



Mary Lou Fulton  
Teachers College  
Arizona State  
University

*Master of Education in XXX (insert  
pathway/certification area)*

Student Handbook  
<Draft> Academic Year

## Introduction

### Master of Education (Teacher Credential)

The MEd in XXX Education (Teacher Credential) program is an online program for those who already have a bachelor's degree in any field and are seeking California teacher certification while also earning a master's degree in education. The program offers flexibility for meeting certification requirements through clinical experiences.

### Program learning outcomes

The program culminates in an action research applied project in XXX 593 in which students research, implement and measure the effectiveness of an intervention to solve an educational problem of practice.

Through the program learning outcomes, graduates will be able to:

- DDM 1 — Execute an instructional cycle using methods, strategies, high leverage practices, technologies and interventions appropriate for a range of learner abilities, differences, cultural and linguistic assets and needs supported by research-based pedagogical practices and theories.
- DDM2 — Create learning experiences that address the central concepts, tools of inquiry and structure of content disciplines to engage learners in accessible, relevant and meaningful content to ensure critical thinking and mastery of the content.
- DDM3 — Create and maintain inclusive, equitable learning environments that support individual and collaborative learning experiences, utilize high leverage practices, and foster critical thinking, active engagement and well-being for all learners.
- DDM4 — Use multiple methods of assessment and data to evaluate learner strengths and needs, determine eligibility for services, monitor progress, guide educator decision making and actively engage with learners and stakeholders.
- DDM5 — Apply strategies for instructional co-planning, co-analyzing of data and cogenerative dialogue in service of meeting student needs.
- DDM6 — Apply appropriate strategies to promote resiliency, empathy and inter/intrapersonal awareness in support of collaborative decision-making.
- GLAE1 — Build and implement a professional growth plan using evidence and reflective practices in the areas of professional responsibility, educator identity, leadership, ethical conduct and advocacy for equitable and inclusive practices.
- GLAE2 — Advocate for students, families and communities with an understanding of the social, local, cultural or global context.
- GLAE3 — Self-reflect and assess personal contributions for shaping and supporting the mission of their school or organization's goals, positive school climate and environment of trust.
- GLAE4 — Apply expectations of the profession including applicable codes of ethics, professional standards of practice and relevant law and policy.
- ESK1 — Examine previous understandings and assumptions and articulate the impact of the local/cultural context, personal histories and relevant experiences on problem(s) of practice.
- ESK2 — Engage in iterative cycles of inquiry in collaborative educational contexts and systems to imagine new concepts, catalyze ideas and form new solutions, guided by principles and research that create positive change for learners.
- ESK3 — Elucidate a relevant problem of practice in their own educational context and system informed by major theories, theorists and/or frameworks.
- ESK4 — Implement an applied research project, synthesizing the findings and defending the significance and implications of the study as relevant to social and global context.

- ESK5 — Integrate interdisciplinary perspectives and methods to synthesize past and current experiences and other fields of study.

### Purpose of the handbook

This handbook provides guidance and information related to admission, program requirements, and general policies and procedures. Please note that in some cases you will find differences between program policies and requirements and ASU's Graduate College policies and procedures. In these cases, Mary Lou Fulton Teachers College has established higher standards. Policies and procedures are subject to change. Changes will be communicated to students through email. Any updates to this handbook can be found on the program website.

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## Admission

Completed admission files are reviewed and admission decisions are made on a rolling basis. Space may be limited; therefore, applicants are strongly encouraged to apply and have all application materials on file with ASU on or before any posted deadlines. Application deadlines: Graduate Program Application Deadlines (See [Academic Calendar](#) for session dates)

### Quick facts

- Location: ASU Online
- Number of credit hours: XX
- **Online** start terms: Fall, Spring and Summer
- Time to completion: Two years, including fall, spring and summer.
- Application deadlines: [education.asu.edu/application-deadlines](https://education.asu.edu/application-deadlines) (See [Academic Calendar](#) for session dates)
- Course format and delivery: ASU Online offers asynchronous course meetings entirely online.
- Clinical Experiences will be completed at an approved setting. Experiences vary based on the selected professional pathway and certification route.

