AMERICAN SAMOA COMMUNITY COLLEGE

Divisional Assessment SPR 2014

Division of Institutional Effectiveness
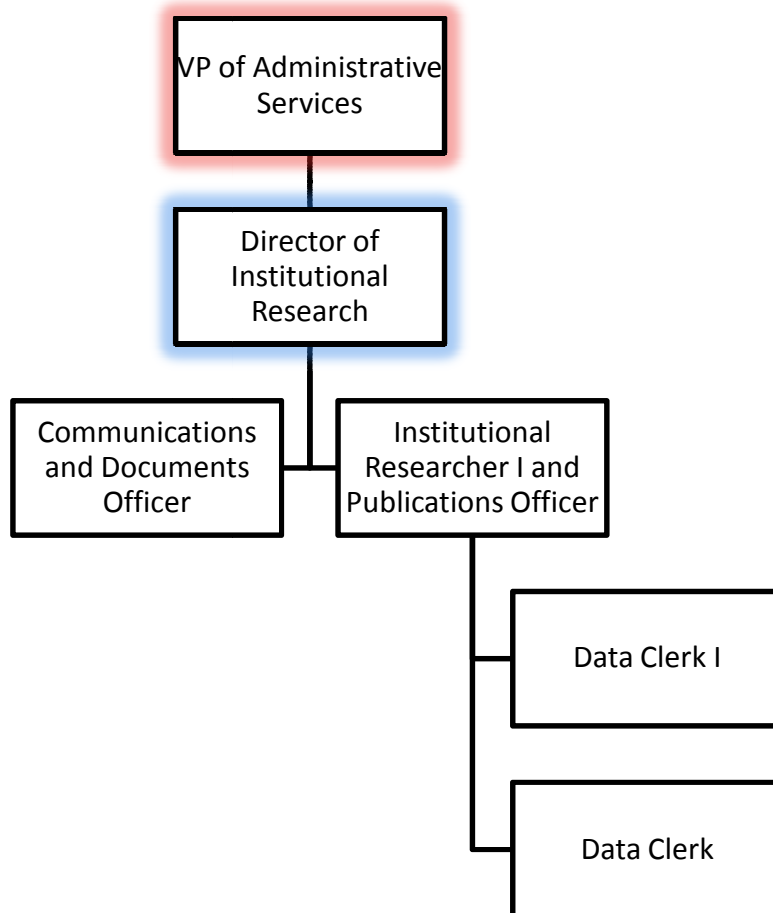
Division of institutional Effectiveness
Mission

To support American Samoa Community College's (ASCC) goals by providing comprehensive and timely human resources services with respect to recruitment and employment, benefits administration, classification and salary administration, staff development and training, and employee relations for all staff employees subject to the ASCA and ASCC Personnel Governance.

IE Staff

IE Director	Sonny Leomiti
Communications Officer	James Kneubuhl
Institutional Researcher	Virginia Mailo-Filiga
Data Specialist I	Tanya Lesa
Data Specialist	Sione Ah Sam

IE Organizational Chart

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                    ┌─────────────────────┐
                    │ VP of Administrative│
                    │      Services       │
                    └─────────────────────┘
                              │
                    ┌─────────────────────┐
                    │     Director of     │
                    │    Institutional    │
                    │      Research       │
                    └─────────────────────┘
                              │
         ┌──────────────┬─────┴──────────────┐
┌─────────────────┐   ┌─────────────────────┐
│ Communications  │   │    Institutional    │
│ and Documents   │   │  Researcher I and   │
│     Officer     │   │ Publications Officer│
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                │   Data Clerk I  │
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                │   Data Clerk    │
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1. DEPARTMENT/PROGRAM /DIVISION DATA

1) Status of participants in this division that completed survey:

Faculty (0%)   Staff (80%)   Administrator (20%)
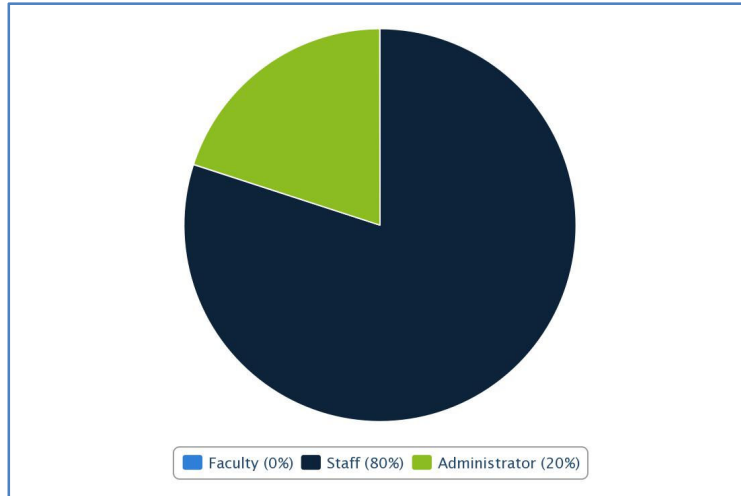
2) Please type in the purpose or mission statement for this Dept/Prog/Div:

- To collect and analyze relevant data to determine the effectiveness of our institution's academic programs.
- It is the mission of the Office of Institutional Effectiveness to support the college by providing information necessary for improvement of academic programs and provision of administration services. The office is responsible for collecting data for research and evaluation. It is also responsible for analyzing and presenting results for program planning. The Office of Institutional Effectiveness provides information and analysis of data, programs, and services in support of the overall mission of ASCC.
- The mission of the Office of Institutional Effectiveness is to support the college by providing information necessary for improvement of academic programs and provision of administration services. The office is responsible for collecting data for research and evaluation. It is also responsible for analyzing and presenting results for program planning.
- The mission of the Office of Institutional Effectiveness is to support the college by providing information necessary for improvement of academic programs and provision of administration services. The office is responsible for collecting data for research and evaluation. It is also responsible for analyzing and presenting results for program planning. The functions of IE are as follows: 1.Planning, research and evaluation that help to improve institutional effectiveness and the achievement of student learning; 2.Public relations that help to provide the community with information about the College affairs, through newsletters, press releases and other media; 3.Collecting, editing, organizing and disseminating of College documents and reports to the College community and stakeholders that help to ensure a culture of evidence and accountability
- The mission of the Office of Institutional Effectiveness is to support the college by providing information necessary for improvement of academic programs and provision of administration

services. The office is responsible for collecting data for research and evaluation. It is also responsible for analyzing and presenting results for program planning.

