportunities.
- [Slack](#) - Live chat with your Success Coach, instructors, classmates or join a social channel.
- [ASU Bookstore](#) – Shop for your textbooks, computers, tablets, and other accessories as needed.

## V. DEng Faculty

The faculty members of Doctor of Engineering have diverse backgrounds and knowledge. They can assist you in your study plan and educational and career goals. We encourage you to take the opportunity to make individual appointments with faculty members with whom you have common interests.

## VI. Admission and Eligibility to the Doctoral Degree Program

The Doctor of Engineering doctoral degree requires a background in engineering, math, statistics, physical science, or a closely related field. However, in some cases, students with non-traditional educational backgrounds will be considered for admission. These students may be required to take fundamental courses to better prepare them for the program coursework. A student is encouraged to contact the SCAI Advising Center, Centerpoint Suite 105, for advice on their educational pursuits.

### A. Eligibility

Before applying to the DEng program, students are required to have completed 2 semesters or 6 credit hours of Calculus, statistics and probability, and computer programming course in C, C++, Java, or Python.

### B. Application

All students are required to submit a complete application with the Office of Graduate Admission <https://students.asu.edu/graduate> and pay the required fee to have their application reviewed and processed.

- **Application Deadlines:**
  - **July 1 for Fall**
  - **December 1 for Spring**

We ask you to submit all the required documents by the deadline to receive full consideration.

### C. Transcripts

At the time of application, students can upload their unofficial complete transcripts (bachelor's and master's degrees). Once matriculated at ASU, students must submit an official transcript and degree certificate.

#### **D. English Proficiency**

The University requires all international applicants from a country whose native language is not English to provide the Test of English as a Foreign Language (TOEFL) or the International English Language Testing System (IELTS) scores, or Pearson (PTE). The Doctor of Engineering Program uses average scores of 575 (paper-based) or 90 (internet-based) for TOEFL, 7.0 for IELTS, 115 for Duolingo, and 65 for PTE for admission. **Note that your application cannot be processed until the university receives official scores, valid two years from the start date of the degree program.** Exemption from the English Proficiency requirement can be met by visiting the Graduate Admission site under English Proficiency. Please address all English Proficiency questions to the Office of [Graduate Admission](#). The ASU institution code is 4007. If a department code is required, use 99 for TOEFL.

#### **E. Letter of intent**

The letter of intent should include a purpose for completing the DEng program, basic qualifications, interest in ASU, academic journey and accomplishments, and professional career journey and achievements.

#### **F. Professional Resume**

All students must upload their professional resume or CV or resume for full consideration. A resume should include a prior degree, work experience, conference presentations, publications, and past research.

#### **G. Letter of Recommendation**

Only one (1) letter of recommendation is needed to apply. The recommendation should be submitted by a supervisor, colleague, or former academic professor sharing their understanding of your motivations and capabilities for completing a doctoral-level engineering degree. Supervisors should also include a statement of their support for the student during their doctoral journey, including the applied doctoral project.

#### **H. GPA Requirement**

Students applying directly from an undergraduate program must have a minimum cumulative GPA of 3.0 in the last 60 credit hours of the undergraduate degree and have been involved in some form of research at the undergraduate level. Students who are applying following a master's degree must have a minimum GPA of 3.0 for the last degree awarded.

#### **I. Application Evaluation**

Several factors are taken into consideration when evaluating a student's application: the student's cumulative GPA, major, institution, personal statement, the letter of recommendation, and performance in individual courses.

#### **J. Admission Deferrals**

With the recommendation of the degree program, students may defer their initial start semester and year of admission to one semester. Requests for deferrals must be submitted by the start of the term of original admission. Students who miss the

deferral deadlines must submit a new application.

#### **K. Notice of Admission**

DEng submits its recommendation of admission to the Office of Graduate Admission, and the Office of Graduate Admission notifies the final notice of admission decision in writing. You may check your application status on MyASU (my.asu.edu).