### Contacts

For admission information, contact:

- ASU Online: [EnrollmentOnline@asu.edu](mailto:EnrollmentOnline@asu.edu)

Current students, please contact your assigned academic advising team, listed on your My ASU page. If you do not know who your advisor is, contact MLFTC Office of Academic and Career Success at 480-965-5555 or [GraduateEducation@asu.edu](mailto:GraduateEducation@asu.edu).

### Graduate admission requirements

ASU maintains *minimum* standards for consideration for admission to graduate programs. The program may establish requirements in excess of those established by the university.

- An earned bachelor's degree or higher from a regionally accredited institution in the U.S., or the equivalent of a U.S. bachelor's degree from an international institution officially recognized by that country.
- Maintain a B (3.00 on a 4.00 scale) grade point average in the last 60 semester hours or 90 quarter hours of undergraduate coursework. If you do not meet the minimum GPA requirements, your application may still be considered.
- International applicants must provide proof of [English proficiency](#). The following are accepted to meet this requirement
  - Test of English as a Foreign Language (TOEFL): 90 (iBT, with scores on the Speaking and Writing portions in high "Fair" – "Good" range (22-30) institutional code is 4007. Only electronic copies of scores are accepted.
  - International English Language Testing System (IELTS): overall band score of at least 6.5 with Speaking and Writing portions scoring at least 6.5
  - Pearson Test of English (PTE): score of at least 62.
  - Duolingo English test: score of at least 110

## Academic program admission requirements (all program pathways)

In addition to the graduate admission requirements, the program requires the following as part of the application:

**Personal statement** — Describe the personal and professional goals that motivate you to apply for the MEd Credential Program. Explain what has led you to this career path and how you will excel as teacher in the classroom. The admission committee pays particular attention to the quality of writing and ideas expressed in the personal statement. The statement should be prepared in an MS Word (.doc), Rich Text (.rtf), Portable Document Format (.pdf), or Text (.txt) file format.

**Three professional references** — Provide the names, email addresses and institutions or companies of individuals who will submit electronic letters of recommendation. They should be individuals who have worked with you in professional or academic capacities, and who can attest to your aptitude in this field and your ability to succeed at graduate-level coursework.

**Resume** that includes relevant personal, professional, educational and community activities (one to two pages). The resume should be prepared in an MS Word (.doc), Rich Text (.rtf), Portable Document Format (.pdf), or Text (.txt) file format.

### Additional requirement for alternative teaching route applicants

**Educator exam** — For applicants to the program, the appropriate exams may be required prior to enrollment in the program, depending on state requirements for certification.

### Provisional acceptance guidelines

Applicants who do not meet the GPA criteria for admission but have otherwise strong applications may be considered for provisional admission by the committee. This status provides the academic unit with an opportunity to better evaluate the student's academic potential. Students are notified of the provisional requirements in the admission notice from the college.

Most provisions must be completed within the first semester of enrollment. When students have satisfied the provisional requirements, they should confirm with their academic advisor that a change of status has been recommended. Students with provisional admission are not eligible to submit an interactive Plan of Study — the iPOS — until the conditions of admission have been satisfied.

*Graduate Admission Services will withdraw students who have not met the provisions of their admission within the required time frame from the degree program.*

### Preadmission credit policy

With the approval of the degree program and the ASU Graduate College, students may include a maximum of 12 graduate-level credit hours with grades of B or better that were not used toward a previous degree. Preadmission credits must have been taken within three years of admission to the ASU degree program to be accepted. The complete preadmission credit policy can be found on the [Graduate College website](#).

