



TEXAS SOUTHERN UNIVERSITY

College of Education

# **Internship Handbook**

## **Master of Education Program**

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<b>Vision of College of Education</b>	3
<b>Mission of College of Education</b>	3
<b>Philosophy of College of Education</b>	3
<b>Mission of Department of Counseling</b>	3
<b>A.D.A. Statement</b>	4
<b>Internship Guidelines</b>	5
Internship Goals	5
Course Objectives	5
Course Format	5
General Requirements	6
Evaluation	6
Supervision of Students	7
Internship Site	8
Malpractice Insurance	8
<b>Prerequisite Course Verification</b>	9
<b>Internship Application</b>	10
<b>Internship Agreement Form</b>	11
Purpose	11
Requirements for Field Experience	11
Program Policies	11
Responsibilities of the Instructor	12
Responsibilities of the Student	12
Responsibilities of Field Supervisor	12
Agreement	13
<b>Supervisor Information Sheet</b>	14
<b>Agreement to Adhere to Code of Ethics</b>	15
<b>Agreement Between Agency and Intern</b>	16
<b>Agreement Between Dept. of Counseling and Supervisors</b>	17
<b>Internship Documentation of Time Grid</b>	18
<b>Internship Log-Counselor/Agency Track</b>	19
<b>Internship Log-School Counselor Track</b>	20
<b>Internship Weekly Activity Report</b>	21
<b>Field Supervisor Report of Intern/Comment Form</b>	22
<b>Internship Completion Form</b>	23
<b>College Of Ed. Complaint Policy</b>	27
<b>Internship Manual Note Page</b>	31

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### **Vision of College of the Education**

The College of Education at Texas Southern University will become the region's leading source of informed thought regarding matters of urban education as well as the foremost producer of exemplary professionals trained to provide effective service in urban schools, agencies and other entities.

### **Mission of College of the Education**

The mission of the College of Education at Texas Southern University is to provide competent professionals for effective service in urban schools, agencies and other entities through training, research collaboration and application by seeking solutions to teaching, learning, social, physical and behavioral issues.

### **Philosophy of College of the Education**

The faculty of the College of Education believe....

*....in the dignity and worth of every student*

*....in a learner-centered philosophy*

*....continuous professional growth is imperative for faculty as well as students*

*....faculty model current as well as effective teaching practices*

*....education is a life-long learning process*

*....change for improvement is built on teamwork and collaborative planning*

### **Mission of the Department of Counseling**

*Our mission is to prepare counselors, who value equity and equality, to meet the demands of a culturally and linguistically diverse clientele through a special emphasis on knowledge base and Internship in an urban setting. The Counseling Program will prepare counselors to fulfill the following roles:*

- Serve as advocates, leaders, counselors, and consultants to increase the options of clients they serve;
- Become managers of resources and partnership builders, enlisting the support of stakeholders in the local, national and international communities;
- Develop in students a commitment to achieve and provide conditions that enable clients to accomplish their goals;
- Serve as problem solvers for clients living in an urban environmental in particular as well as those attempting to cope with societal demands in non-urban settings; and
- Develop professionals capable of conducting research germane to urban challenges.

## The A.D.A Statement

Texas Southern University maintains a policy for students with disabilities in accordance with the American with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973. Under these federal guidelines, the University is obligated to:

1. Protect the civil rights of students with disabilities.
2. Protect the confidentiality and privacy of students with disabilities.
3. Provide reasonable accommodations and services to students with known disabilities, who are qualified to meet the requirements of the academic program, apart from the handicapping condition.

The burden of proof is on the students to demonstrate the need for requested accommodation. If you feel you are qualified to receive services, please contact the Office of Disabled Student Services at 713-313-4210 or visit the office in the Student Health Center, Room 140 between the hours of 8am-5pm, Monday through Friday.

# Practicum Guidelines

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## I. INTERNSHIP GOALS

This supervised experience will enable students to practice basic counseling skills within a laboratory setting while integrating knowledge and skills learned in previous course work. In addition, students will focus on how to use the therapist/client relationship to foster client growth.

