

American Samoa Community College

Spring | 16

Divisional Assessment Counseling



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FY 2016 Divisional Assessment
 Counseling

Counseling

4. Explain how your mission and outcomes support the institution's mission (Faamatala le sootaga ma le lagolagoina o la tou manulauti ma matati'a ausia o le Manulauti a le Kolisi):

Text Responses

The mission of DOSS is to support the educational pursuits of all students attending ASCC through an active concern for high quality services, student access, learning, progress and success. The mission of ASCC is to foster successful student learning by providing high quality programs and services that will enable students to achieve their educational goals and to contribute to the social, cultural, political, economic, technological and environmental well being of American Samoa. DOSS's mission supports ASCC's mission in the area of student centeredness; both missions aims to provide an environment is that is conducive to learning and promote the educational success of students.

Learning and Academic success of students overall

Counseling services upholds the DOSS mission to support the institution's mission through it's support services provided to all students enrolled in ASCC pursuing their educational goals, exploring a career of interest, honing leadership and social skills and defining meaningful ways to satisfy their personal needs.

5. Please check/mark how your Department/Program/Division's Mission link to ASCC's Mission (Faamolemole faailoa mai pe faapefea ona fesootai le manulauti a lo outou matagaluega/polokalama/vaega ma le manulauti o le Kolisi):

	Yes (Ioe)	No (Leai)	Please explain and provide evidence (Faamatala):	Standard Deviation	Responses	Weighted Average
Transfer to institutions of higher learning: (Faauauau	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 2

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	Yes (Ioe)	No (Leai)	Please explain and provide evidence (Faamatala):	Standard Deviation	Responses	Weighted Average
atu i iunivesite ma aoaoga maualuluga atu):						
Successful entry into the workforce (Faamanuiaina i galuega):	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 2
Research and extension in human and natural resources; (Sailiiliga ma le faalautelaga i mataupu tau tagata ma punaoa faalenatura):	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 2
Awareness of Samoa and the Pacific (Silafia o Samoa ma le Pasefika):	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 2
						1 / 2

1a. Does the Department/Program/Division conduct/undergo a periodic evaluation on the effectiveness of instruction and services? (E faatino ni suesuega faavaitau a le matagaluega/polokalama/vaega e iloilo ai le aogā o aoaoga ma tautua?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

1b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

I believe DOSS programs and services are evaluated annually to ensure that services are effective for the students.
Dialogues, meetings, and on going evaluations
Quarterly Reports, Bi-weekly reports and Counseling service staff meetings provide feedback and input on needed improvements and challenges to the Counseling services. Although we are working towards utilizing evaluation surveys for student feedback on our services.

2. How does your Department/Program/Division support student learning and achievement? (E faapefea ona lagolago e le tou matagaluega/polokalama/vaega aoaoga ma tulaga ausia a tagata aooga?):

Text Responses

Through Tutorial & Counseling that help to guide the student in achieving academic success.
Support services to enhance student learnig and overall success
The main goal of the counseling service program is student learning, assisting students to successfully achieve their educational goals in every way possible. Academic advising, educational planning, researching and browsing the internet, partnering with local agencies and/or other educational resources to name a few to support student in their educational efforts.

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3. Check the following used for evaluating the effectiveness of the Department/Program/Division: Please explain how each is used. (Togi ripoti na faaaogā i le iloiloga o le aogā o la outou vaega. Faamolemole faamatala pe faapefea ona faaaoga ia ripoti taitasi.):

	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Annual Reports (Ripoti faaletausaga: Ioe pe Leai, Faamolemole faamatala.)	2 (67%)	1 (33%)	0 (0%)	0.82	3	1 / 1
Quarterly Reports (Ripoti faalekuata. Ioe pe Leai, Faamolemole faamatala)	3 (100%)	0 (0%)	0 (0%)	1.41	3	1 / 1
Bi-weekly Reports (Ripoti tai lua vaiaso. Ioe pe Leai, Faamolemole faamatala).	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 1
Student Learning Outcomes (Agavaa Ausia Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 1
Institutional Strategic Plan (Fuafuaga Faataatia Kolisi. Ioe pe Leai, Faamolemole faamatala)	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 1

