



COS Online Counseling Appointment Instructions Students

ONLINE ETIQUETTE

Online Counseling is offering 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.

PRIVACY & CONFIDENTIALITY

Please find a private location where you will be able to communicate with the Counselor comfortably. It is recommended that you do not log in from a public setting and instead log in from Universal COS log-in. The information shared are confidential and will remain private. Be sure that others are not around to listen to the conversation that is taking place online. If a private setting is not available, it is recommended that you use a headset.

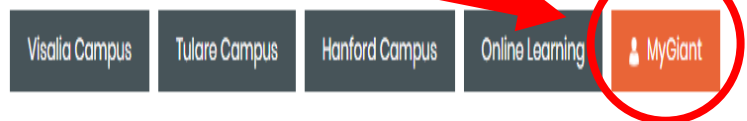
PREPARING FOR THE LIVE SESSION

Appear the same way as if you are meeting with a Counselor in person. We recommend the following:

- Give yourself 10 minutes before an appointment to check laptop and audio settings, internet connections and test your desktop devices for compatibility
- Make sure there is little to no background noise.
- Wear proper attire.
- Make sure there is proper lighting in the room.
- No interruptions – Do not answer phone calls, texts or surf the web during the session. It is important to give your full attention to the student.
- Be respectful when communicating with the student.

How to initiate an Online Chat Counseling:

Step 1: Log into your COS My Giant account at www.cos.edu



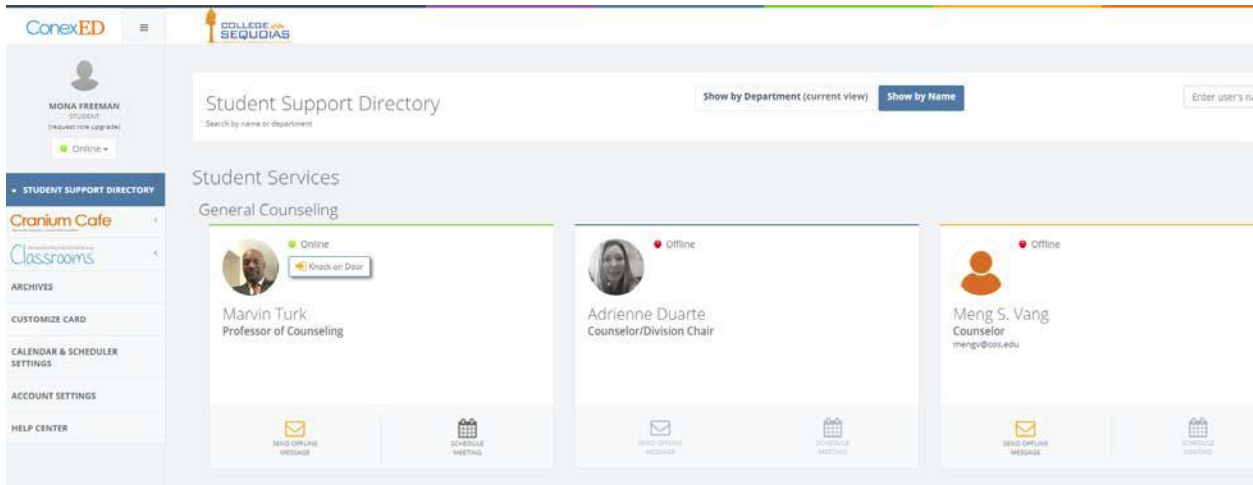
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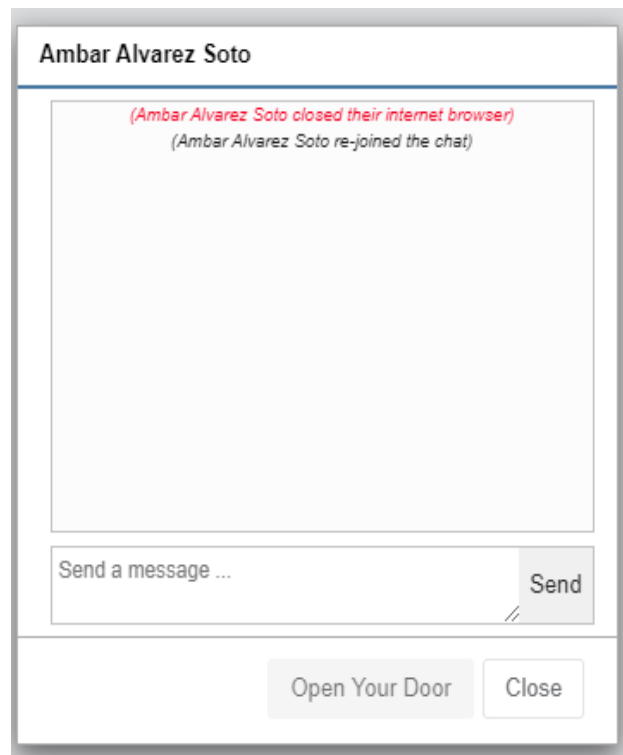
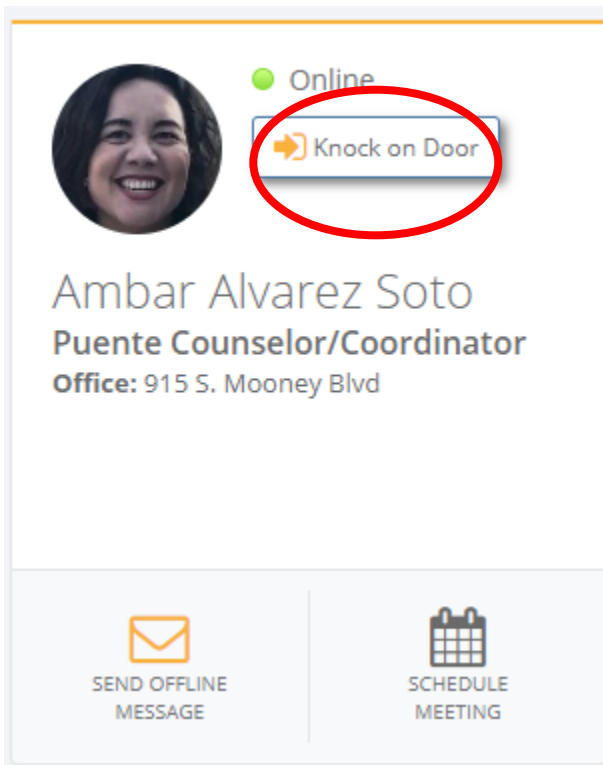


