

Riverside City College

Classified Guidebook

Winter 2026

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Welcome Letter

Welcome to Riverside City College! We are excited to have you join our team of dedicated professionals who work each day to support student success and institutional excellence.

As a classified professional, you play a vital role in helping our college operate efficiently, equitably, and with care. Whether you work in student services, business operations, instructional support, or facilities, your contributions are essential to the daily life of our campus and the success of our diverse student body.

This letter accompanies your Classified Employee Handbook, a helpful guide to our policies, expectations, and the various resources available to you. Inside, you will find information about employee rights, participatory governance, professional development, safety procedures, and the values that shape our college community. I encourage you to take the time to read it and refer to it as questions arise.

Here are a few essential things to know as you get started:

- **You belong here.** We are a community that values respect, equity, collaboration, and growth.
- **Your union representation matters.** You are represented by CSEA Chapter 535, which advocates on your behalf and supports your rights and benefits.
- **Professional development is encouraged.** Whether you are brand new or have years of experience, we believe in continuous learning and offer training to help you thrive in your role.
- **You are never alone.** Your supervisor, HR, union stewards, and colleagues are here to help you navigate any questions or concerns.

Thank you for choosing to work with us. We look forward to the unique skills, perspective, and personality you bring to our campus. Please do not hesitate to reach out if you have any questions or need support during your onboarding.

Welcome to the team!

About RCC

Founded in 1916, Riverside City College (RCC) is the oldest institution in the Riverside Community College District and has long served as a cornerstone of higher education in the Inland Empire. RCC offers a wide range of academic and career-focused programs, including more than 100 degrees and certificates across eight instructional pathways. Whether students are preparing to transfer to a four-year university, enter the workforce, or enhance their skills, RCC provides a supportive and inclusive environment that fosters growth and success.

RCC's vibrant campus is located in the heart of Riverside and reflects the diversity and energy of the community it serves. With a commitment to equity, student success, and lifelong learning, the college empowers individuals from all backgrounds to achieve their educational and professional goals. Classified professionals play a vital role in supporting RCC's mission, contributing to the college's dynamic culture and helping create a welcoming space where students thrive.

You can view the college's Mission, Vision, and Tiger Pride Value Statements at this link:
<https://www.rcc.edu/about/rcc-mission.html>

Academic Pathways

Riverside City College offers eight distinct instructional pathways designed to help students explore their interests and achieve academic and career success. These pathways include Advanced Technical Arts and Trades, Business, Law, and Computer Information Systems, Education and Teacher Preparation, Fine and Performing Arts, Health-Related Sciences, Languages and Humanities, Science, Technology, Engineering and Mathematics (STEM), and Social and Behavioral Sciences. Each pathway provides a clear roadmap of courses, degrees, and support services tailored to students' goals—learn more by visiting the [Instructional Pathways page](#).

Academic Support

The Academic Support department provides a wide range of free services to help students succeed, many of which are housed in the Martin Luther King Jr. (MLK) Teaching/Learning Center. This centralized space includes study areas, computer labs, and instructional rooms, and hosts key services such as tutoring, writing and communication support, math assistance, and STEM engagement. As a classified professional, understanding these resources can help you guide students effectively—learn more by visiting the [Academic Support page](#).

Administrative Offices

The administrative offices oversee various operational functions of the college, supporting the delivery of education. The Charles A. Kane Student Services and Administration building houses a majority of these offices.

Academic Affairs

The Office of Academic Affairs is responsible for the strategic integration of the goals of the five academic divisions. The Office is responsible for the quality, integrity, and breadth of all educational programs at the institution, striving to enable student success through excellence in educational and academic support programs and by continuously improving institutional effectiveness. Departments reporting under this office include:

- Athletics/Kinesiology
- Career & Technical Education
- Fine and Performing Arts
- Educational Partnerships
- Languages, Humanities, and Social Sciences
- Nursing
- STEM

Business Services

The Business Services Division serves the institution's mission by coordinating the needs and responsibilities of all business and administrative service areas, including ensuring appropriate fiscal and budgetary management, purchasing processes, contract administration, equipment inventory, record-keeping, grants and categorical program compliance, fiscal accountability, and budget control processes. Departments reporting under this office include:

- Business Services
- Bookstore
- Campus Police
- Emergency Preparedness and Safety
- Food Services
- Facilities, Maintenance, and Operations
- Printing Services

