

## FAQ

### D2L, the ROCK, online classes, web/internet

#### What is D2L?

D2L stands for Desire 2 Learn. This is an online portal for students to have access to information, assignments and contact with classmates and instructors. The link to D2L is provided here: <https://rrcc.desire2learn.com/>

#### Do you always have to go to D2L for your classes?

It is always a good idea to login and check D2L even though not all instructors will use it. The goal is to have all classes and instructors using D2L in a full capacity.

#### How do I use D2L?

No tutorial is available for D2L at this time.

#### What is the ROCK?

The ROCK is the online portal for students at Red Rock Community college (RRCC) The link to the ROCK is provided here: <https://myportal.cccs.edu/jsp/misc/schoolLoginNew.jsp?school=rrcc>

#### What does the ROCK have to offer?

On the ROCK you can:

- Register for classes
- Check your financial aid
- See your daily schedule
- Direct access to Desire2Learn (D2L)

Check your RRCC email

- Contact instructors
- Get RRCC announcements
- Pay your tuition bill
- View important deadlines and events
- View unofficial transcripts/academic status
- And More...

#### How do I use the ROCK?

No tutorial is available for the ROCK at this time.

#### How do I register for classes online?

Log into “the ROCK” and on the student tab, half way down is a section labeled, Registration tools.

#### Is an online class better than a traditional class?

Each student needs to consider their schedules and how they learn when trying to determine which method of class is best for them.

#### How do I access my schedule online?

Log into “the ROCK” and on the student tab, half way down is a section labeled, Registration tools. Click on “Detailed Schedule”

### **My password doesn't work....what should I do?**

From the ROCK login page, there is a link to reset your password or click here:

<https://myportal.cccs.edu/jsp/misc/passwordRecovery.jsp> you can also contact Portal Support at 1.888.800.9198. This support line is available 24 hours a day, 7 days a week.

### **Transportation**

Can I still go to school if I live a considerable distance away?

Yes, the Denver metro area has a great public transportation system. Scheduling and planning is the key to making a commute to and from the campus. Regional Transportation District (RTD), Denver information and schedule can be found here: <http://www.rtd-denver.com/>

### **Where/how do I apply for grants/scholarships?**

Red Rocks Scholarship Resources:

Red Rocks Scholarships/Awards

View and obtain scholarship applications offered by Red Rocks Community College.

Red Rocks Foundation Office – The Red Rocks Community College Foundation offers a wide variety of scholarships based on both need and merit. By filling out the Red Rocks Community College Foundation Scholarship Application, applicants apply for all of the Foundation's scholarship awards.

High School Relations - The High School Relations office provides advice and guidance on college courses you can take during high school and after graduation.

### **How can I apply for work study? Who qualifies?**

#### **Work Study**

#### **What is it?**

- Work Study is a federal and state funded program allowing eligible students to earn a portion of their financial aid assistance by working in part-time positions on campus.

How do I know if I'm eligible for Work Study?

- Contact the RRCC Financial Aid Office, Phone: 303.914.6256, [finaid@rrcc.edu](mailto:finaid@rrcc.edu)

#### **Where would I work?**

- Most available jobs are on campus, some are off campus.
- America Reads / America Counts

#### **I have children, daycare and/or babysitting expenses?**

Sue Barnett, Director

Children's Center

Red Rocks Community College

13300 West Sixth Avenue

Lakewood, CO 80228

Phone: 303.914.6328

Fax: 303.914.6800

[sue.barnett@rrcc.edu](mailto:sue.barnett@rrcc.edu)

Kathleen DeVries  
Early Childhood Education Advisor  
Red Rocks Community College  
Room 2534  
303.914.6326  
kathleen.devries@rrcc.edu

### **What is financial aid?**

Monday - Thursday  
8:00 a.m. - 6:00 p.m.

Friday  
9:00 a.m. - 5:00 p.m.

Contact

Financial Aid located behind the Admissions Office.  
Red Rocks Community College Financial Aid Office  
13300 West 6th Avenue  
Lakewood, CO 80228-1255  
Phone: 303.914.6256  
Fax: 303.914.6805  
Email: [finaid@rrcc.edu](mailto:finaid@rrcc.edu)

### **Priority Dates**

To receive aid for:	Apply by:
Fall	April 1
Spring	Sept. 1
Summer	Feb. 1

### **What if I can't afford to join PTK?**

Contact Information  
2012-2013 Chapter Officers  
President Rita Erickson  
[rjerickson@student.cccs.edu](mailto:rjerickson@student.cccs.edu)  
Vice-President Robert White  
[rwhite20@student.cccs.edu](mailto:rwhite20@student.cccs.edu)  
Vice-President Cody Oldham  
[cdoldham@student.cccs.edu](mailto:cdoldham@student.cccs.edu)  
Chapter Advisor - Carolyn Mattern  
[carolyn.mattern@rrcc.edu](mailto:carolyn.mattern@rrcc.edu)

