

Student Support Services

ACCESS Program

ACCESS is an award-winning, federally funded TRIO SSS program focused on increasing the graduation and transfer rates for low-income, disabled and/or first-generation college students by providing support and resources to advance their educational attainment. Our entire staff is committed to providing students with the most friendly, helpful and competent service possible!

In this program, students have ACCESS to a variety of services, such as:

- use of the program office (including computers, internet access, free printing)
- personal, career, and academic counseling
- priority registration
- scholarship searches and assistance with applications
- transfer and goal development activities and workshops as well as assistance with transfer applications, transcripts, and financial aid forms

The ACCESS Program is specifically tailored for students who are enrolled in at least 9 semester units and are motivated and serious about their education. Applications are accepted on an on-going basis (pending space availability). In order to qualify, you must be first generation to college (parents have not received a BA/BS degree), OR qualify as "low income," OR qualify as "disabled."

For more information about ACCESS, please visit us in the Main Building, Room C1-117 (directly across from Financial Aid), call the ACCESS Program office at **408.855.5192** or visit our website at: www.missioncollege.org/student_services/access/index.html

Admissions and Records Office

The A&R Office provides students with services relating to admission applications and registration, maintains student course records and provides transcripts. It also handles the collection of fees and sale of parking permits. Phone: **408.855.5000**

Assessment/Testing Center

(Assessment Testing)

The Assessment Center conducts Academic Skills Assessment tests for English, English as a Second Language, Reading, and Math. Academic Skills Assessment tests are mandatory for all new students and students seeking a degree, certificate, or who are intending to transfer to a 4-year institution. Students enrolling in any English, English as a Second Language, Math, and/or Reading class need assessment testing for proper placement. Phone: **408.855.5099**

Associated Student Body

The college student government is represented by the Associated Student Body (ASB) organization which annually elects its own administrative officers and student senators. It provides students with practical leadership training and education in government and leadership functions. The student body also elects its own student trustee to the District Board of Trustees. In addition, student members are given opportunities to participate in

the decision- and policy-making processes of the college by serving on various college-wide committees and task forces. ASB also plans and holds a variety of activities throughout the school year. Interested students should contact the ASB office. Phone: **408.855.5406**

Bookstore

The Mission College Bookstore stocks all required texts (new and used) and supplemental course material as well as a wide variety of art & technical supplies, imprinted Mission College merchandise, school & office supplies, and food & drink items. Textbooks may be purchased online at www.mc.bncollege.com for home delivery or in-store pick-up.

Payment for purchases can be made with cash, personal checks (with proper I.D. & made out to "Mission College Bookstore"), major credit cards, or Barnes & Noble Gift Cards. Third party checks are not accepted. All parents' checks & credit cards must be accompanied with a permission letter from the parent. A \$25.00 fee is charged for all returned checks.

All returns require the original cash register receipt and the books in their original condition. Duplicate receipts are not available through the bookstore. A full refund will be granted within the first week of the semester. During the first 30 days of the semester, a refund will be granted with proof of schedule change from Admissions & Records or mywebservices, the original receipt, and the books in their original condition. Books in plastic shrinkwrap are non-returnable if opened.

We buy back the current editions of most used books if they are in good condition (minimal writing/ highlighting). Books are bought back from 0% to 50% of the current selling price, pending national & local demand. A picture student I.D. or California I.D. is required for book buyback. Phone: **408.855.5080**

CalWORKs

The CalWORKs program serves under-represented student populations, including CalWORKs, TANF and EDD program participants. Supportive services include: academic and career counseling, priority registration, job readiness skills, on-campus CalWORKs work study positions, and book vouchers. Counseling services include assistance with welfare-to-work plans, education plans and 32/35 hour weekly schedules. We also provide coordinated referrals to on-campus and community resources (Catholic Charities, Outreach, Career Closet, etc). We are located in room C1-114. Please call **408.855.5228** for an appointment.

