University of San Diego

Student Policy Handbook

Master of Science in

Information Technology Leadership (MS-ITL)

2025 -2026

Dear Students,

Welcome to the University of San Diego!

I am excited that you have chosen to join the Master of Science in Information Technology Leadership (MS-ITL) program. By becoming a student at the University of San Diego you have entered a community of learners, educators, and changemakers. The opportunities for personal growth, career advancement, and educational attainment that are open to you at the University of San Diego are limited only by your own imagination and drive to accomplish them.

For more than 40 years, the Division of Professional and Continuing Education at the University of San Diego has welcomed adult and professional students seeking lifelong and career-enhancing educational opportunities. Over the last four decades, we have grown from offering just a few courses on the USD campus to providing a wide range of fully online master's degree programs like the one into which you have been accepted.

This Student Handbook will acquaint all students — new and returning — about many aspects of the MS-ITL program. In these pages, you will see descriptions of the program, student support, performance expectations, and program and university policies. Our code of academic integrity and code of student conduct provide you with information about the ways you can identify with and participate in the program. As a member of the USD community, you share a personal responsibility to uphold the standards of our school and this program. Please read the expectations outlined in the code and make the decision to abide by them.

Your participation in this master's program is the expression of your own pursuit of lifelong learning. By joining this program, you have decided to invest in yourself — in your future, in your career, and in the opportunities that you wish to create for yourself, your community, and your family. Education can change lives and open new horizons for those who commit themselves to the pursuit of excellence. The University of San Diego welcomes your wholehearted participation in this program and in the activities that will make you successful as you pursue this advancement of professional and personal growth.

Best wishes,
Paul Evans, PhD
Academic Director, MS-ITL

Table of Contents

MS-ITL Degree Program Description
Master of Science in Information Technology Leadership (MS-ITL)
30 semester units

Career success as a senior IT professional depends on being able to develop and articulate the business value of comprehensive solutions to large-scale problems, solutions that (a) reflect a deep understanding of the mission, resources, and constraints of the organization to which the proposed solution is offered, and that (b) integrate a wider range of technologies than encompassed in any one individual's subject matter expertise. IT professionals frequently find it difficult to navigate this career transition, and the curriculum of the MS-ITL program is designed to address these challenges. Students will learn through coursework how to gain insight into the requirements, both technical and non-technical, of the employer or client organization they are working with, and how to incorporate those insights into their work product. Students will also learn through coursework how to develop, implement and articulate the value of comprehensive solutions to business problems that include components they are not technical subject matter experts in. The Information Technology Leadership program offers optional pathways in Data Science, Artificial Intelligence, and Cybersecurity - which students may select at the point of application.

MS-ITL Program Learning Outcomes

Upon completion of the MS-ITL program, graduates will be able to:

1. Demonstrate mastery over the fundamental building blocks of information technology solutions: data and voice networking, security, data management and reporting, enterprise applications, and server operations.
2. Evaluate proposed and implemented information technology solutions from diverse points of view within a variety of frameworks including cultural, social, political, linguistic and generational as well as technological contexts.
3. Critically analyze existing information technology systems as well as IT solutions proposed by clients, internal customers, or vendors, assessing requirements and resources (human, financial, and technical).
4. Lead and implement information technology solutions responsive to organizational requirements, aligned with resource constraints and strategic goals.
5. Communicate effectively with stakeholders in order to accurately characterize problems to be solved within the context of strategic goals and available resources.
6. Evaluate the ethical implications of proposed and implemented information technology solutions in their own organization or in that of a customer.

MS-ITL Degree Program Structure and Curriculum

The program of study includes the ten-course prescribed curriculum – nine 3-unit courses and one 3-unit integrative capstone course. Courses will be offered year-round with three semesters every year; spring, summer, and fall. Each semester is 14 weeks in length. You will take two courses per semester. Courses will run for seven weeks each with a one or two-week break in between semesters. You can expect to graduate in five semesters after successfully completing all ten courses.

Candidates in the Information Technology Leadership program may choose an optional degree pathway to pursue a specialized interest in Data Science, Artificial Intelligence, or Cybersecurity. While these pathways offer unique opportunities for focused study, students

are not required to select any of them. All pathways have a prescribed schedule that students must follow to graduate within the five semesters. Alternatively, candidates pursuing an individualized learning opportunity may self-select 2-3 courses (totaling 9 units) across the pathways. Select courses require school approval before student registration.

