



TheChicagoSchool[®]

of Professional Psychology

Student Resource Guide

Online campus

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Online Directory

As a TCSPP student, your central student hub is **myChicagoSchool**:
<http://my.thechicagoschool.edu>



By clicking the 'Campus Resources' button for the Online campus, you will find a directory of important academic contacts, including deans, department chairs, department managers, and more!

[Click here for the Online Directory](#)

Contact Information

The below departments can be reached by calling the
Student Resource Line: (800) 595-6938

Student Support Counselors – all general questions
onlinestudentsupport@thechicagoschool.edu

Library – research databases, archives
library@thechicagoschool.edu

Student Finance:

- **Financial Aid** – FAFSA form, student loans (finaid@thechicagoschool.edu)
- **Student Accounts** – tuition and fees, payment plans, direct deposit (studentaccounts@thechicagoschool.edu)

Information Technology (IT) – all technical questions
helpdesk@thechicagoschool.edu

Career Services – résumé/CV review, interviewing, job search strategies
careerservices@thechicagoschool.edu

International Programs & Services – study abroad opportunities, field experience
studyabroad@thechicagoschool.edu

Student Life & Events – commencement, event programming, health & wellness, military & veteran programming, multicultural events, new student questions

commencement@thechicagoschool.edu

events@thechicagoschool.edu

health@thechicagoschool.edu

militaryaffairs@thechicagoschool.edu

multicultural@thechicagoschool.edu

newstudent@thechicagoschool.edu

National Center for Academic and Dissertation Excellence (NCADE) – Academic Success Programs, writing tutors, dissertation writing experts, methodology experts

ncade@thechicagoschool.edu

Additional Resources:

Accessibility Services – students seeking academic accommodation for a disability

access@thechicagoschool.edu

Title IX – to report sexual misconduct

titleix@thechicagoschool.edu

[Website](#)

New Student Checklist

Review the following checklist to ensure a smooth start at The Chicago School. 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
 - Attn: Admissions Operations
 - 350 N Orleans St. Ste 1050
 - Chicago, IL 60654-1822

- Contact Financial Aid** to verify all documents have been completed and received - finaid@thechicagoschool.edu or (800) 595-6938

- Complete the **Online New Student Orientation**
 - Your orientation is self-paced and will be available prior to the start of your classes
 - Students are required to complete Orientation prior to the first day of class
 - [Click here](#) to log in to your myChicagoSchool account to access your Canvas and begin your student orientation
 - For questions, e-mail onlinestudentsupport@thechicagoschool.edu

- Order your textbooks**
 - [Click here](#) to order your textbooks
 - For questions, e-mail onlinestudentsupport@thechicagoschool.edu

- Familiarize yourself your [myChicagoSchool](#)**. This is where you will verify course registration, check for student holds, update contact information, and more.

New Student Checklist (cont'd)

- Check your **TCSP** school email consistently.
 - Verify your login and password work.
 - Check your email daily for course updates, announcements, and outreach from various departments.
 - Respond to all communication within 24 hours.
 - Student facing departments will correspond via phone & through your school email (not personal) to maintain your confidentiality and integrity of your record.
 - [Click here](#) to access your TCSP school email.

- Complete your **writing assessment**. 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 sent via e-mail to your TCSP student email account from the NCADE department. All deadlines must be met to move forward with registration.

- Complete any **admissions contingencies** as outlined in your acceptance letter before the start of your upcoming term. If you are unsure if you have contingencies to your admission, refer to your acceptance letter or contact your Student Support Counselor at onlinestudentsupport@thechicagoschool.edu or (800) 595-6938
 - Criminal Background Check
 - Pre-requisite Courses
 - Official Transcripts
 - Letters of Recommendation

- If applicable, apply for **transfer credit and course waiver**. Please speak with your Admissions Counselor or Student Support Counselor as soon as possible to ensure a complete review is completed prior to registration. Students who do not petition for transfer credit prior to the start of class may experience laps in registration.

- [Log into Class](#) the first day of school and several times each week by logging into Canvas using your myChicagoSchool account. Successful students log into class 5-7 days per week.



Financial Aid Checklist

For those applying for student loans, ensure each of the below steps are 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 Student Aid Identification Number (FSA ID)
- [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 Direct Loan Entrance Counseling
- [E-sign](#) your Master Promissory Note (MPN)
- [Ensure](#) your tuition deposit has been paid
- [Upload](#) your completed Direct Deposit form via the Document Center.

Book Vouchers

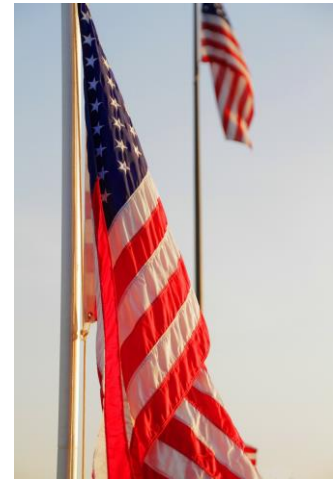
- [Submit](#) your completed book voucher

Graduate Plus Loan

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

Military Benefits

The Chicago School of Professional Psychology (TCSP) values the commitment our active military and veteran students have made to protect and serve the United States and beyond. TCSP is designed to meet the diverse needs of active, inactive, retired service members as well as their dependents. We thank you and value the commitment and sacrifice that you and your family have made to protect and serve our country.



