



GETTING HELP WITH DIFFICULTIES YOU ENCOUNTER AT NVC

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.

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 NVCStudentAffairs@napavalley.edu, Room 1330.

An 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 NVCounseling@napavalley.edu.

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](#) and see **Administrative Policy (AP) 5530 – Student Rights and Grievances**, or contact the Office of the Assistant Superintendent/Vice President of Student Affairs/Grievance Officer at (707) 256-7363 or 256-7362, or NVCStudentAffairs@napavalley.edu.

Discrimination and/or sexual harassment:

Reach out to the Title IX and Civil Rights Office. You can fill out a report online at <https://shorturl.at/wm5qD>; call the office at (707) 256-7198; email kelly.tomlinson@napavalley.edu; or stop by Room 1546 in the Administration Building.

Library Café:

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 Enterprise.Services@napavalley.edu. 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. For questions, you may visit the front desk in Building 3 Monday through Friday, 9:00 AM- 5:00 PM; call (707) 681-0186; or email rivertrail.village@napavalley.edu.

RTV housing support or assistance accessing resources:

Please contact Resident Director, Yvonne Chamberlain-Marquez at yvonne.marquez@napavalley.edu or call (707) 681-0186.

Any other issues:

Call (707) 256-7363 or 256-7362, or contact the Office the Student Affairs via email at NVCStudentAffairs@napavalley.edu, or visit Room 1330 to inquire about the correct process to follow.

