

# How do I contact my Success Counselor?

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There are several convenient ways to get in touch with your Success Counselor. Your Success Counselor is a great resource to help with almost any question, and even if they don't know the answer to your question, they can help get you in contact with someone who does!

Your Success Counselor's email address and phone number can be found in your student portal, on the left hand side of the page.

**\*\*If you can't reach your Success Counselor and need talk to someone right away (during normal business hours) you can call the general advising line at 1-877-900-2655 or click the "Live Chat" button at the top right in the portal.**

You can also find answers to commonly asked questions by searching in the Student Help Center or asking our virtual assistant, GoldieBot, which is located in the bottom right of the portal.

Outside of normal office hours, please send an email or leave a voice message. Someone will always get back to you as soon as possible, typically within 24 business hours.

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