

Santa Ana College Counseling Department

Frequently Asked Questions

How are counseling appointments currently being held?

Due to COVID-19 campus closures, all counselors and staff are working remotely. As a result, counseling appointments will be conducted Online via Video Chat on Cranium Café or by phone. This may vary from counselor to counselor or depending on our students' needs.

How do I schedule an online appointment to meet with a counselor?

Please chat with a friendly [Front Desk Support member](#) by clicking on the red button "Live Chat with Front Desk Support" to get started on scheduling an online appointment. Students can schedule appointments on their own by clicking on the "Counseling Appointments: Schedule Here!" button.

Technical Assistance

Our chat feature uses a live system called Cranium Café and require Chrome or Firefox browser.

We recommend logging in with your student email and password or by creating a guest account.

Your WebAdvisor ID + @student.sac.edu or @student.scollege.edu

[Login to Your Counseling Cranium Cafe Service Video](#)

For Cranium Cafe technical support, **please refer to [ConexED's Help Center](#)**

For assistance with other online resources, **please visit the [SAC Online Resources for Student](#)**

Error Message "No Auth"

This error message is common in new users who do not yet have access to Canvas. The best solution to fix this issue would be to create a new ConexEd account and close the entire browser. Re-open the screen and log in with the new account.

Error Message "No Academic Program"

This error message is common for new students that may have inputted an invalid major on their SAC application. To fix this issue, please connect with [Admissions](#).

When will nursing orientations be offered? Where do I sign up?

Currently, we do not have any expected dates for nursing orientations. Please chat with a friendly [Front Desk Support member](#) to schedule an appointment with the nursing counselor for more information on our nursing program.

Do I have to be enrolled as a student to meet with a counselor?

Yes, our appointments and counseling services are reserved for students. You do NOT need to be enrolled in classes to meet with a counselor, but we kindly ask that you submit an application to Santa Ana College for student enrollment. Thank you.

Do you have a call list for cancellations?

Unfortunately, we do not have the capacity to enable a call-list for cancellations. Students can contact a friendly [Front Desk Support member](#) for any open availability or possible cancellations.

Can I call for assistance?

Unfortunately, due to the COVID-19 campus closures, all staff is currently working remotely. As a result, all departments do not currently have any access to their office phone lines. In order to reach us here at General Counseling, please utilize our online services to [Contact Us Online](#).