

2020-2021

Program Handbook

Master's in Sustainability Leadership (MSL)

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1. Purpose of the Handbook

This handbook is designed to guide graduate students admitted to this degree program in the School of Sustainability (SOS) at Arizona State University (ASU). It provides information about degree requirements, resources, and policies and procedures essential to successful completion of the program.

While the handbook serves as an initial resource for answers to common questions, it is not all-inclusive of every SOS or ASU policy. When necessary, it provides links to review more complete information published elsewhere. Students are also encouraged to consult key faculty and staff when they have questions.

In addition to this handbook, primary references for graduate students are the ASU [Academic Catalog](#), Graduate College's [Policies, Forms and Deadlines](#) page including the [Policies and Procedures Manual](#) and the School of Sustainability's [Graduate Policies, Procedures and Forms](#) webpage, where an updated version of this handbook is posted each year.

2. Program Overview and Admissions

The program overview can be found on the School of Sustainability [Graduate Degrees and Programs](#) webpage. Application and admission information can be found on the School of Sustainability [Graduate How to Apply](#) webpage.

Credit Hours: 30

Courses:

- SOS 508: Pathways to Sustainability (3)
- SOS 509: Leading Sustainability Transitions (3)
- EMS 522: Mastering the Global Sustainability Context (3)
- EMS 523: Strategic Sustainability and Leadership (3)
- EMS 524: Sustainability Storytelling and Communications (3)
- EMS 525: Essentials for Transformative Leadership in Sustainability (3)
- EMS 589: Capstone Preparation (3)
- EMS 593: Applied Project (3)
- Elective (3)
- Elective (3)

Recommended Schedule:

Fall Start: Full-time

<u>Fall</u> Aug - Dec		<u>Spring</u> Jan - May		<u>Summer</u> Jun - Aug	Graduation	
A	B	A	B	A, B or C		
SOS 508: Path (3)	EMS 522: GC (3)	EMS 524: Comm (3)	EMS 589: Capstone Prep (3)	Elect (3)* (session A or B)		Can participate in spring graduation ceremony in May <hr/> Or, can participate in fall graduation ceremony in Dec
SOS 509: Trans (3)	EMS 523: Strat (3)	EMS 525: Lead (3)	Elect (3)*	EMS 593: Applied Project (3)** (session C)		
12 credit hours		12 credit hours		6 credit hours		

*Electives must be 500-level graduate courses.

**EMS 593 is only offered during Session C in Summer terms.

Spring Start: Full-time

<u>Spring</u> Jan - May		<u>Summer</u> Jun - Aug		<u>Fall</u> Aug - Dec		Graduation	
A	B	A	B	A	B		
SOS 508: Path (3)	EMS 522: GC (3)	EMS 524: Comm (3)	EMS 589: Capstone Prep (3)	EMS 593: Applied Project (3)	Elect (3)*		Can participate in fall graduation ceremony in Dec
SOS 509: Trans (3)	EMS 523: Strat (3)	EMS 525: Lead (3)	Elect (3)*				
12 credit hours		12 credit hours		6 credit hours			

*Electives must be 500-level graduate courses.

Above is a sample plan. It is anticipated that core courses will be offered each semester, including Summer, which allows students more flexibility with when they would like to take courses.

3. Provisional Admission

Students admitted on a provisional basis must successfully complete at least six credit hours in the first semester. Students must take SOS 508: Pathways to Sustainability **and** SOS 509: Leading Sustainability Transitions, EMS 522: Mastering the Global Sustainability Context or EMS 523 Strategic Sustainability and Leadership in the first semester.

All course grades must be high enough to yield a cumulative grade point average of 3.00, with no grades below C.

Provisional admits who fail to fulfill the requirement outlined above will be dismissed from the university automatically after the first semester. Those who fulfill the requirement will be upgraded to fully admitted (regular) status after the first semester, however, no letter will be sent by ASU. By being able to continue in the program, ASU recognizes that the provision has been lifted.

4. Role of Faculty and Staff in Advising

A list of [the School's faculty and instructors](#) as well as ASU's [Sustainability Scientists and Scholars](#) database can be found on the SOS website. The Sustainability Scientists and Scholars page includes faculty, staff and researchers across ASU with connections to sustainability.

a. MSL Program Advisor

The Program Advisor is available to students to help explain school and university policies and procedures. Any question about paperwork, university policies or services should be addressed first to the Program Advisor, who will answer the question or make a referral to the appropriate university office or personnel. Students can contact the MSL Program Advisor by email at OnlineMSL@asu.edu.

b. ASU Success Coach

ASU Online assigns a success coach to every online student. Upon registration for the first credit bearing class, the student will receive an email and/or a phone call from a success coach. The coach will be with the student throughout their program until graduation. The coach will collaborate with the student to overcome obstacles, discuss work, school, and life balance, and set long and short-term goals.

Each student's experience with their coach will be unique and tailored to the evolving needs of the student as they progress through their program. Success Coaches often set goals with graduate students on time management, life balance, skim reading, career development, repayment of loans and self-care.

If a major life event happens or if a student thinks they may need to change their enrollment (drop a class or withdraw from one or more classes or from the program or university), then they need to contact the MSL Program Advisor before making any changes.

c. MSL Committee

The School of Sustainability's MSL Committee is comprised of several faculty and staff who oversee the policies and procedures related to the MSL program. The committee reviews various forms and requests. If a situation arises where a student is put on probation or the situation escalates to the point of recommending the student be dismissed, the committee oversees these cases, including issuing letters to the student and advising on the appeal process.

