



AMERICAN UNIVERSITY
W A S H I N G T O N , D C

Master of Science in Terrorism and Homeland Security Policy
School of Public Affairs
Department of Justice, Law, Criminology, and Security
Graduate Handbook



Table of Contents

<i>WELCOME TO OUR SCHOLARLY COMMUNITY</i>	<i>3</i>
<i>OVERVIEW.....</i>	<i>4</i>
MASTER OF SCIENCE (MS) IN TERRORISM AND HOMELAND SECURITY POLICY (THSP)	4
PRACTICUM REQUIREMENT	4
APPROPRIATE CONDUCT IN THE DEPARTMENT	4
<i>MS THSP DEGREE REQUIREMENTS (33 Credits)</i>	<i>5</i>
FOUNDATIONAL REQUIREMENTS (6 credits)	5
INTERDISCIPLINARY REQUIREMENTS (6 credits)	5
RESEARCH METHODS REQUIREMENTS (6 credits)	5
PRACTICUM/CAPSTONE REQUIREMENT (3 credits)	5
ELECTIVE COURSES (12 credits)	5
<i>ACADEMIC MATTERS AND HELPFUL CONTACTS.....</i>	<i>7</i>
COURSE SUBSTITUTIONS.....	7
OTHER CERTIFICATE/DEGREE OPPORTUNITIES	7
HELPFUL CONTACTS	7
<i>ACADEMIC REGULATIONS.....</i>	<i>9</i>
OFFICE OF GRADUATE AND PROFESSIONAL STUDIES (OGPS) RULES AND REGULATIONS	9
REGISTRATION.....	9
GRADING	9
GRIEVANCE PROCEDURES	10
GRADUATE STUDIES COMMITTEE	10
INDEPENDENT STUDY	10
JOBS AND INTERNSHIPS	10
CONSORTIUM STUDY OPPORTUNITIES	11
APPLYING TO GRADUATE.....	11
ACADEMIC INTEGRITY	11
<i>FINANCIAL AID.....</i>	<i>12</i>
MERIT AWARDS	12
LOANS AND FINANCING OPTIONS	12
GRADUATE FEDERAL WORK STUDY.....	12

OUTSIDE SCHOLARSHIPS	12
RESOURCES	13
SPA RESOURCES	13
OFFICE OF THE DEAN OF STUDENTS (DOS)	13
ACADEMIC AND TECHNOLOGY RESOURCES.....	13
EAGLE LEARNING CENTER (ELC).....	13
OFFICE OF STUDENT DISABILITY SUPPORT (OSDS).....	13
WRITING CENTER	13
COMPUTER LABS.....	14
CAREER CENTER	14
CAREER CENTER CONTACT INFORMATION	14
OFFICE OF INFORMATION TECHNOLOGY (OIT).....	14
OIT HELP DESK.....	14
OIT HELP DESK CONTACT INFORMATION	14
OIT TRAINING WORKSHOPS.....	14
TECHNOLOGY TIPS FOR WORKING REMOTELY	15
AU-SUPPORTED SOFTWARE APPLICATIONS.....	15
CENTER FOR STUDENT BELONGING (CSB).....	15
HEALTH AND WELLNESS RESOURCES	15
CENTER FOR WELL-BEING PROGRAMS AND PSYCHOLOGICAL SERVICES	15
RECREATIONAL SPORTS AND FITNESS	15
STUDENT HEALTH CENTER (SHC).....	16
HEALTH INSURANCE (X3380).....	16
STUDENT LIFE: HOUSING AND DINING	16
HOUSING	16
DINING	16
AMERICAN UNIVERSITY POLICE AND PUBLIC SAFETY.....	16
INTERNATIONAL STUDENT RESOURCES	17
INTERNATIONAL STUDENT AND SCHOLAR SERVICES (ISSS).....	17
INTERNATIONAL STUDENT REGISTRATION.....	17

DISCLAIMER: The final word on policies and procedures is the official American University catalog and the University's policies. In many instances, the language in this handbook has been taken from those sources as well as the University's website.

WELCOME TO OUR SCHOLARLY COMMUNITY



Dear Student:

Welcome to American University's Master's Program in Terrorism and Homeland Security Policy. Along with our website, this graduate handbook provides the information you will need during your studies here at AU.

Our department is home to some of the country's leading scholars in criminology, criminal justice, national and homeland security, political violence, and law and society. The department is truly interdisciplinary, allowing you the opportunity to carry out research on a variety of important issues, including crime, violence, terrorism, policing, punishment, and legal studies, to name just a few.

