One of the primary purposes of Chi Sigma Iota International is to recognize excellence in the counseling profession. Each year at its annual awards ceremony held at the ACA World Conference, CSI recognizes outstanding leaders and exemplary chapters. We all often come into contact with individuals and chapters who embody the values that CSI represents, but how often do we acknowledge them for their contribution to our profession? You have a wonderful opportunity to do so by participating in the CSI Awards program.

Separate Awards for Large and Small Chapters

Beginning this year, CSI will divide chapters into categories of small chapters (32 or fewer active members) and large chapters (33 or more active members). The size of chapters will be based on the number of active members at the end of the last fiscal year. Chapters can find the size of their chapter as of April 30, 2002 on the CSI homepage under the Chapter button, Chapter Membership Statistics. The chapter awards—Outstanding Chapter, Outstanding Newsletter, and Outstanding Individual Program—will be presented in both categories. This change will provide an opportunity to recognize twice as many chapters as before.

Submit Nominations

I would like to strongly encourage all CSI members to submit nominations for the following CSI awards: Outstanding Chapter Awards: Outstanding Newsletter, Outstanding Individual Program, and Outstanding Chapter; Outstanding Member Awards: Outstanding Entry Level Student, Outstanding Doctoral Student, and Outstanding Service to Chapter; Outstanding Research Award; Practitioner Supervisor Award; Practitioner Award; and the Thomas J. Sweeney Professional Leadership Award.

Chapters are encouraged to submit nominations and also to conduct awards presentations at the local chapter level. Chapters who have never submitted nominations are especially encouraged to submit nominations. Start planning your nominations now!

Deadline

Awards packet nominations for the year 2003 must be received no later than December 1, 2002 to the CSI Awards Chair, June Williams. Guidelines for nominations as well as the criteria for specific awards can be downloaded from the CSI web site (www.csi-net.org).

Mark your calendars for the ACA World Conference that will be held in Anaheim, CA, March 21-25, 2003. The CSI Awards Ceremony is the culminating event of CSI Day, which is tentatively planned for Sunday, March 23rd. We hope to see you there!

Further Information

If you have any questions or need further information, please contact headquarters or June Williams, SLU 10863, Hammond, LA 70402 (985-549-5693) or by e-mail to jwilliams@selu.edu.

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The Discouragements and Rewards

Geof Yager
CSI President

As Chi Sigma Iota members, we have made a personal commitment to excellence in our counseling practice. Such a commitment, however, does not make us immune to potential stress and discouragement. Our jobs can be difficult and discouraging. On occasion, we may temporarily lose sight of our accomplishments, our goals, and the rewards of our jobs. For my Presidential column, I’ve chosen to relate a story that addresses just such a difficult situation.

“I Quit, and That’s Final”

“Sara, you have to either tell me where you are or you’ll need to allow the part of you that wants to live to get you here for an appointment.” Sara’s response was so soft that Jill wasn’t sure that she could make out the words: “I don’t know . . .” Or was it “I won’t go . . .” Then, exactly what she’d been dreading: There was a soft click on the other end of the line and the dial tone replaced the silence.

Jill quietly put her head on her desk and cried. She was completely exhausted and depressed. Yes, Sara was a depressed and suicidal client, but, at this moment, Jill knew that there was very little separating the mood of the counselor from that of the client. Jill could picture Sara actually taking the entire bottle of Valium that she’d stolen from her mom’s medicine cabinet. There was nothing that Jill could now do to avert Sara’s suicide attempt.

“I’ve had this thankless job long enough! When I’d finished my master’s degree four years ago, I felt sure that the place I could have the greatest impact would be in a community mental health center. Hah! Clients drift in and out, and, honestly, I don’t know that I’ve done much of anything for anybody in the entire time I’ve been here.” The depressed mood shifted just slightly as Jill made her decision: “I’m done! I am going to write out my resignation and quit.”

Letter of Resignation

Jill’s clinical supervisor, Celeste, had left early for a class at the university. Since Jill didn’t have a typewriter, she went immediately to Celeste’s office to type out her resignation. On a sheet of bright blue note paper, this note would certainly catch Celeste’s attention first thing tomorrow:

Dear Celeste;
I need to say how much I’ve enjoyed working with you throughout the past four years. You have been the reason I’ve been here this long. But, even with the best of supervisors, burnout occurs. I’m too discouraged. Whether my suicidal client actually kills herself or not tonight, I don’t want more of this pain. I’m simply not able to help.

I would be willing to write a letter to each client to explain my departure. Frankly, I don’t think any of them will really care.

Sadly, Jill

“It doesn’t convey my deep depression, but, it communicates my frustrations with this work.” Jill carefully folded it into thirds. Although she’d planned to leave the letter open on Celeste’s desk, she’d now (continued on page 5)
Update from Headquarters

Thomas J. Sweeney
CSI Executive Director

Membership Milestone!

We experienced another positive year ending on April 30, 2002. Our total membership initiated was 32,976 by the end of April while our active membership is approximately 9,000 (a new record for CSI). We added 7 new chapters (total N = 228); 3,234 new members (only 17 less than last year); 3,423 members renewed their membership (111 more than last year); and 14 members chose to become life members (7 more than last year). Life memberships now total 688. In sum, memberships are up overall and growing, this is true in spite of a recession and many competing needs for our members.

Each active chapter is eligible to receive a $7 rebate for each active (dues paying) member of CSI in their chapter. We have paid a record $35,500 in rebates this year! This represents a significant increase over just a few years ago and is representative of more chapters addressing the activities necessary for active chapter status. We want to help chapters continue in their efforts and are using the CSI home page to do so.

CSI Jewelry Now Available!

Based upon member requests in the recent past, we now have jewelry available from Burr, Patterson & Auld, one of the oldest and largest jewelry manufacturers. This will represent CSI’s first venture into jewelry. It should be available online for individual order by members 24/7 through the CSI homepage. We hope that members, their families, and significant others will consider a ring, pendant, or pin a nice gift for graduation, birthdays, or holidays. We welcome feedback on what is available, what is desired, and the quality of service that you receive. More will be added to this line as we receive member requests. Designs can be added over time as well so let us hear from you!

Good to Great Organizations

The best selling book by Jim Collins titled Good to Great is written about companies that overcame the trap of being “good” and realized sustained, extraordinary attainment in their industries far beyond their cohort or contemporaries. There are too many lessons learned through his research teams’ years of careful and thorough analyses to summarize in a paragraph or two. As I reflected on CSI’s growth and accomplishments over the last seventeen plus years, however, I realized that we were benefiting from some of the principle lessons found through Collins’ work.

