

# Software Quality Assurance

*Specialized Certificate*

## The Field of Quality Assurance

In recent years, Quality Assurance (QA) has developed a well-defined set of methodologies and techniques, and has grown into a field of its own. Though QA was considered a sub-discipline of test or product management in the past, the growing need for companies to automate and streamline their testing processes evolved the importance of QA.

## Program Overview

The Quality Assurance professional must be skilled not only in what was before recognized as software testing, or other testing areas like integration testing, but in variety of special skills. These skills range from scripting languages (for writing automation scripts), system and web administration, and certain aspects of project management, to unit testing. Companies in the medical industry (Illumina, B&D), banks and big insurance companies (Citibank, American Specialized Health), and engineering companies have constant openings in this field. Though job descriptions vary, all of them require familiarity with software processes and testing techniques, consequently enabling shorter and more reliable test turnaround times.

## Program Audience

The Software Quality Assurance certificate will provide effective tools and knowledge for those involved in all stages of Software Development and testing process: Unit testing, Feature testing, Integration testing, and Regression testing. The certificate program will teach the skills necessary to ensure that testing is well documented, processes established, and results are correctly interpreted and are repeatable. The required and elective courses are well-rounded, enabling those enrolling in the Software Quality Assurance certificate to satisfy the requirements for job openings in any of the above mentioned areas of QA.

## Program Benefits

- Understand and apply Software Development Process (both traditional and Agile)
- Develop practical understanding and differences between black box and white box testing
- Learn and apply different stages of testing: Unit testing, Integration testing and Regression testing
- Understand and apply the Fundamentals of Software Release Management
- Gain practical knowledge of the web architecture, web protocols and web performance testing
- Learn how to run web load tests (when to test, how to plan tests, how to interpret the results)
- Understand Unit test details and how to apply it in the SW development process
- Data collection and interpretation of User Experience Metric
- Learn Agile methodologies for Project Management

## Program Details

### Prerequisites

There are no prerequisite requirements to enroll in the certificate program.

### Length

Most students complete the program in one year by taking one course per quarter for four consecutive quarters. You have up to five years to complete all requirements for the certificate.

### Cost

The program costs approximately \$2,995, which includes the certificate fee and course fees. This is an *estimate*, and the cost of attendance does not include textbooks, parking, transportation, or personal expenses. All estimated costs are subject to change; current fees and textbooks are listed on our website.

### Course Requirements

Students will complete three (3) required courses and one (1) elective course, which are listed below.

Course Title	Course No.	Units	Course Offered			
			Fall 22	Winter 23	Spring 22	Summer 22
<b>Required Courses (All required)</b>						
<a href="#">Managing Software Quality Assurance and Testing</a>	CSE-41265	3.0				Live Online
<a href="#">Software Testing for Quality Assurance</a>	CSE-41266	3.0	Live Online			
<a href="#">Web Performance Testing and Test Automation</a>	CSE-41267	3.0		Live Online	Live Online	
<b>Elective Courses (one required)</b>						
<a href="#">Introduction to Programming</a>	CSE-40028	3.0	Online	Online	Online	Online
<a href="#">Python Unit Testing</a>	CSE-41316	3.0	Online		Online	
<a href="#">Agile Power Practice</a>	BUSA-40860	3.0	Online	Live Online	Online	Live Online
<a href="#">User Experience (UX)</a>	CSE-41260	3.0	Online	Online	Online	Online
<a href="#">DevOps – Continuous Integration &amp; Delivery</a>	CSE-41325	3.0	Online		Online	

## Frequently Asked Questions

### About the Certificate

#### How do I apply to the certificate program?

**STEP 1:** If you have a My Extension student account, skip to Step 2. If you do not have a My Extension account, go to [myextension.ucsd.edu](http://myextension.ucsd.edu), click "Create an account" on the right side of the page, and follow the instructions to create an account. Once you have a My Extension account, continue to Step 2.

**STEP 2:** Click on the "Apply Now" button on the [certificate page](#). Complete the required fields on the application. Then click the "Save" button. Once you have saved the application, the "Submit" button will appear. Click the "Submit" button to submit your application for review and consideration. Once submitted, your application cannot be changed. You can track the progress of your application at [My Extension](#).

#### Is there an application fee for the certificate program?

Current application or certificate enrollment fees, if any, are listed under the "Apply Now" button on the [certificate page](#) on our website.

#### Can I register for the certificate program at any time?

Yes, you may enroll in the program at any time. However, it is recommended that you enroll as soon as possible. The program curriculum may be updated at any time; if certificate requirements change, you must adhere to the curriculum *at the time of your enrollment into the certificate*. Enrolling in the certificate also gives you access to quarterly, personalized enrollment reminders from the program manager.

