

DYOUSVILLE UNIVERSITY

Clinical Mental Health Counseling Clinical Experience Placement Manual

This manual is designed to introduce students, and site supervisors, to program expectations and requirements for satisfactory completion of MHC 610 (Practicum in Clinical Mental Health Counseling); MHC 620 (Internship I in Clinical Mental Health Counseling); and MHC 630 (Internship II in Clinical Mental Health Counseling). This manual provides information about overall requirements, logistical processes, and necessary paperwork related to clinical placements. The intent of this manual is to help prepare students, and site supervisors, for their clinical placement experiences.

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Professional Behavior and Ethical Practice

It is important that students recognize that they are to exhibit the behaviors of both responsible professionals and good helpers. One's professional behavior in the site (as observed by the campus supervisor and site supervisor) will be evaluated. Knowledge, skills, and professional disposition are assessed in a multitude of ways (e.g., coursework, placements, advisement, examinations, audio/live/video-taped, mocked counseling observations) throughout the duration of the time in the student's academic program. Other indicators of professionalism include: promptness and adequacy of written work, courtesy displayed toward client populations, employees of the site, and fellow students, and overall maturity regarding the role of the counselor.

All students are obligated to operate under the highest of ethical standards as reflected in the Code of Ethics of the American Counseling Association (ACA-2014) and other ethical codes and policies/procedures specific to the student's program and site. Issues of ethical misconduct, egregious behavioral misconduct, impairment, and problems with professional competence will be dealt with swiftly and fairly. Egregious behaviors are behaviors that are considered highly offensive and/or aggressive (including criminal acts, such as assault or theft) and that threaten or jeopardize the health and safety of the site, staff, and clients. Other forms of egregious behaviors may include:

- physical, verbal, or written harassment, threats, insults, or altercations; property destruction; □ discrimination;
- boundary violations (psychological, emotional, or physical);
- disruptive behavior with staff, supervisors, and clients; or
- coming to a clinical placement under the influence of a substance or alcohol.

Violations outlined in the 2014 ACA Code of Ethics or D'Youville University's Clinical Mental Health Counseling (CMHC) program policies/procedures may result in immediate failure of the Practicum in Clinical Mental Health Counseling or Internship in Clinical Mental Health Counseling I or II course, and review by the CMHC Program Faculty for dismissal from the program.

It is the student's ethical obligation to safeguard the welfare of his/her clients. It is the purpose of supervision to provide a learning opportunity for the student, while at the same time recognizing the limitations of the student. The dilemma of how to provide freedom for the student to experiment with his/her own behavior while protecting the client is resolved in supervision by asking the student to monitor his/her ethical obligation in the following ways:

1. To request consultation concerning anything about which (s)he is unsure.
2. To inform site supervisors regularly of the current status of all cases and of the procedures (s)he is using and to keep the campus supervisor current on the status of the internship placement.
3. To express feelings concerning anything pertinent to the client's or his/her own welfare.
4. To notify campus and site supervisors immediately of any situation concerning which (s)he has some question of his/her competency to handle.
5. To follow the directives of one's supervisors to the best of one's ability.

Professional Liability Insurance

During your entire time in the program, you are required to carry professional liability insurance, which you must submit by the first semester of your program. You can obtain insurance from a variety of professional organizations. You can select whichever professional organization feels right to you, but you must choose one to join. More about organizations will be discussed in your first course introducing you to the counseling profession. Through your membership in the organization, you are able to purchase professional liability insurance. Here are three choices, all of which offer insurance coverage (in some cases, the insurance is free with the membership).

American Counseling Association <http://www.counseling.org/>

New York Mental Health Counseling Association <https://www.nymhca.org/>

American Mental Health Counseling Association <https://www.amhca.org/>

CLINICAL EXPERIENCE PLACEMENT PROCESS

Clinical Site Selection Procedure

Students are responsible for finding and securing their clinical placement sites. The clinical training coordinator will support this process through ongoing meetings and informational sessions (generally about six (6) months prior to starting a placement. All sites must be pre-approved before a student may start their placement experience.

