



## Frequently Asked Questions

**I received the following message while attempting to register for a course through WebAdvisor: “You don’t meet the Orientation &/or Assessment requirement, see counseling.”**

All students attending Crafton Hills College are required to complete the orientation and placement process. You may complete the online Orientation via your WebAdvisor account. For more information visit [www.craftonhills.edu/orientation](http://www.craftonhills.edu/orientation). In order to complete the placement process, you must visit the [Test Center](#) upon completion of the online orientation. For assistance with the online orientation and/or placement process please visit the [Counseling Department](#) in-person at [CCR-201](#), call the department at (909)389-3366 or speak to a counselor via Crafton’s [Online Counseling Services](#).

**I received the following message while attempting to register for a course through WebAdvisor: “(Course #) - The following required prerequisite for course (Course #) is not started. Please refer to the Catalog. For additional information see a Counselor. PREREQUISITE: (Course #) or eligibility for (Course #) as determined through the Crafton Hills College assessment process”**

Always check for prerequisites before registering for classes. Prerequisite courses are classes that must be completed before another course can be taken.

**Prerequisite** - a condition of enrollment students are required to meet in order to demonstrate readiness for enrollment in a course or educational program. Students registered in a class without having completed the prerequisite(s) may be dropped from the class. Prerequisite courses completed with a grade of D or F indicate unsatisfactory performance in those courses and do not satisfy the prerequisite.

**Corequisite** - a condition of enrollment consisting of a course a student is required to take simultaneously in order to enroll in another course.

If you completed the required prerequisite course **at another college**, see a counselor to assist you in clearing the mandatory prerequisite. Make sure you bring a copy of your unofficial or official transcripts. Based on your transcript, the counselor will evaluate the equivalency in order to resolve the prerequisite requirement. Visit the [Counseling Department](#) in-person at [CCR-201](#) or speak to a counselor via Crafton’s [Online Counseling Services](#).

**I received the following message while attempting to register for a course through WebAdvisor: "See a Counselor"**

The system **might** be blocking you from registration because of **one** of the following reasons:

- A. You have not completed the prerequisite to the course in which you are attempting to enroll.
- B. You need a counselor's approval for a course overload, if you are planning to register for more than 18 units for Fall or Spring semesters, and more than 8 units in a Summer session.
- C. You need to see a Counselor or Student Success Advisor because of your [Probation Status](#).

If none of the above reasons applies to you, please visit the [Counseling Department](#) in-person at [CCR-201](#), call the department at (909)389-3366 or speak to a counselor via Crafton's [Online Counseling Services](#).

**I received the following message while attempting to register for a course through WebAdvisor: "Add Code not found. Please enter a valid authorization code."**

If you received this message, you may have entered the Add Code incorrectly or you may be attempting to add the wrong section for the course you are intending to enroll into. If this issue persists please contact your instructor as they could have provided you with the incorrect Add Code or visit the [Counseling Department](#) in-person at [CCR-201](#), call the department at (909)389-3366 or speak to a counselor via Crafton's [Online Counseling Services](#).

**I received the following message while attempting to register for a course through WebAdvisor: "Need course overload"**

Students wanting to enroll in more than 18 units in either the Fall or Spring terms (or more than 8 units during the summer term) must receive approval from a counselor to obtain a Course Overload form **prior** to registering. The form is then taken to the [Admissions & Records Office](#) at [CCR-111](#) to clear the overload registration.

No appointment is required to see a counselor for a course overload. Please visit the [Counseling Department](#) in-person at [CCR-201](#) or speak to a counselor via Crafton's [Online Counseling Services](#) to obtain a Course Overload form.

**I received the following message while attempting to log in to Canvas to access my online course(s): “Failed to Log In: Canvas doesn’t have an account for use: (username)”**

Students wanting to access their online course(s) via Canvas must wait at least 24 hours after registering for the course(s) before being able to log in to Canvas.

**I completed coursework at another college or university. How do I get help evaluating which courses I still need to complete in order to achieve my educational goal?**

Students must submit **all official transcripts** from all colleges/universities previously attended to the [Admission and Records Office \(CCR-111\)](#). In order for the transcripts to be evaluated by Crafton’s Transcript Evaluators, students must request the **formal** evaluation of outside transcripts by also submitting the \*Transcript Evaluation Request form to Admissions and Records.

