

THE CHICAGO SCHOOL OF
PROFESSIONAL PSYCHOLOGY
ONLINE
NEW STUDENT WELCOME GUIDE

TABLE OF CONTENTS

ACADEMIC INTRODUCTIONS	3
CONTACT INFORMATION	5
NEW STUDENT CHECKLIST	6
FINANCIAL AID CHECKLIST.....	8
MILITARY BENEFITS	9
STUDENT SUPPORT DEPARTMENT	10
STUDENT RESOURCES SERVICES.....	11
ACADEMIC SUPPORT	12
FREQUENTLY ASKED QUESTIONS	13
TECHNICAL REQUIREMENTS.....	16



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Contact Information

Throughout this New Student Guide, you will find contact information for various departments. Links to email addresses, documents, and websites are accessible through each underlined word. With your cursor on the word simultaneously press Ctrl and Click to access the website or document.

Below is a quick reference should you need assistance or have any questions.

Toll-Free Number: 800.595.6938

Option 1: [Online Student Support Department](#)

Option 2: [Financial Aid](#) and [Student Accounts](#)

Option 3: [Technical Assistance](#)

Academic Questions: For questions that are academic in nature (i.e. course content, academic progress, grades) please contact your course instructor.

[Student Resources](#): Visit the Current Student page on our school website under the online page. On this page you will find a link to your *My Chicago School* account which includes contact information such as: technical support, academics, services, library and all of the forms you may need as you progress through the program as well as links to Canvas and email.

It is suggested you bookmark this page for frequent use.

New Student Checklist

Review the following checklists. You can keep track of your progress electronically via the Document Center within the [Applicant Portal](#).

- Order** official transcripts (*due the 1st week of class*)
 - Send to: The Chicago School of Professional Psychology
 - C/O Student Management Department
 - 350 N Orleans St. Ste 1050
 - Chicago, IL 60654-1822

- Contact** the Financial Aid Department to verify all documents have been completed and received
 - [Click here](#) to contact Financial Aid
 - Phone: 800.595.6938 option 2

- Complete** the Online New Student Orientation
 - Your orientation is self-paced and will be available prior to the start of your classes in Canvas
 - Students are required to complete Orientation prior to the first day of class
 - [Click here](#) to log in to your *My Chicago School* Account to access your Canvas and begin your student orientation
 - For questions contact your Admissions Counselor

- Order** your textbooks
 - [Click here](#) to order your textbooks
 - Any questions contact your Student Support Counselor
Phone: 800.595.6938 option 1

- Submit** a copy of your passport. (*Ph.D and M.A. International Psychology and Master of Public Health Students Only*)

New Student Checklist Cont.

- Familiarize** yourself your *My Chicago School* account. This is where you will verify course registration, check for student holds, update contact information, and more.

- Check** your school email for important updates and communication.
 - Verify your login and password work.
 - Check your email a minimum of 5 days per week for course updates, announcements, and outreach from various departments.
 - Respond to all communication within 24-48 business/school hours.
 - Student facing departments will correspond via phone and through your school email (not personal) so we can maintain your confidentiality and integrity of your record.
 - [Click here](#) to log in to your *My Chicago School* Account to access your email

- Complete** your writing assessment (if applicable). This assessment of your writing is required and is the first step in our Academic Writing Program. Be sure to complete the assessment as instructed by the National Center for Academic & Dissertation Excellence (NCADE). Information and deadlines are listed within the email students receive (sent to the students TCSPP email address) from the NCADE department. All deadlines must be met to move forward with registration.

- Complete** any conditions to your acceptance as outlined in your acceptance letter before the start of your upcoming term. If you are unsure as to any contingencies to your admission, refer to your acceptance letter or contact your Student Support Counselor at 800.595.6938 option 1.
 - Criminal Background Check

 - Progression or Pre-Course Work

 - Official Transcripts

 - Letters of Recommendation

- Apply** for transfer/proficiency credit (waiver credit). Please speak with your Admissions Counselor or Student Support Counselor as soon as possible to ensure a complete review is completed prior to registration. Transfer credit requests must be submitted prior to the 3rd term of enrollment.

- Log into Class** the first day of school and several times each week by logging into Canvas using your *Student Gateway* account. Successful students log into class 5-7 days per week.

Financial Aid Checklist

For those applying for student loans, ensure each of the steps below is completed *one week* prior to the start of the term. You can complete your financial aid checklist through the Document Center within the [Applicant Portal](#).

- [Apply](#) for your Federal Personal Identification Number (PIN)
- [Access](#) & complete the Free Application for Federal Student Aid
(The FAFSA must be completed 1 time per year. Best practice is to complete a Renewal FAFSA once you have submitted your taxes)
- [Sign](#) and return your estimated award letter
- [Complete](#) your Stafford Loan Entrance Counseling
- [E-sign](#) your Master Promissory Note (MPN)
- [Return](#) your completed Financial Aid Institutional Application
- [Ensure](#) your tuition deposit has been paid
- [Upload](#) your completed Direct Deposit form via the Document Center.