Career/Transfer Center

The Career/Transfer Center provides current transfer information, UC and CSU applications, application workshops and information about Transfer Admission Agreements. The EUREKA Career Information System (a computerized, up-to-date library of occupational and educational information) and other career-related books and pamphlets are available. Career/Transfer Center sponsors the Annual Fall Transfer Day and Spring College Day. Phone: **408.855.5114**

Child Development Center

Child care is available for children of Mission students, staff and the community. Children must be 2 months to 5 years of age. Eligibility is determined by income and space availability. Child care costs may be partially or completely subsidized, if students are able to demonstrate need for assistance. The Child Development Center's core staff are qualified teachers in early childhood education. Phone: **408.855.5173**

Counseling Center

The Counseling Center has professional counselors who provide individual and group counseling. Counselors assist students in completing their educational plan; preparing transfer agreements, choosing classes, selecting a possible major or career, and solving personal problems. Counselors are available for these services by appointment. For quick questions, you can talk with a Counselor at the Walk-in Desk at the Counseling Center, E1-301. Drop by the Counseling Center to make an appointment or call **408.855.5030**. Check the schedule or our web site at www.missioncollege.org/depts/coun/ for a listing of counseling courses that we offer to help you to be a successful student and/or plan your career.

Disability Instructional Support Center (DISC)

DISC offers support to students with disabilities as they participate in mainstream academic programs and campus activities. DISC emphasizes student self-advocacy while providing reasonable accommodations to minimize the effects of a disability and maximize student potential. DISC is also a resource for faculty and staff. DISC has four main components:

- 1) academic support services, such as note taking, test taking arrangements, and priority registration, etc.;
- 2) compensatory strategies classes;
- 3) learning disability assessment; and
- 4) assistive technology assessment and instruction.

Phone: **408.855.5085** TTY: **408.727.9243** or visit on the web: www.missioncollege.org/depts/disc/

Extended Opportunity Program and Services (EOPS) and Cooperative Agencies Resources for Education (CARE)

EOPS offers educational support services and grants to students who have experienced economic, educational, and/or language challenges, and who are often within the first generation of their families to attend college. The intent, purpose, and resources of EOPS are directed at assisting students achieve their academic and career goals. Examples of the support offered include: enrollment assistance; priority registration; counseling and advising; tutoring; transfer assistance; limited help with textbook expenses; workshops; and grants. If you qualify for the Board of Governor's Fee Waiver, you may qualify for EOPS. Phone: **408.855.5055**. Room: E1-403. CARE, a component of EOPS, offers supplemental grants and additional

services, to single parents who have at least one child under age fourteen and are receiving TANF (Temporary Aid to Needy Families) benefits. CARE collaborates with the CalWORKs program to ensure this special population of students is afforded the retention services needed to persist and achieve their educational goals.

Financial Aid Office

This office provides current and potential students with complete information on various student financial assistance options.

It coordinates and provides information about grants, waivers, part-time employment, scholarships and student loans available from federal, state, and local agencies. Call **408.855.5065** or check the web at: www.missioncollege.org/student_services/financial_aid/

Mission College Financial Aid Office reserves the right to revise its policies or procedures within the academic year to remain in compliance with changing federal and state regulations and guidelines.

Job Placement Center

The Job Placement Center receives hundreds of job listings each year representing all fields and are available to all Mission College students and alumni. The services provided include resume writing and critiquing, interviewing and job hunting workshops, career advising, online job search assistance, job fair information, and labor market information. Room C1-110 Phone: **408.855.5101** or **855.5102**

Learning Center

The Learning Center houses the ESL Center, Writing Center, and Reading Lab. We offer lab courses that are self-paced and give students the opportunity to build skills in a multimedia environment in writing, reading, grammar, and listening & speaking in English. Additionally, we provide instruction in college study skills and academic strategies. Faculty and staff are available during the day and evening to assist students. Location: Main Building, Room S2-201. Phone: **408.855.5085**
www.missioncollege.org/depts/academic_skills/index.html

Library

The library provides services and information resources to support the college community in their learning, instruction and informational needs. Specifically, the library has a variety of collections including circulating material (books, CD-ROMs, DVDs and videotapes), reserves (course materials, audio & videotapes and textbooks), telecourses (rental or in-library use), periodicals (newspapers, magazines and journals) and reference books. Subscription databases are available 24/7 to all students and staff from on and off campus. A librarian is available at the Information Desk during all open hours to help students use library resources and services to complete course assignments and research projects.