## 3) List the outcomes for your Dept/Prog/Div:

- 1. Provide reliable data which which the institution can determine the most effective use of its resources. 2. Monitor student satisfaction with the institution's programs. 3. Promote public awareness of the institution's programs.
- 1. Administrators, Faculty, and staff have access to accurate and timely institutional data collected by IE and reported in annual, quarterly, and semester publications. 2. Students and stakeholders voice their opinions through surveys distributed by IE which are collected, compiled, and disseminated in a Student Opinion Report and program review surveys disseminated to students and staff. 3. Administrators, faculty, and staff have access to a data management system to share, collaborate, and record evidence of institutional processes, reviews, and planning. 4. The public is better informed of ASCC activities and accomplishments through ads, articles, and various publications prepared by IE. 5. Students, staff and faculty have access to reports on Student Achievement and learning through reports and publication disseminated by IE.
- Outcome 1: Administrators, faculty and staff have access to accurate and timely institutional data collected by IE and reported in annual, quarterly and semester publications. Outcome 2: Students and stakeholders voice their opinions through surveys distributed by IE which are collected, compiled and disseminated to students and staff. Outcome 3: Administrators, faculty and staff have access to a data management system to share, collaborate and record evidence of institutional processes, reviews and planning. Outcome 4: The public is better informed of ASCC activities and accomplishments through ads, articles and various publications prepared by IE. Outcome 5: Students, staff and faculty have access to reports on Student Achievement and learning through reports and publication disseminated by IE.
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4) Explain how your mission and outcomes support the institution's mission:

- The institution's mission is to serve the students of American Samoa, and our division analyzes relevant data with an eye towards the continual improvement of this goal.
- The mission statement and outcomes from our division supports the institution's mission for collecting and providing the accurate information for Accreditation visits. It also provides ideas and methods for great improvement in different programs.
- I believe that IE is beneficial to ASCC in a way that we collect information internally and externally to accomplish its mission. IE also provides assistance to obtain better information to evaluate policies and practices to enhance student learning and provides evidence to assist in making changes. IE collects, analyzes, reviews, reports and disseminates data on behalf of ASCC.
- IE's mission supports the Institutional Mission by providing information/data pertinent to institutional research and effectiveness in the areas of planning, assessment, review and evaluation, accreditation, and internal and external reporting.
- As part of the mission to provide quality education, the Division of Institutional Effectiveness researches, evaluates, and assesses the institution's processes, performance, and practices to identify areas for improvement and for efficacy.

2. PERSONNEL DATA

Is the number of personnel adequate to support your Dept/Prog/Div?

Yes (60%) No (40%)
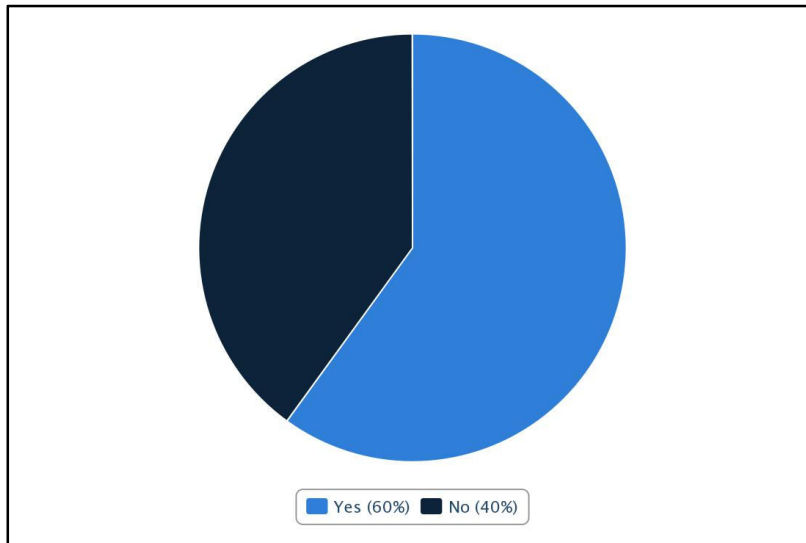
If "no", please explain:

- With the additional scope/focus added to our division in the area of assessment, added responsibilities are now charged to staff in the areas of analysis, assessment, evaluation, online archiving and planning.
- With the merger of Institutional Effectiveness with Assessment, there will be much need for personnel to accommodate the workload IE has embarked on. The transition has opened up an array of responsibilities for the current staff resulting in a backlog of work to be done.

Do personnel possess all specialized skills or credentials required to support the Dept/Prog/Div?

yes (100%) no (0%)
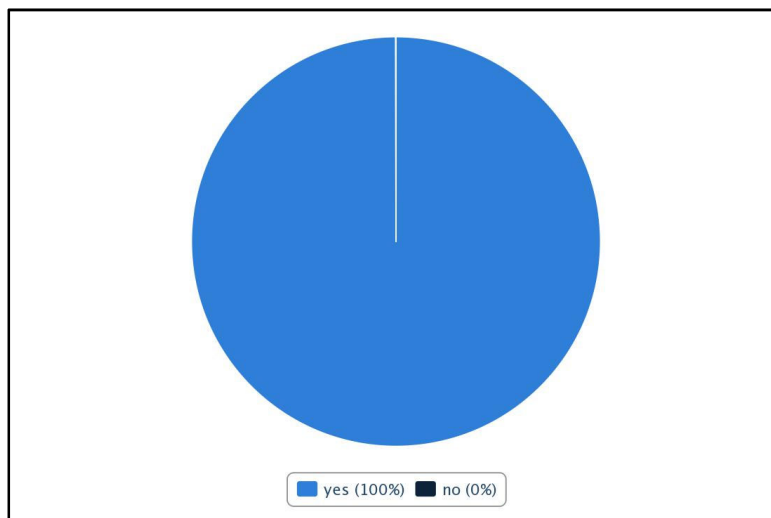
If "no", please explain:

- Sufficient at this time.

Are all proper documentation (degrees, certificates, etc.) on file continuously updated?

yes (80%)   no (20%)
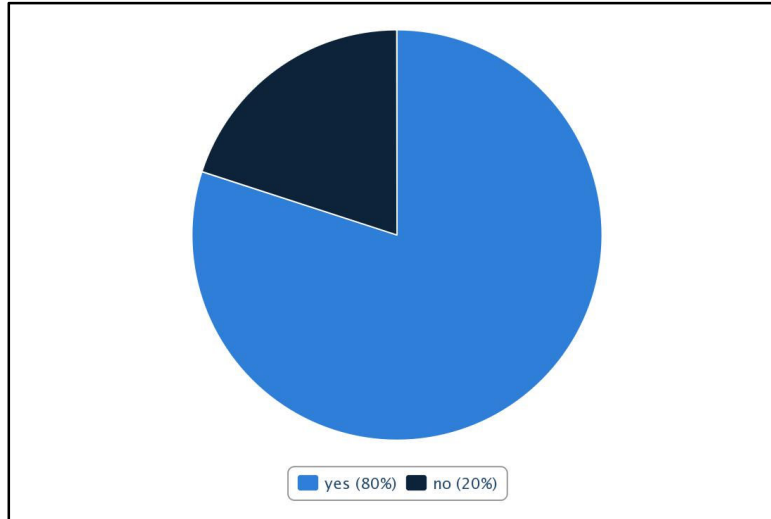
If "no", please explain:
- When I say "no", what I really mean is, "I don't know".