Step 2: Select “Cranium Café” Icon:

Step 3: You will now see the following dashboard of Counselors.

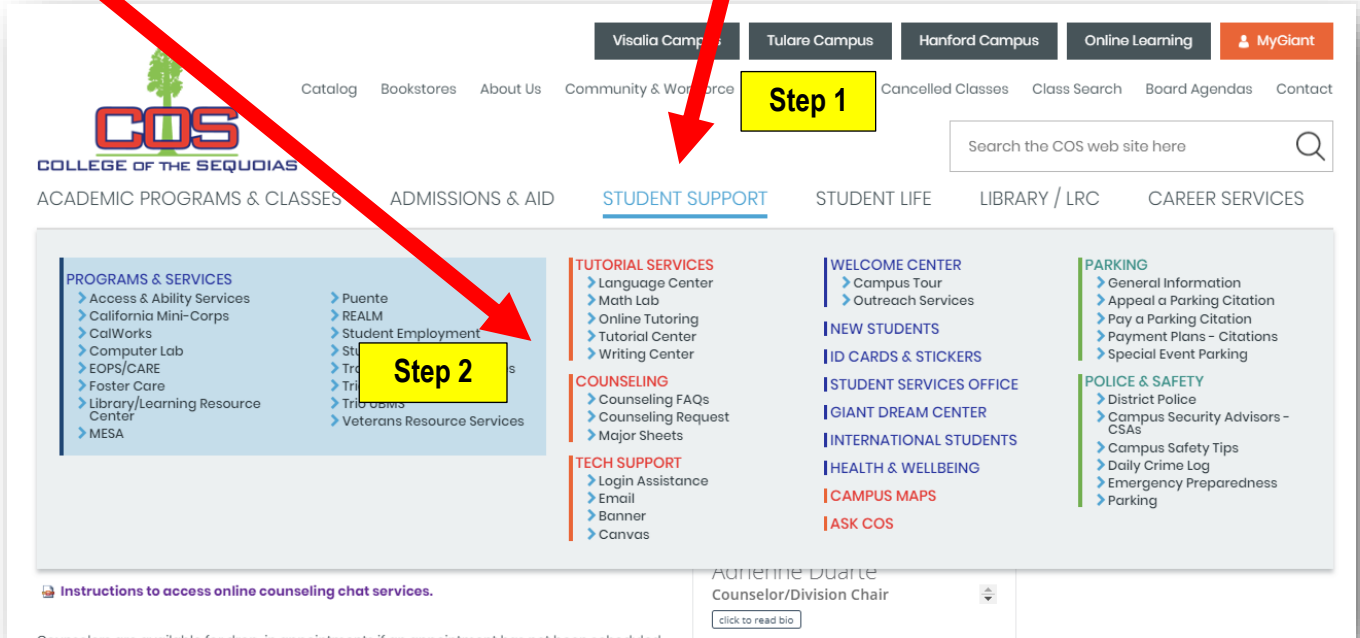


Step 4: Choose any Counselor that shows “Online” with whom you would like to send a chat. Click the “Knock on Door” button on the counselor’s Cafe card and