



COSUMNES RIVER COLLEGE

COUNSELING CENTER

Email Policy

Online counseling is intended solely to assist students in answering basic questions that are academic or procedural in nature. Please note that the following types of questions are not appropriate for this method of Counselor communication:

- *Personal counseling*
- *Career counseling*
- *Transcript evaluation*
- *Matriculation test results*

If your question is too detailed or complex to be answered online, you may receive a message recommending that you see a counselor on campus for assistance. Questions submitted are answered in the order in which they are received, and we ask that you allow two working days (excluding holidays) for a reply. Information provided by counselors is subject to the limitations of this online service. Please be sure that you include your phone number and student ID number in your email message.

Be aware that because of the nature of the Internet and e-mail technology there can be no assurance of confidentiality when using this on-line service. If you would prefer to speak with a counselor in-person in order to ensure confidentiality, please schedule an appointment by calling us at (916) 691-7316 or visiting us in the Library building, room L-200.

You are encouraged to view the [Frequently Asked Questions](#) list and/or the [Support Services](#) page before emailing questions, as these resources may provide you with the immediate answer.

The Counseling Center email address is Crc.CounselingService@crc.losrios.edu