\*Please note: students must complete a minimum of 12 units at Crafton Hills College **before** submitting the Transcript Evaluation Request form, except in special circumstances. Please visit the [Counseling Department](#) in-person at [CCR-201](#) for more details.

During a Counseling appointment, you are welcome to bring your unofficial transcripts in order for the counselor to complete a **preliminary** evaluation of the coursework previously completed to provide you with course suggestions for the term you wish to enroll in.

If you do not intend to complete a degree or certificate at Crafton Hills College and only wish to enroll in a course(s) but are not able to register due to prerequisite holds, you may bring copies of **all** of your college/university transcripts (**unofficial transcripts are accepted**) to the Counseling Department to be reviewed by a counselor. You may also utilize Crafton’s [Online Counseling Services](#) to speak to a counselor about reviewing your coursework. The counselor will determine whether the prerequisite coursework completed at another college/university is equivalent to Crafton’s coursework before clearing the prerequisite to allow the student to enroll in the course(s) they desire.

**Who do I notify about my F-1 Student Visa?**

For admission to Crafton Hills College, students who possess an F-1 Student Visa must submit required documentation to [Admission and Records Office](#). See the [step-by-step instructions for International Students](#).

Students must visit the [Counseling Department](#) in-person at [CCR-201](#) or call (909)389-3366 to schedule an appointment with Crafton Hills College International Student Counselor, Cindy Shum.

## **Do I need to attend or complete a New Student Orientation and/or Advisement session?**

All students enrolling at Crafton Hills College for the first time must complete the Online Orientation, which can be accessed through your personal WebAdvisor account or through [Crafton Hills College Online Orientation](#) webpage. If you completed the Online Orientation in the past, you will not be required to complete it again.

Only First-Time college students, who have not previously completed college coursework or the New Student Advisement session in the past, are required to attend a New Student Advisement session. Please visit the [Counseling Department](#) in-person at [CCR-201](#) or call (909)389-3366 to sign up for a New Student Advisement session.

Please visit the [Start Your Education At Crafton Hills College](#) web page for information and steps on how to successfully enroll at Crafton, whether you are a First-Time college student, Veteran, High School student, International student, Returning student or Working Adult.

## **What is a Student Educational Plan (SEP) and do I need one?**

Per the [Student Success and Support Program](#), all new students are required to develop a [Student Educational Plan \(SEP\)](#) with a counselor. Not doing so may affect your priority registration. A SEP is an outline of all the courses necessary for you to meet your specific goal, whether it is to complete a certificate program, an Associate Degree or to transfer to a four year institution to pursue a Bachelor Degree.

If you wish to develop a SEP, please visit the [Counseling Department](#) in-person at [CCR-201](#) or call (909)389-3366 to schedule a SEP appointment with a counselor.

## **I cannot physically attend Crafton Hills College. Does Crafton offer Online Counseling services/support?**

Yes! Crafton Hills College provides online drop-in counseling and counseling appointments to students who are not able to attend campus. Please visit the [Online Counseling](#) web page for further information. **PLEASE NOTE: A Crafton Hills College Student ID# is required** in order to schedule an appointment with an online counselor. To obtain a Student ID#, please select the APPLY NOW button found on the [Start Your Education at Crafton Hills College](#) web page.

## **I cannot physically attend Crafton Hills College. Does Crafton offer Online courses/programs?**

Yes! Crafton Hills College provides a variety of online courses that will satisfy General Education and major requirements. By visiting the [Online Campus](#) web page, you will have access to various online services and features such as [Online Classes](#), [Online Programs](#), [Starfish](#) and [Online Counseling](#).

## **What majors, degrees and certificates are available at Crafton Hills College?**

A list of majors, degrees and certificates can be found on the [Academic and Career Programs](#) web page. For specific major requirements pertaining to your degree or certificate of interest, please consult the current [College Catalog](#) online to view Crafton's Credit Programs.