### **Can I get help filling out my FAFSA?**

Larry Porter is at RRCC and you can set up an appointment with him through financial aid. If you have problems with doing your FAFSA he can assist you. <http://www.fafsa.com>

### **Can I get books before my financial aid disbursement?**

Yes, through the book store.  
Your store manager is Donna Connolly

Red Rocks Community College Bookstore  
13300 West 6th Avenue  
Lakewood, CO 80228  
Store telephone: (303)914-6232  
Store Hours  
Monday -- Thursday  
8:00am - 7:00pm

Friday  
8:00am - 04:00pm

Saturday  
9:00am - 1:00pm

Sunday  
CLOSED

### **Can I rent computers until I get my financial aid disbursement?**

Main Library, Lakewood Campus (2nd floor East)  
Phone: 303-914-6740  
Email: [library@rrcc.edu](mailto:library@rrcc.edu)  
Hours (Fall 2012 Semester):

- Monday-Thursday: 8:00 am - 10:00 pm
- Friday-Saturday: 8:00 am - 4:00 pm
- Sunday (closed)

Arvada Campus (Computer Commons)

Phone: 303-914-6010

Hours (Fall 2012 Semester):

- Tuesday: 2:00 pm - 7:00 pm
- Thursday: 2:00 pm - 7:00 pm
- Also available by appointment, email or phone

### **Laptops**

Available to rent to current RRCC students only for 1 week (7 days), with no renewal. A single checkout or hold per student. Multiple entries on the hold list for laptops are not allowed. Students must log on with a valid S# at the library service desk before taking a laptop off campus. The laptop checks out with a power cord, and both must be returned on time to avoid a late fee of \$10 per day.

No expectation of privilege is available with regard to information on any laptop. Students will be held responsible for illegal acquisition of copyrighted material (including, but not limited to, music, movies, and software). Laptop hard drives are periodically re-imaged to remove files and unauthorized software. RRCC reserves the right to revoke borrowing status at any time.

### **Do I have to pay for tutoring?**

Tutoring in a wide variety of subjects is FREE to Red Rocks students at the Lakewood and Arvada campuses.

### **How to Receive Tutorial Assistance:**

1. Ask your instructor for help.
2. Form a study group with other students in your class. Fill out the "Study Group Central" room reservation form (pdf) and turn it in at the Student Life desk in Lakewood or the Learning Commons in Arvada. You can request that a tutor meet with your study group!
3. Use the walk-in tutoring available in the Learning Commons and/or your subject area.  
Lakewood walk-in tutoring information »  
Arvada walk-in tutoring information »

If you have done all of these things and are still in danger of failing the class, you may request one-to-one tutoring by following the steps below:

1. Take the Tutor Request Form (pdf) to the instructor of the class in which you would like to receive one-to-one tutoring and have the instructor complete the "instructor" portion of the Tutor Referral Form on the opposite side of this sheet.
2. Complete the "student" portion of the form.
3. Contact the tutor coordinator by phone 303.914.6701 or by e-mail (ruth.wengrovius@rrcc.edu) and make an appointment to meet with her to determine eligibility.
4. Meet with the tutor coordinator. Her office is room 1266 in the Learning Commons. Be sure to bring the completed Tutor Referral Form with you!

**NOTE: No tutoring requests will be accepted during the last three weeks of the semester.**

Is there mental health counseling on campus? How much is it? And where are counselors located?

IF YOU ARE IN IMMEDIATE DANGER, ALWAYS CALL 911 FIRST.

Contact Lesley Moran, MS, LPC

lesley.moran@rrcc.edu

303.914.6316

Location

Counseling is located in the back of the Learning Commons, RM 1268.

Services

At Counseling Services, we can help you address concerns in the following areas:

- Stress management
- Relationship issues
- Depression
- Grief and loss
- Adjustment difficulties

The Process

- Initial appointment
- Decide if short-term individual therapy or a referral to another agency is the most appropriate for you
- Schedule future appointments, if you choose

### **Is the Pell grant free money?**

It is free money from the federal government

Do I have to pay grants back?

No, you don't have to pay back but you have to pass your classes or you go on academic probation.

### **Is there free Wi-Fi on campus?**

Yes

### **How do I get used books at affordable prices?**

Amazon.com, Abe.com

**What resources are available to help me find a job?**

The work force

Susan Sullivan / internship coordinator

**I can't afford college now can I pay after I graduate?**

If you take out student loans, they are due after you graduate

**Is the gym at RRCC really free?**

Yes

**Is there a health clinic on campus? How much is it and how do I use it?**

Yes. 303-914-6655 room 1570

**Will I be dropped if I haven't paid for my tuition?**

Yes.