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

Programs:

- Veterans Affairs (VA) Educational Benefit Programs
- Tuition Assistance Programs
- Military and Veteran Tuition Rate
- Military and Veteran programming through Student Life & Events

Monetary 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 the VA or your branch of the military to understand how to maximize the use of your benefits. For questions, contact militarybenefits@thechicagoschool.edu.

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

Student Support Counselors



Student Support Counselors available to assist students as they work toward achieving their educational and career goals.

Contact Information

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

Phone: (800) 595- 6938

Email: onlinestudentsupport@thechicagoschool.edu

Contact your student support counselors for assistance with the following:

- Help accessing academic resources and school supports available on [myChicagoSchool](#)
- Share exciting news and accomplishments
- Course scheduling questions
- Registration
- Petitioning for transfer credit
- Enrollment change requests: Adding or dropping a course, leave of absence, withdrawal
- Graduation requirements
- All general inquiries, questions, or concerns

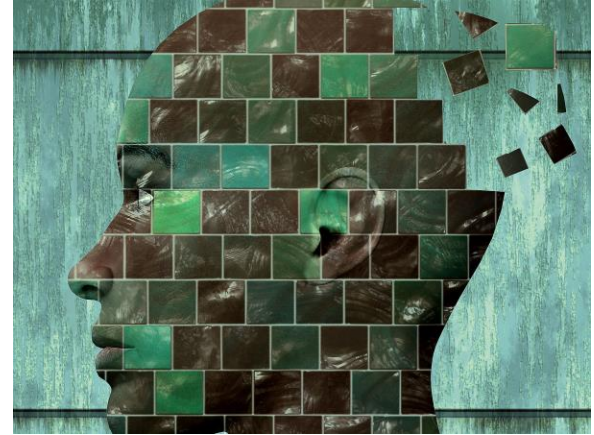
Counseling Services

The Chicago School offers a free, confidential, around-the-clock counseling service called **Student Solutions**:

(855) 460-6668

www.guidanceresources.com

Student Solutions is a 24-hour a day, 7-day per week resource for personal counseling, financial advice, and basic legal counsel available to all TCSP 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 per issue** with a mental health provider. If you choose to engage in on-going 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.

Access around-the-clock by calling **(855) 460-6668** or visit
www.guidanceresources.com

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



Academic Support

The Chicago School 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 [myChicagoSchool](#) 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. Then 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 hours a day, 7 days a week,
- Live writing tutors are available Sun-Thurs from 8am-1am Central Time (17 hours a day) and are available Fri-Sat from 11am-5pm Central Time.

Frequently Asked Questions

How do I access my classes?

Access your courses on Canvas by logging into your [myChicagoSchool](#) account.

- Once your TCSPP school email has been created, Canvas will send you 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.
- **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, call the IT Help Desk at (800) 595-6938.

How do I access my school email?

Access your TCSPP school e-mail by logging into your [myChicagoSchool](#) account.

- Once you have completed your entire admissions process, an email will be sent to your personal email address including login information for you TCSPP school email address.
- **Please note:** students are required to monitor their school email address on regular basis. It is recommended students check their school email daily. All instructors and school emails will be sent to school email address only.

How do I register for classes?

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 information by logging into [myChicagoSchool](#).

- For additional questions, contact your student support counselor at **(800) 595-6938**.

Frequently Asked Questions *(cont'd)*

How do I add or drop a class?

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

- Complete an [Add/Drop form](#) including department signature.
- Be sure to check the [Academic Catalog and 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 credit or course waiver, complete the [Transfer Credit/Course Waiver petition](#).

- 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 student support counselor for additional information about graduation requirements.

Is there a graduation ceremony I can attend when I graduate?

During the final year of your program, you will receive emails about graduation and attending a commencement ceremony. Online students can attend one of the three annual commencement ceremonies in Chicago, Washington, D.C., or Southern California.

Students who submit a petition to participate in commencement and who are approved to graduate are eligible to attend one commencement ceremony per degree earned. Ticket information and other logistics will be announced on the Commencement website.

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

For questions about financial aid and funding options, contact **Financial Aid** by

e-mailing finaid@thechicagoschool.edu or calling (800) 595-6938.

For questions about tuition, fees, and payment plans, contact **Student Accounts** by e-mailing studentaccounts@thechicagoschool.edu or calling (800) 595-6938.

Are their library services available?

To learn more about Library Services, please visit the [Library Services](#) page on myChicagoSchool.

How can I obtain a student ID?

Contact your student support counselor 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 your student support counselor. **Please note:** Only headshots will be accepted. Unprofessional looking photos and photos containing hats or sunglasses will not be accepted.

- Phone: (800) 595-6938
- Email: onlinestudentsupport@thechicagoschool.edu

What if school 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?

Information Technology (IT) Help Desk – all technical questions

helpdesk@thechicagoschool.edu

(800) 595-6938

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.*