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	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Performance Evaluation (Iloiloga o Galuega Faatino. Ioe pe Leai, Faamolemole faamatala)	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 1
Program Review (Iloiloga o Polokalama. Ioe pe Leai, Faamolemole faamatala)	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 1
Course Evaluation (Suesuega o Mataupu. Ioe pe Leai, Faamolemole faamatala)	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 1
Student Satisfaction Survey (Suesuega Lotomalie Tagata Aoga. Ioe pe Leai, Faamolemole faamatala)	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 1
Fact Sheets (Pepa o Faamatalaga Moni. Ioe pe Leai, Faamolemole faamatala)	3 (75%)	1 (25%)	0 (0%)	1.25	4	1 / 1

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	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Other Evidence (Nisi faamaumauga. Ioe pe Leai, Faamolemole faamatala)	3 (100%)	0 (0%)	0 (0%)	1.41	3	1 / 1
						1 / 1

1a. Have evaluation processes resulted in recent/continuous improvements? Please explain (Na mafai ona fa'aauau faaleleiga ona o faaiuga mai iloiloga?)

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Evaluation has brought about some changes but not a whole lot.

Through these evaluation helped with continuous improvements and change.

Additional Counselors, standardized processes and forms are in place, a Career and Transfer Center created for student visibility and awareness of available services to best assist them with many of their educational decisions and plans, these and other changes have made a difference in the way we provide our services.

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2. What outcomes did these improvement help achieve? Please explain (O a ni matāti‘a na mafai e nei faaleleiga ona ‘ausia? Faamolemole faamatala):

Text Responses

Each program in DOSS is now lead by a Officer/Director which is lessens the load of having everyone report to the Dean.

Re-structuring of Student Services Organization flow and other pertinent services through counseling.

Institutional outcomes, divisional outcomes and academic outcomes..... Divisional outcome: 1. Students will receive academic support and administrative services to support the DOSS/ASCC mission. 3. Students are aware of, and participate in the various support services offered by DOSS contributing to their educational pathways to success.

3a. Where there any recommendations from the previous Divisional Assessment (2015) that were not completed/acted on in the past year? (Na iai ni fautuaga mai le Suesuega a le Vaega e le‘i mafai ona faia i le tausaga talu ai?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (25%)	0 (0%)	3 (75%)	1.25	4

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

4. List significant achievements made to this Department/Program/Division over this past year (Lisi mai ni matāti‘a na ausia e le polokalama/matagaluega/vaega i le tausaga talu ai?):

Text Responses

As I mentioned above, DOSS has divided its services/offices into programs lead by an Officer/Director.

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Organizational Structuring through student services, etc.

Hiring of new Counselors to fill vacant Counseling positions to provide students with services in assisting and supporting them in their educational journey while in ASCC and beyond.

1a. Does your Department/Program/Division recognize and implement feedback from faculty and staff in decision making for continuous improvement to the institution? (E amanaia ma faaoga e tou matagaluega/polokalama/vaega manatu tuuina mai e faiaoga ma tagata faigaluega i faaiuga fai mo le fa'aauau o le faaleleia o le Kolisi?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (75%)	0 (0%)	1 (25%)	1.25	4

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Communication and collaboration with faculty and staff have been an ongoing and useful way to make changes and improvements in the way we provide services to our students.

2a. Are Department/Program/Division SOPs and decisions regularly communicated to staff/faculty? (E masani ona logo atu i tagata faigaluega/faiaoga faaiuga ma faagasologa (SOP) a le Vaega/Matagaluega/polokalama?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (75%)	1 (25%)	0 (0%)	1.25	4

2b. Please explain (Fa'amolemole fa'amatala):

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Text Responses

Not always.

There is a Student Services SOP Manual for awareness and understanding for all to adhere and follow.

Communication is vital to our services that all staff have been made aware of our program SOPs through ongoing discussions and meetings. A Standard Operations Procedure manual is available for all staff to view and make decisions.

3a. Are the decisions systematically documented and archived? (E faasolosolo lelei le faamauina ma le teuina o faaiuga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (75%)	0 (0%)	1 (25%)	1.25	4

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

In Counseling, documentation is priority to protect the institution, staff as well as the student.

I am not sure but it should be a systematic thing to do through all levels from institution to division/department to program.

Decisions and service issues are archived in bi-weekly and quarterly reports. Meeting minutes will also be part of the documentation to archive future decisions.

