

## **GETTING HELP WITH DIFFICULTIES YOU ENCOUNTER AT NVC**

about the correct process to follow.

At Napa Valley College, we hope that our established procedures work effectively and that your college experience is going smoothly. If not, we want to help you with difficulties you encounter. The information below will assist you in finding solutions.

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If you have problems with,	Follow this procedure
A class, instructor, or library service:	Talk to the instructor first. If the issue is not resolved, contact the division dean or support staff (see list on reverse) to find the program coordinator. It is important to go through this step because these people can usually help you most quickly with problems you are having. Then, if the matter is still not settled to your satisfaction, contact the Office of Academic Affairs at (707) 256-7150, Room 1533.
A campus office, service, or any counselor:	If your problem cannot be solved by the person helping you, ask to speak to the supervisor. If that does not resolve the issue, see the next-line supervising administrator/dean. If the matter is still not settled to your satisfaction, contact the Office of the Assistant Superintendent/Vice President of Student Affairs at (707) 256-7363 or 256-7362, or at <a href="https://www.nvcstudentAffairs@napavalley.edu">NVCStudentAffairs@napavalley.edu</a> , Room 1330
Your educational program, academic progress, or personal issues:	Our counselors can help you manage workload dilemmas, personal difficulties, and other issues that may interfere with your academic success at NVC. Refer to the General Counseling Center webpage (www.napavalley.edu/counseling) for information on weekly drop-in hours or scheduling appointments. For further assistance, call (707) 256-7221 or email <a href="https://www.napavalley.edu/counseling@napavalley.edu">NVCCounseling@napavalley.edu</a> .
A crime on campus or personal safety concerns:	NVC Police will take reports of crimes and can advise you if you have concerns about your safety. Their office is located in Building 2250, (707) 256-7777.
Complaints & Grievances:	Refer to the Student Rights and Grievances website to see the <b>Administrative Policy (AP) 5530 – Student Rights and Grievances</b> , or contact the Office of the Assistant Superintendent/Vice President of Student Affairs (707) 256-7363 or 256-7362, or <a href="mailto:nvcStudentAffairs@napavalley.edu">nvcStudentAffairs@napavalley.edu</a> .
Discrimination and/or sexual harassment:	Reach out to the Title IX and Civil Rights Office. You can fill out a report online at <a href="https://shorturl.at/wm5qD">https://shorturl.at/wm5qD</a> , call the office at (707) 256-7198, email <a href="https://shorturl.at/wm5qD">kelly.tomlinson@napavalley.edu</a> , or stop by Room 1546 in the Administration Building.
Library Cafe:	The Library Café, which is in Building 1700, Rm 1743, is operated by Enterprise and Auxiliary Services (DAS). You may contact the manager at (707) 256-7431 or at <a href="mailto:Enterprise.Services@napavalley.edu">Enterprise.Services@napavalley.edu</a> . Their office is located in Room 861.
RTV housing maintenance or leasing Issues:	Please access your resident portal to submit work orders, update personal information, and pay rent. You may also visit the front desk in Building 3 Monday through Friday, 9:00 AM-5:00 PM, call (707) 681-0186, or email <a href="mailto:rivertrail.village@napavalley.edu">rivertrail.village@napavalley.edu</a> .
RTV housing support or assistance accessing resources:	Please contact Resident Director, Yvonne Chamberlain-Marquez at <a href="mailto:yvonne.marquez@napavalley.edu">yvonne.marquez@napavalley.edu</a> or call (707) 681-0186.