Each 3-unit course will include 37.5 hours of core instructional time. Additional homework, research, and study time are required. **You can expect to spend 15-20 hours per week on each course in order to be successful.**

Course Category	Courses	Units
Foundational	**ITL 501** Fundamentals for IT Leadership	3
Foundational	**ITL 502** Project, Vendor, and Construction Management	3
Required Core	**ITL 525** Server Operations	9 units
	ITL 530 DevOps	
	ITL 540 IT Service Management	
Elective* Courses (Complete 9 units of the list of courses)	**ITL 520** Data and Voice Networking	any 9 units
	ITL 535 Cybersecurity	
	ITL 545 Enterprise Applications, Data Management, and Reporting	
	AAI 500* Probability and Statistics for Artificial Intelligence	
	AAI 501* Introduction to Artificial Intelligence	
	ADS 500A* Probability and Statistics for Data Science	
	ADS 500B* Data Science Programming	
	ADS 501* Foundations of Data Science and Data Ethics	
	CYBR 505 Cybersecurity Computational Tools	
	CYBR 501** Introduction to Cybersecurity Concepts and Tools	
	CSOL 530 Governance and Risk in Cyber Security	
	CSOL 540 Cybersecurity Law and Policy	
Final Core (5th Semester)	**ITL 590** The IT Profession	3
Capstone (5th Semester)	**ITL 595** Capstone	3
	Degree Requirements	**30 units**

Course Descriptions

ITL 501 Fundamentals for IT Leadership

Introduction to the IT leadership program. Spotlights on fundamental financial management concepts: expense, capital, depreciation, budgets, etc. Understanding an organization's (your own or a customer's) mission, resources, and constraints. Introduction to communicating effectively with non-technical executive leadership: verbally, through email and other written forms of communication, and through presentations. IT governance models.

ITL 502 Project, Vendor, and Construction Management

Project Management is the application of knowledge, skills, tools and techniques to project-oriented activities to meet project requirements. In today's fast paced business environment, now more than ever, organizations are faced with competing aggressively with one another, and so the demand for operational effectiveness and efficiency becomes essential to organizational success.

ITL 520 Data and Voice Networking

This course covers the role of wired and wireless networking in the architecture, deployment, and management of large-scale information technology environments. Includes advanced topics such as networking in cloud environments (e.g. AWS), edge data, and private wireless networks.

ITL 525 Server Operations

Server operations with emphasis on design and deployment of large-scale computing environments using cloud services (e.g., Amazon Web Services, Google Cloud Platform, Microsoft Azure, Oracle Cloud), Topics include hyperconverged infrastructure and AWS networking. The course includes hands-on experience in a sandbox environment in which students configure a computing environment and deploy services using the infrastructure as code (IaC) paradigm.

ITL 530 DevOps

The role of IT in the continuous process of software development (engineering), staging (QA), and production deployment (IT operations). Incorporates web development, app development and integration, and how to avoid a failed development project. Case study spotlight: USD MySDMobile app.

ITL 535 Cybersecurity

This course will feature a comprehensive overview of concepts and tools essential to cybersecurity for IT professionals. Students will learn to view information as an asset to the organization, discover types of cybersecurity attacks, what threat actors are, the various roles of a cyber professional, and the beginnings of designing a cybersecurity program. Students will also identify different threats to information and the infrastructure and operators that support it. This course will also cover the risk management practices and principles that pertain to the cyber domain, as well as risk mitigation strategies, risk calculation, and communication and training for a cybersecurity program.

ITL 540 IT Service Management

IT Service Management (ITSM) is the set of activities by which IT organizations manage the end-to-end delivery of IT services to customers. ITL 540 covers the principles and practices of ITSM using industry standards and best practices, such as ITIL. Course topics include comprehensive coverage of Incident

Management, Problem Management, Service Request Management, Change Control, Service Catalog Management, Portfolio Management, Service Level Management, Service Continuity Management (Disaster Recovery and Business Continuity), Knowledge Management, and IT Asset Management and Service Configuration Management. This course emphasizes developing practical skills and preparing graduates to effectively lead IT service teams.

ITL 545 Enterprise Applications, Data Management, and Reporting

In today's competitive business environment, the ability to effectively manage enterprise applications and leverage data is a critical driver of organizational success. This course provides participants with a comprehensive understanding of how Enterprise Applications support business processes, enhance productivity, and drive innovation. The course addresses the full spectrum of Enterprise Data Management and Reporting with insights into designing and implementing Data Warehouses, Data governance, optimizing Business Intelligence tools, Advanced Analytics and ensuring compliance with Data Security and Data privacy standards. The course also emphasizes the importance of seamless integration and interoperability between enterprise applications, in helping organizations streamline processes and enhance decision-making capabilities.

By the end of this course, participants will be well-equipped to harness the power of data and enterprise applications to achieve strategic objectives and drive enterprise-wide transformation.

ITL 590 The IT Profession

This course focuses on a big-picture overview of the economic and social role of IT professionals. IT professionals are a strategic workforce in the US and in every other technologically developed economy but do not have a strong sense of collective professional identity. How have other technical professions (e.g. mechanical, chemical, and electrical engineers) historically developed a collective sense of professional identity and obligation, and in what ways are IT workers similar to and different from them? In what ways are IT professionals designers, and what does this imply about their broader social and professional obligations?.

