SCAI GRADUATE CERTIFICATES

2026 - 2027 Handbook

Including Certificates in Lean Six Sigma Black Belt, Artificial Intelligence and Machine Learning, Big Data, Cybersecurity, and Software Engineering

Ira A. Fulton Schools of Engineering
Arizona State University

MANUAL OF THE SCAI GRADUATE CERTIFICATES

ARIZONA STATE UNIVERSITY

2026 – 2027

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I. Introduction to the School of Computing and Augmented Intelligence

At ASU's School of Computing and Augmented Intelligence (SCAI), we envision a society where secure, accurate, and current information is ubiquitously available; 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, inclusive excellence, multidisciplinary teaming, scholarship, and ethical behavior to advance knowledge and practice in computing, information, and decision technologies to enhance society.

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 Graduate Policies and Procedures and the program requirements. In these cases, the program has established higher standards. 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 posting on the SCAI website.

III. Student Responsibilities

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

- Graduate College policies and procedures - https://graduate.asu.edu/policies-procedures
- SCAI policies and procedures – https://scai.engineering.asu.edu/
- Ira A. Fulton Schools of Engineering – http://engineering.asu.edu
- International Students and Scholars Center – https://issc.asu.edu/, if applicable.

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 well-being. SCAI and ASU have compiled resources and best practices guides to help your educational journey. We encourage you to contact the SCAI Graduate Advising Office 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 Well-being – Proven ways to help graduate students better care for themselves under the increasing demands of graduate school.
- Success Coaches (Online students) - 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 (Online students) - 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 - 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.

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

Title IX protects individuals from discrimination based on sex in any educational program or activity operated by recipients of federal financial assistance. As required by Title IX, ASU does not discriminate on the basis of sex in the education programs or activities that we operate, including in admission and employment. Inquiries concerning the application of Title IX may be referred to the Title IX Coordinator or the US Department of Education, Assistant Secretary, or both. Contact titleixcoordinator@asu.edu or 480-965-0696 for more information. The office is located at 1120 S. Cady Mall, INTDSB 284. For information on how to make a report, please go to www.asu.edu/reportit/.

V. Faculty Responsibility

SCAI faculty members have diverse backgrounds and knowledge. They are available to assist you in your plan of study and your educational and career goals. Please refer to the SCAI website for a list of the faculty names, areas of expertise, and research interests.

VI. Admission and Eligibility

A. Eligibility

Lean Six Sigma Black Belt Graduate Certificate

Applicants must have earned a bachelor's or master's degree in any field from a regionally accredited institution. The following are the required prerequisite courses:

- CSE 110 Principles of Programming, or equivalent
- IEE 380 Probability and Statistics for Engineering Problem Solving, or equivalent
- MAT 267 Calculus for Engineers III, or equivalent

Artificial Intelligence & Machine Learning, Big Data, Cybersecurity, and Software Engineering Graduate Microcertificates:

Applicants are eligible to apply to the program if they have earned a bachelor's or master's degree in computing or a STEM-related field from a regionally accredited institution.

B. Application

All students are required to submit an application and all supporting materials to the Office of Graduate Admission https://students.asu.edu/graduate. The required fee must be paid before a student's application is reviewed and processed.

Application Deadlines

Please have all of the required documents submitted by the deadline to receive full consideration.

Certificate Program	Session	Fall	Spring	Summer
Lean Six Sigma Black Belt	A/C	July 1	October 1	April 1
Artificial Intelligence & Machine Learning	A/C	July 24	December 15	April 20
	B (online only)	September 17	February 16	N/A
Big Data	A/C	July 24	December 15	April 20
	B (online only)	September 17	February 16	N/A
Cybersecurity	A/C	July 24	December 15	April 20
	B (online only)	September 17	February 16	N/A
Software Engineering	A/C	July 24	December 15	April 20
	B (online only)	September 17	February 16	N/A

GRE scores are not required.

