INSTRUCTIONAL GUIDE & PROCEDURE

Mission College students pay a fee each semester for the SmartPass. Pick yours up today!
I. VTA SmartPass ........................................................................................................1

II. SmartPass Important Dates ..................................................................................1

III. Obtaining a SmartPass .......................................................................................2
     i. Full Time & Part Time Students .................................................................2
     ii. Mission Early College High School Students ........................................3
     iii. Mission College Institute for International Studies Students ..........4

IV. Your New SmartPass – Clipper Card .................................................................5

V. Using Your Clipper Card ....................................................................................5

VI. Refund Policy .....................................................................................................6

VII. SmartPass Reactivation ....................................................................................6

VIII. SmartPass Replacement Policy ......................................................................7
      i. Lost Card ....................................................................................................7
      ii. Stolen Card ..............................................................................................7
      iii. Defective Card .......................................................................................8

IX. Travel Pattern Data ...........................................................................................8

X. Illegal Use of SmartPass Clipper Card .............................................................8
I. VTA SmartPass

Each semester Mission College students pay a mandatory fee for the SmartPass. This standard pass grants students the access to unlimited trips on all VTA-Operated bus and light rail services, **excluding** VTA Express Bus, for the entire semester (see Section II). It reduces environmental impact while saving expenses and hassles of driving and parking.

Full time students taking 12 or more units pay a mandatory fee of **$12 per semester** (Fall & Spring). Part time students taking 0.5 units to 11.5 units pay a mandatory fee of **$10.50 per semester** (Fall & Spring). Winter session is an extension to Fall, students who register for Winter session only will **not** have the option to receive the VTA SmartPass Clipper card and will **not** be charged any fee. Summer is an extension to Spring, students who register for Spring session will be able to use their SmartPass all through Summer. All students that register for Summer session **only** will be charged the part-time fee of **$10.50** upon enrollment.

**Eligible:**
- Full time and part time students taking a minimum of 0.5 units or more at Mission College
- Mission College Institute for International Studies students
- Mission College Early College High School (MECHS) students
- Faculty or Staff taking a minimum of 0.5 units or more at Mission College

**Ineligible:**
- Concurrent Enrollment High School students **not** in Mission Early College High School (MECHS) are **not** eligible to receive the SmartPass
- Students in a Community Education Program at Mission College are **not** eligible for the SmartPass
- Students taking Non-Credit courses at Mission College are **not** eligible for the SmartPass

II. SmartPass Important Dates

<table>
<thead>
<tr>
<th>Semester</th>
<th>SmartPass In-Person Distribution Starts</th>
<th>SmartPass In-Person Distribution Ends</th>
<th>SmartPass Valid From</th>
<th>Smart Pass Valid To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall-Winter 2018</td>
<td>22\textsuperscript{nd} Aug 2018</td>
<td>13\textsuperscript{th} Dec 2018</td>
<td>25\textsuperscript{th} Aug 2018</td>
<td>25\textsuperscript{th} Jan 2019</td>
</tr>
<tr>
<td>Spring 2019</td>
<td>23\textsuperscript{rd} Jan 2019</td>
<td>22\textsuperscript{nd} Aug 2019</td>
<td>26\textsuperscript{th} Jan 2019</td>
<td>23\textsuperscript{rd} Aug 2019</td>
</tr>
<tr>
<td>Summer 2019</td>
<td>22\textsuperscript{nd} May 2019</td>
<td>22\textsuperscript{nd} Aug 2019</td>
<td>28\textsuperscript{th} May 2019</td>
<td>23\textsuperscript{rd} Aug 2019</td>
</tr>
</tbody>
</table>

**Please note the above dates when planning your transportation schedule**

- Issuing and replacement SmartPass will not be made after Distribution End Date
- Blackout dates: Issuing and replacement of the SmartPass will not be made the day before and the day of Graduation, Holidays, and Non-Instructional days.
III. Obtaining a SmartPass

i. Full Time and Part Time Students (Including Online Students)

First. Visit the Information Desk at Mission College Campus center with all of the following three (3) items:

1. **A photo ID** (acceptable forms, only one is needed):
   a. State Issued Identification Card
   b. Driver’s License
   c. Passport
   d. High School Student ID (within one year of graduation, upon the approval of the Office of Student Activities)

2. **Student Schedule***
3. **Registration Fee Assessment***

- The name that appears on your Student Schedule and Registration Fee Assessment **must** match with the name on your government issued or college/high school ID.
- Please visit the Admissions & Records Office for assistance with name changes to your records
- Item 2 and 3 **must** be a printed physical copy, it cannot be shown on an electronic device.