ITL 595 Capstone

The program capstone focuses on developing a proposal for a significant IT infrastructure initiative, e.g., implementation of a new enterprise application, or migration of a service into the cloud. Students should demonstrate the ability to analyze the proposed course of action and communicate a clear recommendation to non-technical organizational leadership. Students should also demonstrate the ability to assess options and make sound recommendations in areas in which they are not themselves technical subject matter experts. The recommendation should reflect a deep understanding of the customer organization's mission, resources, and constraints.

*Prerequisite Elective Information

In order to register for AAI 500, AAI 501, ADS 500A, and ADS 500B, students must submit a pre-assessment and receive approval from the Academic Director. Successful completion of AAI 500 is required before enrolling in AAI 501. Successful completion of ADS 500A is required before enrolling in ADS 500B. Successful completion of both ADS 500A and ADS 500B is required before enrolling in ADS 501. Successful completion of CYBR 505 is required before enrolling in CYBR 501.

AAI 500 Probability and Statistics for Artificial Intelligence*

This course is an introduction to probability and statistical concepts and their applications in solving real-world problems, as well as an introduction to coding in Python. This introductory course provides a solid

background in the application of probability and statistics that will form the basis for advanced AI methods. Statistical concepts, probability theory, random and multivariate variables, data and sampling distributions, descriptive statistics, and hypothesis testing will be covered. In addition, the use of Python for the performance of basic statistics will be covered in this course. Covered topics include the numerical and graphical description of data, elements of probability, sampling distributions, probability distribution functions, estimation of population parameters, and hypothesis tests. This course will combine the learnings from texts, case studies, and standard organizational processes with practical problem-solving skills to present, structure, and plan the problem as it would be presented in large enterprises and execute the steps in a structured analytics process. Team collaboration, professional presenting, and academic writing will be covered as well through a final team project.

AAI 501 Introduction to Artificial Intelligence*

Recent advances in big data, computational power, smart homes, and autonomous vehicles have rendered artificial intelligence (AI) as a major technological revolution in engineering and computer science. The goal of this course is to introduce students to the fundamental principles, techniques, challenges, and applications of AI, machine learning, and natural language processing. Topics covered include heuristic search and optimization techniques, genetic algorithms, machine learning, neural networks, and natural language understanding. Several applications of AI will be explored, including computer vision, pattern recognition, image processing, biomedical systems, Internet of Things, and robotics. Prerequisites: AAI 500.

ADS 500A Probability and Statistics for Data Science*

This course is an introduction to probability and statistical concepts and their applications in solving real-world problems. This prerequisite course provides a solid background in the application of probability and statistics that will form the basis for advanced data science methods. Statistical concepts, probability theory, random and multivariate variables, data and sampling distributions, descriptive statistics, and hypothesis testing will be covered. The use of computer-based applications for the performance of basic statistics will be utilized. Covered topics include the numerical and graphical description of data, elements of probability, sampling distributions, probability distribution functions, estimation of population parameters, and hypothesis tests. This course will combine the learnings from texts, case studies, and standard organizational processes with practical problem-solving skills to present, structure, and plan the problem as it would be presented in large enterprises and execute the steps in a structured analytics process.

ADS 500B Data Science Programming*

This course is an introduction to fundamental concepts of programming and problem-solving techniques for data science. Python and R are the languages used to analyze and deliver insights from real-world datasets. Topics include the basics of Python and R, data acquisition, integration and transformation, problem understanding, data preparation, standardization, and exploratory data analysis. In addition, command line tools and editors are explored in UNIX, and methods to access and analyze RDBMS databases are examined. The course ends with introducing students to the basics of machine learning models.

ADS 501 Foundations of Data Science and Data Ethics*

This course covers an introduction to the methods, concepts, and ethical considerations found and practiced in the field of professional data science. Topics include defining and structuring the problem, managing the business, the CRISP-DM and Agile processes, ensuring the science in data science using the scientific method, project management, managing ethical concerns and model bias, and the importance of performing exploratory data analysis. This course will combine the learnings from case studies, texts, and standard organizational processes with practical problem-solving skills to present, structure, plan, and present the

problem as it would be done in large enterprises, including executing steps in the data science work-stream. Prerequisites: ADS 500A and ADS 500B. Both 500A and 500B can be waived based on evaluation of academic director.

CYBR 505 Computational Roots of Cybersecurity

Accelerated introduction to software systems with an emphasis on computer programming, computer architecture, and operating systems. Six hours of lecture-lab weekly.

CYBR 501 Introduction to Cybersecurity Concepts and Tools

An introduction to the fundamentals of cybersecurity, including the notion of policy as the definition of "security" for a system and the concepts of threats, vulnerabilities, and risk. We will survey common attacks and mitigations, and the shortcomings of common, contemporary cybersecurity models. Students will practice aspects of networking, operating systems, and security test tools through computer virtualization and hands-on labs and will assemble a penetration testing Cybersecurity Sandbox with multiple virtual machines that they will use in subsequent courses and will demonstrate the use of a set of security test tools. Prerequisites: CYBR 505 or permission of the CCSET Director.