Planning & Development

The Planning & Development Division plays a key role in shaping the college's strategic direction, institutional effectiveness, and resource allocation. Led by the Vice President of Planning and Development, he division oversees initiatives such as strategic planning, program review, and equity-focused development efforts. Classified professionals may engage with this division through collaborative projects, data-informed planning, and support student success initiatives. Departments reporting under this office include:

- Academic Support
- Counseling & Specially Funded Programs
- Grants Development & Administration

- Institutional Effectiveness
- Library/Learning Resources
- Marketing
- Professional Development

Student Services

Student Services are designed to support students in every aspect of their educational journey, from enrollment to graduation. The division offers a wide range of resources, including counseling, career guidance, health and wellness services, support for veterans and international students, and specialized programs for diverse student populations. As a classified professional, understanding these services helps you connect students with the tools they need to succeed—explore more on the [Student Support page](#). Departments reporting under this office include:

- Academic Evaluations
- Admissions & Records
- Basic Needs
- CalWorks
- Disability Resource Center
- EOPS
- International Students and Programs
- Student Activities
- Student Life
- Student Financial Services
- Student Health and Psychological Services
- Trio
- Veterans Resources

Association of Latinx Advocating for Student Success (ALASS)

The ALASS at RCC is a community-building group that advocates for Latinx students and employees. Their mission is to raise cultural awareness, create mentoring opportunities, and support the retention and success of Latinx individuals on campus. Classified professionals can engage with ALASS by attending events, serving as mentors or advisors, and helping connect Latinx students to professional networks and leadership opportunities.

Basic Needs

The Basic Needs Resource Center supports students facing challenges related to food, housing, and overall wellness. Located in the Charles A. Kane Building, the center provides access to the food pantry, hygiene items, housing assistance, and mental health resources to support students in thriving both academically and personally. Classified professionals can play a key role by referring students to these services. Learn more at the [Basic Needs Resource Center webpage](#).

Black Faculty and Staff Association (BFSA)

The BFSA at RCC fosters professional growth, community connection, and equity-driven engagement for Black faculty, classified professionals, and students. It supports mentorship, leadership development, and cultural awareness initiatives across campus. Classified professionals are encouraged to join or collaborate with BFSA efforts to advance racial equity and inclusive representation.

Bookstore

The Riverside City College Bookstore provides students with access to textbooks, school supplies, RCC-branded merchandise, and other essentials for academic success. It also offers online ordering, textbook rentals, and digital materials to support flexible learning. Classified professionals can direct students to the [RCC Bookstore webpage](#) for hours, services, and purchasing options.

Classified Leadership and Success (CLAS)

Classified Leadership and Success (CLAS) is a committee dedicated to promoting employee engagement, professional growth, upward mobility, and leadership development among Riverside City College's classified professionals. Through regular professional development opportunities, CLAS supports the college's strategic goals while fostering intellectual curiosity and lifelong learning. All college employees are welcome to participate in these events and initiatives.

Classified School Employees Association, CSEA Chapter 535

The collective bargaining unit of the classified employees of the Riverside Community College District is the California School Employees Association Chapter 535. The California School Employees Association, AFL-CIO (CSEA) is the largest labor union representing classified school employees in the United States, with more than 230,000 members in California.

For executive board contacts, current agreement between CSEA and RCCD, and other information, please visit the CSEA webpage at [California School Employees Association](#)

Colleague/Datatel/UI Web

Colleague by Ellucian (aka Datatel) is the administrative system used by RCC. UI Web is the interface used to access Colleague.

[Colleague UI](#) (User Interface) is the web-based front-end for Ellucian Colleague, a comprehensive Enterprise Resource Planning (ERP) system used by many colleges and

universities to manage critical operations like student records, financial aid, HR, and finance, allowing access and update real-time institutional data through customizable forms and search functions. It's an internal portal for administrators and employee groups to perform tasks, different from student-facing portals like [WebAdvisor](#) or [Self-Service](#). Only those who need to work directly in Colleague have access to this system

College Safety & Police

The College Safety Office, operated by the RCCD Safety and Police Department, is dedicated to maintaining a secure and welcoming campus environment. Services include on-campus police presence, emergency response coordination, safety education, and resources like the RAVE Guardian app for real-time alerts and virtual safety escorts. Classified professionals can help promote campus safety by staying informed and directing students to available resources—learn more at the [Campus Safety and Security page](#).