## Tuition cost and financial aid

### Tuition and fees

Tuition is set by ASU and the Arizona Board of Regents each year. [View the general tuition and fees schedule](#), or calculate a more specific estimate of charges using the [ASU Tuition Estimator](#). Most online courses carry mandatory fees in addition to tuition and other university fees.

Online tuition for resident students is capped at 11 credits for graduate students. Online tuition for nonresident students is billed per credit hour with no cap.

### Financial assistance

Financial aid is available through a variety of sources. Please note that graduate certificate programs may not be eligible for fellowships, scholarships or other funding sources.

#### *Mary Lou Fulton Teachers College scholarships and fellowships*

MLFTC offers a number of fellowship and scholarship opportunities for students. Information about these opportunities can be found on the [MLFTC website](#).

#### *Graduate college fellowships*

The Graduate College offers a number of fellowships to graduate students at ASU. Information about fellowship opportunities can be found on the [Graduate College website](#).

Opportunities available include:

- Coverdell Fellowship for Returned Peace Corps Volunteers
- Graduate College Fellowship
- Completion Fellowship

### *Financial aid*

For information about financial aid related to this program, visit the [Financial Aid website](#).

### *ASU payment plan*

If tuition is not paid by the applicable tuition due date, or financial aid is not awarded and accepted by the due date, you will be automatically enrolled in the [ASU payment plan](#) and charged a nonrefundable enrollment fee.

## Curriculum and graduation requirements

### Program requirements

Students in the MEd Teacher Certification program complete XX credits of graduate coursework, including a culminating experience. Coursework required for teacher certification is incorporated into coursework required for the master's degree and varies by professional pathway.

Courses in this program are offered in a predetermined sequence that may include summer terms. Summer enrollment may be necessary to complete program requirements. The course sequence is based on your program pathway. Your academic advisor will provide you with the appropriate course sequence upon admission to the program. *If you take a course out of sequence, your time to degree completion or financial aid eligibility may be affected as not all courses are offered every session.*

Course sequences are found on the [MLFTC Graduate Student Site](#). Course numbers and titles are subject to change. Curriculum and tuition for all programs are subject to change based on ABOR and ADE updates.

### Interactive Plan of Study

All ASU graduate students are required to complete and submit a plan of study online through the [My ASU interactive Plan of Study](#). The iPOS must be submitted and approved prior to completing 50% of the coursework required for your program.

Students are encouraged to schedule an appointment with their MLFTC advising team to discuss their plan of study and how to complete the iPOS. After submitting the iPOS, your advising team will approve it. The Graduate College has final approval over all iPOS submissions.

When evaluating your iPOS, your advising team will check to ensure all required coursework is included as part of your plan and that you are planning to take courses in the appropriate sequence/order. Your advising team will send your iPOS back to you for revision if it is incorrect.

### *Satisfactory Academic Progress and Professional Conduct Policy*

In order to remain in good standing in the Mary Lou Fulton Teachers College (“MLFTC”), students must maintain satisfactory academic progress consisting of both Standards of Academic Performance and adherence to the Teachers College Professional Disposition Standards, as described in this policy.

Students are expected to familiarize themselves with the policies and procedures listed in the [MLFTC Satisfactory Academic Progress and Professional Conduct policies](#) and understand policies related to academic progress found in the [Graduate College Policy and Procedures](#).

### *Title IX*

ASU prohibits all forms of discrimination, harassment and retaliation. [Read ASU's Title IX policy](#). 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 operated by the university, including in admission and employment. Inquiries concerning the application of Title IX may be referred to the Title IX Coordinator or to the U.S. Department of Education, Assistant Secretary, or both. Contact [TitleIXcoordinator@asu.edu](mailto:TitleIXcoordinator@asu.edu) or 480-965-0696 for more information. The Title IX office is located at 1120 S. Cady Mall, INTDSB 284. For information on making a report, visit ASU's [Report It! page](#).

