

Counseling Psychology Handbook

A Guide for Master’s Program Students at Framingham State University

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Welcome and Contact Information

Welcome to the Master of Arts with a Concentration in Counseling Psychology Program at Framingham State University (FSU). Our program is designed to promote both academic and professional development. To address the most frequently asked student questions, this handbook is written in a basic question and answer format. If you have questions that are not addressed in the handbook, please reach out to your advisor or the program coordinator using the contact information provided here.

Coordinator: **Deborah McMakin**, Ed.D., MSW, LICSW
250 O'Connor Hall
dcmakin@framingham.edu

Advisors: **Robert Donohue**, Ph.D., Psychology
259 O'Connor Hall
rdonohue@framingham.edu

Bridgett Galvin, Ph.D., Psychology
244 O'Connor Hall
bperry@framingham.edu

Our Mission

The Department of Psychology affirms the mission of Framingham State University to facilitate access to both baccalaureate and master's degree programs for Commonwealth residents who meet our high standards for admission. To that end, it is the goal of the Department of Psychology to provide access to professional clinical training for adult learners leading to a Master of Arts degree with a concentration in Counseling Psychology. Due to the impact that our graduates will have on clients and the profession throughout their careers, the Department considers the training and credentialing of master's level counselors a matter of the utmost importance. Therefore, the Department will conduct ongoing reviews of students' academic and clinical progress, ethical behavior, and professional suitability across both the academic and fieldwork experiences. During your training you will have the opportunity to display competencies in each of the above areas. However, please be advised that deficiencies in any of the above areas at any time during your program may warrant discussion of your continuing in the program. Unlike many undergraduate programs and other masters degree programs, this program requires much more than simple academic competence as evidenced by grades in content areas.

Frequently Asked Questions (FAQs)

Section I: General Program Information

I am a “matriculated” student—what does that mean?

The term “matriculated” indicates that you have been accepted into the Master of Arts with a concentration in Counseling Psychology degree program.

I have to complete undergraduate pre-requisite courses – what does that mean?

All students must have completed the four (4) undergraduate prerequisite courses: General Psychology, Abnormal Psychology, Psychology of Personality, and a developmental course (e.g., lifespan development, adolescent or child psychology/development). Acceptance with undergraduate pre-requisites indicates that you have yet to complete one or more of the undergraduate prerequisite courses, and must do so within the first year of taking graduate courses. Typically these prerequisites must be completed prior to enrolling in any second year courses. Your matriculation status was included in your letter of acceptance.

Completing undergraduate prerequisite courses and thereby achieving fully matriculated status is crucial to meeting graduate course and state licensure requirements. The undergraduate prerequisite coursework provides the foundational knowledge necessary to be successful in your graduate coursework. Furthermore, attaining full matriculation would likely provide better support for being “grandfathered in” later on if the Massachusetts Board of Professional Licensure were to alter the current pre-master’s state licensure course or field experience requirements in any way during your enrollment in the program.

I have to complete an undergraduate prerequisite course. What should I do?

The required undergraduate prerequisite courses are General Psychology, Psychology of Personality, Abnormal Psychology, and finally a developmental course (e.g., infancy, child, adolescent, adult, or lifespan development). These courses must have been taken sometime in the last 10 years. If you need to complete one or more of these required courses, the first step is to contact your program advisor to let him/her know which undergraduate prerequisites you need to complete. Your program advisor can help you develop a plan to complete the undergraduate prerequisites and graduate course requirements in a timely manner.

Can I complete the prerequisite courses while I am in the master’s program?

In some cases, students can complete a prerequisite course concurrently while also completing graduate coursework. Please note that the demands of such an arrangement can be challenging for many students, and thus this option is primarily aimed at students who have only one or two prerequisite courses left to complete. To determine whether this option is appropriate for you, we strongly encourage you to contact your advisor.

Do I have to take prerequisite courses at FSU?

