






Graduate student handbook **User experience, MS**

-  2024–25
-  The Polytechnic School
-  poly.engineering.asu.edu/ms-user-experience



MS in User Experience

2024-2025 Handbook

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MS User Experience

The MS in User Experience is offered by the School of Applied Professional Studies within the College of Integrative Sciences and Arts and the Polytechnic School within the Ira A. Fulton Schools of Engineering. The degree has two campus options: ASU Online or Polytechnic campus. It is recommended that applicants inquire about differences in the two campus options prior to application. Applicants choose the campus when completing the online Graduate Admission Application.

User experience (UX) focuses on the design, development, and evaluation of products and services that are useful, usable and desirable. The MS in User Experience encompasses all aspects of user experience (design, research, and content), a complete approach to human interaction with products and services. The UX program addresses UX research, design, content development, communication, tone of voice and evaluation of all components and products with which end users interact. This includes hardware and software user interfaces, informational products, help systems, user support, identifying user needs, tasks, procedures, capabilities, and limitations when using technology and interacting with information.

The MS in User Experience combines topics in web, human factors, visual displays and technical communication to make products, systems and services useful, usable and desirable. Students learn how to research user needs, identify criteria for successful products and services, prototype those products and services, and refine them through usability testing and other user-centered methods. User experience skills are increasingly valued by industry yet are not typically covered in-depth in traditional engineering or technical communication programs. Students with a master's degree in user experience will enhance their employment potential in the areas of user experience, user research, design research, human factors research, human-computer interaction, interaction design, interface design, digital visualization design, and usability testing.

Purpose of this Handbook

The purpose of this handbook is to provide guidance and information related to admission, degree requirements, and general policies and procedures for graduate students in the MS in User Experience program. Students must adhere to policies of both the Polytechnic School within the Fulton Schools of Engineering and School of Applied Professional Studies within the College of Integrative Sciences and Arts, and the Graduate College. Policies and this handbook are subject to change at any time; students will be notified.

Admissions

Admission to the UX master's program requires the completion of all general admission requirements and procedures set forth by the Office of Graduate Admission Services. For general information on applications, deadlines, international requirements, application requirements, and other information, please see [Graduate Admission Services](#). Prior to submitting an application to Graduate Admission, applicants should review the information provided in this handbook regarding the degree program, including specific application requirements and deadlines.

Submission of an Application

For admission information and procedures, review the [How and When to Apply For Graduate Admission](#) website. Applications for all graduate degree programs and non-degree status must be submitted via the [application website](#).

Admitted students who are unable to start their programs in their admitted term can request to defer their start to the next admissible semester. Students may submit a request to defer through their MyASU.

Application Deadlines

The dates noted are priority deadlines for submitting a complete application. Applications received after this date may still be considered but are not guaranteed to be evaluated for the semester of application.

Polytechnic Campus Priority Deadlines

Fall semester (August)	April 1
Spring semester (January)	September 15

ASU Online Priority Deadlines

Fall semester (August)	July 20
Spring semester (January)	December 1
Summer semester (May)	March 1

Admission and Eligibility

Applicants must meet the following admission requirements:

- Minimum of a bachelor's degree in digital media, web design/development, architecture, computer science, communication design, information technology, psychology, graphic information technology, graphic design, cognitive science, design or technical communication, or a closely-related field, from a regionally accredited college or university.

- Minimum of 3.00 cumulative GPA (scale is 4.00=A) in their first bachelor's degree program or in the last 60 semester hours or 90 quarter hours of a student's first bachelor's degree program.
- Minimum of 3.00 cumulative GPA (scale is 4.00=A) in nine semester hours of graduate coursework from a U.S. institution, or a minimum cumulative GPA of 3.00 (scale is 4.00=A) in an applicable conferred master's degree program from a regionally accredited college or university, if applicable.
- Applicants with grades below the minimum level may be considered for provisional admission if there is strong evidence suggesting the potential of outstanding performance in the Polytechnic School graduate program. In certain cases, demonstrated aptitude through professional experience, completion of professional UX certification programs, or additional post baccalaureate education may also be considered.

A complete MS in UX program application includes the following items:

- An online [Graduate Admission](#) application, including attachments of the following documents:
 - o A professional resume
 - Applicants with a completed certification in an area related to user experience are encouraged to include a copy of the Certificate of Completion to the resume.
 - o A statement of purpose
 - This should address your interest in the degree, as well as any related professional experience and your short-term and long-term goals for your career. This statement is strongly regarded during the admittance process.
 - o Area of interest in user experience
 - o Sample of work
 - Examples include: portfolio, writing sample, research report, prototype, etc. showcasing your work
 - If submitting a portfolio as a link, applicants must utilize a URL shortening service, or download as an attachment.
- Transcripts from each college and/or university attended
 - o Unofficial transcripts can be uploaded directly to the online application. Official transcripts will be required if admitted.
- Two (2) letters of recommendation
- International applicants must also meet the **English proficiency requirements**, as defined by Graduate Admission Services. Please be sure to review the [TOEFL, IELTS, Duolingo, or PTE score requirements](#), as International applications will not be processed without valid proof of English proficiency.

Academic units submit recommendations regarding admission decisions to Graduate Admission Services; only the Dean of Graduate Admission can make formal offers of admission. Applicants are able to monitor the status of their application through [My ASU](#). If admitted, the formal letter of

admission can be downloaded from My ASU. If denied admission, letters are sent via email to the address on record.

ASU Personalized Graduate Admissions

ASU undergraduate students who meet the eligibility criteria for specific participating master's degree programs will receive an offer for ASU Personalized Graduate Admissions in their final undergraduate semester.

Students who accept an ASU Personalized Graduate Admissions offer will be automatically admitted to one selected ASU graduate degree program without submitting a graduate admission application or supplemental materials.