## II. LEARNING OUTCOMES

- To practice basic counseling skills.
- To begin to expand repertoire of responses to clients.
- To begin to conceptualize client problems.
- To begin to develop treatment plans based on case conceptualizations.
- To examine the personal characteristics needed to be an effective counselor.
- To keep case notes and records and learn referral skills.
- To understand the ethical and legal issues in counseling as applied in the Internship setting.
- To broaden one's theoretical basis for counseling strategies.
- To discuss multi-cultural issues as they relate to counseling clients of varying social/cultural/ethnic groups.
- To introduce and practice advanced counseling skills such as immediacy, confrontation, advanced accurate empathy, interpretation.
- To examine how the counseling relationship can be used to foster client growth.

## III. COURSE FORMAT

- Students will participate in a pre-approved Internship experience designed by the faculty. The pre-approved Internship will be organized, managed, and taught by qualified TSU Faculty.
- Students will complete the general requirements (clock hours, direct service hours, individual and group work with clients, observations, individual and group clinical supervision, audio/video-taping, case presentations, didactic material, etc.) by participating at a pre-approved site.
- Students will use this format to complete all aspects of Internship described in this Handbook for: GOALS, COURSE OBJECTIVES, GENERAL REQUIREMENTS, EVALUATION, SUPERVISION, OBTAINING CLIENTS, and DOCUMENTATION.
- This format will provide better instruction, learning, direct service experiences, supervision, evaluation, and overall management.

#### IV. GENERAL REQUIREMENTS

The program requires students to complete supervised Internship experiences that total a minimum of **600** clock hours for two semesters, which should include the following:

- A. Minimum of **300** hours of direct service with clients, both in individual and group interactions.
- B. Observation of other students and/or clinicians working with clients.
- C. Opportunities to develop case conceptualizations, case reports, and treatment plans.
- D. A minimum of one (1) hour per week of individual supervision (using audiotape, videotape, and/or direct observation) over one academic term by a faculty member, an advanced counseling student who is being supervised by the faculty member, and an approved site supervisor.
- E. Completion of an "Internship Log" every two weeks which includes a summary of the hours spent in (a) counseling (b) observation, and (c) other activities for that two-week period.
- F. The audio and/or video recording of clients. Each client (or parent of a minor client) must complete a "Consent to Participate in Recorded Supervised Counseling" form before beginning counseling with the client.
- G. Readings or other activities as assigned by the faculty instructor.

#### V. EVALUATION

Each student will be enrolled in Internship (COUN 861 & COUN 862) courses for two semesters. The student will be evaluated a minimum of two times during the semester from his or her supervisor(s). The "Field Supervisor Report of Intern" Form, which is included in this Internship handbook, will be used to assess student skills. At the end of the semester, the faculty instructor will use these evaluations to assist in determining the student's grade. In addition to this formal evaluation, it is expected that the student's supervisor will offer ongoing "process" feedback (e.g., verbal, written feedback).

In order to pass, a student must meet all requirements as noted under "expectations" and demonstrate beginning competency in:

- A. applying core counseling skills,
- B. understanding the relationship between specific client problems and particular treatment approaches, and

- C. knowing one's own attitudes and needs as they affect counseling while demonstrating sufficient personal adjustment to function ethically as a counselor.

## **VI. SUPERVISION OF STUDENTS**

### ***Individual Supervision***

As noted above, each student will receive a minimum of one hour a week of face-to-face individual supervision. Such supervision can be given by the faculty instructor, an advanced graduate student being supervised by the faculty supervisor, or a site supervisor. Only those faculty instructors, advanced counseling students, or site supervisors who meet the requirements as noted below will be eligible to supervise Internship students.

### ***Faculty Instructors as Individual Supervisors***

Each regular, adjunct, and affiliate program faculty member who is a faculty instructor for the Internship course must have the following:

- A. a doctoral degree from a program in counselor education or a closely related field;
- B. relevant professional experience and demonstrated competence in counseling and/or human development at levels appropriate for the students supervised; and
- C. course work or other training that shows competence in supervision of counseling students.

### ***Doctoral Students as Individual Supervisors***

In some cases, doctoral students will supervise master's degree students. In such cases, these advanced counseling students will be receiving supervision from the faculty instructor. All advanced students who are supervising master's degree students must have the following:

- A. a master's degree in counseling or a closely related field;
- B. training in counseling supervision; and
- C. are themselves supervised by program faculty.