For emergencies, always call 9-1-1

For non-emergencies, call (951) 222 – 8171

Diversity, Equity, Inclusion, and Accessibility (DEIA)

Riverside City College is committed to fostering a welcoming and inclusive environment where every student and employee can thrive. DEIA principles guide how we learn, work, and serve—ensuring fair access, representation, and support for all.

Through programs like the Equity-Minded Learning Institute (EMLI) and ongoing professional learning, RCC continues to advance equitable practices that strengthen our campus community. Each of us plays a role in creating a culture where diversity is celebrated, inclusion is intentional, and equity drives student success.

EduNav

EduNav is the college's intuitive, web-based tool that lets students plan their entire academic pathway and register for classes in one place. With EduNav, students can see their full academic history, visualize the semesters ahead, adjust course plans based on time preferences or instructor changes, and register directly within the system.

Email

All email correspondence is handled in Microsoft Outlook. The Human Resources and Employee Relations (HRER) department initiates the request to establish your email address during the hiring process. Typically, your email address is your Firstname.Lastname@rcc.edu .

You are automatically enrolled in a variety of email listservs when you are hired. There are three types of lists:

- **Moderated lists** on the Listserv (like College-ALL) have messages reviewed before being shared with everyone.
- **Unmoderated lists** on the Listserv (like Opt-Discuss) do not require review before sending.
- **Dynamic lists** (in Microsoft Outlook) are automated distribution lists based on HRER (Human Resources & Employee Relations) coding and are not moderated for members of the list.

At a minimum, you should already be subscribed to:

- RCC-ALL@LISTS.RCCD.EDU
- RCC-CLASSIFIED-PROFESSIONALS-DL@RCCD.EDU

If you find you are not receiving emails from these lists, please contact the campus public affairs officer.

Employee Recognition Program

Riverside City College celebrates the contributions of its classified professionals through the David Dant Employee of the Month Award and the Classified Professional of the Year recognition. These honors highlight individuals who demonstrate exceptional service, dedication, and a commitment to the college's mission and strategic goals. Classified professionals, faculty, and managers are encouraged to nominate colleagues who go above and beyond in their roles. Learn more or submit a nomination by visiting the [Employee of the Month page](#).

Etrieve

Etrieve is the District's secure online system for submitting and approving digital forms. Classified professionals use Etrieve to complete and route a variety of personnel and administrative documents, including Leave Requests and Absence Affidavits.

Etrieve replaces paper forms by allowing employees to fill out, sign, and submit documents electronically for supervisor and HR approval—all within a single system. Notifications are automatically sent to the next approver, helping streamline workflows and ensure timely processing.

How to Access Etrieve:

1. Visit myapplications.microsoft.com.
2. Sign in using your college username and password.
3. Open etrieve
4. Select the appropriate form from the available list (e.g., Leave Request, Absence Affidavit).

For assistance or troubleshooting, contact the RCCD Service Desk at (951) 222-8388 or email helpdesk@rccd.edu.

Employee Assistance Program (EAP)

The Riverside Community College District offers a free Employee Assistance Program (EAP) through AllOne Health for all employees and their household members. It is designed to support your overall well-being by providing confidential counseling, referral services, and life-and-work assistance such as stress management, grief support, financial guidance, legal consultations, and help locating child or elder care.

You can access services 24/7 through the toll-free helpline, the mobile app (iConnectYou), or online chat. The EAP also provides short-term in-person, video, or phone counseling and can connect you with local community resources as needed. Visit the RCCD EAP website for more information: <https://www.rccd.edu/admin/hrer/eap.html>

Employee ID Cards & Access

Employee identification (ID) cards are issued through the Facilities Utilization Coordinator and serve as your official badge at Riverside City College. When needed, these cards can also be programmed for digital access to specific buildings and secure areas. Please note: not all campus buildings require or support card-entry access, so eligibility will vary based on location and role.

How to obtain or update your card:

- For replacement cards or changes to building access, email the Facilities Utilization Coordinator through the RCCD Service Desk application using the “Facilities – Elevator, Alarm, Lock & Keys – Digital Key Card” request.
- If you only need a standard employee ID card (without building access privileges), you may pick it up at either the Digital Library’s circulation desk or the Admissions & Records office.

Your supervisor or the Facilities Utilization office will help you determine whether access privileges apply, what form and photo may be required, and the expected turnaround time.