5. Curriculum

a. Curriculum Summary

The program of study will comprise a minimum of 30 credit hours. In summary:

	Credits
Introductory Core Courses	6
Foundational Core Courses	12
Elective Courses	6
Capstone Courses	6
Total Credits Required	30

b. Introductory Core Courses

The following two introductory core courses are suggested early in the MSL program. SOS 508 is a prerequisite to the four foundational core courses and is required in the first semester. These courses cover fundamentals of sustainability and sustainability science, which gives beginning graduate students a broad look at sustainability that prepares them for future coursework in the field. These courses also introduce a variety of practical cases that serve as a foundation to apply different frameworks that help transition organizations toward being sustainable.

Course	Title
SOS 508	Pathways to Sustainability
SOS 509	Leading Sustainability Transitions

c. Foundational Core Courses

Students take four foundational core courses to provide them with knowledge and approaches related to: global context, strategic sustainability, communication and sustainability, and sustainability leadership.

Course	Title
EMS 522	Mastering the Global Sustainability Context
EMS 523	Strategic Sustainability & Leadership
EMS 524	Sustainability Storytelling & Communications
EMS 525	Essentials for Transformative Leadership in Sustainability

d. Elective Courses

Students must complete 6 credits of appropriate, 500-level or above elective credits as part of the degree program. Appropriate classes are those that relate to or support the student's capstone project or career development. MSL students have access to the "MSL Community" resource in Canvas which contains a list of elective courses taken by current and past MSL students.

e. Capstone Courses

Students must complete 6 credits of capstone courses. Within two courses, students design, implement, complete and present their capstone project. These two courses should be taken in the final two consecutive semesters of the program (in numerical order). For more details, see the Culminating Experience section of this handbook.

Course	Title
EMS 589	Capstone Preparation
EMS 593	Applied Project

6. Culminating Experience

Every student must complete a capstone applied project that meets school requirements for fulfillment of a sustainability master's degree. The capstone culminating experience helps students go from a place of

theory to hands-on implementation. The capstone is the student's theory in action: they will connect, network, leverage, test, adapt and finally implement their discovered area of change.

Students will learn how to do the following:

- Use project management strategy and tools to plan and implement different phases of a capstone project including a: proposal, feasibility study, final report and presentation (with Gantt and WBS charts).
- Collectively apply learning objectives from core courses to enact desired change; and
- Discover necessary stakeholders, integrate them into a project team and apply applicable roles and responsibilities.

MSL Capstone projects are group based and assigned. If, however, a student has a compelling project he/she would like to do on their own, they must fill out a checklist in EMS 589 expressing their interests and validating their choices. A small number will be approved depending on faculty bandwidth. Approval will be on a first come, first served basis. For students who are approved to do an individual project, EMS 593 cannot be taken in a Summer semester. Summer semesters are shorter and faculty need additional time to help students with their individual project.

a. Final Grades

Grading options and passing grades vary for some courses. Here is a guide to understanding how grades are used in particular courses and a link to ASU's grading scale (see grades and grading policies <https://students.asu.edu/grades>):

Course	Title	Final Passing Grade
SOS/EMS	Core MSL Courses	Must be a "C" or higher in order to graduate. However, students must maintain a cumulative GPA of 3.0 or higher.
EMS 593	Applied Project	Must be a "B" or higher in order to graduate
SOS/EMS 595	Continuing Registration	"Z" (this is the only class were a "Z" is the final grade)

Any "NR" (not recorded) grade on a transcript will prevent a student from graduating.

b. Publishing Deliverables

MSL students must submit a final copy of all deliverables and a completed [SOS Repository and SustainabilityConnect](#) form, which indicates how the documents can be shared, when, and to what extent. Students submit the deliverables and form as part of an assignment in their final capstone course, before the end of the semester. These items are required in order for the student to graduate, even if the documents cannot be published by the School.

The documents are archived on the [SustainabilityConnect](#) website, and in the [SOS Graduate Culminating Experience Collection](#) repository on the ASU library's website. SustainabilityConnect and the Repository serve as knowledge databases and a source of project ideas for future students and project partners.

7. Unique Opportunities

a. Concurrent Degrees

For MSL, a concurrent degree is not recommended and it is not likely for students in the program to pursue a concurrent degree. However, requests for concurrent degrees will be considered. Additional information about pursuing a concurrent master's degree with a program in the School of Sustainability can be found [here](#).

Students must meet eligibility requirements, apply to, be admitted to, and receive approval from both units to pursue the two programs simultaneously. Approval must also be received from ASU's Graduate College. The main benefit of pursuing concurrent degrees is the opportunity to share a percentage of credit hours between the two programs, allowing students to earn two master's degrees in two to three years. The Graduate College's [Policies and Procedures Manual](#) outlines the many details associated with pursuing two degrees simultaneously. Students considering this option should take time to read through these details carefully and consult an advisor in both academic units. Some degrees have different tuition and program fees.

b. Graduate Certificates

The Graduate College's [Policies and Procedures Manual](#) outlines the many details associated with pursuing a certificate at the same time as a graduate degree. ASU has a variety of certificates to choose from, including graduate certificates offered through the School of Sustainability. Students can explore possibilities using [Degree Search](#).

c. Study Abroad

There are a number of exciting [study abroad](#) opportunities that may be of interest to graduate students. New opportunities are posted regularly.

d. SustainabilityConnect

[SustainabilityConnect](#), an online service provided by the School of Sustainability and the Julie Ann Wrigley Global Institute of Sustainability, facilitates collaboration between ASU and the community to educate students and contribute to sustainability solutions. The SustainabilityConnect website hosts information about projects, internships, and other community-based opportunities for students to enhance their professional and academic experience by applying their knowledge and skills to real sustainability challenges. Students may use the site to find or propose a project or internship, connect to other students with shared interests, get advice and assistance, or learn more about successfully completed projects.