First, leaders were found who could believe in a really new, really big idea for a different association of counselors committed to excellence. They were deeply passionate about counseling as a profession, without modifiers or as adjectives to explain it. Second, a mission statement and strategic plan to support professional counselors and counselor education as a discipline committed to excellence was stated in clear, unequivocal terms. The mission, its values, and chief purposes and goals were then put into action through its chapters, officers, and member contributions without fanfare or expectation for fame or fortune.

(continued on page 7)
Each year CSI selects up to ten fellows and two interns as a form of leadership training and professional development for members who are viewed as future leaders of our society and the counseling profession. As we approach the time to submit nominations once again, I want to remind everyone of the importance of these awards and to encourage chapters to submit nominations for their strongest members.

**Fellows**

The Fellows program offers outstanding CSI members who are early in their professional career an opportunity to develop leadership skills as they enhance their professional development. The Fellows serve CSI through participation in Leadership Training during CSI Day at the annual ACA Convention. Fellows also become involved in various projects sponsored by the society.

**Interns**

Individuals applying for a Fellow position may also apply for one of the two CSI Internship positions. These interns participate in CSI operations under the mentoring of the CSI officers and committee chairs. Interns are expected to attend the ACA World Conference, participate in the two CSI Executive Council meetings during the year, and work on a CSI project, committee, or task force. Interns are reimbursed for the expenses they incur in their work on behalf of CSI.

**Eligibility**

Applicants for the Fellow and Intern positions must be members in good standing of CSI and must be active in their local chapters. They must be a graduate student in counselor education or be a graduate in the early years of professional development. Local chapters must nominate all applicants and provide the supporting documentation. The application and all detailed information about these two award programs are available on the CSI web page.

**Support**

A $400 grant for each Fellow or Intern selected will be provided by CSI. The applicant’s local chapter must guarantee a $100 matching grant. This $500 award will provide partial funding for attending the ACA conference and participating in other CSI activities. In addition, those applicants who are selected as Interns will receive $500 remuneration provided by CSI upon successful completion of service to CSI during the internship year. All Fellows and Interns will also be recognized during the awards ceremony on CSI Day.

**Deadline**

All applications must be received by December 1, 2002. The award winners will be notified by mid January 2003.

Applications are to be mailed to Dr. Richard L. Percy, 6159 Ashwood Lane, Naples, FL 34110

**A Challenge to All CSI Chapters**

The future of our society and of our profession depends on development of competent, caring, and skillful leaders. The CSI Fellow and Intern programs are designed to identify and nurture the emerging leaders of tomorrow in counseling. I urge each chapter to give careful consideration to nominating someone from their chapter who exemplifies the qualities described above. The rewards for both the individual selected and the chapter are numerous and valuable. Don’t miss this opportunity to make a difference.

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**CSI Proudly Thanks Donors**

With their permission, we wish to publicly thank those who have been gracious in their contributions to Chi Sigma Iota in the recent past and acknowledge their commitment to excellence beyond that which is expected.

- Melvin C. Riddick
- Christie L. Wilczynski
- Carol A. Jones
- Donna M. McKay
- E. Carol Hunter
- Camilla A. Clarke
- Carolyn B. Goldsmith
- Bonnie V. Starr
- Mary T. Durbin
- Barbara L. Garner-Hudak
- Kathleen M. May
- Melody L. Bennett
- Kimberly Ann Gorecki
- Jacqueline A. Meyers
- Melissa J. Spencer

- Alpha
- Alpha
- Alpha
- Alpha
- Alpha Epsilon
- Alpha
- Alpha
- Alpha
- Alpha
- Epsilon
- Epsilon
- Epsilon
- Epsilon Tau
- Gamma Alpha Upsilon
- Gamma Zeta
- Mu
- Rho Beta
- Sigma Lambda Upsilon
- Theta
- Theta
- Theta
- Theta
- Theta
- Theta
- Upsilon
The Discouragements and Rewards
(continued from page 5)

decided differently. “Maybe I’ll put it in an envelope . . . I don’t want anyone else to see it.” Jill began to search the desk top for an envelope.

Other Letters

“Dobsavich? “Dobsavich, what’s that?” Jill’s scan across the desk for an envelope had ended on a pile of papers with a large dark signature at the bottom: “Maria Dobsavich.” Jill’s thinking had turned to the paper in her hand: “I know her. She is the mom of one of my clients from a year ago. What is this?” Looking more closely, it became clear that what Jill had stumbled across on Celeste’s desk was a pile of evaluation forms. Arriving in the hall, Jill observed that Celeste had recently mentioned her college years, the work that Julie had done with Jill over a two year period had allowed her to feel strong enough to reconnect with her family. Jill had never known what had happened after she returned home. This short note gave her another perspective on her former client: not only had Julie reconnected with her folks, but she had also had to courage to go off on her own into the Peace Corps. And, on top of that, she apparently would be married soon!

Overcome with curiosity, Jill thought to herself: “I’m sure that Celeste will be showing all of these follow-up questionnaires to the staff as soon as they’ve been collected. So, why don’t I just quickly look through to see if there’s another that I’d recognize?” The vast majority of respondents had not identified Jill’s attention was a comment that had been written in the blank space at the bottom:

I am very reluctant to open your letter. My daughter often thinks me too nosey in her affairs. After a week, I decided it might be important, so I opened it.

Even though my writing not too good, I decide I need to give you a note.

Julie was a very happy child through high school. She went to your center when she was in college in your city. She was very sad a lot. She would not tell me about this, but she cry sometimes on the telephone. She is very shy then, and she was not close to many people. I don’t know how you people did it, but when Julie graduate from college, she was different person. She smiled and talked, and she was not so scared. Right now, you might be happy to know that Julie is in Malaysia in Peace Corps. She also just wrote home to us that she is going to marry a boy also from the Peace Corps.

I cannot answer the questions above because I am not Julie, but I do need you to know that Julie was helped at your place. I also needed to return form to tell you thank you for giving me my daughter back. Maria Dobsavich

Mom’s summary wasn’t far off the mark: Julie had been wrestling with separation and individuation issues during counseling. Although she’d been very autonomous and had isolated herself from her parents during her college years, the work that Julie had done with Jill over a two year period had allowed her to feel strong enough to reconnect with her family. Jill had never known what had happened after she returned home. This short note gave her another perspective on her former client: not only had Julie reconnected with her folks, but she had also had to courage to go off on her own into the Peace Corps. And, on top of that, she apparently would be married soon!

Overcome with curiosity, Jill thought to herself: “I’m sure that Celeste will be showing all of these follow-up questionnaires to the staff as soon as they’ve been collected. So, why don’t I just quickly look through to see if there’s another that I’d recognize?” The vast majority of respondents had not identified themselves. Despite this, Jill pulled out one more questionnaire, near the very bottom of the pile that included summary comments of particular interest.