chatbox should pop up, submit your question to the Counselor.

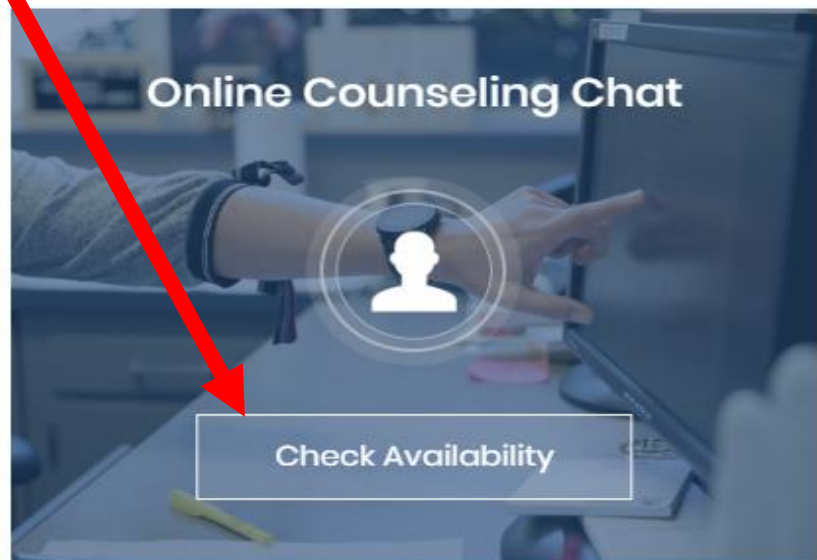


How to schedule a 30-minute Online Chat Counseling:

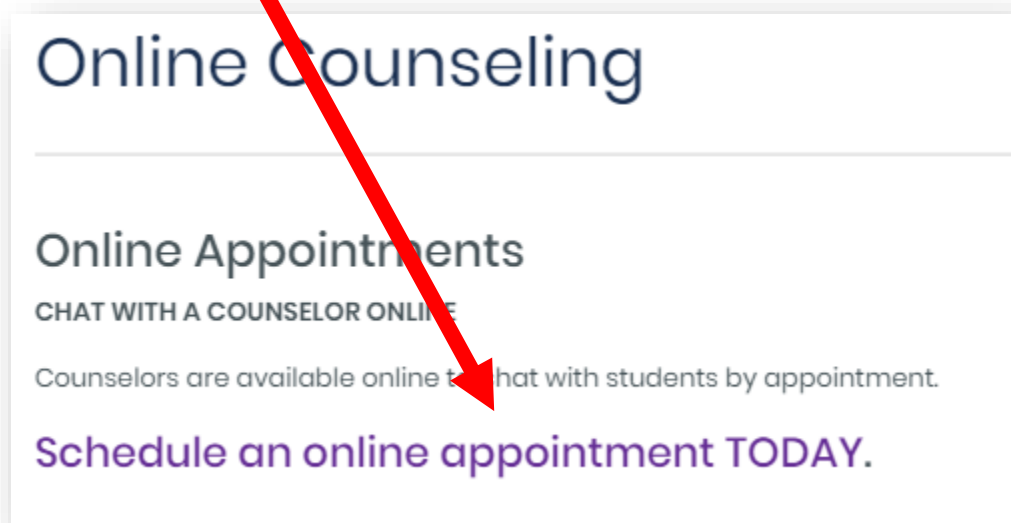
Step 1: Go to COS website at www.cos.edu and click on “Student Support” tab and then “Counseling”