8. Curriculum Tools and Milestones

a. Interactive Plan of Study (iPOS)

The [interactive plan of study](#) (iPOS) is the student's official contract with the school and the university. It lists all classes the student plans to take to complete the degree. Students who wish to use coursework done prior to the start of the program must adhere to ASU's preadmission credit policy (see Preadmission and Transfer Credits section for more information).

An interactive plan of study (iPOS) must be filed online via [My ASU](#) with the Graduate College. The iPOS is a formal plan to meet degree requirements. It includes all courses to be taken and the designation of a non-thesis experience. The iPOS is an agreement that the work specified on the iPOS will be sufficient for the desired degree. The iPOS will be completed and continually updated for each student by the Program Advisor.

b. Milestones

The MSL Committee has developed a list of milestones and deadlines to keep students on track with meeting university and school requirements. The table lists the major milestones. The student's capstone instructors may have additional milestones for the individual student to complete.

i. Major Milestones

Milestone	Deadline
Start program coursework	Fall or Spring
Identify possible elective courses	Before registering for elective classes (see information in the MSL Canvas Community)
Apply for graduation	February 15 for spring graduates June 15 for summer graduates October 1 for fall graduates
Complete all capstone requirements	In EMS 593
Follow steps to publish the applied project deliverables by submitting required documents for SustainabilityConnect and the SOS Repository form	Last day of classes in final semester

Complete details on milestones are listed throughout the handbook in related sections. For questions or clarification, students can contact the Program Advisor at OnlineMSL@asu.edu.

ii. Suggested, Continuous Actions for Success

- Meet faculty and students; build networks.
- Pass core classes and electives with a "C" or better.
- Pass final capstone class with a "B" or better.
- Maintain a cumulative GPA of 3.0 or higher every semester.
- Consider taking a study abroad class or completing an internship.
- Maintain an updated LinkedIn account and curriculum vita or resume at all times. The [SOS Career Advisor](#) can help with both items.

9. Policies

a. Academic Calendar and Time Zone

Students should pay careful attention to dates outlined in ASU's [Academic Calendar](#). Important dates, such as the start, end and withdrawal deadlines for each session are included in this calendar.

Assignments and assessments will not be due on observed holidays. However, due to the accelerated nature of online courses, online students should not plan to take time off from studying and coursework due to holidays.

All timeframes used in class follow Arizona Mountain Standard Time. Arizona does not observe daylight saving time from March through November; therefore, the time in Arizona will not align with other places that are on MST for half the year.

b. Time Limit

It's strongly recommended that students complete the degree program within two years. In some instances, students may need additional time to complete the culminating experience or concurrent degree programs; the time limit for these students should not exceed three years.

Per Graduate College policy, all work toward a master's degree must be completed within six consecutive years. The six years begin the semester and year of admission to the program. Graduate courses taken prior to admission that are included on the Interactive Plan of Study (iPOS) must have been completed within three years of admission to the program.

Any exception to the time limit policy requires approval by the unit and the Graduate College. The Graduate College may withdraw students who are unable to complete all degree requirements and graduate within the allowed maximum time limits.

c. Enrollment and Leave Policies

The academic unit and university have firm policies related to continuous enrollment and requesting leaves of absence. The most common enrollment issues and questions are addressed below. Additional information can be found in Graduate College's [Policies and Procedures Handbook](#).

i. Registration & Enrollment

Students register for classes through My ASU. If a student cannot register, they may not meet eligibility for the course and/or have a registration hold on their account, which will be noted in My ASU. In My ASU, the student can click on the hold title and a box with additional information about the hold will appear, including information on how to resolve the hold.

ii. Drop/Add Deadline

The [Academic Calendar](#) lists specific dates and deadlines for each semester. The School of Sustainability does not allow requests to drop courses past the drop/add deadline. Instead, a student who no longer wishes to take a course will need to withdraw from the course. A withdrawal will result in a "W" grade on the student's transcript. A "W" grade may negatively impact students receiving student loans and lowers the student's pace rate, which is a measurement of credit hours *attempted* versus credit hours *successfully completed*. The only way to avoid a "W" grade is to drop the class during the university's add-drop period. The School does not back-date course drop paperwork.

To add a class after the deadline, students can fill out an Enrollment Change Request. The Enrollment Change Request form can be found under the Late Drop/Add Requests section of the [Graduate Policies, Procedures and Forms](#) webpage and can be emailed to the Program Advisor at OnlineMSL@asu.edu.

iii. Continuous Enrollment

Once admitted to a graduate degree or certificate program, students must register for a minimum of one credit each fall and spring of their graduate education, including the term in which they graduate.

Grades of “W” (withdrawal) or “X” (audit) are not considered valid registration for continuous enrollment purposes. “W” grades are received when students officially withdraw from a course after the course drop deadline. “X” grades are received for audit courses. Additionally, students completing work for a course in which they received a grade of “I” (incomplete) must maintain continuous enrollment as defined previously.

iv. Leave of Absence

Graduate students planning to discontinue registration for a semester or more must submit a Leave of Absence request via their Interactive Plan of Student (iPOS). This request must be submitted and approved before the anticipated semester of non-registration. Students may request a maximum of two semesters of leave during their entire program. Having an approved Leave of Absence by the Graduate College will enable students to reenter their program without re-applying to the university. Students do not have to submit a Leave of Absence request for summer sessions. Leave of Absence requests are for fall and spring only

A student on leave is not required to pay fees, but in turn is not permitted to place any demands on university faculty or use any university resources. Examples of utilizing university resources can be found in the [Graduate College's Policies and Procedures Handbook](#).