You are free to take your prerequisite courses in online or face-to-face format at an accredited institution of your choosing, so long as the courses you take reflect our program's undergraduate prerequisite requirements. Before taking an undergraduate prerequisite course at another institution, **you are strongly encouraged to contact your advisor** or the program coordinator to verify that the course meets program requirements and will transfer. Please keep in mind that, as was indicated in your acceptance letter, full matriculation is contingent upon earning a "B" grade or better in the undergraduate prerequisite courses.

What is the required course enrollment sequence?

The following course enrollment sequence is designed for matriculated students who wish to complete the program in three years. Students are not required to complete the required courses in three years; however, students must complete year one courses before taking year two courses, and year two courses before year three courses. Please note that **summer courses are required** for completion of the program. Courses are designed to be taken in order and require graduate advisor approval prior to enrollment. If you decide to enroll in fewer than two courses each term, or complete any of the first year courses prior to matriculation, you will be required to complete the other first year courses prior to moving to second year courses. This type of enrollment sequence often results in extending completion to 4 years instead of the 3 year structured program.

Year One Courses

Fall

CPSY 911 Orientation to Counseling Practice

CPSY 956 Understanding Social Science Research

Spring

CPSY 964 Advanced Principles of Learning and Development

CPSY 901 Theories of Psychotherapy and Counseling

Year Two Courses *(available following completion of all year one courses)*

Fall

CPSY 925 Adult Psychopathology
CPSY 990 Counseling Practicum I

Spring

CPSY 921 Professional Issues in Counseling and Mental Health
CPSY 991 Counseling Practicum II

Year Three Courses *(available following completion of all year two courses)*

Fall

CPSY 943 Family Counseling
CPSY 998 Counseling Internship I

Spring

CPSY 945 Multicultural Counseling
CPSY 999 Counseling Internship II

Summer Courses *(available following completion of all year one courses)*

*The following **required courses** are offered every summer:*

CPSY 962 Theory and Methods of Psychological Testing

CPSY 910 Group Processes in Counseling

One of the following elective courses will be offered every summer; students must take one at least one elective course:

CPSY 919 Problems of Substance Abuse

CPSY 966 Assessment, Diagnosis, and Treatment Planning

Other Electives in Special Topics may be offered during the fall, spring, or summer terms. You should contact your advisor at least once each term for updates about special course offerings.

What happens if I take a course out of sequence?

This can be avoided by making sure to contact your advisor for permission to enroll in courses before the semester begins. If you do somehow register for a course out of sequence, you are bound to face several potential problems. First, taking courses out of sequence can hinder the learning process; courses are carefully sequenced and assume prior knowledge and skills from previous courses. Secondly, taking courses out of sequence may result in scheduling problems. Courses scheduled within a given year of study are carefully arranged so that they will not take place on the same evening (e.g., Orientation to Counseling and Understanding Social Science Research meet on different weeknights). Consequently, failing to adhere to the course sequence may impede your progress within the program in ways that cannot be alleviated by simply making up a course in the following semester. In the majority of cases, completing a course out of sequence results in lengthening the time required to complete the degree, not lessening it.

What is the average class size?

Depending on the course, class size ranges from approximately 8 to 25 students. We maintain small class sizes to foster collaborative learning among students and faculty and to meet state licensure requirements. To ensure small class sizes, some courses may be split into two sections (offered on the same evening) following student registration; these courses will often appear in the registry without an instructor's name. Following registration, students are informed of their respective course sections.

How long do I have to complete the program?

The graduate school allows students up to 8 years to complete our part-time program. However, when students elect to take fewer courses than the prescribed sequence requires, continuous enrollment is not guaranteed. Class sizes have a maximum cap size and students following the suggested sequence have priority in terms of registration.

How is my progress monitored during the program? What is the first year evaluation?

Due to the sensitive nature of the duties and responsibilities a mental health counselor must perform, students are continuously monitored throughout their classroom experiences and also formally screened and evaluated for their professional suitability at specific points in the program. The university and the faculty associated with the Counseling Psychology Program are responsible for performing these assessments in order to ensure that graduates of the program possess both the academic knowledge and the personal attributes required of all persons who aspire to be licensed professional counselors.