CSOL 530 Governance & Risk in Cybersecurity

This course discusses and explains the fundamentals of risk governance, the processes to follow, compliance regulation, and the security controls to implement for specific cybersecurity environments and situations. Information and information systems are subject to serious threats that can have adverse impacts on organizational operations (including mission, functions, image, and reputation). Cyber-attacks are often aggressive, well-organized, well-funded, and in a growing number of documented cases, very sophisticated. There is also a geopolitical part to cybersecurity as well that is discussed throughout this course. Successful attacks on public and private sector information systems can affect organizational assets, individuals, other organizations, and the Nation by compromising the confidentiality, integrity, or availability of information being processed, stored, or transmitted by those systems. This can result in serious damage to the national and economic security interests of the United States.

CSOL 540 Cybersecurity Law & Policy

This course provides students with a foundational background and understanding of the core concepts and principles of privacy and cybersecurity. The course will explore the history of cyber-crime, and will cover areas related to litigation and enforcement, law, policy, compliance, consumer data privacy and big data compliance, EU data protection, and HIPAA privacy and security.

MS-ITL Program Academic Calendar (subject to change)

Refer to the student success center for your academic calendar and respective dates. Find your program website here:

onlinedegrees.sandiego.edu/studentsuccess/msitl/

MS-ITL Program Policies and Procedures

Make-Up and Late Work
Late assignments will be penalized or not accepted unless there are extenuating circumstances and the matter is discussed with the instructor in advance of the assignment deadline.

Academic Probation
To be in good academic standing and to be eligible to graduate, graduate students in the Division of Professional and Continuing Education must maintain a 3.0 semester and cumulative grade point average (GPA) in this program. A student who has completed at least six (6) units of coursework and whose cumulative or semester USD GPA for graduate program courses falls below a 3.0 will be placed on academic probation. At the end of each semester the Registrar notifies the Division of Professional and Continuing Education Dean's Office of students eligible for probation. The Dean will send a letter to the student indicating probationary status and copies to the Academic Coordinator. The student should meet with the Academic Director to develop a plan for academic success. A review will take place at the end of the next semester in which the probationary student has registered for six (6) units. If students have not raised the cumulative or semester USD GPA for graduate program courses to at least 3.0 at the end of the subsequent academic term, they may be disqualified from the program. Students who wish to appeal their disqualification must do so in writing to the Dean within ten calendar days of receiving such notice.

Registration Policies and Procedures
The MS-ITL program follows the university's registration policies and procedures:
https://graduate.catalog.sandiego.edu/academics/academicregulations#registration-policies-and-procedures1.

Students will be manually enrolled for each semester (including Spring, Summer, and Fall terms) by the Student Success Team. Once registered, students will receive an email confirming registration. It is the student's responsibility to notify their Program Coordinator if they do not wish to be enrolled in a given semester. In cases where a student does not wish to be enrolled for a given semester, a Leave of Absence will be required (see below). Tuition payment is due on the first day of the semester. Unpaid student accounts are subject to late fees. For drop and withdrawal policy and deadlines, view the academic calendars found on the MS-ITL Student Success Center webpage: onlinedegrees.sandiego.edu/studentsuccess/msitl/

Dropping & Withdrawing Courses
Students will register for two prescribed courses each semester. All courses must be dropped prior to the first day of the semester to receive a 100% tuition refund* and within the first three days of the start date of the semester to receive a 95% tuition refund.* No refund will be provided after the third day of the semester for either class. *During the first semester of enrollment, any tuition refund amounts will not include the non-refundable enrollment deposit amount (5% of tuition). Students located in Oregon should contact their Program Coordinator for information on tuition refund schedules. After the first three days of the start of the semester and before the start of the fifth week/module, students have the option to withdraw from their courses with a 0% tuition refund and a grade of "W" on their transcript (not included in GPA). Once the fifth week of the course starts, students are no longer able to withdraw from

their course and will receive the grade earned. Students who discontinue class attendance and neglect to withdraw officially from the course are subject to failing the class.

Continuous Enrollment/Leave of Absence

Students who are unable to maintain continuous enrollment need to complete a [Petition for Leave of Absence form](#). The Academic Director must approve the leave of absence. Failure to maintain continuous enrollment may result in suspension from the program. Students who have been dropped from the program must apply for readmission unless a Petition for Leave of Absence form is on file and current. A leave of absence may be granted for up to one year, and only under extreme circumstances will a student be granted a second leave of absence. Students on academic probation are not normally eligible for a leave of absence.