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

C. English Proficiency

The University requires all applicants whose native language is not English to demonstrate proficiency in the English language, regardless of their current residency. Applicants demonstrate proficiency by scoring at least 80 (if taken before January 21, 2026) or 4 (if taken on or after January 21, 2026) on the TOEFL iBT, 6.5 on the IELTS, or 105 on the Duolingo English test. **Note that your application will not be processed until the university receives official English Proficiency scores, which are valid for two (2) years from the start date of the degree program**. Visit the Graduate Admission English Proficiency site for other ways to demonstrate English proficiency: https://students.asu.edu/graduate/proficiency. Please address all English Proficiency questions with the Office of Graduate Admission. The ASU institution code is 4007. If a department code is required, use 99 for TOEFL.

D. GPA Requirement

To be considered for the certificate programs, we require a minimum cumulative GPA of 3.0 **in the last 60 credit hours** of the undergraduate degree. Applicants who have previously completed graduate-level coursework must have a minimum post-baccalaureate/graduate GPA of 3.0.

E. Application Evaluation

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

F. Notice of Admission

The admission committee submits its recommendation to the Office of Graduate Admission, which will then email the final admission notice to the applicant. You may check your application status on My ASU (my.asu.edu).

G. Admission Deferrals

With the approval of the degree program, students may defer their start semester for one semester per request, maximum two requests. 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. For more information, please visit the Graduate Admission site on deferring or canceling your graduate admission.

H. Pre-Admission Credits and Transfer Credit

All nine credit hours of the graduate microcertificate must be completed at ASU. This applies to the Artificial Intelligence and Machine Learning, Big Data, Cybersecurity, and Software Engineering Graduate Microcertificates.

No more than 20% of the minimum required credit hours for the Lean Six Sigma Black Belt graduate certificate may be transferred from another university. Transfer coursework must be reviewed and approved by the Program Committee and the Graduate College. All transfer and pre-admission coursework must meet the Graduate College policies. A student who wishes to transfer credits from another institution should contact a graduate advisor in the SCAI Advising Center to initiate the transfer credit process. **External transfer credits from another institution cannot satisfy core requirements; only approved pre-admission coursework completed at ASU may be applied..**

VII. Degree Requirements

A. Formulation of the Plan of Study

Students must submit a plan of study (iPOS) online through My ASU before the end of their first semester of attendance. The final iPOS is subject to approval by the Graduate

Program Chair. After approval at the school level, the iPOS is forwarded to the Graduate College for final approval. The iPOS must contain the required minimum number of credit hours of approved graduate-level work. Students need to be mindful of course anti-requisites at the time of registration.

B. Lean Six Sigma Black Belt Graduate Certificate

15 credit hours including the required capstone course (IEE 585)

Required Core (6 credit hours)
IEE 570 Advanced Quality Control (3)
IEE 581 Six Sigma Methodology (3)

Electives (6 credit hours) - Choose two
IEE 572 Design Engineering Experiments (3)
IEE 578 Regression Analysis (3)
IEE 573 Reliability Engineering (3)
IEE 561 Production Systems (3)
IEE 530 Enterprise Modeling (3)

Culminating Experience (3 credit hours)
IEE 585 Six Sigma Capstone (3)

- A grade of B or better in IEE 581 is required before a student can enroll in IEE 585.
- A minimum grade of B is required for capstone course IEE 585.

Culminating Experience
The required IEE 585 Six Sigma Capstone course involves a real-life six sigma project, conducted under the supervision of the course instructor. The project involves all of the usual and necessary components of the DMAIC (Define, Measure, Analyze, Improve, Control) process of the Six Sigma approach, in addition to the demonstration of a deep understanding of the problem and solution approach by the student. In particular, the student is expected to take leadership in the definition of the problem and the determination of the appropriate methods to address it, in the context of the define, measure, analyze, improve, and control steps. The project is conducted by the students throughout the semester, and are generally set up by the students.

The project and results have to be considered and evaluated by the champion at the organization sponsoring the project. In general, organizations require that the students communicate the results to several different parties. Hence, students generally get many opportunities to present their work, communicate their contributions to other relevant members of the team, and take ownership of their chosen problem of study.

