

Counselors' Corner

submitted by Professor Ailene Nguyen

Coastline's Counseling Department offers comprehensive counseling services, readily available and accessible to our students. Services are geared to enhance student success and increase student retention.

Goals

The department aims to provide exceptional counseling services and to support faculty in helping students achieve their academic goals. Inquiries and requests for assistance from the faculty are invited.

Services

An introduction to counseling services, including logins and other procedures, is available through the **Students** tab on the Coastline home page. Services include the following:

e-Advise – An online message service designed to address quick questions related to academic advisement. The student receives an email message in reply.

Note: e-Advise does not take the place of a meeting with a counselor. Many issues are too complex to handle effectively via email and are best addressed in a counseling session. During e-Advise, the counselor is unable to access student records or view transcripts.

e-Chat – Provides an opportunity for a student to briefly interact with counselor via a live chat. Intended for questions of a very general nature. During e-Chat, the counselor is unable to access student records or view transcripts.

eSARS – Students can use this new service to **Schedule a Counseling Appointment**.

Counseling Appointments

Students can obtain counseling at in-person meetings or by phone. For a phone session, the student informs the counseling staff when making the appointment that he/she wishes to arrange a phone counseling appointment.

Counseling appointments are available at convenient times and places:

Day appointments

Available at Fountain Valley, Newport Beach, Garden Grove, and Le-Jao Centers

Evening appointments

Available at Newport Beach, Garden Grove, and Le-Jao Centers

To schedule a counseling appointment:

Phone (714) 241-6162 *or* **email** to counselingdept@coastline.edu *or* **login** to the new **eSARS scheduler** (see Services above).

Department Contacts and Counselors

Counseling website – <http://www.coastline.edu/services/counseling/>

Department phone number – (714) 241-6162

Full-time counselors **Eric Garcia**, **Nancy Jenkins**, **Ailene Nguyen**, **Christy Nguyen**, and **Susan Winterbourne** continue to be available on Mondays through Thursdays and on scheduled Fridays. And the department welcomes new full-time counselors **Amy Evangelista** and **Jordan Huynh**.