The setting shall be a location at which legally authorized individuals provide services that constitute the practice of mental health counseling, as defined in section 8402(1) of the Education Law. For purposes of this section, an acceptable setting shall be:

- A professional corporation, or
- A registered limited liability partnership, or professional service limited liability company authorized to provide services that are within the scope of practice of mental health counseling, or
- A sole proprietorship owned by a licensee who provides services that are within the scope of his or her profession and services that are within the scope of practice of mental health counseling, or
- A professional partnership owned by licensees who provide services that are within the scope of practice of mental health counseling a program or service operated, regulated, funded, or approved by the department of mental hygiene, the office of children and family services, the department of corrections and community supervision, the office of temporary and disability assistance, the state office for the aging and the department of health or a local governmental unit as that term is defined in section 41.03 of the Mental Hygiene Law or a social services district as defined in section 61 of the Social Services Law, or

- An entity holding a waiver issued by the Department pursuant to section 6503-a or 6503-b of the Education Law to provide services that are within the scope of practice of mental health counseling, or
- A program or facility authorized under federal law to provide services that are within the scope of practice of mental health counseling; or an entity authorized under New York law or the laws of the jurisdiction in which the entity is located to provide services that are within the scope of practice of mental health counseling.

Description of Sites

The current list of approved sites includes:

- state mental health facilities,
- outpatient clinics (city, suburban, rural),
- private practice settings (though hours will be sparse and an additional placement is needed), □ private psychiatric hospitals,
- psychiatric units in general and community hospitals,
- schools and treatment centers for children and adults with developmentally disabilities or behavior/mental health diagnoses/disorders,
- chemical dependence treatment programs,
- specialized programs, such as PROS, Partial Hospital, Eating Disorders and Neuropsychiatric Rehabilitation Programs, and
- any site that the NYS Office of Professions deems appropriate.

Recording Requirements

The CMHC Clinical Placement Manual clearly states that recording counseling sessions and other activities are vital components of D'Youville's training model, and thus students are expected to submit recorded counseling sessions to their campus supervisors for review and critique (page 5). However, when it is not possible to audio/video record a counseling session due to concerns associated with HIPPA violations at the practicum and internship sites, the site supervisor agrees to directly observe a counseling session, which will be utilized for supervision, consultation, and evaluation purposes (see Site Supervisor Contract and CMHC Clinical Placement Manual). Additionally, as part of a student's practicum and internship counseling experience, students may submit a mock audio/video recording session to their site supervisor to be utilized for supervision, consultation, and evaluation purposes. Students will utilize available technology at D'Youville University for audio/video recordings.

PRACTICUM IN CLINICAL MENTAL HEALTH COUNSELING

The Practicum in Clinical Mental Health Counseling (i.e., practicum) is intended to combine campus and site supervision with clinical experience. This represents the first opportunity for students to engage in direct service with “real” clients. The focus of practicum is on training rather than service provision. Counseling skill development is stressed; therefore, individual and small group counseling activities (rather than other professional activities) must be the student’s primary focus while on site. Students will have one full semester or 4 months to complete 100 total hours, including 40 direct service hours. Students are required to complete practicum before beginning Internship I. If practicum is not completed, students may not register for internship.

Requirements

Students must complete a supervised practicum that totals a minimum of 100 clock hours over a full semester. These requirements meet CACREP standards. Each student’s practicum includes all of the following:

1. At least 40 clock hours of direct service (i.e., face-to -face) with actual clients that contributes to the development of counseling skills in both individual and group sessions. Note: It is a CACREP requirement that CMHC students lead or co-lead a counseling or psychoeducational group either in practicum or internship.
2. Weekly interaction that averages one hour per week of individual and/or triadic supervision throughout the practicum by a CMHC program faculty member (also referred to as a campus supervisor) teaching MHC 610: Practicum in Clinical Mental Health Counseling or a site supervisor who is working in per-term/as needed consultation with the campus supervisor in accordance with the supervision contract.
3. An average of 1.5 hours per week of group supervision that is provided on a regular schedule by your campus supervisor who will also serve as your instructor for MHC: 610 Practicum in Clinical Mental Health Counseling.
4. The development of program-appropriate audio/video sessions for use in supervision or live supervision of the student’s interactions with clients (when permissible).
5. Evaluation of the student’s professional disposition throughout the practicum, including documentation of a formal evaluation after the student completes the practicum.