Financial aid is usually suspended for students on leave of absence. In addition, the leave of absence may trigger the beginning of the loan repayment period for students with loan deferments. Students should petition for leave prior to the requested leave period. Students who find it necessary to discontinue enrollment during a term may also petition for a leave, however, they must be in good standing and officially withdraw from their courses by submitting a [Notice of Withdrawal form](#) within the approved deadline.

Grade Grievance

Grading criteria, course content, assignments, and other requirements are set by instructors and provided to students in writing. The presumption is that students have been given ample opportunity for clarification of class requirements, including assessment, at the beginning of a given course. The instructor's judgment regarding assessment and grading is presumed to be correct. Therefore, the burden of qualifying a grievance rests with the student. At every level in the grievance procedures, all participants should understand this presumption.

A student has the right to question a final grade given by a faculty member.

1. Any student may consult her or his instructor about a grade at any time. The exercise of this right does not require a fixed procedure nor is it subject to procedural conditions.
2. If a student feels that she or he has been given an unjust grade, the student should first approach her or his instructor to resolve the difficulty. However, if the student believes she or he has reason not to approach the instructor, the Academic Director (or her or his delegate) shall be the judge of the advisability or inadvisability of making this first step.
3. In cases where the Academic Director has ruled that direct consultation with the instructor is inadvisable; the student may present her or his case, along with any graded work, to the Academic Director or Dean. The student may request that the instructor provide the student with a copy of the work in question. The Academic Director shall review the disputed grade in consultation with the instructor. After this review, the instructor may decide whether to change the original grade or not. The Academic Director will communicate the instructor's decision to the student.
4. If the matter is not satisfactorily settled at number "3" above, the student may present his/her case to the Dean for review.
5. If the efforts described in steps "2" through "4" do not resolve the dispute, the student may formally challenge the assigned grade. The policy regarding a formal challenge of a grade in the School of Professional Studies is as follows:

a. An academic grade may only be formally challenged on grounds that it reflects

other than appropriate criteria as stated on the course syllabus.

    b.   Students may only challenge grades when they claim to have earned a grade at least one full letter higher than the grade assigned by the instructor (e.g., the student is assigned a grade of C+ and alleges that the actual grade should have been B+ or higher).

    c.   A written petition presenting evidence concerning step "5a" must be submitted to the School of Professional Studies Dean no later than the end of the second full week of instruction in the semester following that in which the grade was given.

6.   The procedure following the submission of the petition by the student is as follows:

    a.   On receipt of the petition, the Dean will promptly appoint a committee consisting of two faculty members and one student. The student and at least one of the faculty members will be associated with the student's program. The committee's membership is privileged information.

    b.   The committee will promptly decide whether the evidence presented by the student warrants an investigation. If it does not warrant an investigation, the committee will take no further action on the case and the student will be so notified. If the committee so finds, it will investigate.

    c.   During the investigation, the committee must provide fair proceedings for the instructor and student, including information as to the character and object of the proceedings, knowledge of the allegations and evidence produced by the student in making out her or his case, and an opportunity for both parties to respond in writing and/or orally.

    d.   If, during the course of this investigation, the instructor voluntarily decides to change the original grade assigned, the instructor will report this decision to the student and the Dean, and the committee will take no further action.

    e.   If no agreement is reached, the committee must decide whether the grade reflected criteria other than those stated on the syllabus, and if so, the criteria that were reflected.

    f.   Their conclusions shall be made in the form of a preliminary written report, copies of which are to be sent to the Dean, Academic Coordinator, the instructor, and the student. The instructor and the student will have the opportunity to submit written responses to the committee within ten days of receipt of the preliminary report. The committee will review the written responses, if any, before issuing its final report to the Dean.

    g.   Submission of the final written report to the Dean will be the final action taken by the committee.

Incomplete Grades

The grade of "Incomplete" ("I") may be recorded to indicate that at least 75% of the requirements of a course has been completed, but, for a legitimate reason, 25% or less of the work remains to be completed; and that the record of the student in the course justifies the expectation that he or she will complete the work and obtain a passing grade by the deadline. It is the student's responsibility to explain to the instructor the reasons for the non-completion of the work and to request an "incomplete" grade <u>prior</u> to the posting of final grades. The instructor should discuss with the student the conditions and deadline for completion, whenever possible, and should document the conditions and deadline using the Petition for Grade of

Incomplete. The "incomplete" grade is not counted in the computation of the grade point average, nor is credit earned for the semester/session for which the grade was authorized.

Students who receive a grade of "incomplete" must submit all missing work at a maximum of two weeks after the course end date, otherwise, the "I" grade will become an "F". A faculty member assigning a grade of "incomplete" will complete a Petition for Grade of Incomplete, indicating the reason for the "incomplete", and attach a copy of the form to the grade roster when turning in grades. A copy of this form will be placed in the student's file.