A Note to Jill, my counselor for nearly three years:

I hope that you are still at the agency, Jill. I never was able to come for my last session. I know, we scheduled it three times and, each time, I had a legitimate excuse. None of the excuses, however, would have kept me from any other session. I was scared to say goodbye. I knew I had to move to accept my new job, but I wasn’t fully ready to acknowledge that I had grown up enough to be without your support. I’d say I was sorry for not coming, but I know you would just say: “You don’t need to say you’re sorry if you are just taking care of yourself.”

Jill, I remember my first session with you. I was so anxious that I could not think straight. I remember saying something about my “loony dreams,” and you didn’t even blink. You continued to be concerned, understanding, and interested.

How I ever allowed myself to talk at all about incest, I’ll never know? I bet it was at least seven months after our counseling had begun. I was certain you’d scold me for not saying anything earlier, but, just as you had with my loony dreams, you continued to be concerned, understanding, and interested.

My whole life prior to our counseling was depressed and anxious. I’ll bet you’ve never worked with anyone with lower self-esteem than mine. Somehow, you were able to see a wonderful, loveable part of me that I had never seen. My time on this earth is a gift, just as you were, and I fully intend to gain all I can from this gift.

Thank you, Jill, for my life. Thank you for introducing me to myself. I didn’t think I’d like her right off, but I sure do now!

Love, Sally

Jill stared out across the room. She could conjure up a perfectly clear image of Sally. Jill watched the image of Sally in her mind walk confidently across the room. It was just about as fantasy Sally had completed her walk that Jill realized how broadly and openly she was smiling. “How is it that I haven’t thought about Sally in such a long time? But, then, if I had, wouldn’t I have worried about how she might not be doing well?”

Revitalized and recommitted

Jill stood up, still with a smile on her face. As she started for the door, she dropped a crumpled piece of bright blue paper in Celeste’s waste basket. Arriving in the hall, Jill caught the eye of the receptionist
Student Insights

What is a Key Counselor Quality You Have Seen or Experienced and What Impact Did You See It Have?

Edited by Richard Hazler and Liz Mellin

Faith

Faith is a crucial professional quality in counseling relationships. Through my development as a counselor, I have gained greater understanding of faith’s impact.

Recipients of faith are able to see themselves reaching successes they never thought were possible. I am closer to being a whole person now because of the faith placed in me by key persons throughout my life. They gave me the gift of themselves through the means of faith. When others have placed their faith in me, they have imparted to me irreplaceable gifts of grace and hope. Our clients deserve nothing less.

By Audrey L. Morehead, Delta Sigma Upsilon, Delta State University

Genuineness

A key counselor quality I believe had the most positive impact on students I counseled is being genuine. I have found that students often identify a genuine counselor as one who was willing to help and listen, as well as be patient and supportive. These characteristics are extremely important to young people experiencing problems that may be difficult to disclose to adults.

When I was an elementary school counselor, a student was referred to me regarding issues of family drug abuse. She had academic and social problems and was usually in tears by the middle of the day from students teasing her about her clothes and her appearance. Tapping into a community resource program provided me with the opportunity to introduce her to a mentor who was interested in spending time with her during and after school. A few weeks later she asked if she could bring a classmate to her counseling session. When they arrived she promptly announced, “My friend needs to speak to you. I told her you could help her because you helped me.”

By actively and patiently listening to her situation, as well as finding ways to help her cope, I was supportive of her during a difficult time in her life. The impact of being genuine was that it helped students establish rapport and trust of me. Being genuine let her know that a counselor is someone to be trusted and who will truly help. With many students being distrustful of adults, a counselor who is known as genuine provides a positive outcome for student growth.

By Sheila Witherspoon, Upsilon Sigma Chi Chapter, University of South Carolina

Genuineness, the honest sharing of yourself, can be a powerful change agent.

I recently presented a career workshop to a group of seniors at an alternative school. My first question to the group was, “How many of you are interested in going to college?” Only two hands were raised. I then shared my experiences and feelings about what I was going to do after high school with the group, including how going to college was so scary for me because I had not been a straight “A” student. When I concluded my presentation, I had to go to the car for 15 more catalogs because of student requests. This experience illustrates for me the power of genuinely sharing yourself with others.

By Patricia Hill, Theta Alpha Mu Chapter at Texas A&M University–Corpus Christi

Self-Exploration

Don’t we all wish that we could discover the secret recipe that would guarantee positive change in clients? Although I have not found that secret recipe, it has been my experience that the most effective counselors and counselor educators are those who engage in much self-exploration and are willing to acknowledge and embrace their perspectives, experiences, strengths, and struggles.

One of my professors said, “You are the main tool you have when working with clients.” Over the years, I have learned that there is a lot of truth to that statement. Unlike other professionals, counselors do not possess tools that can measure the size of our client’s job, fear, pain, or sadness. There is no simple formula to make difficult times less painful or turn sadness into joy. Counselors can, however, know how the various issues presented by clients affect us, and control language, and tone of voice, acknowledge how our belief systems impact the counseling relationship, and utilize our training and experiences to hypothesize client feelings, and validate their concerns.

What has been my experience is that counselors who are best able to both validate their client’s feelings and empower them to embark upon a journey of change consist of: 1 cup acceptance and open-mindedness, 2 tablespoons textbook knowledge, 2 cups self-awareness, a pinch of knowing when to self-disclose, a dash of the ability to believe in the process, and a sprinkle of the desire to continually grow, embrace, and reflect upon experiences.

By Jennifer L. Blair, Rho Beta Chapter, University of Virginia

The full submissions of these highlights can be found on the CSI website at www.csi-net.org.
We set out to be the best organization that we could be and membership in the Association of College Honor Societies is further confirmation of our progress toward that goal. What drives our economic engine is a membership committed to the goals of the society. In plain and simple language, our members take pride in their identity as professional counselors. They strive to be their best personally and professionally and seek to associate with others who can help them to do so. By remaining true to these values, CSI has been moving from being a “good” organization to one that some day may be known as “great” for its contributions and support for professional counselors and the discipline from which they come.

In Sum
The Society is growing nicely. There are a number of initiatives underway that promise another active and productive year. We urge all chapters to establish an awards program, nominate their recipients for the CSI individual and chapter awards and fellowships/internships, and plan to attend the leadership training in Anaheim. All members are urged to vote, either online or by mail-in ballot. While only active members may vote, renewal of membership is easy and should not be a deterrent for doing so. We have another talented slate of officers. It is your chance to participate in the leadership of the Society. Make your vote count. As a professional, it is a responsibility as well as a right to do so.