Any other issues:	Call (707) 256-7363 or 256-7362, or contact the Office the Student Affairs via email <a href="https://www.nvcstudentAffairs@napavalley.edu">nvcstudentAffairs@napavalley.edu</a> , or visit Room 1330 to inquire

Division	ın/Coordinator/Manager	Phone	Office	Programs/Area of Supervision	Exec/Adm. Asst.	Phone
OFFICE OF ADMINISTRATIVE SERVICES	im Reeves, Asst. Superintendent/VP	256-7175	1542		Solange Kada	256-7162
Business & Finance/Cashier Office	Vendy Nucho, Controller	256-7187	1542	Purchasing/Accounts Payable	Solange Kada	256-7186
• Enterprise and Auxiliary Services (DAS)	arollee Cattolica, Director	256-7161	861	District Aux. Svs (DAS) Foun, VWT Foun, Bookstore, & vending machine	Famela Recinto	256-7186
• College Police Department	mber Wade, Chief	256-7771	2250A	Officers, Dispatcher	Jazmin De La Cruz	256-7113
<ul> <li>Institutional Technology</li> </ul>	aniel Vega, Director	256-7542	1543		I.T Help Desk	256-7750
• <u>Facilities Services</u>	amantha Maddox, Interim Dir.	256-7175	4100		Brooke Jackson	256-7581

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Policy Feature (Parting Aller (Parting Aller (Parting Directors)   256-750	•				Anthronology Art Hist DADT EthCty, Film Hymanities Music Philosophy	Vocconia Anguiana	256 7515
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Career Education   Career Educ		Jerry Dunlap, Dean	256-7655	609			
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Hospitality, Winery, Culinary Obs.   Enonch Shully, Manager   256-7253   3305   UK- Ste Management, Evening Admin, Trips & Tours   Lennifer Durlap   302-454   Partner Pribary   Sammer   Samm						•	
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Partnerships   Conomic MonKforce Development & Partnerships   Conomic MonKforce & Partnerships   Conomi					UVC Site Management, Evening Admin, Trips & Tours	Jennifer Dunlap	302-2454
Disable Enrollment & Ed Partnerships   Cristine Tapla, Manager   256-7257   3305   High School, Articulation, Pathways, Career Ed Partnerships, CTE Grants   1756   1757   1755		<del>-</del> '				·	
Library & Learning Resources, Science, Chris Farmer, Dean   256-7787   135C   Library & Learning Resources Center, Distance Ed (De), International Ed, Christopher Baron   256-7767   256-7768   256						Valerie Bible	256-7251
* Math Success Center   Jennifer Alvarez, Coordinator   256-7275   * Writing Success Center   Jennifer Alvarez, Coordinator   256-7765   330   * Writing Success Center   Jennifer Alvarez, Coordinator   256-7351   3390   General Count, Student Success & Support Program (SSSP) Credit & Non-Credit Renee Coffin   256-7351   256-7351   256-7352			256-7257	3305			
### Writing Success Center   John Kinderboe, Coord.   256-7765   ### OFFICE OF STUDENT AFFAIRS   Dr. Alejandro Guerrero, Asst. Superin./VP   256-7365   1330   ### OFFICE OF STUDENT AFFAIRS   Dr. Alejandro Guerrero, Asst. Superin./VP   256-7365   1330   ### Counseling Services & Student Success   Dr. Ryan Smith, Dean   256-7311   1330   ### Articulation   acey Howard, Coordinator/Counselor   256-7321   1339   ### Oreas Center   Sherry Tennyson, Coordinator   256-7321   1335   ### Dream Center   Sherry Tennyson, Coordinator   256-7327   1335   ### Umola Program   Sherry Tennyson, Coordinator   256-7328   1339   ### Umola Program   Jeannette McClendon, Coord, Counselor   1339   Ms. V. Henderson   256-7491   ### Dream Center   