### ***Individual Supervision by Site Supervisors***

Students should carefully consider the items below before deciding to find a site to do their Internship. Doing an Internship at an off-campus site is generally discouraged due to the limited number of clinical hours required. Many sites do not want to spend the time training and supervising students for

such a short clinical experience. If a student does arrange a site for his or her Internship, the supervisor has to meet one of the following requirements:

- A. The site supervisor has a doctorate in counseling or a closely related field and course work or its equivalent in supervision, or
- B. The site supervisor is an LPC and has had course work or its equivalent in supervision, or
- C. The site supervisor has a masters degree in counseling and a minimum of two years of experience in the field, has course work or its equivalent in supervision, and is supervised by the faculty supervisor on a weekly basis, or
- D. Have a master's degree in counseling or a related field and a minimum of two years of experience. Such supervisors can supervise Internship students at the site, but in these cases, students are also required to obtain individual and group supervision from their faculty instructor.

## VII. INTERNSHIP SITE

***Internship sites should meet the following requirements as follows:***

- A. They are "approved" by the Counseling Program. In these cases, a special arrangement has been made between the Counseling Program and the site in which the site has agreed to take on a limited number of students per semester. Such sites will have approved site supervisors who meet our minimum qualifications.
- B. If a student is working at a site or knows of a site in which he or she can obtain 600 hours of Internship experience, he or she must get the site approved by the faculty instructor. The "**Supervisor Information Sheet**, and the **Internship Agreement Between Agency and Intern**" must be signed prior to placement at the site, and the faculty instructor must give his or her approval of the site. Supervisors must meet our minimum qualifications.
- C. All sites must offer the student the opportunity of obtaining the needed individual and group clinical hours.
- D. All sites must have supervisors who meet the minimum requirements as listed under "Individual Supervision by Site Supervisors" (VI.) in this handbook.

## VIII. MALPRACTICE INSURANCE

Although you are covered for malpractice through the University insurance policy, students are also encouraged to have professional liability insurance prior to participation in Internship experiences. Such insurance is available through TSU at the Bursars Office for a nominal fee.

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Prerequisite Course Verification  
for the Clinical Mental Health Counseling Internship Sequence  
in the Department of Counseling

The following courses must be completed before beginning your Internship sequence

Name \_\_\_\_\_  
Last
First
Student ID

List the term and year completed and the grade for each course

Course	Course Title	Term	Year	Grade
COUN 593	Human Growth and Development			
COUN 611	Appraisal and Assessment Techniques			
COUN 633	Counseling Research and Program Evaluation			
COUN 733	Seminar in Social and Cultural Differences			
COUN 735	Counseling Techniques			
ESPY 831	Educational Statistics			
COUN 833	Clinical Mental Health Counseling			
COUN 834	Counseling and Personality Theories			
COUN 836	Mental Health and Psychopathology			
COUN 860	Pre-Practicum			
COUN 876	Career and Lifestyle Development			
COUN 890	Group Counseling			
COUN 895	Ethics & Professional Issues in Counseling			
COUN 896	Advanced Ethics			

Note: This form must accompany your Internship application

**Prerequisite Course Verification Review**

**Total 42 hours**

**FORM A**



**Prerequisite Course Verification  
for the School Counseling Internship Sequence  
in the Department of Counseling**

The following courses must be completed before beginning your Internship sequence

Name \_\_\_\_\_  
Last
First
Student ID

List the term and year completed and the grade for each course

Course	Course Title	Term	Year	Grade
COUN539	School Counseling			
COUN 593	Human Growth and Development			
COUN 611	Appraisal and Assessment Techniques			
COUN 633	Counseling Research and Program Evaluation			
COUN 638	Organization and Administration of Counseling and Guidance Services			
COUN 733	Seminar in Social and Cultural Differences			
COUN 735	Counseling Techniques			
COUN 810	Counseling Children and Adolescents			
ESPY 831	Educational Statistics			
COUN 834	Counseling and Personality Theories			
COUN 860	Pre-Practicum			
COUN 876	Career and Lifestyle Development			
COUN 890	Group Counseling			
COUN 895	Ethics and Professional Issues in Counseling			

Note: This form must accompany your Internship application

**Prerequisite Course Verification Review                      Total 42 hours**



# Internship Agreement Form

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## Purpose

The purpose of this agreement is to establish procedures and guidelines for the Internship experience for students of the Counselor Education Program of Texas Southern University. It is hoped that this agreement will assist both the Counselor Education Program and the Internship Site in their cooperative effort to offer excellence in the preparation of the counselor trainee. Hopefully, such an agreement will result in quality client care, ensuring professional competence, and providing maximum utilization of community resources.