Students who do not enroll for a fall or spring semester without an approved leave of absence by Graduate College have “broken enrollment” and are considered withdrawn from the university under the assumption that they have decided to discontinue their program. Students removed for this reason may reapply for admission to resume their degree program at a later date; the application will be considered along with all other new applications to the degree program. Although a student who has broken enrollment might be able to register for the next semester without reapplying, the Registrar’s Office will discover the lapse in continuous enrollment no later than graduation. A student who has broken enrollment cannot graduate without reapplying, being readmitted and possibly repeating classes due to the ASU pre-admission credit policy, found in the [Graduate College Policies and Procedures Handbook](#).

If a student has an approved interactive plan of study (iPOS) on file, then they submit the leave request through the iPOS system’s petition section. If the student does not have an approved iPOS on file, then a paper [Request to Maintain Continuous Enrollment](#) form is required to request the leave. Students should submit the form at least two weeks before the start of the term in which they plan to be on leave and notify the Program Advisor. Failure to meet this deadline may result in a denied request or one that is not processed in time. The student’s alternative is to register for the SOS 595: Continuing Registration placeholder class, which is one credit hour, and will keep the student actively enrolled for the semester. Tuition is required for Continuing Registration but there is no course work required.

d. Pre-Admission and Transfer Credits

Credit hours completed at ASU or at another regionally accredited U.S. institution or international institution officially recognized by that country, before the semester and year of admission to an ASU graduate degree program, are considered pre-admission credits.

With the approval of the academic unit and the Graduate College office, students may include a maximum of 6 graduate-level credit hours with grades of “B” or better that were not used towards a previous degree. Preadmission credits must have been taken within three years of admission to the ASU degree program to be accepted. For more details, review the Graduate College’s [Policies and Procedures Manual](#).

e. Incomplete Grades

Incompletes are given at the discretion of the instructor of a course and should not be expected. Students granted an incomplete must complete a [contract](#) with the instructor, outlining the work required and the timeline for completion. The completed contract must be sent to the program advisor who will keep an electronic record of the contract in the student's file. The timeline cannot exceed one calendar year, but most often the instructor will choose an earlier completion date.

Once coursework has been fulfilled, a grade will be assigned. The grade must be entered within the calendar year, so the student should allow a few weeks for the instructor to grade each assignment. If the student does not complete coursework within the period stipulated by the instructor (on the contract), then the student may receive an unsatisfactory or failing grade for the course.

In the case that the professor gives the student the full calendar year within which to complete the course, and the course is not completed within that time, then the incomplete will become permanent and the student will have to re-take the course if it is a required course. The School of Sustainability permits only two incompletes on a student's transcript at any time. More than two incompletes is cause for academic probation. More than two permanent incompletes is grounds for dismissal from the program.

f. Incomplete Policy and Process – EMS 593

Before completing a formal "Request for Grade of Incomplete" [contract](#), the student must write a letter of justification that explains the reasons for the request and send it to the EMS 593 Instructor. The instructor will review the letter with the MSL Committee to determine if a "Request for Grade of Incomplete" is justified. Based on the information in the justification letter, the reviewers will determine whether or not they support submittal of a "Request for Grade of Incomplete" [contract](#) and notify the student via email in a timely fashion.

If the reviewers determine a "Request for Grade of Incomplete" is justified, the student will submit a fully executed "Request for Grade of Incomplete" [contract](#) (with a detailed completion timeline) to the EMS 593 instructor and to OnlineMSL@asu.edu. The student will comply with all "Request for Grade of Incomplete" related requirements issued by ASU, the School of Sustainability, MSL Committee and/or the EMS 593 instructor.

On completion of the "Request for Grade of Incomplete" [contract](#), the course instructor will waive all late assignment penalties for assignments due after the "Request for Grade of Incomplete" was processed as long as the assignments were outlined in the contract and the student meets the agreed upon schedule in the request.

The student must comply with all terms of the "Request for Grade of Incomplete" [contract](#) before the end of the term in which they are designated to graduate. If the requirements outlined in the "Request for Grade of Incomplete" are not met by the end of the designated graduating term, the student must reregister and pay fees to repeat the course for credit. If there are further circumstances preventing the student from completing the initial request, then the student may submit a second "Request for Grade of Incomplete" [contract](#) that repeats the initial process above.

If the reviewers determine a "Request for Grade of Incomplete" is NOT justified, they will notify the student as soon as possible. Unless the student can complete all of the assignments to the satisfaction of the instructor, achieve a "B" letter grade or better, and complete all requirements before the end of the course, the student will receive the letter grade earned and the grade will be recorded at the end of the term. If the student receives less than a "B" in the course, the course must be re-taken. Tuition and fees will apply. Additionally, if students have completed all other degree requirements and completion of their capstone goes into the following semester, they will be required to enroll in EMS 595: Continuing Registration for 1 credit hour to maintain continuous enrollment through graduation.

g. SOS Petition Process

Students who wish to request special permission or exemption from School of Sustainability policy may do so by completing a [SOS Graduate Petition](#) and following instructions for submission listed on the [SOS Graduate Policies Procedures and Forms website](#). The form is typically used for requesting to add a course to the plan of study that is not currently approved to fulfill degree requirements. However, this form may also be used to request the extension of a milestone deadline or for general requests to appeal SOS policy.

h. Grade Appeal and Academic Grievance Process

If students feel there is an issue with their grade or they have an academic grievance, they should reference the [university policy for grade appeals](#) and make every attempt to resolve the grade dispute or grievance informally. If a formal grade appeal or grievance is warranted, students may submit a [SOS Graduate Petition](#) for review by the chair of a program's sub-committee. If necessary, the sub-committee chair with the graduate director who serves as the dean's designee. Students should enter all pertinent information about the situation, which may include the course number, instructor of the course, and the semester and year. Students should explain the rationale for their appeal and attach any relevant supporting documentation they would like the sub-committee chair and graduate director to see. The chair and graduate director may seek input from the SOS Graduate Committee or one of the program-specific subcommittees. Students should be aware that instructor feedback on the grade appeal or situation will be gathered as part of the review process.

