The EOPS program at Mission has a growth mindset. With the full restoration of our funds this year, EOPS achieved a 28% increase in applications this spring '16 compared to last spring '15 and a 6% increase in our unduplicated headcount. In addition to increasing the number of students, EOPS is also increasing its support services to promote student success. One of our most popular services has been our new Laptop and Calculator Loan Program, which started in fall '15 and provided 25 students with a laptop and calculator for the semester.

Mission Outreach

As with most offices on campus, the nature of outreach is cyclical and our Outreach team has been ramping up their efforts recently. Many high school seniors remain undecided on where they will continue their education, waiting to hear back from colleges and universities or still sorting out which community college might be the best fit. As a result the Mission Outreach team has been crisscrossing town, speaking with students and their families about all that Mission has to offer as well as the steps to enroll.

In addition to our traditional outreach activities, Lucia Moreno and Katy Fitzgerald have packed their schedules with financial aid workshops at schools, libraries, and community centers to make sure students and their families are well aware of the various forms of support available before the FAFSA deadline. Katy and Lucia have been instrumental in the success of the Cash for College campaign and we thank them for their tireless service to our greater community!

As much as we have done, we have even more to do as we gear up for our Open House, application workshops, and many more events! We thank everyone for their support and willingness to collaborate in showcasing what a uniquely wonderful college community we have here at Mission!
International Student Success Series Initiative

Soon you will see posters of student success stories like Vy Tran’s in various campus buildings. The Student Success Series initiative, approved by the Art-on Campus Committee, will showcase stories of our most outstanding international students. Those posters will inspire our current and future students as well as staff and faculty.

Transfer Admissions Decisions Are Coming Soon!

It’s that time of year! Between February and April most universities will be releasing their admissions decisions and Mission students will be making choices about where to continue their academic journeys. As they await the acceptance notices, students are busy submitting all the forms and documents requested by 4-year institutions.

For the CSU system specifically, all students intending to transfer with an Associate Degree for Transfer (ADT) must submit an application for degree at the community college by February 15th. Community Colleges must then report the status of those degrees by March 15th.

The Transfer Center has been busy submitting that information to the CSU campuses through the ADT E-Verify Portal. For Fall 2016, 287 students from Mission College applied to CSU declaring an ADT. Every student in this group will have had contact with the Transfer Center, Counseling, or Admissions & Records at some point along the way. The Transfer Center has been contacting students and educating them about the ADT verification process. Counseling has been assisting students with the applications for degree and review records to ensure all requirements have been met. The Records Evaluators have been processing applications and communicating status of the degrees to the Transfer Center.

Fall is often seen as a very busy transfer period as students are diligently working on their applications for admission. But our students need support throughout the admissions process. The collaboration of the Transfer Center, Counseling, and Admissions and Records strives to make the process as efficient and seamless as possible for students.

The 287 Fall 2016 ADT applicants from Mission are pursuing degrees in a variety of majors as demonstrated in the chart below. There’s no doubt it is the hard work of students and support from all segments of the college that contribute to transfer success!
Ngoc-Tu Pham is focused, determined, and working hard to attain her dream: a better life for herself and her 6 year old daughter, Asia.

Tu moved to the United States with her parents in 2007 and spoke very little English. Seeking self-improvement, she immediately enrolled in the ESL program at Mission College and later set a goal of earning an Associate’s Degree. Things were progressing exactly as she’d planned when she received some unexpected news: she learned that she was pregnant. With the support of her family, Tu happily embraced her new role as a mother and was determined to continue on with her education.

Fortunately, Tu learned about the CalWORKs program and its many benefits. She connected with CalWORKs liaisons, Donna Hale and Bob Miller; together they created a Work Plan that balanced education and employment. She obtained a Work Study position in the Financial Aid office and continued to excel in her schoolwork. With her newfound CalWORKs resources, Tu fulfilled one of her goals and earned Associate of Arts Degrees in Sociology and Liberal Arts.

Following graduation, Tu began an intensive job search process by participating in the activities offered by the Employment Connection Center. She was enthusiastic about her future and dedicated herself to finding a job that would lead to self-sufficiency. Enlisting the guidance of her Employment Counselors, Ann Luu and Erin Yamamoto, they immediately went to work on improving her resume, preparing for interviews, and searching their network of employers to find a suitable position.

The team’s efforts were quickly rewarded. Tu interviewed for a position with Abode Services and was offered a job as a Housing Service Coordinator. In her new job, she worked hand-in-hand with County staff to assist CalWORKs families secure housing. This new relationship provided her with an excellent opportunity to network and she learned that the County would soon be hiring a new class of Eligibility Workers. After applying for the job, she scored very high on her exam and impressed her interview panel. Tu is now employed with the County as an Eligibility Worker and looks forward to a long and fruitful career with the County.

Congratulations Tu! We are very proud of you!

Hello Mission!

One of the most exciting events in Spring is to help students apply for the Commencement ceremony. This is because every one of us, from student assistants and ambassadors to staff, faculty and administrators, has made important contributions to our students’ success, however big or small, direct or indirect.

Last year, the college surpassed all indicators of the Institution Set Standard (see chart at the bottom or visit http://missioncollege.edu/research/documents/ISS_20151015_FINAL.pdf) and we were very close to reaching our Aspirational Goal.