**Pre-admission and transfer credits** – Please refer to the Graduate College policies and procedures. **Approved transfer credits cannot count towards meeting the core requirement unless the credit was earned at ASU.**

### **VII. Degree Requirements**

Degree requirements for the Doctor of Engineering include a minimum of 60 semester hours beyond the bachelor's degree. **A maximum of 15 credit hours taken during the master's degree can be applied as electives to a DEng degree if coursework is approved as applicable to the doctoral degree.**

The DEng is comprised of four milestones, which all students are required to pass successfully before graduation:

- a. Completion of the core coursework
- b. Filing an approved Plan of Study
- c. Passing IEE 701 Applied Doctoral Project Initiation
- d. Successful oral presentation of an approved written IEE 793 Applied Doctoral Project with a grade of B or better

#### **A. Core Courses**

All incoming students must complete the 12 credits of the core courses. Students complete one of the following courses for three credit hours. Courses should be selected in consultation with your program advisor.

The four core courses are one course from each subset:

- a. IEE558 - Engineering Project Management (3)  
CON532 - Facilities Project Management (3)  
CON545 - Construction Project Management (3)
- b. IEE541- Engineering Administration (3)  
OGL550 - Leading Organizational Change (3)  
OGL552 - Leading Diverse Teams (3)
- c. IEE572 - Design Engineering Experiments (3)  
IEE520 - Statistical Learning for Data Mining (3)  
IEE578 - Regression Analysis (3)  
IEE582 - Response Surfaces/Process Opt (3)
- d. COM504 - Theories and Models in Communication (3)  
COM514 - Communication and Gender (3)  
COM515 - Communication in the Workplace (3)  
COM530 - Training and Development (3)

## B. Formulation of the Plan of Study

Students develop and submit a Plan of Study (iPOS) through MyASU once they have identified a faculty chair to supervise their Applied Project. This must happen in their first or second semester from the program's start. A minimum of 60 credit hours is needed in the Plan of Study. The Plan of Study must have the following **required** minimum components:

1. Four core courses (12 credit hours) (see previous *Core courses* for details)
2. Engineering Focus Area of coursework 21 credits beyond the core – refer to the website for a [list of courses](#).
3. 15 credits of Interdisciplinary electives, of which at most 15 credit hours (subject to approval) from the master's degree are applied.
4. 12 credits of Project 701 and 793
  - IEE 701 Applied Doctoral Project Initiation (3)
  - IEE 793 Applied Project (9)

### **400-level coursework cannot be used on an approved iPOS**

## C. Supervisory Committee

The role of the supervisory committee is to provide guidance and direction for the student's educational and research plan. As such, the Committee must have the expertise to guide and evaluate research in the proposed dissertation area. Three committee members are required, including the committee chair or two co-chairs. The Chair and Co-chairs must be selected from the approved program list of graduate DEng faculty by the Graduate College. On a case-by-case basis, an outside member can be given one-time approval to co-chair a student's dissertation. The Committee must be made up of at least two members who are part of the DEng graduate faculty. The supervisory Committee must be approved by the DEng Program Chair and by the Dean of the Graduate College

The first step in forming a Supervisory Committee is securing the Chair of the Committee. The student must file an iPOS with the Committee Chair no later than the semester after completing the 12th credit or the second semester. It is also the joint responsibility of the student and their Committee Chair to file an iPOS identifying the overall committee composition no later than the semester after completing the 40th credit of the preliminary iPOS.

## D. Applied Project

The project will address advanced, complex, and practical engineering management problem(s) with the design and development of innovative solutions, including a consideration of public health, safety, sustainability, and welfare, as well as global, cultural, social, environmental, and economic factors. The project will include independent applied research with industry sponsorship and faculty committee mentorship, culminating in a final project report and Examination for the Doctor of Engineering degree. **A final written project report and a grade of B or better is required.**

All students are required to register for at least one semester hour of graduate-level credit during the fall, spring, or summer session in which they conduct their culminating event.

## VIII. General Information

### A. Continuous Enrollment

Once admitted to a graduate degree program, students must be registered for at least one credit hour during all phases of their graduate education, including the terms in which they are admitted and 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 taking examinations, completing culminating experiences, conducting a doctoral prospectus, defending theses or dissertations, or graduating from the degree program.

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

- Appear on the student's Interactive Plan of Study, OR
- Be research), or continuing registration 795, OR
- Be a graduate-level course.
- Be a deficiency course that is listed on the student's admit letter.

Grades of "W" and/or "X" are not considered valid registration for continuous enrollment. "W" grades are received when students officially withdraw from a course after the drop/add period. "X" grades are accepted 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 changes within one year, the "I" grade becomes permanent and will remain on the students' transcripts. Additional information regarding incomplete grades can be found at [asu.edu/aad/manuals/ssm/ssm203-09.html](http://asu.edu/aad/manuals/ssm/ssm203-09.html).