Jessica Erickson, Dean   256-725   1331-1   ### Welcome Center   Jessica Erickson, Dean   256-725   1331-1   ### Initiation   Jessica Erickson, Dean   256-725   1331-1   ### Initiation   Jessica Erickson, Dean   256-735   1330   ### Student Support Program   Savs, (EOPS)   Mary Salceda-Nuñez, Coord//Counselor   256-7318   1332   EOPS, CARE, Call/WORKs, ASPIRE   Brianna Fritz   256-7326   ### Student Support Program   Rene Robio, Acting Dean   256-7381   1330   Educational Talent Search (ETS), Student Support Services (SSS) TRIO   Maria Vasquez   256-7393   ### Student Hamman, England SSS   Jessica Erickson, Dean   256-7361   1330   Those listed below   Maria Vasquez   256-7393   ### Student Hamman, Etg and SSS   200/   1333   Educational Talent Search (ETS), Student Support Services (SSS) TRIO   Maria Vasquez   256-7393   ### Student Hamman, Etg and SSS   Student Housing, and those below   Maria Ramos Tamoyo   256-7382   ### Student Life/ASNVC   Omar Peña, Manager   256-7361   1302   Floor Maria Vasquez   256-7340   ### Diversity, Equity, and inclusion   The Practica van Leuranade Moonsamm, J		Chris Farmer, Dean	256-7787	1735C	, , , , , , , , , , , , , , , , , , , ,	Christopher Baron	256-7167
OFFICE OF STUDENT AFFAIRS  Dr. Alejandro Guerrero, Asst. Superin,/VP  256-7365  Counseling Services & Student Success  Dr. Ryan Smith, Dean  256-7317  13395  Articulation  acey Howard, Coordinator/Counselor  256-7327  256-7321  256-7327  13395  Career Center  - Sherry Tennyson, Coordinator  Dera Microse Services  Iberto Ramirez, Specialist  10-0 Pram Center  - Dera Microse Services  Transfer Center  - Transfer Center  Ilizabeth Lara-Medrano, Coordinator  256-7333  256-7333  256-7333  256-7333  235-730  - Nov Cride  - No		Jennifer Alvarez Coordinator	256-7279			John Kincholoo Coord	256-7765
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Dream Center   Human Services/Addictions Studies   Human Services/Addictions Studies   Human Services/Addictions Studies   Iman Huston, Coordinator/Counselor   256-7333   1333   Puente   Hope Scott/Eric Martinez, Co-Coordinator   256-7885   256-7491   256-7481		•					
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• TRIO Programs: ETS and SSS • Testing Center  Robin Darcangelo, Dean • Basic Needs Center  Julie Hernandez, Coordinator • Student Health Center  Melissa Datu, NP, Director • Student Life/ASNVC  Omar Peña, Manager  Student Life/ASNVC  Omar Peña, Manager  Dr. Torence Powell, superintendent/President  Dr. Torence Powell, superintendent/President  Dr. Torence Powell, superintendent/President  Dr. Patricia van Leeuwaarde Moonsammy, Dir  Dr. Patricia van Leeuwaarde Moonsammy, Dir  Dr. Diversity, Equity, and Inclusion  Human Resources, Training & Dev  Public Affairs & Communications  Public Affairs & Communications  Public Affairs & Communications  Dr. Patricia van Leeuwaarde Morasammy, Dir 256-7112  256-7112  256-7120  1533  Educational Talent Search (ETS), Student Support Services (SSS) TRIO  Maria Vasquez 256-7332  256-7347  Hais Educational Talent Search (ETS), Student Support Services (SSS) TRIO  Maria Vasquez 256-7342  256-7362  1330B  Student Discipline, Student Housing, and those below  Maria Ramos Tamayo 256-7362  Food Basket, CalFresh  bnc@napavalley.edu 256-7347  Melissa Datu, NP, Director 256-7347  Melissa Datu, NP, Director 256-7372  256-7380  Mental Health Services  Melal Health