#### Can this certificate program be completed entirely online?

The three (3) required courses are only offered in-class - at this time you will not be able to complete the certificate online.

#### How long do I have to complete the certificate?

You officially have five years from when you begin taking courses in the program to complete all requirements for the certificate.

#### If I already have the skills taught in one of the courses, can I skip that course?

If you have taken a course from an accredited university covering the learning objectives of a program course, you may be able to transfer your previous coursework to Division of Extended Studies. If you have not taken a course elsewhere, but already have the skills covered in a course, you may be able to substitute an alternate Division of Extended Studies course in its place. Please contact the program representative at [infotech@ucsd.edu](mailto:infotech@ucsd.edu) or 858-534-1566 for more information.

#### Is this certificate program open to non-California residents?

Yes, the program is open to non-California residents, including non-US residents. The tuition is the same for all students. If you have questions about how enrolling in courses may or may not affect your visa status, please contact our International Department at [ipinfo@ucsd.edu](mailto:ipinfo@ucsd.edu) or (858) 534-6784.

#### If I work full-time, will I still be able to complete this program?

Yes. Our programs are designed to be working-student friendly and most of our students are working professionals. The courses vary between two and three units, which amount to approximately 18-20 hours of class time for a two unit course and 27-30 hours of class time for a three unit course

## Is the program accredited?

UC San Diego is accredited by the Western Association of Schools and Colleges (WASC). UC San Diego Division of Extended Studies – like all other UC San Diego schools, colleges, and departments – is accredited by WASC through the University. All courses and certificate programs offered by UC San Diego Division of Extended Studies have been developed and are administered in accordance with Division of Extended Studies policy and the regulations of the Academic Senate of the University of California.

## Will this program prepare me for a certification exam?

This program is not aligned with any one certification exam. Our programs are designed to provide students with knowledge that will make them valuable in the workforce.

## How do I get my certificate once I have completed the requirements?

When you have paid your certificate fee and successfully completed all program requirements, you will need to request an audit by Student Services. To request an audit:

- In your [My Extension](#) account, click on "My Courses."
- On the right side of the page under "My Certificates," click on the name of the certificate.
- On the right side of the page under "Tools," click on "Request Certificate Audit."
- Complete and submit the form that appears.

Once you have formally submitted your audit request, your certificate will be mailed to the address we have on file for you within ten business days.

## Do you provide job or internship placement?

No, we do not currently offer job placement assistance, internships, or career services assistance.

## Is financial aid available?

- UC San Diego Division of Extended Studies offers continuing education loans through UC Approved Lenders. Each institution offers low competitive interest rates and flexible payment options. You are also encouraged to contact your personal financial institution about possible lending solutions. Direct links to UC Approved Lenders can be found on our website's [Financial Resources](#) page.
- The Employment Development Department (EDD) provides a comprehensive range of employment and training services in partnership with state and local agencies/organizations. More information is available on their website at [edd.ca.gov](http://edd.ca.gov).
- Career Centers Located throughout San Diego County offer their communities comprehensive employment and training services benefiting both business and job seekers. More information is available on their website at [workforce.org](http://workforce.org).
- Please click [here](#) for information about Veteran's Benefits.
- Free Application for Federal Student Aid (FAFSA) funds are limited to degree programs only, and cannot be used for courses or certificate fees at UC San Diego Division of Extended Studies.

## About the Courses

### When does course enrollment open for each quarter?

Our classes post to our website and become open for enrollment approximately two months prior to the new quarter starting. If you'd like to get an email reminder you can sign up for our newsletter(s) in [My Extension](#), under the "Preferences" tab.

## When should I enroll in a course?

We recommend enrolling as soon as possible, as occasionally classes will reach capacity.

## How do I access my online course?

To access your online course, first login to your [My Extension](#) account then choose "My Courses" from the menu. From your list of courses, select the course you would like to access and then click the link that appears in the "Location" section. You will then be redirected to the Learning Management System (LMS) where your course is located.

## Once I have enrolled in a course, when will I get online access to it?

If you have enrolled at least three days before the course begins, you will have access starting on the first day of class. You should receive an email from Student Services with instructions for how to login to the course. If you have enrolled on or after the start date of the course, you will have access to the course within one business day.

## When does enrollment for a course close?

Enrollment in a course may be closed for one or more of the following reasons:

- The course is at capacity. If the course is at capacity you will only be able to join the waitlist. If space becomes available in the course, students on the waitlist are contacted in the order they joined the waitlist.
- The course has progressed to a point where students will no longer be able to make-up missed work and be successful in the course.
- The course is cancelled due to low enrollments.

For all three of these reasons we recommend students enroll early in the courses they are interested in.