As a Master of Science student in Terrorism and Homeland Security Policy, you will have many advantages. These include a variety of courses, renowned faculty with a wide range of expertise, the ability to work closely with faculty on specialized research projects, and job opportunities in our nation's capital and beyond. An important part of our mission is to enhance your educational experience and to offer mentorship and guidance along the way, helping to shape the next generation of practitioners and policymakers. You will also join an exceptional cohort of students from various social science backgrounds and build relationships with other passionate individuals, which will facilitate a truly interdisciplinary and collaborative educational experience.

If you have any questions regarding your master's program, feel free to contact your program director or chair using the information below. We want your transition into and through the program to be as smooth as possible, so please do not hesitate to ask questions. Again, welcome to our program and our scholarly community.

Sincerely,

Bryan J. Arva, Ph.D.
Chair, Department of Justice, Law, Criminology, and Security
arva@american.edu



Welcome to the Master of Science in Terrorism and Homeland Security Policy!

You've joined a program built for people who want to study homeland security and apply their knowledge, skills, and abilities. Our faculty are subject matter experts. Many have served across the national security enterprise at DHS, the State Department, the FBI, the Intelligence Community, industry, and beyond. What you'll learn here is current, practical, and connected to the field as it operates, and the domain expertise you build will benefit you in whatever direction your journey takes.

This handbook is your roadmap. Lean on our advising team whenever questions come up. Graduate school is a commitment, but you won't do it alone. Your peers, your advisors, your faculty, and your program director are invested in your success, in this program, and in the career it's building toward.

I look forward to working with you.

Dr. Trace Lasley
Senior Executive-in-Residence; Director, MS Terrorism and Homeland Security Policy
lasley@american.edu

OVERVIEW

MASTER OF SCIENCE (MS) IN TERRORISM AND HOMELAND SECURITY POLICY (THSP)

The MS in Terrorism and Homeland Security Policy (THSP) is an interdisciplinary program that trains students to understand and explain problems of terrorism and other sub-state threats to U.S. homeland security. Approaching security issues informed by social science with attention to the perspectives of criminology and criminal justice, the program emphasizes development of strategic, policy-based security solutions at the federal, state, and local levels of government.

The program provides students with grounding in quantitative research methods as well as foundations in the fields of criminology, law, and public policy. Students have the flexibility to expand on this foundation with a wide range of security and policy elective courses across the university. Throughout the program, students are exposed to rigorous intellectual challenges and provided the skills and knowledge needed to address current issues facing U.S. law enforcement, intelligence, and homeland security agencies. The degree prepares students for a range of practitioner, policy, and research positions.

The MS degree requires 33 credit hours of approved graduate work for students entering the program with a bachelor's degree. At least 18 of these credit hours must be in 600-level courses. A minimum grade point average of 3.0 in all coursework is required to remain in good standing and to earn the degree. Full-time status is 9 credit hours per semester.

PRACTICUM REQUIREMENT

As part of the 33 required credit hours of approved graduate work, students in the THSP degree program are required to take a practicum course (3 credits) that serves as a capstone to the program. **This course should be taken after the student has completed JLC-680 and JLC-681, or an equivalent research methods sequence.** The practicum is a hands-on experience that connects students to external clients in the field by having them assume the role of consultants that are tasked with meeting the client's needs and facilitating their goals. This provides practical experience, networking, and professional development opportunities, and mirrors the experience that students will encounter in their respective fields.

APPROPRIATE CONDUCT IN THE DEPARTMENT

Students, faculty, and staff are expected to always conduct themselves in a professional and appropriate manner, both on campus and in their interactions with one another. This includes all electronic, online, and in-person communications and interactions. As a result of this policy, the expectation is that all faculty and staff should be referred to in a professional capacity (Dr. for those who have earned a PhD, Ms./Mrs./Mr. for those who identify as such, and Mx. or RP for gender neutral and nonbinary individuals) and not by their first names unless they specifically request otherwise. All email correspondence should be composed in a professional manner that includes a subject/title, a clear and concise request for information/assistance using appropriate language and identifying information by the sender. Messages and other interactions that are not composed or conducted in a manner that is consistent with appropriate conduct as outlined above and in the American University Graduate Academic Regulations and Student Conduct Code will be referred to the program directors and/or department chair to determine if additional disciplinary action is merited.

MS THSP DEGREE REQUIREMENTS (33 Credits)

FOUNDATIONAL REQUIREMENTS (6 credits)

JLC-670 Causes of Terrorism and Political Violence
JLC-673 Seminar on National Security Policy

INTERDISCIPLINARY REQUIREMENTS (6 credits)

Two interdisciplinary courses (6 credit hours) chosen from the following:

GOVT-626 U.S. Intelligence Community
GOVT-630 Principles of Homeland Security
GOVT-696 Selected Topics: Non-Recurring (1-6 credits) (approved topic)
GOVT-735 Social and Political Movements, Ethnicity and Nationalism
RELG-675 Religion and Violence
SIS-609 Conflict Analysis and Resolution: Theory and Practice
SIS-610 Theories of Violence and War
SIS-653 Topics in U.S. Foreign Policy:

- Bioterror in the Twenty-first Century
- Countering Terrorism
- Homeland Security
- Insurgency and Counterinsurgency
- International Security
- National Security and Proliferation
- Political Risk Analysis
- Transnational Security Challenges
- U.S. National Security Strategy
- U.S. Policy Toward Weak States

RESEARCH METHODS REQUIREMENTS (6 credits)

Completed with grades of B or better.