## Student responsibility

All students are expected to be familiar with and abide by university and program policies and procedures. Visit the following websites for policy and procedure information:

- [ASU Graduate College policy manuals](#)
- [ASU Graduate College Policies and Procedures](#)
- [Mary Lou Fulton Teachers College student forms and policies](#)

### Student email

Email is a primary form of communication between MLFTC and students in the program. Students are expected to check their ASU student email account regularly to ensure timely receipt of information from faculty and staff.

### Harassment

ASU is committed to providing an environment free of discrimination, harassment or retaliation for the entire university community. ASU expressly prohibits discrimination, harassment and retaliation by employees, students, contractors or agents of the university based on any protected status: race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity and genetic information. [More information on ASU's policy on discrimination, harassment, and retaliation](#)

### Academic integrity

Integrity is a character-driven commitment to honesty, doing what is right and guiding others to do what is right. ASU students and faculty are expected to act with integrity in their educational pursuits.

The ASU student [Academic Integrity Policy](#) lists violations in detail. These violations fall into five broad areas that include but are not limited to:



- Cheating on an academic evaluation or assignment
- Plagiarizing
- Academic deceit, such as fabricating data or information
- Aiding academic integrity policy violations and inappropriately collaborating
- Falsifying academic records

## Student Code of Conduct

The [ASU Student Code of Conduct](#) sets forth the standards expected of students who choose to join the university community. Students who violate these standards will be subject to disciplinary sanctions to promote their own personal development, to protect the university community and to maintain order and stability on campus. All students are likewise expected to adhere to the [Arizona Board of Regents Student Code of Conduct](#).

[Complete resources regarding policies related to the ASU Student Code of Conduct](#)

## Graduate College and graduate student responsibilities

Graduate students are responsible for familiarizing themselves with all university and graduate policies and procedures. Each student should also communicate directly with their academic unit to be clear on its expectations for program completion.

Information is provided to students via My ASU. Students should frequently check their My ASU page for the most up-to-date information regarding their status, holds, items to attend to and other important information.

The Graduate College establishes policies that are consistent for all graduate students throughout the university. These policies include, but are not limited to:

- Maintaining continuous enrollment
- Completion of the interactive Plan of Study
- Maximum time limit for completing degrees
- Preadmission credit
- Academic progress
- Graduate degree requirements

Students are responsible for understanding the policies set by the Graduate College. Complete policies and procedures for graduate students can be found on the [Graduate College website](#).

## Policies and procedures

### Enrollment verification guidelines

The University Registrar's Office will verify student enrollment each semester. Full-time and half-time credit requirements can be found at [Enrollment and degree verification](#).

Note for students in online programs: Typical enrollment in MLFTC online master's degree programs is six credits per semester. This is generally considered half time for enrollment verification purposes.

### Maximum course load

MLFTC provides recommended course sequences for all graduate programs to guide students in their registration each term. Students are encouraged to follow the course sequence for their program or to discuss any alterations with an academic advisor. Course sequences are developed with program progression and student success in mind. The Graduate College does not have a maximum credit hour enrollment policy. Anything in excess of 18 semester credit hours requires override approval.

Some MLFTC programs restrict the number of credit hours students may take within their academic program. Please consult your academic advisor if you have questions about your course sequence or the number of credits you may take in any given term.

### Continuous enrollment

Once admitted to a graduate degree or graduate certificate program, students must be registered for a minimum of one credit hour during all phases of their graduate education, including the term in which they graduate. This includes periods when students are engaged in research, conducting a doctoral prospectus, working on or defending theses or dissertations, taking comprehensive examinations, taking Graduate Foreign Language Examinations, or in any other way utilizing university resources, facilities or faculty time.

Registration every fall and spring semester is required. Summer registration is required for students taking examinations, completing culminating experiences, conducting a doctoral prospectus, defending theses or dissertations, or graduating from the degree program.

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

- Appear on the student's iPOS, or
- Be research (592, 792), thesis (599), dissertation (799) or continuing registration (595, 695, 795) or
- Be a graduate-level course.