Supervision in Practicum in Clinical Mental Health Counseling

Because practicum represents the first opportunity for students to engage in direct services with clients, the campus supervisor teaching MHC 610: Practicum in Clinical Mental Health Counseling assumes primary responsibility for student supervision, in addition to the site supervision available at each agency. This allows the campus supervisor the opportunity to tie in didactic instruction and prior preparation with the counseling process itself. Students must meet an average of at least 1 hour per week for individual and/or triadic supervision (one other student and supervisor) over the course of the semester. Individual/triadic supervision will be provided by the CHMC faculty member teaching MHC 610: Practicum in Clinical Mental Health Counseling.

Group Supervision in Practicum in Clinical Mental Health Counseling

Students meet every other week for three (3) hours of group supervision. The faculty group supervisor teaching MHC 610: Practicum in Clinical Mental Health Counseling is responsible for providing group supervision. The maximum course size is 12 students to allow for adequate supervision during this semester and meets CACREP standards. Students are required to attend all classes and all SIMS activities as outlined in the course syllabus.

The Practicum Site Supervisor

Although primary responsibility for practicum supervision remains with the faculty group supervisor teaching MHC 610: Practicum in Clinical Mental Health Counseling, the site supervisor is very important to the success of the experience. D'Youville's CMHC Program acknowledges the professionalism and commitment of our site supervisors. According to NYS Office of the Professions and CACREP, in order to qualify as a site supervisor, the individual must meet the minimum qualifications, including:

1. A minimum of a master's degree in counseling or a related profession with equivalent qualifications, including relevant license;
2. A minimum of two (2) years of pertinent professional experience in the program area in which the student is completing clinical instruction; and
3. Knowledge of the program's expectations, requirements, and evaluation procedures for students.

The CMHC Program requires that the site supervisor of a Practicum in Clinical Mental Health Counseling:

1. Organize the practicum experience and ensure that the student will have an opportunity to work with clients in individual, as well as group counseling (as appropriate);
2. Complete the CMHC program's Site Supervisor Orientation module;
3. Help orient the student to the site;
4. Provide appropriate space (as feasible) for the student to meet with clients;
5. Monitor the practicum generally in order to determine that the student's needs and the clients' needs are being met;
6. Provide the campus supervisor teaching MHC 610: Practicum in Clinical Mental Health Counseling with an evaluation of the student's overall performance and professionalism during the practicum;
7. Be available to the student in case of emergency; and
8. Provide any additional supervision for reasons of necessity or preference.

Student in Practicum in Clinical Mental Health Counseling

The CMHC Program requires a practicum in Clinical Mental Health Counseling student:

1. Anticipate at least a one to two day per week commitment to the site for a total of 6-8 hours per week;
2. Be as flexible as possible to accommodate time, energy, and professionalism needed to complete the 100 hours;

3. Provide the site supervisor with accurate information on the requirements of the program;
4. Provide site supervisors with a set schedule for internship days;
5. Monitor one's own professionalism at the site;
6. Provide the campus supervisor teaching MHC 610: Practicum in Clinical Mental Health Counseling with an accurate assessment of site and appropriate paperwork at all times;
7. Contact site supervisor, and then the campus supervisor, in case of emergency; and
8. Provide sites with the best professional behavior and work ethic required of D'Youville's Clinical Mental Health Counseling program; most notably, adhering to time and attendance.