JLC-680 Intro to Justice Research I
JLC-681 Intro to Justice Research II

PRACTICUM/CAPSTONE REQUIREMENT (3 credits)

Completed with grade of B or better.

JLC-694 JLC Practicum/Capstone or
JLC-695 THSP Practicum/Capstone

ELECTIVE COURSES (12 credits)

Four elective courses (12 credit hours) chosen from the following:

JLC-603 The Rule of Law and Due Process
JLC-615 Law and Human Rights
JLC-663 Foreign Fighters
JLC-665 Who's Who and What's What in U.S. Cyber Policy
JLC-671 Evolution of Global Jihad
JLC-674 Domestic Terrorism and Political Violence
JLC-675 Terrorism and Counterterrorism in Practice
JLC-677 Security Challenges in South Asia
JLC-678 Investigating Terrorism
JLC-679 Prosecution of Terrorism
JLC-682 Crime and Conflict Nexus
JLC-683 Cyber Threats and Security

JLC-684 Intelligence Analysis
JLC-685 Topics in Terrorism
JLC-685 Psychology of Terrorism
JLC-685 Ideology, Extremism and Violence
GOVT-626 U.S. Intelligence Community
GOVT-630 Principles of Homeland Security
RELG-675 Religion and Violence
SIS-609 Conflict Analysis and Resolution: Theory and Practice
SIS-610 Theories of Violence and War
SIS-653 Topics in U.S. Foreign Policy:

- Bioterror in the Twenty-first Century
- Countering Terrorism
- Homeland Security
- Insurgency and Counterinsurgency
- International Security
- National Security and Proliferation
- Political Risk Analysis
- Transnational Security Challenges
- U.S. National Security Strategy
- U.S. Policy Toward Weak States

ACADEMIC MATTERS AND HELPFUL CONTACTS

COURSE SUBSTITUTIONS

The course listings for degree requirements related to concentration, interdisciplinary, and elective courses are not exhaustive. Certain courses that are not on the list can be approved by the THSP Program Director to count towards degree requirements. To receive approval for substituting a course for a concentration, interdisciplinary, or elective course requirement, the process is as follows: send the JLC/THSP Graduate Advisor a message asking for a course substitution approval with the course name, description, and 2-3 sentences about why it will be useful to your academic or professional pursuits. The Graduate Advisor will relay this request to the Program Director for consideration and let you know when a decision has been rendered, typically within 3-5 business days. A course substitution must receive approval before registration for that course can occur. This represents an important check to make sure these classes will be allowed to count towards the degree requirements.

OTHER CERTIFICATE/DEGREE OPPORTUNITIES

Cybersecurity Certificate – The Cyber Policy and Management graduate certificate program is tailored for individuals who seek leadership roles in cybersecurity, focusing on policy and management. The Cyber Policy and Management certificate equips students with essential skills to navigate and influence U.S. cyber policy and address management challenges. Students will be able to understand and synthesize “cyber” in the context of both U.S. cyber policy and internal cyber management challenges and opportunities. It is a 15-credit certificate that can overlap with the MS THSP degree. Talk to the Graduate Advisor and/or click [here](#) for more details.

JD/MS in Terrorism and Homeland Security Policy – The joint juris doctor and master’s program in JLC or THSP requires that students apply and be admitted to both the Washington College of Law and the Department of Justice, Law, Criminology, and Security. Students may apply to both programs simultaneously or begin either program separately and then apply to the other program. However, once the study of law has begun, students cannot take any justice courses within the department until completing one year of full-time study within the Law School. In this program, students can apply six credit hours of justice courses toward their JD and can also apply six credit hours of their law courses toward their MS with prior approval from both academic units.

PhD in Justice, Law and Criminology – The PhD consists of 72 credit hours beyond the bachelor’s degree. The PhD in JLC affords students training in the realm of justice issues and institutions, and the craft of social science research. It also allows students to develop expertise in other fields within the School of Public Affairs, including American politics, comparative politics, policy analysis, public administration, or research methods. Graduates are prepared to assume leadership roles in the justice and public policy fields, to conduct research, and to teach at the university level.