Financial Aid

Several resources are available to help students understand how to finance a graduate degree. We recommend visiting [Pay for your Graduate Education](#) via Graduate College, and [Paying for College](#) via Financial Aid and Scholarship Services. For an estimated cost of enrollment, visit: [Standard Cost of Attendance](#). For more information on funding opportunities, please visit: [TPS Graduate Student Funding Opportunities](#).

Deficiency or Provisional Admission

Upon admission, a student may be assigned one or more deficiency courses to complete in addition to the 30 credit hour requirement for the MS UX program. Deficiency courses may vary, but could include:

HSE 230 Statistics for Human Systems Research I

Students should refer to their admit letter to verify any assigned deficiencies. Deficiencies must be completed by the end of the first year with a grade of B or better, unless otherwise noted, but it is highly encouraged that deficiencies are taken within the first semester. Students must request an override for the course: <https://fultonapps.asu.edu/override/>.

Students admitted with provisional admission must successfully complete their first year with a 3.0 GPA or better. A student's inability to meet this requirement may result in immediate dismissal from their graduate program.

Program Requirements

The MS in User Experience requires a minimum of 30 credit hours. These credit hours must include the following:

Required Courses (15 credit hours)

- GIT 540 Cross-Media Design Solutions (3)
- HSE 542 Foundations of Human Systems Engineering (3)
- TWC 501 Fundamentals of Technical Communication (3)

Choose two from the following:

- GIT 542 Usability and User Experience (3)
- HSE 521 Methods and Tools in Human Systems Engineering (3)
- TWC 544 User Experience (3)

Elective Courses (15 credit hours from the following options)

- GIT 520 Prototype and Wireframe Design (3)
- HSE 423 Human Factors in Transportation (3)
- HSE 525 Human Factors in Medical Systems (3)
- HSE 529 Product Design and Evaluation (3)
- TWC 511 Principles of Visual Communication (3)
- TWC 514 Visualizing Data and Information (3)
- TWC 535 Global Issues in Technical Communication (3)
- TWC 536 Project Management in Technical Communication (3)
- TWC 545 Content Management and Topic-Based Authoring (3)
- GIT/HSE 584 Internship (3)

Other elective options may be approved by the Graduate Program Chair.

*Please visit the [**MS UX elective tracking**](#) list for the full list of approved electives.*

GIT/HSE/TWC 590 Reading and Conference or GIT/HSE/TWC 592 Research are independent study courses that can help supplement your learning outside of actual coursework. If you're interested in a topic in which a course does not currently exist or are interested in conducting a research study related to user experience, a 590 or 592 course allows you to explore areas outside of the classroom under advisement of a faculty member. Students interested in independent study should communicate with faculty regarding their interests and faculty support is not guaranteed. Once confirmed with faculty and prior to registration, students will complete the [individualized study request form**](#) outlining the scope of the course and deliverables. The form will be signed by the student, faculty advisor, and program chair.*

NOTE: TWC registration requires a different process. If interested in TWC 590 or TWC 592, please let your academic advisor know.

Culminating Experience (0 credit hours)

Portfolio

Cohort registration for campus immersion students

Campus immersion students are members of a cohort for their respective admission terms and will be assigned specific courses for enrollment in their first year. Students should follow all instructions as part of the Polytechnic School welcome packet to complete registration steps. Requests for deviation from first semester coursework will not be accepted. Students will have the ability to select elective courses in their second semester.

Culminating Experience Overview

Portfolio

The portfolio is a highlight of three major accomplishments within coursework identified on the graduate interactive plan of study (iPOS), and may include projects or papers. Portfolio submission includes resume, reflection of graduate program accomplishments with the supporting assignments/projects included. It is reviewed by the program chair for consistency in grading.

A cover page needs to be included describing what courses the projects were carried out in, and why they were selected for inclusion in the Portfolio by the student. A predetermined faculty member and program chair will be solely responsible for judging the quality of the portfolio and determining if it is satisfactory to serve as the required culminating event for the degree.

See Appendix A for Portfolio requirements and submission deadlines.

Preparing for the culminating experience and graduation

In order to ensure accurate and timely communication of the culminating experience from academic and faculty advising, students should apply for graduation by the deadline in which they intend to graduate and review the iPOS for accuracy. The iPOS must be updated to reflect the student's intended plans for graduation. Students are expected to know and adhere to culminating experience deadlines and submission requirements. If there are any questions regarding graduation or the culminating experience, please contact polygrad@asu.edu.

Faculty

GIT Faculty

Deborah Prewitt, deborah.prewitt@asu.edu



Deborah Prewitt is a Teaching Professor in the Graphic Information Technology program. She has more than 25 years of web design, development, management and content writing experience, in addition to 30 years of experience in print design. She is the former program chair for the MS in User Experience. Her areas of interest include usability, user experience, digital accessibility, user-centered design, web content writing, and online learning.

Christina Carrasquilla, christina.carrasquilla@asu.edu



Christina Carrasquilla is an Associate Teaching Professor in Graphic Information Technology at Arizona State University, the Co-Founder of the Device & Usability Learning Lab, the Education Director for AIIGA Arizona, and a two time Mandela Washington Fellowship Reciprocal Exchange Awardee.

Her areas of interest include user experience and cross-media design, front-end web design and development, and social media. Her service efforts are directed towards systematically marginalized and K-12 outreach. She was named Fulton Schools of Engineering Outstanding Lecturer 2017.

Kassidy Breaux, kassidy.breaux@asu.edu



Kassidy Breaux has a background in UX design and engineering. She holds a M.S. Tech from ASU, and is a full-time associate teaching professor for the Graphic Information Technology program. Her expertise is in growth design, user research and experimentation. As the Director of Mentorship for AIIGA Arizona, Kassidy also leads annual portfolio reviews and mentorship workshops.

HSE Faculty

Scotty Craig, scotty.craig@asu.edu



Scotty Craig is the MS User Experience program chair, and an associate professor in the Human Systems Engineering program. Dr. Craig investigates aspects of learning with technology in both laboratory and applied settings. His research is at the intersection of cognitive science, user science, and the learning sciences. He has over 25 years as a researcher in the evaluation and design of learning technology with over 150 publications. Current projects investigate 1) virtual humans for learning and training within multiple formats from video to virtual and augmented reality, 2) best practices for advanced distributed learning (online learning), and 3) the evaluation of learning technologies from a joint learning science and design science perspective.