Engagement Centers

RCC’s Engagement Centers are welcoming, pathway-oriented support hubs designed to help students navigate their academic journey, build community, and access tailored resources. Each center is staffed with educational advisors, peer mentors, faculty, and counselors to provide holistic assistance, from enrollment to career readiness.

Pathway Academic Engagement Centers

These centers are organized by instructional pathway and designed to provide focused support for students within specific program areas. Each center offers individualized advising, mentoring, tutoring, and faculty coordination.

Advanced Technical Arts & Trades, Education & Teacher Preparation Engagement Center

- 📍 Location: Technology A Building, Room 101
- 📞 Phone: (951) 222-8624
- Hours: Monday–Friday, 8 am–5:30 pm.

This center supports students pursuing technical trades, teacher preparation, and education-related pathways.

Business, Law & Computer Information Systems (BLCIS) Engagement Center

- 📍 Location: BLCIS Building #T203
- 📞 Phone: (951) 222-3476
- Hours: Monday–Friday, 9 am–5:30 pm.

This center serves students in business, law, computer information systems, and related majors.

STEM Engagement Center

- 📍 Location: MLK Building Room 306
- 📞 Phone: (951) 328-8329
- Hours: In-person Mon–Thu 8 am–4:30 pm, Fri 8 am–2 pm; virtual hours also available.

Dedicated to students in science, technology, engineering, and math programs.

Languages & Humanities / Social & Behavioral Sciences (LHSS) Engagement Center

- 📍 Location: Music Building 104
- 📞 Phone: (951) 328-3660
- Hours: Mon-Fri 8 am–5 pm (Tue/Wed until 6 pm).

Supports students in languages, humanities, social sciences and behavioral sciences.

Fine & Performing Arts (FPA) Engagement Center

- 📍 Location: Stover 114
- 📞 Phone: (951) 222-8752 or (951) 222-8753

Hours: Vary; example Mon/Wed 8:30–10:50 am & 12:30–4 pm, Tue/Thu 8:30–10:45 am & 2–4 pm, Fri 8:30 am–Noon.

Focuses on majors and students in art, music, theatre, dance, and related creative fields.

Health-Related Sciences (HRS) Engagement Center

📍 Location: School of Nursing, 1st Floor

📞 Contact: (951) 222-8880

Hours: Mon–Thu 8 am–4:30 pm (summer schedule may vary)

Supports students in nursing, health, wellness, kinesiology, nutrition, and related pathways.

Cultural Engagement Centers

These centers provide culturally affirming environments, community building, peer networks, and specialized support for student groups based on identity, experience or life circumstance.

La Casa Engagement Center

📍 Location: Bradshaw Building, Room 202

📞 Phone: (951) 222-8168

Hours: Mon–Thu 8:30 am–4:30 pm; Fri 8:30 am–Noon.

Supports Latinx and other equity-target students through culturally grounded academic and community development programs.

Umoja Project & Home Room Engagement Center

📍 Location: Bradshaw Building, Room 110

📞 Phone: (951) 222-8130

Hours: Mon–Thu 9 am–5 pm, Fri 9 am–Noon.

A program and center focused on African/African-American student success, community building, and leadership.

Rainbow Engagement Center (REC)

📍 Location: MLK Building Room 304

✉️ Email: LGBTQIA@rcc.edu

Hours: Varies

A dedicated space for LGBTQIA2+ students and allies offering community resources, academic support, study space, and peer mentoring.

Equity and Student Success

Riverside City College is deeply committed to advancing equity, inclusion, and belonging for all students. Guided by the California Community Colleges Vision 2030 and RCC's B.E.S.T. Strategic Plan, the college actively works to close equity gaps and ensure that every student—regardless of background, identity, or circumstance—has the opportunity to succeed.

Equity at RCC means more than providing equal access; it means removing barriers that disproportionately impact historically marginalized groups and creating pathways that foster belonging, representation, and success. Through initiatives such as the Student Equity Plan, Equity-Minded Learning Institute (EMLI), cultural engagement programs, and targeted student support services, RCC continues to build a learning environment where diversity is celebrated and inclusion is a shared responsibility.

Classified professionals play a vital role in this work by supporting equitable student experiences in every department, program, and service area. Together, we embody RCC's Tiger Pride values—Respect, Integrity, Growth, Equity, and Responsibility—as we serve our students and community.