Are all personnel in this Dept/Prog/Div? careful in protecting the security, conficentiality and integrity of student information according to FERPA?

yes (100%)   no (0%)
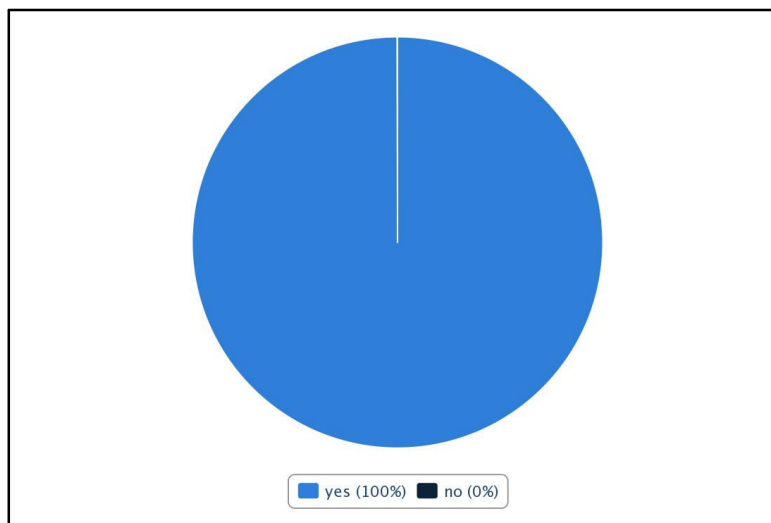
3. FACULTY ROSTER

Are you a Full time or Part time employee?

yes (100%) ■ no (0%)
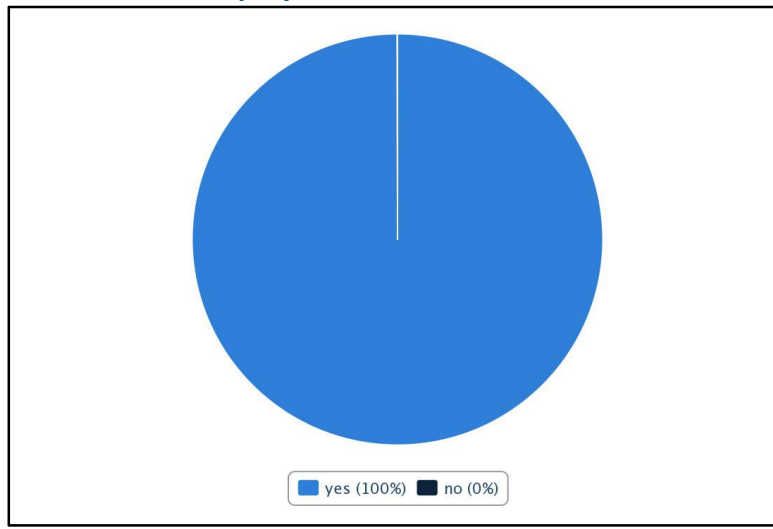
Number of Courses you teach:

Summarized Comments:

- N/A = 4 comments

Degrees, Coursework and other publications:

- BA in English. MA in English. Regularly published in the local newspaper and several online sites.
- Degrees: AA-Liberal Arts, B.Ed., MA.Ed. Coursework: Doctoral Student Publications: None at this time (Mostly internal Documents)
- Bachelors of Science in Business Management (University of Phoenix, 1999) Masters in Business Administration (California State University, 2011) Certificate in completion of the Academy for Institutional Research (Association if Institutional Research, 2011, Atlanta, Ga)

Other qualifications not listed in previous question:

Summarized Comments:

- N/A = 2 comments

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

- Not fully involved with any of them, but peripherally involved with many of them by publicizing their activities.
- College: Curriculum Committee, Self-Study Committee, Assessment Committee, IPECC Community: Choir Director, Village Counselor
- ASCC: Institutional Planning Executive Core Committee Curriculum Committee Data Committee Self Study Steering Committee Self Study Committee (Standards I.b, II.c, and IV A&B)

4. STAFF DEVELOPMENT

Does the evidence exist to show that faculty/staff in this Dept/Prog/Div have involved themselves in in-service training and other professional development?

yes (100%) no (0%)
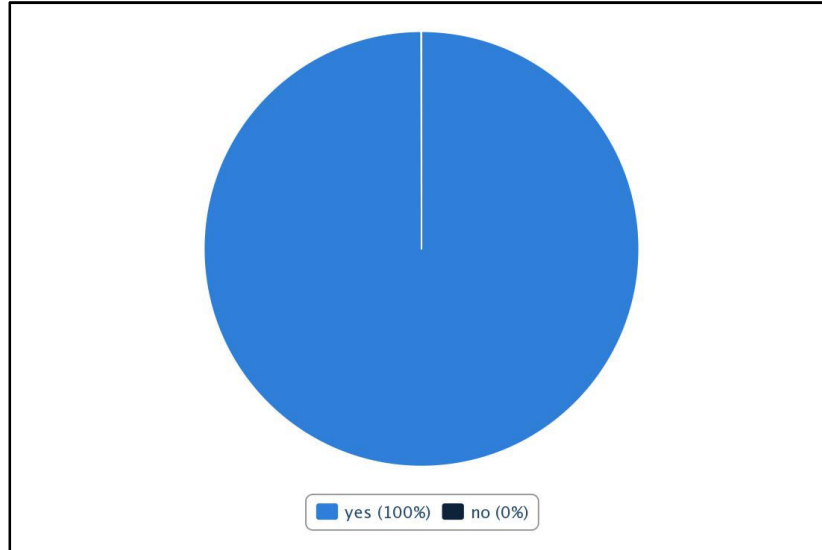
**If "no", please explain:**

No answers

Are there any unmet needs for professional development among personnel in this Dept/Prog/Div?