Students receiving financial aid should be aware that taking an "incomplete" grade might affect their eligibility for financial aid by their failure to earn the appropriate amount of credit within a year. When the work is completed, a Removal of Incomplete or Change of Grade form will be completed by the instructor and signed by the associate dean. One copy is then placed in the student's file and the original is sent to the registrar.

Petition to Graduate

The University's policy is located at:

https://graduate.catalog.sandiego.edu/academics/academicsandadmission#completion-of-degree-requirements-the-petition-to-graduate

In order to be cleared for degree completion, students, in consultation with the Academic Director must file a Petition for Graduation form. Students who meet the deadline for May graduation will receive their degree at that time and students who fulfill all requisites for their degree in the summer will have their degree recorded in their transcript effective August 31st. Students who fail to meet the stipulated deadlines will not be permitted to graduate, even if all other graduation requirements have been met. In order to receive permission to attend commencement, eligible students must register and pay in full for their remaining units at USD no later than May 1st. The University of San Diego holds only ONE graduation ceremony each year. All graduates during the relevant academic year are welcome to participate in this May graduation ceremony.

Graduate students scheduled to receive their degree the following August who have nine (9) units or fewer of remaining work may participate if their work falls in the category of coursework, portfolio, practicum/fieldwork/student teaching, or internship. Such August graduates must take the remaining summer work at USD, and they must register and pay for their remaining units by May 1st. If a candidate does not graduate at the expected time, the registrar will automatically roll the Petition for Graduation over to the next graduation period if it is in the same calendar year. If the graduation period extends beyond the calendar year for which the petition was filed, a new petition must be completed.

Student Dismissal

Students may be dismissed from the Online MS-ITL program for:
1. Failure to maintain an established grade point average of 3.0 in all coursework.
2. Failure to make satisfactory academic progress toward their degree.
3. Failure to complete the program within the time limits for the degree.
4. Failure to make satisfactory progress in the development of academic and practitioner skills.
5. Violations of ethics code(s) as established by the applicable field of study and program area.

6. Violations of USD policies and the Student Code of Rights and Responsibilities, including academic dishonesty and plagiarism.
7. Failure to maintain cooperative relationships with other students and/or faculty or failure to maintain satisfactory delivery of services to clients during fieldwork, including, but not limited to internships, student teaching, practicum, or service learning.

When any of the above concerns are raised, the student will meet with her or his Academic Director to discuss the concern. The Academic Director or her or his faculty designee(s) will provide the student with a written plan for improvement that specifies the nature of the concern(s) along with the required steps for remediation for successful completion of the program. The Academic Director or her or his faculty designee(s) will, on an ongoing basis, evaluate the student's progress and a written evaluation of progress will be sent to the student and placed in the student's file. In the event that satisfactory progress is not made within the time limits set by the plan, a written notification of dismissal will be sent to the student.

Students who are terminated for any reason may appeal for reinstatement in writing to Associate Provost, Professional and Continuing Education, within ten calendar days of receiving notice of termination.

Student Reinstatement

Students who fail to make satisfactory progress toward the required deadlines, who have dropped out of the program for any reason, or who have failed to return from an official Leave of Absence will be dismissed from the program. Students may apply for readmission. Depending upon the time and circumstances, the procedure for readmission may require a new personal statement of interest in the program, three (3) new letters of recommendation and a complete set of current transcripts. In considering the readmission request, faculty will evaluate previous coursework and other activities both in and out of the program. If the student is readmitted, the faculty may recommend redoing any or all of the student's coursework and work depending on the length of the time away from the program and the circumstances for leaving the program. There is no guarantee of readmission.

Transfer of Graduate Credit

Eligibility of transfer credit will be determined by the Academic Program Coordinator. It is recommended that students petition **prior** to their first semester in order to plan their academic program accurately. Transfer petitions for previous work will not be accepted in the student's final semester unless the transfer course is being taken in the final semester.

Petition for Transfer of Graduate Credit

The student must also request that an official transcript of the course be sent to the Graduate Records Office if the transcript was not included among the admissions documents. When both the petition and transcript are on file, they will be reviewed in the Graduate Records Office for conformity to USD policies. Grade(s) awarded by the issuing institution will not be calculated in the student's overall grade point average or considered during probationary review.

Students may petition to transfer credit from another university under the following conditions:
1. Credit must be from an accredited, USD-approved university.

2. Credit must be at the graduate-level at the university of origin. The student is responsible for submitting acceptable supporting documentation.
3. Credit must be relevant to the USD degree program and be approved by the Academic Coordinator.
4. Transfer courses cannot repeat essentially the same content as courses taken at USD.
5. Credit may not be used (or have been used) toward any other degree.
6. Credit earned more than five (5) years prior to matriculation at USD will not be accepted.
7. A grade of "B" or higher must have been earned (a grade of "pass" or "satisfactory" ordinarily is not acceptable).
8. Students must supply satisfactory documentation regarding course content for independent study or self-directed courses.
9. The number of credit hours transferred will be based on USD's semester credit system rounded down to the nearest full or half unit (multiply the number of quarter hours by .67 and round down). For example, four (4) quarter-hours x .67 = 2.68 which will be recorded as 2.5 USD semester-hour units). It is the student's responsibility to make up the difference if the total number of degree credits falls short of the requirement for the degree. The amount of USD credit awarded may not exceed the equivalent amount on the originating transcript.
10. Although transfer credit from other universities will be posted on the USD transcript, grades will not be posted or computed in the USD grade point average for probation/disqualification review.

