



CALIFORNIA STATE UNIVERSITY  
**FULLERTON**

University Extended Education  
Department of Counseling  
College of Health and Human Development

# Master of Science in Counseling

@ The Garden Grove Education Center



## Student Handbook

*Spring 2010*

*Although the information in this handbook was prepared on the basis of the most accurate information available at the time, all information is subject to change without notice or obligation. To view the most current handbook, visit:*

[http://www.csufextension.org/Classes/GG\\_MSCounseling.aspx](http://www.csufextension.org/Classes/GG_MSCounseling.aspx)

## **Registration**

All registrations are processed by University Extended Education (UEE).

Four ways to register:

- Online – [www.csufextension.org/Register/](http://www.csufextension.org/Register/)
- Phone – (657) 278-2611
- In Person – Fullerton Campus, College Park 100  
or at Garden Grove Education Center
- Mail – Send a completed [registration form](#) to:  
UEE Registration  
Cal State Fullerton  
P.O. Box 6870  
Fullerton, CA 92834-6870

Office hours for UEE Student Services:

Monday – Thursday 8:00AM to 7:30PM  
Friday 8:00AM to 5:00PM  
Saturday 8:00AM to 12Noon

*Registration for Financial Aid students:*

If you have accepted your loan offer, call UEE Student Services at (657) 278-2611 before the registration deadline to register in at least six units of coursework. Students must be enrolled in at least six units (part-time student unit load) in order to be eligible for financial aid.

## **Fee Payment**

Be prepared to pay class fees at the time of registration by TitanCard, check, money order, VISA, American Express, MasterCard or Discover. No convenience fees are charged for payment by credit card.

University Extended Education can also bill your employer or company directly for course fees. To use this option, a purchase order or letter of sponsorship from the company must accompany your registration form. Contact UEE Student Services at (657) 278-2611 for more information on this process.

Fees cannot be paid by an individual or a company at the completion of a course. A \$25 late fee will be charged if you register past the deadlines. A fee receipt will be mailed to you after your registration is processed.

*Fee Payment for Financial Aid Students:*

Financial aid disbursements are sent directly to students by mail or direct deposit. It is the student's responsibility to pay course fees to UEE on or before the payment deadline established for financial aid recipients (approximately two weeks after the term start date).

**Class Schedules**

Students will receive a registration email with the class schedule and registration deadlines in advance of the term. Two courses (6 units) will be scheduled each term (fall, spring, and summer).

**Textbooks**

Students are responsible for purchasing the required textbooks and/or course materials for each course. Textbook information (title, author, edition, publisher, and ISBN number) will be sent to students in advance of each term. Textbooks may be purchased at the Titan Shops Bookstore at the CSUF Fullerton Campus, or online at <http://www.titanbookstore.com> or by phone at (657) 278-3418. Students may also purchase textbooks from the retailer of their choice. *Please note that textbooks are not sold at the Garden Grove Center.*

**Class Location**

All classes will be held at:

Garden Grove Education Center  
12901 Euclid Street  
Garden Grove, CA 92840  
(714) 741-9161  
<http://www.csufextension.org/CustomerCare/locations.aspx>

**Parking Permits for Garden Grove Center**

A parking permit is required Monday through Friday. Garden Grove Center permits are issued at no additional charge to registered students. Once you have registered, a parking permit will be sent to your mailing address. Students may also pick up a permit at the CSUF Garden Grove registration desk on the first day of class. Overflow parking is also available in the lot across from City Hall at 11222 Acacia Parkway.

Please be advised that Garden Grove Center parking permits are for use at the Garden Grove Center only. They are not valid at the Fullerton or Irvine campuses.

### **Withdrawal Policy and Procedures**

You may drop a course without record of enrollment prior to 25% of the class having elapsed (*for example, on or before the fourth class meeting of a sixteen-week course*). After 25% of the class has elapsed through 75% of the class, you may petition to withdraw from a course with appropriate permissions from the instructor, Department Chair (and in some cases, the Associate Dean), and receive a grade of “W” for the course which will appear on your official transcript. Such grades are not included in grade-point average calculations.

To withdraw from a course, students must complete a [Request for Withdrawal form](#) and email it to Gail Wright at [gwright@fullerton.edu](mailto:gwright@fullerton.edu) or fax to (657) 278-5445.