Grades of W or X are not considered valid registration for continuous enrollment purposes. W grades are received when students officially withdraw from a course after the drop/add period. X grades are received for audit credit.

Students completing work for a course in which they received an I grade must maintain continuous enrollment as defined previously.

### Request to maintain continuous enrollment (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 Study (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 re-enter their program without reapplying to the university.

**Students who do not register for a fall or spring semester without an approved Leave of Absence are considered withdrawn from the university under the assumption that they have decided to discontinue their program.** Students removed for this reason may re-apply for admission to resume their degree program; the application will be considered along with all other new applications to the degree program.

Students with a Graduate College approved **Leave of Absence** are not required to pay tuition and/or fees, but in turn are 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. For more information see [Graduate College Policies](#).

### Voluntary withdrawal

To withdraw from a graduate program and the university, students must complete the [Voluntary Withdrawal form](#). Submitting a voluntary withdrawal form does not remove a student from courses. Students must file separately with the University Registrar's Office to drop any courses.

### Medical/compassionate withdrawal

A student may be eligible for a medical/compassionate withdrawal if the withdrawal is due to extenuating circumstances such as a previous serious physical or mental illness (medical withdrawal) or the death or serious illness of a family member (compassionate withdrawal). To request a medical or compassionate withdrawal, students must submit a [Request for a Documented Medical/Compassionate Withdrawal](#).

### Appeal and grievance processes

#### *Academic probation*

There is no appeal from the action of being placed on probation. Probation provides a warning to the student of the potential for suspension and/or dismissal.

#### *Grade appeal procedure*

Final, official course grades are listed on My ASU via the student's transcript. Students should check their transcripts regularly following the grade posting date for each term. In the event there is a discrepancy between the final grade in the transcript and the grade the student expected to receive based on the Canvas gradebook, students must submit an appeal to the instructor within 10 business days of the last date for posting final grades, as listed in the [Academic Calendar](#), and according to the appeal process outlined below:

**Reasons for grade appeal:** A student may appeal a grade only when they can document that one or a combination of the following has occurred:

- The instructor erred in calculating points or acknowledging timely submission of assignments.
- The instructor did not apply grading standards equitably (that is, there is evidence of bias; for example, due to race, age, sex, religion or national origin).
- The instructor did not assign grades consistent with the standards and procedures for evaluation announced at the beginning of the course in the course syllabus. The instructor may amend or supplement the standards and procedures during the course by providing written or oral notice to the entire class.

**Step 1: Informal meeting with instructor** — This step is mandatory and applies only to appeal of course grades.

1. The student must contact the instructor of the course and complete and submit the [Grade Appeal Form](#). The student must provide any additional relevant documentation to support the appeal and reasons for

disputing the grade to the instructor. The narrative accompanying the appeal form may not exceed five double-spaced pages.

2. The student must meet with the instructor either face-to-face or, in the case of online classes only, virtually. If this meeting does not resolve the grievance, the student may move to step 2 and submit the Grade Appeal Form to the Office of Academic and Career Success.

*Note: If the required meeting with the instructor has not taken place, the appeal will be accepted only if the student supplies evidence that they contacted the instructor and, A) received no reply for five business days, or B) have been unable to schedule a meeting within 10 business days of the date of contact.*

**Step 2: Submit grievance to Office of Student Services** — If the grievance is not resolved in step 1, the student may forward the grade appeal to Erica Mitchell, executive director of student services, at [erica.mitchell@asu.edu](mailto:erica.mitchell@asu.edu).

**Step 3: Division director reviews grade appeal** — The executive director of student services will review the grade appeal and may request additional information. The grade appeal will be forwarded to the division director for review, if the appeal meets the criteria for a grade appeal. The division director will review all information and notify the student of the outcome.