Applicants are considered and students admitted for the fall semester only. Please refer to the [application deadlines](#) page for the deadline to apply. While previous academic or professional work in justice, law, or criminology is not required, applicants need to demonstrate a serious commitment to a career in this field. The personal statement on reasons for pursuing graduate study in the program is essential, along with the [other required application materials](#). We accept PhD applicants for full-time study only. Students must be funded either by the School of Public Affairs or by an external sponsoring organization (self-funding is not permitted for newly admitted doctoral students). **For more information, please contact the SPA Graduate Admissions Office at (202) 885-6230 or spainfo@american.edu.**

HELPFUL CONTACTS

Sadia Green

JLC/THSP Academic Counselor (Domestic Students)
First Generation Guide
sgreen@american.edu
(202) 885-6456

Cris Dinu

Assistant Director of International Graduate Student Development
JLC/THSP Academic Counselor (International Students | F-1 and J-1 visa holders)
cdinu@american.edu
(202) 885-6686

Dr. Trace Lasley

Senior Executive-in-Residence; Director, MS Terrorism and Homeland Security Policy

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Dr. Bryan J. Arva

Chair, Department of Justice, Law, Criminology, and Security

arva@american.edu

ACADEMIC REGULATIONS

OFFICE OF GRADUATE AND PROFESSIONAL STUDIES (OGPS) RULES AND REGULATIONS

The Office of Graduate and Professional Studies Graduate Student Rules and Regulations is a document which summarizes the body of Academic Rules and Regulations in place at American University for the conduct of graduate education in academic programs housed in Schools and Colleges other than the Washington College of Law.

Graduate students in the Washington College of Law are governed by the academic rules and regulations specific to the Washington College of Law, except in those instances when they are enrolled in a joint program between another unit at American University and the Washington College of Law. When enrolled in a joint program, students must satisfy the Academic Rules and Regulations that relate to both units in which their degree is housed. Students are expected to know and follow these regulations; ignorance of a regulation will not be accepted as an excuse for failure to act in accordance with it. Academic units and graduate programs may establish additional regulations for their students. Based on a compelling rationale, an exception to a specific graduate academic regulation may be granted. Students filing appeal requests should begin with a written request to their academic advisor. For more information, please visit: [Current Graduate Academic Regulations](#)

REGISTRATION

Summer, Fall, and Spring Registration

- Students should consult the academic calendar on the AU website regarding registration-related deadlines.
- Each semester, students must email a registration request to their academic advisor for approval before registering for classes.

Maintaining Matriculation – During a semester when a student is not enrolled in credit coursework but is utilizing the services of the university, the student may maintain enrolled status by registering for JLC 099 “maintaining matriculation.” The tuition charge for a maintain matriculation course is \$150 and provides access to AU library, Career Center, AU Portal, and AU email.

Temporary Leave – Under special circumstances, students may be granted the status of temporary leave, which does not require a fee. However, no coursework may be in progress and no university resources or services may be used during this period. Consult the JLC/THSP academic advisor for further information.

For General Temporary Leave, degree-seeking graduate students are allowed no more than two semesters of general temporary leave, either consecutive or non-consecutive, to remain enrolled in the same program.

Students on a Visa – please note: Taking a temporary leave from AU is considered a break in your immigration status as you are not enrolled in a course of study. As a result, your F-1 status is terminated in SEVIS, and you are expected to depart the United States.

For more information, please visit: [Temporary Leave of Absence](#)

Full-Time and Part-Time Status – The University defines full-time graduate study as taking nine credits per semester (fall and spring semesters). Part-time is defined as taking five credits each semester. The registrar has the authority and responsibility for certifying status, but your academic advisor can be helpful as the regulations are complex. Full-time versus part-time status has important implications for loans, loan deferment, health insurance, merit awards, and other financial issues, so be sure to understand the details before changing status.

GRADING

Grade Types – Grades are based on the A-F system. A grade of C- or lower does not count toward graduate credit. **A grade of B or better must be earned in the required research courses and the Practicum/Capstone course.**

Incomplete Grades – At the discretion of the course instructor, a temporary grade of I (Incomplete) may be given to a student who is passing a course but who, for extenuating reasons, is unable to complete the coursework during the semester. Arrangements for the grade of I must be made in writing prior to the final examination, and the I must be cleared

by the end of the following semester. In rare cases, an IP (In Progress) grade may be assigned. Consult your academic advisor about this option.

GRIEVANCE PROCEDURES

Academic grievances are addressed by means of a process articulated in the University's "Academic Regulations." For more information, please visit: [Student Academic Grade Grievances Policy](#)

GRADUATE STUDIES COMMITTEE

The Graduate Studies Committee is composed of the director of graduate studies, full-time faculty members, and the academic advisor. The committee develops policy regarding the graduate programs, admissions, merit awards, etc., as authorized by the JLCS Department faculty. The committee meets on an as-needed basis and always welcomes students' suggestions and feedback. Petitions for exceptions to departmental graduate policies should be discussed with the academic advisor and submitted in writing for review by the THSP Graduate Program Director.

