

# Instructions for Online Counseling Appointments

Online Counseling is offering easy access to students who are unable to meet with a counselor in a traditional face-to-face session. Please be prepared for the session as you would for an in-person session on campus. As you are aware, web-based counseling is new to many and this guide will give you an overview of appropriate etiquette when interacting in this new environment.

## Prior to Your Appointment:

- ⇒ If you scheduled an appointment, a link to the appointment will be sent to your student email.
- ⇒ Chrome or Firefox browsers are required.
- ⇒ Do not use a phone for the appointment.
- ⇒ Test your microphone and webcam are properly working **30 minutes to an hour BEFORE your appointment**: <https://my.craniumcafe.com/pre-meeting-check>
- ⇒ Dress as though you are meeting with a counselor in person.
- ⇒ Make sure there is little to no background noise when preparing your room/meeting location.
- ⇒ Ensure that there will be no interruptions and the space allows for confidentiality.
- ⇒ Log-in **5-10 minutes BEFORE** your appointment and wait for your counselor in the Lobby.

## During the Appointment:

- ⇒ Be prepared to provide your SBVC ID number, a picture ID may be requested by the counselor.
- ⇒ Have a list of questions to ask the counselor.
- ⇒ Take notes during the session.
- ⇒ Do not answer phone calls, texts or surf the web during the session. It is important to give your full attention to the counselor.
- ⇒ Be respectful when communicating with your counselor.
- ⇒ END OF SESSION: click **Exit Meeting** to take our survey so that we can better our service in the future.

## Cancelling Your Appointment:

If you are unable to make your appointment for any reason, please cancel your appointment through the appointment system. This will allow another student an opportunity to meet with a counselor.

## Privacy & Confidentiality

Counseling sessions are confidential. It is recommended that you log in from a secure location as the counselor may share confidential information as it pertains to your academic status. It is recommended that you use a headset if a private setting is not available.