#### **Step 4: Appeal decision to the dean**

- Per ASU policy, the student may appeal the division director's decision to the dean, whose decision is final. *The student must appeal within five business days of receiving the division director's decision.*
  - To submit an appeal to the dean, the student must forward the original appeal and the division director's response to the Director of Academic Operations Alana Lackore at [Alana.Lackore@asu.edu](mailto:Alana.Lackore@asu.edu), who will begin the appeal process at the dean's level.
- Only the issue appealed to the division director may be appealed; no new issues or complaints may be added. The dean or her designee has full discretion as to whether to refer the appeal to the Student Issues Committee (also known as the College Academic Grievance Committee). See [University Policy for Student Appeal Procedures on Grades](#).
- The student will be notified by mail of the outcome. The decision of the Student Issues Committee (dean's designee) is final.

**Deadline:** To receive consideration, the appeal form and supporting documentation must be submitted to the instructor within 10 business days of the last date for "Final grades due" as listed in the [Academic Calendar](#).

**Submit Form:** Submit a [Grade Appeal Form](#) to your instructor when requesting a meeting. Both undergraduate and graduate students should also submit a copy to [erica.mitchell@asu.edu](mailto:erica.mitchell@asu.edu). Your email will count as an electronic signature.

*It is ASU's policy that students filing grievances and those who are witnesses are protected from retaliation. Students who believe they are victims of retaliation should immediately contact the dean of the college in which the course is offered. [More information on ASU grading policies](#)*

During the time of the appeal, a student may register for courses; however, if the appeal is denied and the student is withdrawn, ASU's policies on tuition refunds will be applied. Any concerns about tuition charges should be addressed to the Registrar's Office.

#### *[Appealing a recommendation for dismissal from program](#)*

The Graduate College admits students to graduate study at ASU. Students who fail to make satisfactory academic progress may be involuntarily withdrawn (dismissed) from their academic programs by the Graduate College upon the recommendation of MLFTC. The student has the right to appeal a recommendation for dismissal.

Steps in the appeal process:

1. The student receives notice from the executive director of student services that a recommendation for dismissal from the program is being made to the ASU Graduate Education office.
2. Within 10 business days of receiving this notice, the student may appeal in writing to the appropriate division director on the MLFTC Student Issues Committee (dean's designee). Petitions for review forms are available in the MLFTC Office of Student Services on each campus. Failure to file the appeal within 10 business days of the date of notification will result in an automatic denial of the appeal.

### Maximum time limit to complete degree

**Master's degree** — All work toward a master's degree must be completed within six consecutive years. The six years begin with the semester and year of admission to the program. Graduate courses taken prior to admission that are included on the plan of study must have been completed within three years of the semester and year of admission to the program.

Any exception to the time limit policy must be approved by the supervisory committee, the head of the academic unit and the dean of 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.

## Student support resources

### MLFTC Office of Academic and Career Success

#### *Academic advising*

All graduate students are assigned an academic advising team when admitted to a degree or certificate program. Academic advising contact information can be found on My ASU under “Academic Advising.”

Academic advisors work with students from admission to program completion and are the primary point of contact with the college. They can help students navigate program and degree requirements, registration, college and university policy, and can connect students to other resources as needed.

Students are encouraged to use the [MLFTC Graduate Student Site](#) for general information about programs, processes and policies that may be specific to the academic program or college.

- Phone: 480-965-5555
- Email: [GraduateEducation@asu.edu](mailto:GraduateEducation@asu.edu)

Students can expect a response from a member of their academic advising team within 24–48 business hours. During times of peak volume, please allow up to 72 hours for a response. For urgent needs, contact 480-965-5555 to be connected with any available academic advisor.