## Requirements for the Field Experience

A total of **300 hours** of Internship experience is required. The 300-clock hour Internship should include a minimum **150 hours** of direct service work with clientele, one hour a week of individual supervision by the on-site supervisor, and other Internship-related activities such as observation, testing, attendance at conferences, consultation, and so forth.

## Program Policies and Responsibilities

- a. Students must have completed **all** the prerequisite course work (**COUN 539 or COUN 833 or COUN 878, and COUN 593, COUN 611, COUN 633, COUN 638, COUN 733, COUN 735, COUN 810, ESPY 831, COUN 834, COUN 836, COUN 860, COUN 876, COUN 879, COUN 890, COUN 895, COUN 896**) prior to taking Internship.
- b. Students must have approval by the department faculty to take the Internship course.
- c. Upon successful completion of the Internship course. The final grade will be determined by the course instructor based on each student's field supervisor's evaluation of the student's performance, the instructor's assessment of the student's performance in class activities, as well as satisfactory fulfillment of all course requirements.
- d. The University maintains appropriate comprehensive malpractice insurance coverage for students who are officially enrolled in the Internship course. Evidence of such insurance can be provided to the Internship site upon request.

### **Responsibilities of Internship Instructor**

- a. Confer and maintain contact with students' Internship placement sites and their supervisors in planning their field experiences which will fulfill the requirements for the course, help to solve any problems that may arise, and assess students' progress throughout the semester.
- b. Provide group supervision/seminar for students.
- c. Determine students' final grade.

### **Responsibilities of the Student**

- a. Complete the prerequisite courses (**COUN 539 or COUN 833 or COUN 878, and COUN 593, COUN 611, COUN 633, COUN 638, COUN 733, COUN 735, COUN 810, ESPY 831, COUN 834, COUN 836, COUN 860, COUN 876, COUN 879, COUN 890, COUN 895, COUN 896**) prior to taking Internship.
- b. Have the Internship site supervisor complete the "Supervisor Information Sheet.";
- c. Become familiar with the Internship site, its policies and procedures relevant to working as an intern prior to the beginning of the Internship;
- d. Complete the "Internship Agreement Form" with the site supervisors;
- e. Maintain open communication with the on-site supervisor;
- f. Attend the on-campus weekly group supervision/seminar and complete all requirements associated with it;
- g. Adhere to the Ethical Standards provided by the American Counseling Association;
- h. Obtain Malpractice Insurance through the University Bursar's Office for a nominal fee;
- g. Sign agreement form and bring it to the Internship seminar instructor for his or her signature, then have the site supervisor sign the form. Return the form to the Internship seminar instructor and provide a copy to the site supervisor.

### **Responsibilities of Field Supervisor**

- a. Provide an Internship experience for the student, which fulfills the Internship course requirements, stated above;
- b. assist the student with the planning of Internship experience and provide assistance and supervision;
- c. maintain contact with the course instructor to discuss the student's performance and any problems or concerns which may arise;
- d. provide a minimum of one (1) hour of weekly individual supervision for the student;

- e. provide the student with opportunities to make audio and/or videotapes of their own interactions with clients if the institutional or agency policy permits;
- f. provide an evaluation and report on the student's performance using the form provided by the Department of Counseling;
- g. inform the course instructor when it is necessary to remove the student from his or her placement site and provide, in writing, specific reasons for the decisions.

## Agreement

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Based on the program policies and responsibilities held for course instructors and students, and expectations toward the cooperating institution/agency stated above, if you agree to provide \_\_\_\_\_ with Internship field experience at your institution/agency, please complete the form below and have the student intern return the form to the Department of Counseling.

