
Industrial Engineering

Ph.D. Graduate Handbook

2024- 2025

**MANUAL OF THE PH.D. DEGREE IN
INDUSTRIAL ENGINEERING**

ARIZONA STATE UNIVERSITY

2024- 2025

IE graduate degrees, please contact:

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I. Introduction to the Industrial Engineering Program

The Industrial Engineering (IE) program at the Ira A. Fulton School of Engineering at Arizona State University (ASU) offers an advanced academic program leading to the Doctor of Philosophy (Ph.D.) degree. The program requires core and elective coursework, qualifying, comprehensive exams, a written dissertation, and an oral defense of the dissertation. The Ph.D. degree is offered to exceptional students who have completed, with distinction, a bachelor's or master's degree in engineering or a closely related field.

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.

We envision a 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 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/.

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 Industrial Engineering program. In most cases, the difference is that the IE 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 email and posted on the SCAI website.

III. Student Resources

All students are expected to become familiar with university and program policies and procedures and abide by the terms set forth. Information will be emailed and will be available online. Please visit the following websites:

- The Graduate College – <http://graduate.asu.edu> .
- Graduate College Policies and Procedures – <https://graduate.asu.edu/policies-procedures>
- The Industrial Engineering Program – <http://SCAI.engineering.asu.edu/forstudent/graduate/industrial-engineering/>
- The International Student and Scholars Center– <https://issc.asu.edu/>, if applicable.
- 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.
- [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. Faculty Responsibility

The members of the faculty of Industrial Engineering have diverse backgrounds and knowledge. They are available to assist you in your plan of study and your educational and career goals. We encourage you to take the opportunity to make individual appointments with faculty members with whom you have common interests. Please refer to a list of the faculty names, areas of expertise, and research interests at the end of this handbook.

VI. Admission and Eligibility to the Doctoral Degree Program

The Industrial Engineering doctoral degree requires a background in engineering, math, statistics, physical science, or a closely related field. 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 IE doctoral program, students are required to have completed 3 semesters, or 9-12 credit hours, of Calculus, including Multivariate Calculus.

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.

C. Application Deadlines

January 15 for fall and September 15 for spring:

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

D. Transcripts

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

E. GRE Scores- Optional

All students can submit (not needed) official **General** Graduate Record Examination (GRE) scores directly to the Office of Graduate Admission to strengthen their overall application. The average GRE scores for students admitted into the Ph.D. program have typically been around 151 Verbal, 163 Quantitative, and 4.0 Analytical. However, admission decisions are made based on the entire application packet. We do not require specific subject GRE scores. The ASU Institution code is 4007. If a department code is required, use 0000 for GRE.

F. 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 (IETLS) scores. IE uses an average score of 575 (paper-based) or 90 (internet-based) for TOEFL, 7 for IETLS, 65 for Pearson, or 115 for Duolingo for admission. Note that your application will not be processed until the university receives official English Proficiency scores, which are valid for two years from the start date of the degree program. Exemption from the English Proficiency requirement can be determined by visiting the Graduate Admission site under [English Proficiency](#). Please address all English Proficiency questions with the Office of Graduate Admissions. The ASU institution code is 4007. If a department code is required, use 99 for TOEFL.

G. Personal Statement

The application must include a personal statement. The statement should: 1) explain professional goals and reasons for desiring to enroll in the doctorate program; 2) describe any research experiences; 3) indicate personal research interests; and 4) identify two (2) or three (3) ASU IE faculty with matching research interests.

H. Curriculum Vitae (CV) or Resume

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

I. Letters of Recommendation

IE requires three (3) letters of recommendation of which at least one must come from a former faculty. There is no standard form for letters of recommendation. Our current

application process allows students to electronically submit the recommenders' names and the emails of the recommender while completing the application. In turn, the Office of Graduate Admission sends an email to the recommender alerting them to go online and submit a recommendation. Without direct conflict of interest, we encourage letters from people who know you well, such as teachers, professional associates, and supervisors. Ask people who can comment on your academic, emotional, intellectual, and professional development.

J. GPA Requirement

Students applying directly from an undergraduate program must have a minimum cumulative GPA of 3.5 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 3.5 for the last degree awarded.

K. Application Evaluation

Several factors are considered when evaluating a student's application: the student's cumulative GPA, major, institution, personal statement, letters of recommendation, standardized test scores, and performance in individual courses.

L. Admission Deferrals

Students may defer their initial start semester and year of admission to one (1) semester with the recommendation of the degree program. Requests for deferrals must be submitted by the start of the term of original admission. Students who miss the deferral deadlines will be required to submit a new application.