Heather C. Lum, heather.lum@asu.edu



Heather Lum is an assistant professor in the Human Systems Engineering program. Dr. Lum's primary research interests focus on perceptions of technology, specifically the ways in which technology is impacting the way we interact with each other as humans. Other areas of interest include the use of psychophysiological measures such as eye tracking and vocal analyses to better determine and study the critical applied cognitive and experimental topics of interest such as spatial cognition, human-human, human-animal and human-robot team interactions. She has also turned her attention to the use of games and virtual/mixed environments for training and educational purposes.

Qiaoning Carol Zhang, zhan260@asu.edu



Qiaoning Carol Zhang is an assistant professor of human systems engineering at the Polytechnic School, Ira A. Fulton Schools of Engineering, Arizona State University. She earned her PhD in information from the University of Michigan, where she deepened her focus on the intersection of technology, human perception and behavior, and design.

Zhang's research focuses on how social contexts and individual differences influence our interactions with emerging technologies such as artificial intelligence, robotics, and automated vehicles. Her work aims to ensure that these technologies are not only efficient and reliable but also intuitive, user-friendly, and inclusive.

By understanding and exploring the ways in which technology can adapt to the diverse needs and preferences of users, Zhang's research has significant implications for the design of systems in complex socio-technical environments. Her specific research interests include Human-AI Collaboration, Human-Robot Interaction, Human Factors in Automated Vehicles, and User Experience (UX) Design.

Darcia Wilkinson, Darcia.wilkinson@asu.edu



Darcia Wilkinson is an assistant professor in the Human Systems Engineering (HSE) program of The Polytechnic School. She is driven by a passion to build safe technology through knowledge creation about the harm that persists because of AI while actively engaging in foundational research to create protective mechanisms through design and governance. Her research interests rest at the intersection of responsible artificial intelligence, online safety and human computer interaction. Wilkinson was previously a postdoctoral researcher in the FATE group (Fairness, Accountability, Transparency, and

Ethics in AI) at [Microsoft Research](#) NYC.

Rob Gray, robgray@asu.edu



Robert Gray is an associate professor and undergraduate program chair in human systems engineering in the Polytechnic School at Arizona State University. His research focuses on perceptual-motor control with a particular emphasis on the demanding actions involved in driving, aviation, and sports. His goal is to conduct basic research that can be applied towards the improvement of training, simulation, accident prevention and human-machine interface development within these contexts. In 2007, he was awarded the Distinguished Scientific Award for Early Career Contribution to Psychology from the American Psychological Association and the Earl Alluisi Award for Early Career Achievement in the Field of Applied Experimental and Engineering Psychology. Gray is the host and producer of [The Perception & Action Podcast](#), which explores how psychological research can be applied to improving performance, accelerating skill acquisition and designing new technologies.

TWC Faculty



Eva Brumberger, eva.brumberger@asu.edu

Eva Brumberger is a nationally recognized scholar in visual communication, visual literacy, and professional communication pedagogy. She is the author of numerous articles and studies on visual communication and professional communication pedagogy, and is co-editor of an award-winning book entitled, *Designing Texts: Teaching Visual Communication*, a text intended to support faculty in traditionally non-visual disciplines in their efforts to develop the visual literacy of their students. Dr. Brumberger has worked in industry as a technical writer and editor. She joined the ASU faculty in 2012, and she served in a leadership role as head of the program in technical communication in the College of Integrative Sciences and Arts.

Lynne Cooke, Lynne.Cooke@asu.edu



Lynne Cooke is a Clinical Assistant Professor and Internship Coordinator for the Technical Communication Program. Prior to joining ASU, Dr. Cooke was an Associate Professor of Technical Communication at the University of North Texas. She is a member of the Arizona Chapter of the Society for Technical Communication and she has worked in industry as a technical writer and usability specialist. At ASU, she teaches courses in UX, Writing for Digital Media, and Information and Technology.

Claire Lauer, claire.lauer@asu.edu



Dr. Claire Lauer is an associate professor of technical communication. Her current research investigates how people interact with and read data visualizations and how we effectively engage public audiences in learning about sustainability science and water policy. She has also published on how

we use language to describe changes in technology-mediated text production, how technology impacts idea-generation and creative thinking, and how the work of technical communicators has adapted within the ever-evolving workplace. She is the past chair of ACM's Special Interest Group for the Design of Communication (SIGDOC) and serves as the Vice Chair of Operations on the SGB Executive Council of the Association for Computing Machinery.

Michael Madson, Michael.Madson@asu.edu



Michael Madson is an assistant professor in the ASU technical communication program. He teaches courses related to healthcare writing and user experience. His research explores how communication practices can contribute to health and wellness, focusing on three key areas: drug safety (especially opioids and cannabis), wayfinding in healthcare facilities, and the training of healthcare professionals.

Andrew Mara, andrew.mara@asu.edu



Andrew Mara is an Associate Professor in Technical Writing and Communication, and Director of the CRUX Lab. He studies writing practices in digital and new media ecologies, innovation behaviors in institutions, posthumanist philosophy, and user experience methods. Dr. Mara has been teaching technical writing user experience, innovation rhetoric, and technical writing for fifteen years. Dr. Mara has worked for Sandia National Laboratories as a communication specialist, and continues to work with local and regional nonprofits to create more robust and responsive user ecologies.

Polytechnic School Overview

About the Polytechnic School

The Polytechnic School is making a new higher education experience, one that focuses on learning through making things and solving real-world challenges through collaboration. At the Polytechnic School, we believe how you learn and teach is as important as what you learn and teach. We are committed and contributing to ASU's vision of the New American University – an institution that is committed to excellence, access, and impact.