Update from Headquarters
(continued from page 3)
We set out to be the best organization that we could be and membership in the Association of College Honor Societies is further confirmation of our progress toward that goal. What drives our economic engine is a membership committed to the goals of the society. In plain and simple language, our members take pride in their identity as professional counselors. They strive to be their best personally and professionally and seek to associate with others who can help them to do so. By remaining true to these values, CSI has been moving from being a “good” organization to one that some day may be known as “great” for its contributions and support for professional counselors and the discipline from which they come.

Nicholas A. Vacc
Sept. 22, 1939–June 8, 2002
by Cathy Woodyard

Dr. Nicholas A. Vacc, The Joe Rosenthal Excellence Professor at the University of North Carolina at Greensboro and Past-President of Chi Sigma Iota, died on June 8, 2002 after a lengthy illness. Dr. Vacc served as department head at UNCG for many years and was known and respected for his research in assessment. He had more than 120 scholarly publications and was the recipient of many prestigious awards. This past spring, he received ACA’s David K. Brooks Distinguished Mentor Award and he previously received ACA’s Arthur A. Hitchcock Award for Professional Service. He also received Chi Sigma Iota’s Thomas J. Sweeney Professional Leadership Award and ACES’s Distinguished Mentor Award.

Nicholas was a true “gentleman” and “gentle man.” Respectful, kind, and quiet, he was not a man to seek the spotlight. However, his strength, integrity, and wisdom made him someone who was naturally chosen for leadership positions. He accepted them—and the attention they brought—with humility and graciousness. He provided strong leadership and direction—but with a gentle and guiding hand.

It is appropriate that Nicholas received mentorship awards from both ACA and ACES, for he was indeed an exceptional mentor. He was able to identify unrecognized qualities and potential in students, and with encouragement, faith, and assistance, he helped many achieve accomplishments in writing, teaching, and leadership. When these students were publicly recognized for their accomplishments, Nick humbly remained in the background, congratulating and praising—never seeking his own recognition or attention. With his death, many students and mentees experienced a deep sense of loss for a friend and a mentor.

At many professional meetings, Nicholas was accompanied by his wife, Nancy, and students and associates could quickly see and enjoy the loving relationship the two shared.

Dr. Vacc’s family has asked that all who wish to honor Nicholas may contribute to the charity of their choice in Dr. Vacc’s honor. Accordingly, in honor and in celebration of his life and commitment to students, CSI is creating a memorial fund in Dr. Vacc’s name to be used to establish student scholarships. Contributions may be sent to CSI at P.O. Box 35448, Greensboro, NC 27425-5448. Please make checks payable to CSI and indicate your contribution is in memory of Dr. Vacc. All contributions are tax deductible. Contributors’ names will be listed in the Exemplar unless instructed otherwise by contributors.
Chi Sigma Iota is thankful for the willingness of our slate of candidates to run for Chi Sigma Iota president-elect and treasurer for 2003-2004. CSI has had a great history of outstanding leaders over its history, and this group of candidates certainly continues the tradition.

For the 2003-2004 slate, president-elect nominees are Connie Fox and Nancy Sherman. The candidates for treasurer are Catharina Chang and Darcy Haag Granello.

Read the biographical information and goal statements for each candidate before making your decision. Please note that the BALLOT IS INSERTED IN THIS COPY OF THE EXEMPLAR OR YOU MAY VOTE ONLINE. To vote online, go to the CSI Home page (csi-net.org) and click on the election button or go directly to this page by entering http://csi-net.org/asp/onlivote.asp and follow the instructions provided. Note: Your member number is part of the mailing label on this copy of the Exemplar.

Connie Jung Fox
Eating Disorders Specialist
Counseling &
Mental Health Center
The University of Texas at Austin

Academic and Professional Experience
Connie specializes in eating disorders and body image issues. She conducts individual and group therapy with college students and develops and provides outreach programming to campus and local communities. Connie became a member of the Alpha Eta Chapter at the University of New Orleans as a master’s student and later held the position of chapter president. She was selected as a CSI fellow and intern in 1990. During her internship year Connie coordinated an Oral History project that involved videotaped interviews with ten CSI Scholars and several past ACA Executive Directors. Connie has served two three-year terms as CSI Membership Co-Chair. Her interviews with Gilbert and Kathleen Wren, Sam Gladding, Thelma Vriend, and Lois Wedl appeared in past issues of the Exemplar. She has held leadership positions in the Oklahoma Counseling Association and the Association of Adult Development and Aging, including currently serving on the Adultspan's editorial board.

Goal Statement
Two experiences have strongly shaped the perspective that I would bring to the CSI presidency. First, since leaving the homogeneous counselor education environment of my master’s program I have spent the last twelve years continuing my academic training and beginning my counseling career in heterogeneous counseling settings among professionally diverse colleagues (counseling and clinical psychologists, social workers). Second, as a CSI Fellow/Intern, and in my two three-year appointments as CSI Membership Chair I have attended many Executive Board meetings. In

(continued on page 10)

Nancy E. Sherman
Associate Professor
Bradley University
Peoria, Illinois

Academic and Professional Experience
Nancy Sherman is an Associate Professor in the Educational Leadership and Human Development Counseling and Director of the Counseling Research and Training Clinic at Bradley University. She is a National Certified Counselor, Licensed Clinical Professional Counselor in Illinois, and an Accredited Clinical Supervisor. She founded the Beta Phi chapter at Bradley in 1994 and has served as the faculty advisor since its inception. She has been Chairperson of the ELH Department, President of Illinois Counselor Educators and Supervisors, and Secretary of CSI, International. Nancy continues to co-chair the CSI Advocacy Committee. She has over 20 years of experience as a professional counselor and has presented and published extensively in areas such as substance abuse, clinical supervision, advocacy and counselor training and education. Nancy recently returned from a year in Riga, Latvia where she taught and provided clinical supervision through the Fulbright Senior Scholar program.

Goal Statement
Chi Sigma Iota is an organization that fulfills its mission to promote excellence in counseling while it continues to grow in its impact on the profession through its many initiatives and programs. It is an honor to be nominated for President-elect and with it the possibility of serving and contributing in this role. The cornerstone of Chi Sigma Iota is the work of individual chapters and it is through my involvement as faculty advisor that I have learned of the profound effect of the creative and dedicated leaders and members’ work that accomplishes the goals and mission of CSI. As Secretary of CSI, I had the opportunity to learn about the work of the central leadership and develop my own understanding of

(continued on page 10)
Casting a ballot takes only a few seconds. You may vote only once—either by mail or via the internet. Once a vote is recorded on the internet ballot, no changes may be made after the “submit” button is clicked upon to record the vote. (Only current dues-paying members are eligible to vote in the election. In the event your membership has elapsed, you can still be eligible to vote online by sending in your renewal before the December 1, 2002 deadline.) Candidate information is also available online.

