



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 NVCCounseling@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 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 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
OFFICE OF ADMINISTRATIVE SERVICES	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					
<ul style="list-style-type: none"> Arts & Humanities Performing Arts Center Operations Health Occupations Language & Developmental Studies 	<ul style="list-style-type: none"> Matt Cowell, Technical Director Robert Harris, Dean Robert Harris, Dean 	<ul style="list-style-type: none"> 256-7505 256-7605 256-7605 	<ul style="list-style-type: none"> 141B 807 807 	<ul style="list-style-type: none"> Anthropology, Art Hist., DART, Eth. Stu., Film, Humanities, Music, Philosophy Civic center events, community partner productions, PAC rentals Nursing (AND), Psychiatric Tech., Respiratory Care, EMT English, ESL, Modern Languages, Communications, Speech Lab, Writers Conference 	<ul style="list-style-type: none"> Yessenia Anguiano Yessenia Anguiano Cindy M./Eva M. Gina Stofan 	<ul style="list-style-type: none"> 256-7515 256-7515 256-7601 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		
<ul style="list-style-type: none"> Career Education Hospitality, Winery, Culinary Ops. Conti. Ed. & Community Partnerships Economic Workforce Development Dual Enrollment & Ed. Partnerships 	<ul style="list-style-type: none"> Dr. Douglas Marriott, Dean Enoch Shully, Manager Shawntel Ridgle, Director Cristine Tapia, Manager 	<ul style="list-style-type: none"> 256-7256 256-72563 256-7252 256-7257 	<ul style="list-style-type: none"> 3009 3308 3305 3305 	<ul style="list-style-type: none"> Accounting, Business, CFS & Education, Computer Studies, Culinary & Tour Management, DDGT, LGBT Ed. Prog, Machine Tool Tech., Welding, WOEX UVC site management, evening administration, Trips & Tours Early College Credit, Gainful Employment, Summer Bootcamps High schools, Articulation, Pathways, Career Ed. Partnerships, CTE Grants 	<ul style="list-style-type: none"> Vacant Jennifer Dunlap Valerie Bible 	<ul style="list-style-type: none"> 256-7258 302-2454 256-7251 		
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		
<ul style="list-style-type: none"> Math Success Center 	Jennifer Alvarez, Coordinator	256-7279		<ul style="list-style-type: none"> 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		
<ul style="list-style-type: none"> Articulation Career Center Dream Center Human Services/Addictions Studies Transfer Center 	<ul style="list-style-type: none"> Stacey Howard, Coordinator/Counselor Sherry Tennyson, Coordinator Gilberto Ramirez, Specialist Jaime Huston, Coordinator/Counselor Elizabeth Lara-Medrano, Coordinator 	<ul style="list-style-type: none"> 256-7332 256-7327 256-7685 256-7332 256-7333 	<ul style="list-style-type: none"> 1339 1335 841 1339 1335 	<ul style="list-style-type: none"> Learning Communities Kasaysayan NVC Pride Puente Umoja Program 	<ul style="list-style-type: none"> Nicollette Morales, Coordinator Greg Miraglia, Coordinator Hope Scott/Eric Martinez, Co-Coordinators Jeannette McClendon, Coord./Counselor 	<ul style="list-style-type: none"> 930A 1014 841 1339L 	<ul style="list-style-type: none"> Kasaysayan@napavalley.edu NVCPride@napavalley.edu 256-7685 Ms. V. Henderson 	<ul style="list-style-type: none"> 256-7710 256-7491
Enrollment & Outreach Services	Jessica Erickson, Dean	256-7205	1331-1	Admissions & Records, Outreach Services, and below	Mayra Estrada	256-7225		
<ul style="list-style-type: none"> Welcome Center Financial Aid & Veterans Services Ed. Opportunity Prog. & Svs. (EOPS) 	<ul style="list-style-type: none"> Mary Salceda-Nuñez, Coordinator/Counselor 	<ul style="list-style-type: none"> 256-7265 256-7318 	<ul style="list-style-type: none"> 1333 1132 1132 	<ul style="list-style-type: none"> Financial Aid, Veterans, NVC Promise, Scholarships, Work Study Program EOPS, CARE, CalWORKs, ASPIRE, NextUp 	<ul style="list-style-type: none"> Help Desk Maria Ortiz Brianna Fritz 	<ul style="list-style-type: none"> 256-7215 256-7314 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		
<ul style="list-style-type: none"> Disability Support Prog. & Services TRIO Programs: ETS and SSS Testing Center 		<ul style="list-style-type: none"> 2200/ 	<ul style="list-style-type: none"> 1766 1333 1764 	<ul style="list-style-type: none"> DSPS, Alternate Media Educational Talent Search (ETS), Student Support Services (SSS) TRIO Placement Tools, proctoring services, accommodations for academic exams 	<ul style="list-style-type: none"> Michael Epstein Maria Vasquez Daniella Macias 	<ul style="list-style-type: none"> 256-7345 256-7393 256-7437 		
Student Affairs, Student Life & Engagement	Robin Darcangelo, Dean	256-7364	1330B	Student Conduct, Student Housing, and below	Maria Ramos Tamayo	256-7362		
<ul style="list-style-type: none"> Basic Needs Center Student Health Center Student Life/ASNVC 	<ul style="list-style-type: none"> Julie Hernandez, Coordinator Melissa Datu, NP, Director Omar Peña, Manager 	<ul style="list-style-type: none"> 256-7621 256-7782 256-7337 	<ul style="list-style-type: none"> 1202 2250 1342B 	<ul style="list-style-type: none"> Food Basket, CalFresh Mental Health Services Student Government, Inter-Club Council 	<ul style="list-style-type: none"> bnc@napavalley.edu Jordan Drolette Sheila Martin 	<ul style="list-style-type: none"> 256-7347 256-7780 256-7340 		
OFFICE OF THE PRESIDENT	Dr. Torence Powell, Superintendent/President	256-7160	1531		Grace Bungart	256-7162		
<ul style="list-style-type: none"> Diversity, Equity, and Inclusion Human Resources, Training & Dev. Public Affairs & Communications Research, Planning & Inst. Dev. 	<ul style="list-style-type: none"> Dr. Patricia van Leeuwaarde Moonsammy, Dir. Charo Albarrán, Asst. Superintendent/VP Jenna Sanders, Director Dr. Robyn Wornall, Dean 	<ul style="list-style-type: none"> 256-7166 256-7105 256-7112 256-1792 	<ul style="list-style-type: none"> 1544B 1531 1545 	<ul style="list-style-type: none"> Title IX & Civil Rights Manager, benefits, career/job opportunities 	<ul style="list-style-type: none"> Christopher Baron Liz Gomez Vacant Vacant 	<ul style="list-style-type: none"> 256-7167 256-7115 256-7111 256-7193 		