

How Students Can Receive Services (3.23.2020 1:50p)

Advising Department

There will be 2 people in office Mon-Thurs 8-5

How to get in touch with an Advisor during COVID-19 partial closure:

1. Advisors can be reached via email any time Monday-Friday 8-5pm. This is the preferred method of contact and the majority of questions can be addressed via email easily. If you do not have your Advisor's email address, you can reach out to them at Advising@rrcc.edu.
Be sure you email from your student email address (accessible through the Rock).
 - a. Pro Tip! – Summer/Fall 2020 Registration opens April 6th. Be proactive and reach out to your Advisor now! An Advisor can provide a degree evaluation and a list of recommended courses via email before registration even opens!
2. Phone/Video Conference appointment – If you would prefer to meet with an Advisor over the phone or video conference, you can schedule an appointment via Navigate. After the Advisor receives your appointment request, they will reach out to you via your student email with instructions on how to meet with them at the time of your scheduled appointment via phone or WebEx (accessible via computer via browser or download or on smartphone via the WebEx app).
 - Walk-ins – The Advising department will be limited in staffing and we encourage you to visit with your advisor through the preferred WebEx (online), Email or Phone Advisement. During this time, you can see any advisor that's available.
 - Remote appointments only dan.macy@rrcc.edu
 - Remote Appointments only rebecca.schutt@rrcc.edu

Admissions

Admissions will have 1 person on campus Monday-Thursday 8-5

Online Contacts:

- Admissions@rrcc.edu
- janis.eagan@rrcc.edu

Assessment

Online testing only

- The testing center for both Lakewood and Arvada will be closed for all testing effective March 18th and we will be working remotely.
- We have the capability to remote test for ACCUPLACER for new students. Please e-mail your requests to assessment.center@rrcc.edu. Please mail us your name and Red Rocks Community College student ID number. After we process your request, you will receive an e-mail with a testing voucher giving instructions and contacts. See web page <https://www.rrcc.edu/assessment/placement-test> for further details.
- We will continue to process any Prior Learning Assessment (PLA) requests through our web page at <https://www.rrcc.edu/assessment/credit-for-prior-learning>.
- If you are a non-Red Rocks student and have already scheduled an exam, please be advised that your testing company has been notified that effective March 17th we are not able to test. Please contact your respective testing companies (the entity that you registered with) for rescheduling.

- Visit our website at www.rrcc.edu or call (303) 914-6600 for updates. You can also email us at assessment.center@rrcc.edu
- We appreciate your understanding during this unusual and difficult time.

Accessibility

- Email and phone services provided
- 303-914-6733
- access@rrcc.edu

Arvada Welcome Desk

- Tuesday and Thursday from 8-5/ otherwise online
- All other Student Services online
- Any Student Service questions answered within 24 hours M-F
- arv.frontdesk@rrcc.edu

Bookstore

The Lakewood Campus bookstore hours, beginning March 23, 2020 will be from 10am-2pm, Monday through Thursday.

The Arvada Campus bookstore hours, beginning March 30, 2020 will be from 10am-2pm, Monday through Wednesday.

For updates and email inquiries, please refer to: <https://rrcc.bncollege.com/shop/rrcc/page/customer-service>

303-914-6232 or 303-668-8532

Call Center

Receiving incoming calls remotely
303-914-6600

Campus Police

1 dispatcher
303-914-6394 Dispatch phone
2 officers per day
1 officer night

Career Services

Internships/Employers

Rotate 1 day a week on Wednesday 8-5
303-914-6906
Glenn.holly@rrcc.edu

Career Advising

Rotate 1 day a week on Wednesday 8-5
303-914-6916
Dana.bustamante@rrcc.edu

First Year Experience (FYE), Study and Success Strategies

1 day a week on Tuesday 8-5

303-914-6176

dana.kobold@rrcc.edu

Cashiers Office

Online payments can still be made through your student portal on the Rock.

Mailed Payments should be sent to:

Red Rocks Community College

Cashier's Office, Box 2

13300 W. 6th Ave.

Lakewood, CO 80228-1255

All questions Email: Cashiers.Office@rrcc.edu

Please send your questions from your student email address and include your student ID # for a quicker response.

Concurrent Enrollment Services

Available Monday-Friday 8:30-5:00 PM by email or WebEx (video or voice).

To schedule an appointment via WebEx, please email the day/time you would like to meet and an invitation will be sent to you by email.