Authorization to withdraw shall be granted for only the most serious reasons (i.e., a physical, medical, emotional or other condition) which limit the student’s full participation in the class. Such reasons must be documented by the student. **Poor academic performance is not evidence of a serious reason for withdrawal.** Approval from the instructor and department chair is required for each course withdrawal request.

Students may not withdraw after 75% of the class meetings have elapsed except in cases, appropriately documented, such as accident or serious illness, where the assignment of an Incomplete is not practical. Ordinarily, withdrawals of this nature will involve withdrawal from all classes except that Credit or Incomplete Authorized (I) may be assigned for courses in which students have completed sufficient work to permit an evaluation to be made.

### **Refund Policy**

If a course is dropped before the class start date, you may receive a full refund less \$10. If the course is dropped on the class start date and less than 25% of the class has elapsed, you may receive a 65% refund. If 25% of the class has elapsed, there is no refund.

### **Continuous Enrollment**

A graduate student with a graduate degree objective is required to maintain continuous enrollment during regular semesters (fall, spring, and summer) until award of the degree. This policy is designed to eliminate the need for re-admission to the University, provide opportunity for continuous use of facilities, including the library, and assure the development of an integrated program, adequately supervised, and effectively completed within the time limitations allowed by regulations.

Unless granted an approved leave of absence, a graduate student who fails to register each semester has discontinued enrollment in the graduate degree program. If the student wishes to resume studies, it will be necessary to re-apply for admission to the University and to the degree program and meet any changed or additional requirements approved in the interim.

However, it is not recommended that any semester be missed. If you find that you need to request a leave of absence, please contact Graduate Studies at (657) 278-2618 and [David Shepard](#), Academic Advisor in the Department of Counseling at (657) 278-3327.

### **Academic Advisement**

All academic advisement is handled by the graduate advisor in the Department of Counseling. Please contact [David Shepard](#) at (657) 278-3327 regarding degree eligibility, prerequisite requirements, and any other questions regarding your study plan or graduation procedures.

### **Student Portal**

Students have access to campus online resources through the CSUF portal system. The Portal provides secure access to online information that is personalized for each user. To login, go to <http://my.fullerton.edu>

Some of the features available through the Portal:

- My CSUF - the portal “home page” which allows you to add your own notes, reminders, web links, etc. and view personalized news and information.
- Library - access to personal circulation records, interlibrary loan form, with the ability to put materials on reserve and schedule library instruction.
- Profile - controls many things, including which tabs are displayed, passwords for on- and off-campus accounts, and the order in which the tabs appear at the top of the portal window.
- TitanCard - access to purchase TitanTender, view a record of your recent transactions (up to 4 months), report your card as lost or stolen, and more.
- Titan Online – Allows access to the Common Management System (CMS)
- Blackboard – Allows access to the Blackboard Learning System.

For help and instructional information on using the Portal, please click on the "Help" button after logging in.

### **Student Contact Information**

You are required to keep your mailing address, email address, and phone number current on your Student Portal to ensure that you receive all University communications. Each student has been issued an email address where University messages will be sent to you. Many campus offices have begun utilizing email as the primary communication mode to the student. Be sure to check your email on a regular basis. For additional information about your email account, please contact the IT Helpdesk at (657) 278-7777.

## **Grades and Transcripts**

Grades are available approximately two weeks after the official end date of the class. Unofficial student transcripts are accessible online through your Student Portal:

1. Go to <http://www.fullerton.edu>
2. Log in to the Portal with your Username and Password. If you do not know or have misplaced your password, contact CSUF Admissions and Records Office at (657) 278-2300.
3. Select Titan Online tab.
4. In the Student Self Service area, click on Student Center.
5. In the Academics area, click on View Unofficial Transcript

Students may request official transcripts from the CSUF Office of Admissions and Records. A Transcript Request form is available at <http://www.fullerton.edu/admissions/CurrentStudent/Transcripts.asp>. The first copy is \$4.00 and additional copies are \$2.00 when ordered at the same time.

## **TitanCard**

The TitanCard is the official identification card issued by the University to students for the sole purpose of identification and access to campus facilities, services and activities.

During the first week of your MS Counseling program, University Extended Education staff will come to a class meeting and take photographs and collect applications for TitanCards. You will be notified in advance of the TitanCard processing date because you will be required to show photo identification (such as Driver's License). The TitanCards will then be processed and delivered to your class approximately one week later.

If you have questions or need a replacement card, please contact the TitanCard Office at (657) 278-3555 or go to <http://www.fullerton.edu/it/services/titancard/index.asp>.

