



Frequently Asked Questions *For* New Students

Registration

1. How do I register?

The best way is through the Student Portal, our online registration system (see the flyer in this packet for more information). Online registration is fast, easy and secure. Students should familiarize themselves with the system prior to the opening of registration, if possible. Student Portal registration is first-come, first-served within the established time ticket periods, Please login early to obtain the best selection of courses. Student Portal is not available for registration after the start of each semester. If you register online, make sure to print out the Payment Designation Form and submit it to the Director of Student Finance. You may also register by paper form. Forms may be faxed, mailed or dropped off to Student Services. Students may *not* register by phone.

2. What's the best way to reach the registrar? I keep calling but can never get through.

You may reach the registrar by fax, email, in-person visits, or phone. Email is the most effective mode of communication. You're more likely to get a faster answer to your question if you email your questions to Student Services.

3. I tried to register on the Student Portal but ran into many problems, what's going on?

Students are strongly encouraged to explore the system prior to the opening of registration. Web browsers must support 128-bit encryption in order for the Student Portal to function. Contact Student Services for assistance or use a computer in one of our computer labs.

4. The class I want is closed but I NEED it, what now?

Student Services does not permit students to register for closed courses, but you may waitlist for the course. To waitlist a course, please visit the Student Portal. Faculty may not allow any student entry into their closed courses, only the program chair or associate program chair may grant permission for entry into a closed course.

5. I have no idea what I need to register for. Is academic advisement available? Who's my advisor?

Academic advisement is available. Nekeda Kirkwood, New Student Coordinator, can assist you during your first term of registration. If you need more help, or can't reach Nekeda, please see the list of contacts below:

- Business students, please contact Eric Lowe 312-777-7721
- Education students, please contact Jacqueline Kolessar 312-777-7710
- Organizational Leadership students, please contact Eric Lowe 312-777-7721
- Undergraduate students (BA & BS), please contact Nicole Blotnick 312-777-7639
- MA Community Counseling & EdD in Counseling Psychology students, please contact Steve Wright 312-777-7730
- For Clinical students, please contact Dr. Leah Horvath 312-777-7681. Once the term begins, your Pro Group or practicum seminar leader is your academic advisor.

Foundation Courses (for MA / PsyD Clinical Programs only)

1. What are the foundation courses?

Foundation courses are undergraduate courses required for entry into AU/Chicago clinical programs. If students need to complete this requirement after admission, they will have one calendar year to do so and before registering for a practicum. The courses are:

- 1) Introduction to Psychology
- 2) Maladaptive Behavior and Psychology or Abnormal Psychology
- 3) Theories of Personality
- 4) Research Methods or Statistics
- 5) Psychological Assessment or Tests & Measures

2. When are these courses offered at AU, in which formats, and for what number of credits?

These courses are generally offered each term online through Argosy Online. Each course is offered for 3 undergraduate credit hours.

3. May I take these courses elsewhere?

Students may take these courses elsewhere. The academic institution must be regionally accredited.

4. How do I find out my status with this?

You will receive a separate letter in the mail detailing which courses you need to complete. If you do not receive this by the start of the term, please see Nekeda Kirkwood in Student Services.

5. One of my courses requires a foundation course as a prerequisite. May I take the foundation concurrently with the course?

Yes. You may take the courses concurrently.

6. How long do I have to complete these requirements?

Students must complete this requirement within one full year and before registering for Practicum. If your practicum begins July 1, then all requirements must be completed before you begin. If your practicum begins later, you have until one full calendar year to complete them. Please see Student Services if you're still not certain.

7. What happens if I do not complete the courses within the timeframe?

Students must successfully complete all 5 foundation course requirements within one year and before registering for a practicum otherwise practicum eligibility may be compromised. Students in violation of this requirement may be referred to the Ethics and Evaluation Committee for further review.

Course Transfers

1. I've completed graduate coursework elsewhere. May I transfer that coursework into my program here?

You may be eligible to do this. Pick up the "Course Transfer Guidelines" packet from Student Services and read the information carefully to determine your eligibility.