Evaluation

The faculty group supervisor teaching MHC 610: Practicum in Clinical Mental Health Counseling is responsible for determining the student's final grade. It is customary that the campus supervisor consult with site supervisors. Grades will be based on counseling skill development, completion of required hours and activities, completion of all paperwork (e.g., case notes, contract, logs), and other requirements determined by the campus supervisor. Specific evaluation criteria are listed in the course syllabus. Additionally, the student, practicum site supervisor, and the practicum faculty group supervisor will meet at the end of the practicum experience to assess progression in the student's clinical learning process by completing the Collaborative Clinical Placement Progression Log.

INTERNSHIP IN CLINICAL MENTAL HEALTH COUNSELING I & II

There is a fundamental difference in emphasis between practicum and internship. Internship builds on the counseling skill development emphasized in practicum, and is intended to provide students with broad-based practical experience. Internship is designed to have students relate their academic and theoretical learning to their clinical experiences. Interns are expected to assume a broad spectrum of counseling roles and functions, and are asked to participate in as many activities (as feasible) that are similar to the responsibilities of the employed counselor. Internship also provides students with evaluative feedback on their knowledge, attitudes, and skills with specific client populations. Since interns have previously received training in counseling, the staff and clientele at the placement site should benefit from the services.

Requirements

There are five requirements for Internship in Clinical Mental Health Counseling I and II that are necessary to consider when identifying an appropriate site.

1. The student is required to attend class as outlined in the course syllabus.
2. The student must commit a minimum of 600 clock hours to the site to meet the requirements of internship (about 300 hours per semester).
3. Of these 600 hours, a minimum of 240 must be direct service hours. Direct service hours involve face-to-face interaction with clients that include the application of counseling, consultation, or human development skills. The student is expected to engage in both individual and group counseling. Note: It is a CACREP requirement that CMHC students lead or co-lead a counseling or psychoeducational group either in practicum or internship.
4. The site must provide supervision by a supervisor deemed qualified by the New York State Office of Professions.
5. The site must permit the student intern to participate in a variety of professional activities, in addition to direct service work. These activities should be those that a regularly employed staff member in the setting would be expected to perform.

Note: Any student who plans to seek the LMHC in New York State should seek available guidance from the Clinical Director regarding appropriate clinical experiences. The CTC can provide guidance with respect to out-of-state licensure, education, and internship criteria; however, it remains the charge of the student to evaluate requirements for the state or country in which he or she intends to work. Students will want to save all syllabi, books, and materials from their Clinical Mental Health Counseling Program, as the out-of-state licensing boards often need copies of these materials. D'Youville University makes no guarantee that the completion of a degree or coursework for graduate credit will permit the student to obtain licensure in their particular location.

Supervision

Unlike practicum, the site supervisor is the individual supervisor for the student intern; the group supervisor for the student is the CMHC faculty member teaching MHC 620/630: Internship in Clinical Mental Health Counseling I and II. Clinical supervision should include supervision of counseling cases and related

professional activities. Similar to the Practicum in Clinical Mental Health Counseling, interns also engage in group supervision on campus with other student interns.

Group Supervision

A minimum of an average of 1.5 hours per week or three (3) hours every other week of group supervision over the course of the semester is required. Students will register for one section of MHC 620: Internship in Clinical Mental Health Counseling I and MHC 630: Internship in Clinical Mental Health Counseling II; the faculty member assigned to those courses will be responsible for providing group supervision. A maximum of 12 students are registered to each section of Internship in Clinical Mental Health Counseling I and II to allow for adequate supervision time. Students are required to attend all classes and meet course requirements as outlined in the course syllabus.

Site Supervision

As the primary supervisor, the site supervisor should commit a minimum of one hour of weekly individual supervision to the intern. Clinical supervision should include supervision of counseling cases and related professional activities. The site supervisor will be asked to provide the campus supervisor and/or CTC with evaluations of the student intern's overall performance and professionalism during internship.