The library has a large reading room with study tables and carrels, group study rooms for student use, self-service equipment (audio, video, CD, and DVD players), micro-form reader/printers,

photocopiers, adaptive equipment, over 60 student computers and free wireless Internet access. Printing is available at 10 cents per black/white page and 80 cents per color page. For a complete list of services and information resources available to you, check our website at www.missioncollege.org/lib/default.html Phone: **408.855.5151**

Math Learning Center

Math learning resources are available to all registered students free of charge. We provide students with assistance on course contents and on math study skills development. These may include tutoring, computer software, audio-visual aids, and web-based resources which help students improve on their ability to handle course-related materials in and out of the classroom. Room S2-401 Phone: **408.855.5320** or **855.5334** Visit us and other exciting math links at: www.missioncollege.org/depts/math/mathhelp.asp

MESA

Assists Math, Engineering and Science majors interested in transferring to a 4-year university. MESA student services include: Tutoring, Mentor Program, Campus Tours, Leadership Activities, Study Center, Internships, priority registration and academic excellence workshops. For more information, go to: www.missioncollege.org/student_services/mesa/ Phone: **408.855.5482**

Student Health Services

Student Health Services provides an array of professional health services, many of which are available at no charge to currently enrolled students. Basic health services include first-aid, health guidance and advisement by RN's, personal counseling, over-the-counter medications, body fat analysis, and routine screening such as for blood pressure checks. Augmented services are also offered at a very nominal charge. These services include medical consultation and physical exams by our physician, pregnancy testing, emergency contraception, immunizations, laboratory tests (eg. cholesterol), and tuberculosis testing and follow-up. All services are confidential. Referrals, health information, and optional medical/dental/vision insurance plan brochures are available. Health education activities are scheduled throughout the semester. Location: Main Building, Room W1-303 Phone: **408.855.5140** Check out our website: www.missioncollege.org/student_services/shc/index.html

Technology Center

The Technology Center is the main open computer lab for students. We have over 80 computers loaded with latest software available for students. In addition, printing and scanning, wireless internet access, group study room and technical assistance are available in the center. Location: Campus Center, Room 240. Phone: **408.855.5359**

Tutoring Center

The Tutoring Center provides free tutoring to Mission College students. After a brief referral & enrollment process, students can meet with tutors by appointment or on a drop-in basis.

Tutoring is provided for most subjects. Please check the tutoring web site to see the most current schedule. Location: Campus Center, Room TC-2, (in the Technology Center, above the Bookstore). Phone: **408.855.5371**
www.missioncollege.org/depts/academic_skills/tutoring_center.html

Veterans Affairs

Students applying for Veterans benefits may obtain an Admissions Packet from the Admissions and Records Office, or on-line at www.missioncollege.org. In the upper right hand corner of our home page look for the pull down menu and select 'veterans'. Veteran students are required to furnish official transcripts from all prior colleges with the Application Packet. An evaluation of all college credits and Educational Plan must be completed by the VA Counselor, Daniel Franco, before benefit certification can be initiated. For detail information visit the Admissions and Records Office, Room E1-501 or call Ana Liza Bibat, VA Technician at **408.855.5011**

Standards of Progress (SOP):

If a student receiving veterans benefits remains on Academic Probation beyond two consecutive terms without an improvement in his or her academic standing, the college will cease to certify the student. Refer to the "Academic Regulations and Standards" in the Mission College Catalog.

Veterans Affairs Education Service maintains a "One Stop" website that has links to just about everything of interest to veterans.
Website: www.gibill.va.gov

Welcome Center

The Welcome Center provides new and continuing students a supportive entry into Mission College. Services include assistance with the admissions and registration process, information & linkage with student support programs on campus, student networking and retention related activities and Campus Tours. Bilingual staff and student ambassadors are available for personalized attention. Location: Main Building Lobby, First Floor, Room SE1-101 Phone: **408.855.5083**
Email: mc_welcomecenter@wvm.edu

Work Experience

Work Experience offers qualified students, who are working and learning in jobs, the opportunity to earn college credit. To enroll in the course, students must have a job, internship or volunteer position and enroll in at least 7 units including Work Experience units. The goal of the program is for students to develop skills in the workplace using knowledge acquired in the classroom. Each student participating in Work Experience is assigned to a faculty advisor who meets with the student and his/her employer to discuss, define, develop and write measurable learning objectives in developing short and long range career goals. Location: Hospitality Management Building, Room HM-15 Phone: **408.855.5251**