




Rio Salado College
Early Childhood & Human Development Program
Who To Contact When You Need Help

Purpose	Example	Contact	Email	Phone
Instructor Unresponsive				
No response after 3 days	Instructor has not responded to your message/email within 3 days	Early Childhood Department	early.childhood@riosalado.edu	480-517-8771
Grading				
Assignment Needs Graded	Final grade has not been posted within 7 days from course end date	Early Childhood Department	early.childhood@riosalado.edu	480-517-8771
Final Grade Needs Posted				
Quiz problem/question	Quiz graded question incorrectly	Course instructor	www.riolearn.org	 Message Center
Taskstream				
Subscribing	Purchasing a Taskstream account	Taskstream Helpdesk	help@taskstream.com	1-800-311-5656
Any issue not related to subscription	Assignment Locked or Self Enrollment code not working	Early Childhood Department	early.childhood@riosalado.edu	480-517-8771
Calendar Change				
Request calendar change	Change from 14 to 8 weeks, after self-serve timeframe	Course Instructor	www.riolearn.org	 Message Center
Medical Withdraw (unable to complete course)				
Death in Family	Unable to complete course and end date is more than 2 weeks away	Admissions & Records	admission.info@riosalado.edu	480-517-8540
Personal Illness				
Broken Links				
Broken link within lesson	Link does not work properly	Course Instructor	www.riolearn.org	 Message Center
Technology				
RioLearn technical issues	Unable to submit assignments or see submission confirmation	Technology Helpdesk	technology.helpdesk@riosalado.edu	480-517-8600
TORSCH Talent				
Internship video technical help	Unable to setup account or upload videos	Early Childhood Department	ecehd.internships@riosalado.edu	480-517-8775
Advisement				
Transcript Evaluation Check sheets Block Calendar	Transcripts from other colleges Loading and Updating When can I start?	Your Academic Advisor	academic.advisement@riosalado.edu	480-517-8580

Financial Aid				
FAFSA questions	Financial Aid award	Financial Aid	http://www.riosalado.edu/financial_aid	855-622-2332
Book stipend	Stipend to purchase books			
Tutoring				
Help with writing/proof reading	Writing assistance	Tutoring	http://www.riosalado.edu/tutoring	480-517-8247
Library				
Resources for class	Resources for Essays	Rio Salado Library	http://www.riosalado.edu/Library	480-517-8424
Writing help	Student Learning (Writing, Reading and Oral Communication)	Online Writing Lab (OWL)		
24/7 Live Help	24/7 web chat	Ask a Librarian		
Bookstore				
Order/Purchase Text Books	How do I obtain my book?	Rio Salado Bookstore	0098mgr@follett.com	480-517-8710
Disability				
Disability Accommodation	Services provided for qualified individuals	Disability Resources	disability.services@riosalado.edu	480-517-8562
Counseling				
Personal and Educational goals	Study skills, job search, motivation	Counseling	http://www.riosalado.edu/counseling	480-517-8785