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.