yes (40%) no (60%)
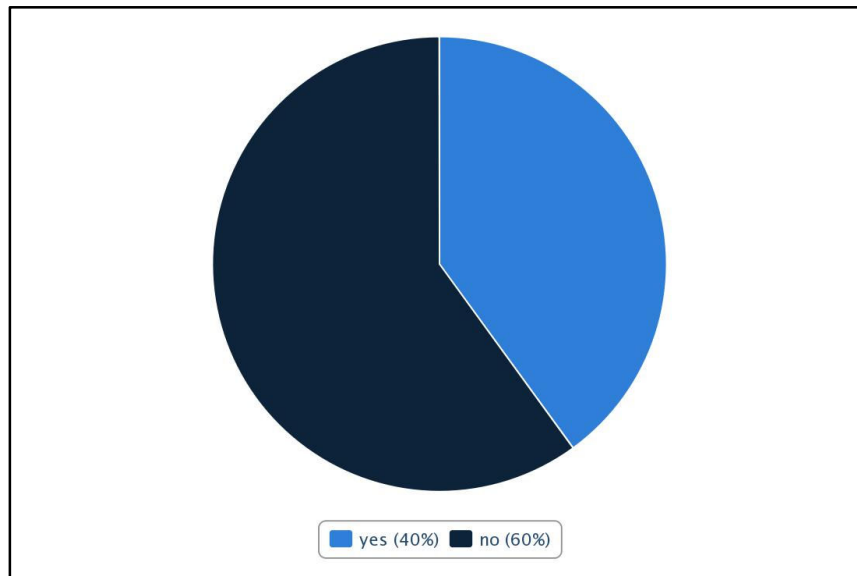
If "yes", please explain:

- There are ongoing trainings in the areas of assessment and evaluation that needs to be addressed. These trainings are forthcoming and can be addressed through in-house or off-island professional development.
- 1. Training for IPEDS Keyholder 2. Training for Data Specialists in Student Success Data 3. Training for Best practices in Data Collection Methods for Data Specialists which include use of new technology for gathering data (Scantron or something similar)

Are faculty/staff evaluated on an annual basis by the immediate supervisor (i.e.: Director, Dean, Vice President)?

yes (100%)   no (0%)
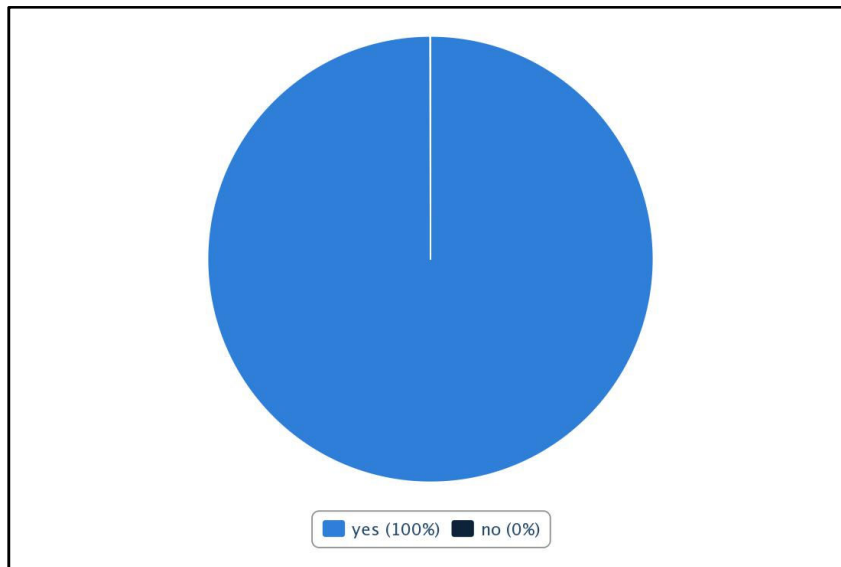
5. FACILITIES, EQUIPMENT and BUDGET

Briefly describe the facilities occupied by this Dept/Prog/Div (i.e., classrooms, offices, labs, etc.)

- current office and location is not in compliant of ADA requirements. air condition is a continuous problematic concern no elevator for disable population if they require service from department
- second floor on the main administration building
- Office is located on the Second Floor of the main campus building, above the TED 1 and TED2 classrooms.
- HR Office located on 2nd Floor of Administration Building. Consist of 6 rooms (HR Director, HR Manager, HR Main Office, (2) Storages, Archive Room).

Are all facilities adequate to support the mission of your Dept/Prog/Div?


yes (80%)   no (20%)
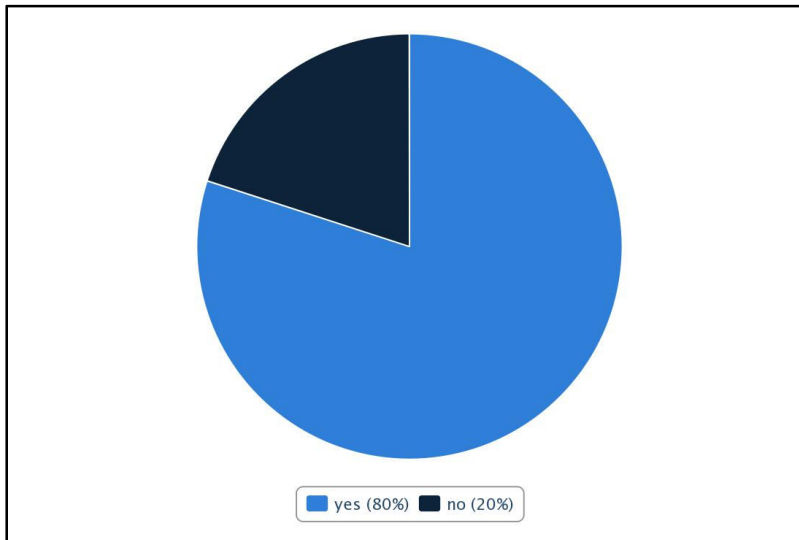
If "no", please explain:

- Need more space to accommodate archive and office space for potential personnel to assist with added responsibilities.

Briefly describe current equipment used by this Dept/Prog/Div and indicate whether it is adequate or inadequate.

- Computer, telephone, pen, paper, air conditioning, coffee maker. Adequate, in my opinion.
- Fax Machine, Printer, Laptops, Computers, Xerox Machine, Binding Machine, Laminating Machine, and Smart Board.
- IE most likely provides publications for ASCC. It has color printers, color xerox, fax machine, binding machine, laminating machine, 4 laptops, smartboard, tel-conference phone, etc... All these equipments are adequate for IE use.
- The equipment used consists of xerox machines, laminating equipment, scan-tron, and computers for daily usage and for publication and access to online archives and communication. Other equipment includes, smartboards and VTC for training and teleconferencing purposes. Additional upgrades and updates to computer software or computers is priority at this time for archive purposes and access to online archiving system.
- In order to efficiently process surveys and other data collection information, we are in need of an OMR Scanner which can collect data from surveys. Right now results are entered manually.