## **Which major should I choose or declare?**

Choosing a major is a significant and multifaceted process. Crafton Hills College offers the following resources to assist you in choosing your major:

- The [Career Center](#) can help you explore careers/majors matching your personality, interests and values. Students can visit the Career Center in-person at [CCR-220](#) or the webpage to complete free [Career Assessments](#) online. Upon completion of the assessment(s), you may discuss your results with a Career Counselor. In order to do so, please call the Career Center at (909)389-3399 to schedule an appointment with a Career Counselor.
- The [University Transfer Center \(CCR-220\)](#) can help you explore your major(s) of interest and the institutions that offer these majors.
- Most importantly, you should visit the [Counseling Department](#) in-person at [CCR-201](#) or call (909)389-3366 to schedule an appointment with a Counselor to help you develop a [Student Education Plan](#), navigate the process of transfer pathways and assist you in determining the course pattern that would best suit your goals.

## **What major do I need to become a (Career/Occupation)?**

You should meet with a counselor to review specifics as to what major you will need for the specific career you are pursuing. Please visit the [Counseling Department](#) in-person at [CCR-201](#) or call (909)389-3366 to schedule an appointment with a Counselor.

You can access helpful career resources and information such as educational requirements and salary on the BLS.gov [Occupational Outlook Handbook](#) website. An additional resource to help you identify what careers you can pursue based on your specific major(s) can be found on the MyPlan.com [What Can I Do With A Major In...?](#) and the University of North Carolina Wilmington's [What Can I Do With A Major In...](#) websites.

## What do I need to graduate from Crafton Hills College?

Consult the current [College Catalog](#) online and select the What Are Your Options link to direct you to the Academic Programs link, which provides information on Graduation Requirements. Please visit the [Crafton Hills College Graduation Information](#) webpage for Graduation Application Deadlines, Commencement Ceremony information and to access the Graduation Application Packet along with other documents.

Please visit the [Counseling Department](#) in-person at [CCR-201](#) or speak to a counselor via Crafton's [Online Counseling Services](#) for further graduation requirements and guidance.

If you have not done so already, you should develop a [Student Educational Plan \(SEP\)](#) with a counselor. Not doing so may affect your priority registration. A SEP is an outline of all the courses necessary for you to meet your specific goal, whether it is to complete a certificate program, an Associate Degree and/or transfer to a four year institution to pursue a Bachelor Degree. **Completing a SEP will help you anticipate your completion date towards applying for your degree/certificate and graduation.** If you wish to develop a SEP, please visit the Counseling Department in-person or call (909)389-3366 to schedule a SEP appointment with a counselor.

## What courses do I need to complete in order to transfer to a 4 year institution (UC, CSU and/or Private)?

Courses required to transfer successfully will vary according to the transfer institution and the major. For major preparation coursework required to transfer to a specific California State University (CSU's) and/or University of California (UC's), visit [assist.org](#). You may also consult the current [College Catalog](#) online and select the What Are Your Options link to direct you to the Associate Degree Programs link, which provides information on General Education requirements. Please be advised, there are three general education patterns to choose from: CHCGE for non-transfer students, IGETC for University of California and CSUGE for California State University transfers.

Private universities have their own unique transfer requirements, which may be found by going to their university's website and searching for Transfer Articulations or Transfer Admissions information. You may also consult the [University Transfer Center's Articulation Agreements](#) webpage for further Private university requirements and transfer guarantees.

For more information about transfer requirements, university research and transfer application assistance, please visit the [University Transfer Center](#) in-person at [CCR-220](#) or call (909)389-3399 to schedule an appointment with a Transfer Counselor. You may also access additional transfer information by visiting the [University Transfer Center's Helpful Links and Information](#) webpage.

If you have not done so already, you should develop a [Student Educational Plan \(SEP\)](#) with a counselor. Not doing so may affect your priority registration. A SEP is an outline of all the courses necessary for you to meet your specific goal, whether it is to complete a certificate program, an Associate Degree and/or transfer to a four year institution to

pursue a Bachelor Degree. **Completing a SEP will help you know what courses you need to complete in order to transfer to a 4 year institution, whether you are interested in transferring to a UC, CSU and/or Private.** If you wish to develop a SEP, please visit the [Counseling Department](#) in-person at [CCR-201](#) or call (909)389-3366 to schedule a SEP appointment with a counselor.

### **Which Crafton Hills College courses are transferable to a University of California and/or California State University?**

Consult the current [College Catalog](#) online and select the Credit Courses link, which provides information about Course Transferability and course titles with descriptions.

Many courses numbered 100 through 299 are acceptable for transfer to the California State University and the University of California. Courses that are transferable to these universities will have CSU and/or UC printed directly beneath the title of the course. If CSU or UC is followed by an asterisk (\*), there may be a limitation on the credit allowed. Please check with a counselor for specific details. Courses that apply to the Associate degree are indicated under the course title.

