

# Student Support Services

**MC Portal** is available from the home page of Mission College, [www.missioncollege.edu](http://www.missioncollege.edu), and it offers current information regarding the Student Support Services programs and departments along with additional detail of the services provided. For more information on these and other programs, follow the on-line link to **MC Portal**.

## Academic Support Center (ASC)

We provide free tutoring for Mission College students. We also assist students with academic strategies and study skills related to their college courses. Students may use computer software, audiovisual aids, and web-based resources to help them build skills and learn how to improve their success with course-related materials. Students can meet with tutors after completing a brief referral & enrollment process. Tutoring is provided for most subjects. Please check the ASC web site to see the most current schedule. [www.missioncollege.edu/depts/academic\\_support/index.html](http://www.missioncollege.edu/depts/academic_support/index.html)

Location: Main Building, Rooms S2-401 and S2-201. Phone: **408.855.5085** or **408.855.5371**.

## Academic Success for Asians (ASAP)

The purpose of the ASAP program is to help Asian American Pacific Islander (AAPI) students graduate and transfer to four-year universities, with particular attention given to students in ESL courses. Comprehensive services include one-on-one academic and career counseling, as well as workshops about student success, personal development, financial literacy, and more. All students are welcome to use services. Check the website for more information about our services [www.missioncollege.edu/depts/aaanapis/](http://www.missioncollege.edu/depts/aaanapis/)

## Admissions and Records Office

The Admissions and Records Office provides students with services relating to admission applications and registration, student course records and 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 Government

Mission College students are represented by the Associated Student Government (ASG) Senate 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. ASG also plans and holds a variety of

activities throughout the school year. Interested students should contact the ASG office located in the Campus Center, second floor. Phone: **408.855.5406** Or check our website for additional information and events: [www.missioncollege.edu/student\\_services/asg/index.html](http://www.missioncollege.edu/student_services/asg/index.html)

## Bookstore

The Mission College Bookstore stocks all required texts (rental, new, used, E-Text) 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. A student ID and a valid credit card is required to rent books. Textbooks maybe purchased and rented online at [www.mc.bncollege.com](http://www.mc.bncollege.com) for home delivery or in-store pick-up. Payment for purchases can be made with cash, major credit cards (with proper I.D.), or Barnes & Noble Gift Cards. Personal checks are not accepted. 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 10 calendar days from the start 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 mymission portal, 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. is required for book buyback. Phone: **408.855.5080**

## CalWORKs

CalWORKs is the California Work Opportunity and Responsibility to Kids program serving families in need. In collaboration with Santa Clara County Department of Social Services, Mission's CalWORKs program provides: 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).

If you are the parent of a child under the age of 18 and want to determine if you qualify for county cash assistance, please visit: [www.benefitscalwin.org](http://www.benefitscalwin.org) or visit the CalWORKs office located in the Main Building, Room C1-114. Phone: **408.855.5228** [www.missioncollege.org/workforce/calworks/index.html](http://www.missioncollege.org/workforce/calworks/index.html)

EDD Program participants enrolled in a Mission course of study and needing bi-monthly signature on EDD forms, please come to the CalWORKs office or call **408.855.5226**.

## 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 in the self service career resource area. Career/Transfer Center sponsors the Annual Fall Transfer Day and Spring College Day. Menlo College and Notre Dame de Namur universities have partnered with Mission College to offer evening bachelor degree programs with courses taught at the Mission campus. For more information contact Susan Monahan. 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.edu/depts/coun/](http://www.missioncollege.edu/depts/coun/) for a listing of counseling courses that we offer to help you to be a successful student and/or plan your career.

## Disabled Student Programs and Services (DSPS)/

## Disability Instructional Support Center (DISC)

DSPS/DISC offers support to students with disabilities as they participate in mainstream academic programs and campus activities. DSPS/DISC emphasizes student self-advocacy while providing reasonable accommodations to minimize the effects of a disability and maximize student potential. DSPS/DISC is also a resource for faculty and staff. The DSPS 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.edu/depts/disc/](http://www.missioncollege.edu/depts/disc/)  
Email: [disc@wvm.edu](mailto:disc@wvm.edu)

## 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 (as funding permits) 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

The Financial Aid 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 **MC Portal** on the Mission College home page. Email to [mcfa@wvm.edu](mailto:mcfa@wvm.edu)

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 Self-Service Kiosk

The Job Placement Self-Service Kiosk provides occupation, resume/cover letter and interviewing skills' instruction. Search for available jobs among all fields of work, as well. Services are available to all Mission College students and alumni. Visit the kiosk in Room E1-201 (Career/TransferCenter), or visit the website for job search activity, only. Web address: [www.missioncollege.edu/student\\_services/career/jobcenter.html](http://www.missioncollege.edu/student_services/career/jobcenter.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), 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.edu/lib/default.html](http://www.missioncollege.edu/lib/default.html) Phone: 408.855.5151

## 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, dedicated study centers, internships, priority registration and academic excellence workshops. Locations:

Study Center, Main Building, Room C1-118  
Tutorial Center, Main Building, Room C1-120  
Computer Lab, Science Building, Room 132  
For more information, go to:  
[www.missioncollege.edu/student\\_services/ mesa/index.html](http://www.missioncollege.edu/student_services/ mesa/index.html)  
Phone: 408.855.5482  
Email: [MESA@wvm.edu](mailto:MESA@wvm.edu)

## 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 crisis counseling, over-the-counter medications, body fat analysis, and routine screening such as for blood pressure checks. Additional services are offered at a nominal fee. 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.edu/student\\_services/shc/index.html](http://www.missioncollege.edu/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

## TRIO/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.edu/student\\_services/access/index.html](http://www.missioncollege.edu/student_services/access/index.html)

## Veterans Services

Students applying for Veterans benefits may obtain information online at [www.missioncollege.edu](http://www.missioncollege.edu) In the upper right corner of our home page, look for the pull down menu and select "Veterans." You may also visit the newly opened Veterans Active Learning Opportunity Resource (VALOR) Center located next to the North-East entrance of the main building. The VALOR Center provides counseling, Veterans' resources information, and a study center for Veteran students. Please stop by the Admissions and Records Office and request the Veterans Information Sheet or call and make an appointment with the A&R Veterans Specialist, 408.855.5011. For a Veteran counseling appointment call 408.855.55030 or email [askmccounselor@wvm.edu](mailto:askmccounselor@wvm.edu).

## 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: 408.855.50  
Email: [mc.welcomecenter@wvm.edu](mailto:mc.welcomecenter@wvm.edu)