M. Notice of Admission

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

N. Deficiencies

Deficiency courses may be assigned depending on an applicant's prior academic preparation and accomplishments. Deficiencies are to ensure adequate background preparation. Please note that deficiencies are not intended solely as prerequisites for graduate coursework; they also satisfy the breadth requirement for all graduates of IE.

Below is a list of prerequisites along with the associated ASU course numbers:

- CSE 110 – Principles of Programming
- CSE 205 – Object-oriented Programming and Data Structures
- MAT 242 – Elementary Linear Algebra
- IEE 380 – Probability and Statistics for Engineering Problem Solving
- IEE 376 – Operations Research Deterministic Techniques/Applications
- IEE 470 – Stochastic Operations Research

Deficiency coursework completed with a grade of "C" or better at the undergraduate level satisfies the requirements. A "B" or better grade is required for all assigned deficiency coursework at the post-baccalaureate level. International coursework is evaluated differently.

All students assigned with a deficiency in their admission letter have three (3) options to meet the assigned deficiency: Waiver process, Test-out exam, or enrolling in the course and passing with a grade of "B" or better. Deficiency courses must be successfully completed within a year of starting the program.

Students must submit the Deficiency Waiver Options 1 and 2 before the first day of the semester of the admission term.

Option 1: Waiver Process

Students wishing to have their course syllabi examined as evidence that deficiencies have been satisfied must submit a petition. The request is required to be submitted using the [Petition for Reevaluation of Deficiency Course](#) form. Please include all supporting documents such as a syllabus, catalog description, and university transcripts (including the grade scale). These documents are to prove that you have met the requirements. Be advised that the documents uploaded during the admission application have been evaluated. Therefore, a reevaluation petition should only be submitted if there is new information to share. Once the petition has been reviewed, it is final. There will be no future petitions or consideration requests. If the petition is not approved after the evaluation, the student may choose to take the deficiency test-out examination.

Option 2: Deficiency Test-Out Exam

Before fall and spring semesters, an online deficiency test-out exam (Career Catalyst) is provided to allow students entering with deficiencies (listed in the admission letter) to take a test. The exam establishes whether the student possesses basic knowledge of the course material sufficient to have an assigned deficiency waived. Each subject examination costs \$59, payable at the time of registration. **This scheduled testing period is the only opportunity for deficiency test-outs. No other future arrangements will be made for students to test out of assigned deficiencies.** There are no exams for CSE 110, CSE 205 and MAT 242.

Students have until the **day before the first day of the semester of the admission term** to pass the CPE exam and submit the proof of completion to:

<https://fultonapps.asu.edu/deficiency/>. Students who do not meet this deadline will be required to complete the assigned deficiency course.

Option 3: Enrolling in the Course

Students who could not clear their assigned deficiency through the waiver process or deficiency test-out exam are required to enroll and pass the course(s) with a grade of "B" or higher in their first year in the program. A student has a total of two (2) attempts to clear the deficiency.

O. 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. Doctoral Degree Requirements

Degree requirements for the Ph.D. include a minimum of 85 semester hours beyond the bachelor's degree and deficiency courses. A maximum of 30 credit hours taken during the master's degree can be applied to a Ph.D. degree if coursework is approved as applicable to the doctoral degree.

The Ph.D. is comprised of five (5) milestones, which all students are required to pass successfully before graduation:

- a. Completion of the core coursework,
- b. Passing the Qualifying Examination on the core coursework,
- c. Filing an approved Plan of Study,
- d. Passing the Comprehensive Examination and approval of the dissertation prospectus to advance to candidacy,
- e. Successful oral defense of an approved written dissertation.

Assigned deficiency courses must be completed within the first year of the program. A "B" or better must be achieved in each deficiency course. A "B" or better grade in a course that follows a prerequisite deficiency course does not waive this requirement.

A. Core Courses

All incoming students are required to complete the five (5) core courses. At least four (4) must be completed in the first year for full-time students or within two (2) years for part-time students.

The core courses are:

- IEE 605 – Foundations of Information Systems (3)
- IEE 620 - Optimization I * (3)
- IEE 622 - Optimization II (3)
- IEE 640 - Stochastic Processes* (3)
- IEE 670 - Mathematical Statistics* (3)
-

B. Qualifying Examination

Students will be tested for the Qualifying Exam on IEE 620, IEE 640, and IEE 670. Students should take the Qualifying Exam immediately after they are eligible. Each student must sit for the qualifying exam on the three (3) core courses and pass them prior to progressing in his/her academic degree. Students who fail are allowed only one re-examination on the subject(s) they fail the first time. The re-examination should be taken at the next scheduled examination date. To sit for the qualifying exam, a student is required to have the following: a cumulative and graduate GPA of 3.0 or higher; have obtained a grade of C or better for every core course; and have completed all assigned deficiency courses.