**If I don't drop my class by the drop/withdrawal deadline will I be charged?**

Yes! You need to physically drop the class yourself.

**Will I be dropped if I don't attend class?**

Yes, instructors are supposed to drop you if you do not attend the class after the first week. Although you should double check to make sure this has been done so that you are not charged for the class.

**Transfer**

- How to pick the right four year school to transfer?  
There are few big factors: major choice, tuition cost, resources on campus, transportation, and available faculty BIO's.
- When do I need to file for transfer?

**File the semester before starting at that University.**

- How do I know what credits will transfer?  
Ask transcript evaluation from four year school, but there are many GT pathways (guaranteed transfer classes to any Colorado college).
- Who do I talk to about transferring?

Our advisors will navigate you to the right person. Also, refer to monthly college visit sheets in the advising area.

- How can I transfer to Arvada campus?  
There is no need to transfer, just register for Arvada classes.
- What do I need to do to transfer to university?

## Apply as a transfer student at four year school.

- What four year schools are available to transfer from Red Rocks?  
List of many four year schools available at:  
<http://www.rrcc.edu/transfer/>
- Transfer to Regis  
<http://www.transfertoregis.org/co/rrcc/>  
<http://www.regis.edu/content/rh/pdf/BSN%2010%20-%20Red%20Rocks%20CC.pdf>  
<http://www.regis.edu/rhshp.htm>  
<http://www.regis.edu/>

## Transfer to School of Mines

<http://www.mines.edu/>  
<http://www.rrcc.edu/engineprep/>  
<http://www.rrcc.edu/transfer/pdfs/CSMTransferGuide.pdf>  
[http://www.rrcc.edu/transfer/pdfs/RRCC\\_CSMarticulation\\_062011.p](http://www.rrcc.edu/transfer/pdfs/RRCC_CSMarticulation_062011.p)

## What classes should I take before transferring?

Refer to Major/Degree requirements.

## Advising

- What can advisors help me with?  
Degree evaluation, assist with transfer questions, courses recommendations, navigate college resources, new student assistance questions, career counseling.
- What do I need to do to see an advisor?  
Stop by the admissions on the first floor and either schedule an appointment or wait for an available advisor.
- How can I see an advisor today?

Stop by admissions for an available advisor.

- When is the best time to see an advisor?  
Whenever you have a question, but the slowest time is in February, March, September, and October.  
Monday-Thursday 8-5:30; Friday 9-4:30.
- Why is it important to see an advisor?

To ensure you are taking the appropriate classes for a degree completion and transfer; finding right major.

- Where are the advisors located?  
1st floor in the center of Red Rocks College across from the learning commons.
- How often should I meet with an advisor?  
At least once per year, but as often as needed.
- What questions should I ask my advisor?

What classes needed for my degree? Any questions about navigation or transferring.

- Who is my advisor?  
There are no assigned advisors, but it would be best to see the same advisor.
- Self-advising

Follow degree sheet, but recommended to see an advisor. There are group advisors available for the students short on free time.

- What if I change my career choice while I'm in school?

Come see an advisor who can help to pick classes that redirect to new career.

Health and Personal issues FAQ

## **HEALTH**

I suffer from a mental illness (anxiety, depression, bi-polar, schizophrenia, personality disorder, etc). Where can I get support?

I have a family member who suffers from a mental illness which can sometimes affect school.

### **Where can I get support?**

[www.namicolorado.org](http://www.namicolorado.org)

[www.namijeffco.org](http://www.namijeffco.org)

Offers free educational classes, advocacy and support groups

[jcmh.org](http://jcmh.org)

303-425-0300 (24 hour emergency line)

1-800-201-5264 (toll free)

Offers counseling, case management and medication on a sliding scale

Lesley Moran- JCMH counseling services at RRCC

303-914-6316 [lesley.moran@rrcc.edu](mailto:lesley.moran@rrcc.edu)

Free counseling to students

Suicide Hotline 1-800-283-8255

I have a child with a disability and I am trying to go to school. Is there support for me to connect to other parents?

### **What resources are out there?**

[www.p2p-co.org](http://www.p2p-co.org)

Connecting families of children and adults with disabilities or special health care needs in communities across Colorado

[groups.yahoo.com/group/P2P-CO](http://groups.yahoo.com/group/P2P-CO)

P2P-CO is an email discussion group for Parent to Parent of Colorado.

Here we provide an opportunity to exchange information with other parents of children with disabilities or special health care needs living in Colorado.

### **I don't have medical/dental insurance. Are there resources for me to get care?**

RRCC Student Health Center

Room 1570

303-914-6655

Offers basic healthcare to students

MCPN (Metro Community Provider Network)

Main: (303) 360-MCPN (6276)

[Mcpn.org](http://Mcpn.org)

Metro Community Provider Network (MCPN): is a non-profit healthcare organization that provides medical, dental, mental health, substance abuse, pharmacy, and community based services which include case management, outreach to the homeless, adolescent services, health education, and maternal child health to the underserved, uninsured and working families who cannot afford these services.



