

How Students Can Receive Services

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).
3. 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. "

How students can reach an advisor:

- Remote appointments only dan.macy@rrcc.edu
- Remote Appointments only rebecca.schutt@rrcc.edu

Financial Aid

There will be 2 people in office Monday-Thursday 8-5

Students: please use your college-issued email

Financial.Aid@rrcc.edu

303-914-6256

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.

Cashier's 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.

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

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.

Admissions

Online Contacts:

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

Admissions will have 1 person per day Monday-Thursday 8-5

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

Ambassadors

Student Ambassadors will be at the Advising/Admissions desk
studentoutreach@rrcc.edu

Call Center

Receiving incoming calls remotely

Veterans

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

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

Accessibility

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

Student Life

Online Services - contact Steve phone or email
steven.zeeh@rrcc.edu
303-914-6372

Project Center

Open 2 days a week /Wed and Fri
303.914.6548

Marketing

All online/remote

Submit formstack with Marketing requests

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

Student Health Clinic

1 day a week

Thursday from 9-4

ginger.stewart@rrcc.edu

remote rest of week

303-914-6655

SH peer counseling

online resources

peercounseling@rrcc.edu

Counseling

Online and phone services

303-914-6316/for Katey or Jim

For peer counseling online resources

peercounseling@rrcc.edu

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

1 Day a week on Tuesday 8-5

dana.kobold@rrcc.edu

Campus Police

1 dispatcher

303-914-6394 Duty phone/Dispatch phone

2 officers per day

1 officer nights

Arvada Welcome Desk

Open Tuesday and Thursday from 8-5/ otherwise online arv.frontdesk@rrcc.edu

All other Student Services online

Any Student Service questions answered within 24 hours M-F

Rec Center

remote reach by email

src@rrcc.edu

International

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

Linda.Yazdani@rrcc.edu

ana.gutierrez@rrcc.edu

PT instructor - online

For questions, concerns, and services email International Student Services at: international@rrcc.edu or leave a message at 303-914-6416. In person services are currently available Mondays from 8am – 5pm.

Appointments are strongly recommended. All ESL and other college classes are now being held online.

embedded tutor - online

PT instructor - online

WS - online

Student Records

remote only

Tutoring

Online tutoring only

Limited Face- to-face tutoring on an individual basis contact Randy.

3rd party vendor called "Tutor Me"

303-914-6702 messaging to contact Randy

Find link in D2L

Learning Collaborative

Message on phone and website questions/concerns contact Randy.Landis_eigsti@rrcc.edu

rrcc.edu/learning-commons/tutoring

Enrollment Services

Online service only

See website: rrcc.edu/enrollment-services

email: enrollment.services@rrcc.edu