Note: For students who are interested in obtaining a Master's in Passing Degree through the Qualifying exam option, see Section VI.A.

C. Formulation of the Plan of Study:

After completing the core courses and passing the Qualifying Examination, students will be required to develop and submit a Plan of Study (iPOS) through MyASU. A minimum of 85 credit hours is required in the Plan of Study. The degree is comprised of one (1) major area (minimum of 18 credit hours) and two (2) minors (minimum of 9 credit hours each). The Plan of Study must have the following required minimum components:

1. Five (5) core courses (15 credit hours) (see previous *Core courses* for details)
2. Area & minor emphases coursework
 - Coursework of 42 credit hours beyond the core, of which at most 30 credit hours (subject to approval) from the master's degree are applied. The core courses can be applied to the major and two (2) minors. Similarly, the approved 30 credit hours from the master's degree can be applied toward the major area and the two (2) minors.
3. Academic preparation
 - IEE 594 Seminar and Conference (1)
 - IEE 700 Research Methods (1) – Take the semester before planning for the Comprehensive Exam/Prospectus. This course is generally offered in Spring; however, at times, it is offered in Fall.
 - IEE 790 Independent Study, IEE 584 Internship, or an additional one (1) hour of IEE 594 (1).
 - IEE 784 Teaching Internship (1)
4. Research & dissertation
 - IEE 792 Research or graduate coursework (12)
 - IEE 799 Dissertation (12)

A maximum of six (6) credit hours of 400 level coursework may be used on an approved iPOS (400 level courses taken for a grade of Pass/Fail cannot be included on an iPOS). Students must get approval from the Program Chair before enrolling in and completing 400 level coursework, except for the course that is a deficiency requirement. Courses with grades of "D" (1.00) and "E" (0.00) cannot be included in an iPOS.

D. Dissertation 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 necessary expertise to guide and evaluate research in the proposed dissertation area. Four (4) committee members are required, including the committee chair or two (2) co-chairs. The Chair and Co-chairs must be selected from the approved program list of graduate IE faculty by the Graduate College. On a case-by-case basis, an outside member can be given one-time approval to serve as the co-chair for a student's dissertation. The Committee must be made up of at least three (3) members who are part of the IE graduate faculty. The supervisory Committee must be approved by the IE Program Chair and by the Dean of the Graduate College before taking the Comprehensive Examination.

The first step in forming a Supervisory Committee is securing a Chair of the Committee. The student's responsible for an iPOS with the Committee Chair to be filed no later than the semester after completing the 24th credit or the second semester after taking the Qualifying Examination. It is also the joint responsibility of the student and his/her 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.

E. Comprehensive Examination and Dissertation Prospectus

The Comprehensive Examination can be scheduled after passing the qualifying exam. The comprehensive exam must be taken no later than the semester following the semester in which the 57th credit of iPOS coursework is completed. The comprehensive examination and the dissertation prospectus are separate processes, culminating in the oral comprehensive examination. The committee chair will advise the student of the expectations of the exam.

The student first plans to schedule five (5) weeks for examination with the advisory committee chair. Care must be taken to ensure that the entire examination will fall into one (1) of the two (2) regular semesters. The exam consists of two (2) parts: a) a written exam; and b) an oral defense on both the Comprehensive Exam and the Dissertation Prospectus. While separate, the two (2) oral portions of the exam may be held at the same time. **The student is required to bring a Report of Doctoral Comprehensive Examination and Approval of the Ph.D. Dissertation Prospectus forms are available on the SCAI [website](#) for the oral examination. After completion of the examination, the Chairperson should submit the form to the Graduate Academic Advisor or email it to scai.grad.tempe@asu.edu .**

Important! Check List Before Starting the Comp Exam:

1. An Interactive Plan of Study (iPOS) must be approved.
2. All committee members must be listed in the iPOS.
 - a. Please see the Dissertation Supervisory Committee section regarding requirements and paperwork.
 - b. The committee request must be requested and approved electronically through the iPOS tab on your MYASU to start your comprehensive exam.
3. A student must be in good academic standing regarding GPA requirements before taking the doctoral comprehensive examination.
4. You must be registered in at least one graduate-level credit hour during the semester in which the exam is held.