Please continue sending students to see a counselor so that their accomplishments and your effort truly reflect on the records.

Remember, March 1st is the deadline only for the Commencement ceremony; counselors can help students prepare and apply for degrees and certificates throughout the year.

Together, we can reach our Aspirational Goal!!

Chau Nguyen, Counseling Faculty Counseling Dept. Chair

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<tr>
<th>Institution-Set Standards 2015: Collegewide Measures</th>
<th>10/15/2015</th>
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<tr>
<td>Indicator</td>
<td>Institution Set Standard</td>
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<td>Degree &amp; Certificate Completion</td>
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<td>1a</td>
<td>Degrees only</td>
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<td>3</td>
<td>Student Successful Course Completion Rate, All Courses</td>
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<td>3b</td>
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Welcome Center

2016 - 2017 academic year, Welcome Center has been filled with diverse students applying for Mission College, registering for classes, and also filling out their Board of Governor’s Fee Waivers and Financial Aid Applications and more!! Our student Ambassadors and staff will be more than happy to assist student with anything necessary to further their educational goals. Please feel free to come visit or contact us at mc.welcomecenter@missioncollege.edu or call at 408-855-5083

Welcome Center Demographics of student visitors 07/01/14 - 06/30/15

Ethnicity

- African-American: 5.7%
- American: 40.6%
- Indian: 9.2%
- Asian: 2.5%
- Filipino: 16.7%
- Hispanic: 0.5%
- Pacific Islander: 10.8%
- Two or More: 2.5%
- Unknown: 13.7%
- White: 0.2%

Age Group

- 19 or Less: 11.6%
- 20-24: 14.8%
- 25-29: 9.9%
- 30-34: 7.8%
- 35-39: 11.6%
- 40-49: 16.0%
- 50+: 11.0%
- Unknown: 0%

Highlights of what we do:
- My Mission Portal Navigation
- Angel Website Navigation
- Admission Assistance
- Financial Aid Assistance
- Class/Parking Payments
- Transcripts
- Scholarship Information
- Bilingual Assistance
- Campus Navigation
- Campus Tour
- General Information and more!

2014-2015 Academic Year from July 2014 to June 2015:
- We served 23,750 duplicate contact services at the Welcome Center.
- We conducted 68 tours with 1,316 students visit-ing Mission College.
- We responded to a total of 3,994 emails from the Welcome Center and AskMC email.
- We received 5,359 incom-ing / outgoing calls and 1,332 voice messages.
Q2 Please provide any comments or feedback regarding this workshop:

1. Its a good feedback from students.
2. Mani, Angel, and Jose are bit long minded but I love their enthusiasm. They are authentic of provide great insight to what struggles are out there. I'm thankful for their testimonials. They show how our support is critical. Powerful! Angel has a future in motivational speaker!
3. Bring this to a full day, Flex session.
4. Excellent speakers. We need to find more opportunities to incorporate the student voice into discussions.
5. Student panel during general morning session! very powerful to hear their stories.
7. Please have students like Angel Jose, and Mani be our guest speaker on opening Flex Day! WOW
8. Love to have this in the general session for all to hear!
9. Please bring this students to share their stories in to the main presentation of flex day. It is very inspiring and I think more faculty and staff need to hear it.
10. It is always inspiring to hear about student expresses and the input of the work that we are doing.
11. Student testimonial about how they’ve been supported so much better than PowerPoint a non student speaker about how we can support students.
12. Fantastic workshop and Student Ambassador speakers. Please encourage more students to attend and understand this workshop.
13. Great hearing from students.
14. Would love to see add setting to bring this message to other students, faculty, and staff.
15. Understand students Equity is very important.
16. Wonderful presentation. Thank you for a great time and speeches from students! Please have students speak at opening for Flex Day very moving!
17. Student ambassadors stories were really great. These testimonials are very inspiring for faculty and students.
18. The student ambassador stories were truly amazing and inspiring! Thank you for sharing great reminder of the real student struggles.

Welcome Center Student Leadership & Equity Voice

The Student Ambassadors at the Welcome Center provide a vital role in supporting student access and success, particularly for those who are new or unfamiliar with college systems. This project is designed to help build Student Ambassadors’ capacity to actively engage in the College’s equity initiatives and to effectively advocate for students.

By strengthening the Student Ambassadors’ capacity to promote equity for Mission College and advocating for the students it can provide insights or perspectives to develop equitable policies and build connectedness and community for Mission College Students.

Three wonderful ambassadors participated on the student panel and shared their valuable personal experience with us. The workshop that was held on Flex Day January 29, 2016. Student leaders had a great contribution and opened a dialogue to further improve our service for all students.

Thank you from the bottom of my heart to Nani Parker, Ken Songco and Dr. John Mosby for their support and mentorship on the project. Special thank you to Thuy Trang for giving the ambassadors a chance to speak at the FLEX Day Workshop. -Julie Vu
Mission Statement

Mission College’s first priorities are students, their learning, and their success.

Our College serves the diverse educational, economic and cultural needs of the student population of Santa Clara, the Silicon Valley and our global community by providing associate degrees, transferable, career and basic skills courses and programs, as well as opportunities for life-long learning.

Through participatory governance in support of our first priorities, Mission College systematically commits to evaluating and improving educational programs, technological resources and student support services by making informed decisions, allocating resources, and establishing institutional policies and procedures.