Your progress will be continually monitored during the program. Both your progress toward the completion of your academic requirements and your development as a professional in the field of counseling will be monitored during the program. At the end of each semester, your instructors will discuss your academic progress and professional suitability with your graduate advisor. The Professional Review Committee (PRC) periodically meets to discuss student progress and make decisions regarding continuation of further graduate study, probation or termination from the program.

Following the successful completion of each year of study, students will be evaluated with regard to their performance in content courses and application courses (i.e., practicum and internship experiences). At the end of the first evaluation period, any matriculated student whose suitability for the profession is found to be in question will be apprised of the specific deficiencies noted by the committee and informed of his or her now probationary status. A second continuation evaluation will be conducted. If the deficiencies are still apparent, the student will not be allowed to continue in the Counseling Program. For students who complete the initial two-year sequence of courses but are terminated from the licensure program, completion of a non-licensure track may be available.

Can I complete some of my requirements at other colleges and transfer the credits to FSU?

Yes you can, but there are several issues to consider:

1. The university may allow you to transfer up to two *graduate* courses to be counted toward your degree requirements. However, the course credits at FSU are based on a four-credit (per course) system. Most other college programs are based upon three-credit courses. The fifteen (15) courses required at FSU total to the 60 credit hours required for licensure after graduation. For this reason, you may be required to take additional courses at FSU to fulfill the course credit deficit created by transferring in courses from another college.
2. You will need to secure approval to transfer in any courses **prior to enrollment and/or completion** of those courses. This procedure can be clarified through the Division of Graduate and Continuing Education (DGCE).
3. Transfer credits are evaluated with regard to their fulfillment of the licensure requirements established by the Massachusetts Board of Allied Mental Health Professionals.
4. You must have a B average (or better) in any graduate level course to transfer it in for credit at FSU.

Are students allowed to take more than two graduate courses per semester?

Due to the part-time nature of the program, it is expected that students will complete only two courses per semester. There is no expedited/accelerated course sequence for this program. It is also expected that students will complete at least one summer course each year (beginning after the spring term of their first year of study). In order to graduate in the spring of their third year in the program, students must complete a total of three summer courses, which will necessitate taking two summer courses during one of the summer terms. Special permission

from your advisor and the Dean of DGCE is required for enrollment in excess of two courses per term.

What happens if I have to stop taking courses for a semester?

Students who must interrupt their studies while in good standing in the program may apply for inactive student status. Upon returning to school, the student must apply for readmission in writing. At that time, an advisor will be assigned and the student may begin taking courses. However, students must be aware that taking time off will likely extend the time needed to complete the degree by more than one term. Courses are offered only during the sequential semesters as described in the program of study listed in the catalog.

How does this program meet the Massachusetts requirements for licensure as a master's level mental health counselor?

The Master of Arts in Counseling Psychology–Licensure degree combines theoretical aspects with practical counseling skills to prepare the student to work effectively as a counselor in the mental health field. Foundational courses provide a strong foundation in psychology with emphasis on current theories and research, as well as applications of a variety of counseling approaches. Additionally, courses are designed to integrate theory with practice. A culminating internship experience must be arranged at a site affiliated with or approved by the FSU Department of Psychology.

The Master of Arts in Counseling Psychology–Licensure degree consists of fifteen (15) four-credit courses, for a total of 60 credit hours, and fulfills all academic and internship requirements established for licensure as a mental health counselor by the Massachusetts Board of Registration of Allied Mental Health and Human Services Professionals. Successful completion of the courses listed here (see below) will fulfill the current licensure requirements regarding specific areas of academic study. Practical experience and passing of the state licensing exam are required prior to full licensure status.