## **CSUF Library**

The library website is the launch pad for resources such as the catalog, databases, electronic journals, research guides, and course reserves. Students can log in to the Portal and access these resources from their home or office.

The Interlibrary Loan (ILLiad) system allows you to request materials or books from participating libraries in the nation. Articles will be delivered electronically to you and books will be kept at the Circulation Desk for you to pick up.

You can access the CSUF library online at <http://library.fullerton.edu> or through your Student Portal. If you need assistance, please contact the library at (657) 278-2721.

### **UCI Library**

CSUF students can obtain library privileges at the University of California, Irvine (UCI). You must provide the UCI library with your student identification card (TitanCard) along with proof you are enrolled in a current semester. A copy of your fee receipt from University Extended Education should be sufficient for this. After providing this information to the UCI library, you may purchase a library card for \$48 for one year or \$24 for six months. For more information call (949) 824-6842.

### **Graduation Application**

The Department of Counseling will send you a Grad Check Application prior to the start of your last semester. Students must complete this form and enclose the appropriate fee (currently \$115) and return to the address on the form by the date specified. If you do not receive this form prior to your last semester, please contact [David Shepard](#) at (657) 278-3327.

### **Diplomas**

Diplomas are mailed out by the Graduation Unit in the Admissions and Records Office. The diplomas are mailed out 8 to 12 weeks after the official graduation dates. Typically students should receive their diploma as follows:

<u>Graduation Term:</u>	<u>Diploma Received:</u>
Fall	End of April
Spring	End of August
Summer	End of November

If you have questions regarding your diploma, please contact the Graduation Unit at (657) 278-2300.

### **Financial Aid Information**

#### *Types of Financial Aid Available*

Federal Stafford loans are available to assist you in meeting your educational expenses. Subsidized Stafford loans are based on demonstrated financial need; the government pays the interest on your behalf while you are enrolled at least half-time (six credit units). Unsubsidized Stafford loans are available if you do not qualify, in whole or in part, for a subsidized loan to meet your expenses. You may elect to pay the interest on your unsubsidized student loan while you are enrolled or you may request that the interest be capitalized and repaid along with the principal after you complete your program.

#### *Eligibility for Federal Student Aid*

To receive a Federal Stafford loan, you must be a U.S. Citizen or permanent resident and you must meet all other Federal Student Aid [eligibility requirements](#). These requirements are published in the U.S. Department of Education [Guide to Federal Student Aid](#).

### *Annual Loan Limits*

Annual loan limits are \$20,500 for subsidized and unsubsidized loans combined. Your total eligibility will be determined by the CSUF Office of Financial Aid based on your direct program costs and standard allowances for room and board, transportation and personal expenses. Your loan cannot exceed your annual program costs. For more information, visit the Office of Financial Aid website at [www.fullerton.edu/financialaid/](http://www.fullerton.edu/financialaid/).

### *Enrollment Requirements*

Federal regulations require half-time enrollment to receive Federal Stafford loan funding. At CSUF, you must be enrolled in at least six units per semester to meet this requirement.

### *Contact Person*

If you have any questions regarding financial aid, please contact Amber Choi, CSUF Office of Financial Aid, at [achoi@fullerton.edu](mailto:achoi@fullerton.edu) or (657) 278-5256.

## **How to Apply for Financial Aid**

1. Obtain a free Application for Federal Student Aid (FAFSA) from any high school or college and submit your application to the address provided on the form or, to expedite processing, apply electronically at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Be sure to include the CSUF institution code: 001137.
2. About 4-6 weeks after you submit your FAFSA, you will receive a Student Aid Report (SAR) from the Federal processor as well as an acknowledgement from the Office of Financial Aid. Additional documents (such as tax returns) may be requested to verify application data. Once your application and any documentation are evaluated, the Office of Financial Aid will email you a link to Titan Online to view your award summary and to print out a Federal Stafford Loan request form.
3. To accept your loan offer, you must complete the Federal Stafford loan request form. You will need to select a lender (a list of preferred lenders is located on the Office of Financial Aid web site at [www.fullerton.edu/financialaid/](http://www.fullerton.edu/financialaid/)). If you are borrowing a student loan through CSUF for the first time, you are required to take part in a pre-loan counseling seminar BEFORE your loan is processed. You may complete the loan seminar process electronically using EdTest at [www.edfund.org](http://www.edfund.org). Dates for on-campus loan seminars are located on the Office of Financial Aid website, [www.fullerton.edu/financialaid/](http://www.fullerton.edu/financialaid/).
4. Once you have completed the seminar, [Amber Choi](#) (financial aid counselor for special programs, Office of Financial Aid) will confirm your dates of attendance and your program costs. It may be necessary to adjust your awards because of your program's changing costs and enrollment dates.
5. The Office of Financial Aid will forward your loan information to your lender for approval.

