

Frequently Asked Questions

Am I required to see a counselor to enroll in classes?

Yes. New students and Advanced Education (high school) students are required to meet with a counselor before enrolling in classes. Transfer and returning students are also strongly encouraged to meet with a counselor before enrolling in classes.

Is there a fee for parking on campus?

Yes. There is metered parking in front of the Administration Building or you can pay \$1.00 to park in one of our designated student lots.

What should I bring to my counseling appointment?

For your counseling appointment you should plan to bring your assessment results, and school transcripts (unofficial transcripts are permitted for the counseling session).

When will class schedules be available and how can I get one?

Beginning late November, class schedules are available in the ARC Bookstore for \$1.00, and online at www.arc.losrios.edu/schedule.htm, free of charge.

How can I get directions to campus?

For directions to the ARC campus, visit us online at the ARC website at: http://www.arc.losrios.edu/About_ARC/Find_Map.htm. If you do not have access to the internet you can reach us at (916) 484-8923.

Do I need to make an appointment for assessment testing?

No. Testing at the Assessment Center is on a walk-in basis. No appointments are necessary. Please see the "TESTING CALENDAR" for testing dates and times at http://www.arc.losrios.edu/Documents/Support_Services/Assessment/assess_sched.pdf. You can also call (916) 484-8423 if you have more questions.

Do I have to have an appointment in the Counseling Center? Can I just do a "drop-in" appointment?

Yes. Drop-in counseling is available on a limited basis Monday through Thursday during non peak periods. Fridays are drop-in appointments only. During peak periods (just before the start of each new semester and during the first week of each new semester) all counseling services are handled on a drop-in basis during the Center's regular hours. If you prefer to see a counselor on a drop-in basis, or come on a day when only drop-in counseling is available, please keep this in mind:

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- Drop-ins are handled on a first-come, first-served basis.
- Names are added to the "drop-in" list based on the number of counselors available. Because of this, students who arrive later in the day may or may not be accommodated.
- During peak times, the wait time to see a counselor is typically one hour or longer. Please be sure to allow sufficient wait time for your visit.
- If your name is added to the drop-in list and you are not present when your name is called, your name will be removed from the list.

When is the Counseling Center open?

The Counseling Center is open Monday- Thursday: 7:30 am – 8:00 pm; and Fridays: 7:30 am – 5:00 pm.

How do I get more information about financial aid and scholarships?

The Financial Aid Office is open Monday- Thursday: 7:30 am – 8:00 pm; and Fridays: 7:30 am – 5:00 pm. You can also call the office directly at (916) 484-8437, or access information online at http://www.arc.losrios.edu/Support_Services/Financial_Aid.htm.

Who do I contact for information and help with enrollment?

The eServices Center can help with enrollment. The center is located in the Cafeteria Banquet rooms, and staff can be reached at (916) 484-8152 or (916) 484-8325. The eServices Center is open Monday- Thursday: 7:30 am – 7:30 pm; and Fridays: 7:30 am – 4:30 pm.

How do I contact the Disabled Students Programs and Services (DSP&S) department?

DSP&S can be reached at (916) 484-8382 and for video phone, (916) 484-8798. You can also visit their website at http://www.arc.losrios.edu/Support_Services/DSPS.htm.