The Polytechnic School is located in Mesa, which is the state's third-largest city and part of the Greater Phoenix area. The 600-acre ASU Polytechnic campus is built in a beautiful desert arboretum and is home to more than 6,000 students studying in undergraduate and graduate majors. The Polytechnic School is home to some of the most innovative engineering and technology programs in the country and some of the most advanced learning laboratories available to students on any university campus.

The programs thrive under the guidance of more than 100 outstanding faculty members with deep expertise in many of the most important challenges that society faces.

Visit the Polytechnic School website at poly.engineering.asu.edu. For more in-depth information about the programs offered through the Polytechnic School as well as the application process and other pertinent information, you are encouraged to explore the [overview of the graduate programs](#).

Graduate Programs

The Polytechnic School's graduate students learn in an environment that blends management, applied sciences, and engineering and technology fields to create applications, systems, and solutions that meet real-world needs. We engage in research that matters. As part of the Polytechnic School masters programs, applied projects, theses, and research are degree components and complement students' theoretical and practical understanding. The Polytechnic School doctoral programs include separate degree components, all of which are outlined in each program's handbook.

Masters Degrees

- Aviation Management and Human Factors, MSTEch in Technology
- Clean Energy Systems, MS
- Data Science, Analytics and Engineering (Human-Centered Applications), MS
- Engineering, MS
- Environmental and Resource Management, MS
- Environmental and Resource Management (Water Management), MS
- Graphic Information Technology, MS
- Human Systems Engineering, MS

Human Systems Engineering (Aviation Human Factors), MS
Human Systems Engineering (Health Systems), MS
Human Systems Engineering (Intelligent Systems), MS
Human Systems Engineering (User Experience Research), MS
Information Technology, MS
Management of Technology, MSTech in Technology
User Experience, MS

Doctoral Degrees

Engineering Education Systems and Design, Ph.D.
Human Systems Engineering, Ph.D.
Information Technology, DIT

Purpose of this Handbook

The purpose of this handbook is to provide guidance and information related to admission, degree requirements, and general policies and procedures for graduate students in the Polytechnic School. Students must adhere to policies of both the Polytechnic School and the Graduate College. Policies and this handbook are subject to change at any time; students will be notified.

Student Responsibility

Graduate students are responsible for familiarizing themselves with all university and graduate policies and procedures as well as applicable deadlines. Each student should also communicate directly with their academic unit to be clear on its expectations for degree completion. Graduate students are responsible for frequently checking their [My ASU](#) account and [asu.edu email](#) for the most up-to-date information regarding their status, holds, items to attend to, and other important information.

Diversity and Inclusion Initiative at the Ira A. Fulton Schools of Engineering

In January 2019, the Ira A. Fulton Schools of Engineering launched a new initiative focusing on diversity and inclusion — core values to the Fulton Schools and ASU, as exemplified in the [university charter](#). This initiative is called DII@FSE.

Our DII@FSE task force has articulated a vision to follow strategies and practices that support environments where individuals feel included, valued, and respected and where different kinds of people can succeed.

The DII@FSE has submitted a proposal to the [American Society for Engineering Education's \(ASEE\) Diversity Recognition Program](#). That proposal was awarded bronze status (the highest entry status a university can be awarded). Next steps for the initiative will be working together to realize the plan's goals.

Goals

1. Create and maintain a student body and workforce across the Fulton Schools that is diverse in multiple dimensions and inclusive for all.
2. Empower faculty, staff, students, and academic associates at the Fulton Schools to embrace the core values and practice of diversity, equity, and inclusion.
3. Be a global leader in diversity, equity, and inclusion in engineering.

Facilities and Labs

The core facilities, laboratories, and centers in the Polytechnic School provide the ideal environments for teaching, research, and discovery. State-of-the-art equipment and technologies help students increase their knowledge and experience and provide support for the use-inspired research conducted by the school's faculty and students. Learn more by visiting: [Labs and Facilities](#).

Faculty

Faculty members have significant expertise in many of the most important challenges that society faces. Many members of the faculty bring considerable industry experience to bear on their teaching and research. To learn more about the faculty, you may refer to the [Polytechnic School Directory](#).

Graduate Advising

Graduate student advising is located on the Polytechnic campus in [Sutton Hall](#) on the second floor. For more information about the Polytechnic School graduate programs or the policies in this handbook, contact the graduate advising office at polygrad@asu.edu or 480-727-1874.

Accelerated Bachelor's + Master's Degree programs

The Polytechnic School offers accelerated BS/MS and BSE/MS programs for students currently enrolled in an approved undergraduate program. This allows students to graduate with both degrees within five years of full-time coursework.

If you are interested to see if your program is part of the accelerated program offerings, visit [Accelerated Master's Degree Programs](#) and contact the Polytechnic School Graduate Advising office at polygrad@asu.edu to discuss your options. Please note that in addition to credit hour requirements, applicants must also have a cumulative ASU GPA of 3.20 or higher at the time of application to be considered. Admission into the accelerated programs is not guaranteed and an application is required to be considered.

Accelerated Bachelor's + Master's Probation Policy

Students in the Polytechnic School accelerated bachelor/masters programs are required to have/maintain a minimum 3.2 cumulative undergraduate ASU GPA on a 4.0 scale, at the time of the Accelerated Master's Program agreement. In addition, students in the accelerated bachelor/masters

programs are also required to maintain a 3.0 GPA for all coursework on the graduate plan of study (including shared 400-level courses) and all 500-level coursework.

Shared coursework is defined as the courses being applied toward the bachelor's degree and also being utilized for credit in the master's program. Shared courses are identified on the Accelerated Master's Program Agreement that must be completed prior to starting the accelerated bachelor/master program.

Students in the accelerated program who do not maintain a 3.0 minimum GPA in their shared coursework will be placed on graduate probation upon entering the master's degree program. Students in this situation will be notified of their probation status and the steps needed to lift the probation.