Event Planning

To plan an on-campus event, you need access to 25Live. If you do not have access to 25Live, contact the college's Facilities Utilization Coordinator, Janelle Wortman, at (951) 222 - 8498. Before planning and scheduling an on-campus event, consider several key factors. The following is a sample checklist that you can use for your event planning:

Event Planning Checklist:

1. What type of event are you planning?
2. Is this a recurring event?
3. What will be the title of this event?
4. How many will be in attendance?
5. Will prep time be needed before the event starts?
6. What resources will be needed for the event? (Tables, chairs, audio equipment, video equipment, PowerPoint materials, and or podiums)
7. Will the event be catered?
8. Which locations will best accommodate the size of your audience?
9. Will your event be an internal program/campus event or open to students?
10. Will you need parking accommodation? Email Daniel.Shipp@rccd.edu
11. Are interpreting services needed?

To schedule an event, log in at myapplication.microsoft.com and open 25LivePro. Use the Event Wizard to enter event details and the Resources tab to request items like tables, chairs, and room setup.

For audio/video needs, submit a TSS Order Form via the RCCD Service Desk on the single sign-on. For help, email helpdesk@rccd.edu.

To request interpreting services for employees, contact Melinda Miles, the Administrative Coordinator in the Planning & Development Office. For student accommodations, contact the Disability Resource Center.

Food Services/Catering Requests

Riverside City College offers on-campus catering services located in the Ralph H. Bradsaw Building Cafeteria. Whether you're planning a small meeting or a large campus event, RCC Catering Services provides a variety of menu options and professional service to meet your needs. To explore menus or place an order, visit the [RCC Cafeteria and Catering Services page](#).

You will need the following information when placing your request:

1. Name of event.
2. Number of attendees.
3. Date, location, and desired drop-off and pick-up time for the event.
4. Menu – be sure to note any special food requests (cheese on the side, gluten-free, etc.)
5. Method of payment.
6. The budget line for Food Services/catering needs to be billed.
7. Number of table cloths and flatware (if needed)

Galaxy

Galaxy is the financial database utilized by the district, as provided by the Riverside County Office of Education. This system is used for various financial transactions, including generating purchase requisitions, running budget reports, and viewing vendor payments. Employee access is typically provided upon request by an area manager. Training and workshops are offered at various times throughout the year. For additional information regarding Galaxy access, please contact the RCCD Accounting Office at (951) 222-8076.

To request Galaxy training: email elia.blount@rcc.edu.

For password resets, call the Riverside Office of Education office at (951) 826-6800 x6524.

Guided Pathways

Guided Pathways is an integrated, college-wide framework at Riverside City College designed to improve student success by providing clear, structured educational experiences. It helps students

choose a path, stay on track, and achieve their academic and career goals through coordinated support, program mapping, and engagement centers. Classified professionals play a vital role in this effort by helping create a student-centered environment that supports equity, connection, and completion. Learn more at the [Guided Pathways webpage](#).

LGBTQ+ Association for Student Success & Equity (LASSE)

LASSE works to unify, empower, and advocate for LGBTQIA2+ students, faculty, classified professionals, and administrators at RCC. Their focus includes educational events, mentorship programs, and fostering inclusive campus policies.

For classified employees, LASSE offers a way to support LGBTQIA2+ campus inclusion by participating in ally trainings, sponsoring student programs, and helping build an environment where everyone feels seen and valued.

Library

The library, located in the Salvatore G. Rotella Digital Library and Learning Resource Center, offers students access to a diverse range of academic resources, including books, research databases, study rooms, and technology support. The library also provides instructional support through workshops, research help, and online tools to strengthen information literacy. Classified professionals can help students succeed by encouraging them to explore these resources—visit the [RCC Library webpage](#) for more information. Phone: (951) 222 - 8651

MyPortal

MyPortal is the college's centralized online gateway that allows students and staff to access essential tools and services—such as class registration, financial aid status, student email, and official records—through a secure single sign-on.

Through MyPortal, users can view class schedules, register for courses, pay fees, check transcripts or enrollment verification status, and more. The system was recently upgraded to offer enhanced cybersecurity, improved mobile-friendly navigation, and a streamlined user experience.

Parking Services

Riverside City College requires all vehicles parked on campus to have a valid parking permit or to use pay-by-hour parking. Parking Services oversees campus parking enforcement and provides virtual permits for students and employees.

Riverside City College offers a mix of student and employee permit parking, pay-by-hour, and limited short-term visitor parking. Every vehicle that parks on any campus must have its car registered for a virtual parking permit or pay the meters.