**I am Bi-sexual/Homosexual.**

Rainbow Alliance Center  
GLBT Resource Center  
Sensitivity trained Instructors (safe zone)

**I have a learning disability. I am dyslexic. I am anti-social. I have test anxiety.**

Connect to success - Dana Kobald  
Office of Disability Services  
Learning Support Services LSS

**I am homeless. I need food.**

Community Assistance Resource  
Mile High United Way  
The Action Center  
Red Rocks food bank - Life Desk

**I am a Veteran**

Military Veterans rrcvvetclub@gmail.com  
Wounded Warrior Veteran Certified Officer Ms. Donna Merriman  
GI Bills - Ms. Donna Merriman  
Student Life - Student Veterans Club  
Connect to Success

**Community Agencies -**

Jefferson Mental Health - [www.mentalhealth.va.org](http://www.mentalhealth.va.org)  
Ms. Rebecca Nordine - [www.jcmh.org/rebecca.nordine](http://www.jcmh.org/rebecca.nordine)  
Family Tree - [www.familytree.org](http://www.familytree.org)  
Jefferson County Veterans Services - [www.ptsd.va.org](http://www.ptsd.va.org)

**I am a Victim of abuse/domestic abuse.**

RRCC Counseling (Mental Health)

Stress Management, relationship issues, depression, grief and loss and adjustment difficulties.

**I have a Criminal record/want to change my life.**

**I have a criminal record/want to re-enter into society.**

**I have a criminal record/alcohol/substance abuse**

Gateway Program  
The Recovery Club

**Academics**

**How do I resolve issues with an instructor?**

The first thing you should try to do if you have an issue with your instructor is to talk to that instructor. If you are unable to resolve an issue with a full time instructor, you may speak to the dean of that department. If the issue is with a part time adjunct faculty, then you should talk to the department chair. If you are still unable to resolve the matter, then you may talk to the Vice President of Instruction, Bob Rizzuto.

**How do I resolve an issue with my grades?**

The first thing you should try to do if you have an issue with your instructor is to talk to that instructor. If you are unable to resolve an issue with a full time instructor, you may speak to the dean of that department. If the issue

is with a part time adjunct faculty, then you should talk to the department chair. If you are still unable to resolve the matter, then you may talk to the Vice President of Student Success, Dr. Lisa Fowler.

- These two portions need to be verified with Marilyn for accuracy.

### **Dropping or Withdrawing from a class**

What does it mean to drop from a class and how does it affect me?

You must drop a class by the drop date deadline in order to receive a refund for your class. If you are receiving financial aid or scholarships, be sure that you will still be in compliance with the requirements for these funds. The drop dates are posted in the student handbook and the schedules.

What does it mean to withdraw from a class and how does it affect me?

If you miss the drop date deadline and need to withdraw from a class, you may withdraw from the class. You must do this by the withdraw date deadline as stated in the student handbook.

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### **Tutoring**

Where can I get help with my class and how much does it cost?

- The tutoring services are available, free to students, in the learning commons. There is help available for many subjects, please check the schedule with the listed times that tutors are available.

Connect to Success

I'm having a little trouble in my class, where can I get help to be a better student?

- The connect to success office is located in the Learning Commons. They offer a wide range of success strategies to help you succeed as a student. Set up an appointment at 303-914-6010 for a personal session to get you back on track.

### **Career Services**

Where can I go for career guidance?

- Talk your academic advisor to help you find the classes that you need to take to meet your career path. If you are unsure about what path to take, talk to Dan Macy: Dan.Macy@rrcc.edu for help finding the right path for you. If you are ready for an internship, see our internship coordinator, Suzanne Sullivan: Suzanne.Sullivan@rrcc.edu for open positions and more help preparing yourself for the workplace.

What if I need help with D2L or simple tasks such as printing my paper that I just wrote?

- If you are in a computer lab, then you can ask someone that works in that lab, whether it is in the Learning Commons, the Library or the Learning Commons. If you need help navigating D2L, you can see Sheryl Sharnikow at sheryl.scharnikow@rrcc.edu or stop by and see her in room\_\_\_\_\_.

### **Food Bank**

How does the food bank work?

- The food bank is open twice a week to students. Visit the Student Life desk and show them your student ID. You can get up to four items a week.

### **Clubs and Student Organizations**

How can I find out about clubs and organizations around campus?

- You can find out about clubs on the ROCK portal, under the Campus Life Tab or check out the website to find out about all of the current clubs: <http://www.rrcc.edu/studentlife/organizations.html>