6. Your lender will issue a Master Promissory Note (MPN) if you do not already have a valid MPN on file. Complete and return the MPN to your lender.
7. The Office of Financial Aid will provide UEE with a list of students who are eligible for Financial Aid for the upcoming semester. If you know that you are eligible and have accepted your loan offer, contact UEE Student Services at (657) 278-2611 before the course registration deadline so that you can be enrolled in at least six units of coursework. Students must be enrolled in it at least six units (part-time student unit load) in order to be eligible for financial aid. After UEE Student Services verifies that your name appears on the list from the Office of Financial Aid, then UEE staff will register you in classes for the upcoming semester.
8. Your lender will send your loan funds to CSUF Student Financial Services at the beginning of the fall, spring and summer terms. If your loan covers two semesters, you will receive half each semester. If your loan covers a single semester or summer term, you will receive one disbursement within that term.
9. After your part-time enrollment status has been verified, Student Financial Services will disburse student loans either the week before or during the first week of each semester. You will receive your disbursement for the semester at that time. It is your responsibility to pay your total tuition fee balance to UEE on or before the payment deadline that has been established for financial aid recipients who are matriculating in the MS in Counseling-Garden Grove program. This deadline is sent to you in the registration information letters that are sent out prior to each semester. Also, if a student applies late in the process and receives financial aid late, he/she will still be required to pay the fees no later than two weeks after the start of class and thus reimburse themselves later when he/she receives financial aid.

#### *Other Financial Aid Terms and Conditions*

The financial aid information contained in this handbook focuses on the process of applying for and receiving a student loan. Be sure to visit the Office of Financial Aid web site at [www.fullerton.edu/financialaid/](http://www.fullerton.edu/financialaid/) to ensure your awareness and understanding of the federal, state and institutional policies and regulations governing financial aid.

#### *Renewing Your Financial Aid Application*

You must file a separate FAFSA for each academic year. If you filed your initial FAFSA electronically, the federal processor will automatically send you a renewal reminder and PIN number so that you may renew your application electronically. If you do not receive a renewal application due to a change of address or mishap, simply submit a new application either electronically or in hard-copy form. The priority filing period for CSUF is January 1-March 2 each year for the following academic year. By meeting the March 2 deadline, you ensure that you will receive your award notification in enough time before the start of the fall semester of each academic year.

*Deferments on Existing Student Loan Payments*

Enrollment in a matriculating degree program may allow you to defer loan payments on any existing student loans. Deferment applications should be mailed to the following address for verification of current enrollment:

National Student Clearinghouse  
13454 Sunrise Valley Drive #300  
Herndon, VA 20171  
Phone: (703) 742-4200  
<http://www.studentclearinghouse.org>

## Directory

CALIFORNIA STATE UNIVERSITY, FULLERTON

### Department of Counseling

- Department of Counseling  
EC-405  
(657) 278-8444  
<http://hhd.fullerton.edu/counsel/>
- Department Chair  
Leah Brew  
(657) 278-2708  
[lbrew@fullerton.edu](mailto:lbrew@fullerton.edu)
- Graduate Advisor  
David Shepard  
(657) 278-3327  
[dshepard@fullerton.edu](mailto:dshepard@fullerton.edu)

CALIFORNIA STATE UNIVERSITY, FULLERTON

### College of Health and Human Development

- College of Health and Human Development  
EC-606  
(657) 278-3311  
<http://hhd.fullerton.edu>
- College Dean  
Roberta Rikli  
(657) 278-3311  
[rrikli@fullerton.edu](mailto:rrikli@fullerton.edu)
- Associate Dean  
Kathy Koser  
(657) 278-4365  
[kkoser@fullerton.edu](mailto:kkoser@fullerton.edu)

## Directory



- UEE Student Services  
Garden Grove Center  
12901 Euclid Street  
Garden Grove, CA 92840  
(714) 741-9161
  
- UEE Student Services  
Fullerton Campus  
College Park 100  
(657) 278-2611
  
- Website  
[www.csufextension.org](http://www.csufextension.org)
  
- College Dean  
Harry L. Norman  
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