Book Vouchers

- [Submit](#) your completed book voucher

Graduate Plus Loan

- [Apply](#) for a Grad Plus Loan and complete the Master Promissory Note

Military Benefits

The Chicago School of Professional Psychology (TCSPP) values the commitment you have made to protect and serve the United States of America. TCSPP is designed to meet the diverse needs of active, inactive, retired service men and women as well as their spouses. We thank you and value the commitment and sacrifice that you and your family have made to protect and serve the United States of America.

Military Educational Benefits: TCSPP is proud to provide support for military educational benefits at all locations.¹

Programs:

- Veterans Affairs Educational Benefit Programs
- Tuition Assistance Programs
- Online Student Military Discount

These programs are meant to be used in conjunction with Federal Student Aid to cover tuition and fees.

If you are affiliated with the military, it is imperative that you communicate with VA or your branch of the military to understand how to maximize the use of your benefits. Feel free to contact militarybenefits@thechicagoschool.edu with any questions.

¹ Please notify your Financial Aid and Student Support Counselor that you are affiliated with the military so they may guide you appropriately

Student Support Department

The Student Support Counselors are available to assist students as they work toward achieving their educational and career goals. They assist students through various educational needs and requirements.

Student Support Counselor Contact Information

Student Support Counselors are vital to your educational success. Students are expected to reach out to their counselors each term as you navigate through your program.

Phone: 800.595.6938 option 1

Email: onlinestudentservices@thechicagoschool.edu

Keep the Student Services contact information for future reference.

Contact Student Support Counselor for assistance with the following:

- [Access](#) additional academic resources and school supports available
- To share exciting news and accomplishments
- Course scheduling questions
- Registration
- Petitioning for transfer credit
- Enrollment change requests:
 - Withdrawals
 - Leaves of Absence
 - Adding or dropping a course
- Graduation requirements
- Questions/Concerns
- All other general inquiries

Student Solutions

The Chicago School of Professional Psychology offers a free, confidential, around the clock Counseling Service called Student Solutions. Student Solutions is a 24-hour a day, 7-day per week resource for personal counseling, financial advice, and legal counsel available to all Chicago School students.

Student Solutions is available to assist you with concerns such as

- Stress or anxiety
- Relationship issues
- Legal and financial challenges
- Access to online resources inclusive of wellness, relationships, work and education, financial, legal, lifestyle, and home and auto

Through Student Solutions, The Chicago School will pay for your first three counseling sessions with a mental health provider. If you choose to engage in ongoing treatment with the provider, you will have the opportunity to establish an out of pocket rate which may be available on a sliding scale or covered by your personal health insurance.

You may access counseling around -the-clock by calling 855-460-6668. You can also visit their website www.guidanceresources.com .

- Click on “I am a first-time user” and create your username and password, and input TCSPP as the organization web ID.

Academic Support

The Chicago School of Professional Psychology provides students with access to online tutors from Smarthinking. With Smarthinking, you can chat with a live tutor up to 24 hours a day from ANY internet connection. Tutors are available to work with you in writing (for any course that requires a paper) and Statistics. To access Smarthinking, click on the following hyperlink to access your courses through Canvas using your [My Chicago School](#) account.

- **Login** to Canvas
- **Go to** your course
- **Click** the Smarthinking link
- **Choose** Writing (ALL Subjects) under *Connect with an e-structor*

What type of writing assistance will the tutor provide?

If you need help in the early phases of your writing assignment or with an essay:

- Assist with generating ideas, brainstorming, outlining, or just some help getting started. *Select Writing (ALL Subjects) under Connect with an e-structor*
- A professional writing tutor will give you the help that you need to improve your paper and your overall writing skills.
- Have questions related to APA style, organization, citations, etc...
- If you have a completed draft of your paper ready to submit for review, submit it to the Smarthinking Essay Center by selecting the Essay Center choice under Submit your Writing.

What type of Statistics assistance will the tutor provide?

- Within the Smarthinking whiteboard, type your question or problem, click the "Enter Question" button. You may have to wait a few minutes to get connected but once you do, you'll have the tutor's full and undivided attention!
- When on Smarthinking, choosing "Statistics" under the "Connect with an e-structor Now!" icon. Use the whiteboard to start a chat session with a professional tutor and type your question.

When are tutors available?

- You can submit drafts of your paper 24 hour a day/7 days a week
- Live writing tutors are available Sun-Thurs from 8am-1am CST and are available Fri-Sat from 11am-5pm CST

Frequently Asked Questions

How do I access my class?

Click on the following hyperlink to access your courses through Canvas using your [My Chicago School](#) account.