The following is a list of program courses arranged by licensure-mandated areas of study:

- *Counseling Theory*
CPSY 901 Theories of Psychotherapy and Counseling
- *Human Growth and Development*
CPSY 964 Advanced Principles of Learning and Development
- *Psychopathology*
CPSY 925 Adult Psychopathology
- *Social Cultural Foundations*
CPSY 945 Multicultural Counseling: Research, Theory, and Practice
- *Helping Relationships*
CPSY 911 Orientation to Counseling Practice
- *Group Work*
CPSY 910 Group Processes in Counseling
- *Special Treatment Issues*
CPSY 943 Family Counseling

- *Electives:* (participants choose one)
 - CPSY 919 Problems of Substance Abuse
 - CPSY 966 Assessment, Diagnosis and Treatment Planning
- *Appraisal*
 - CPSY 962 Theories and Methods of Psychological Testing
- *Research and Evaluation*
 - CPSY 956 Understanding Social Science Research
- *Professional Orientation*
 - CPSY 921 Professional Issues in Counseling and Mental Health
- *Clinical Field Experience*
 - CPSY 990 Counseling Practicum I
 - CPSY 991 Counseling Practicum II
 - CPSY 998 Counseling Internship I
 - CPSY 999 Counseling Internship II

What is the internship or clinical experience?

The courses CPSY 998 Counseling Internship I and CPSY 999 Counseling Internship II are offered during **consecutive fall and spring semesters**. Each enrollment requires a minimum of 300 clock hours, for a combined total of a minimum of 600 clock hours. Students should expect to devote a minimum of 20 clock hours per week at their internship site for two consecutive semesters.

For students who wish to begin their internship in the summer, **three consecutive internship courses are required**: CPSY 987 Counseling Internship A, CPSY 988 Counseling Internship B, and CPSY 989 Counseling Internship C. These internships consist of no less than 200 clock hours, for a combined total of a minimum of 600 clock hours. Students electing to complete CPSY 987A, the summer internship, **must** enroll in CPSY 988B and CPSY 989C.

Prior to the internship, students must obtain and complete an Internship Application. These forms are available through the graduate office. Completed application for summer enrollment is due March 1. For fall enrollment, the application is due no later than May 1. **Participation in any internship is contingent upon the student’s review by the departmental Professional Review Committee.**

Students are strongly encouraged to apply for internships at one of the university’s affiliated sites. Students must interview at their internship site whether university affiliated or otherwise.

At the successful completion of the each internship course, students must submit a completed Internship Report, along with documentation of the site supervisor’s credentials. This information is necessitated by state licensure requirements. **Be aware that unsuccessful completion of any internship course will result in termination from the program.**

How do I find an internship?

A student can contact Dr. Deborah McMakin for information on possible internship sites. If registration for the upcoming term is available, you should be able to enroll in the course and

obtain information regarding internship sites. Also bear in mind that Dr. McMakin, Program Coordinator will be speaking with you regarding internships and the application process during the fall semester of your second program year.

Section II: Program Expectations

What are general faculty expectations?

Although the psychology department does not have a standard attendance policy, regular attendance is strongly recommended. Some faculty members may incorporate attendance into a course's grading rubric. Please note that working is not an excuse for missing class. Framingham State University honors major religious holidays of all faiths by urging faculty to avoid administering exams those dates. When conflicts occur, speak with your instructors about possible alternatives. Most faculty will make allowances for your religious practices.

Notifying your instructors (or the university) of an absence **does not** necessarily mean that the faculty members will reduce any absence penalties. Every syllabus should contain an absentee policy; be sure to review it in the event of a missed class. In cases of prolonged absences due to illnesses or personal matters, it is advisable to contact the Dean of Graduate Education and your instructor. **Do not wait until after the absence or illness to contact the professor.** As soon as it becomes evident that you will have to miss more than one class meeting, contact your professors for options. Upon your return, be sure to see your professors about the possibility of completing assignments. It is also helpful to notify your advisor of any ongoing difficulties you may be experiencing.

What are faculty expectations for student behavior in the classroom?

- If you expect to discuss issues with your professor before class, please make sure to set up an appointment before arriving.
- In general, professors expect to start classes on time with everyone present, so arrive for class on time. Be prepared to stay the entire class period.
- Complete reading and written assignments before class and within due dates.
- Avoid conversations with peers during lectures.
- Turn your cell phone off or to silent mode during class time unless instructed otherwise by your professor.
- Read your syllabus and refer to it regularly for due dates and important class information.
- Follow all instructions when completing assignments (e.g., page limits, formatting, and due dates).

What are the behavioral standards for counseling psychology students?