Exercise your professional responsibility by marking your ballot and submitting it so that it is received by December 1, 2002. Your vote counts, and we need to hear from all CSI members.

Thanks again to each of these nominees for their willingness to be leaders in CSI.

Catharina Chang
Assistant Professor
Georgia State University
Atlanta, Georgia

Academic and Professional Experience
Catharina Chang is an Assistant Professor in the Department of Counseling and Psychological Services at Georgia State University. Previously, she was an Assistant Professor in the Counseling Program at Clemson University where she served as co-faculty advisor of the Chi Upsilon Chapter. She is a National Certified Counselor and a Licensed Professional Counselor in Georgia. She received her doctorate in counselor education from the University of North Carolina at Greensboro. Between 1997 and 1998, she was selected as CSI intern and fellow. Additionally, she has served on the Chapter Development Committee and the Technology Committee for CSI. Her areas of interest include multicultural counseling and supervision, Asian and Korean concerns, and multicultural issues in assessment. Currently, she serves as co-faculty advisor for the Chi Epsilon Chapter at Georgia State University. Most recently, she was awarded the Faculty Mentoring Award by the Department of Counseling and Psychological Services at Georgia State University.

Goal Statement
The mission of Chi Sigma Iota (CSI) is to promote scholarship, research, professionalism, leadership and excellence in counseling, and to recognize high attainment in the pursuit of academic and clinical excellence in the field of counseling. In pursuit of this mission, CSI has influenced the professional development and identity of countless counselors in training, counselors and counselor educators. I am one individual who has benefitted from the work of CSI, and I am honored to be given the opportunity to contribute to the continuation of the CSI’s mission as Treasurer. As a member of the Executive Council, I will continue to

Darcy Haag Granello
Associate Professor
The Ohio State University
Columbus, Ohio

Academic and Professional Experience
Darcy Haag Granello is an Associate Professor of Counselor Education at The Ohio State University. She received her doctorate from Ohio University in 1996 and her master’s degree in 1993 from Stetson University in Florida. She is an Ohio LPCC, with a supervising credential. She has been president of Ohio ACES and the program selection committee chair for ACES. Darcy has been active with CSI since her master’s program, when she was president of the Alpha Omicron chapter (Stetson University). During her doctoral program, she was president of the Alpha chapter (Ohio University). At OSU, she worked to reinstate the dormant Alpha Lambda Rho chapter and is currently chapter advisor. She is listserv owner of COUNSGRADS, an international listserv for counseling graduate students. Darcy has authored over 40 articles and delivered more than 60 national and state presentations, with a focus on counselor education pedagogy and the cognitive development of counselor trainees.

Goal Statement
I am honored to be considered for the position of treasurer. I believe CSI is an integral part of the graduate student experience – it certainly was for me. CSI can enhance academic inquiry at national meetings and local workshops. It can provide leadership training – formally (at the national conference) and informally, as chapter leaders learn by doing. CSI can offer an important venue for social support. Chapters provide many services – welcome socials, mentoring programs, workshops on resume writing or licensure preparation, contacts with program alumni, recognition for graduating students – the possibilities are endless. As trea-
who was eagerly signaling to her. The receptionist said: “Jill, there’s someone in the waiting room to see you.”

Jill walked with a new confidence and energy toward the waiting room. As she entered the room, she immediately noticed a very sad and sunken woman curled up on the far couch. Walking over to her, Jill said: “Well, Sara, that part of you that wants you to live was strong enough to get you here. Why don’t you come into my office so I can talk with her some more?” The slightest flicker of a smile crossed Sara’s lips as she stood up.

Connie Jung Fox

this role I tried to advocate for the grassroots energy across our membership. While many leaders come to the CSI Executive Board from active and visible chapters, I have maintained more than a decade of involvement without proximity to an active chapter. I believe that my experiences can help me to understand an additional segment of our membership.

Four goals would inform my presidency. 1) I would continue to seek out ways to strengthen the communication between the CSI Executive Board and our membership. In my work as Membership Chair I valued the opportunities to speak personally with leaders/members of chapters across the country. Chapters resemble each other in some ways and are also like no other. I would like to create a forum at CSI Day where chapters can educate the Executive Board about their challenges, in addition to the leadership-training component. 2) During the past few years I have come to believe that the healthiest chapters are those with a solid, consistent core of professional members. I would like to continue the directives of the Executive Board and the work of the Membership Committee to assist chapters in developing strategies to attract and maintain professional members. 3) Although the number of CSI chapters increases each year, relatively few submit nominations for awards, including fellowships. Recent changes in the nomination categories will hopefully improve this imbalance. I would continue the process of discovering how we can encourage more chapters to submit nominations for awards, including for fellow/internships. 4) I was among the first two interns selected at the 1990 CSI Day. My involvement in the Oral History project significantly changed the course of my personal and professional life. Various factors have prevented some fellows and interns from feeling as good about their fellow/internship experience. I believe that these honored students represent rich, yet often under utilized, resource. I would bring this topic back to the table to consider innovative ways to maximize their experience with CSI and to allow them an opportunity to share their gifts and talents.

CSI is a place where we can meet exemplary individuals who are professional “giants” and “legends.” It is also a place to be mentors, colleagues and friends. I would like to

Nancy E. Sherman

the challenges of maintaining and further developing programs and initiatives that enable and enhance the work of chapters. As co-Chair of the Advocacy committee, I have learned of the importance of the committee structure and the outstanding work and commitment that committee members and leadership provide to furthering the mission of CSI. Using these experiences, my goals as President would include serving CSI by supporting and providing direction for the following:

• CSI’s Advocacy Initiative has been instrumental in untold ways in promoting the counseling profession. The evolution of this effort with include partnering with other organizations such as ACES in continuing programs and projects
• Increased retention of members and active chapters. Through continued chapter development, faculty advisor support, networking and mentoring, plus leadership opportunities and development, individuals will find meaning in their involvement with CSI.
• Enhanced diversity in membership and leadership is vital for our organization; as an international organization, we have opportunities to grow and diversify globally, as well as at the individual and chapter level.
• Leadership development has always been a hallmark of CSI; our organization includes leaders who exemplify the best in leadership in any sphere. We need to continue to use and share our talent with all members as they grow into leaders at every level of the profession.
• As an honor society, CSI is a leader in the use of technology to benefit its members. We will continue to provide the most up-to-date and useful means of communicating and providing information to members, whether through the printed or electronic media.
• Recognition of excellence through the awards program provides opportunities for members to learn of the significant impact their work can have at the chapter level as well as on the profession as a whole. Increased participation in this program will encourage further development of members and chapters’ initiatives.

