



**Mary Lou Fulton  
Teachers College  
Arizona State  
University**

*Master of Education in  
Higher and Postsecondary Education*  
**Student Handbook  
2021–22 Academic Year**

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## Introduction

### Master of Education degree in Higher and Postsecondary Education

The [MEd in Higher and Postsecondary Education](#) program at Mary Lou Fulton Teachers College will prepare you to be an innovative leader in higher education. Higher education administration encompasses student and academic affairs, athletics, financial aid, development and fundraising. As a student in this program, you will acquire the foundational content knowledge and skill sets necessary to succeed as an administrator and leader in your chosen area, helping to find solutions to issues confronting contemporary colleges and universities, and gaining the expertise to design and implement those solutions.

This MEd program was created to establish Arizona State University as the model for educating innovative higher education leaders; leaders characterized by:

- A strong foundation in the theory and practice of higher education administration
- The capacity to analyze issues confronting contemporary colleges and universities
- Expertise in designing data-informed solutions to innovate administrative decision-making; and equipped with the necessary tools to promote success among diverse student populations

Course activities and assignments are flexible so you can tailor your learning experience to your career goals. You will learn about:

- The history of higher education in the United States
- Organizational characteristics of colleges and universities
- Important laws and policies pertaining to administrative practice in higher education
- How colleges and universities are funded
- How to successfully work with diverse stakeholders in contemporary higher education
- How to collect and use data to improve decision-making

This program reflects the values and principles of ASU and Mary Lou Fulton Teachers College:

- We are guided by an ethos of discovery, relying on inquiry and analysis to better understand the challenges that face contemporary colleges and universities.
- We are committed to innovation, applying new technology and knowledge to success in the profession of higher education administration.
- We are committed to excellence through inclusion and collaboration.
- We are committed to local impact, supporting the success of higher education in the state of Arizona.

### 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 the Graduate College policies and procedures. In these cases, Mary Lou Fulton Teachers College has established higher standards. Please note that 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](#).

## Admission

Admission to the MEd in Higher and Postsecondary Education program is offered for the fall and spring semesters. 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: [education.asu.edu/application-deadlines](https://education.asu.edu/application-deadlines) (See [Academic Calendar](#) for session dates)

### Quick facts

- Location: Tempe and Downtown Phoenix campuses
- Start terms: Fall and Spring
- Time to completion: Four semesters, including fall, spring and summer. This program can be completed in approximately 15 months.

### Contacts

For admission information, contact [GradEnrollment@asuonline.asu.edu](mailto:GradEnrollment@asuonline.asu.edu). Current students, please contact your assigned academic success specialist, listed on your My ASU page. If you do not know who your specialist is, contact the [MLFTC Office of Student Services](#) at 602-543-6358 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) or higher 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): score of at least 550 (PBT) or 80 (iBT). ASU's 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. No institutional code is needed.
  - Pearson Test of English (PTE): score of at least 60.
  - *Individual academic units or programs may have higher requirements for English proficiency.*

## Academic program admission requirements (all program tracks)

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

**Personal statement** — This degree program will provide you with a broad-based grounding in the theory and practice of how colleges and universities work, and prepare you to be a leader for success in the higher education enterprise of the future. With this in mind, please describe your personal interest in the field of higher education, the goals you wish to achieve while in the program, and your short and long-term career aspirations once you earn your degree. The admission committee pays particular attention to the quality of writing in the personal statement, the ideas expressed and the match between the students' and the program's goals. Your statement should be approximately 500 words (two double spaced pages) and 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 institution or company of individuals who will submit electronic letters of recommendation. Your recommenders will be asked to comment on your leadership, professionalism, flexibility and other qualities that indicate you are a suitable candidate for graduate study.

**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.

## 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 success specialist 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 the tuition and other university fees.

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

### Financial assistance

Financial aid is available through a variety of 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*

Traditional financial aid (loans and grants) are available. 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.

#### *Management internships*

Many students seek management intern positions in academic departments, student services, residential life or intercollegiate athletics on one of the ASU campuses. These internships are .50 time (20 hours per week) state employee positions. Visit [ASU Human Resources](#) to view posted positions; also look at 25% or 50% time positions listed under “staff.”

MI salaries range from \$10,000 to \$17,000 and include health benefits, a retirement plan and a tuition waiver. MI positions are competitive; visit the [Careers at ASU](#) page frequently to view up-to-date postings.

## Curriculum and graduation requirements

### Program requirements

Students in the MEd Higher and Postsecondary Education program complete 30 credits in 10 graduate courses, comprising a set of core requirements and three specialization areas: student success, leadership and organizations, and law and finance. Coursework combines theories about how colleges work and how administrators can positively impact students' experiences and outcomes, with practical application of these ideas. In the program's capstone experience, you will implement your newly gained knowledge by designing and performing a small-scale applied research study. You will summarize and present your project in a public poster session akin to those organized for academic conferences.