The five (5) weeks will be spent as follows:

1. The student will submit a research proposal to the advisory Committee. Guidelines for proposals are presented in the Dissertation Prospectus below.
2. The committee members will submit a written question(s) to the Dissertation Chair of the Committee one week after submission of the research proposal. These questions should relate to the research area suggested by the student or to the

- coursework taken by the student.
3. The student will have 17 consecutive calendar days to develop written responses to the questions. The candidate should submit one (1) complete, bound set of answers to all questions to each committee member.
 4. The general knowledge oral portion of the examination will be held within two (2) weeks of submission of the written responses. This examination typically lasts about two (2) hours and will be primarily related to the research area, the student's written responses, and the dissertation prospectus. Appropriate fundamental concepts associated with dissertation topic may also be covered.
 5. The final Pass/Fail is determined based on the combined responses to written and oral examination questions. A majority vote by the Committee and a passing vote by the committee chair are required to pass.
 6. Passing the prospectus examination makes the student a candidate for the Ph.D. degree. The Graduate College will inform the student and IE Office when candidacy is granted.

Retaking the Exam

Failing the comprehensive examination(s) is considered final unless the supervisory Committee and the head of the academic unit recommend and the Dean of the Graduate College approves a reexamination. **Only one (1) re-examination is permitted.** A petition with substantial justification for reexamination, endorsed by the members of the students' supervisory Committee and the head of the academic unit, must be approved by the Dean of the Graduate College before students can take the examination a second time.

Re-examination may be administered on a timeline recommended by the committee chair and made in consultation with the Committee, which should be no later than 12 months from the original examination date. The Graduate College may dismiss a student from the degree program if the student's petition for re-examination is not approved, or if the student fails to successfully pass the retake of the comprehensive examination(s).

Students choosing to appeal the results of their comprehensive examinations must follow the grade appeals process outlined by their academic unit.

Students who have received a final result of failure in the comprehensive examination will be recommended for dismissal by the Academic Unit.

The Dissertation Prospectus

The dissertation prospectus is a research proposal that precedes the dissertation. It is a document that introduces the doctoral student's proposed original contribution to the field of industrial engineering. This document will be created through doctoral research and writing of the dissertation. The prospectus should raise an important issue in the field and discuss the issue's contribution to discipline. The doctoral student should work with their advisor or co-advisors to prepare the prospectus. The committee members review the prospectus for originality and contribution. An oral delivery and a committee review of the Dissertation Prospectus should be scheduled after the committee member's review. This oral prospectus defense is a part of the Comprehensive Exam and may be held in

conjunction with the general knowledge defense.

While the format of the proposal is up to the committee chair, the written proposal document typically contains:

1. A title page with the author's name, committee members' names, institution, and date.
2. A table of contents.
3. An introduction explaining the nature of the research.
4. A clear statement of the research problem.
5. A thorough review of all relevant literature.
6. An argument that the problem is of sufficient relevance and importance to study.
7. A description of the proposed methodology and argument for its acceptability.
8. A statement of the expected contributions of the research.
9. A plan/schedule for completion of the research.
10. A complete bibliography following an accepted style.

The final version of the proposal is a binding agreement between the student and the Committee and will be enforced by the IE Program. Satisfactory completion of the research, as outlined in the proposal, will result in an approved dissertation. Following the approval of the written dissertation, the student must schedule and pass a final oral defense.

Failure of the proposal/prospectus oral defense is considered final unless the supervisory Committee and the head of the academic unit recommend and the Dean of the Graduate College approves a second proposal defense. If a second defense is approved, students must submit the new prospectus by the end of six (6) months (beginning from the date that the first PhD dissertation proposal defense was held). If the academic unit does not grant the students permission to retake the proposal defense, or if the students fail to pass the retake of the proposal defense, the Graduate College may dismiss the students from the degree program

F. Dissertation Defense and 10-Day Rule

Defense of a dissertation comprises submission of an approved dissertation followed by its successful oral defense. Students are required to submit a paper based on the dissertation research to an IE-related refereed journal before the final examination. They are strongly encouraged to present a conference paper(s) on their work during the research. These publications are usually jointly written with the advisor and other appropriate faculty. Successful oral defense of the dissertation fulfills the IEE 799 requirement.

Students must be physically present at the oral defense of their thesis or dissertation. It is expected that oral defenses will be held on an ASU campus (for in-person defenses) and during regular business hours (8 am-5 pm AZ Mountain Standard Time) to facilitate student, faculty, and public accessibility. A student can include a virtual link to encourage audience attendance. When sound educational reasons exist for holding a defense under different circumstances, contact the Graduate College for approval before scheduling the defense.

All student supervisory committee members must attend the final oral defense of a thesis or dissertation. However, some situations (e.g., faculty travel, faculty emergencies and/or faculty leave) may necessitate holding a defense with one or more committee member(s) absent. The committee chair must be in attendance. However, if a committee member cannot attend, a qualified substitute must be appointed to **participate** in their place. The substitute should be a regular faculty member within the academic unit. In these circumstances, the Graduate College must be notified with the name of the member who will be absent, the faculty member who will attend as a substitute, and the student's name and ID number. This information must be submitted before the defense. More details on absent committee members can be found [here](#).