1a. Is the Number of personnel adequate to support your Department/Program/Division? (O fetau le fuainumera o tagata faigaluega mo le lagolagoina o lau matagaluega?):

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

There four counselors with various responsibilities to perform but are interconnected through support services.

All Counseling service areas have been filled. New counselors were hired to assure all service areas are complete to meet students academic, career and personal needs.

2a. Do personnel possess all specialized skills or credentials required to support the Department/Program/Division? (Ua iai i tagata faigaluega agavaa poo tomai tau aoga o loo manaomia i le lagolagoina o le polokalama?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

2b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Counselors are all degree holders in the masters level.

All Counselors possess Masters, teaching skills and years of experience required to best support our counseling service program.

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3a. Are all proper documentation (degrees, certificates, etc..) on file and continuously updated? (O atoatoa faamaumauga (tikeri, tipiloma...) i faila ma faaaauau faaopoopoga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Human Resource office reminds us of all updates regarding our personnel files.

4a. Are all personnel in this Department/Program/Division careful in protecting the security, confidentiality and integrity of student information according to FERPA? (O faaeteete tagata faigaluega i leni vaega i le malu puipuia o faamatalaga uma e tusa ma tulafono a le Kolisi, Faigamalo faalotoifale, feterale?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

4b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Counselors are very aware of FERPA and work towards maintaining student confidentiality.

All counseling sessions adhered to FERPA Laws.

All Counselors are aware of FERPA through professional developments, meetings and discussions. Manuals, brochures are visible

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reminders of confidentiality issues regarding students.

5. Does your Department/Program/Division effectively use its personnel to achieve its mission? (O faaaoga tatau e lau matagaluega/polokalama/vaega au tagata faigaluega ina ia 'ausia ai lana manulauti?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

5b. Please explain how it can be improved: (Faamolemole faamalamalama mai i lalo pe faapefea ona faaleleia.)

Text Responses

Yes. Each person has his/her specific responsibilities that needs to be fulfilled to ensure that services are delivered for the benefit of the student, institution.

All Counselors are made aware of their duties and responsibilities in alignment to the divisions mission.

Are you a full time or Part Time employee?

	Full Time:	Part Time:	Responses
All Data	4 (100%)	0 (0%)	4

Number of Courses you teach:

Text Responses

N/A

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Four plus...

Degrees, Coursework, and or Publications:

Text Responses

M.A.

MA, BA, & AA

Masters in Education...

Other Qualifications not listed in previous question:

Text Responses

Certified teacher

Teaching Experience for over 30 + years with academic counseling and administrative work.

List involvement in college/instruction, community activities (i.e., club sponsorships, committees, boards, organizations, etc.)

Text Responses

Faculty Senate Representative. Student Employment Coordinator. Will teach in the next semester.

Church organizations

College/instruction: Teaching as a regular and adjunct instructor, outreach activities, student orientation, registration, academic advising, academic activity planner College Committees: Assessment, Curriculum, Leadership, Steering Community activities: Educational competition judge,

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1a. Have faculty/staff in the Department/Program/Division involved themselves in in-service training and other professional development? (Na auai le afaigaluega o le matagaluega/polokalama/vaega i ni aoaoga a’o galulue ma isi aoaoga auā le alualu i luma?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

1b. If "yes", please list evidence (Afai e “Ioe” faamatala mai pine faamau o iai.):

Text Responses

HR Training on various issues such as Sexual Harassment, etc...
Counseling and Teaching workshops
Professional development: Faculty Orientation, Off-island trainings(NASPA, VA counselor), in-house staff development and trainings...

2a. Are there any unmet needs for professional development among personnel in this Department/Program/Division? (O iai ni manaoga tau aoaoga e le’i faia mo le afaigaluega a lau matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (75%)	0 (0%)	1 (25%)	1.25	4

2b. Please explain (Fa'amolemole fa'amatala):

Text Responses

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Counselors need to be exposed to a broader training/conference when it is available/scheduled. There have been opportunities in the past but other people participate rather than the counselors so when they return, the vital information is not shared nor used to improve services. Counselors need to participate so that they can improve services geared for student and institutional success.

It would be a good opportunity to refresh in other areas as well.

Continuous updates and training will be needed for the new counselors on board...