Are additional facilities or equipment required to support this Dept/Prog/Div?


yes (80%) no (20%)
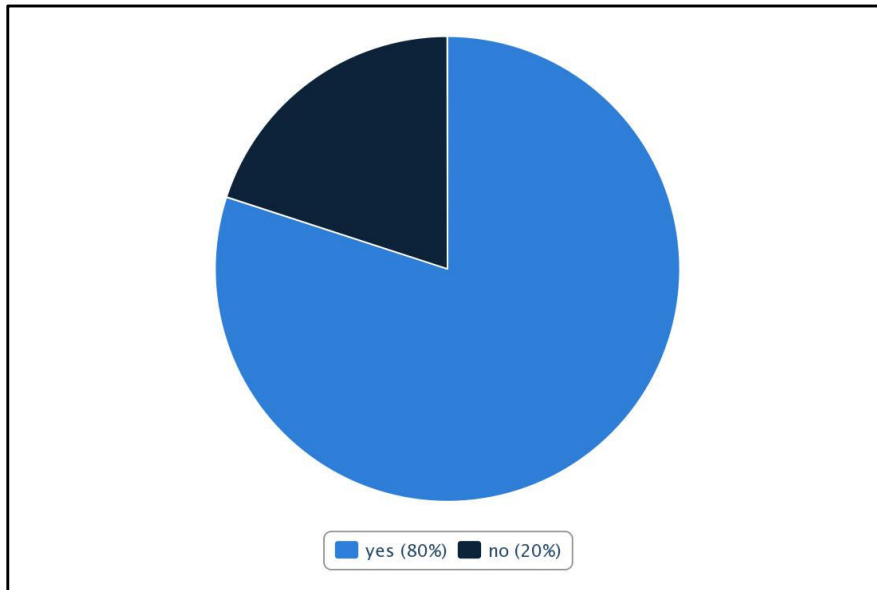
If so, please list and explain:

- Our computer system in ASCC should be upgraded.
- updated SPSS version, scantron
- New Computers and Faster Internet Connection.
- See answers to 16 and 17

Does the institution operate and maintain physical facilities that are adequate to serve the needs of this Dept/Prog/Div?

yes (100%) no (0%)
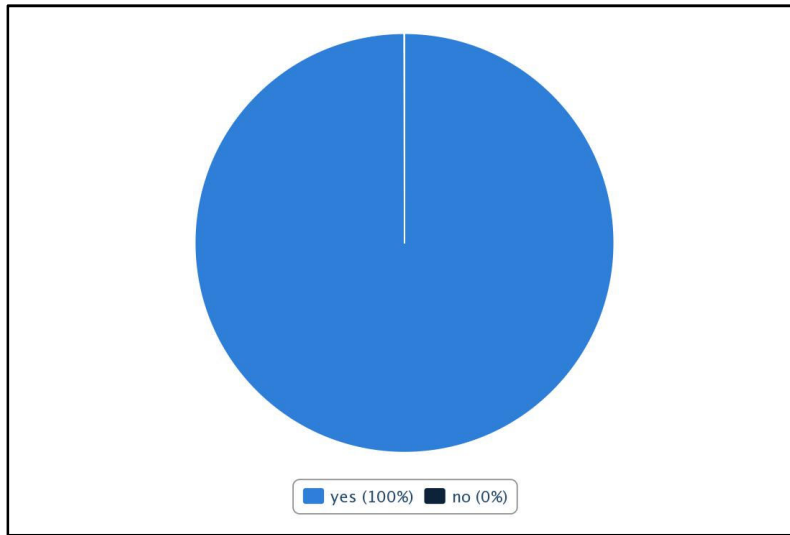
Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this Dept/Prog/Div?


yes (100%) no (0%)
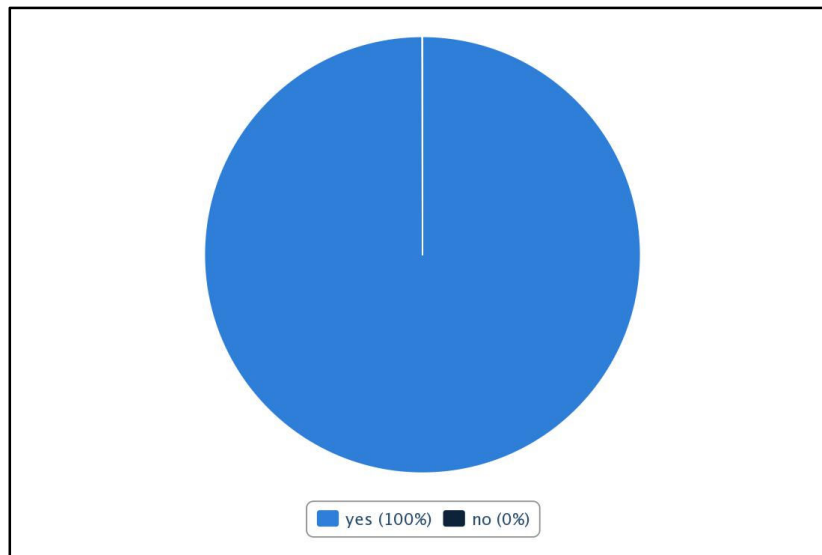
Are the physical facilities accessible to persons with disabilities?

yes (60%)　no (40%)
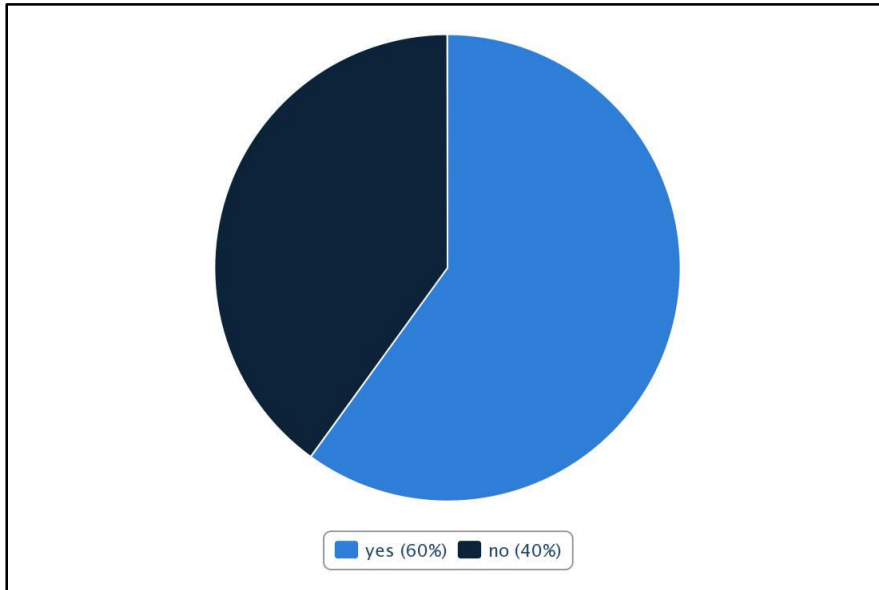
**If "no", please describe below what is needed to make your area accessible.**

- A ramp for students with disabilities would allow access in and out of our building.
- Ramp for wheelchairs (front door entrance)