All courses (with the exception of the practicum) are offered in an intensive 7.5 week hybrid format: 50% of content delivered face-to-face on weekday evenings, 50% delivered through technology-supported or independent learning experiences and fieldwork. Most students complete the program in 15 months. According to the Arizona Board of Regents, an hour of work is the equivalent of 50 minutes of class time (often called a "contact hour") or 60 minutes of independent study work. A minimum of 45 hours of work by each student is required for each unit of credit.

Course sequences detailing specific course offerings are found on the [Teachers College Graduate Student Success Site](#).

### Program of study — Tempe campus

#### Required core courses (12 credit hours)

HED 510	Introduction to Higher Education ( <i>First course taken</i> )	3
HED 580	Practicum in Higher Education	3
HED 573	Applied Inquiry	3
HED 593	Applied Project ( <i>Capstone; last course taken</i> )	3

#### Foundation requirements (12 credit hours)

HED 691	Student Development Theory	3
HED 689	Leadership in Higher Education	3
HED 649	Law of Higher Education	3
HED 644	Higher Education Finance and Budgeting	3

#### Elective courses (6 credit hours; select two\*)

HED 688	Organizational Theory in Higher Education	3
HED 634	The American Community College	3
HED 620	Diversity in Higher Education	3
HED 598	Race and Racism in Higher Education	3
HED 598	International and Comparative Education in Higher Education	3
HED 598	Enrollment Management	3
HED 598	International Higher Ed and Study Abroad	3
HED 598	Administration of Intercollegiate Athletics	3

**Total credits required for degree 30**

\* This selection of courses is available only to students attending on the Tempe campus. Courses at Tempe are usually offered from 4:30–7:30 p.m. in sessions A and B, with potential summer course offerings. Exact course days and times are subject to change.

To review course descriptions, visit the [ASU Catalog](#). Students should work with their academic success specialist to determine appropriate methods coursework for their content area. Curriculum for all programs is subject to change based on Arizona Board of Regents and Arizona Department of Education updates.

### Program of study — Downtown Phoenix campus

The MEd program on the Downtown Phoenix campus relies on a cohort model; students take all their courses sequentially with their cohort, either at the Downtown campus or via iCourse as indicated). Classes are offered in a mixture of hybrid and fully online formats. Six courses are offered in an intensive 7.5 week hybrid format with half of the content delivered face-to-face on Monday evenings, and the other half delivered online and through independent fieldwork. One course, HED 580 Practicum, meets in person four times during the summer term, and the majority of work occurs in a practice-based setting. The remaining three are ASU iCourses, meeting fully online over a 7.5 week period.

#### Cohort model, year 1

##### Fall

HED 510	Introduction to Higher Education (3 credits)	Session A, Mondays, 6–8:45 p.m.
HED 620	Diversity in Higher Education (3 credits)	Session B, Mondays, 6–8:45 p.m.
HED 649	Law of Higher Education (3 credits)	Session B, iCourse

##### Spring

HED 644	Higher Education Finance and Budgeting (3 credits)	Session A, Mondays, 6–8:45 p.m.
HED 691	Student Development Theory (3 credits)	Session B, Mondays, 6–8:45 p.m.
HED 689	Leadership in Higher Education (3 credits)	Session B, iCourse

##### Summer

HED 580	Practicum in Higher Education (3 credits)	Session C*, Mondays, 6–8:45 p.m.
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#### Cohort model, year 2

##### Fall

HED 573	Applied Inquiry (3 credits)	Session A, Mondays, 6–8:45 p.m.
HED 688	Organizational Theory in Higher Education (3 credits)	Session A, iCourse
HED 593	Applied Project (3 credits)	Session B, Mondays, 6–8:45 p.m.

**Total credits required for degree: 30**

\* Practicum course meets face-to-face four times only over the summer. The majority of work for this course occurs in the practicum setting.

Students in the Downtown Phoenix cohort are not permitted to take program courses in Tempe; all courses in the program must be completed in sequence in downtown Phoenix or via iCourse. The cohort model encourages the development of close working relationships, networks and cooperative learning among members that extends beyond a single course.

Exact course days and times are subject to change. Refer to the official course schedule. To review course descriptions, visit the [ASU Catalog](#). Students should work with their academic success specialist to determine appropriate methods coursework for their content area. Curriculum for all programs is subject to change based on Arizona Board of Regents and Arizona Department of Education updates.

### *Practicum requirement*

The program requires a practical experience, comprising 120 customizable experience hours at a higher education site of the student's choice. The program has more than 120 partner locations and offices. HED 580 Practicum is a session C course, ideally taken near the end of the program so that course connections can be made. Students can select locations at ASU or other higher education organizations (with permission).

### *Culminating experience*

The culminating experience for this degree is an action-research applied project. This project is conducted in the HED 593 Applied Project course in the final semester of the program and taken directly after the conclusion of the HED 573 Applied Inquiry. Students work with faculty mentors within these classes to propose and conduct a project in their local context. Students must earn a grade of "B" or higher in the culminating experience course.