INDEPENDENT STUDY

An Independent Study is a supervised course designed by the student in collaboration with a faculty member. With the approval of their Graduate Program Director and Graduate Advisor, students making Satisfactory Academic Progress may register for an independent study. Through the independent study option, students are required to conduct preliminary research on potential study topics and seek project supervision from a faculty member. Students are responsible for finding a faculty supervisor. Some faculty members prefer to be consulted one semester prior to the semester you plan to register. Students will need to network with faculty to determine their availability and relevance to the research topic. A research question, preliminary outline, and bibliography must be approved by the student's faculty supervisor prior to registration. Students interested in developing an independent study course should contact the academic advisor regarding this process. Students will not be permitted to pursue more than 6 Independent Study credit hours in any graduate program to be applied toward elective credit only. For more information, please visit: [Independent Study](#)

JOBS AND INTERNSHIPS

Students are encouraged to establish professional relationships with both professors and students in their cohort during and after their time studying at AU. These relationships can constitute an initial career network and may serve as the foundation for future opportunities.

In addition, the Career Center has two advisors who are exclusively dedicated to serving the needs of students in the School of Public Affairs. The philosophy of the Career Center is to help students to view their future job search as an integrated career development process, which is strongly supported from their earliest days on campus. Throughout the year, the Career Center offers a variety of workshops, information sessions, and employer panels as well as fall and spring job and internship fairs. Students are urged to visit one of the advisors early in their academic career to discuss goals and objectives; intern or co-op in career fields they wish to explore; and establish a solid networking base of professors, alumni, employers, and peers within their academic program. All of this activity ideally precedes the actual full-time job search. For more information, please visit: [Career Center](#)

Graduate students may enroll in credit-bearing, paid, or unpaid work assignments (internships) with a significant academic component under the guidance of a faculty member. The faculty advisor should be a faculty member from the area of concentration specified within the degree plan. The work for the internship may be no more than 15% administrative in nature, and instructors must weigh the academic component as at least half of the course grade. The internship must be identified as a course on the Program of Study. Internships may be taken for variable credit. With the approval of the Director of the Graduate Program and Graduate Advisor, students may enroll for **maximum 3 credits**.

For more information, please visit: [Internship and Independent Study Registration](#). This website illustrates the average hours worked weekly per internship credit that graduate students are expected to earn over 14 weeks of a traditional semester or the equivalent for summer or special term classes.

Students will not be permitted to earn more than 3 Internship Study credit hours (to be applied toward elective credit only).

For more information on the THSP Internship and its application, please contact your academic advisor.

CONSORTIUM STUDY OPPORTUNITIES

The Consortium of Universities of the Washington Metropolitan Area combines the resources of area universities and colleges. SPA graduate students may take courses not offered at AU but available at one of the Consortium schools. Registration is done through AU's registrar, and tuition is the same as for any AU course. The academic advisor's approval is necessary prior to registration. For more information, please visit: [Consortium Registration](#)

APPLYING TO GRADUATE

- Students may contact the academic advisor with questions regarding degree completion.
- Students apply for graduation through their individual Eagle Service "Graduation" tab.

ACADEMIC INTEGRITY

Academic integrity stands at the heart of intellectual life. The academic community is bound by a fundamental trust that professors and students alike undertake and present their work honestly. As a community of the mind, we respect the work of others, paying our intellectual debts as we craft our own work.

The "Academic Integrity Code" of American University defines honorable conduct, outlines attendant rights and responsibilities, and describes procedures for handling allegations of academic misconduct.

American University views academic integrity as integral to its mission, treating it as far more than a disciplinary matter. All members of the University must join in educating students about the value of integrity and the ways in which intellectuals acknowledge their debts. In each course, faculty should remind students of the standards of integrity, and faculty may ask students to include with their submissions a signed statement pledging adherence to the Code in completing the assignment.

By enrolling at American University and then each semester when registering for classes, students acknowledge their commitment to the Code. As members of the academic community, students must become familiar with their rights and their responsibilities. In each course, they are responsible for knowing the requirements and restrictions regarding research and writing, examinations of whatever kind, collaborative work, the use of study aids, the appropriateness of assistance, and other issues. Students are responsible for learning the conventions of documentation and acknowledgment of sources. American University expects students to complete all examinations, tests, papers, creative projects, and assignments of any kind according to the highest ethical standards, as set forth either explicitly or implicitly in this Code or by the direction of instructors.