**B. Medical/Compassionate Withdrawal:** There are appropriate circumstances when students may need to withdraw from the university (i.e., medical withdrawal, compassionate leave). The policies for such withdrawals are the same for both undergraduate and graduate students. An approved Medical/Compassionate Complete Withdrawal is valid toward meeting the continuous enrollment policy.

### C. Leave of Absence

Students planning to discontinue enrollment for a semester or more must request approval for a leave of absence. A student may petition the Graduate College for a leave of absence for a maximum of two semesters during their entire program.

**Requests should have enough detail to understand the situation thoroughly and**

**include a plan for continuing in a future semester.** The Graduate College dean must approve a petition for a leave of absence endorsed by the student's supervisory committee members and the head of the academic unit. **This request must be filed and approved before the anticipated absence.**

An approved leave of absence will enable students to re-enter their program without applying to the university. **Students who do not enroll for a fall or spring semester without an approved leave of absence by the Graduate College are considered withdrawn from the university under the assumption that they have decided to discontinue their program.** A student removed for this reason may reapply for admission to resume their degree program; the application will be considered along with all other new applications to the degree program.

A student on leave is not required to pay fees but is not permitted to place any demands on university faculty or use university resources. These resources include university libraries, laboratories, recreation facilities, and faculty time.

#### **D. Maximum Time Limit**

Doctoral students must complete all program requirements **within a 10-year period.** The ten-year period starts with the semester and year of admission to the doctoral program. Graduate courses taken before admission that are included in the Plan of Study must have been completed within three years of the semester and the year of admission to the program (previously awarded master's degrees used on the Plan of Study are exempt). If coursework completed over 3 years ago is being applied towards a degree program as pre-admission coursework, the maximum time limit may be updated to reflect the start date of the pre-admission coursework.

The supervisory Committee must approve any exceptions, and the Graduate College dean ordinarily involves repeating the comprehensive examinations. The Graduate College may withdraw students who are unable to complete all degree requirements and graduate within the allowed maximum time limits.

#### **E. Satisfactory Progress, Academic Probation, Progress Probation, and Withdrawal from the DEng Program**

At the end of the student's first completed semester and every semester after that, the school will conduct an audit to determine if the student is maintaining the required minimum satisfactory progress, including progress on academic (GPAs and deficiencies) and probationary issues. Any student who is not in compliance with the satisfactory academic/ progress requirements is notified that she/he is either

- on **Academic Probation** and is given the following nine (9) credit hours or two (2) semesters (fall and spring) to bring the GPA up to the proper level **OR**
- on continued **Progress Probation** and is required to meet the conditions outlined in the continued probation letter.

Failure to properly remediate the GPA or the conditions outlined in the letter within the time frame will result in the school recommending that the student be dismissed from the program.

**Note:** Fully admitted students who take optional summer courses are placed on Probation after the summer term if the earned grade(s) causes their GPA to fall below the satisfactory progress GPA minimum.

If applicable, the above-noted audit will also review each student's progress toward removing enrollment deficiency courses and any other degree requirement milestone(s). Failure to satisfactorily complete all deficiency course(s) and/or required milestones by the stipulated deadline may result in a recommendation for dismissal to the Graduate College.

Each semester, the Doctor of Engineering Program reviews students' files for satisfactory progress toward completing the degree. All students who do not meet on one or more of the four categories are placed on Probation or withdrawn from the program:

- 1) Satisfactory Progress
- 2) Academic Probation
- 3) Progress Probation
- 4) Withdrawal from the DEng Program.

### **1. Satisfactory Progress**

A student has no academic and progress probationary issues. In addition to the probationary rules, satisfactory progress includes communication with the student's Committee Chair each semester regarding their progress.

### **2. Academic Probation**

Academic probation pertains to grades that might affect Program and University policies including graduation. The following are notices/letters you will receive if one of these pertains to your academics:

- GPA below 3.0 in approved iPOS courses
- Cumulative GPA (post-baccalaureate) below 3.0
- 500-level and above (graduate) GPA below 3.0
- Any assigned deficiencies listed in the admission letter are not completed by the specified deadline.