If unresolved, the graduate director may refer the case to an academic grievance hearing committee to review the case formally. The sub-committee will meet with the student and the instructor in an attempt to resolve the differences. At the conclusion of the hearing, the committee will send its recommendations to the dean. The dean will inform the student of the decision. Additional information about the process can be found on the SOS [Graduate Policies, Procedures and Forms](#) webpage under the grade appeal section.

10. Satisfactory Academic Progress (SAP) Policy

a. Grade Point Averages (GPAs)

Graduate students must maintain the following minimum grade point average (GPA) requirements in order to maintain satisfactory academic progress and graduate:

- The iPOS GPA must be 3.00 or higher and includes all courses that appear on the student's approved iPOS. The iPOS GPA includes all courses that appear on the student's approved iPOS.
- The Overall Graduate GPA must be 3.00 or higher. The Overall Graduate GPA includes all courses numbered 500 or higher that appear on the transcript after admission to the graduate program. This includes shared coursework if enrolled in an approved accelerated bachelor's/master's program.
- The Cumulative GPA must be 3.00 or higher. The Cumulative GPA includes all courses completed at ASU in a student's graduate career.

Grades lower than a "C" cannot appear on the iPOS but will be included when calculating the Overall Graduate and Cumulative GPAs. Courses with an "I" grade cannot appear on the iPOS.

b. Satisfactory Academic Progress Policy

Academic excellence is expected of students doing graduate work. Failure to adhere to the policies below may result in academic probation or a recommendation to the Graduate College for withdrawal from the degree program.

Satisfy all requirements of the graduate program as described in this handbook.

- **Continuous Enrollment:** Maintain continuous enrollment each fall and spring semester of the program.
- **Grade Point Averages:** Maintaining minimum iPOS, Graduate and Cumulative GPAs as outlined in the preceding section of this handbook.
- **Individual Course Grades:** Grades lower than "C" are not allowed for any courses listed on a student's plan of study. If a student receives a grade of "D" or lower, then they must re-take the course or receive permission to remove and replace the course in their plan of study.
- **Capstone Grade:** Per Graduate College policy, students must earn a "B" or higher in EMS 593. If a student fails to receive this grade, they must retake the course.
- **Incomplete Grades** The School of Sustainability permits only two incompletes on a student's transcript at any time. More than two incompletes is cause for academic probation. More than two permanent incompletes is grounds for dismissal from the program.
- Meet all program deadlines, including:
 - **Time Limit for Completing the Program:** The University allows up to six years for students to complete a master's degree. However, students are encouraged to finish in two years and should take no more than three years to complete the MSL program. Students must complete all program requirements within a consecutive six-year period, which begins with the semester of admission to the program. The Graduate College withdraws students who are unable to complete all degree requirements and graduate within the allowed maximum time limits.

c. Academic Probation and Dismissal Policy

A student may be placed on academic probation if they meet any of the following criteria:

- The student does not meet GPA or grade requirements as outlined in the satisfactory academic progress policy;
- The student does not meet grade requirements as outlined in the satisfactory academic progress policy;
- The student has more than two incompletes on their transcript since starting the program;
- The student does not meet milestones specified in the graduate handbook by the deadlines expressed therein; or
- The student fails to complete the program within the time to completion specified in the graduate handbook.

Students will be notified by email when placed on probation and may be required to complete a probation agreement with their program advisor or the MSL committee. Students typically have one semester to advance to good standing before termination is considered. The student will be notified in writing if/when they advance to good standing. Failure to return to good standing within the time limit set in the probation letter may result in dismissal from the academic program.

A student may be dismissed from a graduate program with or without first being placed on probation if:

- The student is on academic probation because their GPA has fallen below the minimum GPA as outlined in the Satisfactory Academic Progress Policy section or below 3.00 for all post-baccalaureate courses taken at ASU, and the student fails to bring the GPA to required levels by the deadline specified in the probation letter;
- The student receives a lower grade than what is required while on academic probation;
- The student has more than two permanent incompletes since starting the program;
- The student fails to meet milestones specified in the graduate handbook;
- The student fails to meet conditions stipulated in their probation letter; or
- The student violates terms of the [Student Code of Conduct](#).

Students will be notified by email and letter (sent to the student's listed mailing address) if they are being recommended for withdrawal from the program.

A student may appeal any action concerning academic probation and withdrawal by petitioning the Graduate Committee within 10 business days, using the [SOS Graduate Petition](#) form. Approval of petitions is not guaranteed.