To read the full academic integrity code, please visit: [Academic Integrity](#)

FINANCIAL AID

All domestic students must submit a Free Application for Federal Student Aid (FAFSA) to be eligible for federal loans and federal work-study opportunities. In addition, a student may receive merit-based awards through the School of Public Affairs. No additional application is needed for the SPA merit-based awards.

MERIT AWARDS

Merit-based graduate awards are given to students by the School of Public Affairs using traditional merit indicators such as GPA, test scores, strength of recommendation letters, and experience.

Both full-time and part-time students are eligible to receive merit-based assistance, which includes fellowships, assistantships, and study grants.

LOANS AND FINANCING OPTIONS

Federal Direct Stafford loans are federally supported, low-interest student loans with flexible repayment options. Subsidized loans are offered to students who are eligible on the basis of calculated need, while unsubsidized loans are available even for those who do not qualify for need-based financial aid.

The Federal Direct Graduate PLUS loan is part of a federal program and is available to eligible graduate students enrolled in a master's or PhD program. For more information, please visit: [Financial Aid](#)

GRADUATE FEDERAL WORK STUDY

All domestic students interested in federal work-study opportunities should so indicate on their FAFSA.

Once the FAFSA is released, the student may call the Financial Aid Office to check on individual eligibility. If eligible, the student may then apply for work-study positions. If the student did not indicate interest in work-study on the FAFSA, they must go to the Financial Aid Office to explore eligibility and position opportunities.

OUTSIDE SCHOLARSHIPS

For students interested in exploring scholarships outside of AU, please visit: [Office of Merit Awards](#)

RESOURCES

SPA RESOURCES

The Public Purpose is a peer-reviewed interdisciplinary journal presenting the work of graduate students from SPA. Published annually, it is a great way to get started on a career in academia or to showcase exceptional research papers in the fields of public policy and public affairs. For more information, please visit: [Public Purpose](#)

The School of Public Affairs Graduate Student Council is SPA's graduate student government organization. Each year, its officers are elected to represent the graduate community and advocate on behalf of the student constituency. Beyond its four-member executive committee (one from each SPA department and a parliamentarian), the Council includes the editor of *The Public Purpose* and chairs of four special committees. For more information, please visit: [Graduate Student Council](#)

OFFICE OF THE DEAN OF STUDENTS (DOS)

The Office of the Dean of Students (DOS) supports student learning through programs and services that promote growth and development, communicate the values and standards of the AU community, empower students, and advocate for students' needs. After interacting with staff in the Office of the Dean of Students, individuals will:

- Gain awareness of on- and off-campus resources and how to access those resources
- Develop autonomy and self-advocacy skills
- Understand their behavior and its impact in the context of community

Key Services and Resources:

- Care Network: Submit a [Care Referral](#) if you or someone you know is in distress—DOS will reach out with support and resource connections.
- Emergency Support:
 - AU Police: (202) 885-2527 (24/7)
 - ProtoCall: (202) 885-7979 (24/7 confidential crisis line)
- Reporting Options: Care Referral, Equity & Title IX, Incident, Hazing, and Neighbor Reports
- Academic Support: Faculty notification letters for documented absences; guidance on academic concerns and leaves (start with your academic advisor)
- Medical Leave: Temporary medical leave available with supporting documentation
- Restorative Practices: Focus on repairing harm and promoting accountability through inclusive processes

For more information, please visit: [Office of the Dean of Students](#)

ACADEMIC AND TECHNOLOGY RESOURCES

EAGLE LEARNING CENTER (ELC)

The Eagle Learning Center (ELC) is American University's hub for academic growth, collaboration, and student success. The ELC offers a range of free, student-centered services—including the Writing Center, Academic Coaching, Supplemental Instruction, Peer-Assisted Student Support (PASS Program), the Quantitative Support Lab, and group programs like Accountability Groups and learning strategies workshops. For more information, please visit: [Eagle Learning Center](#)

OFFICE OF STUDENT DISABILITY SUPPORT (OSDS)

The Office of Student Disability Support (OSDS) supports the academic development and educational goals of all American University students and is committed to promoting access for individuals with disabilities within the university's community. For more information, please visit: [Office of Student Disability Support](#)

WRITING CENTER

The Writing Center has a staff of counselors that evaluate students' writing products, identify areas for improvement, and offer tips and strategies. Any student enrolled in a course at AU is eligible to use the Writing Center. Priority is given to

students with learning disabilities, international students, and non-native speakers of English. For more information or to schedule an appointment, please visit: [Writing Center](#)

COMPUTER LABS

Computer labs are available on campus. For more information, please visit: [Computer Labs](#)

CAREER CENTER

We recommend beginning your relationship with the Career Center early—ideally by visiting in person—to familiarize yourself with key resources that support your professional development. This document outlines next steps and best practices for making the most of these services.

Whether you're exploring career options, launching a job search, or preparing for interviews, AU offers a wide range of tools to support your career journey.