A student will achieve good academic standing by obtaining a semester 3.00 or better in the GPAs listed above by the time the next nine graduate hours are completed. A maximum of two semesters is allowed to complete the nine hours of graduate-level coursework to raise the GPA, whichever comes first. Coursework such as research and thesis registration for Z or Y grades cannot be included in these nine hours. Hence, it is strongly recommended students focus on improving their grades and meeting deficiency requirements. Students who choose to take graduate coursework and not enroll in deficiency courses will be subject to dismissal.

### 3. Progress Probation

Progress probation pertains to issues dealing with making progress toward a degree. The following are notices/letters you will receive if one of these pertains to your academics:

- Lack of progress toward completing the program admission deficiencies, as specified in your admission letter.
- Lack of progress toward completing the core courses within the first year.
- Failure to file an iPOS with the Committee Chair by the 2<sup>nd</sup> semester.
- Failure to take and pass the Applied Project.
- Failure to maintain regular contact each semester with the Committee Chair and make satisfactory progress toward completion of the dissertation.

### 4. Dismissal without an Appeal for Assigned Deficiency Courses

Students admitted with deficiency courses in their admission letter cannot complete the course within two attempts; their names will be forwarded to the Graduate College to be removed from the program. Once the Graduate College completes the removal process, it will be final. Students wanting to return to the program must submit a new application for consideration. If any medical or extenuating circumstances hindered your progress from completing the course(s), please act on it immediately rather than waiting for the outcome.

### 5. Withdrawal from the DEng Program

A student is recommended for **withdrawal from the DEng Program** if the student fails to meet the probationary standards in the semester mentioned in the probationary letter. The student will receive a letter from the DEng Program explaining the reasons for the withdrawal. The student will have **5 calendar days from the date of the letter** to appeal the decision. The DEng Graduate Program Committee (GPC) will review the case and make the necessary recommendations. The Graduate Program Chair, on behalf of the GPC, will provide a written explanation of the outcome. If the is favorable, the student must meet all the outlined requirements at the end of the specified period. The student must sign an agreement acknowledging the recommendations and the consequences if the agreements are not met. If the GPC recommends that the appeal is not granted in favor of the student, the Graduate Program Chair, on behalf of the GPC, will recommend to the Office of the Dean's Academic Affairs to withdraw the student from the DEng Program. All the appeal materials will be sent to the Ira A. Fulton Schools of Engineering Standards Committee to review the case. If the appeal is not granted in favor of the student, the Office of the Dean's Academic and Student Affairs will recommend to the Graduate College to withdraw the student from the DEng Program. Please refer to the Graduate College for policies and procedures or contact the graduate advisor in the SCAI Advising Center.

### F. Filing for Graduation

During the final semester, a student must file an application for graduation with the Graduation Office of the Registrar on My ASU. The student's approved final plan of

study (iPOS) must be on file with the Graduate College before the student can apply for graduation.

### **G. Academic Integrity**

The highest standards of academic integrity are expected of all graduate students, both in the academic coursework and in their related research activities. The failure of any graduate student to meet these standards may result in serious consequences, including suspension or expulsion from the university and/or other sanctions as specified in the academic integrity policies of individual schools and the university.

Violations of academic integrity include, but are not limited to, cheating, fabrication, tampering, plagiarism, or aiding and/or facilitating such activities. At the graduate level, students are expected to be familiar with these issues and each student must take personal responsibility for their work. Also, graduate students are expected to follow university guidelines related to the Student Code of Conduct. University policies related to academic integrity and code of conduct are available in the Office of Student Life, or at [Student Code of Conduct | Educational Outreach and Student Services \(asu.edu\)](#).

Unless explicitly allowed by your instructor, the use of generative AI tools to complete any portion of a course assignment or exam will be considered academic dishonesty and a violation of the [ASU Academic Integrity Policy](#). Students confirmed to be engaging in non-allowable use of generative AI will be sanctioned according to the academic integrity policy and FSE sanctioning guidelines.