2. What's the process for transferring coursework?

A student must first read the "Course Transfer Guidelines" to determine eligibility. If eligible, the student must complete one Course Transfer Request form for each course requested. Student Services should receive the form and all accompanying materials. The Department will route the information to the appropriate faculty reviewer for a decision. The student will be notified of the outcome from Student Services.

3. I'm not sure about what I should request for transfer. Will someone on campus evaluate my transcript to make recommendations?

Campus staff will not evaluate transcripts for the purpose of transfer credit. Students must read the published information to determine eligibility. If eligible, a Course Transfer Request form must be completed and submitted to Student Services for processing.

4. Is there a fee to transfer courses?

There is no fee to request transfer credit.

5. How long does the process take?

Since the process involves Student Services and faculty, plan on waiting 4-6 weeks for a response. The wait is longer during summer since the faculty members are usually off campus.

6. For some clinical courses, students are required to submit an audio tape. What type of tape should I use?

Standard cassette tapes should be submitted. If submitting micro cassettes, the student must provide a micro cassette player. The player will be returned to the student after the tape has been reviewed by faculty.

7. My transfer request was denied. May I appeal this decision?

You may resubmit your request one more time (for most courses, please see guidelines for details). Pay special attention to the faculty comments and provide any missing documentation to Student Services on your resubmit.

8. My transfer request was approved, now what?

Once approved, all transfer credit will be noted on the student academic transcript. You should request an unofficial copy of your transcript to verify accuracy.

Will the materials I submitted with my transfer request be returned to me once a decision is made?

All materials will be returned but please make copies of all submitted documents just in case anything is lost.

ID Cards

1. When will I get my student ID?

All students will get a student ID at the new student orientation. Please see the flyer in this packet for orientation dates.

2. I misplaced or lost my card. When can I get a new one and is there a replacement fee?

Students may obtain replacement cards during business hours and on weekends when the department is open. A replacement fee of \$50 applies to all lost or stolen cards.

3. What do I need an ID card for anyway?

Students need an ID card for the library if students wish to check out materials or use other library services. Please note that Building Security can check your ID card at *any* time and may prevent you from entering the building if you don't have it.

Grades

1. When should I expect to receive grades after the end of the term?

Grades are due from faculty one week after the end of the term. The registrar processes grades as they are received from faculty.

2. How can I find out my grades?

The best way is through the Student Portal.

3. Will I receive written comments from my instructors?

If you are in a clinical or counseling program, faculty are encouraged to write comments and will attach these commentary sheets to student final papers and projects and are generally placed in student mailboxes. Students may contact their instructors regarding the status of the printed comment sheets.

4. Are grades posted online in real-time?

Yes. Check the Student Portal often to view posted grades.

Who to Contact

Nekeda Kirkwood, New Student Coordinator

312/777-7631

nkirkwood@argosy.edu

- New Student Registration
- Orientation

Tyler Shippen, Registrar

312/777-7635

tshippen@argosy.edu

- Records & Registration
- Transcript Requests
- Verification of Attendance
- Grade postings and other forms related to grades

Jennifer FitzGibbon, Associate Director of Student Services

312/777-7638

jfitzgibbon@argosy.edu

- Student Portal Helpdesk
- Graduation

Eric Ziehlke, Director of Student Services

312/777-7637

eziehlke@argosy.edu

- Waivers/Refunds
- Escalations

Maricruz Ramos, Director of Career Service

312/777-7660

mramos@argosy.edu

- Disability/Accommodations for students
- Appeals

Janice Anderson, International Student Advisor

312/777-7622

jlanderson@argosy.edu

- International student issues

- Hours - Monday & Tuesday 10:00am-6:00pm; Thursday 11:00am-7:00pm

Nicole Blotnick, Undergraduate Advisor

312/777-7639

nblotnick@argosy.edu

- BA Psychology and BS Business student issues