### *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 academic success specialist to discuss their plan of study and how to complete the iPOS. After submitting the iPOS, your academic success specialist will approve it. The Graduate College has final approval over all iPOS submissions.

When evaluating your iPOS, your academic success specialist 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 academic success specialist will send your iPOS back to you for revision if it is incorrect.

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

Students are expected to familiarize themselves with the policies and procedures listed in the MLFTC Satisfactory Academic Progress and Professional Conduct (SAPPC) policies, and understand Graduate College policies related to academic progress found on the [Graduate College Policy and Procedure website](#). This is not a complete representation of the [current SAPPC policy](#), which includes policies and procedures regarding academic progress, professional experiences, and appeals and grievances. Students are expected to read and understand the policy in its entirety.

To remain in good standing in Mary Lou Fulton Teachers College, students must maintain satisfactory academic progress consisting of both academic performance and adherence to MLFTC's Professionalism Standards. This document sets forth the standards and expectations for "satisfactory academic progress" and "good standing" for undergraduate and graduate students and explains the consequences of failure to meet these standards.

In addition to the policies stated herein, students are expected to abide by applicable ASU and Arizona Board of Regents policies, including the [Student Code of Conduct](#), the ASU Academic Integrity Policy, ASU Graduate College Policies and Procedures (for graduate students), as well as all policies, procedures, rules, regulations and requirements established by the local education agency, school district and/or school in which they are engaged in field experience or residency. Failure to do so may lead to consequences that include dismissal from the program and expulsion from the university. Graduate students should also refer to the [ASU Graduate College website](#) for further information about ASU Graduate College policies.

### Title IX

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

Title IX protects individuals from discrimination based on sex in any educational program or activity operated by recipients of federal financial assistance. As required by Title IX, ASU does not discriminate on the basis of sex in the education programs or activities that we operate, including in admission and employment. Inquiries concerning the application of Title IX may be referred to the Title IX Coordinator or 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. Office located at 1120 S. Cady Mall, INTDSB 284. For information on making a report please go to [www.asu.edu/reportit/](http://www.asu.edu/reportit/).

## 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](#)
- [Graduate College Policies and Procedures](#)
- [Mary Lou Fulton Teachers College](#)

### 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 in order 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

### Registration and drop/add Policies

All students are required to have proof of measles immunizations on file with [Student Health](#) prior to registration. Graduate students register through My ASU according to your enrollment appointment.

Complete details regarding registration and course drop/add procedures are provided in the [Registration and Tuition Payment Guide](#).

### 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. Students beginning online programs in B sessions typically register for three credits in the first term, which is considered less than half time. Typical enrollment in graduate certificate programs is 3–6 credits per semester.

### 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 success specialist. Course sequences are developed with program progression and student success in mind. The Graduate College does not mandate a maximum course load for graduate students. Anything in excess of 18 semester credit hours requires override approval.

Some MLFTC programs restrict the number of credit hours students may take within the academic program. Please consult your academic success specialist 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 [Request to Maintain Continuous Enrollment form](#). This request must be submitted and approved before the anticipated semester of nonregistration. Students may request to maintain continuous enrollment without course registration for a maximum of two semesters during their entire program.

Having a Graduate College-approved Request to Maintain Continuous Enrollment will enable students to re-enter their program without reapplying to the university. Failure to maintain continuous enrollment results in withdrawal from the academic program. Students removed for this reason may reapply for admission to resume their program. The application will be considered along with all other new applications to the program.

A student with a Graduate College-approved Request to Maintain Continuous Enrollment is not required to pay tuition and/or fees, but is not permitted to place any demands on university resources. These resources include university libraries, laboratories, recreation facilities or faculty time.

### 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](#).

### 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.

**Doctoral degree** — Doctoral students must complete all program requirements within a 10-year period. The 10-year period begins with the semester and year of admission to the doctoral program. Graduate courses taken prior to admission that are included on the iPOS must have been completed within three years of the semester and year of admission to the program. (Previously awarded master's degrees used on the plan of study are exempt.)

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 Student Services

#### *Academic advising*

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

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

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

- Phone: 602-543-6358
- Email: [GraduateEducation@asu.edu](mailto:GraduateEducation@asu.edu)

Students can expect a response from an academic success specialist within 24–48 business hours. During times of peak volume, please allow up to 72 hours for a response. For urgent needs, contact 602-543-6358 to be connected with any available academic success specialist.

### 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:

- [Library tutoring and workshops](#)
- [Education subject course guide](#)
- [Research databases](#)
- [Resources for online students library guide](#)

#### *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 Student Accessibility and Inclusive Services (SAILS). MLFTC encourages admitted students who believe they may need accommodation to register with SAILS prior to enrolling in the program. [SAILS website](#)

### *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. [Veterans in Education](#)

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 to 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. [University Technology Office](#)

### *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](#).