Welcome!

It is our pleasure to welcome you back for another term in the MS Counseling Garden Grove program.

You have made an excellent choice to pursue your educational goals. Obtaining a master’s degree will be one of the most rewarding experiences in your personal life and professional career.

Although this program will be challenging, we must prepare you to handle the needs of individuals, couples, families and groups in your communities. However, you can be assured that the advisors, faculty, and staff are here to help you obtain your goal.

This student guide was developed to provide:
- Information specific to MS Counseling Garden Grove students
- General guide to student services
- Directory for assistance

Although the information in this guide was prepared with the most accurate information available at the time, all information is subject to change without notice or obligation. A copy of this student guide will be posted on the program website:
http://extension.fullerton.edu/masters/counseling.aspx

Thank you for your participation and commitment to higher education!

Self-Support Degree Programs Team
University Extended Education
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Registration

All registrations are processed by University Extended Education (UEE). The deadline to register for Fall 2013 is **August 9, 2013.**

<table>
<thead>
<tr>
<th>Term</th>
<th>Registration Begins *</th>
<th>Registration Deadlines *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2013</td>
<td>7/10/2013</td>
<td>8/9/2013</td>
</tr>
<tr>
<td>Spring 2014</td>
<td>11/22/2013</td>
<td>1/10/2014</td>
</tr>
</tbody>
</table>

*Dates are approximate and subject to change

Three ways to register:

1) Online – [Register Now](#)

2) Phone – 657-278-2611

3) In Person – Garden Grove Center, 12901 Euclid Street, Garden Grove; or Fullerton Campus, College Park 100

   With a completed [registration form](#)

Office hours for UEE Student Services:

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

Registration for Financial Aid students:

- Financial aid students may register online. On the registration website, select “Financial Aid” as the method of payment to bypass the credit card entry. **Please make sure you have accepted your loan offer and that you register for six units.** Students must be enrolled in at least six units (part-time student unit load) in order to be eligible for financial aid.

Fee Payment

Payment is due at the time of registration. We accept payments with TitanCard, check, money order, VISA, American Express, MasterCard or Discover. No convenience fees are charged for payment by credit card. If you register past the deadlines, a $25 late fee will be charged. You will receive a fee receipt 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.

Fees paid by employer or company:

- University Extended Education can 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. For more information on this process, contact UEE
Student Services at 657-278-2611.

Class Schedules
Students will receive the term class schedule and projected program schedule with the registration email.

Textbooks
Students are responsible for purchasing the required textbooks and/or course materials for each class. Textbook information (title, author, edition, 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. Visit the bookstore website for information on e-book downloads and lowest price guarantee program. 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://extension.fullerton.edu/masters/gardengrove.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 return it to UEE Student Services or fax to 657-278-2088.

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 or 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. If you need to request continuous enrollment, please contact Graduate Studies at 657-278-2618 to obtain instructions to register for GRAD 700.

If a student does not register for classes and does not have an approved leave of absence, then he/she will be discontinued from 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.

**Leave of Absence Request**

If you need to request a leave of absence, please contact Graduate Studies at 657-278-2618 and Dr. David Shepard, graduate advisor in the Department of Counseling at 657-278-3327 and fill out a Request for Leave of Absence form.
Academic Advisement
All academic advisement is handled by the graduate advisor in the Department of Counseling. Please contact Dr. David Shepard at 657-278-3327 regarding degree eligibility, prerequisite requirements, study plan changes and graduation applications.

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. 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 assistance with your email account, please contact the IT Helpdesk at 657-278-7777.

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.
- TITANium – CSUF’s online learning management system supported by Moodle.
- 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.

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

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/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.

Career Center
The Career Center allows you to explore the career possibilities related to your past experiences, academic program, lifestyle, and location priorities. Some of the Career Center services include:

- Job and Internship Postings
- Career Exploration
- Resume Writing
- Interview Practice

These services are free for the first year after graduation. Alumni who graduated over one year ago can access the service online for $50 for a six month subscription. For more information please call the CSUF Career Center at 657-278-3121 or visit their website at http://campusapps.fullerton.edu/career/.
Graduation Application
The Department of Counseling will send you a Graduation 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 Dr. 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:

<table>
<thead>
<tr>
<th>Graduation Term</th>
<th>Diploma Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>End of April</td>
</tr>
<tr>
<td>Spring</td>
<td>End of August</td>
</tr>
<tr>
<td>Summer</td>
<td>End of November</td>
</tr>
</tbody>
</table>

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

Financial Aid Information
Types of Financial Aid
The Federal Direct Stafford Loan Program enables students to obtain long-term, low interest loans through the federal government. Effective Fall 2012, only unsubsidized loans are available for graduate students. Also, students in this program are not eligible for State University Grants or Cal Grants.

Eligibility Requirements
Your eligibility is based upon a review of your data as submitted on your Free Application for Federal Student Aid (FAFSA) and on other supporting documents, if required. You must be enrolled or accepted for enrollment in a degree, certificate or professional program. Your enrollment status must be at least half-time, (the equivalent of 6 units), and you must be a citizen or eligible non-citizen (permanent resident) of the United States.

Annual Loan Limits
Annual loan limits are $20,500 for unsubsidized loans. 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.

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 have student loan counseling BEFORE your loan is processed. The one-time student loan counseling requirement is provided along with the one-time master promissory note requirement at [www.studentloans.gov](http://www.studentloans.gov).

4. Once you have completed the one-time student loan counseling, the CSUF 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 established for
financial aid recipients (approximately two weeks after the semester start date). 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/ 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

Contact Person
If you have any questions regarding financial aid, please contact Jill Brower, CSUF Office of Financial Aid, at jnbrower@fullerton.edu.
Counseling Department Directory

Graduate Advisor  
David Shepard  
657-278-3327  
dshepard@fullerton.edu

Department Chair, Counseling  
Leah Brew  
657-278-2708  
lbrew@fullerton.edu

Associate Dean, Academic Programs  
Kathy Koser  
657-278-4365  
kkoser@fullerton.edu

College Dean, Health and Human Development  
Shari McMahan  
657-278-3311  
smcmahan@fullerton.edu

Department of Counseling  
EC-405  
657-278-8444  
http://hhd.fullerton.edu/counsel/

College of Health and Human Development  
California State University, Fullerton  
P.O. Box 6868  
Fullerton, CA 92834-6868

Location: EC-606  
Phone 657-278-3311  
Fax 657-278-3314

http://hhd.fullerton.edu
UEE Directory

Program Coordinator        Suzanne Batista
                           657-278-4280
                           657-278-5445 Facsimile
                           sbatista@fullerton.edu

Program Manager            Gail Wright
                           657-278-5945
                           gwright@fullerton.edu

Director,                  Echo Chang
Self-Support Degree Programs
                           657-278-4272
                           echang@fullerton.edu

Associate Dean,            Carol Creighton
Academic Programs          657-278-7272
                           ccreighton@fullerton.edu

College Dean,              Harry L. Norman
University Extended       657-278-2937
Education
                           hnorman@fullerton.edu

University Extended Education
California State University, Fullerton
P.O. Box 6870
Fullerton, CA 92834-6870

Phone 657-278-2611
Fax 657-278-2088

Fullerton Campus, CP-100

UEE website http://extension.fullerton.edu/masters/counseling.aspx
Garden Grove Education Center Map
12901 Euclid Street
Garden Grove, CA 92840
714-741-9161