Department Email: HighSchoolRelations@rrcc.edu

Marilyn Kenfield, Concurrent Enrollment Director (303) 914-6268 or Marilyn.Kenfield@rrcc.edu

Nina Ysaïs, Concurrent Enrollment Program Assistant (303) 914-6350 or Nina.Ysaïs@rrcc.edu

Lindsay Brachle, Concurrent Enrollment Navigator (303) 914-6266 or Lindsay.Brachle@rrcc.edu

Counseling

Online and phone services

303-914-6316/for Katey or Jim

For peer counseling online resources

peercounseling@rrcc.edu

Enrollment Services

Online service only

See website: rrcc.edu/enrollment-services

email: enrollment.services@rrcc.edu

Financial Aid

- The Financial Aid Office is open with limited staff available on the Lakewood campus.
- Our adjusted operating hours are Monday through Thursday, 8am-5pm.
- We are also available via phone (303-914-6256) and email.
- While RRCC is primarily operating on a remote basis, we encourage you to contact us through your student email address, at financial.aid@rrcc.edu.

Inclusion and Diversity

Remote services

Center for Multicultural Excellence and LGBTQ+ Center
closed until in person classes resume

Amanda.mathew@rrcc.edu

303-914-6177

International Student Services

Online/1 day a week on campus - Monday 8-5

Advising and general questions call 303-014-6416 or email international@rrcc.edu. If you need to meet in person in order to pick up documents or have documents authorized, appointments can be made for Mondays between 8am and 5 pm. All ESL classes and ESL tutoring will be conducted online.

Learning Collaborative

Message on phone and website

questions/concerns contact Randy.Landis_eigsti@rrcc.edu

see website: rrcc.edu/learning-commons/tutoring

Marketing

All online/remote

Submit formstack with Marketing requests here <https://www.rrcc.edu/marketing-communications>

Email wren.barnes@rrcc.edu and Ben.vena@rrcc.edu with urgent requests

Project Center

Open 2 days a week /Wednesday and Friday

303.914.6548

Rec Center

remote only, reach by email

src@rrcc.edu

SOAR

online/email or phone

303-914-6320 brogan.boles@rrcc.edu

303-914-6336 Josephine.richardson@rrcc.edu

303-914-6315 sarah.eastburn@rrcc.edu

303-914-6130 Yvonne.pepping@rrcc.edu

303-914-6129 Elizabeth.Ponce@rrcc.edu

SOAR Student Ambassadors

Student Ambassadors will be at the Advising/Admissions desk

studentoutreach@rrcc.edu

Student Life

Online Services - contact Steve phone or email

steven.zeeh@rrcc.edu

303-914-6372

Student Health

1 day a week Thursday 9-4
remote rest of week
ginger.stewart@rrcc.edu
303-914-6655

Student Records

remote services only
<https://www.rrcc.edu/student-records>

Transcript Evaluation: student.records@rrcc.edu
RRCC Transcript and Grades: transcripts@rrcc.edu
Graduation: Carla.Plucknett@rrcc.edu

TRiO

All services are online

"In light of the COVID-19 TRIO SSS will be delivering services virtually effective Wednesday, March 18, 2020. Please stay tuned to the RRCC Webpage for the latest updates.

Meeting with Navigator: You will be able to request Navigator appointments (Allen and Mundy) via e-mail and/or EAB's Navigate. Meetings will be through the phone or Zoom (a link will be sent to individuals requesting an appointment).

Meeting with a Tutor: Depending on the subject, tutoring will be available via ZOOM video conferencing (for math and sciences), e-mail, and or Sign Up Genius.

All students will need to check D2L for the tutor schedule and meeting platform access code.

We appreciate your patience as we all at RRCC work to provide you with the most up-to-date information in continuing support in the least disruptive manner.

Thank you,
TRIO SSS Staff"
rrcc.trioss@rrcc.edu

Tutoring

No on campus tutoring currently available
Online tutoring will be available shortly
See website: rrcc.edu/learning-commons/tutoring

Learning Commons open Tuesday and Wednesday 8-5
See website: rrcc.edu/learning-commons/hours
303-914-6705 or 303-914-6704

Veterans

1 person 1 day a week - Monday 8-5
veteran.services@rrcc.edu
remote services the rest of the week Tuesday through Friday

Please see website for more information: www.rrcc.edu/veteran-services