Step 2: Click on the “Online Counseling Chat”



Step 3: Select schedule an appointment TODAY



Online Counseling

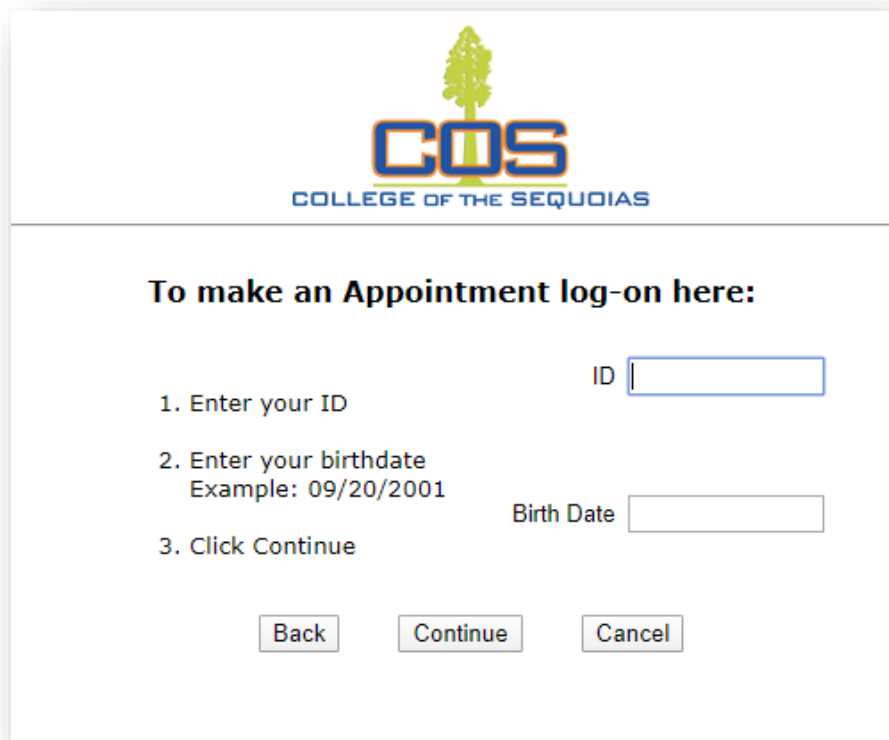
Online Appointments


CHAT WITH A COUNSELOR ONLINE

Counselors are available online to chat with students by appointment.

Schedule an online appointment TODAY.

Step 4: Current students should login with your student ID, birthdate (MM/DD/YYYY), and hit continue.