Becoming a mental health counselor involves the acquisition of knowledge and skills, as well as the demonstration of behavior that is congruent with professional standards and values. Counseling psychology students are expected to demonstrate—in the classroom, in the field, and within the larger social community—the following:

- Openness to new ideas, differing opinions, and feedback from others. This includes tolerance for individual differences and the ability to integrate feedback into one's professional performance.
- Ability to routinely engage in practical self-reflection regarding one's strengths, talents, and areas for growth and change throughout the program experience.
- The development and demonstration of empathy in interaction with professors, peers, clients, supervisors, and others in the community.
- An understanding of self in relation to others that is informed by knowledge and research findings rather than factors such as prejudice or stereotypes (e.g., information regarding class, race, culture, gender, age, sexual orientation).
- The ability, when discussing uncomfortable and/or emotionally charged issues, to demonstrate intellectual flexibility and perspective-taking regarding others' perspectives and feelings.
- The use of self-awareness and monitoring of one's conduct to facilitate an understanding of the effects that one's statements and behaviors have on others.
- Ownership of one's role in conflicts with others and the ability to work cooperatively to rectify situations that may have undermined or unsettled interactions.

What do I need to know about ethics and student behavior?

You will be required to complete an official course on ethics during your program. However, there are some general ethical concerns you should be aware of throughout your graduate program experience.

- In some courses, assignments may involve the collection of information about friends, family, or children. In these situations, **informed consent and confidentiality** are very important. Your instructors will discuss these issues and will expect students to uphold the highest standards of professional behavior.
- The psychology department faculty will follow the university's procedures for handling infractions of **academic honesty**. Academic dishonesty (i.e., cheating) may be grounds for course failure or suspension/dismissal from the university. More information about this topic is available in your university catalog under "academic regulations."
- **Plagiarism** involves the failure to indicate the source of ideas or information. In not giving credit to your sources, you are claiming the ideas or information as your own. Plagiarism includes: copying from a source, paraphrasing a source, obtaining a paper or portion thereof from a source other than yourself (e.g., a peer, a web site), purchasing a paper (even if an original work), or any other means of completing a written assignment not of one's own efforts. Plagiarism is grounds for course failure and expulsion from the university. See this link for more about plagiarism: <http://libguides.framingham.edu/content.php?pid=231349&sid=1913502>.
- **Harassment**, sexual or otherwise, of classmates, faculty, or guests of the university, will not be tolerated. Creating a hostile environment for anyone on our campus or in any way connected with the university can become grounds for dismissal and/or legal action. We ask all students to be tolerant of attitudes and learning style differences of our increasingly diverse campus population.

What are my responsibilities regarding scheduling my courses and my graduate academic career in general?

- Upon notification of your acceptance to the program and receipt of your deposit, you will be assigned an advisor. Please contact your advisor to sign up for an advising appointment. It is your responsibility to make time to meet with your advisor at least once per semester. Do not expect to drop in during the day or evenings. Advisors are not full-time status; they are available by appointment only.
- Each term, review the course offerings, your course needs, and the course times/dates to determine whether the courses fit with your other responsibilities. Typically, only one section of any given course is offered each term. The courses are designed such that first, second, and third year courses may be offered on competing nights. As mentioned earlier in the manual, failure to adhere to the course sequence may impede your progress within the program in ways that cannot be alleviated by simply making up a course in the following semester. Typically, students will email their advisors with their “intended course schedule” and seek clearance with the registrar’s office for enrollment. If the advisor concurs with your proposed course selection he/she will communicate that with you and advise you of the next steps. Students are also expected to meet with their advisors at least once per semester/term.
- Be aware of your specific **year of enrollment** course requirements. Your advisor deals with 30+ advisees every semester, corresponding to an assortment of entry years, so it’s important for you to remain cognizant of the requirements that apply to you.
- Be aware of **program prerequisites** and **course prerequisites**. When class lists are checked, students will be asked to withdraw from courses for which prerequisites have not been completed with a passing grade.

What documents should I be keeping track of during my graduate experience?