Once a defense has been scheduled and approved in the iPOS, students must submit (within 10 days) a complete draft copy of the thesis/dissertation to be defended. This is done by uploading the document to their Interactive Plan of Study.

Steps to Preparing for Your Defense

Before defense

1. Obtain a consensus of approval from the committee chair and the members to proceed with the oral defense.
2. Schedule a date and time with your committee for the oral defense.
3. Important: Ensure that a minimum of 50% of the official Committee is physically present at the defense. The defense must be rescheduled if at least 50% of the Committee cannot be physically present.
4. Visit the Graduate College website to become familiar with the dates and deadlines on format approval and oral defense.

10 days before the defense

These steps are required to be completed before 10 business days from the date of the oral defense.

1. Follow the instructions [here](#) to reserve a room with SCAI.

2. Schedule your defense through your iPOS/My ASU.
3. Submit a [defense announcement](#) request to the SCAI main office. You will need to include your dissertation title, abstract, full names of your committee members, defense date/time/place, and your name as you want it to appear on the announcement.

On the day of the defense

1. Set up all your equipment at least one half-hour before your presentation to ensure it works.

After the defense

1. Your committee will discuss the results of the exam with you and may have additional comments for you. In the end, the Committee will make a recommendation: Pass, Pass with minor revisions, Pass with major revisions, or Fail.
2. Failing the dissertation defense is final.
3. Revisions are normal and are expected to be completed within a one (1) year period. This includes remaining registered until the finished document has been uploaded through MyASU on ProQuest.
4. Follow the steps on MyASU to upload your final dissertation through the Graduate College and ProQuest.

VIII. General Information

A. Master's in Passing

After completing 30 credit hours in the Ph.D. program and successfully passing the Qualifying Exam, students can request a Master's in Passing. For students to be awarded the Master's in Passing, the 30 completed credit hours must include 15 credit hours of core coursework. The Graduate Academic Advisor will help eligible students file a Master's in Passing Plan of Study (MIP/IPOS). Students must then file for graduation, which includes an application fee.

Note- The Master's in Passing has a **culminating event** requirement. This requirement consists of a written project. Due to university rules, the project can be completed during the Fall, Spring, or summer to count toward degree requirements. PhD students interested and eligible to obtain the Master's in Passing degree have three (3) options to satisfy their culminating event requirements: (1) Register for one (1) graduate-level credit hour during the semester that they take the Qualifying Examination and use the Qualifying Examination as the culminating event; (2) Participate in the M.S. Project offered in fall and spring semesters each academic year; or (3) Use the written portion of their Ph.D. Comprehensive Examination when scheduled in a spring or fall semester.

Please communicate your intent to the Graduate Advising Team in advance.

B. Research Standards for Publication of Dissertation

Graduate research is the study of an issue of sufficient breadth and depth to be publishable in an IE-related journal. The effort should reflect a minimum of 1,500

hours of thoughtful work for a dissertation (Ph.D.). The research should follow the scientific method and thus be both objective and reproducible. The dissertation should demonstrate an independent, original, and creative inquiry. Predefined hypotheses or developmental goals and objectives that can be measured and tested should be included. The document should demonstrate written English proficiency and conform to the Graduate College format guidelines. For more information on format guidelines, please visit the Graduate College [website](#).

C. Financial Assistance and/or Fellowships

The Industrial Engineering Program's goal is to provide support to all incoming Ph.D. students. According to the student's academic performance and past academic research, funding offers will be extended to individual students with the highest academic achievements. We encourage students to highlight their scholarly achievements in their statements and resumes.

Other sources of financial assistance is available on the following websites:

- Financial aid: <https://students.asu.edu/financialaid>
- Graduate College: <https://graduate.asu.edu/pay-for-college>
- Fulton: <https://graduate.engineering.asu.edu/graduate-fellowships/>

D. Continuous Enrollment

Once admitted to a graduate degree program or certificate program, students are required to be registered for at least one (1) credit hour during all phases of their graduate education. This requirement includes the terms in which they are admitted and graduate. This also 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 (792), thesis (599), dissertation (799), or continuing registration (595, 695, 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 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 and will remain on the students’ transcripts. Additional information regarding incomplete grades can be found [here](#).

E. 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 undergraduate and graduate students. An approved [Medical/Compassionate Withdrawal](#) is valid for meeting the continuous enrollment policy.

F. 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 (2) semesters during their entire program. **Requests should have enough detail to understand the situation fully and should 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 students 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 re-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. Their application will be considered along with all other new applications to the degree program.