SPA students are welcome to meet with any career advisor, but SPA has a designated advisor: Robert (Rob) SanGeorge. You can schedule an appointment with Rob—or any other advisor—through the Handshake platform, by emailing, or by calling the AU Career Center front desk. For more information, please visit: [Career Center](#)

CAREER CENTER CONTACT INFORMATION

- **Phone:** (202) 885-1804
- **Email:** careercenter@american.edu
- **Business Hours:** Monday–Friday
 - 10:00 AM–12:00 PM and
 - 1:00 PM–4:00 PM

OFFICE OF INFORMATION TECHNOLOGY (OIT)

The Office of Information Technology provides support for all AU students, faculty, and staff using university technology services. For more information, please visit: [Office of Information Technology](#)

OIT HELP DESK

The OIT Help Desk is dedicated to assisting with IT issues or questions related to AU services. Support is available to all members of the AU community, including prospective and current students, faculty, staff, alumni, parents, and campus visitors.

OIT HELP DESK CONTACT INFORMATION

- **Phone:** (202) 885-2550
- **Email:** helpdesk@american.edu
- **Submit a Ticket:** Report an issue online
- **Chat Support:** Available weekdays, 10:00 AM–4:00 PM
- **In-Person Support:** Schedule an appointment or visit the Technology Support Desk in the Library, weekdays 9:00 AM–5:00 PM
- **Help Desk Hours:**
 - **Weekdays (Fall & Spring):** 8:00 AM–8:00 PM
 - **Best Time to Call:** Monday–Friday, 9:00 AM–5:00 PM (most staff available)
 - **Emergency Support:** Available 24/7, 365 days a year

OIT TRAINING WORKSHOPS

[Register here](#) for any of the free technical training workshops sponsored by the Office of Information Technology. There are a variety of training options, including virtual instructor-led, on-demand Web-based training, and custom training options. For more information, please visit: [OIT Technical Training Workshops](#)

TECHNOLOGY TIPS FOR WORKING REMOTELY

For more information, please visit: [Tools and Tips for a Successful Remote Work Experience](#)

This page offers a collection of technology tools and resources to assist in preparing for a successful remote work or telecommuting experience. Whether you are working remotely by choice or necessity, our goal is to help you stay connected and productive from any location, just as you would on campus.

AU-SUPPORTED SOFTWARE APPLICATIONS

The Office of Information Technology supports a wide variety of software applications. The applications listed below have been licensed for use by the AU community. For more information, please visit: [Software Applications](#)

Useful websites include:

- [EagleBucks Printing](#): AU's campus-wide pay-for-printing system, used in computer labs, libraries, and residence halls
- [Remote Desktop Applications](#): A suite of applications normally only accessible in computer labs. Students do not need to have the applications installed but are still able to use them.

CENTER FOR STUDENT BELONGING (CSB)

The Center for Student Belonging (CSB) serves as a principal leader, resource, and support in fostering a campus environment where students feel a profound sense of belonging, connection, and the ability to thrive. Through education, outreach, and advocacy, CSB creates opportunities for students to grow at AU and beyond. For more information, please visit: [Center for Student Belonging](#)

HEALTH AND WELLNESS RESOURCES

CENTER FOR WELL-BEING PROGRAMS AND PSYCHOLOGICAL SERVICES

The Center for Well-Being Programs and Psychological Services helps students make the most of their university experiences and gain the tools and insights they need to thrive emotionally, socially, and intellectually.

The center offers individual counseling (primarily for crisis intervention, assessment, short-term support, and referrals to private mental health care); psychotherapy and discussion groups; workshops and presentations; consultation and outreach; and self- help and Web resources, including online mental health screenings.

Center staff will help students locate and connect with any off-campus services they need, and insurance usually assists with the cost of off-campus care. The counseling staff is composed of psychologists, social workers, and graduate and postgraduate trainees. Counseling is confidential, in accordance with ethical and legal standards, and there is no charge for services. For more information, please visit: [Center for Well-Being Programs and Psychological Services](#)

RECREATIONAL SPORTS AND FITNESS

The Jacobs Fitness Center, located in the Sports Center, is a state-of-the-art facility, providing quality health, fitness, and recreations programs to meet the variety of needs and interests of a diverse campus population and to foster broad participation and encourage active lifestyles, provide a healthy release from academic rigors, and develop lifelong habits of activity. It includes a wide range of both cardiovascular and strength training equipment. Staff members are on duty whenever the fitness center is open to help with exercise or equipment questions.

For registered students, membership fees are included in tuition. Membership includes use of the fitness center, the Reeves Aquatic Center Pools, the Bender Arena basketball and volleyball courts, outdoor track, and tennis courts. Every semester, the center offers a variety of group exercise and mind-body classes such as step aerobics, spinning, kickboxing, Pilates, and yoga. Personal training services are also available for a fee. The fitness center hosts an annual 5K and a biathlon, and it offers wellness programs and incentives for participation throughout the school year.