During your experience at FSU, you should be compiling a complete portfolio of information needed for the process of job seeking or licensure. Items to be included are:

- An up-to-date resume: make sure your resume is current and up to date throughout your academic career. The university offers related services to students throughout the year via the Career Services department on campus.
- Course syllabi: Be sure to keep your course syllabi on file for every course completed during your degree program. These forms may be required when seeking licensure.
- Your original university catalog: A university catalog **from the year you entered the program** should be in your possession at all times. This catalog will serve as a contract regarding your graduation requirements and documentation for licensure.
- Completed forms for practicum and internship experiences. These forms may be downloaded from the Mass.gov website (http://www.mass.gov-dpl-boards-mh-forms-mhc_app.pdf.url).
- Any correspondence from the DGCE office, your advisor, or the program coordinator regarding your status or progress in the program. E-mails, letters, records of phone conversations with university personnel, etc. should all be kept for several years after graduation just in case they are needed to answer licensure questions that may arise later.

- A good general psychology textbook will be helpful when you sit for the licensing exam as well as your Orientation to Counseling text, your APA manual, an ethics text, and your abnormal psychology text. Unlike your undergraduate texts, the materials you read and master as a graduate student should serve as reference guides during your post-graduate training and beyond.

Section III: Grading and Skills

Is it true that the lowest grade I can earn is a “B” and I should expect A’s in graduate school?

Many graduate students enter with the idea that the grading scale in graduate school is A to B-. That myth is probably one of the most dangerous you will encounter. Instructors use the full grading scale of A through C. at the graduate level. In addition, you are graded relative to your peers. Often students who have traditionally received grades of A’s as an undergraduate are surprised to receive grades of B or B- on their graduate work. Any grades less than a B- are considered failing at the graduate level.

What is the minimum grade point average I need to maintain to continue in the program?

Students who receive two grades below B- or one grade below C- are subject to dismissal from the program. The graduate catalog and student handbook contain more information on the appeals process and procedures for dismissal.

(<https://www.framingham.edu/Assets/uploads/academics/catalogs/ documents/graduate-catalogs/2015-2016-graduate-catalog/graduate-catalog-2015-2016.pdf>)

<https://www.framingham.edu/Assets/uploads/academics/graduate-studies/ documents/graduate-student-handbook.pdf>

What skills should I expect to be developing as a result of this program?

Completing our program, followed by 2 years full-time or part-time equivalent of supervised experience, and then passing the licensing exam will enable you to become a Licensed Mental Health Counselor (LMHC). The LMHC practitioner works with individuals or groups in a variety of settings. In addition to developing the oral and written communication skills necessary to succeed in the field, as a student in the program you should expect to learn skills relevant to the tasks of a LMHC practitioner, which may include:

- Working with clients to change maladaptive or life disrupting behaviors.
- Facilitating the development and maintenance of interpersonal relationships.
- Improving clients’ coping skills in stressful life circumstances.
- Helping clients to develop decision-making skills appropriate to their age level and life circumstances.
- Providing a supportive relationship in which clients can learn to deal with crisis and conflicts occurring throughout the lifespan.

Please see the Mass Requirements at: <http://www.mass.gov/ocabr/licensee/dpl-boards/mh/regulations/rules-and-regs/262-cmr-200.html#2.07>

What is APA writing style and why do I need to know it?

Every graduate student in psychology is expected to master APA writing style. APA writing style is the format required by many journals in psychology for publishing. When students enroll in their first graduate course, they are expected to own or purchase the **Publication Manual of the American Psychological Association**. It may be purchased at any time from most college or university bookstores, including FSU's. It may also be ordered from most online book retailers, or directly from the American Psychological Association. The manual explains the style of writing most common to professionals in the field of psychology. Specifics on appropriate language, referencing of information sources, and page formatting are provided on the following websites:

- <http://www.apastyle.org/learn/faqs/index.aspx>
- <http://www.apastyle.org/learn/tutorials/basics-tutorial.aspx>
- <http://www.psychwww.com/tipsheet/paper.htm>
- <https://owl.english.purdue.edu/owl/section/2/10/>

Once I graduate, when will I use APA writing style again?