The Clinical Mental Health Counseling program acknowledges the professionalism and commitment of our site supervisors. In order to qualify as a site supervisor, the individual must meet the minimum qualifications, including:

1. A minimum of a master's degree in counseling or a related profession with equivalent qualifications, including relevant licenses;
2. A minimum of two (2) years of pertinent professional experience in the program area in which the student is completing clinical instruction;
3. Knowledge of the CMHC program's expectations, requirements, and evaluation procedures for students; and
4. While not required, it is highly desirable if the site supervisor has training in clinical supervision.

The Clinical Mental Health Counseling Program requires that the site supervisor of an internship student:

1. Organize the internship experience and ensure that the student will have an opportunity to work in a full complement of site activities.
2. Complete the CMHC program's Site Supervisor Orientation module.
3. Help orient the internship student to the site.
4. Provide appropriate space (as feasible) for the student to meet with clients.
5. Provide a minimum of one (1) hour (as feasible) per week of supervision to ensure that the student is successfully implementing the site's case management practices and that clients are being served in a professional manner.
6. Monitor the internship experience to ensure CACREP standards are being met.

7. Be available to the intern in case of emergency at the site.
8. Provide the campus supervisor with an evaluation of the student's overall performance during the internship.

The Clinical Mental Health Counseling Program requires that the student:

1. Anticipate at least a two to three day per week internship commitment to the site.
2. Be as flexible as possible to accommodate time, energy, and professionalism needed to complete the 600 hours.
3. Provide the site supervisor with accurate information on the requirements of the program.
4. Provide site supervisors with a set schedule for internship days.
5. Monitor one's own professionalism at the site.
6. Provide the campus supervisor teaching MHC 620/630: Internship in Clinical Mental Health Counseling I and II with an accurate assessment of site and appropriate paperwork at all times.
7. Contact site supervisor, and then the campus supervisor, in case of emergency; and
8. Provide sites with the best professional behavior and work ethic required of D'Youville University's Clinical Mental Health Counseling program.

Evaluation

The faculty group supervisor teaching MHC 620/630: Internship Clinical Mental Health Counseling I and II is responsible for determining the final grade. The campus supervisor will consult with the site supervisor regarding the intern's professional development and skill level. Grades will be based on direct service skills, completion of required hours and activities, completion of all internship paperwork (e.g., contract, logs), and other requirements determined by the campus supervisor. Specific evaluation criteria will be listed in the course syllabus. Additionally, the student, internship site supervisor, and the internship faculty group supervisor will meet at the end of each internship experience to assess progression in the student's clinical learning process by completing the Collaborative Clinical Placement Progression Log.

ACQUISITION OF AND SELECTION CRITERIA FOR TRAINING SITES: PRACTICUM AND INTERNSHIP IN CLINICAL MENTAL HEALTH COUNSELING I AND II

Any faculty member or student can suggest a particular agency as a potential practicum and/or internship site.

- The CTC contacts the potential site administrator and/or supervisor for an initial review of requirements on the telephone or via email.
- If the site meets the basic requirements, the CTC schedules a visit with the site administrator and/or supervisor to review the requirements and establish an affiliation agreement.
- In order to approve a site, the CTC obtains information regarding objectives and function of the agency, population served, training opportunities and duties available to students, credentials of staff and site (copies of registration, licensure, and/or accreditation), and availability of NYS qualified supervisors.
- The CTC approves sites based on their overall suitability to provide clinical training that meets CACREP and NYS requirements, i.e., emphasis on the acquisition of assessment and clinical skills.
- The ideal practicum and/or internship experience involves sufficient direct clinical contact, exposure to seminars, meetings, administrative duties and record keeping, and appropriate supervision.
- Every effort is made to be certain that students receive competent supervision within a mentoring relationship in an environment conducive to learning, and that supervision requirements can and will be met by the training site.

Policy on Training Sites

- Practicum and internship sites approved by D'Youville University are expected to conduct their selection and training in a nondiscriminatory manner.
- Sites are expected to select applicants without regard to race, sex, age, ethnic background, or sexual orientation unless they have compelling legal or therapeutic reasons for limiting the applicant pool.
 - ✦ Sites that have a selection policy that disallows students based on any of the above criteria will be approved by D'Youville University if the Clinical Director, in consultation with the University, determines that an adequate legal and/or therapeutic rationale exists for the selection policies.

