



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.

Difficulty with:

Established Procedure:

A class, instructor, or counselor:

Talk to the instructor/counselor first. If the issue is not resolved, see the division chair or division dean (see list on reverse). **It is important to go through both of these steps 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 Instruction (253-3100), Room 1333.

A campus office or service:

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. Then, if the matter is still not settled to your satisfaction, contact the vice president of the appropriate area (see reverse).

Your educational program, academic progress, or personal issues:

Our counselors can help you deal with workload dilemmas, personal difficulties, and other issues that are interfering with your academic success at NVC. Call 253-3040 for an appointment.

A crime on campus or questions about your personal safety:

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 (253-3330).

Questions about grievances:

Refer to the Student Complaint and Grievance Policy and Procedures available online under the Student Services website (www.napavalley.edu), select the Student Rights and Responsibilities section) or obtain a hardcopy in the Office of the Vice President of Student Services, Room 1339H.

Questions about discrimination:

Go to the Office of Human Resources (253-3366), Room 1339K, to get information on the college's policies and processes regarding discrimination and sexual harassment.

The cafeteria:

The cafeteria is operated by an outside vendor, so talk to the cafeteria manager (253-3315). If the problem is not resolved, go to the Office of the Vice President, Business and Finance (253-3313), Room 1336.

If you are unsure how to deal with an issue:

Call 253-3110, the Office of the Vice President of Student Services, Room 1339H. You can also contact Windy Martinez (253-3080), the Associate Dean of Special Services, who serves as the campus ombudsperson.

OFFICE OF INSTRUCTION (253-3100)			Sue Nelson, Vice President		Programs	Division Secretaries	
Business & Computer Studies	Debbie Saunders	253-3171			Accounting, Business, Computer Science, CISA, CISN, Economics	Diane Berg	259-8939
Fine & Performing Arts	Eve-Anne Wilkes	253-3204			Art, Drama, Music	Maggie Ford	253-3200
Health Occupations	Amy LaPan	253-3121			Nursing, Psychiatric Technician, Respiratory Therapy	Joann Stubitsch	253-3120
Language & Developmental Studies	Agapito de la Garza	253-3136			American Sign Language, Basic Skills, English, ESL, French, Italian, Spanish, Speech	Gina Stofan	253-3112
Occupational Education and Technical Programs	Vacant				Broadcast Television Engineering, Cosmetology, Digital Design Graphics Technology, Machine Tool, Photography, Viticulture and Winery Technology, Welding, Work Experience	Stacy Hitchcock	253-3240
Physical Education	Kevin Luckey	256-4514			Health Education, Physical Education, Athletic programs	Cathy Matthews	253-3222
Science/Mathematics/Engineering	Bonnie Moore	253-3198			Astronomy, Biology, Chemistry, Earth Science, Engineering, Geology, Math, Physics	Sue Borer	253-3383
Social Sciences	Lauren Coodley	253-3157			Administration of Justice, Anthropology, Child and Family Studies, Geography, History, Humanities, Philosophy, Political Science, Psychology, Sociology	Diane Berg	259-8939
Criminal Justice Training Center	Greg Miraglia	253-3251			Police Academy, Paralegal Studies	Brooke Sadecki	253-3255
Learning Resources	Bonnie Thoreen	967-2911			Media Services, Electronic Classroom		253-3011
Library and Upper Valley Campus	Bonnie Thoreen	967-2911			Library, Community Education, Community Services, Culinary classes	Susie Moore	967-2901
OFFICE OF STUDENT SERVICES (253-3110)			Oscar De Haro, Vice President				
Admissions and Records	Beth Hauscarriague	253-3291			New Majority Affairs	Ron Rhyno	253-3117
Associated Student Body/Student Life	Victoria Worch	253-3061			NVC Police Department	Ken Arnold	253-3331
Career Center/Job Services	Elizabeth Lara-Medrano	253-3051			Special Services (DSP&S)	Windy Martinez	253-3081
Child Development Center	Dianna Chiabotti	259-8932			Student Health Center	Charlene Reilly	253-8005
Counseling Division/Re-Entry Services	Margo Kennedy	253-3375			Transfer Center	Gwen Kell	253-3328
Financial Aid/EOPS/CalWORKs/Vets/TRIO	Jill Schrutz	253-3021					
BUSINESS AND FINANCE (253-3313)			Scott Miller, Vice President				
Bookstore	Sherry Melton	253-3116			Business Office	Scott Miller	253-3313
PRESIDENT'S OFFICE (253-3360)			Chris McCarthy, President				
Community Relations	Betty Malmgren	253-3372			Information Technology	Vanessa Mullally	253-3321
Facilities, Planning, Custodial Services	Matt Christensen	253-3340			Research, Planning & Resource Development	Judie Walter-Burke	253-3371
Human Resources	Laura Ecklin	253-3366					