Post-graduation, former students now in their professional roles will often be required to complete documents that require knowledge of APA format. In addition, many journals and documents prepared professionally utilize APA format. As a professional in the mental health field, you will be expected to keep current on the most recent advances in your field. These journals may contain information that can be better understood through the aid of the APA manual. Graduates may someday publish or present at conferences for which knowledge of APA writing style is likely to come in handy.

What type of work settings will this program (and LMHC licensure) prepare me for?

Typical work settings for the LMHC professional include: community mental health centers, mental health hospital units, state psychological/social service agencies, and marriage and family counseling services programs (including those for children, adolescents, and the elderly). In addition, law enforcement agencies, schools, and business may employ counselors in situations where counseling skills are needed. Finally, Licensed Mental Health Counselors may ultimately choose to establish their own private practices.

Section IV: Navigating the Campus

How do I obtain an ID?

Identification cards for graduate students are produced at the FSU Police Department's ID Office, located in the McCarthy Center (CC100A), adjacent to the University Police Station (there is a shared waiting area). There is no charge for the initial ID card. To obtain an ID card, simply fill out the [New Student ID Application Form](#) and return it to the ID Office during business hours. See the FSU Police Department's website for more information: <https://www.framingham.edu/student-life/university-police/index>.

How do I obtain a parking sticker and where do I park?

From the FSU Police Department's website:

- The form MUST be filled out in its entirety and brought down to University Police along with the vehicle registration.
- Once you provide the above information to University Police you can obtain your decal.
- Framingham State University Police Department is located on the ground floor in the rear of the McCarthy Center.
- The decal will be provided to you along with a copy of the FSU Parking Rules and Regulations Book.
- It is the student's responsibility to read and familiarize themselves with all matters pertaining to them.
- If you have not received your decal prior to the week before classes starting, then please contact our department at that time.

There are specific places in which graduate and continuing education students may park. Please refer to the Framingham State University Parking Rules and Regulations Book for details.

How do I get a library card?

Your student ID card will serve as your library card. However, before you can check a book out from the library you will need to register as a patron. To do so, speak with one of the staff at the reception desk located on the first floor of the library.

What are the library hours?

Hours at the Henry Whittemore Library vary by semester, and so it is best to refer to the library website (<https://www.framingham.edu/academics/henry-whittemore-library/about-us/library-hours/index>) to determine what the applicable hours are for the present time. Their website also gives information about hours on specific upcoming holidays.

How do I access the library resources online?

You can access the library catalog and the library's online resources by visiting their website: <https://www.framingham.edu/academics/henry-whittemore-library/>.

How do I get a user account to access FSU's network?

Students requesting a network user account and/or email must present an FSU ID card, and then fill out and sign an application form at the Technology Resource Center. You can find walk-in locations at the Henry Whittemore Library Lower Mezzanine or on the ground floor of Hemenway Hall in the Room 122 computer lab.

Hours of operation (according to the Technology Resource Center's website: <https://www.framingham.edu/student-life/information-technology-services/contact-us/index>) are as follows:

Whittemore Library

Monday - Thursday: 8 a.m. - 1 a.m.
 Friday: 8 a.m. - 5 p.m.
 Saturday: 1 p.m. - 1 a.m.
 Sunday: 1 p.m. - 1 a.m.

Hemenway Hall

Monday - Thursday: 8 a.m. - 10 p.m.
 Friday: 8 a.m. - 5 p.m.
 Saturday: 9 a.m. - 5 p.m.
 Sunday: 12 p.m. - 12 a.m.

How can I get my textbooks?

You may get your textbooks in one of several ways. You may order them online by visiting our bookstore's website: <http://www.bkstr.com/framinghamstatestore/home/en> . The bookstore can ship your books to you. To order books, you will need to know your course number **and** section. You may also purchase books in person at the bookstore. The bookstore is located on the first floor of the Athletic Center.

Should you decide to purchase your texts from any source other than the FSU bookstore, please be advised that the FSU bookstore will **not** buy back books purchased by mistake from other sources.

Section V: Resources and Records

Which office on campus has official records of my graduate academic experience at FSU?