Policies for Site Requirements and Evaluation

Monitoring of Training Sites

- CMHC Faculty member teaching MHC 620/630: Internship in Clinical Mental Health Counseling I and II establishes and documents email, phone, or direct contact with the Site Supervisors each term.
- Student files must reflect contact with sites.
- Students complete evaluations of the sites at the end of MHC 620/630: Internship in Clinical Mental Health Counseling I and II.
- CMHC faculty members teaching MHC 620/630: Internship in Clinical Mental Health Counseling I and II will have per-term/ as needed contact with site supervisors.
- Clinical training coordinator will carefully review student site evaluations to identify problems at sites.
- Clinical training coordinator offers/ completes site visit to those sites that deem it necessary.

Deficient Sites

- A site may be identified as deficient due to, for example, inadequate supervision, inappropriate use of students, insufficient workload for students, failure to fulfill the program requirements, or unethical behavior on the part of the supervisor.
 - ✦ When this occurs, the clinical training coordinator intervenes by speaking with the supervisor or agency representative to highlight the problematic area(s) and work to address the issue.
 - ✦ If appropriate, the clinical training coordinator may develop a remediation plan with the site.
 - ✦ If change does not occur or is insufficient, the CTC, in consultation with the CMHC Program Director, will terminate use of the site.
 - ✦ If the problems are egregious, the Clinical training coordinator, in consultation with the CMHC Program Director, may remove students immediately.
 - ✦ If problems are discovered at the end of the internship semester, the clinical training coordinator, in consultation with the CMHC Program Director, may terminate affiliation with the site.

Ineffective Students

- A site may identify a student intern as ineffective due to, for example, inadequate flexibility, inappropriate use of time, insufficient attention to feedback given, failure to fulfill the site requirements, or unethical behavior on the part of the student.
 - ✦ When this occurs, the CMHC faculty member teaching MHC 620/630: Internship in Clinical Mental Health Counseling I and II intervenes by speaking with the site supervisor or to highlight and document the problematic area(s) and work to address the issue.
 - ✦ If appropriate, the CMHC faculty (in consultation with the clinical training coordinator) member may develop a remediation plan with the student.
 - ✦ If change does not occur or is insufficient, the CMHC faculty member, in consultation with the CMHC Program Director and clinical training coordinator, will terminate the student from the site and place the student on probation.
- If the problems are egregious, the CMHC faculty member teaching MHC 678/679: Internship I and II, in consultation with the CMHC Program Director/Clinical Training Coordinator, Department Chair, and Dean, may dismiss the student immediately from the program.
- If problems are discovered at the end of the Practicum year, the CMHC faculty member teaching MHC 678/679: Internship in Clinical Mental Health Counseling I and II, in consultation with the CMHC Program Director and Clinical Training Coordinator, will document this in the student's file.

POLICY FOR STUDENT EVALUATION

Grade of “Unsatisfactory” (U)

If a student receives an Unsatisfactory grade in any term of MHC 610/620/630, he or she will meet with the clinical training coordinator and the CMHC Program Director to determine whether he or she will be terminated from the program or will have to re-enroll and repeat some or all of the placement sequence in Clinical Mental Health Counseling. Some examples of why a student would earn a grade of “Unsatisfactory” (U) are:

- If a student receives four (4) ratings of “disagree” or “strongly disagree” on the Site Supervisor’s Mid-Year or Final Evaluations, the student automatically fails and receives a grade of “Unsatisfactory” (U) for that term of MHC 610/620/630.
 - ✦ One “disagree” or “strongly disagree” rating may be enough to fail a student, given the severity of deficiency.
 - ✦ A serious deficiency in one or more areas that may be sufficient to fail or receive a grade of “Unsatisfactory” (U) or have him/her removed from the program include, but are not limited to:
 - poor clinical judgment;
 - ethical misconduct;
 - deficits in basic clinical skills;
 - problems using supervision;
 - one or more unexcused absences in MHC 610/620/630; and/or
 - two consecutive “Unsatisfactory” U grades in MHC 610/620/630.