Academic Standards and Policies

Grades

To be eligible for graduation and the completion of a graduate degree, a student must achieve a cumulative grade point average (GPA) of 3.0 or better in three different grade point average calculations. The three different grade point averages that are considered by Graduate College and the Polytechnic School are as follows: (1) the grade point average in all courses numbered 500 or higher that appear on the transcript, except those that were listed as deficiencies in the original letter of admission, (2) the grade point average in all coursework that appears on the approved program of study, and (3) the grade point average in all coursework taken at ASU post-baccalaureate.

Transfer credits are not calculated on the Plan of Study (iPOS) GPA or the Graduate GPA. Courses with grades of "D" (1.00) and "E" (0.00) cannot appear on the iPOS but will be included when calculating the Graduate GPA. Courses with an "I" grade cannot appear on the iPOS.

A student who is not progressing satisfactorily toward a degree will be withdrawn from the program by the Dean of the Graduate College upon recommendation by the Fulton Schools of Engineering Dean's office. The policy of the Polytechnic School for academic probation and dismissal of graduate students is outlined below.

Satisfactory progress is defined by the quality of the student's work, that it does not have any academic and progress probationary issues, and that the student is meeting all requirements and/or milestones applicable to their program. Specifically for Doctoral students, this also includes the successful completion of the qualifying and comprehensive exams, as determined by their program. In addition to the probationary rules, satisfactory progress includes appropriate communication each semester with the student's Committee Chair regarding their progress, if applicable.

Students in the accelerated bachelor/master's degree programs will have separate requirements to meet while completing their undergraduate degree. See the accelerated bachelor's + master's degree program section above for more information. Once students are in the graduate portion of

the program (and have completed their undergraduate degree), they must meet the graduate academic expectations outlined in this section.

Academic Performance Standards

To meet the Polytechnic School academic performance requirements, all students admitted to a graduate degree program in the Polytechnic School must adhere to all of the following:

- All students admitted to a graduate degree program in the Polytechnic School, either on regular or provisional admission status, must maintain a 3.0 or higher grade point average (GPA) in:
 1. All work taken for graduate credit (courses numbered 500 or higher),
 2. Coursework in the student's approved plan of study (iPOS), **and**
 3. All coursework taken at ASU (overall GPA) post-baccalaureate.
- Earn a "C" or better in all iPOS (plan of study) courses. Grades of "W" and "I" are not acceptable on the iPOS and may be considered a lack of satisfactory progress if more than one occurrence occurs during the student's graduate program of study. Programs may invoke a higher standard, e.g., no courses with a C may be included on the iPOS.
- Meet the terms of the ASU Graduate College satisfactory progress policies as outlined at: [ASU Graduate Policies and Procedures](#).

Evaluation of Academic Performance Requirements

After each semester, the academic unit reviews students' files for satisfactory progress toward completion of the degree. All students are placed under one of the three categories:

- **Satisfactory Progress** means that the student does not have any academic and progress probationary issues. In addition to the probationary rules, satisfactory progress includes appropriate communication each semester with the student's Committee Chair regarding their progress, if applicable.
- **Academic Probation** pertains to grades that fall below those required by Program and University policies, including graduation requirements. The following are notices/letters the student will receive if one of these pertains to their academics:
 - Grade Point Average
 - > GPA below 3.0 in approved iPOS courses
 - > Overall post-baccalaureate GPA below 3.0
 - > Overall graduate (500 level or above) GPA below 3.0

Students placed on academic probation will have nine (9) credits or one year, whichever comes first, to meet GPA requirements as outlined above. Students placed on academic probation for Satisfactory Academic Progress will be provided a deadline within their probationary notice in which the requirements are to be met.

A student will be recommended for **Dismissal** from the program if they fail to meet the probationary standards outlined in their probationary letter. The student will receive a letter from the Polytechnic School explaining the reasons for the recommendation for dismissal. The student will have five (5) business days from the date of the letter to appeal the decision. The department's Graduate Affairs Committee (GAC) will review the appeal and will make the necessary recommendation. The GAC Chair, on behalf of the GAC, will provide a written explanation of the outcome of the appeal.

- If the outcome is favorable, the student will have to meet all the outlined requirements at the end of the specified period. The student will be required to sign an agreement acknowledging the recommendations of the GAC and the consequences if the agreements are not met.
- If the GAC recommends that the appeal is not granted in favor of the student, the GAC Chair, on behalf of the GAC, will recommend to the Fulton Schools of Engineering (FSE) Dean's Office to withdraw the student from the graduate program. The student's appeal will then be reviewed by the FSE Academic Standards Committee, which reviews the student's case and makes the final recommendation on behalf of the FSE Dean's Office and the department. If the appeal is not granted in favor of the student, the Fulton Schools of Engineering Dean's Office will recommend to the Graduate College to withdraw the student from the graduate program. Please refer to the Graduate College catalog for policies and procedures or contact the graduate advisor in the Polytechnic School with further questions.
- A student will be recommended for **Dismissal** from the program if they fail to meet the provisional admission requirements outlined within their admission letter. The student will receive a notice from the Polytechnic School explaining the reasons for the recommendation for dismissal. The dismissal notice will be submitted to the ASU Graduate College for processing. Provisional admits are unable to appeal if they fail to meet the requirements outlined within the standards of their admission.
- A student will be recommended for **Dismissal** from the program if they fail to meet the deficiency admission requirements outlined within their admission letter. The student will receive a letter from the Polytechnic School explaining the reasons for the recommendation for dismissal. The dismissal notice will be submitted to the ASU Graduate College for processing. Students not meeting the admission requirements of their deficiency as outlined in their admission letter are granted the ability to appeal and follow the process noted above. If the appeal is unsuccessful, the dismissal notice will be submitted to the ASU Graduate College for processing.
 - Deficiency Course(s)
 - Lack of progress toward completion of required deficiencies as listed on the admission letter
 - Received a "D" or "E" in a required deficiency course or in a course at the 400 level or above
 - Deficiency GPA below 3.0

Grade Grievance Appeal Policy

The grade grievance appeal policy must be followed by any student seeking to appeal a final course grade. Student grade grievance appeals must be processed, by commencement, in the regular semester immediately following the issuance of the grade in dispute. This process does not address academic integrity violations, faculty misconduct, or discrimination. It is university policy that students filing grade grievances and those who are witnesses are protected from retaliation.