3a. Are faculty/staff evaluated on an annual basis by the immediate Supervisor (i.e., Director, Dean, Vice-President, Chairperson, etc.)? (O iloilo galuega faatino faaletausaga mo faiaoga/tagata faigaluega e le Ta'ita'i (e pei o Taitaifono, Faatonu, Matua o le saofaiga, Sui-Peresitene.):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Of course. Annual Performance Evaluation. Staff and Faculty are evaluated by their immediate supervisors. This should be a two way evaluation...Staff and Faculty should also evaluate their immediate supervisors because they work together on a daily basis.

Annual performance evaluations are completed by all immediate supervisors for their staff and it is ongoing.

4a. Are evaluations consistent and completed in a timely manner as documented in ASCC policies? (O mulimulita'i iloiloga o galuega faatino e tusa ma tulafono a le Kolisi Tuufaatasi?):

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (25%)	2 (50%)	1 (25%)	0.47	4

4b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Evaluations should be completed on personnel's anniversary dates, this is not always the case.

ASCC Human Resources sends reminders through emails when evaluations are due...

1. Briefly describe the facilities occupied by your Department/Program/Division (i.e., classrooms, offices, labs, etc.)? (Ototo mai se faamatalaga o ituaiga fale/potu o faaaoga e lau matagaluega/polokalama/vaega e iai potu aoga, ofisa, potu su'esu'e, ma isi):

Text Responses

DOSS is all over the campus. Counseling is also spread between the café and Career Transfer Center (CTC). CTC is an older building but students enjoy coming to CTC because it has a home atmosphere which allows them to talk and work with the Counselors on what they need.

Cafeteria Area location which is pretty old and termite filthy.

Currently all counselors are located in different facilities or offices. Buildings are old and need of much repair but nevertheless we make do with what is available to assure that students are served efficiently and properly...

2a. Are all facilities adequate to support the mission of your Department/Program/Division? (O talafeagai fale/potu aua le lagolagoina o le manulauti a lau matagaluega/polokalama/vaega?):

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (50%)	2 (50%)	0 (0%)	0.94	4

2b. Please explain (Fa'amolemole fa'amatala):

Text Responses

I think CTC should be renovated to house all counselors.
Currently, the office space is ok for now but overall building is deteriorated with its condition with the infestation of termites in this office space.
Visibility and quality of services is more important and facilities are adequate for what we need to do as counselors...

3a. Does the Institution operate and maintain physical facilities that are adequate to serve the needs of this Department/Program/Division? (O faaaoga ma tausii e le aoga ni fale/potu e talafeagai e tautuaina le mana'oga o le matagaluega/polokalama/vaega.):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (75%)	1 (25%)	0 (0%)	1.25	4

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Physical facilities currently occupied by the counselors are operable and capable of serving the students attending ASCC, Maintaining office space is done on a daily basis by appointed staff and the counselors themselves...

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4a. Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this Department/Program/Division? (O faia e le kolisi ni gaoioiga mo se siosiomaga maloloina, saogalemu, ma malupuipuia mo lenei matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

4b. Please explain (Fa'amolemole fa'amatala):

Text Responses

ASCC takes steps to assure that we stay healthy, safe and secure...

5a. Are the physical facilities accessible to persons with disabilities? (O faigofie ona faaaoga potu/fale e tagata o iai manaoga faapitoa?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (75%)	1 (25%)	0 (0%)	1.25	4

5b. If no, please describe below what is needed to make your area accessible (faamolemole faamatala mai i lalo atu mea e moomia e faafaigofie ai ona faaaoga):

Text Responses

There are great features around the campus to accomodate ADA compliance.

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Counseling offices and space are accessible to persons with disabilities..

6a. Are additional facilities required to support the Department/Program/Division? (O iai ni fale /potu faaopoopo o moomia e lagolago ai le matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (75%)	1 (25%)	0 (0%)	1.25	4

6b. If so, please list and explain (Afai o lea, faamolemole lisi i lalo ma faamalamalama mai):

Text Responses

Classrooms to teach College & Life Planning (CLP).

The new building in construction is geared for other important Student Services activities.

Counseling services currently have facilities that are adequate enough to serve the purpose of our work. Although a hall and student center would be great to support student activities sponsored by the counselors...

1. Briefly describe current equipment used by your Department/Program/Division and indicate whether it is adequate or inadequate (Ootoo mai meafaigaluega o loo faaoga i le taimi nei e lau matagaluega/polokalama/vaega ma faailoa mai poo talafeagai pe leai):

Text Responses

NEED PRINTERS THAT WORK. NEED TELEPHONE LINES THAT WORK.