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

G. 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 (3) 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). Coursework completed over three (3) years ago can be 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 and the Graduate College dean must approve any exceptions. This 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.

H. Maximum Credit Load

SCAI students on the Tempe campus are limited to a maximum of 11 credit hours per semester unless they hold an RA/TA position. After the first semester, students in good academic standing may submit an overload request for permission to enroll in 12 credit hours. The 12 credits are the maximum allowed credit enrollment for SCAI graduate students.

I. Registration Requirements for Research Assistants (RA) and Teaching Assistants (TA)

Students awarded an assistantship **within** the Ira A. Fulton School of Engineering are required to be registered for 12 credit hours. Audit credit hours do not count toward the 12 required credit hours.

Students who obtain an assistantship **outside** the Ira A. Fulton School of Engineering must be enrolled in at least six (6) credit hours. Enrollment in continuing registration (IEE 795) does count towards the 6-hour requirement.

Students with TA/RA .50 FTE appointments (i.e., 20 hours per week), who are appointed within the first 8 weeks of a semester during the academic year, receive an award covering tuition for the semester. Students with TA/RA .50 FTE appointments during the summer session(s) receive an award covering tuition.

Students with TA/RA .25–.49 FTE appointments (i.e., 10–19 hours per week), who are appointed within the first 8 weeks of a semester during the academic year, receive an award covering 100% of the nonresident portion of tuition and an award covering 50% of the remaining tuition for the semester. Students with TA/RA .25–.49 FTE appointments during the summer session(s) receive an award covering 100% of the nonresident portion of tuition and an award covering 50% of the remaining tuition.

The university provides an award covering the premium for individual health insurance for teaching and research assistants/associates who meet the minimum eligibility requirements during the duration of their appointment (coverage periods are August 16–January 15 and January 16–August 15). These are:

- appointment at 50% time (20 hours per week)
- hired as a TA or RA no later than the end of the eighth week of classes of the semester

There are *four* ways a student can fulfill the English language requirement. Any of the following will fulfill the language requirement.

There are three possible outcomes:

- **Fully certified** – The graduate student may be given full teaching responsibilities

- **Certified with qualifications** – Depending on a department’s internal guidelines, the graduate student may possibly be able to teach lab classes, tutor, teach online classes where speaking is not required and/or be a grader.
- **Not certified** – students not attaining the scores presented below may not be given any type of teaching responsibility.

1. **SPEAK test** - The SPEAK Test is administered on the ASU Tempe campus by Global Launch multiple times a year. Only SPEAK scores from Global Launch are allowed.

Scores: full certification = 55+
certified with qualifications = 50

2. **IELTS test** – Speaking section score only

Scores: full certification = 8
certified with qualifications = 7.5

3. **TOEFL iBT** – Speaking section score only

Scores: full certification = 26
certified with qualifications = 24

4. Complete the ITA Teacher Training Course with a score of ‘certified’

(Please note that the scores referred to above are only valid for two (2) years.)

J. Satisfactory Progress, Academic Probation, Progress probation, and Withdrawal from the IE Program

After each semester, the school will conduct an audit to determine if the student is maintaining the required minimum satisfactory progress. This includes 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 9 credit hours or two 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 review each student’s progress toward removing enrollment deficiency courses and/or 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 Industrial Engineering Program reviews students' files for satisfactory progress toward completing the degree. All students who do not meet 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 IE Program.

1. Satisfactory Progress

Student is meeting all program requirements. For doctoral students, satisfactory progress includes communicating each semester with the student's committee chair regarding his or her progress.

2. Academic Probation

A student whose grades 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.
- The deficiency course grade is below "B".

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

A student under probation who is not making progress towards a degree. The following are notices/letters you will receive if one of these pertains to your academics:

- Lack of Progress toward removing deficiencies as listed in your admission letter.
- Lack of progress toward completing Ph.D. program admission deficiencies, as specified in your admission letter.
- Lack of progress toward completing at least four of the five core courses within the first year for full-time students or two years for part-time students (see Section VI. A).
- Failure to take and pass the Ph.D. Qualifying Examination in compliance with the timeline and requirements stated in Section VI. B.

- Failure to file an iPOS with Committee Chair no later than the semester immediately after passing the Qualifying Examination (see Section VI. D).
- Failure to take and pass the Ph.D. Comprehensive Exam in compliance with the timeline and requirements stated in Section VI.E.
- Failure to maintain regular contact each semester with the Committee Chair and make satisfactory progress toward completion of the dissertation.

