ONLINE COUNSELING

APPOINTMENT INSTRUCTIONS for STUDENTS

PLEASE NOTE: You must possess a Crafton Hills College Student ID# in order to schedule an appointment with an online counselor. To obtain a Student ID#, please select the APPLY NOW button found on this web page:
https://www.craftonhills.edu/get-started/

STEP 1: Select the Online Counseling box from the Crafton Hills College Counseling web page or visit this link:
https://www.craftonhills.edu/current-students/counseling/online-counseling/index.php
STEP 2: To schedule an Online Counseling Appointment through Cranium Café, please select the "SCHEDULE AN APPOINTMENT" option on the bottom right corner of the counselor whom you wish to meet with to access their appointment availability. A list of online counselors can be found below the calendar at the bottom of the Online Counseling web page.

STEP 3: You will then be requested to login as shown below (CHC Login preferred). Upon selecting your preferred appointment length, date and time, you will proceed to completing an Intake Form. Once this process is complete and you have booked your appointment, the online counselor will receive an email confirmation of your scheduled appointment. You will also receive an email confirmation with a link of instructions to help you prepare for and access your online counseling appointment.
PLEASE NOTE: If a counselor is currently online, you may select the “Knock on My Door” button to immediately communicate with that counselor as a Drop-In counseling session.

PLEASE NOTE: If a counselor is currently not available or is assisting another student via a counseling appointment, an Away message will be displayed and you will need to wait until the “Knock on My Door” button appears to chat with that counselor.

Hello, I am currently assisting another student at this time. I will be with you as soon as I can. Please select the ‘Knock on My Door’ button once it becomes available. Thank you for your patience.

Tue 11:18 AM

Shella Scott
Counselor & Safe Space Ally
"Knock on My Door" or "Schedule an Appointment"
shscott@sbcdd.cc.ca.us
Office: Crafton Hills College - CCR 201

Send offline message
Schedule an appointment
Please be advised:

Online Drop-In Counseling is available for the following services:

- General and career questions
- Questions regarding certificate, degree and transfer requirements
- Application and registration information, including course overload requests
- Prerequisite clearance and Placement Test waivers (must have an electronic copy of outside transcripts to share with the online counselor)
- Probation/Dismissal advising (Currently online Student Success Advisors are also available to discuss your probation status on Tuesdays between 3:00 pm - 5:00 pm)
- During online counseling peak times, the following services may require 30 minutes to one full hour appointment:
  - Review or update of a previously drafted Comprehensive Student Educational Plan (SEP)
  - Graduation checks
  - Preliminary (unofficial) transcript evaluation of external coursework or coursework completed at another institution

Online Counseling Appointments are available for the following services:

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 this web page prior to scheduling your online counseling appointment: https://www.craftonhills.edu/get-started/

- Comprehensive Student Educational Plan (SEP) - requires one full hour appointment
- Review or update of a previously drafted Comprehensive Student Educational Plan (SEP) - may require 30 minutes to one full hour appointment
- Graduation checks - may require 30 minutes to one full hour appointment
- Preliminary (unofficial) transcript evaluation of external coursework or coursework completed at another institution - may require 30 minutes to one full hour appointment
- Veteran Student Counseling - requires a meeting with one of the following designated Veteran Counselors:
  - Robert McAtee or Lisa Mills

Students requiring assistance with the following services must schedule a face-to-face appointment with a Counselor by calling the Counseling Department at (909)389-3366:

- International Student admissions
- Financial Aid Term Dismissal - requires one full hour appointment