CSI’s contributions to promoting excellence in counseling in the areas of scholarship, practice, research, and leadership through its activities and initiatives have had a significant impact on the continued development of the counseling profession. It would be an honor to continue my work with CSI as President-elect.
Clinical Decision Making

Linda Leech
CSI Associate Editor

This series of articles has focused on the importance of scientific reasoning in making clinical decisions. Sound clinical reasoning has been described as a (1) multidimensional process in which the clinician (2) develops a number of hypotheses regarding the client's situation by (3) integrating observation of behaviors, the client's report of their experience, objective data, history, and a (4) well researched knowledge base to (5) rule out those hypotheses that cannot be supported by the data. This type of cognitive processing ensures that the clinician has taken into account all important aspects of the client's experience, has a full understanding of the impact of the client's experience on all aspects of functioning, and has developed a treatment plan that is most likely to effectively assist the client in meeting his/her goals.

Case Study

The requisite knowledge base of counselors is usually best described by the content areas identified in counselor education program standards or competency areas tested with licensure examinations. However, consider the following case study as an illustration of additional information that needs to be integrated in order to develop an effective treatment plan for Alice.

Alice is a forty one year old woman with normal pressure hydrocephalus and a smorgasbord of diagnoses including schizoaffective disorder, severe major depressive disorder chronic, borderline personality disorder, sciatica and arthritis. Her history includes a high school and early college record of excellence in physics, engineering, graphic arts, and fine arts. Alice was abused by her father from age eight on and witnessed his suicide when she was fifteen. She joined a cult at age seventeen and was rescued a year later, participating in deprogramming activities for nearly two years. She then became involved with a man who wanted to marry her. However she believed that her then increasing bouts of severe depression made her a bad candidate for depression. He then married Alice's best friend who later stabbed him to death.

Her life then became a pattern of hospitalizations, shock treatments, and medications. Alice became extremely involved with religion and joined a convent where she lived for several years. During her stay in the convent, she began having delusions involving demons and satanic themes. She left the convent to return to the hospital and eventually returned home to live with her aging mother.

Alice came to see a counselor for help with her back pain that she believed had not only physical components but also strong psychological factors. She began to benefit from the acceptance she found, the opportunities she was able to identify for social support, and the assistance of the counselor in helping her understand all the many factors that impacted her on a daily basis. In their studies together, they learned that the hydrocephalus could account for some of her depression and psychosis. They worked together to find a neurologist who determined that Alice's shunt was not working. He also discovered that there were large areas of her brain that had been damaged by the many shock treatments she had over the years and that the areas of the brain that had been damaged were responsible for impulse control and other tasks related to executive functioning.

“I know now that I am not simply crazy. My brain is riddled with holes and that accounts for many of my problems with memory and the ability to deal with these extreme episodes of emotion. I also have learned that I have more difficulty with my depression when I turn my attention to my moods. So I spend more time out among others, doing repetitive exercises that occupy my mind, and focusing on ways to be productive. I would like to say that the depression is better and that I no longer think about suicide, but I can't. You see, when I ask myself how I am feeling, my brain has only one answer. So I don't ask. I can't trust my feelings and that's okay because I know that my thinking is far more accurate than my emotions. I think I really understand me now and it is a relief. I can accept my pain when I can understand it.”

Alice's experience is unique in that she has so many physical and psychological issues that interact. However, all humans present a complicated web of social, biological, and psychological dimensions that make them unique. The counselor/scientist seeks to identify as many variables as possible, integrate a broad base of knowledge, and formulate theories that can direct the course of treatment. Alice's counselor needed to understand the implications of the many conditions effecting her, the psychological factors that grew out of her life experience, various theories that offered an explanation of Alice's feelings and behaviors, the belief system that influenced her understanding of her own behaviors, the course of her disorders, and her prognosis with appropriate treatment.

Important Questions

The importance of this ability to integrate multiple dimensions of human functioning into the clinical decision making process poses important questions for counselor educators, counselor trainees, counselor supervisors, and supervisees.

1. How do we decide what must be taught both in the implicit curriculum and the explicit curriculum?
Clinical Decision Making
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Implicitly, curricula include coursework or experiences that encompass the body of knowledge described as essential for counselors. Beyond this, educators and supervisors must explicitly find ways to encourage a willingness to take responsibility for decisions and actions, sound cognitive (both learning and reasoning) processes, the ability to seek information and knowledge as necessary, the capacity to engage in self-monitoring and evaluation, and the ability to take responsibility for self-development and for decisions made (Refshauge & Higgs, 2000).

2. How do we build in opportunities to assimilate and process learning acquired through hands-on experience with clients?

Educational and supervisory activities should offer an opportunity to process and integrate prior experiences, engage learners in actively constructing their own learning experiences, offer opportunities for processing affective, cognitive, and impulse-driven experiences, and offer opportunities to explore relevant social and cultural constructs.

3. How should the clinical reasoning ability of counselors in training be assessed?

Clinical decision-making and judgment involves a deep learning rather than a surface or rote learning approach. Deep learning has been shown to be evaluated best by evaluation methods that reward understanding and application. Activities such as essay writing, analysis of case studies, etc. as opposed to examinations based on recall of information have been shown to better identify individuals who have attached meaning to their knowledge base (Ramsden, 1984; Watkins, 1984).

4. What is the role of the educator-supervisor and student in the development of sound clinical decision making skills?

Deeper learning involves the development of skills in: 1) self-direction, critical self-appraisal and metacognition; 2) the ability to participate in both activities that are provided and the design of additional learning activities 3) and the ability to seek help, guidance and feedback when it is appropriate. The role of the instructor-supervisor in this type of learning environment is more closely related to that of a mentor and facilitator. The instructor-supervisor establishes the atmosphere of the learning environment and provides the resources/opportunities for counselors in training to learn, offering the means to process their experiences (Refshauge & Higgs, 2000).

Comprehensive and Holistic Understanding

The science in counseling goes beyond the utilization of research-based counseling methods, an understanding of scientific method, and how to apply it in formal research. Counselor-scientists possess a comprehensive and holistic understanding of the many variables that impact both themselves and their clients. They formulate clinical hypotheses based upon research, their own observations, and the client's report. The ruling out of hypotheses that cannot be supported by evidence allows the clinician and client to develop effective methods for addressing problems, reducing distress, and formulating a plan that promotes personal growth and wellness.