Second. A Campus Center staff will check all three documents to verify that you are currently taking classes at Mission College and all fees are paid.

Third. A Campus Center staff will take a photo and print your SmartPass – Clipper Card.

- Hats and/or glasses, with the exception of non-tinted prescription glasses, must be removed prior to taking the photo.
- Tinted prescription glasses must be clear before taking the photo.

*Student Schedule and Registration Fee Assessment* can be accessed through your Mission College Portal:

1. Log into your Mission College Portal
2. Click “Student”
3. Click “Registration”
4. From this menu you can select “Student Menu” and “Registration Fee Assessment”
5. Select the current term
6. Print both pages (On the page, hold down “Ctrl” and “P”)

GoPrint stations for student printing are available in the Campus Center and Student Engagement Center.

It may take up to three (3) business days for your card to be activated. If your card is not activated after three (3) business days, please contact VTA Customer Service Call Center at: (408)321-2300.
ii. Mission Early College High School Students (MECHS)

**First.** Visit the Office of Student Activities located in the Campus Center, Room 231 with the following item:

1. **A photo ID** (acceptable forms, only one is needed):
   a. State Issued Identification Card
   b. Driver’s License
   c. Passport
   d. High School Student ID (within one year of graduation, upon the approval of the Office of Student Activities)

- If you do not have a valid photo ID, we will check to see if your photo is in the data provided by MECHS
- If you do not have a valid photo ID or if your photo ID is not in the concurrent enrolled high school data provided by MECHS, your SmartPass request will be on hold until a valid photo ID is shown.
- The name that appears on your government issued or student ID must match with the name on your record
- Please visit the Mission Early College High School Administration Office for assistance with name changes to your records

**Second.** The SmartPass Coordinator or staff will verify your ID and give an approval for the Campus Center staff at the Information Desk to proceed with the process.

**Third.** A Campus Center staff will take a photo and print your SmartPass – Clipper Card.

- Hats and/or glasses, with the exception of non-tinted prescription glasses, must be removed prior to taking the photo.
- Tinted prescription glasses must be clear before taking the photo

It may take up to three (3) business days for your card to be activated. If your card is not activated after three (3) business days, please contact VTA Customer Service Call Center at: (408)321-2300.
iii. Mission College Institute for International Studies Students (IIS)

First. Visit the Information Desk at Mission College Campus Center with the following item:

1. A Government Issued photo ID (acceptable forms, only one is needed):
   a. State Issued Identification Card
   b. Driver’s License
   c. Passport

   ❖ The name that appears on your government issued photo ID must match with the name on the list provided by the International Student Services
   ❖ Please visit the Admissions & Records Office for assistance with name changes to your records
   ❖ This section applies for International Students that are enrolled in the IIS Intensive English Program. If you are an International Student not enrolled in the IIS Intensive English Program, please refer to Article III, Section i.

Second. A Campus Center staff will check your photo ID to verify that you are an IIS student and on the list provided by the International Student Services.

Third. A Campus Center staff will then take a photo and print your SmartPass – Clipper Card.

   ❖ Hats and/or glasses, with the exception of non-tinted prescription glasses, must be removed prior to taking the photo.
   ❖ Tinted prescription glasses must be clear before taking the photo

It may take up to three (3) business days for your card to be activated. If your card is not activated after three (3) business days, please contact VTA Customer Service Call Center at: (408)321-2300.
IV. Your New SmartPass – Clipper Card

Please do not lose your Clipper card – the cost of the first replacement is $25 (see Article VIII).

All eligible students will receive a SmartPass Clipper card with a serial number that is linked to their name and student ID number. All registering students must pay the mandatory fee every semester whether or not the student uses the pass. This is a non-refundable fee. If you are returning to Mission College after an absence of one or more semesters, your card could be reactivated to reflect your current status (please refer to Article VII). A replacement fee will be charged if your SmartPass Clipper card is lost, stolen, or defective.