11. Student Responsibility

It is the responsibility of each student to understand and observe all procedures and requirements specified by the ASU Graduate College and the School of Sustainability. All students are required to read and understand the Graduate Handbook and ASU's [Graduate Policies and Procedures](#) and to adhere to the [Student Code of Conduct](#). Faculty and staff provide academic advice and assistance, but the ultimate responsibility for meeting degree and other requirements remains with the student. Students should frequently check their My ASU page for notifications about enrollment, billing, financial aid and other reminders.

a. ASU Email

All ASU students are required to have an active ASU email address. Students may forward their ASU email to another preferred account. It is important that students check their ASU email frequently, so they do not miss important notices. Arizona State University and the School of Sustainability conduct their business via ASU email only.

b. Culture of Respect

ASU is a community and a professional work environment. Graduate students are expected to treat peers, teachers, students, staff and members of the ASU community with respect and to work with them in a professional manner, both in person and online. Sustainability graduate students are representatives of the School of Sustainability and the university. SOS expects its students to be good representatives who recognize that poor behavior by one student impacts others by creating a negative perception of the school.

c. Sexual Harassment

The university prohibits sexual harassment by employees and students and will not tolerate sexual harassment that interferes with an individual's work or educational performance or creates an intimidating, hostile, or offensive working, learning or residential environment. Please visit ASU's [Sexual Violence Awareness and Response](#) site to learn more about rights and responsibilities, how to report an incident and how to get immediate assistance and confidential support.

d. Student Code of Conduct

The [Arizona Board of Regents \(ABOR\) Student Code of Conduct](#) sets forth the standards of conduct expected of students who join the university community. Students who violate such standards will be subject to disciplinary sanctions in order to promote personal development, protect the university community, and maintain order and stability on campus and in associated learning environments.

e. Academic Integrity

The School of Sustainability takes academic integrity seriously and requires students to:

1. have a good understanding of [what academic integrity is](#) and [why it's important](#);
2. understand what types of activities and behaviors violate the [student honor code](#) and [ASU's academic integrity policy](#) as well as have an awareness that [resources](#) exist to help prevent academic integrity violations; and

3. [report all academic integrity violations](#) as soon as they arise.

Each college/school has an [academic integrity officer](#) who can address questions related to academic integrity. If there are questions, students should reach out to officers from the college/school that offers the course in question.

Newly admitted graduate students will receive a “priority task” in My ASU directing them to complete an online module on academic integrity. The module consists of a PowerPoint that outlines academic integrity and a quiz that requires an 80% or higher to pass.

12. Tuition, Fees, and Financial Support

a. Tuition and Fees

Students can estimate [tuition and fee costs](#) online. In addition to tuition, enrolled students are responsible for paying a number of required student fees. Tuition and fees are set by the Arizona Board of Regents and are subject to change. Some courses have additional course fees and courses offered by other departments may charge a different tuition rate.

Additional expenses not covered by tuition and fees include the admissions application fee, textbooks, any equipment needed to access course materials, convocation regalia and the graduation application fee.

b. Financial Support

Funding is never guaranteed. Students seeking financial support should investigate all opportunities and conduct independent research on funding opportunities beyond the School. Students are responsible for finding and securing funding to pay for their education. Students are encouraged to visit the [ASU Online Financial Aid website](#) to identify student funding resources that may be available to ASU Online students. The site includes information about multiple forms of support, including scholarships.

i. Student Loans and Need-Based Grants

Students who require funding assistance are encouraged to apply for [federal financial aid](#) if they are eligible (US citizens or Permanent Residents) and need funding assistance. The required form is called the [Free Application for Federal Student Aid](#) (FAFSA) and is free to submit. When students fill out a FAFSA, they are also automatically considered for need-based grant awards. Any questions related to student loans should be addressed to the ASU Financial Aid office. Please note that graduate-level student loans are all unsubsidized, which means students accrue interest on the loans while they are enrolled in school.

i. SAP Review

To remain eligible for student loans, student must meet specific GPA requirements and make satisfactory academic progress (pace rate) toward degree completion. A course withdrawal “W” on a transcript, even if it is a medical or compassionate withdrawal, will negatively impact the pace rate.

Any student who receives a financial aid hold (seen in My ASU) for GPA or pace rate violations will be instructed to fill out a [Satisfactory Academic Progress \(SAP\) Review](#). The program advisor will work with any student who must complete a SAP review form prior to the next term. Submitting the form after the semester begins may result in delayed funds or

receiving a lesser amount. The Financial Aid Office must approve the SAP form; therefore, the program advisor cannot guarantee the SAP plan will grant the student another loan disbursement.

Satisfactory Academic Progress is reviewed on an annual basis after the spring semester. A student who is still in violation may have to fill out another SAP form.

ii. Employer Reimbursement/Tuition Assistance

Students are encouraged to speak to their employers about eligibility for tuition assistance or reimbursement. If assistance is available, important questions to ask include:

- Does the employer pay tuition up front or after grades are posted?
- If grades are required, what percentage of the course is covered for each grade (A, B, C, etc.)? Is there a minimum grade required for reimbursement?
- How soon will the employer reimburse the student after grades are posted?
- Is there a maximum amount the employer will pay for tuition per year?
- If there is a cap, is it calculated on a calendar or fiscal year?
- If the cap is per fiscal year, when does the fiscal year begin and end?
- Will the employer pay for additional fees or expenses such as books?
- What documentation is required after the course is complete?

iii. ASU Employment

Some students seek employment at ASU to help pay for their education expenses or may already be employed by ASU. Not all employment positions provide a tuition benefit, so students should ask questions as needed. ASU offers a [qualified tuition reduction program](#) for certain types of positions. Additionally, students can explore employment through the [Careers at ASU](#) page.

Management Intern is a generic title for a wide variety of jobs. Click on the job link to read about the specific job duties and qualifications. These jobs often include health insurance and tuition reduction benefits.