**The Department of Counseling appreciates your assistance and cooperation.**

Signature of the Course Instructor \_\_\_\_\_ Date \_\_\_\_\_

Signature of the Internship Student \_\_\_\_\_ Date \_\_\_\_\_

### Terms of Agreement

The term of this agreement is from \_\_\_\_\_ to \_\_\_\_\_

Name of Site: \_\_\_\_\_

Supervisor \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Signature of Site Coordinator/Supervisor and Date

Site Coordinator/Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

# Supervisor Information Sheet

Date \_\_\_\_\_

Name \_\_\_\_\_  
**Last** **First** **MI**

Name of Supervisee: \_\_\_\_\_  
**Last** **First** **MI**

Place of Employment \_\_\_\_\_

Address \_\_\_\_\_  
**No/Street** **Suite #** **City** **State** **Zip**

Telephone ( ) - \_\_\_\_\_ Work Email Address \_\_\_\_\_  
 **Work**

Degree(s) beyond Bachelor's

Major/Subject Area	College or University	Degree Earned
1.		
2.		
3.		

Certification and/or Licenses Held

Certification/License	License # (required)

Professional Affiliations

Organization	Position Held	Date

Number of years of work experience as a counselor: \_\_\_\_\_

Previous Supervisory Experience:


Other Relevant Information:




# Agreement Made By the Internship Student

## CODE OF ETHICS

**Directions:** *Internship Student is to submit this sheet to their Internship Supervisor.*

- (A) I hereby attest that I have read and understand the Texas LPC Code of Ethics, the American Counseling Association Code of Ethics, the ASCA Ethical Standards for School Counselors, Commission on Rehabilitation Counselor Certification Code of Ethics, and Development policies. I will practice my counseling in accordance with these standards. I further understand that any breach of this code or any unethical behavior on my part will result in my receiving a failing grade and notification of such behavior will be placed in my permanent record.
- (B) I understand that my responsibilities include keeping my Internship Supervisor(s) informed regarding my Internship experiences.
- (C) I understand that I will not be issued a passing grade until I have demonstrated a specified minimal level of counseling knowledge, skills and attitudes.
- (D) I further understand that my responsibilities include attending classes and supervisory sessions fully prepared as outline by the course requirement. If such sessions are attended without my preparation they will not be counted toward my minimal course requirements.

\_\_\_\_\_  
Internship Student Signature

\_\_\_\_\_  
Date

**FORM D**



# Agreement Between Department of Counseling & Supervisors of Internship Students

- 1) It is mutually agreed upon by the Department of Counseling and the Supervisor that a student training experience will be provided for selected Internship students.
- 2) The student will adhere to the procedures, rules and regulations of the assigned agency/Institution during the Internship experience.
- 3) Students will be assigned without regard to race, sex, or ethnic origin.
- 4) The supervisor agrees to provide the Department of Counseling with written evaluation of the student's progress.
- 5) This agreement may be terminated by either the Agency Supervisor or the Supervisor of Texas Southern University on advance notice (at least 7 days) of either party.

\_\_\_\_\_  
Head, Department of Counseling

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor, Agency/Institution

\_\_\_\_\_  
Date

**FORM F**

# Internship Documentation of Time Grid

Name \_\_\_\_\_  
Last First Week of

Site Name \_\_\_\_\_

Site Address \_\_\_\_\_  
No/Street Suite # City State Zip

Telephone ( ) - \_\_\_\_\_ Email Address \_\_\_\_\_

**Directions:** Use this form in addition to the Internship Log sheet. Please indicate the time frame worked daily on this sheet as a completed form for submission to Internship Supervisor and/or Internship Instructor.

Month \_\_\_\_\_

	Sun	Mon	Tues	Weds	Thurs	Fri	Sat	Total
Date								
Time								
Date								
Time								
Date								
Time								
Date								
Time								

Total Hours Accumulated: \_\_\_\_\_

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date \_\_\_\_\_







Name \_\_\_\_\_ Week of: \_\_\_\_\_

# Internship Weekly Activity Report

**Describe your assignment within your site by responding to the following questions**

What specifically am I expected to do?

Mention specific learning or practice objectives which you and your site supervisor have developed?

What new areas of growth and development have you attained for this report? How will you apply these areas in the near future?

Indicate other tasks/experiences you would like to have added to your workload:

Assess your own performance for this report period:

Describe any problems you feel you are having? What steps have you taken to resolve these problems at your site?