The SmartPass will automatically renew, for as long as a student is enrolled at Mission College, taking eligible course(s), and continues to pay tuition and fees. Students keep the same card from semester to semester.

The VTA SmartPass provides students with unlimited rides on Santa Clara Valley Transportation Authority (VTA) buses and light rail services within Santa Clara County. The VTA SmartPass is not valid on VTA Express Bus, ACE, Amtrak, BART, Caltrain, Highway 17 Express, Dumbarton Express, Monterey-Salinas Transit, Muni, and SamTrans. If you choose to use your Clipper card with Express Bus or other transportation agencies outside of Santa Clara County, you may load funds to your card by creating an account online at www.clippercard.com. We highly recommend that you register your Clipper card online to get updates on services and fare changes, even if you do not use services that require additional funds. Keep your Clipper card, it is good for multiple semesters and life beyond Mission College – only the SmartPass is deactivated when you leave, the Clipper card remains active and is yours to keep.

There are two current bus lines stops at Mission College – VTA Routes 56 and 60. We encourage you to check www.vta.org or download the Transit App for updates on bus routes and to plan your trip. Bus schedules are also available at the Campus Center Information Desk and Welcome Center. If there are no routes suitable for you to commute to school, you may still enjoy your SmartPass to work, on the weekends, events, or any other convenient time.

V. Using Your Clipper Card

Tag Your Card

Every time you board, you must tag your card as proof of payment.

1. Locate the Clipper card reader on the bus, at the station, or at the fare gates.

2. Hold your card flat against the Clipper logo on the reader

3. Wait for the beep and green light

For more information about the Clipper card and how to use it, please visit: www.clippercard.com
VI. Refund Policy

i. Drop / Withdrawal
- Before Census Date: If you drop all your classes before the Census Date, please visit the Admission and Records to receive your refund. Your SmartPass will be deactivated.
- After Census Date: If you drop all your classes after the census date, you will not be eligible for any refund and your SmartPass will be deactivated.
- Short-Term Classes: Short-term classes that have less than five (5) meetings, the last day to drop with a refund is the day before the first class meeting. Your SmartPass will be deactivated if you are taking less than 0.5 units.

ii. Change of Status
- Full Time to Part Time: If your enrollment status changes from Full-time student to Part-time student, your account will be refunded for the difference between Full-time and Part-time SmartPass fee, only if you drop your class(es) before Census Date.
- Part Time to Full Time: If your enrollment status changes from Part-time to Full-time, your account will be charged for the difference between Part-time and Full-time SmartPass fee.

Part-time (0.5-11.5 units) Full-time (12 units or more)

Please check the Mission College website under “Class Schedule” and “Important Dates” for specific dates.

VII. SmartPass Reactivation

If you are returning to Mission College after an absence of one or more semester(s) and still have your physical Mission College SmartPass Clipper card, please refer to the following process:

First. Visit the Information Desk at the Campus Center with all four (4) of the following items:

1. A photo ID (acceptable forms, only one is needed):
   a. State Issued Identification Card
   b. Driver’s License
   c. Passport
   d. High School Student ID (within one year of graduation, upon the approval of the Office of Student Activities)
2. Student Schedule of current term
3. Registration Fee Assessment of current term
4. Your issued Mission College SmartPass Clipper card

Second. The staff at the Information Desk will verify your documents and fill out a Reactivation Form. The staff will keep your Student Schedule and Registration Fee Assessment for record (no electronic copies will be accepted, these items must be printed).

If you lost your physical Mission College SmartPass Clipper card, please refer to Article VIII for SmartPass Replacement Policy.