## When is the refund deadline for courses?

The refund deadline for courses in this program is typically one week after the start of the course. This allows you to enroll in a course and participate for approximately one week to determine if the course is a good fit. Then, if needed, you may either transfer your enrollment to a different course or submit a drop request. The exact refund deadline for each section is listed in the section notes on the course page in our website, and you can also find it in [My Extension](#) by clicking on "My Courses" and then the name of the course.

## What are the grading options for courses?

You may take a course for one of three options: Letter Grade, Pass/No Pass, or Not for Credit. If you are taking a course towards a certificate you *must* complete "for credit" (i.e. Pass/No Pass or Letter Grade) and receive a C-/Pass or higher grade. Grades below a C-, No Pass, and Not for Credit will *not* count towards certificate requirements.

## What kind of credit do I earn?

Courses in this program are post-baccalaureate, professional-level, credit bearing courses. Credit earned in these courses may lead to the award of a formal certificate by UC San Diego Division of Extended Studies or may be applied toward an academic degree or professional credential, *subject to the approval of the receiving institution*.

If you wish to transfer credit, it is your responsibility to confer with the receiving institution before enrolling, as each individual academic institution decides whether or not to accept Division of Extended Studies credits.

## Are courses transferable?

UC San Diego Division of Extended Studies is not a degree granting institution, however many UC San Diego Division of Extended Studies courses can be transferred to other colleges or universities. The transferability of credit is determined solely by the *receiving* institution. You should discuss how your individual courses will transfer with the Office of the Registrar at the receiving institution *prior to enrolling*.

## Can I take a course without registering for the certificate?

Yes, you may take any course in this program without registering for the certificate, provided you have fulfilled any and all prerequisites for the course.

## How long is each course?

Two unit courses run for approximately 6-7 weeks; three unit courses run for approximately 9-10 weeks. For exact course dates of upcoming sections, visit the webpage of the course you are interested in taking on our website.

## When is each course offered?

Please visit the course page on our website to see when courses are typically offered. You can also see a full program schedule by clicking on the "View Schedule" button under the "Courses" section on the [certificate page](#) or under the [Program Requirements](#) section of this document.

## How many hours can I expect to spend studying outside of class time?

Each student has their own learning style so this can vary greatly. As a rule of thumb, expect to spend an average of two hours studying for every hour you spend in-class. For online courses, students should plan to spend approximately 8-10 hours per week viewing lectures and completing coursework.

## How are online classes formatted?

The online courses are asynchronous: they have a start and end date but all the lessons are uploaded on our online learning management system, so you can learn at your own pace. However, please be aware that you may have weekly assignments, quizzes, or tests that are due on specific dates. Please [click here](#) to view a sample course tour to see if this format suits your learning style.

## What are the instructors' credentials?

Program courses are taught by seasoned professionals and overseen by an advisory board of leaders in the field. You can view the advisor list under the "Advisors" section on the [certificate page](#). You can find information about a course instructor, including a biography and credentials, on the course page.

## How do I communicate with a course instructor if I have a question during the course?

Each instructor has his/her own preferred method of communication and response policy, which will be detailed on the course syllabus. However, most instructors utilize email or the discussion board and will respond within 24-48 hours.

## Will I get any hands-on experience in the program?

Most courses combine theory with hands-on exercises. For more information about practical experience in any course, visit the course page on our website.

## What are the required textbooks for a course?

Instructors will post the current text requirements and recommendations on the course page on our website. Please note the textbooks requirements are subject to change every quarter and different instructors may require different books, even if they are teaching the same course in the same quarter, so be sure to check the textbook requirements *for the section in which you are enrolling*.

## Will I be able to order the required textbooks before the class begins?

Yes, you can order the book(s) any time after enrolling in the course. You may order books through the campus bookstore or online retailers, such as Amazon.com.

## After I enroll in a course, how can I retrieve a receipt or enrollment verification for my records?

Login to your [My Extension](#) account and select "Documents" as the top of the page.

## How will I receive my final course grade?

Once the course is completed, the instructor has 10 business days to submit your grades. Once grades have been posted, you can view and print them from your [My Extension](#) account.

## What if I am having trouble with my Learning Management System or My Extension?

Please contact Student Services at (858) 534-3400 or [unex-reg@ucsd.edu](mailto:unex-reg@ucsd.edu) if you experience any issues logging in to any of our systems.

## For More Information

For program specific questions, please visit the [certificate page](#) on our website or contact a program representative at [infotech@ucsd.edu](mailto:infotech@ucsd.edu) or 858-534-1566. For administrative questions, please contact our Student Services Department at [unex-reg@ucsd.edu](mailto:unex-reg@ucsd.edu) or (858) 543-3400.