Please indicate any matter which you feel requires the assistance of your faculty instructor?





# Internship Completion Form

Name \_\_\_\_\_  
Last First MI Maiden

Address \_\_\_\_\_  
No/Street Apt # City State Zip

Telephone ( ) - \_\_\_\_\_  
Home Cell

Email Address \_\_\_\_\_  
Personal  check preferred email address Professional  Check preferred email address

Student ID No. \_\_\_\_\_

Major \_\_\_\_\_ Minor \_\_\_\_\_

Place of Employment \_\_\_\_\_

Address \_\_\_\_\_  
No/Street Suite # City State Zip

Telephone ( ) - \_\_\_\_\_ Work Email Address \_\_\_\_\_  
Work

Internship Completed At: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

**AGREEMENT:**

Agency \_\_\_\_\_

Location \_\_\_\_\_

Phone No. \_\_\_\_\_

Days of Assignments  SUN  MON  TUES  WEDS  THURS  FRI  SAT

Date \_\_\_\_\_ - \_\_\_\_\_ Final Clock Hrs \_\_\_\_\_  
from to

LPC Options (300 Hours)  Yes  No

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date \_\_\_\_\_

Certification or License: \_\_\_\_\_

Texas Southern University  
College Of Education  
COMPLAINT POLICY

COMPLAINTS	In this policy, the terms “complaint” and “grievance” shall have the same meaning.
GUIDING PRINCIPLES	The College of Education at Texas Southern University encourages students/candidates to discuss their concerns and complaints through an informal conference with the person with whom they have the complaint.
INFORMAL PROCESS	Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.
FORMAL PROCESS	<p>If an informal conference regarding a complaint fails to reach the outcome requested by the student/candidate, he or she may initiate the formal process described below by timely filing a written complaint form.</p> <p>Even after initiating the formal complaint process, a student/candidate is encouraged to seek informal resolution of his or her concerns. A student/student, whose concerns are resolved, may withdraw a formal complaint at any time.</p>
LEVEL ONE	<p>Complaint forms must be filed:</p> <ol style="list-style-type: none"><li>1. Within 10 business days of the date the student/candidate first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance; and</li><li>2. With the Assistant Dean of Student Affairs or Chairperson of the Department.</li></ol> <p>The Assistant Dean/Department chair shall hold a conference with the student/candidate within ten days after receipt of the written complaint.</p> <p>The complaint will be referred to a departmental committee. The grievance must be filed on a form which can be found on the college website. The committee shall have ten days following the conference to provide the student/candidate with a written response.</p>
LEVEL TWO	If the student/candidate did not receive the relief requested at Level One or if the time for a response has expired, the student may appeal the decision to the program’s Dean or his/her designee for a College level review.

The appeal notice must be filed in writing, within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level One.

The program's Dean or his designee shall convene the a committee at the College level to hear the grievance. This committee shall inform the student/candidate of the date, time, and place of the meeting at which the complaint will be discussed.

The Assistant Dean of Student Affairs or Department Chair shall provide the program's Dean or his/her designee with copies of the complaint form, the response at Level One, the appeal notice, and all written documentation previously submitted by candidate. At level two the College grievance committee shall consider only those issues and documents presented at the preceding level and identified in the appeal notice.

The College grievance committee must provide written notice of the decision to the student/candidate.

The college must retain information concerning the complaint for a minimum of three years.

After the student/candidate has exhausted all attempts at the program level to resolve a complaint that occurred within the past two years and has not received the relief sought, information on how to file a complaint with TEA can be secured from the college by information posted at their physical facility, on their website or, upon request, directions in writing.

Undergraduate students/candidates may contact the University Ombudsman for further review. Graduate Students may appeal to the Graduate School.

**LEVEL  
THREE**

Students enrolled in Educator Preparation Programs can appeal to the Texas Education Agency. The official TEA complaint process can be found at [www.tea.texas.gov](http://www.tea.texas.gov) in the banner located at the bottom of the page and then select "Educator Preparation Programs".

The complaint process allows for an applicant or a candidate in an educator preparation program to seek redress in areas where they feel that the program did not fulfill requirements for certification or for actions that the candidate feels are wrong. Educator preparation programs may also file a complaint about the actions of other programs when it involves a candidate transferring into a program.