It may take up to seven (7) business days for your card to be reactivated. If your card is not activated after seven (7) business days, please contact VTA Customer Service Call Center at: (408)321-2300.
VIII. SmartPass Replacement Policy

SmartPass Replacement Fee

<table>
<thead>
<tr>
<th>First Time</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost</td>
<td>$25</td>
<td></td>
</tr>
<tr>
<td>Stolen (With Police Report)</td>
<td>$15</td>
<td></td>
</tr>
<tr>
<td>Defective</td>
<td>$6</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Second Time</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No Replacement</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*This chart applies for every academic year*

*All fees are made at Admissions & Records*

- Lost/Stolen/Defective card policy applies to all Mission College students who are eligible for the SmartPass including Mission Early College High School students and Mission College Institute for International Studies students.
- The replacement fee is not refundable even in the case that the original card is found. No more than one (1) replacement card per academic year.
- Replacement fee will **only** replace your Clipper card and SmartPass, not any other stored value on the lost/stolen/defective card. **Mission College does not take responsibility for stored valued in your Clipper card.**
- Please note that it may take up to three (3) business days for new cards to be activated.

i. **Lost Card**
   If you lost your card, please refer to the following process:
   1. Visit the Office of Student Activities to fill out the Lost/Stolen/Defective form with all of the following items:
      a. Government Issued ID or High School Student ID (within one year of graduation, upon the approval of the Office of Student Activities)
      b. Student Schedule
      c. Registration Fee Assessment
   2. Visit the Admissions & Records to pay the replacement fee and obtain a receipt
   3. Visit the Information Desk at the Campus Center with all items from Step 1 and the replacement fee receipt from Admissions & Records

ii. **Stolen Card**
   If your card was stolen, please file a police report and refer to the following process:
   1. Visit the Office of Student Activities to fill out the Lost/Stolen/Defective form with all of the following items and a copy of the Police Report:
      a. Government Issued ID or High School Student ID (within one year of graduation, upon the approval of the Office of Student Activities)
      b. Student Schedule
      c. Registration Fee Assessment
   2. Visit the Admissions & Records to pay the replacement fee and obtain a receipt
   3. Visit the Information Desk at the Campus Center with all items from Step 1 and the replacement fee receipt from Admissions & Records
Defective Card

If your card is defective, please refer to the following process:

1. Visit the Office of Student Activities with your defective card to fill out the Lost/Stolen/Defective form with all of the following items:
   a. Government Issued ID or High School Student ID (within one year of graduation, upon the approval of the Office of Student Activities)
   b. Student Schedule
   c. Registration Fee Assessment
2. A SmartPass staff will verify your information and check the defective card
3. If it is determined defective, please visit the Admissions & Records to pay the defective replacement fee and obtain a receipt.
4. Visit the Information Desk at the Campus Center with all items from Step 1 and the replacement fee receipt from Admissions & Records

- A SmartPass – Clipper card that is damaged caused by negligence or mishandling will be charged the full replacement fee of $25 instead of the defective fee.
- If your Clipper card is determined defective, the Office of Student Activities will keep your card and issue you a new one.
- Do not punch holes, bend, cut or mishandle your SmartPass, it will render the card void.
- Student Schedules and Registration Fee Assessment will be kept for record

Travel Pattern Data

Travel Pattern Data id information associated with a Clipper card’s trip and end points, routes used, and date(s) and time(s) traveled. Individual Clipper card Travel Pattern Data is aggregated and provided to Institutions as anonymous usage data. (VTA)

Illegal Use of SmartPass Clipper Card

The Mission College SmartPass Clipper card has a serial number that is linked to your name, student ID number and your photo ID. It is nontransferable, therefore, cannot be sold, transferred, duplicated or filed as a false claim. Transfer of the SmartPass Clipper card to another person is strictly prohibited and constitutes fare evasion, a violation of California Penal Code 640. Violation of California Penal Code 640 is punishable by a fine not to exceed $250 and/or by community service for a total time not to exceed 48 hours. (California Penal Code Section 640(c))

VTA drivers and inspectors will not accept an expired or deactivated SmartPass. Attempts to transfer, sell or misuse the Mission College SmartPass Clipper card will result in immediate deactivation of the SmartPass. The College will report any solicitation of sale or transfer of the SmartPass to law enforcement authorities. Students in violation may be liable for the amount equal to the cost of a VTA Adult Regular Annual Pass (approximately $880) and other violations and disciplinary actions provided in the West Valley-Mission Community College District’s Standards of Conduct AP (5500) and Student Discipline Procedures (AP 5520) including possible suspension or expulsion from the College. Misuse will result in confiscation by VTA authorized personnel.