Is there equipment used by this Dept/Prog/Div similar to that used in the workplace or at a higher level institution?
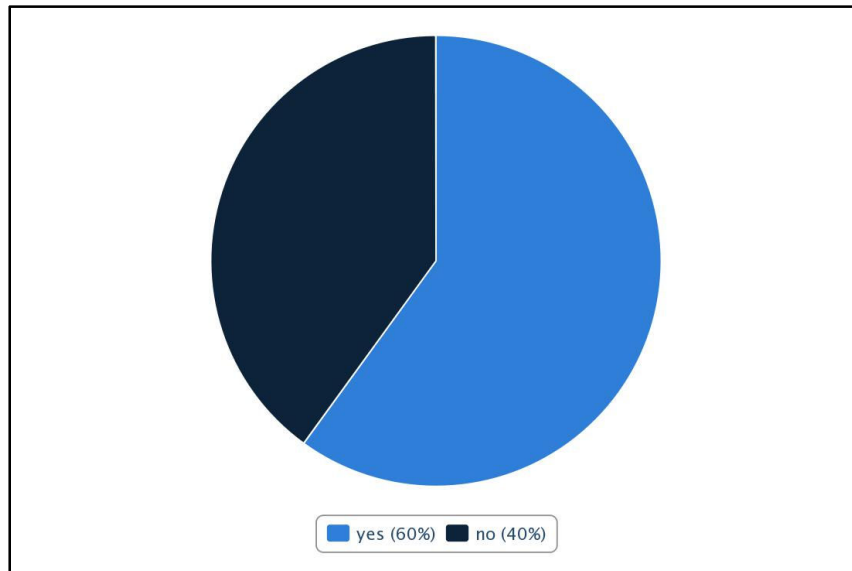

yes (80%)　no (0%)　N/A (20%)
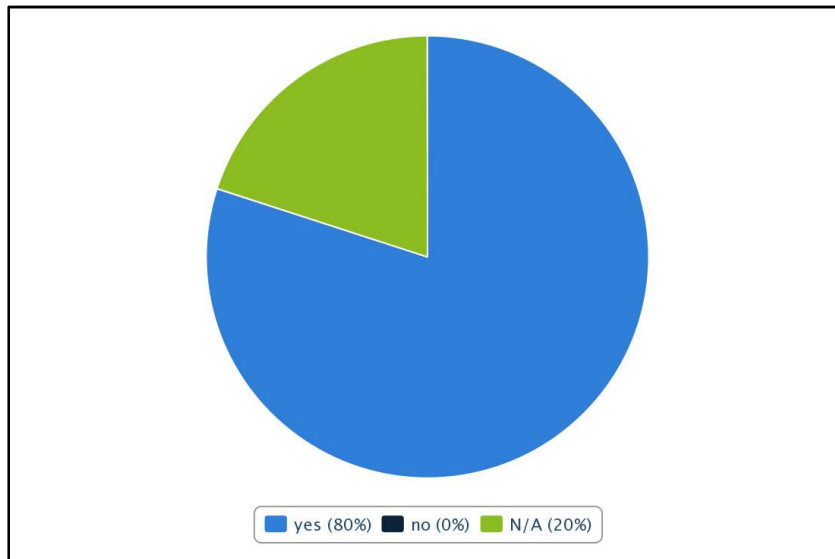
Is the budget information available to this Dept/Prog/Div?

yes (100%) no (0%)
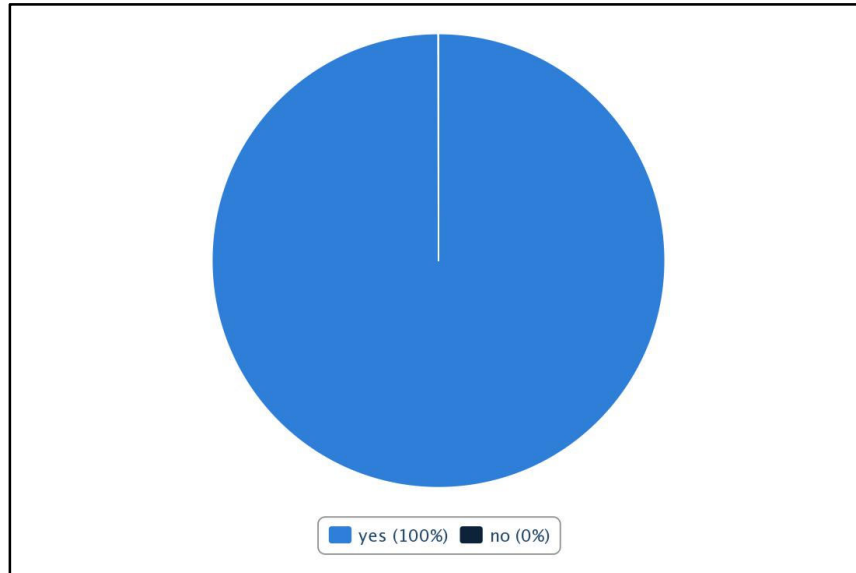
Is adequate financial support available to meet the needs of this Dept/Prog/Div?


yes (60%) no (40%)

If "no", please explain:

- With the added scope of responsibilities, this impacts personnel and job descriptions should be reviewed.
- Need more professional development money to support the institution's need for compliance training, data analysis and assessment training, use of student success data to support decision making training.

6. TECHNOLOGY and LIBRARY

Are Web enhancements and other technology used to improve student learning and services (i.e. Compliance Assist, Datatel, Moodle, Webmail, Smart Board Applications etc.)?

yes (100%) no (0%)
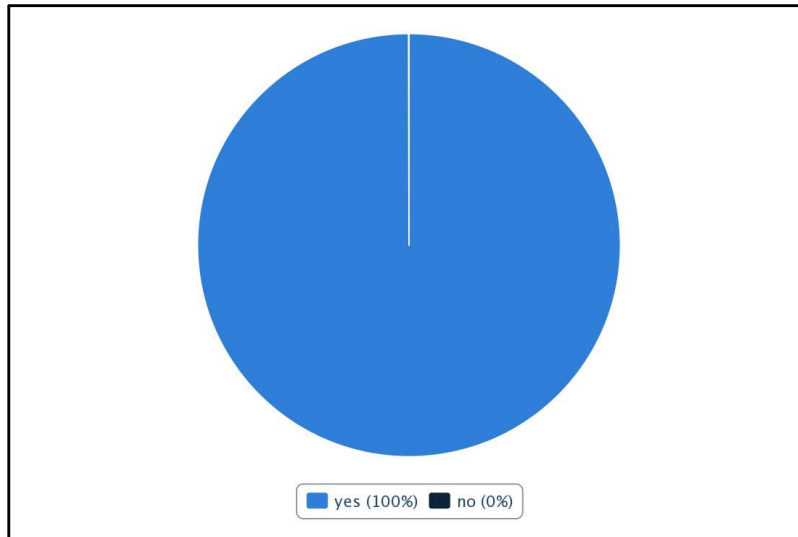
If "yes", please list or if "no", please explain:

