

RVC Students:

As the College continues to evaluate the COVID-19 community health crisis and implements our strategic actions to serve our students, we have some information we would like to share with you regarding student services the College will continue to provide during this critical time.

## **Personal and Success Counseling**

RVC Personal and Success Counseling will continue to provide mental health and academic support during this time. You can email Andrea McCauley, Personal and Success Counselor, at [a.mccauley@rockvalleycollege.edu](mailto:a.mccauley@rockvalleycollege.edu) or call her at 815-921-4105 (messages will be checked regularly throughout the day), or by messaging through Eagle/Canvas App (select Course: RVC Community Group and send to: Andrea McCauley). For life threatening or severe emergencies, call 911, or go to the nearest emergency room.

## **Student Services**

All services are still operational and ready to assist students.

**Here is a list of all contact information for the office you may need (we recommend sending an e-mail to the departments for a quicker reply):**

Academic and Transfer Advising: [RVC-Advising@rockvalleycollege.edu](mailto:RVC-Advising@rockvalleycollege.edu)

Records and Registration: [RVC-Records@rockvalleycollege.edu](mailto:RVC-Records@rockvalleycollege.edu)

Disability Support Services: [RVC-DisabilityServices@rockvalleycollege.edu](mailto:RVC-DisabilityServices@rockvalleycollege.edu)

Financial Aid: [RVC-FIA@rockvalleycollege.edu](mailto:RVC-FIA@rockvalleycollege.edu)

Career Services and Career Advising: [RVC-Careerservices@rockvalleycollege.edu](mailto:RVC-Careerservices@rockvalleycollege.edu)

TRIO: [RVC-Trio@rockvalleycollege.edu](mailto:RVC-Trio@rockvalleycollege.edu)

**I need to set up an appointment with someone, how can I do that?**

We are currently using Zoom and an Online Chat service to help students. Contact the office to set up an appointment and we will reach out to you after to let you know the next steps to connect virtually.

**I don't know who to contact or can I contact someone from student services instantly?**

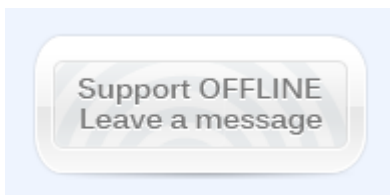
Click on the "Support Online" icon on the RVC website (bottom right of your screen):



We are currently staffing the online support from 8:00 a.m. to 6:00 p.m. to assist student general questions or help get you connected to the correct college personnel.

**What if I need help after 6:00 p.m. or the office I need is not listed above?**

Click on the icon you see after hours:



Leave us a message and we will forward it to the correct department.

**How can I turn in my financial aid paper work?**

You can e-mail the forms to [RVC-FIA@rockvalleycollege.edu](mailto:RVC-FIA@rockvalleycollege.edu) or use the drop box that is located outside of the Student Center.

**How can I withdraw from a class?**

Normally you would have to come into the records office, but at this time you can receive help by sending an e-mail from your student e-mail address to [RVC-Records@rockvalleycollege.edu](mailto:RVC-Records@rockvalleycollege.edu) for help with this process?

**If you're having any issues at all please reach out to the Dean of Students:**

Terrica Huntley

Phone: 815-921-4284

E-mail: [T.Huntley@rockvalleycollege.edu](mailto:T.Huntley@rockvalleycollege.edu)

**RVC Bookstore**

While campus is closed to the public, we will continue serving customers through our [website](#), phone (815-921-1680), and [emails](#). We are currently offering free UPS ground shipping for online orders. Also, Barnes & Noble College has partnered with VitalSource to provide ebooks made available through some of the publishers free of charge. This does not include courseware or books from all publishers.

- [VitalSource Help and Tutorials](#)

#### **How do I access VitalSource Helps content?**

To get started, visit [bookshelf.vitalsource.com](http://bookshelf.vitalsource.com). Before you begin searching for and reading course materials, you will need to log in to an existing Bookshelf account with your institution-provided email address or create a new account. It is important to note that, while you may use Bookshelf today as part of an Inclusive Access program, your account may not be linked to your institution provided email address. To access VitalSource Helps content, you must use your institution-provided email address.

#### **For students and instructors accessing Bookshelf for the first time:**

Here are instructions on [creating a Bookshelf account](#). Once you create an account with an institution-provided email address, log in and click on the “Explore” tab in the upper left corner of the screen.

#### **For students and instructors with existing Bookshelf accounts linked to their institution-provided email address:**

Students and instructors with existing Bookshelf accounts linked to their institution-provided email address will see a new tab called “Explore.” This tab provides access to the freely-available ebooks.

We understand we have not addressed all student services normally offered by the College in this message. All services are being evaluated and solutions developed for how to offer them during this time.

Please continue to monitor your College-issued RVC email, RVC Alerts, and the [dedicated COVID-19 website](#). If you have not already signed up for RVC Alerts, you can do so at [rockvalleycollege.edu/alerts](http://rockvalleycollege.edu/alerts).