References

Chapter Happenings

June Williams
CSI Associate Editor

Alpha

This fall the Alpha Chapter at Ohio University will sponsor an extended orientation day for incoming students in counselor education. New students will have lunch with their assigned mentors, second year master’s and doctoral students will hold a panel discussion, a research librarian will provide an overview of library services, and a campus tour will be provided.

We will also continue our “Multicultural Conversations” program, a brown bag lunch with speakers from different cultures to help open dialogue and understanding. Our guests this fall will be from the Appalachian culture. Our social service project is to collect needed items for new members in the county, which will be placed in “goody bags” for the Athens WIC office to distribute.

Submitted by Kerry E. Sebera, President <ohiocounselor@charter.net>

Beta Gamma Delta

The California University of PA’s Beta Gamma Delta Chapter is pleased that our young chapter has grown to 35 members. We held several fund raisers, including a successful candy sale and sponsored a workshop on counseling grieving children. Our members also donated NCE study materials to our department library.

Each semester we sponsor workshops to help students prepare for their comprehensive exams, as well as the NCE. We have also developed a successful listserv.

In addition to these on-going projects, we are planning a new student orientation and are expanding our new student mentoring program. We are looking forward to planning our first induction ceremony. Finally, we also welcome suggestions from others who have successfully involved alumni in their chapters.

Submitted by Jacqueline Walsh, Faculty Advisor <walsh@cup.edu>

Delta Sigma Upsilon

The Delta Sigma Upsilon Chapter at Delta State University is planning to host two “Welcome Back” socials, one each in the fall and spring, to coordinate with New Student Orientation. Initiation ceremonies for new members are planned for both semesters as well. On November 25 we will offer a grief workshop free of charge for area residents. Practical information will be shared about coping with their loss over the holidays, and a memorial ritual is planned.

Two families are “adopted” as our annual Christmas service project with gifts and food distributed to them. We will host a Spring Fling Family Cookout, which is a social time in the park. We plan to begin a mentoring program to pair seasoned members with new students (potential members) to assist with the transition into graduate school and hopefully into our honor society.

Submitted by Susan A. Adams, Faculty Advisor <

Epsilon Gamma Pi

The Epsilon Gamma Pi Chapter at the University of South Dakota at Vermillion’s Epsilon Gamma Pi Chapter has had a very busy year, taking on several new responsibilities and activities. This fall we will host the orientation program for students entering the master’s program, and we have also created a student handbook for our department. We are also developing a mentorship program, pairing incoming students with current students.

We have been very busy improving the structure of our chapter by creating manuals for each chair position and planning an officer workshop. We are also developing a chapter web page as well as a newsletter. With several fund raising activities in mind, we hope to also do a volunteer project. Other activities include hosting a USD alumni reception and social during South Dakota’s counseling conference. In the spring, we will participate in the CPE Annual Awards Reception, where the initiation of new members and installation of new officers occurs. We are looking forward to a year full of new challenges and opportunities!

Submitted by Jess Paulson, President <www.csi-net.org/epsilon_gamma_pi/>

Epsilon Kappa Upsilon

The Epsilon Kappa Upsilon Chapter at Eastern Kentucky University is proud to announce that our summer community service project, a clothing drive, was a huge success. We donated the proceeds to a local substance abuse treatment facility. We have traditionally been devoted to helping various mental health/counseling agencies throughout the area, and we plan to continue this devotion in the upcoming year.

Other plans include a cookout for all counseling students and faculty, promoting our members who are presenting at the upcoming annual conference of the Kentucky Counseling Association, and inviting guest lecturers to speak to the counseling classes. Our primary goals this year are to increase membership and conduct more fund raising activities.

Submitted by Samantha Roberts, President <sturobes@acs.eku.edu>

Eta

At Youngstown State University, the Eta Chapter is looking forward to an exciting and eventful year. We’ll begin the school year with the first annual “Chi Sigma Iota and Department of Counseling Welcome Back

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Dr. Scott E. Gillig personifies the goals of Chi Sigma Iota and creatively and practically integrates CSI ideals into his chapter and classroom. He is passionate about mentoring students, bridging the gap between theory and practice, and instilling a sense of pride and professional identity in his students. Formerly the treasurer of Chi Sigma Iota, Dr. Gillig has served as Faculty Advisor to the Beta Upsilon chapter since its inception in 1996.

Dr. Gillig is both a seasoned practitioner and counselor educator. After completing a master’s degree, Dr. Gillig entered the counseling field as a practitioner before returning to school to earn a Ph.D. from the University of Toledo. In clinical practice for more than eighteen years (full and part-time) in addition to 12 years as a full-time counselor educator, Dr. Gillig has worked with diverse populations in community mental health settings and a university counseling center, in a dual diagnosis chemical dependency program, and in a part-time private practice. His valuable clinical experience stems from individual, family, and group work with various clients including severely mentally disabled persons, student athletes, and chemically dependent individuals.

**Working Towards Advocacy and Professional Identity**

Early in his career as a counselor educator, Dr. Gillig developed a passion for advocacy and promoting a strong professional identity among his students as he observed a significant need for students to take pride in their distinct identity as professional counselors. Some of his efforts toward this goal included restructuring a counselor-training program to adhere to licensing standards, to move toward accreditation standards, and to incorporate standardized and quality curriculum. Additionally, Dr. Gillig was the founding faculty advisor of a CSI chapter at the institution where he originally taught. In time, Dr. Gillig’s journey led him to another university and he continued to cultivate leadership and a strong professional identity in his students again by helping to form the Barry University CSI chapter (Beta Upsilon) in 1996.

Dr. Gillig credits CSI with helping counselor educators, practitioners, and students advocate for a strong professional identity. Through participating in CSI leadership conferences, he developed a vision to integrate advocacy efforts in his own community. Consequently, today Dr. Gillig weaves CSI’s themes of advocacy and professional identity into his classes by inviting students to research the goals of CSI and design creative ways to practically implement them. Some of these innovative projects have included a survey of airports for the availability of crisis response resources following September 11, resulting in the compilation and distribution of mental health resources to those airports. Another project achieved collaboration between Beta Upsilon and the Barry University counseling department. Students and faculty synthesized goals from CSI and standards of practice and ethical guidelines from other professional organizations such as CACREP, NBCC, CSI, and ACA to create a network of Nationally Certified Counselors (NCCs) in southeast Florida who agreed to provide reduced fee and pro bono counseling services for Barry University students.