13. Graduation

a. Applying to Graduate

Every student is required to [apply for graduation](#) in the semester in which they plan to complete their degree or certificate. The university lists the graduation application deadline on the [Academic Calendar](#). Students can apply after the deadline but will have to pay a late fee in addition to the graduation application fee. A separate application is required for each degree or certificate program. It's important for students to make sure their mailing address is correct prior to applying for graduation so the diploma is mailed to the correct address.

b. Completing Program Requirements

In order to be approved for graduation, all students must meet the following requirements. Failure to meet these requirements will delay or prevent graduation.

- Ensure with the program advisor that the iPOS is updated to meet all program requirements;
- Complete any course requirements for incomplete classes required by the plan of study and classes taken in the final semester;
- Ensure all grades listed on the transcript meet university requirements;

- Pass the final applied project (capstone) presentation and deliverables and submit all related paperwork;
- Check My ASU for any remaining fees or holds and remedy them.

See the related sections of this handbook and contact your program advisor for more information on each requirement listed above.

c. Commencement and Convocation

There are two main ceremonies during graduation week, each requiring separate RSVPs. Diplomas are sent to the student's mailing address (the one listed when applying to graduate) after the degree has been conferred, which may take up to six weeks after the end of the semester. The master's diploma cover is distributed at convocation. Students do not receive the diploma at commencement or convocation.

- Commencement is the university-wide graduation ceremony (the graduate students' ceremony is separate from the undergraduates' ceremony), facilitated by the President of the University. Degrees are conferred at this ceremony.
- Convocation is the School of Sustainability graduation ceremony. Graduates walk across the stage in front of a smaller audience. Hoods are worn because degrees will have been conferred at Commencement.

There are also [special interest and cultural convocations](#) in which students can participate.

Graduation regalia (cap with tassel, gown and hood) is required for all students to participate in these ceremonies and are not provided by ASU. These items are available to purchase either on campus or online. Students are responsible for ordering, purchasing and picking up their regalia.

d. Diplomas and Transcripts

ASU mails diplomas shortly after the student's final semester, provided that there are no holds preventing the generation of the diploma (e.g. no pending graduation application on file, a balance on the student's account, missing grades, etc.).

If a graduate needs verification of program completion in the interim before the diploma is received, they may submit a [Graduation Letter Request](#) to obtain an official letter stating that the requirements of the program have been met. The website also includes a directions on completing an Enrollment Verification form if this is something required by any hiring agencies.

Students may request their unofficial or official [transcripts](#) on My ASU. Transcripts will not show that the degree is completed until the degree conferral date, which can be found on the [Academic Calendar](#).

14. Campus Safety

To report an emergency on campus, students can simply dial 911 or use one of the emergency call boxes found on campus. These call boxes can be identified by their blue light. Non-emergency ASU police or campus safety matters should be directed to 480-965-3456.

ASU Alerts and information about life-threatening situations such as a major fire or armed suspect on campus are sent via three methods:

- [ASU LiveSafe](#) mobile app
- Email to all ASU student, faculty and staff accounts
- Text message using the mobile phone numbers listed on your My ASU profile

Best practices include completing your student profile with your mobile telephone number, enabling push notifications on your phone and turning on location services. GPS data may provide ASU police more information if you report an incident or make a call, and it will allow you to receive geo-fenced advisory messages.

15. Resources

Arizona State University and the School of Sustainability provide numerous resources to assist students. The following list includes some of the [many resources](#) that may be beneficial for graduate students while pursuing a degree.

a. SOS Graduate Advising

The School of Sustainability Student Services Center is open to all sustainability students and provides quality academic advising and support services to promote student success. MSL students can always start by contacting the program advisor at OnlineMSL@asu.edu first.

b. ASU Online Success Coach

Students can find contact information for their ASU Online Success Coach in My ASU.

c. My ASU Portal

[My ASU](#) is an interactive, customized portal to a diverse range of student services, from financial aid to academic advising and course registration. Through the site, students can access their ASU email account and online course materials. My ASU also serves as a portal to the ASU Library and the source for downloadable software.

d. Sun Card

Online students are not required to have a Sun Card, but they can choose to purchase one if they would like to have a student ID to utilize campus services. The [Sun Card](#) is Arizona State University's official photo ID card. Students may [upload a photo](#) and either pick up the Sun Card in the Sun Devil Card Services Office or have the Sun Card delivered by mail. Students will be charged \$25 for the card.

e. Program Handbook

This handbook is an important resource for students. The graduate handbook is available on the school's [Graduate Policies, Procedures and Forms](#) webpage.

f. SOS Policies, Procedures and Forms Webpage

The School of Sustainability's [Graduate Policies, Procedures and Forms](#) webpage contains key information about school policies, procedures and related forms. SOS staff will often refer students to this page.

g. Graduate College Policies and Procedures Manual

The Graduate College oversees all graduate programs at ASU and upholds university and graduate program rules and policies. All graduate students are responsible for familiarizing themselves with

Graduate College's [Policies and Procedures Manual](#) in addition to those specific to the academic unit.

h. Canvas

Arizona State University provides online courses and course material through [Canvas](#), a Learning Management System (LMS). Students can use My ASU or the Canvas Mobile app to access courses. Students can access their Canvas courses for 1 year after they are no longer an ASU student, unless the course is over 2 years old. ASU Canvas will retain courses for 2 years after the course has completed.

i. MSL Graduate Community Organization Site (Canvas)

The school's program advisor maintains an organization site in Canvas where MSL students can find resources related to their program. Students are given access prior to the start of the program.

j. Online Tutoring and Writing Support

ASU provides free [tutoring and writing](#) support. Graduate students are strongly encouraged to utilize writing support services.

k. ASU Libraries

ASU has several libraries and hosts impressive online and hardcopy collections. The Tempe campus is home to [Hayden Library](#), the main library on campus, as well as the [Design and the Arts Library](#), the [Music Library](#) and the [Noble Science Library](#). Students can research past theses and dissertations through the ProQuest database, request documents from other libraries around the world or search online article databases. Hayden Library also provides free creative equipment and tools through [mkrservices](#) and [mkrstudio](#). Online access is available through [My ASU](#).

