

# ASCC Program Review: Student Services

Please indicate your status.

	Faculty	Staff	Administrator	Standard Deviation	Responses
All Data	0 (0%)	7 (100%)	0 (0%)	3.3	7

3. List the outcomes for your Dept/Prog/Div: (Lisi mai Matāti'a Ausia (Vaega poo Tikeri) mo lau matagaluega/polokalama/Vaega:)

## Text Responses

1. Students are knowledgeable and have increased usage of student support services offered by Student Services (DOSS).
2. Students are aware of and participate in the vast array of extracurricular activities planned by Student Government Association as well as other clubs and organization within ASCC.
3. The community is well-informed about services and programs offered through DOSS outreach program.
4. DOSS employs a process to update the student handbook in conjunction with the ASCC Catalog to include all student policies and rules.
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  2. Students are aware of and participate in the vast array of extracurricular activities planned by Student Government Association as well as other clubs and organization within ASCC.
  3. The community is well-informed about services and programs offered through DOSS outreach program.
  4. DOSS employs a process to update the student handbook in conjunction with the ASCC Catalog to include all student policies and rules.
    1. Students are knowledgeable student support services offered by the Division of Student Services (DOSS).
    2. Students are aware of the vast array of extracurricular activities planned by Student Government Association as well as other clubs and organization within ASCC.
    3. The community is well-informed about services and programs offered through DOSS outreach program.
    4. DOSS employs a process to update the student handbook in conjunction with the ASCC Catalog to include all student policies and rules.

### Career/Academic Counseling

- \* Evaluate the quality of Student Services and demonstrate that these services, regardless of location or means of delivery, support student learning.
- \* Use assessment data to continuously improve the programs and services provided to the students through Counseling, Student Learning Center, Student Employment Center, Veterans Student Affairs, SGA, UCEDD, Student Support Services, College Access Challenge Grant Program, and ASCC Wellness Center.
- \* Assure equal access to all of its students by providing appropriate, comprehensive, and reliable services to students regardless of service location or delivery method.

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

Student Services Mission supports the institution by continuing to support the educational pursuit of all students attending ASCC, characterized by a concern for a high quality services, student access, learning, progress, and success.

The mission of the Student Services Division 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.

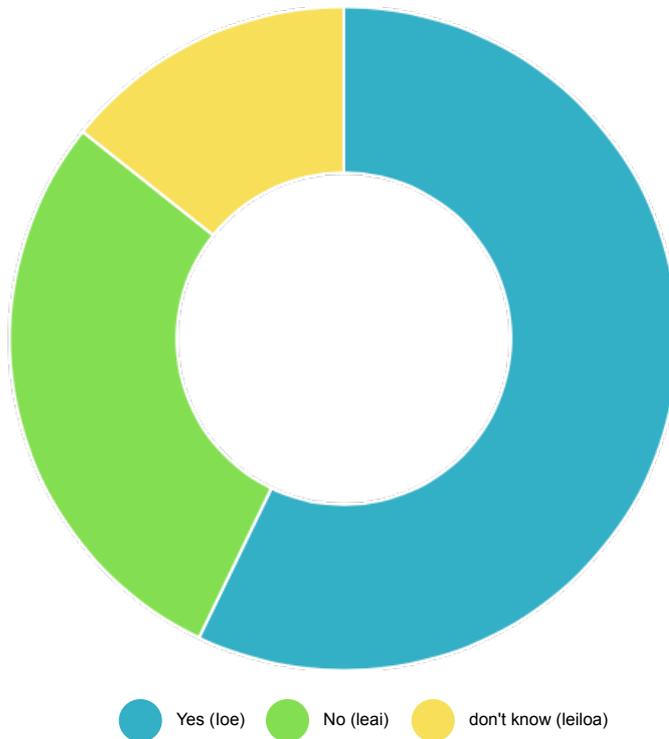
We provide services for the educational pursuits of all students attending ASCC through an active high quality services, student access, learning, progress, and success. The following programs and services are provided by the Student Services Division to help students meet their educational, transfer, career, and personal goals.

My job duties allows me to assist students graduating from ASCC regarding part-time/ full-time job searches or those that prefer transitioning directly to the workforce. The most important part of my job is educate and preparing students on resume writing, cover letters, thank you letters, and interview questionnaires which will enable them to achieve their career search goals.

The institution mission refers to providing "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." It is the mission of Student Services to ensure that equal access to those services are provided to all students, and that those services are assessed systematically in order to ensure that they are being provided effectively.

1a. Does the prog/dept/div 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 (loe)	No (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	4 (57.14%)	2 (28.57%)	1 (14.29%)	1.25	7



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

### Text Responses

Student Satisfaction surveys are distributed ONLY to graduates at the end of the semester. They fill out their survey and return to Counseling office, who are responsible for administering the surveys. Once they've completed administering the surveys, the surveys are forwarded to IE (Institutional Effectiveness) for record/data keeping.

We evaluate our services by having meetings to discuss what changes can be made to improve them.

Student Satisfaction Surveys are taken at the end of each semester by students regarding our services offered.