Services  Jordan Drolette 256-7380  Student Government, Inter-Club Council  Sheila Martin 256-7340  Christopher Baron 256-7162  Christopher Baron 256-7167  Dr. Patricia van Leeuwaarde Moonsammy, Dir 256-7116  Public Affairs & Communications  Public Affairs & Communications  Public Affairs & Communications  Dr. Patricia van Leeuwaarde Moonsammy, Dir 256-7112  1531  Public Affairs & Communications  Dr. Patricia van Leeuwaarde Moonsammy, Dir 256-7112  256-7112	Student Support Programs	Ramon Salceda, Dean	256-7395	1330	Those listed below	Maria Vasquez	256-7393
• Testing Center  Student Affairs, Student Life & Robin Darcangelo, Dean 256-7364 1330B Student Discipline, Student Housing, and those below Maria Ramos Tamayo 256-7362 Engagement  • Basic Needs Center Julie Hernandez, Coordinator 256-7621 1202 Food Basket, CalFresh bnc@napavalley.edu 256-7347  • Student Health Center Melissa Datu, NP, Director 256-7782 2250 Mental Health Services Jordan Drolette 256-7780  • Student Life/ASNVC Omar Peña, Manager 256-7337 1342B Student Government, Inter-Club Council Sheila Martin 256-7340  OFFICE OF THE PRESIDENT Dr. Torence Powell, Superintendent/President 256-7162  • Diversity, Equity, and Inclusion Human Resources, Training & Dev Jenna Sanders, Director 256-7112  • Public Affairs & Communications  Dr. Patricia van Leeuwaarde Moonsammy, Dir 256-7112  1548 Title IX & Civil Rights Manager, Benefits, Career/Job Opportunities Liz Gomez 256-7111  Dr. Patricia van Leeuwaarde Moonsammy, Dir 256-7112  1540 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van Leeuwaarde Moonsammy, Dir 256-7112  1541 Den Public Affairs & Communications  Dr. Patricia Van	• <u>Disability Support Prog. &amp; Services</u>			1766	•	•	
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Engagement  Basic Needs Center  Melissa Datu, NP, Director Student Life/ASNVC  Omar Peña, Manager  Dr. Torence Powell, Superintendent/President  Diversity, Equity, and Inclusion Human Resources, Training & Dev  Public Affairs & Communications  Dr. Date Warrell, Date of Student Basic Needs Center  Julie Hernandez, Coordinator 256-7621 256-7782 256-7782 2250 Mental Health Services Jordan Drolette 256-7780 Student Government, Inter-Club Council Sheila Martin 256-7340  Student Government, Inter-Club Council Sheila Martin 256-7162  Student Government, Inter-Club Council Sheila Martin 256-7162  Christopher Baron 256-7167  Liz Gomez 256-7115  Jenna Sanders, Director 256-7112 1531  Dr. Palver Warrell, Date of Student Government, Inter-Club Council Sheila Martin 256-7340  Christopher Baron 256-7167  Liz Gomez 256-7115 256-7111	Testing Center			1764	Placement Tools, proctoring services, accommodations for academic exams	Daniella Macias	256-7437
<ul> <li>Basic Needs Center Julie Hernandez, Coordinator 256-7621 1202 Food Basket, CalFresh bnc@napavalley.edu 256-7347 Food Basket, CalFresh bnc@napavalley.edu 256-7347 Melissa Datu, NP, Director 256-7782 2250 Mental Health Services Jordan Drolette 256-7780 Student Life/ASNVC Omar Peña, Manager 256-7337 1342B Student Government, Inter-Club Council Sheila Martin 256-7340  OFFICE OF THE PRESIDENT Dr. Torence Powell, Superintendent/President 256-7160 Diversity, Equity, and Inclusion Human Resources, Training &amp; Dev Charo Albarrán, Asst. Superin./VP 256-7105 Develope Baron 256-7115 Jenna Sanders, Director 256-7112 Develope Basket, CalFresh Mental Health