The Fulton Schools of Engineering follow the [University policy for student appeal procedures on grades](#). Students may also view the informal and formal steps outlined in the [Grade Grievance Appeal Policy](#).

Plan of Study (iPOS)

The Plan of Study (iPOS) functions as a contract between the student, the academic unit, and the Graduate College. The iPOS contains certain degree requirements such as core and elective coursework as well as a culminating experience, which must be included in the iPOS before it can be approved. Students should submit an iPOS after registering for their second semester in the program. Students **must** submit an iPOS before the beginning of their second semester of their degree program. A student is not eligible to schedule the comprehensive examination without an approved iPOS. Students may not register for applied project (593), thesis (599), internship (584), or dissertation credit (799) until their iPOS is submitted and approved.

A student can access the iPOS by visiting [My ASU](#) > My Programs > iPOS > Graduate Interactive Plan of Study (iPOS). Please reference our [iPOS Overview](#) for in-depth information on what must be included on the iPOS.

Time Limit for Degree Completion

All work toward a master's degree must be completed within six consecutive years. Doctoral students must complete all program requirements within a ten-year period. The time period begins with the semester and year of admission to the program. Graduate courses taken prior to admission that are included in the Plan of Study must have been completed within three years of the semester and year of admission to the program. See the [ASU Graduate Policies and Procedures](#) for more information.

Continuous Enrollment Policy

Once admitted to a graduate degree program, students must be registered for a minimum of one credit hour of graduate-level coursework (not audit) during each fall and spring semester of their graduate education. 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 in that semester. This credit must appear on the Plan of Study **or** must be an appropriate graduate-level course (e.g. 595, Continuing Registration). Courses with grades of "W" and "X" are not considered valid registration for continuous enrollment purposes.

Students who have completed all necessary coursework but still need to complete their culminating experience can [request an override](#) for 595 Continuing Registration for 1 credit hour to maintain active status in their program. First term requests are sent to the student's committee chair to approve and verify that the student is making adequate progress. If a second term request is necessary, along with the override request the student must submit a timeline of remaining requirements to verify how they plan to complete the program in that semester.

Leave of Absence Policy

Students planning to discontinue enrollment for a semester or more must request approval for a leave of absence through the Plan of Study (iPOS) petition titled *Leave of Absence Request*. The Graduate College allows for a leave of absence for a maximum of two semesters during a student's entire program. A petition for a leave of absence may be submitted through a student's interactive plan of study and must be approved by the Graduate College. This request must be submitted and approved **before** the start of the semester of the anticipated absence.

An approved leave of absence will enable students to re-enter their program without reapplying to the university and the graduate program. Students who do not enroll for a fall or spring semester and are not on an approved Leave of Absence are considered withdrawn from the university under the assumption that they have decided to discontinue their program. A student removed for this reason may reapply for admission to resume their degree program; the application will be considered along with all other new applications to the degree program.

A student with a Graduate College-approved Leave of Absence is not required to pay tuition and/or fees, but in turn is not permitted to place any demands on university faculty or use any university resources. See the [ASU Graduate Policies and Procedures](#) for more information.

Graduate College Policies and Procedures

All graduate students are expected to read, understand, and meet the terms of the ASU Graduate College Policies and Procedures handbook as outlined at: [ASU Graduate Policies and Procedures](#).

Policy on Maximum Course Load

Registration in nine (9) credits is considered a full-time load for graduate students at ASU, and graduate students in the Ira A. Fulton Schools of Engineering are restricted to a maximum of 12 credits per semester, with the exception of the MS Information Technology program, which are restricted to 11 credits per semester. Overrides to register for more than 12 credits require the approval of the student's committee chair and Graduate Program Chair and will be granted only in exceptional cases. Requests to register for more than 15 credits will not be supported.

Internships

Polytechnic School graduate students can request to take an internship as a 584-course option for academic credit if an approved and eligible internship is obtained. Internship is not a requirement for graduate programs within The Polytechnic School but can be added as a planned option to the graduate plan of study. International students can apply for curricular practical training (CPT) if eligible to do so. No more than 3 credits of internship coursework can be used. The 3 credits can be divided between a maximum of two semesters for two different internship opportunities. For more information on internships, policies, and the application process, please visit:

<https://poly.engineering.asu.edu/advising/internships/>.

Applying for Graduation

Graduate students should become familiar with the process of applying for graduation to ensure the [graduation application](#) is submitted by the deadline of the graduating semester. The University has specific deadlines each semester for submitting the Graduation application. To view the specific deadlines for future terms, log into MyASU and click on the Graduation tab. Please also be sure to review the Graduate College [graduation deadlines and procedures](#) as well. All students must have an approved and up-to-date iPOS on file in order to apply for graduation.

Culminating Experience Definitions - Master's Degrees

Below is an overview of the culminating experience options offered within the Polytechnic School's graduate programs. Culminating experience options vary by program.

Portfolio

The portfolio is a highlight of three major accomplishments from the master's program and may include projects, papers, and exams. Portfolio submission includes a resume, and reflection of graduate program accomplishments with the supporting assignments/ projects included and is reviewed by the program chair for consistency in grading. There are specific submission timeframes (Spring - March/ Summer - June/ Fall - October) noted in the program section for eligible programs.

A cover page needs to be included describing what courses the projects were carried out in, and why they were selected for inclusion in the Portfolio by the student. The Committee Chair and/or the Graduate Program Chair will be solely responsible for judging the quality of the portfolio and determining if it is satisfactory to serve as the required culminating event for the degree.