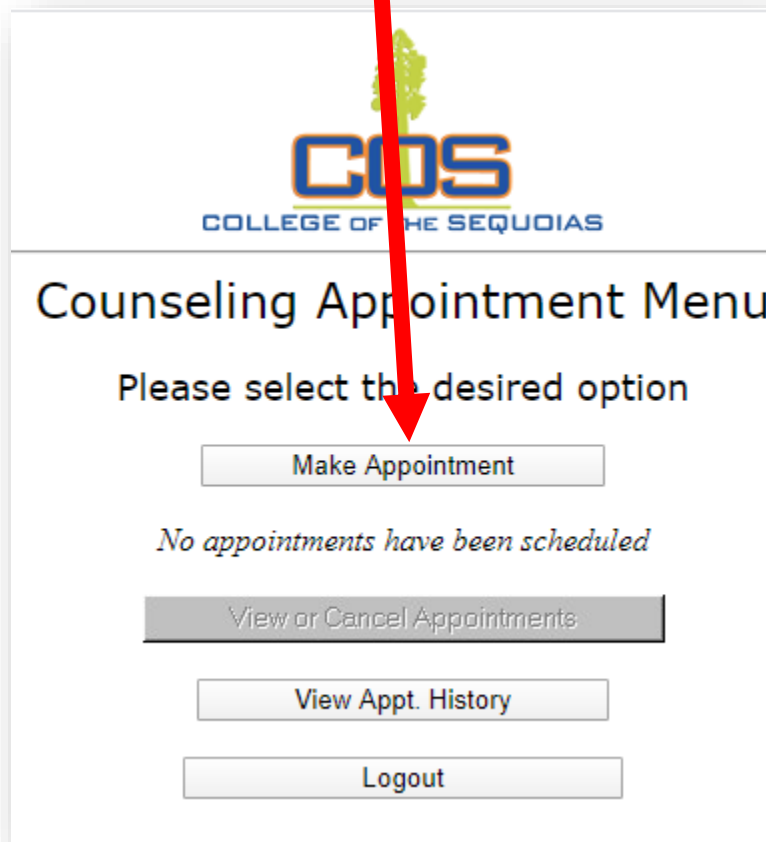
To make an Appointment log-on here:

1. Enter your ID ID

2. Enter your birthdate
Example: 09/20/2001 Birth Date

3. Click Continue

Step 5: Select "Make Appointment"



COS
COLLEGE OF THE SEQUOIAS

Counseling Appointment Menu

Please select the desired option

Make Appointment

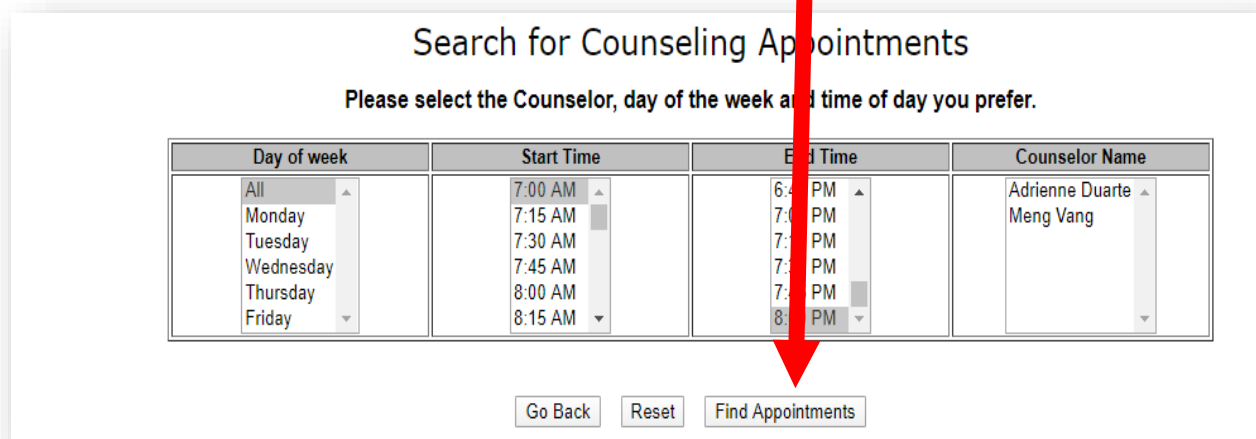
No appointments have been scheduled

View or Cancel Appointments

View Appt. History

Logout

Step 6: Search for a Counseling Appointment by selecting, "Find Appointments"



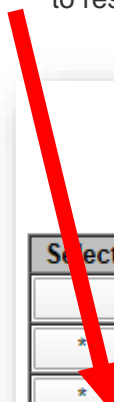
Search for Counseling Appointments

Please select the Counselor, day of the week and time of day you prefer.

| Day of week | Start Time | End Time | Counselor Name |
|-------------|------------|----------|-----------------|
| All | 7:00 AM | 6:45 PM | Adrienne Duarte |
| Monday | 7:15 AM | 7:00 PM | Meng Vang |
| Tuesday | 7:30 AM | 7:15 PM | |
| Wednesday | 7:45 AM | 7:30 PM | |
| Thursday | 8:00 AM | 7:45 PM | |
| Friday | 8:15 AM | 7:30 PM | |
| | | 8:15 PM | |