Employee Parking:

RCC employees park in yellow-striped stalls, though they can also park in the white striped stalls if needed. Annual staff permits are available for purchase through [WebAdvisor](#) each academic year (typically August–September).

Student Parking:

Students may register for semester permits through MyPortal or purchase daily permits at campus pay stations or via the ParkMobile app. Pay stations accept cash and credit/debit cards, while ParkMobile allows quick hourly payments by phone without a deposit.

General Information:

White-striped stalls are for students and visitors, and yellow-striped stalls are reserved for employees. Parking permit enforcement is active throughout the semester, with a short grace period at the beginning of each term to allow time for permit registration.

For details on permits, parking maps, or citation information, visit the [RCCD Parking Services website](#) or call the RCCD Parking Office at (951) 222 - 8009 or (951) 222 – 8522. For event-related parking questions, contact the Facilities Utilization Coordinator at (951) 222 – 8498.

Printing & Graphics

Riverside Community College District maintains a centralized Printing & Graphics Center, located on the RCC campus in the Technology B Building, which supports marketing, outreach, events, and internal departmental needs. The in-house team handles the design and production of a wide range of materials, including brochures, flyers, banners, large-format graphics, signage, branded promotional items (e.g., shirts and hats), and event merchandise.

Routine black-and-white and color copying can be submitted through the RCC Administrative Support Center, with a typical turnaround of 2–3 business days. Departments may also request large-scale or specialty print jobs, which are routed through Production Printing for advanced needs.

To submit a request, complete a print request through the RCCD Printing Storefront found at myapplication.microsoft.com. For more information, visit the RCCD [Printing Services website](#) or contact them at (951) 222-8585.

Professional Development

Riverside City College recognizes the special skills, indisputable value, and unique talents of its classified professionals and is committed to developing, maintaining, and enhancing employee skills. In an effort to achieve organizational goals and objectives, the classified professional development program will build institutional capacity, create a path of upward mobility, and promote leadership development through learning opportunities.

The Vision Resource Center (VRC), available through RCCD's single sign-on at myapplications.microsoft.com, is the California Community Colleges Chancellor's Office online learning platform. It offers thousands of free, on-demand courses and other curated resources that support professional growth, leadership, and diversity, equity, inclusion, and accessibility (DEIA) goals.

Employees can track their learning, register for campus events, and connect with professional networks across the state through the VRC. For more information or assistance accessing the platform, contact Professional Development Coordinator Dr. Natalie Vázquez at (951) 222 – 8900.

RCC C.A.R.E.S. (Collaborative, Advocacy for Restorative & Empowered Support)

The RCC C.A.R.E.S. team is dedicated to fostering a safe, supportive, and inclusive campus environment where every student can thrive. Rooted in the college's Tiger Pride values—respect, integrity, growth, equity, and student-centeredness—the team offers holistic interventions and equitable support for mental/emotional wellness, behavioral concerns, and campus community well-being.

Whether you're concerned about a student, a faculty or classified colleague, or a campus incident, C.A.R.E.S. accepts referrals for non-emergency behavioral and wellness concerns and connects individuals to the right resources.

Employees can access the C.A.R.E.S. reporting form online and find links to statewide hotlines and resources (e.g., 988 Suicide & Crisis Lifeline) on the C.A.R.E.S. webpage: [Learn more about RCC C.A.R.E.S.](#)

For immediate on-campus emergencies, call (951) 222-8171 or dial 911.

RCCD Service Desk / Technology Support

The RCCD Service Desk (also called the District Helpdesk) is the primary point of contact for all technology support and service requests across the district.

- **Hours:** Monday through Friday, 7:00 am – 6:00 pm
- **Phone & Email:** (951) 222-8388 | helpdesk@rccd.edu

What They Do

- Receive and route help tickets to specialized support teams (IT, AV, network, software, etc.).
- Provide first-level (Tier-1) support: password resets, account access, email / login issues, basic hardware/software troubleshooting.
- Manage and monitor the full-service workflow to ensure quality and timely resolution.

How to Request Service

- Log into the single sign-on portal (myapplications.microsoft.com) and submit a ticket using the RCCD HelpDesk application.
- You can also email the Helpdesk or call the phone line and ask to have a ticket created on your behalf.
- When submitting a ticket, include as much detail as possible—e.g. building and room number, asset tag or device ID, description of issue, your contact info.

