

# 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>

**Counseling**  
Home » Counseling

**Counseling**  
Degrees, Certificates & General Education Sheets  
Counseling Courses  
Student Success (Probation)  
Student Lingo (Online Student Success Workshops)  
Emotional and Mental Health Resources (Each Mind Matters)  
Homeless Student Services (REACH Project)  
2019 - 2020 New Student Handbook  
SBCCD Free College Promise Program at Crafton  
Online Orientation for Guests  
FAQ  
Counseling Staff

**Online Counseling Available!**  
Not able to come to campus? Speak to a Counselor online:  
[Access Online Counseling Services](#)

**Student Success Workshops**  
Attend a free workshop (also available online through [Student Lingo](#)) to increase your skills in the areas of:  
• Learning Styles  
• Motivation  
• Finances 101  
• Testing Strategies & Overcoming Test Anxiety  
[Fall 2019 Workshop Schedule](#)

**Suicide/Depression Help Lines**  
**LiveHelp**  
Real-time suicide prevention/depression help

**Behavior Intervention Team**  
[Report a Concerning Behavior.](#)

**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.

Offline

Shella Scott  
Counselor & Safe Space Ally  
"Knock on My Door" or "Schedule an Appointment"  
shscott@sbccd.cc.ca.us  
Office: Crafton Hills College - CCR 201  
[click to read bio](#)

SEND OFFLINE MESSAGE

SCHEDULE AN APPOINTMENT

**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.

CRAFTON HILLS COLLEGE

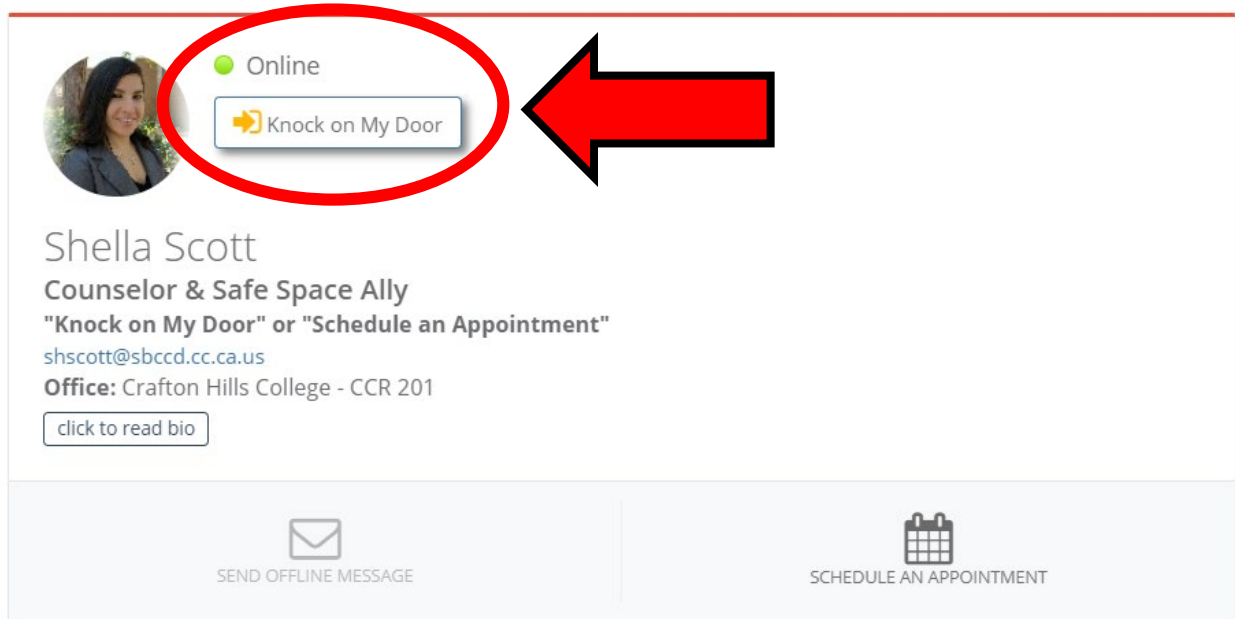
Choose a login button below to access ConexED