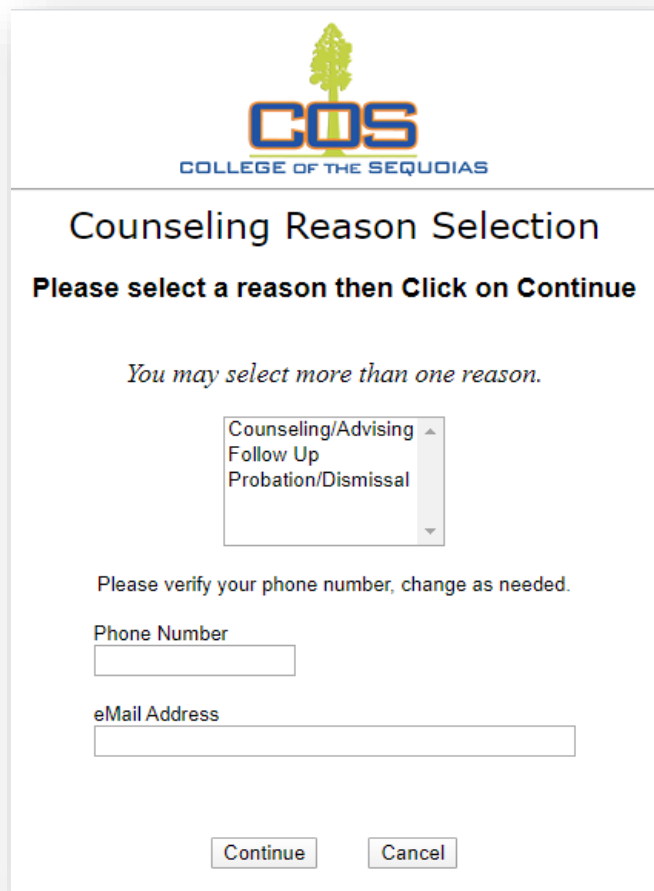
Go Back **Reset** **Find Appointments**


Step 7: Select an appointment time that works for you. If there is a time that works for you, select the “*” to reserve that appointment.



| Select | Appointment Type | Date | Day | Time | Counselor Name |
|-------------------------------------|------------------|-----------|--------|----------|-----------------|
| <input type="checkbox"/> | Cranium Cafe | 3/20/2020 | Friday | 9:30 AM | Adrienne Duarte |
| <input checked="" type="checkbox"/> | Cranium Cafe | 3/20/2020 | Friday | 10:30 AM | Adrienne Duarte |
| <input checked="" type="checkbox"/> | Cranium Cafe | 3/20/2020 | Friday | 11:00 AM | Adrienne Duarte |
| <input checked="" type="checkbox"/> | Cranium Cafe | 3/20/2020 | Friday | 11:30 AM | Adrienne Duarte |
| <input checked="" type="checkbox"/> | Cranium Cafe | 3/20/2020 | Friday | 12:00 PM | Adrienne Duarte |

Step 8: Select the reason for the Counseling appointment and finish setting up your Counseling meeting. Enter your phone number and email address.




COLLEGE OF THE SEQUOIAS

Counseling Reason Selection

Please select a reason then Click on Continue

You may select more than one reason.

Counseling/Advising
 Follow Up
 Probation/Dismissal

Please verify your phone number, change as needed.

Phone Number

eMail Address

Step 9: Check your email for confirmation and how to log into the Online meeting with Counselor:

Hello Adrienne Duarte,

You have a meeting with Perez-Corpus, Daisy (dper2984@giant.cos.edu) scheduled to
Mar 18, 2020 at 10:00 AM and ending at 10:30 AM PDT

Location: Video Meeting

Meeting topic: Meeting with Perez-Corpus, Daisy

General Advising

To join the meeting, use this link: [https://cos.craniumcafe.com/adrienneduarte/cafe?
m=MTAzOTY3MS0zMDUwNDQ=](https://cos.craniumcafe.com/adrienneduarte/cafe?m=MTAzOTY3MS0zMDUwNDQ=)

Thank you for using ConexED!