SARS Anywhere

SARS Anywhere is an appointment scheduling system for various departments of Riverside City College. It allows academic advisors, counselors, and other specialists to view a clear display of all schedules, including time off, observed holidays, and student appointments. The drop-in component is used to track unscheduled visits. If your department utilizes SARS Anywhere, please locate your SARS Admin to acquire login information.

For questions about SARS, contact Rafal Helszer, Office Specialist at (951) 222 – 8449 or Dr. Herbert English, Dean of Counseling and Special Programs.

Servingness Framework

As a federally designated Hispanic-Serving Institution (HSI), Riverside City College embraces Dr. Gina Ann Garcia's Servingness Framework, which moves beyond enrollment numbers to focus on how colleges actively serve Latinx students and other historically underrepresented groups.

Servingness emphasizes that being an HSI is not only about who colleges enroll, but how institutions transform to promote equity, belonging, and success. The framework integrates three key dimensions of serving:

- **Academic and Social Integration** – Creating spaces where students feel connected, supported, and represented both inside and outside the classroom.
- **Organizational Culture and Structure** – Embedding equity-minded policies, practices, and leadership that reflect the values of inclusion and justice.
- **Collective Responsibility** – Engaging all employees—faculty, classified professionals, and administrators—in the shared mission of supporting student success.

At RCC, Servingness is reflected in the college's Student Equity Plan, Professional Learning initiatives, and daily interactions that center on student voices, cultural wealth, and community engagement. Classified professionals are essential contributors to this mission, helping the college truly serve rather than enroll its students.

Single Sign-On

The District's Single Sign-On (SSO) Portal provides quick, convenient access to a variety of web-based applications, including 25LivePro, Concur, Etrieve, Microsoft Office Suite, and the Printing & Graphics Digital Store. Your Microsoft credentials also give you access to Wi-Fi across all district locations.

To access the portal:

1. Open your web browser and go to myapps.microsoft.com.
2. Sign in using the same username and password you use for your RCCD computer or email.
3. Once logged in, select the Microsoft Outlook app to open your email or choose from other available applications.

Strategic Planning

Riverside City College's 2025–2030 Strategic Plan establishes the college's vision and direction for the next five years, aligning with the California Community Colleges Chancellor's Office Vision 2030 goals—Equity in Access, Equity in Success, and Equity in Support. The plan outlines measurable institutional goals and strategies designed to strengthen student learning, employee engagement, and community connection.

The framework guiding this plan is known as B.E.S.T., which stands for:

- **Build** – Strengthen foundations that support student learning and employee growth.
- **Engage** – Foster connection, inclusion, and collaboration across the college.
- **Serve** – Align supports so students persist and complete.
- **Treasure** – Celebrate RCC's culture, people, and community partnerships.

Each year, the college assesses its progress, refines strategies, and aligns resources to achieve its goals through annual operational planning.

Strategic planning is carried out through four participatory governance councils, each co-chaired by a faculty member, a classified professional, and an administrator. Councils meet monthly in the fall and spring semesters.

Strategic Planning Leadership Councils:

- Governance, Effectiveness, Mission, and Quality (GEMQ)
- Resource Development and Administrative Services (RDAS)
- Student Access and Support (SAS)
- Teaching and Learning (T&L)

The Educational Planning Oversight Committee (EPOC) provides leadership and coordination for the strategic planning process. EPOC monitors institutional progress, reviews college goals,

and makes recommendations to the President's Cabinet. It also serves as the Accreditation Steering Committee.

Classified professionals can get involved by serving on one of the councils. To learn more or express interest, contact your CSEA Vice President or Member-at-Large. For more information, visit the Strategic Planning webpage at <https://www.rcc.edu/about/strategic-planning/index.html>.

Student Activities

The Office of Student Activities supports student engagement, leadership, and campus life at Riverside City College. Through clubs, organizations, student government (ASRCC), and campus events, students can build community, develop leadership skills, and enhance their college experience. Classified professionals often collaborate with Student Activities to support events, student success initiatives, and campus traditions.

For more information, visit the Student Activities Office in the Bradshaw Student Center or online at [rcc.edu/student-activities](https://www.rcc.edu/life-at-rcc/clubs-and-organizations.html).

<https://www.rcc.edu/life-at-rcc/clubs-and-organizations.html>

<https://www.rcc.edu/life-at-rcc/student-government.html>

Student Services

The Student Services Division provides resources and support to help students succeed from admission to graduation and beyond. The division provides assistance with enrollment, financial aid, transfer, and career planning, as well as programs that promote student well-being and success.