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

Division	Dean/Coordinator/Manager	Phone	Office	Programs/Area of Supervision	Exec./Adm. Asst.	Phone
OFFICE OF ACADEMIC AFFAIRS	Dr. Priscilla Mora, Asst. Superintendent/VP	256-7155	1533	Scheduling & room assignments, curriculum & catalog, teaching loads & contracts	Noemi Camargo Jepsen	256-7157
LADS, Arts & Humanities, Health Occs.	Robert Harris, Dean	256-7605	807			
• Arts & Humanities				Anthropology, Art Hist., DART, Eth. Stu., Film, Humanities, Music, Philosophy	Yessenia Anguiano	256-7515
• Performing Arts Center Operations	Matt Cowell, Technical Director	256-7505	141B	Civic center events, community partner productions, PAC rentals	Yessenia Anguiano	256-7515
• Health Occupations	Robert Harris, Dean	256-7605	807	Nursing (AND), Psychiatric Tech., Respiratory Care, EMT	Cindy M./Eva M.	256-7601
• Language & Developmental Studies	Robert Harris, Dean	256-7605	807	English, ESL, Modern Languages, Communications, Speech Lab, Writers Conference	Gina Stofan	256-7726
Kinesiology, Admin. of Justice, Social Sciences	Jerry Dunlap, Dean	256-7655	609	Adm. of Justice, Athletics, Corrections, Dance, Dispatch, Health, PE/Kinesiology, Economics, History, Political Science, Psychology, Sociology	Lauren Lee Gina Stofan	256-7651 256-7726
Career Educ. & Workforce Development	Dr. Douglas Marriott, Dean	256-7256	3009		Eva Mijares	256-7258
• Career Education	Dr. Douglas Marriott, Dean	256-7256	3009	Accounting, Business, CFS & Education, Computer Studies, Culinary & Tour Management, DDGT, LGBT Ed. Prog, Machine Tool Tech., Welding, WOEX	Vacant	256-7258
• Hospitality, Winery, Culinary Ops.	Enoch Shully, Manager	256-72563	3308			
• Conti. Ed. & Community Partnerships	Shawntel Ridgle, Director	256-7252	3305	UVC site management, evening administration, Trips & Tours	Jennifer Dunlap	302-2454
• Economic Workforce Development				Early College Credit, Gainful Employment, Summer Bootcamps	Valerie Bible	256-7251
• Dual Enrollment & Ed. Partnerships	Cristine Tapia, Manager	256-7257	3305	High schools, Articulation, Pathways, Career Ed. Partnerships, CTE Grants		
Library & Learning Resources, Science, Math, Engineering, Distance Ed.	Christopher Farmer, Dean	256-7787	1735C	Library & Learning Resources Center, Distance Education (DE), International Education, Supplemental Instruction & other tutoring, HSI Grants, and below	Christopher Baron	256-7167
• Math Success Center	Jennifer Alvarez, Coordinator	256-7279		• Writing Success Center	John Kincheloe, Coordinator	256-7765
OFFICE OF STUDENT AFFAIRS	Dr. Alejandro Guerrero, Asst. Superin./VP	256-7365	1330		Martha Navarro	256-7363
Counseling Services & Student Success	Dr. Ryan Smith, Dean	256-7317	1339C	General Coun., Student Success & Support Program (SSSP), and below	Renee Coffin	256-7351
• Articulation	Stacey Howard, Coordinator/Counselor	256-7332	1339	Learning Communities		
• Career Center	Sherry Tennyson, Coordinator	256-7327	1335	• Kasaysayan	Nicollette Morales, Coordinator	930A Kasaysayan@napavalley.edu
• Dream Center	Gilberto Ramirez, Specialist	256-7685	841	• NVC Pride	Greg Miraglia, Coordinator	1014 NVCPrize@napavalley.edu
• Human Services/Addictions Studies	Jaime Huston, Coordinator/Counselor	256-7332	1339	• Puente	Hope Scott/Eric Martinez, Co-Coordinators	841 256-7685
• Transfer Center	Elizabeth Lara-Medrano, Coordinator	256-7333	1335	• Umoja Program	Jeannette McClendon, Coord./Counselor	1339L Ms. V. Henderson
Enrollment & Outreach Services	Jessica Erickson, Dean	256-7205	1331-1	Admissions & Records, Outreach Services, and below	Mayra Estrada	256-7225
• Welcome Center			1333		Help Desk	256-7215
• Financial Aid & Veterans Services		256-7265	1132	Financial Aid, Veterans, NVC Promise, Scholarships, Work Study Program	Maria Ortiz	256-7314
• Ed. Opportunity Prog. & Svs. (EOPS)	Mary Salceda-Nuñez, Coordinator/Counselor	256-7318	1132	EOPS, CARE, CalWORKs, ASPIRE, NextUp	Brianna Fritz	256-7326
MESA/STEM Programs	Rene Rubio, Acting Dean	256-7285	1804A	MESA/STEM Center	Vanessa Corona	256-7282
Student Support Programs	Ramon Salceda, Dean	256-7395	1330		Maria Vasquez	256-7393
• Disability Support Prog. & Services			1766	DSPS, Alternate Media	Michael Epstein	256-7345
• TRIO Programs: ETS and SSS		2200/	1333	Educational Talent Search (ETS), Student Support Services (SSS) TRIO	Maria Vasquez	256-7393
• Testing Center			1764	Placement Tools, proctoring services, accommodations for academic exams	Daniella Macias	256-7437
Student Affairs, Student Life & Engagement	Robin Darcangelo, Dean	256-7364	1330B	Student Conduct, Student Housing, and below	Maria Ramos Tamayo	256-7362
• 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	256-7160	1531		Grace Bungart	256-7162
• Diversity, Equity, and Inclusion	Dr. Patricia van Leeuwaarde Moonsammy, Dir.	256-7166			Christopher Baron	256-7167
• Human Resources, Training & Dev.	Charo Albarrán, Asst. Superintendent/VP	256-7105	1544B	Title IX & Civil Rights Manager, benefits, career/job opportunities	Liz Gomez	256-7115
• Public Affairs & Communications	Jenna Sanders, Director	256-7112	1531		Vacant	256-7111
• Research, Planning & Inst. Dev.	Dr. Robyn Wornall, Dean	256-1792	1545		Vacant	256-7193