Dr. Gillig’s vision to involve students in leadership development also has resulted in collaboration between Barry University’s counseling department and Beta Upsilon. Thirty minutes are devoted twice a month for all students to attend Beta Upsilon chapter meetings. Classes are postponed to eliminate the need for students to choose, as Dr. Gillig states, “between their professional identity and their classes.” Ideas for professional projects generated in chapter meetings often find their way into Dr. Gillig’s classrooms to be further developed into realistic action plans.

**Commitment to Counseling**

Dr. Gillig’s credentials alone speak highly to his commitment to the counseling profession. Yet, it is Dr. Gillig’s dedication to the counseling profession and CSI that is inspiring. Dr. Gillig speaks with pride about the advocacy efforts undertaken by his “great students,” and is sincere about his role as a mentor, leader, and helper in furthering the vision of CSI. Certainly his students’ efforts are the result of his caring, intentional leadership, and commitment to advocacy, education, and the advancement of counseling.
Chapter Happenings
(continued from page 13)

Social.” CSI members and Counseling Department students and faculty will gather to induct new members, welcome back all students, and introduce incoming students. We are also excited to announce the adoption of five new positions to our chapter: chapter liaison, public relations chair, historian, membership chair, and activities chair. Additionally, we have developed a listserv, which has provided a fabulous source of communication for all members.

Submitted by Brandy Kelly, President<brkelly10@yahoo.com>

Kappa Zeta

Kappa Zeta at the University of Memphis is on fire, not with the heat of summer, rather with exciting plans. We will begin with a “welcome” table at New Student Orientation where we will promote chapter events, pass out CSI brochures, offer invitations to our September meeting/party, and sell T-shirts. Our September meeting will encourage counseling students to socialize and snack, listen to jazz (thanks to the music students), and visit booths set up for our practicum and internship fair. This is a great chance to get new students into the groove and offer guidance from students who have garnered the wisdom only gained through semesters of experience! Our monthly “brown bag lunch seminars” will feature professors from our CEPR Program, who will share topics of interest and current research with students, professionals, and members of the general public.

Submitted by Ellen B. White, President<brellenball@aol.com>

Mu Tau Beta

The Mu Tau Beta Chapter at the University of North Carolina at Charlotte is currently planning for our counseling program’s 2003 Orientation and Professional Development meeting held at the end of August, at which time new students will be given vital information about the program and are paired with student mentors.

Continuing students are provided with information on licensure, professional membership, and graduation. Afterwards, MTB hosts a social gathering to celebrate. We also plan to establish a database for counseling position vacancies within the Charlotte community and a library that will contain NCE study guide materials as well as other counseling resources. Another goal is to increase community involvement through developing MTB sponsored workshops for local professionals to lead, assist, or attend. Our website (http://education.uncc.edu/mtb/) will soon host our newsletter, The Lamp-lighter.

Submitted by Lindsay Brett, President<brllbrett@charlotte.uncc.edu>

Psi Omega Pi - University of Phoenix

Psi Omega Pi at the University of Phoenix held our 4th Annual Gathering on June 22. Following the installation of new executive members and the initiation of 30+ proud new members, we unveiled our awards program. Dr. Patricia Kerstner, Dr. John Nixon, and Krylyn Peters received the CSI Award in recognition of their tireless service to the chapter. Tim Hofmann received the first Extra Step Award in recognition of his outstanding contribution to the passing of the psychotherapy bill and his leadership in licensure efforts. A panel discussion on “Licensure, the Future of Counseling, and You” with Tim Hofmann and Jim Roth wrapped up a busy but rewarding day. We plan to continue our successful series of continuing education workshops and launch our long-planned Mentorship Program, an ambitious, creative program that will pair counseling students and professionals to benefit both in their pursuit of academic and professional excellence.

Submitted by Frieda Ling, President<brslr24@psu.edu>

Rho Alpha Mu

At The Pennsylvania State University, the Rho Alpha Mu Chapter has had a busy spring, sponsoring three lectures on disaster response counseling, special education law, and counselor licensure. We also elected new officers, and then ended the academic year with a picnic to say goodbye to graduating members and welcome potential new members. Over 35 members and future members attended the picnic (and subsequent thunderstorm). Fall plans include a service project, fundraiser, and the unveiling of our chapter website. We would also like to take this opportunity to thank our past advisor, Dr. Brandon Hunt, for her leadership in revitalizing our chapter and welcome our new advisor, Dr. Jerry Trusty. Our chapter is looking forward to a year of further growth and revitalization.

Submitted by Stuart Roe, President<brslr24@psu.edu>

Order Your CSI Honor Cords and Honor Stoles

Chapters can order honor cords and honor stoles in bulk, anytime throughout the year from our supplier, Kalamazoo Regalia. Your chapter will order, pay, and receive shipping directly from the supplier. All orders must be placed and prepaid by chapters; no single item orders will be accepted. Last minute requests for “rush” deliveries will require additional payment for such service.

Cord orders will need to be directed to Kalamazoo Regalia at 728 West Michigan-Kalamazoo, Kalamazoo, MI 49007 or at 1-888-344-4299.
The CSI web page continues to evolve as a mechanism of service to members and chapters. Several updates to the page in the last few months are especially important, as they reflect a continued move toward making the page more interactive.

**New E-mail Links**

First, four e-mail links have been added to allow easy access to CSI Headquarters for information and assistance. On the main page is a hyperlink to info@csi-net.org that can be used to communicate with headquarters. On the membership page are three new e-mail links to make it easier for members to renew (renewal@csi-net.org), submit a change of address (address@csi-net.org), or request general information on membership (membership@csi-net.org).

The form for transferring membership from one chapter to another is being changed to an active server page, so you will now be able to transfer your membership on-line rather than mailing in the transfer request form. All correspondence will now be handled electronically (i.e., by e-mail to chapter faculty advisors).

We are currently developing an on-line membership application process. This process will be field tested with a few chapters later this year, and the results reported at the annual business meeting in Anaheim next spring. We anticipate moving to an electronic process to save everyone time as well as costs for postage and printing.

**Increase in Chapter Web Pages**

The number of chapter web pages on the CSI server increased from 57 last quarter to 63 today. A chapter home page is a great way to provide services to your chapter members and maintain archives for important chapter documents. If you would like to set up a web page, please write me at webadministrator@csi-net.org. We can have your page ready to go in just a few short days. All you need to do to get is started is complete a brief form letting us know such things as the names and e-mail addresses of your faculty advisor and chapter president. You also need to have a chapter webmaster to keep adding to your page and keep it current once it is set up.

On the main CSI home page is a link to webadministrator@csi-net.org. Please use this link to suggest additional changes to the web page that will result in better services to our members and chapters, or to report problems or errors with any of the existing pages. Thanks!