Grade of “Incomplete” (I)

Students may receive a grade of “Incomplete” (I) for reasons such as:

- Insufficient hours:
 - ✦ 1) MHC 610: Practicum in Clinical Mental Health Counseling - less than 100 hours.
 - ✦ 2) MHC 620: Internship in Clinical Mental Health Counseling I - less than 300 hours (not including Practicum hours)
 - ✦ 3) MHC 630: Internship in Clinical Mental Health Counseling II - less than 600 hours (not including Practicum hours)
- Missing paperwork; or
- Other matters at the sole discretion of the CMHC faculty member teaching MHC 620/630: Internship in Clinical Mental Health Counseling I and II.

Note: Failure to complete clinical placement hours in three (3) semesters will force the student to take an additional internship semester at an additional cost. Failure to complete these hours on time may result in a delay of graduation. All paperwork is due one month prior to graduation.

If a student does not complete the 700-hour total requirement within three (3) semesters, the student must fulfill the relevant requirements within one additional semester (for which the student will have to register) unless extenuating circumstances are pre-approved by the Clinical Training Coordinator and/or CMHC Program Director.

If the student does not complete all placement requirements, the student will receive a grade of “Unsatisfactory” (U) and will be required to repeat the entire placement sequence. It should be noted that the student will not be guaranteed a clinical placement if this occurs.

Completion of Internship

Students are given an S (Satisfactory) if all hours and paperwork are complete. Students are given a grade of I (Incomplete) rather than a letter grade at the end of MHC 620: Internship I if they have less than 300 hours (400 total, including practicum) at their placement during Internship I. Once the student achieves 300 hours at their placement, the grade should be changed to S (Satisfactory) or U (Unsatisfactory).

Students are given a grade of I (Incomplete) rather than a letter grade at the end of MHC 630: Internship II if they are unable to complete their 600-hour Internship; do not have the required 240 hours in direct services; and/or all required Internship paperwork is not complete. If the student's required hours (direct and/or indirect) are incomplete, he or she must register for a third semester of internship.

Students are given a U (Unsatisfactory) if:

- a student receives four (4) ratings of “disagree” or “strongly disagree” on the Site Supervisor’s Mid-Year or Final Evaluations, the student automatically fails the practicum in Clinical Mental Health Counseling and receives a grade of “Unsatisfactory” for that term.
 - ✦ one “disagree” or “strongly disagree” rating may be enough to fail a student in the practicum in Clinical Mental Health Counseling given severity of deficiency.
 - ✦ a serious deficiency in one or more areas that may be sufficient to fail or receive a grade of “Unsatisfactory” (U) or have him/her removed from the program include, but are not limited to:
 - poor clinical judgment,
 - ethical misconduct,
 - deficits in basic clinical skills, and/or
 - problems using supervision
 - other matters at the sole discretion of the Campus Supervisor.

If a student receives an “Unsatisfactory” U in any term of MHC 610/620/630, he or she will meet with the Clinical Training Coordinator and Program Director to determine whether he or she will be terminated from the program or will have to re-enroll and repeat some or all of the placement sequence in Clinical Mental Health Counseling.

Students who do not complete their practicum and internship requirements due to problems associated with professional competency and have failed twice to meet competency requirements, may be terminated from the Clinical Mental Health Counseling program and may not be recommended for graduation. Guidelines for the Clinical Placement and professional competency can be found in the Clinical Mental Health Counseling Placement Manual.

Students are given a CP if a small amount of work (e.g., paperwork that needs to be signed and turned in or hours) needs to be completed. CP can remain on their transcript for 30 days and then must be changed to S, I, or U.

The CMHC faculty member/adjunct instructor teaching MHC 610/620/630 will verify that all documentation in the student's file is complete. The faculty member will then forward the completed folders to the CTC for review and archiving.