USD Email

All USD graduate students are required to have a USD email account. The University may conduct official business by sending notices or other information to the student's USD email address. It is the student's responsibility to regularly check his or her USD account and to respond to any notices or information in a timely manner. Failure to check the USD email account will not be considered a legitimate reason for a policy exception.

Academic Integrity and Guidance for Online Students

All students will adhere to the Academic Integrity Policy of the University of San Diego. As an online student, you will be asked to sign a pledge prior to starting each course in the program acknowledging that you have read the [Student Code of Rights and Responsibilities](#) as well as the Guidelines for Online Students.

As an online student, you are encouraged to reach out to your fellow students in the online classroom to build community, to discuss topics, and to ask each other questions, but there are limits to this collaboration. As a student at University of San Diego, you are bound by the [Honor Code](#) established by the University.

> In accordance with the University of San Diego's Mission Statement, the Honor Code establishes a standard of integrity which is aligned with the University's Core Values: *Academic Excellence, Knowledge, Community, Ethical Conduct, and Compassionate Service.* The promotion of academic integrity should take place in the context of a commitment to creating a culture of integrity that encompasses all constituencies of the university including students, faculty, staff, administrators, alumni, and trustees. Only

through campus-wide engagement will the University achieve its goal of "developing ethical and responsible leaders committed to the common good."

Standards of Conduct

Adherence to standards of honesty and integrity precludes engaging in, causing, or knowingly benefiting from any violation of academic integrity. Without regard to purpose, the following violations are prohibited.

Cheating

Cheating is the use or attempted use of unauthorized materials, information, and study aids, as well as unauthorized collaboration on examinations and other academic exercises. It is the responsibility of students to consult with their professors concerning what constitutes permissible collaboration. Cheating or helping others cheat is academic fraud.

Check your course syllabus for more guidance about your assignments and assessments, such as quizzes, projects, papers, and exams. You may see rules such as these:

> **OK:** Listening to lectures with another student.
> **Not OK:** Working simultaneously with another student when doing an assignment.

> **OK:** Studying together online or offline for the **midterm.**
> **Not OK:** Taking the **midterm** with another student and discussing the answers to the questions.

Plagiarism

Plagiarism is the act of presenting as one's own the ideas or writings of another; plagiarism, in any of its forms, violates academic integrity. While different academic disciplines have different norms of attribution, all strive to recognize and value individuals' contributions to the larger body of knowledge. It is the responsibility of students to consult with their professors in order to understand the norms of attribution in each discipline and area of study.
Check your course syllabus for more guidance about your research assignments. You may see rules such as these:

> **OK:** Researching the web or "Googling" a topic for a written assignment or discussion question.
> **Not OK:** Copying or paraphrasing text from a website without citing the source.

False Citations

False citation is attribution to an incorrect or fabricated source; false citation is academic fraud. False citation seriously undermines the integrity of the academic enterprise.

Submitting the Same Work for Multiple Assignments

Students may not submit work (in identical or similar form) for multiple assignments without the prior, explicit approval of all faculty to whom the work will be submitted. This includes work first produced at USD or at another institution attended by the student.

Submitting False Data

False data is information that has been fabricated, altered, or contrived in such a way as to be misleading; the submission of false data is academic fraud.

> **OK**: Discussing online or offline the discussion question topic.
> **Not OK:** Writing an answer together and submitting the same or slightly paraphrased text.

Falsifying Academic Documentation
Forging or altering academic documentation (including transcripts, signatures, letters of recommendation, certificates of enrollment or standing, registration forms, and medical certifications) concerning oneself or others is academic fraud.

Abuse of Library Privileges
Depriving others of equal access to library materials constitutes a violation of academic integrity. This includes sequestering library materials for the use of an individual or group, refusal to respond to recall notices, and the removal or attempt to remove library materials from any University library without authorization.

Abuse of Shared Electronic Media
Depriving others of equal access to shared electronic media used for academic purposes constitutes a violation of academic integrity. This includes actions that result in the damage or sabotage of computer systems.

Generative AI Guidelines
Transparency: If you are using ChatGPT and similar programs you must be transparent about your use and disclose any generated content as being produced by an AI program. This includes, but is not limited to, written assignments, research papers, and other forms of communication through citations and documentation.

Responsibility: You are responsible for critically evaluating the accuracy, reliability, and quality of any information generated by ChatGPT and similar programs and verifying it through additional sources if necessary.