Not all complaints fall under the authority of TEA. TEA has jurisdiction to investigate allegations of noncompliance regarding specific laws and rules, generally related to state and federal requirements. Complaints may address educator preparation program requirements listed in Texas Administrative Code (TAC) in Chapters 227, 228, 229, ethics (TAC 247), fingerprinting (TAC §§227,232) and certification (TAC §§230, 231, 232, 239, 241, 242)

All complaints filed with the TEA must be in writing. We do not accept complaints by phone or complaints that are submitted anonymously. A person or entity may file a written complaint with TEA by filling out the [complaint form](#) online or by mailing or faxing a hard copy to the address on the form. You may fax your submission to (512) 463-9008 or email it to [generalinquiry@tea.texas.gov](mailto:generalinquiry@tea.texas.gov).

To adequately review and address a complaint, TEA needs specific details. We must be able to identify a clear violation of TAC and determine whether the agency has authority to act upon the allegation.

Complaints submissions should include the following:

- The reasons you believe the issues raised in your complaint are valid. You should also indicate how you believe that TEA can assist you with this matter. Remember that TEA cannot assist you in understanding your contractual arrangement with the educator preparation program, arranging for a refund, obtaining a higher grade or credit for training, or seeking reinstatement to an educator preparation program.
- Documentation to support your claim when possible. For example, if you refer in your complaint to an educator preparation program policy, include a copy of the policy with your complaint. Helpful documentation might include letters or e-mails exchanged between the parties.

Texas Education Agency staff will send confirmation of a complaint within 30 days of receiving the submission. Remember, information the public sends to TEA by email may not be secure. Do not email sensitive information to TEA. The agency will remove confidential or sensitive information when replying by email. TEA will maintain confidentiality of information to the extent the law allows.

#### **TEXAS ADMINISTRATIVE CODE §228. 70**

Complaint forms and appeal notices may be filed on a form that can be accessed online at the College of Education (COE) website [www.tsu.edu](http://www.tsu.edu)

GENERAL  
PROVISIONS  
FILING

RESPONSE	<p>At Levels One and Two, “response” shall mean a written communication to the student/candidate from the COE staff.</p> <p>Responses will be sent by U.S. Mail or emailed to the student’s/candidate’s email or mailing address of record.</p>
DAYS	<p>“Days” shall mean program business days. In calculating time lines under this policy, the day a document is filed is “day zero,” and all deadlines shall be determined by counting the following day as “day one.”</p>
GENERAL PROVISIONS	<p>Complaints arising out of an event or a series of related events shall be addressed in one complaint. Students/Candidates shall not bring separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint.</p> <p>When two or more complaints are sufficiently similar in nature and remedy sought to permit their resolution through one proceeding, the program may consolidate the complaints.</p>
UNTIMELY FILINGS	<p>All time limits shall be strictly followed unless modified by mutual written consent.</p> <p>If a complaint form or appeal notice is not timely filed, the complaint may be dismissed, on written notice to the student, at any point during the complaint process. The student/candidate may appeal the dismissal by seeking review in writing within ten business days, starting at the level at which the complaint was dismissed. Such appeal shall be limited to the issue of timeliness.</p>
COSTS INCURRED	<p>Each party shall pay its own costs incurred in the course of the complaint.</p>
COMPLAINT FORM	<p>Complaints under this policy shall be submitted in writing on a form provided by the program.</p> <p>Copies of any documents that support the complaint should be attached to the complaint form. If the student/candidate does not have copies of these documents, he/she may be presented at the Level One conference. After the Level One conference, no new documents may be submitted unless the student did not know the documents existed before the Level One conference.</p> <p>A complaint form that is incomplete in any material aspect may be dismissed, but it may be refiled with all the requested information if the refiled is within the designated time for filing a complaint.</p>
AUDIO RECORDING	<p>As provided by law, a student/candidate shall be permitted to make an audio recording of a conference under this policy at which the substance of the student’s/candidate’s complaint is discussed. The student shall notify all attendees present that an audio recording is taking place.</p>



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*Note: In addition to full-time faculty, the department has several adjunct faculty members who teach on an as-needed basis. If you need to contact an adjunct faculty member, contact Courtney Berry or use the contact information provided in the adjunct faculty member's syllabus.*

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