Written Comprehensive Exam

The written comprehensive exam is coordinated by the Graduate Program Chair who leads the administration of the comprehensive exam to the students in their final semester. Support is available from advising if an on-campus comprehensive exam is required. The exam takes place in

the last six weeks of the semester. Grading is pass/fail. If a student fails, the student may petition to take the comprehensive exam one more time in a future term.

Capstone

The capstone is the only culminating experience option that has a class time/date associated with it. Within the course, students will follow the syllabus and requirements outlined by the professor. Credit is earned when a grade of B or better is awarded.

Applied Project

The applied project is carried out under the supervision of a faculty member, typically a member of the program's graduate faculty. Students are not assigned a faculty advisor. Students must take the initiative to contact a faculty member working in their area of interest. Students desiring to conduct an applied project must first obtain the approval of a faculty member to work with them on the project. This is recommended to be done before the end of the second semester (by +1 year for accelerated students). Enrollment in the applied project is in the last semester of the graduate program. An exception to this is for MS Human Systems Engineering as six credits/two semesters of enrollment are required. Applied projects are not required to be connected with industry. Applied projects are not eligible for CPT.

At completion of the applied project, a written document is required. The document is less involved than a thesis, is not expected to be published, and is more generalizable in comparison to the thesis, providing flexibility in the final format. In all cases, the student must prepare and present the applied project to the faculty advisor and discuss the implementation and results of their project. This presentation will be open to all graduate students.

Credit is earned when the faculty advisor approves the written report and oral presentation and a grade of B or better is awarded. For students carrying out an applied project, the faculty chair is the faculty advisor for the project. The applied project committee consists only of the faculty chair. A grade of 'Y' is not considered satisfactory completion of the course by ASU Graduate College.

Thesis

Thesis is a large research commitment, recommended for those wanting to pursue a PhD or a career focused in research. Work involves a new research area or extension of previous research, taking a new approach to a topic. The thesis topic can be initiated by either the student or the faculty advisor. Students must adhere to Graduate College (GC) policies, formatting requirements, and deadlines. The final document is published through ProQuest through the GC processes.

Students are not assigned a faculty advisor. Students must take the initiative to contact a faculty member working in their area of interest. This should be done as soon as possible, but no later than the second semester of study. For accelerated Bachelor's/Master's students, the faculty advisor should be identified by the end of the last semester of the bachelor's degree completion. Enrollment in 599 must be in the last two semesters of the program.

Thesis grading is pass/fail. Students may receive a 'Pass with minor or major revisions' post-defense, but the ultimate grade will be pass/fail. Students must have a pass/fail form submitted to Graduate College within 10 days of defense, and as soon as any required revisions are accepted by the committee. [GC deadlines](#) should be adhered to closely. The committee must consist of three faculty (one chair, two members or two co-chairs, one member) approved by the Graduate Program Chair and Graduate College and must consist of no less than 50% of faculty from the department, including the chair or one co-chair. The thesis defense will be open to all graduate students and faculty.

General ASU Information

Academic Calendar

Students are responsible for meeting all deadlines set within the ASU Academic Calendar. The calendar can be found at students.asu.edu/academic-calendar.

Student Code of Conduct

The aim of education is the intellectual, personal, social, and ethical development of the individual. The educational process is ideally conducted in an environment that encourages reasoned discourse, intellectual honesty, openness to constructive change, and respect for the rights of all individuals. Self-discipline and respect for the rights of others in the university community are necessary for the fulfillment of such goals. The Student Code of Conduct is designed to promote this environment at Arizona State University.

The Student Code of Conduct sets forth the standards of conduct 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 expected to adhere to the [ABOR Student Code of Conduct](#).

Prohibition Against Discrimination, Harassment, and Retaliation

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 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/.

Academic Integrity

The highest standards of [academic integrity](#) and compliance with the university's Student Code of Conduct are expected of all graduate students in academic coursework and research activities. The failure of any graduate student to uphold these standards may result in serious consequences, including suspension or expulsion from the university and/or other sanctions as specified in the academic integrity policies of the Polytechnic School as well as the University.

Violations of academic integrity include, but are not limited to: cheating, fabrication of data, tampering, plagiarism, or aiding and/or facilitating such activities. At the graduate level, it is expected that students are familiar with these issues and take personal responsibility for their work. It is the student's responsibility to become familiar with the academic integrity policies of the university and Graduate College.

As an ASU graduate student, it is your responsibility to help protect yourself and the ASU community from academic and research integrity violations. Review [best practices for maintaining academic and research integrity at ASU](#) to familiarize yourself with standards and resources.

Department and University Resources

Academics and Professional Development

- [Academic Integrity Policy](#)
- [ASU libraries](#)
- [Career Centers \(both ASU and Fulton Schools of Engineering\)](#)
- [Graduate and Professional Student Association](#)
- [FSE student resources](#)
- [Professional development](#)
- [Writing Center](#)

Student Support Services

- [Counseling](#)
- [Student Accessibility and Inclusive Learning](#)
- [Graduate Wellness Resources](#)
 - [10 Best Practices in Graduate Student Wellbeing](#)
- [Health](#)
- [Housing](#)
- [International Student Services](#)
 - [FSE International Student Resources](#)
- [Veterans](#)

Business and Finance Services

- [ASU ID cards](#)
- [ASU bookstore](#)

- [Parking and Transit](#)
- [Student accounts](#)

Contact Information

For more information about the Polytechnic School graduate programs or the policies in this handbook, contact the graduate advising office at polygrad@asu.edu or 480-727-1874.

Appendix A

Instructions for the Master of Science in User Experience Portfolio

Purpose of the Portfolio

The purpose of the portfolio is to reflect on your overall experience in graduate school and reflect on specific accomplishments (assignments/projects) that demonstrate a high level of mastery of the principles and practice of UX topics. All portfolios must describe three (3) notable projects or academic accomplishments completed in courses during your graduate study that illustrate the evolution and advancement of your technical expertise and mastery of UX areas.

Portfolio Format

The portfolio is a professional document and as such, will be reviewed and evaluated for inclusion of the requirements listed above, the technical content and the quality of writing and presentation.