C. Artificial Intelligence and Machine Learning Graduate Microcertificate

9 credit hours

Required Courses (9 credit hours)
CSE 571 Artificial Intelligence (3)
CSE 575 Statistical Machine Learning (3)
CSE 579 Knowledge Representation and Reasoning (3)

D. Big Data Graduate Microcertificate

9 credit hours

Required Courses (9 credit hours) - Choose three
CSE 511 Data Processing at Scale (3)
CSE 572 Data Mining (3)
CSE 575 Statistical Machine Learning (3)
CSE 578 Data Visualization (3)

E. Cybersecurity Graduate Microcertificate

9 credit hours

Required Courses (9 credit hours) - Choose three
CSE 531 Distributed and Multiprocessor Operating Systems (3)
CSE 539 Applied Cryptography (3)
CSE 543 Information Assurance and Security (3)
CSE 545 Software Security (3)
CSE 548 Advanced Computer Networking Security (3)

F. Software Engineering Graduate Microcertificate

9 credit hours

Required Courses (9 credit hours) - Choose three
CSE 535 Mobile Computing (3)
CSE 540 Engineering Blockchain Applications (3)
CSE 565 Software Verification, Validation and Testing (3)
CSE 566 Software Project, Process and Quality Management (3)

G. Sharing Credits with Microcertificates and Graduate Certificates

Credit hours earned in a graduate microcertificate or graduate certificate program can be applied towards a degree program, and credit hours earned in a degree program can be applied towards a graduate microcertificate or graduate certificate if:

- pre-admission policies are followed
- admission to the graduate microcertificate or graduate certificate occurred **prior to the completion of all courses required for that credential**

- the credits are not being shared as part of the MAS in advanced studies degree

If a student completes two graduate certificates, they may share no more than 20% of the total minimum required credit hours between the two certificates. Students may use all credits earned in a graduate microcertificate toward the requirements of a graduate certificate, master's or doctoral degree. **Credits cannot be shared between multiple microcertificates.**

Coursework from graduate microcertificates or graduate certificates may be shared with a degree program if the microcertificate or certificate was completed within seven years of admission to the degree program.

Culminating experiences may be shared between a graduate certificate and a master's degree, when appropriate. IEE 585 Six Sigma Capstone cannot be shared with the Industrial Engineering MS or PhD programs.

BS/MS Accelerated Master's Program Considerations
Accelerated Master's students who plan to complete a graduate certificate should take applicable 5XX courses as reserved credit or within their graduate career. Credits cannot "triple dip." In other words, if a course is used to satisfy undergraduate degree requirements, it may also be applied to either the master's degree or the graduate certificate, but not both.

VIII. General Information

A. Financial Assistance and/or Fellowships

There are limited funds for certificate students. Information regarding 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/

B. Continuous Enrollment

Students must be registered for at least one (1) 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, defending theses, or graduating from the degree program. Summer registration is also

required for students whose first matriculation term is summer and for those graduating in summer.

To maintain continuous enrollment, the credit hour(s) must satisfy one or more of the following:

- 500, 600, or 700-level graduate course
- 400-level undergraduate course that is a degree requirement on an approved iPOS
- Undergraduate course that is a progression requirement (deficiency course)

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 received for audit courses. All other grades, including “E,” “EU” and/or “EN” are considered valid registration for continuous enrollment purposes despite receiving no credit. “E” is a failing grade, “EU” is for failing and did not complete the course, and “EN” is for failing and never participated in the course. Undergraduate courses not included on the iPOS do not satisfy the Graduate College continuous enrollment policy.

Additionally, students completing work for a course in which they received an incomplete 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 completed 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 at asu.edu/aad/manuals/ssm/ssm203-09.html.

C. Medical/Compassionate Withdrawal

There are certain 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 Withdrawal is valid for meeting the continuous enrollment policy.

D. Leave of Absence

Students who do not plan to register for one or more semesters must submit a Leave of Absence request via their Interactive Plan of Study (iPOS). **This request must be submitted and approved before the anticipated semester of absence. Requests should have enough detail to fully understand the situation and should include a plan for continuing in a future semester.** A petition for a leave of absence must be approved by the Program Chair before it is forwarded to the Graduate College for review and approval. A student may petition the Graduate College for a leave of absence for a maximum of two (2) semesters during their entire program.

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 from the Graduate College are discontinued from the university.** 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 tuition and/or 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 and staff time.