### Academic and professional development resources

#### *ASU Libraries*

The ASU library system gives you access to more than 32,000 electronic journals, 281,000 electronic books and 300 research databases online. Library support in person, through email, phone and chat is also available. You are encouraged to explore the resources offered by the ASU Libraries including:

- [ASU Online Library Guide](#)
- [Education subject course guide](#)
- [Research Databases](#)

#### *ASU Writing Center*

MLFTC expects that all submitted contributions in graduate-level courses will be of professional quality. Unless specifically stated, all assignments should conform to APA style. [Graduate Academic Support Center](#)

#### *Career services*

Students are encouraged to explore resources available through the [ASU Career and Professional Development Services Office](#). Services and events offered:

- Resume workshops and critique
- Career mixers
- Job search strategies
- Interviewing skills and mock interviews

### Student support services

#### *ASU Online student support and services*

Students in online programs have access to dedicated support through success coaches and student services staff. Success coaches and contact information are listed on the student's My ASU page. [ASU Online](#)



### *International Student and Scholars Center*

The ASU International Student and Scholars Center provides a number of services and resources to international students. [ASU International Student and Scholars Center](#)

### *Health Services*

ASU Health Services is dedicated to the well-being and educational success of each student by providing high-quality health care that is accessible, affordable and compassionate. Students can access health services by appointment online or in person, or by walk-in for immediate concerns. [ASU Health Services](#)

### *Counseling services*

Counseling and mental health services are provided at ASU's Downtown, Polytechnic, Tempe and West campuses. ASU students may seek services at any campus counseling center regardless of their college affiliation. Visit [ASU Counseling Services](#) for complete information regarding these services, including after-hours and weekend support. Support is available 24/7. For life-threatening emergencies, call 911.

### *Student Accessibility and Inclusive Learning Services*

MLFTC is committed to student success and ensures an inclusive learning environment for all students. Students with disabilities or disabling health conditions who need accommodations are required to document their condition with SAILS. MLFTC encourages admitted students who believe they may need an accommodation to register with SAILS prior to enrolling in the program. [Student Accessibility and Inclusive Learning Services](#)

### *Veterans and Military Affairs Office*

MLFTC values the exceptional contributions of our veterans and welcomes current and former members of the military and their dependents as students preparing for careers in the education field. The Pat Tillman Veterans Center is available to student veterans and their dependents with locations on four campuses and online. [Pat Tillman Veterans Center website](#)

### *Graduate and Professional Student Association*

[Graduate and Professional Student Association](#)

### *Business and Finance Services*

### *Parking and transit*

The [ASU Transportation website](#) has complete information about policies and procedures related to parking and transit, including parking passes, public transit and campus shuttle information.

### *Student Business Services*

Student Business Services offers a variety of student account services including tuition and billing, student refunds (including financial aid), receipt and payment processing, support for past-due accounts, third-party sponsorship assistance and Perkins Loan repayment. [Student Business Services](#)

### *Sun Devil Card Services*

ASU students may choose between the Pitchfork ID and the basic Sun Card to use as an official university ID card. [ASU Sun Devil Card Services](#)

## Campus amenities

### *Housing*

Living at ASU promotes creative connections and innovation inside and outside the classroom, providing a supportive, close-knit environment designed to set you up for success. [University Housing](#)

### *Dining services*

Sun Devil Dining offers quality, value, variety and convenience with more than 50 dining locations, including dining halls, fast-casual restaurants, cafes and on-campus markets. [Sun Devil Dining](#)

## Other departments and services

### *Provost's office*

The Office of the University Provost provides leadership for all of the university's campuses and academic programs, fostering excellence in teaching, research and service to the community. [Office of the University Provost](#)

### *IT help office*

The University Technology Office embraces its roles as an enabler and a catalyst for advancing the vision and work of the New American University. Students can access the service center from their My ASU page. [ASU Enterprise Technology](#)

### *ASU Safety and Security*

ASU provides a safe, healthy and secure environment. Maintaining a healthy and secure campus community for students, staff and faculty means knowing what to do in the event of an emergency and having the right tools to respond. For information related to ASU safety practices and policies, visit [ASU Safety](#). For information related to the ASU police department, visit [ASU Police Department](#).