The format of the portfolio must be as follows:

1. **Cover page:** Must include the title “UX Portfolio”, your name, and the semester in which you have prepared the portfolio
2. **Resume:** An up-to-date resume
3. **Overview:** A brief description of the three notable projects or academic accomplishments that you achieved during your graduate experience that will be highlighted in the portfolio and why they have been chosen. (Typically this section is three or four paragraphs.)
4. **Accomplishments:** Document each of your three chosen topics as follows:
 - a. Title of topic and course from which it was created.
 - b. A thorough explanation of the accomplishment that the topic is illustrating. (See the **Qualified Projects** section below.)

- c. A reflection on why you consider this to be significant.
 - d. Evidence of accomplishment. In this section include materials such as project reports, grade of project, and professor and/or peer feedback. This may also include images of products that were created as part of the project, such as website screen captures, prototypes, data graphs/charts, etc.
 - e. A summary that demonstrates your mastery of the subject by referring to the evidence presented in section 4d. (Typically the summary is a few paragraphs in length.)

If a specific class had multiple noteworthy projects, two of these projects can be used, but at least two classes must be represented in the portfolio. It is anticipated that the documentation for each project will be three to five pages in length. More than five pages per project are allowed as needed.
2. **Reflection:** A short reflection on your entire graduate experience and how the accomplishments you have chosen to highlight in your portfolio illustrate the level of achievement that you attained as you progressed through the program. (Typically this section is about one or two pages.)

Note: Generative AI use is not allowed in the portfolio write-up. If any of the overview, summaries, or reflection show up as likely written by Gen-AI, the student will fail the initial submission. It will then be sent back to the student for a rewrite, and it must be resubmitted with acceptable changes prior to the resubmission deadline. See the Evaluation section for more information.

Qualified projects

The portfolio **must** showcase at least one each of the following UX assets:

- an example of integration of UX design process into a previous product development process
- a narrative of how you have selected, designed, conducted, analyzed, and reported a user research project
- one support document or data-reporting genre (persona, report, brief, proposal, presentation, or similar document)
- one low-fidelity interface (wireframes or sketches)
- one high-fidelity user interface (comp, interactive wireframe or prototype)

In addition, when writing the explanation of the accomplishment (see [4b](#) above), discuss what, how and why you:

- applied UX theories, *including, but not limited to*, the UX design process and the laws of UX
- applied UX key concepts *including, but not limited to*, the UX Honeycomb and the Elements of User Experience
- applied UX research methods, *including, but not limited to*, card sorts, contextual interviews, focus groups, heuristic evaluations, surveys/interviews, prototypes, task analyses, usability testing, and use cases
- applied UX design methods, techniques and tools in the development of products and interfaces

- conducted research in order to understand the contexts in which users engage with products and interfaces
- tested, analyzed and evaluated existing projects to determine usability
- communicated recommendations to stakeholders for product and interface design changes based on user research

Note: Not all the requirements above will apply to each accomplishment; however, each that does apply must be discussed: what did you apply, how did you apply it, and why did you apply it.

Submission instructions

The portfolio must be submitted electronically via Adobe Sign to the graduate program chair as a single PDF document along with a copy of the *Record of Evaluation of the MS User Experience Graduate Portfolio* that includes your name, ASU ID number, submission date and the attempt number.

Initiate the [Record of Evaluation of MS User Experience Portfolio Submission Form](#) via Adobe Sign. Enter your faculty advisor email address correctly to ensure proper routing, fill in the information on the form, and attach the portfolio. If your attachment is too large to upload into Adobe Sign, alternatively you may enter a URL link to your portfolio. The form and portfolio link or attachment will be routed automatically to your faculty advisor and then the UX program chair for review. The faculty advisor will be assigned to you at the beginning of your graduation semester.

Submission dates for students graduating in various terms:

Semester	Submission window	Resubmission (if required)
Spring	March 1 to 30	Before April 23
Summer	June 1 to 30	Before July 31
Fall	October 1 to 30	Before November 30

The evaluation rubric for the portfolio is given on the *Record of Evaluation of the UX MS Graduate Portfolio* form. The portfolio is complete only when *all* sections reflected on this rubric are deemed satisfactory. A predetermined faculty member is responsible for the evaluation of the portfolio, and the Program Chair will notify you of the result within two (2) weeks of the end of the submission window.

There are four possible outcomes of the evaluation:

1. The portfolio is accepted as submitted.
2. The portfolio is returned to you for minor corrections, followed by resubmission.
3. The portfolio is returned to you for major changes. In this case, the Program Chair or their representative will meet with you and specific instructions will be communicated regarding the steps that will be necessary for the portfolio to be accepted.
4. The portfolio is returned without critical evaluation because of errors in spelling, grammar or format requiring corrections and resubmission.

Completion

Completion of the graduate portfolio is formally recognized when the Program Chair acknowledges the achievement by signing the *Record of Evaluation of the UX MS Graduate Portfolio* form and the signed form is transmitted to the Polytechnic School's graduate advising office. Upon receipt of the signed form the graduate advising team will update your records to indicate completion of the culminating experience and eligibility for graduation. If you do not complete the graduate portfolio by the end of the semester in which you complete all other requirements for the degree, your culminating experience will not be complete and you will not be eligible for graduation in that semester.

Process for Appeal

In the event that you disagree with the evaluation of your portfolio you may request a second evaluation by faculty not previously involved in the process. To initiate the appeal process, a formal request for a second review must be submitted via email to the Polytechnic School's graduate advising office (polygrad@asu.edu) along with a copy of the previously submitted portfolio. The graduate advising office will work with the school's Graduate Affairs Committee (GAC) to appoint two faculty members to review the submission. If the appointed faculty independently recommends that it be accepted, the Program Chair will accept that recommendation. If the appointed faculty does not recommend that the portfolio be accepted, you must modify the portfolio and resubmit it based on the earlier communication from the Program Chair.