Computer in usage for personal counselor is old and out-dated with slow reception. I resort to use my personal laptop with bought data from blue-sky for all my services due to slow Wi-Fi connection. There is a need for a printer in this office for all required services.

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Obsolete, not working properly, slow and outdated, mismatch or lack of would be a better description of the many equipment that we are using to do much of our work.

2a. Are additional equipment required to support the Department/Program/Division? (O moomia nisi meafaigaluega e lagolago ai le matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (75%)	0 (0%)	1 (25%)	1.25	4

2b. If so, please list and explain (Afai o lea, faamolemole lisi mai ma faamalamalama.):

Text Responses

Printers Copiers

Additional up to date is a better description of what is required with an easy connection to service providers to help maintain many of the equipment.

3a. Does the Department/Program/Division account for its equipment through regular inventory? (O mataitū lelei e le matagaluega/polokalama/vaega ana meafaigaluega, e ala i ana suega oloa faavaitau?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (50%)	1 (25%)	1 (25%)	0.47	4

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

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No proper account of the equipment on our side.

4a. Does the Department/Program/Division account for preventive maintenance of its equipment? (O nofo tapena le matagaluega/polokalama/vaega aua le pui puiga ma le faaleleia o ana meafaigaluega):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (25%)	2 (50%)	1 (25%)	0.47	4

4b. Please explain (Fa'amolemole fa'amatala):

Text Responses

We do make sure that we maintain the equipment to assure longer use and contact the proper departments in house to help with maintenance when technical problems occur...often outside agencies are contacted when it cannot be handled by our own staff through the proper channels and protocols...

5a. Is the equipment used by this Department/Program/Division similar to that used in the workplace or at a higher level institution? (O tai tutusa meafaigaluega a le matagaluega/polokalama/vaega ma mea e faaaoga i falefaigaluega poo isi kolisi ma iunivesite?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	0 (0%)	3 (75%)	1 (25%)	1.25	4

5b. Please explain (Fa'amolemole fa'amatala):

Text Responses

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Our equipment is ancient because it been passed down by another person/program before us.

Some of the equipments use in here are pretty old and out-dated

6a. Is there a need to update/upgrade equipment for improvement of services? (O moomia ona siitia le tulaga o meafaigaluega mo le faaleleia o auunaga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

6b. Please explain (Fa'amolemole fa'amatala):

Text Responses

YES. Need upgrading of everything including the internet!

To provide efficient services and quick access to students and all other areas of the college. Connecting to outside stakeholders is just as important so updated and upgraded equipment would definitely improve our services.

1a. Is the budget information available to this Department/Program/Division? (O tatala le avanoa e maua ai ni faamaumauga o le Tala o le Tupe e ta'ita'i o matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (25%)	2 (50%)	1 (25%)	0.47	4

1b. Please explain (Fa'amolemole fa'amatala):

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Text Responses

As the Program Director I have access to view our budget on line.

2a. Are faculty/staff involved in Department/Program/Division annual budget planning? (O ‘auai faiaoga/‘au faigaluega i le fuafuaina o le tala i le tupe faaletausaga a le matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (25%)	2 (50%)	1 (25%)	0.47	4

2b. Please explain Fa'amolemole fa'amatala):

Text Responses

Yes all counselors should be involved in the budget decision, it should be part of the meeting agenda for our meetings.

3a. Does the Department/Program/Division provide guidance on budget processes, analysis, and preparation? (O ofo atu e le matagaluega/polokalama/vaega ni ta'iala o le faagaoioiga o tala o tupe, iloiloga ma sauniga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (25%)	3 (75%)	0 (0%)	1.25	4

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

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A budget report is provided to the Dean of Student Services for approval and then to the CFO as part of that process according to the budget allotted for our services.

4a. Is adequate financial support available to meet the needs of this Department/Program/Division? (O lava le lagolago tau tupe o faaavanoa atu mo matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (25%)	1 (25%)	2 (50%)	0.47	4

4b. Please explain (Fa'molemole fa'amatala):

Text Responses

This is for future discussions among the counselors.