4. Withdrawal from the IE PhD Program

A student is recommended for **withdrawal from the IE Program** if she or he fails to meet the probationary standards placed upon in the semester mentioned in the probationary letter. The student will receive a letter from the Industrial Engineering Program explaining the reasons for the withdrawal. The student will have five **(5) calendar days** from the date of the letter to appeal the decision. The IE Graduate Program Committee (GPC) will review the case and will make the necessary recommendation. The Graduate Program Chair, on behalf of the GPC, will provide a written explanation of the outcome. If the result is favorable, the student will have to meet all the outlined requirements at the end of the specified period. The student will be required to 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 Dean's Academic Affairs to withdraw the student from the IE Program. The student appeal packet will be forwarded to the Ira A. Fulton Schools Standards Committee. The Committee reviews the student's case and makes the final ruling to Associate Dean and the IE Program. If the appeal is not granted in favor of the student, the Dean's Academic and Student Affairs will recommend that the Graduate College withdraw the student from the IE PhD Program. Please refer to the Graduate College catalog on policies and procedures or contact the graduate advisor in the SCAI Advising Center.

K. 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.

L. Academic Integrity

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

Violations of academic integrity include but are not limited to cheating, fabrication, tampering, plagiarism, or aiding or facilitating such activities. Students are expected to be familiar with these issues at the graduate level. Each student is expected to take personal responsibility for their work. In addition, 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 the University Provost, or at <https://provost.asu.edu/academic-integrity>. Students also should be aware of Ira A. Fulton Schools resources related to academic integrity: <https://engineering.asu.edu/integrity/>.

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.

M. IEE 584 Internship

IEE 584 Internship Curricular Practical Training (CPT) is an academic experience usually obtained in off-campus work settings, allowing the student to apply knowledge and skills gained in various classes. It is intended as a unique, hands-on learning experience to provide students with several valuable skills that they can use upon graduation from their graduate degree programs. Accordingly, it is not available to full-time or part-time workers regularly employed by the company where the internship is proposed.

The CPT is available to both domestic and international students. However, international students must work with the International Students and Scholars Center (ISSC) and submit additional documentation to obtain work authorization. Furthermore, international students are strongly encouraged to include a maximum of three separate CPT courses, IEE 584 (1 credit hour each as an integral part of their Program of Study, reflected by their approved iPOS. These credits are not part of the 85 mandatory credits (including the one credit required academic preparation option of IEE 790 or 594 **but not IEE 584**). Addition of the CPT course(s) should be done at the initial submission of the student's iPOS. The Internship course cannot be added to an approved iPOS once all coursework has been completed. Exceptions may be made if the internship is relevant to dissertation research.

The IE Program Chair will determine the need for a CPT internship in such cases in consultation with the Graduate Academic Advisor. Note that approval of an iPOS with the IEE 584 course confirms that the internship is an integral part of the degree requirements as planned by the student. An additional internship that is not part of the 85 credit hours can be removed from the iPOS. Note: Only internship courses can be removed from the iPOS. Courses that are approved as part of the overall degree program in the iPOS can only be substituted with another approved coursework.

Eligibility: To be eligible for an internship, a student must not be on academic probation (refer to section VI.g.2 in the handbook).

Who can participate:**Summer:**

- All students (domestic and international) can participate in an out-of-state or an in-state internship, full-time or part-time, in the summer semester if ALL their GPA's (graduate, iPOS, and CUM GPA) are at least a 2.5.

Fall/Spring:

- Students with all GPAs between 3.0 and 3.24 may participate in an in-state internship part time only in the fall and spring semesters. **Campus presence is required.**
- Students with all GPA's 3.25 or higher may participate in an out-of-state or in-state internship, part-time or full-time time, in the fall and spring semesters. **Campus presence is required.**
- During the regular Fall and Spring semesters, international graduate students in F-1 status must register for at least nine (9) credit hours to maintain full-time status.

Full-time CPT is 21 hours or more. Part-time CPT is 20 hours or less.

For students doing CPT in their last semester, the end date is the last day of finals (Fall/Spring) or last day of class (Summer).

Required documents and forms for the internship proposal must be submitted Online at least four weeks before the beginning of the semester in which the internship is planned. Students will not be able to request late-add registration of the IEE 584 Internship credit to their class schedule after the drop/add deadline of each semester. Students will be asked to enroll in the next session within the term.

An approved proposal is required before commencing the internship. The request will include a statement from the employer that indicates they understand that the work is to satisfy a degree requirement. A sample letter and other required forms are available on the [SCAI CPT website](#). Students must receive approval from their faculty advisor and the Graduate Program Chair before registering for IEE 584. To register for the IEE 584 – Internship, a student must have a cumulative, graduate, and iPOS GPA of 3.00 or above. A final Plan of Study must be filed with the Graduate College showing the Internship course before registering for IEE 584. All application materials for an internship must be completed by the last day of regular registration for any semester. The student must take classes that appear on the Plan of Study for the semester following the internship.