Please be advised, course transferability may vary by UC and CSU campuses and majors. Meeting with a counselor can best determine transferability and requirements. Please visit the [Counseling Department](#) in-person at [CCR-201](#), call the department at (909)389-3366 or speak to a counselor via Crafton's [Online Counseling Services](#) for further guidance. You may also visit the [University Transfer Center](#) in-person at [CCR-220](#) or call (909)389-3399 to schedule an appointment with a Transfer Counselor.

### **How can I speak with a representative from a 4 year transfer institution (UC, CSU and/or Private)?**

Representatives from various 4 year transfer institutions (UC, CSU and/or Private) are available to meet with students' in-person on the Crafton Hills College campus several times throughout the semester. A calendar of Transfer Representative visits is posted on the [University Transfer Center's](#) web page under the [Calendar of Transfer Events](#). You can also visit the University Transfer Center in-person at [CCR-220](#) or call (909)389-3399 to schedule an appointment with a Transfer Representative. For a list of UC and/or CSU Representatives and their contact information, please visit the [University Transfer Center's Helpful Links and Information](#) webpage.

### **Where can I take a career assessment test?**

The [Career Center](#) can help you explore careers/majors matching your personality, interests and values. Students can visit the Career Center in-person at [CCR-220](#) or the webpage to complete free [Career Assessments](#) online. Upon completion of the assessment(s), you may discuss your results with a Career Counselor. In order to do so, please call the Career Center at (909)389-3399 to schedule an appointment with a


Career Counselor. In addition, the Career Center also provides a “I Declare- Choosing Your Major” workshop, which grants you the opportunity to complete career assessments and discuss your results in a group setting. Please visit the [Attend a Workshop or Event](#) webpage for workshop dates and times and contact the Career Center to schedule a workshop appointment.

### **Does Crafton Hills College provide job search assistance?**

The Crafton Hills College [Career Center](#) helps connect students with various employment opportunities on and off campus. Students can visit the Career Center in-person at [CCR-220](#), call (909)389-3399 or visit the [Job Resources](#) webpage for further job search assistance. The Career Center also hosts a Job Fair every year and provides various workshops such as “Resume 101”, “Job Search Strategies” and “Interview Techniques” to aid students in the employment process. Please visit the [Attend a Workshop or Event](#) webpage for Job Fair information and workshop dates and times and contact the Career Center to schedule a workshop appointment.

Additionally, if you qualify for [Federal Work-Study](#) funding through FAFSA (Financial Aid) you are eligible to apply for a Federal Work-Study position through the [San Bernardino Community College District](#) employment webpage.

### **I cannot afford to purchase my textbooks. What resources are available to me as a Crafton Hills College student?**

- Some courses will display a  image while registering for courses via your WebAdvisor account. This indicates “The textbooks used for these sections are available digitally free of charge and may have a low-cost print option. Students might still be required to purchase supplies.”
- Ask the instructor teaching the course if there is a Reserve copy of the required textbook in the [Crafton Hills College Library \(LRC Building\)](#). If so, you may use a Reserve textbook in the Library for up to two hours each day. Please note: textbook reserves cannot be checked out of the library.
- Buy a used textbook or rent a textbook from the [Crafton Hills College Bookstore](#) or through an online textbook vendor.
- Ask the instructor if you can purchase or rent an older edition of the textbook required. Older editions tend to cost less than newer editions.
- Find a friend who previously completed the same course or share the expense of a textbook with a classmate.
- Check bulletins on campus for students attempting to sell their old or used textbooks.
- Meet with a Student Success Advisor at the [Counseling Department \(CCR-201\)](#) and ask about the Emergency Textbook Loan. Please note: If you have an outstanding Crafton Hills College Emergency Textbook Loan, then you will NOT be able to receive an additional loan.



**Where can I request a preferred name change if I would like my instructors to refer to me by my preferred name versus my legal name?**

If you are interested in using a preferred name (or chosen name) which will appear on faculty rosters and in Canvas, please visit Admissions and Records and request to "declare a chosen name." You will then complete a form (must be completed in person) and present a valid photo ID with your legal name that matches the name we have on file for you. Your legal name will still appear on formal documents such as transcripts. Some limitations apply.