### **H. Instructional Concerns and Course-Related Complaints**

Being part of a large university creates opportunities to learn from a diverse instructor population with different teaching styles and modalities for delivering course content. Courses are offered by a diverse set of faculties, including those who are research-intensive, those whose primary responsibility is teaching, and part-time faculty who are working in the field. Based on enrollment or modality of offering, faculty may also be supported by graduate student teaching assistants and graders. This diverse higher education delivery platform may differ significantly from the high school experience, and while it provides an opportunity to expand the student's ability to learn and develop problem-solving skills, concerns and conflicts with requirements and instructors may occasionally arise. SCAI students with instructional concerns should review and adhere to the following guidelines to attempt to resolve their issues. First and foremost, keep in mind that the faculty and advising staff are experienced, dedicated educators who are here to help you achieve your educational goals, but at the same time, as an engineering and computer science program, they have a responsibility to ensure standards are maintained and student outcomes are achieved before graduation. University culture recognizes the value of diversity in multiple dimensions as well as the presumption of expertise and academic freedom of the faculty.

### **I. Communicate with Your Instructor**

If you have a difference of opinion with your instructor or teaching assistant (TA) or have concerns about technical or administrative aspects of the course, visit the instructor or TA during office hours or contact them via e-mail (if you cannot visit them during the office hours). Express your concerns clearly and respectfully and ask for help. Be sure to provide succinct information about what you have trouble understanding in the course or your concerns. Instructors and TAs are here to help. Please remember that you are responsible for regularly studying the prerequisite knowledge/skills needed for a course, and regularly studying the material taught in the course. The teaching staff may be unable to help you with your problem if you lack the pre-requisite knowledge/skills or have not been keeping up with the course material. As a guideline, you should be spending three hours studying every week for -each hour of course credit. Thus, you should schedule 8-10 hours each week to devote to each 3-credit course. Also, make sure to resolve the issues as soon as they occur and maintain all documentation. For example, if the assignment instructions are unclear, get the clarification on the day the assignment is assigned and do not wait until the deadline.

If, after communicating with your instructor or TA, you are still having problems in the course, connect with your academic advisor to understand your options moving forward.

### **J. Connect with Your Graduate Program Chair**

If you are unable to resolve the concern after initial contact with the instructor or the TA, and you have met with your academic advisor, you should then contact the Graduate Program Chair for your major (or the department offering the course). The Graduate Program Chair will confer with the instructor and/or TA to better understand the concern and try to resolve the problem. Please note that before meeting with the Graduate Program Chair, you should have made a reasonable effort to meet with the course instructor (not just the TA) and get the issue resolved. When contacting the Graduate Program Chair provide all the relevant details such as the course syllabus, assignment handout, e-mail exchange with the instructor, etc. so that the Graduate Program Chair can promptly act on your concerns. Please be brief and precise in the description of your concerns. In some cases, the Graduate Program Chair would like to meet you. When coming for the meeting, please bring along all the relevant documents.

If the instructional concern is not resolved with the program chair or the department offering the course, contact the Associate Dean of Academic Affairs Office for the college offering the course for assistance through the grade grievance process <https://engineering.asu.edu/grade-grievance/>.

### **K. Remain Focused**

When faced with instructional concerns, it is important to remain focused on the rest of the course while addressing specific areas that are under review. Be sure to stay connected with your academic advisor if there are any changes in your situation.

NOTE:

- Misrepresentation of facts or disrespectful behavior when confronting your instructor or teaching assistant is considered an academic integrity violation
- Maintain all documentation
- Act proactively and promptly

**L. In Summary: Guidelines for Avoiding Problems**

- Be sure you have the necessary pre-requisite knowledge before starting a course
- Attend class and online exercises regularly
- Devote time each week to studying to avoid getting behind.
- Contact the TA (if assigned) or instructor during office hours at the first sign of trouble and come prepared to ask precise questions and to explain your difficulty.
- Accept the fact that you grow intellectually and professionally by being challenged and learning to deal with diverse expectations and environments.

**M. Process for Resolving Conflicts in Grading, Course Expectations, etc.**

- Contact the TA (if available) or instructor to explain your concern and seek resolution.
- If the TA/instructor has attempted to assist you, but you are still having an academic difficulty that is causing personal stress or hindering your academic success, see your Academic Advisor.
- If the TA/instructor is not responsive or does not provide a legitimate response/accommodation, then contact your Graduate Program Chair.
- If you still feel there is a legal, ethical or procedural violation that is victimizing you, contact the Office of the Associate Dean of Engineering for Academic Affairs.
- Circumventing this process will be considered a violation of professional ethics and protocol.