The ASU [Digital Repository](#) is home to scholarly papers and theses in addition to cultural heritage materials, historical photographs and music performances. The School of Sustainability [Graduate Culminating Experiences](#) collection offers open access to student capstone and applied projects.

l. ASU Mobile App

The [ASU Mobile App](#) provides access to features such as My ASU, email, maps and library resources. Students can also access maps and find out about campus events and athletics. Students can download the app from the Apple app store or from Google Play.

m. Technical Support

Students can use ASU's IT Knowledge Base and find answers to frequently asked questions through the Service tab on My ASU. Students also have access to 24/7 technical support via chat, and [getprotected.asu.edu](#) provides information to reduce online vulnerability to viruses, malware and phishing attacks.

n. Software

ASU students can access and use powerful software applications for free through [MyApps](#), which can be accessed online or through My ASU. All students may get a free license to Microsoft Office for use on a personal computer. Students also have access to cloud storage on Google Drive, Dropbox for Education and OneDrive for Business through their ASU account. Software and technical requirements may vary for individual courses.

o. Student Accounts

Students can use the Finances tab in My ASU to access information about student accounts, including account charges, financial aid and scholarships. For assistance, students are encouraged to contact [Student Business Services](#). They can answer questions about tuition and billing, student refunds (including financial aid disbursement), receipt and payment processing, support for past due accounts, third party sponsorship assistance and Perkins Loan repayment. Students may also submit questions through the Service tab in My ASU, email sbs@asu.edu, or call 1-855-278-5080.

p. Disability Services

The Disability Resource Center (DRC) provides services to qualified students with disabilities on all ASU campuses. Eligibility is based on qualifying disability documentation and assessment of individual need. Every effort is made to provide reasonable accommodations for qualified students with disabilities. Qualified students who wish to request an accommodation for a disability should [contact the DRC](#).

q. Counseling Services

ASU [Counseling Services](#) offers professional counseling and referrals for all members of the ASU community, regardless of race, gender, sexual orientation, age, student status, religion, ability, financial situation, personal concern or previous counseling. Support is available 24/7 and no appointment is necessary. First appointments are free, and fee waivers are available for ongoing services.

During business hours (see business hours on website):

- Call 480-965-6146 to speak immediately to a counselor

Outside of business hours:

- Call EMPACT's 24-hour ASU-dedicated crisis hotline at (480) 921-1006

For life-threatening emergencies:

- Dial 9-1-1

To search for community mental health providers:

- Use the [ASU Community Link](#)

r. Wellness

ASU and the School of Sustainability are committed to the health and wellness of our graduate students. The Graduate and Professional Students Association (GPSA) has compiled a one-page guide to [Graduate Wellness Resources](#) that includes information about financial, social, emotional, and physical health and wellness resources available to ASU students. The ASU Graduate College has also compiled a list of [10 Best Practices in Graduate Student Wellbeing](#) to help you care for yourself through increasing academic rigor and demands.

s. Veterans Services

The ASU [Pat Tillman Veterans Center](#) provides services specifically for all students who are current or former U.S. military.

t. International Student and Scholars Center

[The International Student and Scholars Center](#) (ISSC) provides a variety of services for ASU's international population of students, scholars and faculty.

u. Graduate and Professional Student Association

The [Graduate and Professional Student Association](#) (GPSA) is ASU's student government. GPSA is a

great way for students to get involved on campus and serve the campus community. GPSA has several grants for which students may apply at different times of the year. GPSA's "GradAd" email listserv is a way for students to buy and sell items, look for roommates, promote or find volunteer opportunities, etc.

v. Career Services and Internships

The School of Sustainability has a career advisor dedicated to helping SOS students discuss career options and perform company and occupational research. The advisor also assists with resumes and cover letters, interview preparation, job search strategy and other employment-related topics. To book an appointment, visit the [Sustainability Career Advising](#) site. Full time opportunities are communicated through the School of Sustainability's internal [LinkedIn group](#). Additional employment, internship, career fair, and mentorship opportunities are available through ASU's career resource, [Handshake](#).

The school also offers a Job Shadowing Program, which allows students to shadow SOS alumni in their jobs for a day. Information is sent out in fall and spring to students about how to participate in the program.

Graduate students can also pursue [internships](#), either for elective credit or no credit. Local opportunities are posted on [SustainabilityConnect](#). Additional opportunities may be communicated to students via the MSL Community Canvas site.

w. Contacts

Students may sometimes need to contact other offices on campus for assistance. This is a partial list of offices that provide useful resources for students.

[Emergency Services](#)

To report an emergency, dial 911

To reach ASU Police, dial 480-965-3456; press 1 for dispatch ASU Emergency Information line 1-844-864-8327

[Graduate College](#)

Interdisciplinary B, Suite 285

480-965-3521

Grad-gps@asu.edu

[Graduate and Professional Student Association \(GPSA\)](#)

Center for Family Studies (CFS) Building

480-727-9870

gpsa@asu.edu

[Office of the University Provost](#)

Fulton Center, Suite 420

[Contact Form](#)

[Sustainability Specialist](#), [ASU Librarians](#)

Hayden Library

Rene Tanner

Rene.Tanner@asu.edu

480-965-7190

[University Technology Office](#)

480-965-6500 or 1-855-278-5080

[Contact form](#)