- Once your school email address has been created, Canvas will send your login information to access the online classroom.
- Students are encouraged to login prior to the first day of class to familiarize themselves with the online classroom experience. Students will have access to the courses the weekend before the start.
- Please NOTE students are required to login the first day of class and post to their discussion board.
- Please see Technical Requirements for iPhone and Smart phone capabilities.
- For technical support with Canvas please call 800.595.6938 Option 3.

How do I access my school email?

Click on the following hyperlink to access your school email using your [My Chicago School](#) account.

- Please NOTE students are required to monitor their school email address on regular basis. It is recommended students check their school email 5-7 days per week. All Instructor and school emails will be sent to school email address only.

How do I register for class?

Due to the lockstep nature of the programs, students will automatically be registered each term by their Student Support Counselor and should check their registration in their [My Chicago School](#) .

- For additional questions you may contact the Student Support Department via phone 800.595.6938 option 1

Frequently Asked Questions

How do I add or drop a class?

Students should contact their Student Support Department and Financial Aid Advisors prior to adding or dropping a course in order to ensure their enrollment status remains intact. Counselors will also inform students about any repercussion, either academic or financial, related to adding or dropping courses at particular times within the term.

- [Complete](#) an Add/Drop form.
- Be sure to check the student handbook for deadlines and more details.

How can I apply for transfer credit for graduate-level courses I've taken?

To [submit](#) courses for review for transfer or waiver, complete the Petition for Waiver/Transfer of Credit.

- Complete a form for each course
- Attach the syllabus from the course
- Submit it to your Admissions Counselor to begin the review process.

How do I know when I am expected to graduate?

Expected graduation dates are determined by course requirements, the number of courses a student takes each term, successful completion of course, etc. Contact your counselor for additional information about graduation requirements.

Is there a Commencement Ceremony I can attend when I graduate?

Within the last year of your program you will begin to receive emails (to your school email account) regarding graduation and attending a commencement ceremony. Online students can attend the commencement ceremonies in Chicago, IL, Los Angeles, CA or Washington D.C. and all students who submit a petition for graduation and are approved to graduate are eligible to attend the commencement ceremony. The total number of tickets per graduate is limited and information will be available in graduation emails.

Who do I contact if I have questions about tuition, funding options, or financial aid?

Contact the Financial Aid Department via phone. Phone: 800.595.6938 option 2

Frequently Asked Questions

Are their Library services available?

Yes, and to learn more about Library Services, please visit the [Library Services](#) page on the school website.

How can I obtain a Student ID?

Contact the Facilities Department via email to request an ID. All students wishing to obtain a Student ID must submit a Passport style (jpeg) photo of themselves, a copy of a photo ID for verification and mailing address to the Online Student Service Department. Please Note: Only headshots will be accepted. Unprofessional looking photos and photos containing hats or sunglasses will not be accepted.

- Email: facilities@thechicagoschool.edu

What if the school's offices are closed due to weather or an emergency?

In case of emergency or school office closures, timely information will be emailed to all students, faculty, and staff.

Call the 24/7 recorded information line at 312.467.2100

- [Visit](#) the Chicago School's Campus Advisories page
- [Text](#) Message

Who do I contact for technical support?

- **The Chicago School/Canvas Help Desk**
Phone: 800.595.6938 option 3

Technical Requirements

PC Requirements

Windows Microsoft Windows XP (Professional, 32-bit) or Vista[®] (Home, Business, 32- or 64-bit), Windows 7 (32- or 64-bit)

Web browser: Internet Explorer 7 or 8 • Intel[®] or AMD x86 processor running at 1GHz or higher

- Memory: 1GB RAM or more recommended
- Minimum free drive space: 800MB (minimum 1.5GB for students requiring download of SPSS predictive analytics software)
- DVD drive
- Soundcard and Speakers
- We recommend setting your screen resolution to 1024 x 768 pixels
- For connecting with IBM SPSS Statistics Server, a network adapter running the TCP/IP network protocol

MAC Requirements

Mac Apple[®] Mac 10.5x (Leopard[™]) and 10.6x (Snow Leopard[™]), 32- and 64-bit

Web browser: Mozilla[®] Firefox[®] 3.x • Intel processor (32- and 64-bit)

- Memory: 1GB RAM or more recommended
- Minimum free drive space: 800MB
- DVD drive
- Soundcard and Speakers
- We recommend setting your screen resolution to 1024 x 768 pixels
- [Windows Media Player 9*](#)

Canvas Mobile Site and App

- Functionality & Suggested use: Post and respond to discussions boards.
- Mobile App: Within the App Store for iOS or Android, search the keyword *Canvas*. The free mobile app is called Canvas by Instructure.

*Please Note...Do NOT rely solely on the mobile site to access the Canvas course(s).
Announcements, updates, and assignments may be missed and/or not marked as received.*