- Compliance Assist, Datatel, Moodle, Webmail, Smart Board, etc.
- Using Smart Board Application in most classrooms is very useful for students to improve learning and services in ASCC.
- Compliance Assist Smart Board Application Web-mail
- Compliance Assist: Institutional Reporting and Archiving Webmail: Communication Datatel: Budgeting Smartboard: Training
- Compliance Assist - Collecting data from the institution on planning progress. Datatel - Collecting student success data Webmail - Communication to and from the institution Smart Board and VTC for Webinar and other Long Distance Training and Professional Development

Is the library available and accessible to students (day, evening, online) at their time of need?
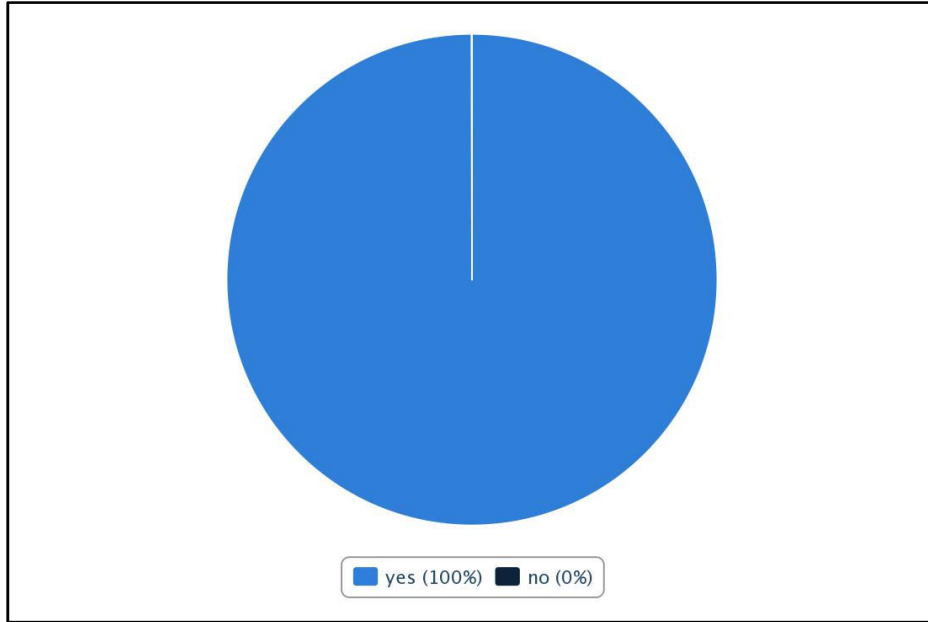

yes (0%) no (20%) N/A (80%)
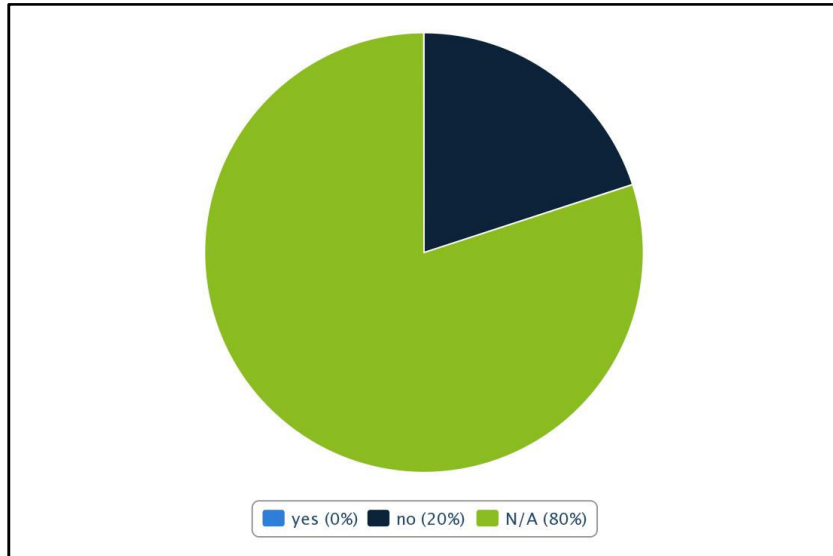
If "no", please explain:

- The library only opens during working hours. ASCC Library don't have any online services or after hours.

6. EVALUATION AND IMPROVEMENT

Is there evidence that the effectiveness of instruction and services are periodically evaluated?

yes (100%) ■ no (0%)

Are research-based evaluation processes (e.g., surveys, interviews, analysis of data) used for assessing this Dept/Prog/Div?
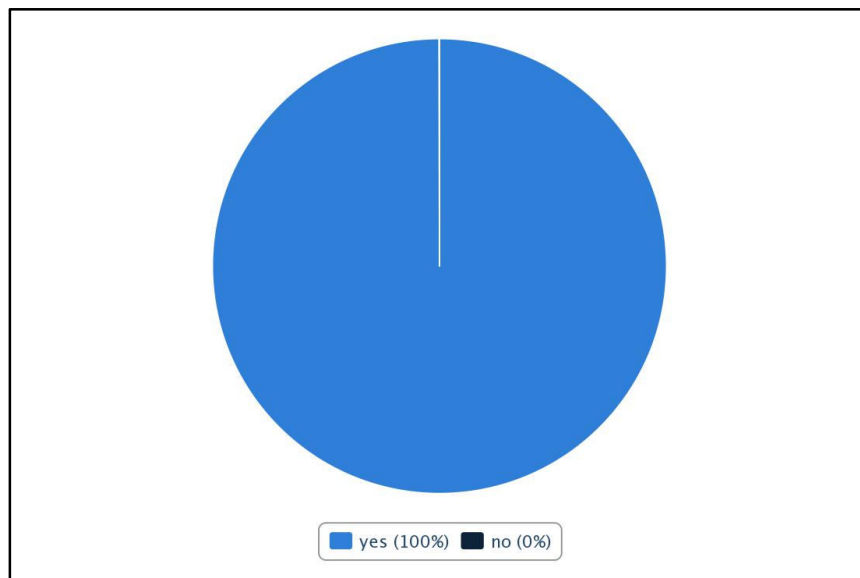
yes (100%) ■ no (0%)