Change of Grade

A change of grade must be completed by the CMHC faculty member/adjunct instructor when an I for MHC 610: Practicum in Clinical Mental Health Counseling; MHC 620: Internship in Clinical Mental Health Counseling I; or MHC 630: Internship in Clinical Mental Health Counseling II has been changed to S or U.

D'Youville University Graduate Policy and Procedures Related to Grievance and Grade Appeals

As a graduate student at D'Youville University, you have the right to due process with respect to academic probation and program dismissal decisions. Below are the policies and procedures of D'Youville University as they relate to academic and non-academic grievances, as well as grade appeals.

Academic Grievance Procedure

A student wishing to resolve an academically related grievance is required to follow the Academic Grievance Procedure. The procedure is as follows:

- The student should contact the instructor directly and attempt to resolve the grievance.
- If the grievance cannot be resolved between student and instructor, the student should contact the instructor's Program Director/Department Chair. The grievance should be submitted to the Department Chair of the course in question.
- If still not resolved, the student should contact the D'Youville University Academic Affairs Office.

****Note:** All academic grievances must be made in writing. The Academic Affairs Office reserves the right to meet with the involved parties. A student may appeal the Program Director/Department Chair's decision to the Vice President for Academic Affairs (VPAA). The decision of the Vice President for Academic Affairs is final for all academic matters.

Non-Academic Grievance Procedure

A student wishing to resolve a non-academic-related grievance is required to follow the Non-Academic Grievance Procedure. The procedure is as follows:

- The student should contact the Institutional department in question directly and attempt to resolve the grievance.
- If the grievance cannot be resolved between the student and the representative of the Institutional department, the student should contact the department's Director/Supervisor.
- The grievance should be submitted to the department's Director/Supervisor in question.
- If still not resolved, the student should contact the Vice President of the department in question.

Grade Appeal

Students wishing to appeal a final grade in a course must do so in writing within 30 days of the semester's grade report. This written appeal should be directed to the instructor of the course in question. If the student and the instructor are unable to reach an understanding, the student may next appeal to the Program Director, and thereafter, the Vice President for Academic Affairs.

Academic Grade Appeal

Academically related conflicts between a student and an instructor should be addressed promptly. Students should understand that grading is viewed as a contractual relationship between the faculty member and the student. Although students have the right to protest, actual changes in grades are both rare and at the

discretion of the faculty member. The Vice President for Academic Affairs will intervene only in extreme circumstances and, even then, only as an intermediary. Should a student believe there is concrete reason to protest a grade for a course, the procedures are as follows:

- The student should discuss his or her course work with the instructor and review the grading policies for the course.
- If the student is still dissatisfied following the discussion with the instructor, a written appeal should be submitted to the respective Program Director. A grade may be changed only if there is unequivocal evidence that the grade was the direct result of arbitrary and capricious conduct on the part of the instructor or of mathematical or mechanical errors in scoring course work. Grade changes must be requested within one month from the awarding of the original final course grade. All grade changes are approved by the Office for Academic Affairs.

FINAL THOUGHTS...

Clinical experiences are related to, but markedly different from, academic coursework. Academic classes teach the “what.” At your internship, the usefulness of the information you have accumulated depends on what you *do* with what you know and how you relate your knowledge to the situations you encounter. Also essential is who you have become as a counselor-in-training.

Remember, though, that you are still a student, and the clinical experience is still a *learning* experience. You have a unique opportunity during your clinical experiences to acknowledge what you don’t know, ask questions, try new things, take risks, and subsequently learn from your mistakes, in a supportive, learning centered atmosphere. You have the opportunity and obligation to expand your learning.

Because supervision (individual and group) is the primary mode of instruction, the student should prepare for this process. As a student, it is natural for you to rely on your supervisor to facilitate the supervision process and choose interventions to aid in your growth and development as a counselor. It is important to understand that you also contribute to a successful supervision experience. Thinking about your goals, strengths, areas of improvement, and ways of learning, and then communicating these to your supervisor, will help supervision be an active and individualized experience.