Admissions & Records

The Admissions & Records Office assists students with applying to the college, registering for classes, maintaining academic records, and processing transcripts and graduation petitions.

- 📍 **Location:** Dr. Charles A. Kane (CAK) Building, 1st Floor
- 📞 **Phone:** (951) 222-8600 or (951) 222 - 8601
- 🌐 **rcc.edu/admissions**

Basic Needs Resource Center

The RCC Basic Needs Resource Center supports students by connecting them with food, housing, transportation, and other essential resources to promote holistic well-being and academic persistence.

- 📍 **Location:** Charles A. Kane (CAK) Building, 1st Floor
- 📞 **Phone:** (951) 222-8089
- 🌐 rcc.edu/basicneeds

Career Center

The Career Center supports students in exploring careers, developing job readiness skills, and accessing employment opportunities through resume workshops, career assessments, and employer networking events.

- 📍 **Location:** Dr. Charles A. Kane (CAK) Building, 1st Floor
- 📞 **Phone:** (951) 222-8570
- 🌐 rcc.edu/careercenter

Disability Resource Center (DRC)

The Disability Resource Center provides academic accommodations and support services to ensure equal access to educational opportunities for students with disabilities. Services include academic counseling, assistive technology, alternative testing, note-taking support, and specialized workshops. The DRC works closely with faculty and staff to create an inclusive and accessible learning environment.

- 📍 **Location:** Dr. Charles A. Kane (CAK) Building, 1st Floor
- 📞 **Phone:** (951) 222-8060
- 🌐 rcc.edu/drc

Financial Aid Office

The Financial Aid Office assists with grants, loans, scholarships, and work-study opportunities. Staff are available to help students to complete applications and understand the eligibility and award processes.

- 📍 **Location:** Dr. Charles A. Kane (CAK) Building, 1st Floor
- 📞 **Phone:** (951) 222-8710
- 🌐 rcc.edu/financialaid

Student Support Programs

RCC offers a variety of student success programs that provide academic guidance, mentorship, and specialized support. These include EOPS/CARE, CalWORKs, Guardian Scholars, Rising Scholars, TRIO, and Puente.

- 📍 **Location:** Various locations

 **Phone:** (951) 222-8045
 rcc.edu/student-support

Transfer Center

The Transfer Center helps students explore and prepare for transfer to four-year colleges and universities through advising, application workshops, and visits from university representatives.

 **Location:** Dr. Charles A. Kane (CAK) Building, 2nd Floor
 **Phone:** (951) 222-8446
 rcc.edu/transfer

TRIO

The TRIO program at Riverside City College is a federally funded initiative designed to support students from underrepresented or disadvantaged backgrounds in achieving their educational goals. It offers dedicated resources for students who are first-generation college attendees, from low-income households, veterans, or have documented disabilities.

Among the services available are one-on-one academic counseling, priority registration, tutoring, student employment opportunities, campus visits, and cultural enrichment activities.

 **Location:** Dr. Charles A. Kane (CAK) Building, 2nd Floor
 **Phone:** (951) 222-8312
 **Email:** SSS@RCC.EDU

Warehouse Services

The warehouse is responsible for receiving, inspecting, and delivering all items ordered and delivered to the college. They also ensure that all computers, printers, fax machines, scanners, copiers, and other electronic or computer equipment is provided with an asset tag number by inventory control before delivering to the recipient. Staff provide courier service to all District locations, including the Coil School for the Arts (COIL), Culinary Arts Academy, and District Offices (CAADO) building, Ben Clark Training Center, Moreno Valley College, Rubidoux Annex, Norco College, and Corona offices. The Warehouse also provides archive management services. The warehouses address is 4678 Saunders St. Riverside, CA 92501

Mail Services

All letter, flat, or small package mail requests need to be received by the Mailroom located within the Warehouse no later than 12:00 pm to be processed by the District Mailroom the same day. All postal mail requests require a “District Administrative Services Center Mail Slip” form to be processed. If you would like a copy of the “District Administrative Services

Center Mail Slip" form sent to you via email, please contact the District Administrative Services Center at 951-222-8526.

Please note: This Guidebook is a living document and can be regularly updated. If you find information is missing or incorrect, please feel free to contact the CLAS committee for updates.