Services Mental Health Services Student Government, Inter-Club Council Sheila Martin 256-7340 Christopher Baron 256-7162 Christopher Baron 256-7167 Liz Gomez 256-7115 Jenna Sanders, Director 256-7112 Develope Baron 256-7111 Develope Baron 256-7111 Develope Baron 256-7115 Jenna Sanders, Director 256-7112 Develope Baron 256-7111 Develope Baron 256-7111 Develope Baron 256-7115 Jenna Sanders, Director 256-7110 Develope Baron 256-7110 Develope Baron 256-7111 Develope Baron 256-7115 Jenna Sanders, Director 256-7110 Develope Baron 256-7111 Develope Baron 256-7111</li> </ul>	The state of the s	Robin Darcangelo, Dean	256-7364	1330B	Student Discipline, Student Housing, and those below	Maria Ramos Tamayo	256-7362
• Student Health Center • Student Life/ASNVC Omar Peña, Manager  Dr. Torence Powell, Superintendent/President  Dr. Patricia van Leeuwaarde Moonsammy, Dir Human Resources, Training & Dev  Charo Albarrán, Asst. Superin./VP  Public Affairs & Communications  Dr. Patricia van Leeuwaarde Moonsammy, Dir  256-7120  256-7112  256-7120  256-7112  256-7121  256-7121  256-7122  256-7123  256-7123  256-7123  256-7123  256-7124  256-7125  256-7127  256-7121  256-7127  256-7128  256-7128  256-7129  256-7129  256-7120  256-712		Julia Harnandaz Coordinator	256 7621	1202	Food Packet CalErach	hnc@nanavallov odu	256 7247
• Student Life/ASNVC Omar Peña, Manager 256-7337 1342B Student Government, Inter-Club Council Sheila Martin 256-7340  OFFICE OF THE PRESIDENT Dr. Torence Powell, Superintendent/President 256-7160 1531 Grace Bungart 256-7162  • Diversity, Equity, and Inclusion Human Resources, Training & Dev Charo Albarrán, Asst. Superin./VP 256-7105 1544B Title IX & Civil Rights Manager, Benefits, Career/Job Opportunities Liz Gomez 256-7111  • Public Affairs & Communications Dr. Patricia van Leeuwaarde Moonsammy, Dir 256-7112 1531  Problem Wormell, Page 256-7112 1531		,			·	•	
OFFICE OF THE PRESIDENT  Dr. Torence Powell, Superintendent/President  256-7160  Diversity, Equity, and Inclusion  Human Resources, Training & Dev  Charo Albarrán, Asst. Superin./VP  Public Affairs & Communications  Dr. Patricia van Leeuwaarde Moonsammy, Dir  256-7166  Christopher Baron  256-7167  1544B  Title IX & Civil Rights Manager, Benefits, Career/Job Opportunities  Liz Gomez  256-7111  256-7111							
<ul> <li>Diversity, Equity, and Inclusion</li> <li>Human Resources, Training &amp; Dev</li> <li>Public Affairs &amp; Communications</li> <li>Public Public Affairs &amp; Communications</li> <li>Diversity, Equity, and Inclusion</li> <li>Dr. Patricia van Leeuwaarde Moonsammy, Dir</li> <li>256-7166</li> <li>1544B</li> <li>Title IX &amp; Civil Rights Manager, Benefits, Career/Job Opportunities</li> <li>Liz Gomez</li> <li>256-7115</li> <li>256-7111</li> <li>256-7111</li> </ul>		, 0			station of the state of the sta		
<ul> <li>Human Resources, Training &amp; Dev</li> <li>Public Affairs &amp; Communications</li> <li>Public Affairs &amp; Communications</li> </ul> Charo Albarrán, Asst. Superin./VP 256-7105 1544B Title IX & Civil Rights Manager, Benefits, Career/Job Opportunities Liz Gomez 256-7111 256-7111 256-7112 1531 256-7103 266-7103 266-7103 266-7103 266-7103 <td></td> <td></td> <td></td> <td>1331</td> <td></td> <td></td> <td></td>				1331			
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	• Research, Planning & Inst. Dev	Dr. Robyn Wornall, Dean	256-1792	1545		Vacant	256-7193