Critical Thinking: You are encouraged to use ChatGPT and similar programs as a tool to support your own learning and critical thinking, but not as a replacement for independent research and analysis. The use of ChatGPT and similar programs must be accompanied by the development of your critical thinking skills and an understanding of their limitations.

Note: Responses generated by ChatGPT, an AI language model developed by OpenAI, were used as a source of information for these guidelines.

Frequently Asked Questions

1. **How should I keep track of the financial aid documents and additional forms?** It is suggested that students constantly monitor their student portal (my.sandiego.edu) to receive the most up-to-date information regarding their financial aid.

2. **How many units do I need to take to be eligible for financial aid?** If a student drops below 4.5 semester units, they are no longer eligible to receive financial aid.

3. **What additional financial aid forms do I need to complete besides the FAFSA?** Every student's file is unique so in addition to completing the MPN and Entrance Loan Counseling they may have to complete: Verification paperwork, prove that they are actually the student (in front of a notary rep), C-Codes (Selective Service, Defaulted loans). FAFSA will contact students directly if these documents are necessary via their student portal.

4. **What are the interest rates for student loans available for graduate students?** Students are eligible for unsubsidized loans and GRAD Plus loans.

5. **What other forms do you suggest I complete?** It is advised that the student fill out the FERPA release form if they plan to allow someone else to access their personal information.

6. **How do I receive my Financial Aid award letter?** The award letter is sent via email. You will need to Accept or Deny the award electronically through the MySanDiego portal.

7. **Can financial aid be used to pay for books, course materials and on campus experiences? If so, what is the process?** Yes, financial aid can be used for any school related purpose. If students receive excess funding after their tuition and fees have been deducted, they can use those funds to assist with these expenses. However, you are advised to take out only what you need for the program.

8. **Is financial aid awarded year-round?** There are specific deadlines in order to be awarded financial aid for all three (3) semesters. There is one FAFSA application for each academic year – which starts in the Fall and ends after the Summer term. (Ex. Fall 2025 – Summer 2026 aligns with the 2025-2026 FAFSA application). For the summer semester, there is an additional summer supplemental form to be completed in addition to FAFSA. [Refer to the website for details.](#)

9. **Is there additional financial aid available for military personnel?** Yellow Ribbon is automatically awarded to inactive military, and they can be 100% eligible depending on their service time. Tuition assistance is also accepted, but military students must be active duty to receive it. G.I. Bill requires students to provide a Certificate of Eligibility.

10. **What services does the Student Accounts office provide?** The Student Accounts team provides service to our online students with billing and payment of tuition, fees, financial aid updates, and registration access. You are encouraged to check your

student portal regularly for updates.

11. **Is there a payment plan option?** Yes. Online students have the option to pay in 3-5 equal installments dependent upon the start date; Student Accounts provide this option for a processing fee of $50 per semester.

12. **What is your drop policy? Both** courses must be dropped prior to the first day of the semester to receive a 100% tuition refund* and within the first three days of the start date of the semester to receive a 95% tuition refund*. **No refund** will be provided after the third day of the semester for either class. Students located in Oregon should contact their Program Coordinator for information on tuition refund schedules.*During the first semester of enrollment, any tuition refund amounts will not include the non-refundable enrollment deposit amount (5% of tuition).

13. **How do I know when to register for classes?** You will receive all of the necessary registration information from the online Program Coordinator before registration opens. This information includes registration instructions, course titles, CRNs, and textbook information. Students will be registered for their courses every semester by their Program Coordinator.

14. **What happens if I relocate during the MS-ITL program?** Students must notify the university if they relocate to another state at any time during their program. If a student relocates, either temporarily or permanently, to a state not currently authorized as listed on the website, they will become ineligible to continue in their program due to state authorization regulations. Please review the unauthorized states before making any relocation plans.

Program Contacts and Important Websites and Emails

Academic Director **Paul Evans, PhD** pevans@sandiego.edu	**Student Success Center** https://onlinedegrees.sandiego.edu/studentsuccess/msitl/	**Your Student Success Team** studentsuccess@sandiego.edu
USD Student Portal My.SanDiego.edu	**Canvas** canvas.sandiego.edu	**ITS (Technical Support)** 619-260-7900 help@sandiego.edu
Copley Library 619-260-4799 libanswers.sandiego.edu/ Copley@sandiego.edu	**Torero Store** usdtorerostores.com	**Campus Card Services** 619-260-5999 sandiego.edu/campuscard/ campuscard@sandiego.edu
Financial Aid Office 619-260-2700 sandiego.edu/torero-hub/financial-aid Student Inquiry Form	**Registrar** 619-260-4600 x2888 registrar@sandiego.edu	**Student Accounts** 619-260-2700 (Option 3) sandiego.edu/finance/student-financial-services/student-accounts.php Student Inquiry Form