The registrar's office keeps your permanent official transcript on file. However, as a general rule the Division of Graduate and Continuing Education will have a file of your academic records. It is still your responsibility to make sure all your records are in order prior to graduation. If you pursue licensure after graduation, this office will have some of the necessary records on file from your graduate experience. Be sure to keep your address updated with this office.

Is there an honor society for psychology and how do I qualify?

Psi Chi is the National Honor Society in Psychology, founded in 1929 for the purposes of encouraging, stimulating, and maintaining excellence in scholarship, and advancing the science of psychology. Membership is open to graduate and undergraduate students who are making the study of psychology one of their major interests, and who meet the minimum qualifications. Psi Chi is a member of the Association of College Honor Societies and is an affiliate of the American Psychological Association (APA) and the American Psychological Society (APS).

Psi Chi serves two major goals—one immediate and visibly rewarding to the individual member, the other slower and more difficult to accomplish, but offering greater rewards in the long run. The first of these is the Society's obligation to provide academic recognition to its inductees by the mere fact of membership. The second goal is the obligation of each of the Society's local chapters to nurture the spark of that accomplishment by offering a climate congenial to its creative development.

Both undergraduate and graduate students who have registered for major or minor standing in psychology or for a program psychological in nature may be eligible for membership if other requirements are fulfilled. Eligibility for graduate students includes minimum overall cumulative average of 3.0 on a 4.0 scale in all graduate courses. The Department of Psychology chair can direct you to the Psi Chi advisor for FSU.

Where should I go to get help with preparing my resume?

As you begin to think about writing a resume, plan to drop by or make an appointment with someone at **Career Services and Employer Relations** (<https://www.framingham.edu/the-fsu-difference/career-services/>). Expect to spend your first visit learning about Career Services' offerings, examining their library of resources, and getting a few initial suggestions. Schedule additional appointments once you have prepared a draft of your resume and as you begin to develop a job search plan. Career Services has an extensive library of texts and handouts on preparing resumes. They also have a collection of samples to use as models. By appointment, the staff is also available for resume reviews and to help students develop portfolios of their work. The Career Services office is located in the McCarthy Center, Room 412. Walk-ins and scheduled appointments are welcomed. Once you have prepared your resume, take it over to the **Tutoring Center**, housed in the Center for Academic Success and Advising (CASA), for a final check. Here too, walk-in or scheduled appointments are accepted. These on-campus services are **free of charge** and may be used as often as necessary.

Where can I go for help with my writing?

The university provides a Tutoring Center, housed in CASA. Writing tutors are provided free of charge for FSU students. If you experience writing difficulty, use English as a second language, or just want to receive feedback on papers before grading, be sure to visit CASA. The writing tutors can at the very least review your papers and catch any glaring errors that might be costly on a final draft. Appointments may be made in advance, or you can just stop by. The phone for CASA is (508) 626-4509 ([Center for Academic Success and Advising - Framingham](https://www.framingham.edu/.../center-for-academic-success-and-advising/) <https://www.framingham.edu/.../center-for-academic-success-and-advising/>).

What should I do if I have a complaint regarding my grades or a faculty member?

Though it is hoped that student-faculty problems do not arise, some conflicts or differences of opinion are bound to occur from time to time. When problems do occur, it is requested that students seek assistance at a level appropriate to the seriousness of the issue. Keep in mind, some courses will be very demanding, and your instructors will vary widely in their styles of teaching and expectations. Given that most of your peers will be working full time and attending graduate school at night, there are bound to be conflicts between school demands and "real life" demands. Without a doubt, some semesters you will feel overwhelmed and frustrated, and that life is not fair. These are normal aspects of the college experience. So before filing a complaint, examine how you feel and separate your frustrations from the actions of the faculty member at issue.

In most cases, it is recommended that you try to solve the conflict or resolve the issue by directly addressing it with the person in question. If a satisfactory resolution cannot be achieved, the next step is to see your advisor for further assistance. If the problem is with your advisor, the program coordinator is available for consultation. For more serious issues, the graduate handbook addresses the proper channels for formal complaints.