E. Maximum Time Limit

Students admitted to a graduate microcertificate or certificate program for fall 2026 or after must complete all program requirements within two consecutive years. The maximum time allowance begins with the semester and year of admission to the program. Graduate courses taken before admission that are included on the iPOS must have been completed within seven years of the semester and year of admission to the program. If coursework completed over seven years ago is applied toward a graduate microcertificate or graduate certificate program as pre-admission coursework, the maximum time limit may be updated based on the start date of the pre-admission coursework.

Any exception to the time limit policy must be approved by the supervisory committee and the head of the academic unit. Exceptions of two or more years beyond the maximum time allowance require review and approval by the Dean of the Graduate College. The Graduate College may withdraw students who are unable to complete all certificate requirements and graduate within the allowed maximum time limits.

F. 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 maximum credit limit for SCAI graduate students is 12 credits.

SCAI students attending online are limited to 6 credits per session (12 credits per semester). After the first semester, students in good academic standing may submit an overload request for permission to enroll in more than 6 credit hours in a session. These requests will be reviewed on a case-by-case basis and are subject to approval.

G. Satisfactory Progress, Academic Probation, Progress Probation, and Withdrawal from the Certificate 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 requirements and probationary issues. Any student who is not in compliance with the satisfactory academic/ progress requirements is notified that they are either:

- on academic probation and are given the next nine (9) credit hours or two (2) semesters (fall and spring), whichever comes first, to raise the specified GPA(s) to the minimum requirement or
- on continued probation and are 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 towards satisfying any other degree requirement milestone(s). Failure to satisfactorily complete required milestones by the stipulated deadline may result in a recommendation for dismissal to the Graduate College.

Each semester, student files will be reviewed to ensure satisfactory progress towards completion of the program. All students are placed in one (1) of the four (4) categories:

1) Satisfactory Progress
2) Academic Probation
3) Progress Probation
4) Withdrawal from the program

1. Satisfactory Progress
The student is meeting all program requirements.

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.
- Overall post-baccalaureate GPA below 3.0.
- Overall graduate (500-level or above) GPA below 3.0.

A student is given the next nine (9) credit hours or two (2) semesters whichever comes first, to raise the GPA to 3.0 or better. Coursework that results in a Z grade (such as CSE/IEE 595), and courses taken for audit, cannot be included in these nine hours. Hence, it is strongly recommended students focus on improving their grades.

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:

- Failure to pass the culminating event (IEE 585 for the LSSBB Certificate) with a B or better.

4. Withdrawal from the Certificate Program

A student is recommended for **withdrawal from the program** if she or he fails to meet the probationary standards placed upon them in the semester mentioned in the probationary letter. The student will receive a letter from the 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 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 result 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 Fulton Engineering Dean's Office of Academic Affairs to withdraw the student from the 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 the Associate Dean. If the appeal is not granted in favor of the student, the Dean's Office of Academic and Student Affairs will recommend that the Graduate College withdraw the student from the certificate program. Please refer to the Graduate College Policies and Procedures or contact a graduate advisor in the SCAI Advising Center.

Students may be immediately recommended for dismissal from the certificate program for repeated violations of University, Fulton Schools of Engineering, and SCAI policies or for a single violation of these policies that the GPC judges to be particularly egregious (deliberate and negatively impacting many students).

H. Filing for Graduation

During the final semester, a student must file an application for graduation with the Graduation Office of the Registrar through MyASU. The student's initial plan of study (iPOS) must be approved with the Graduate College before the student can apply for graduation.

Students are eligible for the official posting of the graduate microcertificate or graduate certificate to their transcripts when all applicable coursework has been successfully completed and Graduate College requirements have been met (including a 3.0 minimum iPOS, Graduate and Cumulative GPA). Upon conferral, graduate certificates and microcertificates are noted as awarded Graduate Certificates on the transcript.

I. 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.

J. Engineering Student Organizations

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. Many of the 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.

K. 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

L. 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 faculty, 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 (TAs) and graders (GSAs). This

diverse higher education delivery platform may differ significantly from previous experiences. While this unique delivery platform expands a 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. 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. The university culture recognizes the value of diversity in multiple dimensions as well as the presumption of expertise and academic freedom of the faculty.

1. **Communicate 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. 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. 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 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.

2. **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 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://students.engineering.asu.edu/policies/grade-appeals/.

3. **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 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.

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.
- See ASU's policy for Grade Appeals https://catalog.asu.edu/appeal