**Listed below are Institutional Surveys, Instruments, Data, and other processes for evaluating Dept/Prog/Div effectiveness. Please indicate which instruments are frequently used for evaluating effectiveness of this Dept/Prog/Div.**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Weighted Average
Annual Reports	0 (0.00%)	0 (0.00%)	1 (20.00%)	2 (40.00%)	2 (40.00%)	5	4.20 / 5
Quarterly Reports	0 (0.00%)	0 (0.00%)	1 (20.00%)	0 (0.00%)	4 (80.00%)	5	4.60 / 5
Bi-Weekly Reports	0 (0.00%)	0 (0.00%)	1 (20.00%)	0 (0.00%)	4 (80.00%)	5	4.60 / 5
Student Learning Outcome Reports	0 (0.00%)	0 (0.00%)	2 (40.00%)	1 (20.00%)	2 (40.00%)	5	4.00 / 5
Institutional Strategic Plan	0 (0.00%)	0 (0.00%)	1 (20.00%)	0 (0.00%)	4 (80.00%)	5	4.60 / 5
Performance Evaluation	0 (0.00%)	0 (0.00%)	1 (20.00%)	1 (20.00%)	3 (60.00%)	5	4.40 / 5
Institutional Program Review	0 (0.00%)	0 (0.00%)	2 (40.00%)	0 (0.00%)	3 (60.00%)	5	4.20 / 5
Course Evaluation	0 (0.00%)	0 (0.00%)	1 (20.00%)	1 (20.00%)	3 (60.00%)	5	4.40 / 5
Student Satisfaction Survey	0 (0.00%)	0 (0.00%)	1 (20.00%)	1 (20.00%)	3 (60.00%)	5	4.40 / 5
Fact Sheets/ Books	0 (0.00%)	0 (0.00%)	1 (20.00%)	0 (0.00%)	4 (80.00%)	5	4.60 / 5
							4.40 / 5

Does the use of evaluation processes result in continuous improvement in this (Dept/Prog/Div)?

yes (100%)   no (0%)
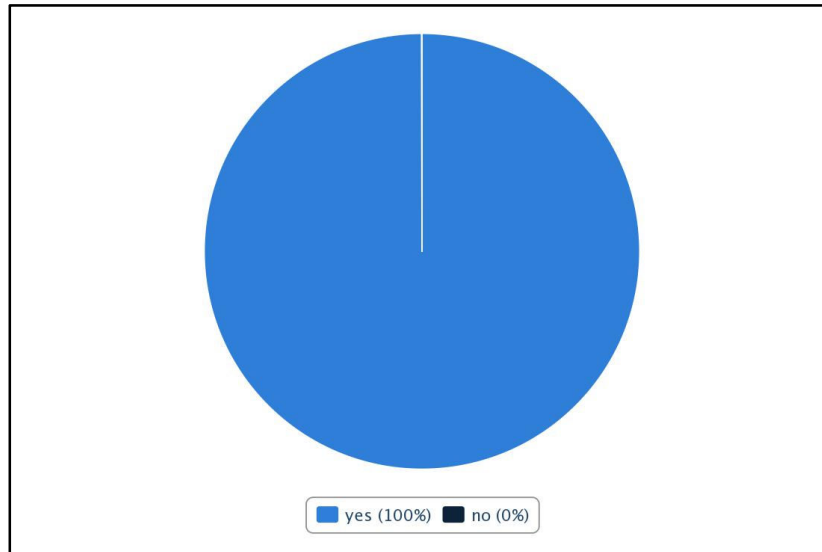
If yes, describe some recent improvements that have come about in response to needs identified through these evaluation processes.

- Smart Board installation. Technology for teleconferencing.
- To be on time at work and provide projects and reports on time. need to work together as a team.
- The evaluation process serves as a self review for outcome achievement and the quality of our services offered. This allows us to review our Standard Operating Procedures and other areas of services that our division provides.
- The 2009 Program Review Process provided a basis for identifying priorities in the 2009-2014 Strategic Plan. The Fact Book and student success data (retention)provided a basis for acquiring the CAPP program to alleviate problems with delayed progress through developmental courses.

Does this Dept/Prog/Div identify expected outcomes; assess whether it achieves these outcomes; and provide evidence of improvement based analysis of those results?

yes (100%) ■ no (0%)
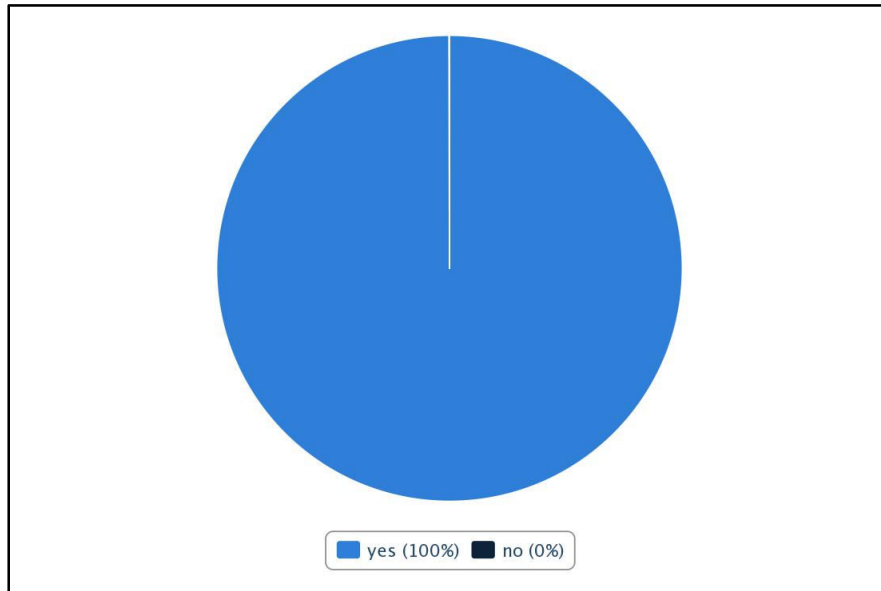
What steps are taken when an outcome is not achieved?

- Analysis of reason for non-achievement, and planning to succeed in achieving.
- Need to identify which area that needs improvement so that we can achieved that outcome.
- We have not had this problem before, however I would say to go back to the outcome and re-evaluate it in order for it to be achievable.
- When outcomes are not achieved, dialogue takes place to identify areas that prevents the division towards achieving its outcome. In our division, outcomes are on going but the quality changes after outcomes are reviewed.
- The Quarterly reports are focused on the achievement of outcomes versus Goals and objectives. At the end of the FY, Divisions use their Summary reports to identify their own strengths and weaknesses through the achievement of the outcomes they planned for their divisions.

Provide an overview of significant results, honors, awards and milestones achieved, as well as enhancements made to this Dept/Prog/Div over the past three years.

- This division has not received any honors or awards over the past three years, but every year we are not discontinued and shut down represents another milestone. This institution is not in the habit of conferring honors, awards, or even recognition internally.
- We have a new director and he brings in more challenge for our division. It's a positive move so that we can develop and work together to get great results......
- More data request comes in that means that the different departments as well as individuals are using reports that IE compiles. More outgoing reports, surveys as well as publications.
- Institutional Archiving and Reporting (Compliance Assist) Accreditation from both WASC Junior & Senior Commissions.
  New Director (former Assessment Coordinator) Assessment processes introduced to IE