International students need to be aware of immigration policies and regulations, which may jeopardize their academic status. Hence, it is strongly recommended for international students to consult with the International Students and Scholars Center (ISSC).

All students (domestic and international) may take part in an Out-Of-State internship in the summer semester. The eligibility requirements for CPT internships remain the same as mentioned.

During the regular fall and spring semesters, international graduate students in F-1 status must register for a minimum of nine (9) credit hours to maintain full-time status and be enrolled in a minimum six (6) credit hours of in-person, on-campus coursework at the ASU Tempe campus. A maximum of three (3) credit hours of an online course is permitted. The IEE 580 Practicum course will not count as satisfying the 'student's "physical presence" at ASU. Students cannot take part in internships outside the Phoenix metropolitan area. In some cases, students may be approved to intern in Tucson or other nearby locations in Phoenix, if the student can prove they can physically attend their courses on campus.

Renegé: (verb) to fail to carry out a promise or commitment

It is unethical for students to continue to seek or consider other employment opportunities once an offer has been accepted. SCAI expects students to honor an acceptance and withdraw from all employment-seeking activities. Students who accept an offer from an organization and later renege/decline the offer will be prohibited from further requesting future CPT pending a meeting with the Associate Director.

A five-page [final report](#) is required at the end of the internship before a grade and credit is given. The final report must be submitted to the reporting supervisor for comments and then to the faculty advisor for grade assignment. Refer to the [SCAI website](#) for guidelines to prepare the final report.

N. IEE 790 Independent Study

Independent study is available for Ph.D. students. The student cannot combine IEE 790, 584, and 581 as part of the Plan of Study. The student must get written approval from the supervising faculty outlining the coverage of the content. The Independent Study form must be approved by the Graduate Program Chair, which will be placed in the student's file.

O. Student Chapters of Professional Societies

Our graduate students are involved in many professional societies. Most branches of Industrial Engineering have professional societies associated with them. Participation in professional societies is an excellent road to career and interest group connections. Student membership typically costs less than \$30 and includes many benefits, including a monthly magazine. Professors will happily sign a membership form that will entitle a student to reduced rates. The professional society for all areas of Industrial Engineering is the Institute of Industrial Engineers (IIE). The ASU student chapter of IIE was the first student chapter formed in the Industrial Engineering Program and has a long history, including many chapter awards. In 1999, a new student chapter of INFORMS, an operations research and management science professional society, was formed at ASU.

There are dozens of engineering student organizations and teams ranging from honors and professional associations to groups creating underwater robots, concrete canoes, and launching rockets. Student organizations are excellent opportunities to learn about career possibilities, as many student groups operate in conjunction with industry professional societies get involved today! Please visit <http://studentorgs.engineering.asu.edu/> for a list of engineering student organizations.

P. 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.

Q. 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 email (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 prerequisite 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.

R. Connect with Your Graduate Program Chair

Being part of a large university creates opportunities to learn from a diverse instructor population, each with different teaching styles and modalities for delivering course content. Courses are offered by a diverse set of faculties. Our faculty includes 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. The faculty and advising staff are experienced, dedicated educators. They are here to help you achieve your educational goals. They also 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.

Studying Suggestions

As a graduate student, you are expected to keep up with your coursework. If any assignment appears unclear to you, please contact your instructor immediately. A suggestion for hours dedicated to a class as homework are as follows:

- 8-10 hours per week for each 3-hour course credit for a 15-week course
- 18 hours per week for each 3-hour course credit for a 7.5-week course

Addressing Concerns with your Instructor

Should any concerns arise in class, please visit your instructor or TA/GSA during their office hours. Instructors and TA/GSAs are also available through email. They are here to help! Remember the student code of conduct when speaking with faculty.

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

Connect with your Program Chair

If you cannot resolve the concern after initial contact with the instructor GSA or TA, and you have met with your academic advisor, you should then contact the program chair for your degree (or the department offering the course). The program chair will confer with the instructor and/or GSA/TA to better understand the concern and try to resolve the problem. Please note that before meeting with the program chair, you should have made a reasonable effort to meet with the course instructor (not just the support GSA or TA) and resolve the issue. When contacting the program chair, provide all the relevant details, such as the course syllabus, assignment handout, email exchange with the instructor, etc., so that the 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, 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/> .

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.

In Summary, Guidelines for Avoiding Problems

- Be sure you have the prerequisite 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 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.

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

- Contact the TA or GSA (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 Program Chair.
- If you still feel a legal, ethical, or procedural violation 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.