A valid AU ID card is required for entrance to the Jacobs Fitness Center. For more information, please visit: [Recreational Sports & Fitness](#)

STUDENT HEALTH CENTER (SHC)

The Student Health Center (SHC) provides primary care medical services as well as health education and wellness programming to AU students. The clinical staff consists of an interdisciplinary team of physicians, physician assistants, nurse practitioners, nurses, and medical assistants. These primary care clinicians initiate treatment and coordinate all aspects of care, including referrals to specialists when required. Students are encouraged to develop a relationship with an on-staff provider of their choice, called a primary care provider (PCP). The SHC is part of an organized network of community hospitals and providers that serve AU students. Services provided at the SHC are completely confidential; a student's medical record and any other health information can be released only with the student's written permission. Students should bring their AU ID card, insurance card, and method of payment to every visit.

Services at the SHC are available by appointment, preferably made 24 hours in advance. For more information or to schedule an appointment, please visit: [Student Health Center](#)

HEALTH INSURANCE (X3380)

Health insurance is available to all graduate students. Master's students taking 9 or more credit hours a semester, or students holding F1 or J1 visas, are automatically enrolled, and the charge will appear on their tuition statement.

Master's students taking fewer hours may voluntarily enroll. Students who drop from full-time to part-time status will lose their health insurance benefits unless they voluntarily enroll. For more information, please visit: [Student Health Insurance](#)

STUDENT LIFE: HOUSING AND DINING

HOUSING

AU is located in northwest Washington, D.C. and has easy access to public transportation using the nearby Tenleytown Metro station, the AU shuttle bus, or one of the numerous Metro buses with routes near the AU campus.

For on-campus housing accommodations for graduate students, please contact Housing and Residence Life: [Housing and Residence Life Contact Information](#)

The Office of Campus Life offers resources for students needing to find off-campus housing, including an off-campus housing posting website, workshops about working with landlords and financial planning, and individual consultations for personalized guidance regarding options, leases, and neighborhood analyses.

Useful websites include:

- [Off-Campus Housing Services](#)
- [Off-Campus Housing Website](#)

DINING

Students have many options for dining both on- and off-campus. The most popular methods of paying for meals and services in addition to cash and credit/debit cards is called EagleBucks. EagleBucks is a prepaid, stored value account associated with a student's AU ID card. Funds may be added to the account at machines across campus, in person at the Housing and Dining Programs office, and on EagleBucks.com. Money added to the account never expires. EagleBucks can be used on campus at food locations, the Campus Store, and the UPS store, as well as other off-campus businesses. For more information, please visit: [Eagle Bucks](#)

AMERICAN UNIVERSITY POLICE AND PUBLIC SAFETY

The American University Police handle issues related to security and public safety. They provide escorts 24 hours a day, 7 days a week, for community members to and from university-owned property. Call boxes are also located across campus and can be identified by the blue lights at the top of the call box. For more information, please visit: [University Police](#)

Students are encouraged to sign up online for AUAAlerts, an email and text message-based system for quick communication with students, faculty, and staff. When an incident occurs on campus, such as a fire or school closing, users will be notified without having to place a telephone call or check a website. For more information, please visit: [AU Alerts](#)

INTERNATIONAL STUDENT RESOURCES

INTERNATIONAL STUDENT AND SCHOLAR SERVICES (ISSS)

The mission of International Student and Scholar Services is to advance American University's commitment to building a global community by orienting, advising, and advocating for international students and ensuring compliance with federal regulations governing international educational exchange.

Programs and services include:

- immigration advising and workshops
- personal, academic, and financial counseling
- international student orientation
- cross-cultural training
- ethnic and nationality club advising
- consumer resources

For more information, please visit: [International Student and Scholar Services](#)

INTERNATIONAL STUDENT REGISTRATION

In addition to the registration procedures for continuing or new degree students, the following steps must be taken by international students (i.e., students who are not U.S. citizens or permanent residents):

- Students enrolling at AU for the first time or for a new program are required to take their passport, I-94, I-20, or IAP-66 (if applicable) to ISSS.
- International students with F-1 or J-1 visas are required to register full-time for each semester; they must obtain written permission from ISSS to obtain a waiver from this requirement. Failure to do so may result in loss of status.
- Students who fail to register full time, or obtain a waiver, or fail to provide ISSS with copies of all required immigration documents as of the first day of class for a semester will be unable to register.
- Students in B-1/B-2 status are not eligible to register.

SCHOOL OF PUBLIC AFFAIRS (SPA)

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AMERICAN UNIVERSITY
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