5a. Does the Department/Program/Division effectively use its current financial resources to achieve its mission? (O faaaogā tatau e le matagaluega/polokalama/vaega ana alaga'oa tau tupe e ausia ai lana manulauti?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (25%)	1 (25%)	2 (50%)	0.47	4

5b. Please explain (Fa'amolemole fa'amatala):

Text Responses

As much as we can, sometimes the process of obtaining funds quicker gets in the way.

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6a. Does the Department/Program/Division have any budget priorities to implement for continuous improvement to achieve its mission? (O iai ni faamuamua tau tala o le tupe a le matagaluega/polokalama/vaega o fia faatino mo le alualu pea i luma, ina ia ausia ai lana manulauti?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (50%)	1 (25%)	1 (25%)	0.47	4

6b. Please explain (Fa'amolemole fa'amatala):

Text Responses

This is for future discussions with all counselors, their input to these financial matters have to be taken into account.

1a. Is technology used to improve student learning and services? (O faaaoga le tekonolosi e faaleleia ai aoaoga ma tautua mo tagata aooga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

The program has computer for student use but the programs are outdated and need to upgrade.

Technology plays an important role in how we provide services to our students on so many levels.

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2. Check the following technologies sufficient to perform your duties:

	Available/Accessible (Avanoa/Faigofie ona maua)	Appropriate (Talafeagai)	Current (Tekonolosi o le taimi nei)	Standard Deviation	Responses	Weighted Average
ASCC Online Systems (Moodle, Compliance Assist, Colleague, Webmail, Website etc.) (Sisitema a le Kolisi Tuufaatasi (polokalama e fai ai vasega)	1 (25%)	2 (50%)	1 (25%)	0.47	4	2 / 3
Software (Microsoft Office, SPSS, CAD, Autodesk, etc.) (Poloklama tau komepiuta)	2 (50%)	1 (25%)	1 (25%)	0.47	4	1.75 / 3
Internet Connectivity (speed,	2 (50%)	1 (25%)	1 (25%)	0.47	4	1.75 / 3

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	Available/Accessible (Avanoa/Faigofie ona maua)	Appropriate (Talafeagai)	Current (Tekonolosi o le taimi nei)	Standard Deviation	Responses	Weighted Average
etc.) (Fesootaiga tau initaneti)						
						1.83 / 3

Other technologies used (Ma isi tekonolosi faaaoga):

Text Responses

1. Are the following student support services available and accessible to students when needed? (O tatala avanoa ma faigofie ona maua auaunaga nei e tagata aooga pe a mana'omia?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
Computer Labs (Potu Komepiuta)	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 3
Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga):	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 3
Financial Assistance (ex. Financial Aid, Work-Study, Scholarship, Deferred	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 3

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
Payment Plans) (Fesoasoani Tau Tupe (ftg Fesoasoani Tau Tupe mai le Malo Tele, Polokalama Galue ma Aoga, Sikolasipi, Fuafuaga tau Pili Totogi Tolopō):						
Library (Faletusi):	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 3
Academic Tutoring (Fesoasoani i meaaoga):	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 3
Academic Advising (i.e., Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (fa'ata'ita'iga, Faamatalaga i le Upega, avanoa o faiaoga):	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 3
Campus Life (i.e., Security, Extra Curricular, Co- Curricular, etc.) (Olaga Faakolisi: (fa'ata'ita'iga, Malu o le Kolisi, Mataupu/faatinoga faaopoopo ma isi):	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 3

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua, ma isi):	4 (100%)	0 (0%)	0 (0%)	1.89	4	1 / 3
						1 / 3

1a. Does your Department/Program/Division help to ensure safety awareness and emergency procedures for its personnel, students and community? (i.e., Fire extinguishers, evacuation plans, First-Aid, etc.) (O fesoasoani lau matagaluega/polokalama/vaega e faamautinoa le silafia o puipuiga ma faatinoga o gaoioiga aua faalavelave faafuase'i mo au tagata faigaluega, tagata aooga ma tagata lautele? (fa'ata'ita'iga, Fagu tineimu, fuafuaga faataatia mo le tuua o le nofoaga, Fesoasoani Muamua, ma isi):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (75%)	1 (25%)	0 (0%)	1.25	4

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Our office does not have a fire extinguisher or first aid kit but we have an evacuation plan posted on our bulletin board.

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Evacuation Plan in terms of emergency.

Working collaboratively with other service areas, staff, proper personnel and faculty on campus to make sure that everyone is safe and secure.