Login

Crafton Hills College Login

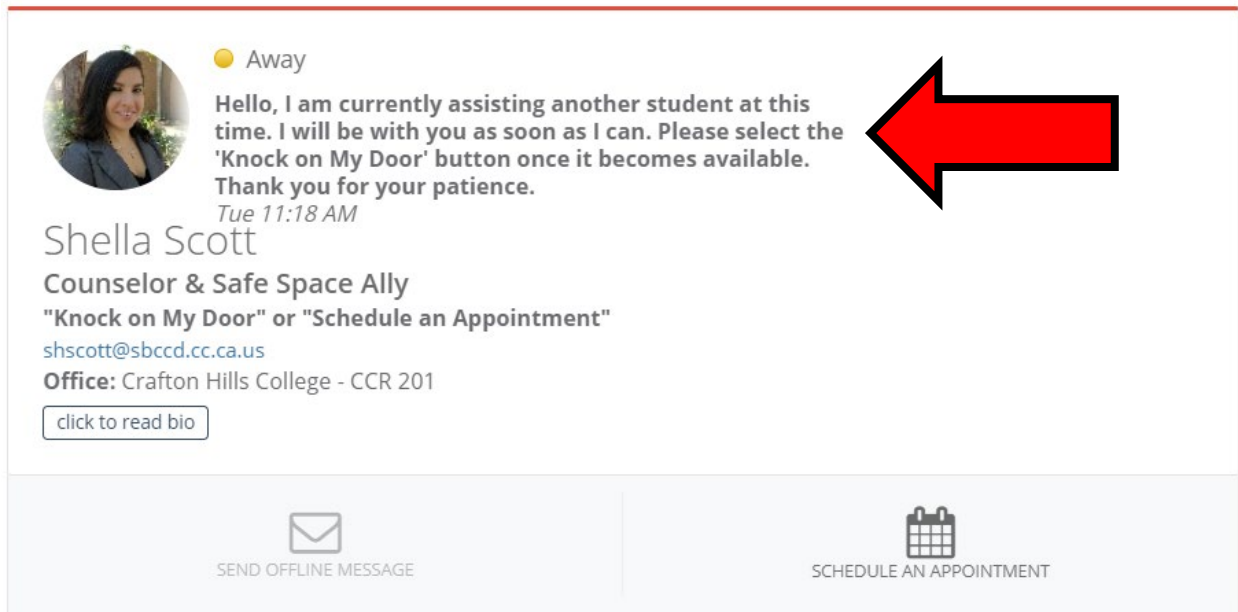
Login with Facebook

**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.



A screenshot of a counselor's profile for Shella Scott. At the top left is a circular profile picture. To its right, the status "Online" is shown with a green dot. Below the status is a button with a yellow door icon and the text "Knock on My Door". This button and the status above it are circled in red, and a large red arrow points from the right towards the button. Below the profile picture, the name "Shella Scott" is displayed, followed by her title "Counselor & Safe Space Ally" and the text "'Knock on My Door' or 'Schedule an Appointment'". Her email address "shscott@sbccd.cc.ca.us" and office location "Office: Crafton Hills College - CCR 201" are listed. A "click to read bio" button is at the bottom left. At the bottom of the profile card are two buttons: "SEND OFFLINE MESSAGE" with an envelope icon and "SCHEDULE AN APPOINTMENT" with a calendar icon.

**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.



A screenshot of a counselor's profile for Shella Scott. At the top left is a circular profile picture. To its right, the status "Away" is shown with a yellow dot. Below the status is an away message: "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". The "Knock on My Door" button is circled in red, and a large red arrow points from the right towards it. Below the profile picture, the name "Shella Scott" is displayed, followed by her title "Counselor & Safe Space Ally" and the text "'Knock on My Door' or 'Schedule an Appointment'". Her email address "shscott@sbccd.cc.ca.us" and office location "Office: Crafton Hills College - CCR 201" are listed. A "click to read bio" button is at the bottom left. At the bottom of the profile card are two buttons: "SEND OFFLINE MESSAGE" with an envelope icon and "SCHEDULE AN APPOINTMENT" with a calendar icon.

**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:

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- [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