1. Through our evaluation process where our peer tutees would evaluate performance of our student tutors and Staff Tutors. The feedback from the evaluation then determines how we can improve our Tutorial Services and make recommendations based on challenges we encounter throughout the semesters.

2. Each semester or academic year we follow up with Admissions in regards to our student tutees' progress based on the frequency visits and tutoring assistance they received from our Tutorial Staff/Services. Thus the success rate of these students is passed on to the Dean of Student Services and shared among the Tutorial Staff.

As long as I have started working at the Division of Student Services as the Financial Aid Counselor under the CACGP from 2009 until becoming the current Career Counselor from 2014, I have not been evaluated for the effectiveness of my services.

## 2. How does your dept/prog/divsupport student learning and achievement? (E faapefea ona lagolago e le tou matagaluega/polokalama/vaega aoaoga ma tulaga ausia a tagata aoga?)

### Text Responses

The following programs & services are provided for students to meet their educational, transfer, career, and personal goals: 1) Counseling services, 2) Diversity Access and Accommodation Services, 3) Drug and Alcohol Awareness Programs, 4) YANA (You Are Not Alone) program, 5) Student Employment & Training Center services, 6) Veterans Educational Assistance, 7) SGA (Student Government Association) student extracurricular activities, 8) and promoting the Zero Tolerance Policy/Rules and Regulations.

Through Counseling, Tutoring, Student Government activities/events, Assistance for individuals with disabilities, and support for individuality...

We as counselors should be receiving Low Grade students so that we may be able to help and assist them academically. Counsel students on why they are failing and advise on how they can do better and be able to improve on their academic status.

The Counseling Services provides Personal, Career, Financial Aid, and Transfer counseling to all students. These services are provided to the students to ensure that there is source of disruption in their attempt to attain a degree. We make sure they know what is available to them and that they take full advantage of it.

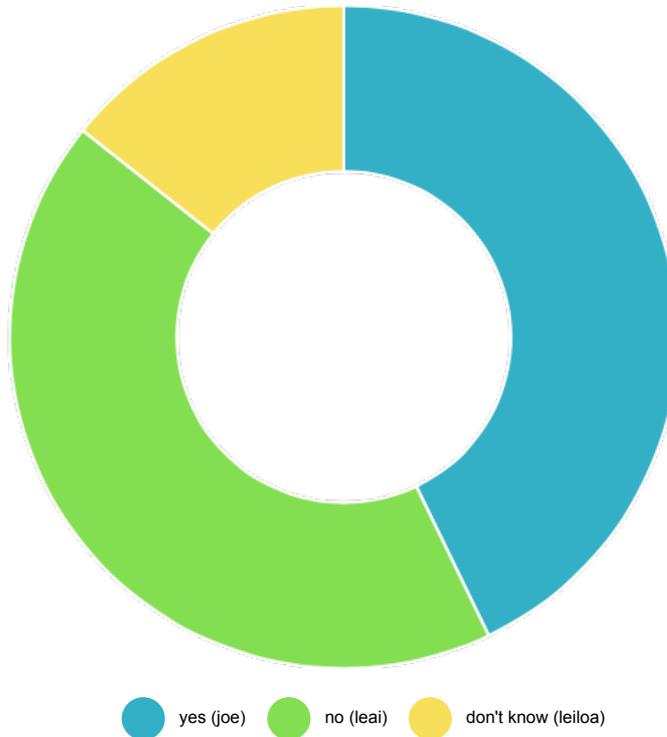
We offer student support services like Tutoring, Counseling, Student Government Activities. For Tutoring, we make sure that we follow up with ARFAO after a semester if the students that sought tutorial assistance actually passed their classes or not. That is where our Tutorial gets the data to compile the success rate report.

3. Check the following used for evaluating the effectiveness of the dept/prog/div: Please explain how each is used. (Togi ripoti na faaogā i le iloiloga o le aogā o la outou vaega. Faamolemole faamatala pe faapefea ona faaoga ia ripoti taitasi.)

	Yes	No	Please explain:	Standard Deviation	Responses	Weighted Average
Annual Reports (Ripoti faaletausaga: Ioe pe Leai, Faamolemole faamatala.)	3 (50%)	3 (50%)	0 (0%)	1.41	6	1.5 / 2
Quarterly Reports (Ripoti faalekuata. Ioe pe Leai, Faamolemole faamatala)	7 (100%)	0 (0%)	0 (0%)	3.3	7	1 / 2
Bi-weekly Reports (Ripoti tai lua vaiaso. Ioe pe Leai, Faamolemole faamatala.)	7 (100%)	0 (0%)	0 (0%)	3.3	7	1 / 2
Student Learning Outcomes (Agavaa Ausia Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	4 (66.67%)	2 (33.33%)	0 (0%)	1.63	6	1.33 / 2
Institutional Strategic Plan (Fuafuaga Faataatia Kolisi. Ioe pe Leai, Faamolemole faamatala)	2 (28.57%)	5 (71.43%)	0 (0%)	2.05	7	1.71 / 2
Performance Evaluation (Iloiloga o Galuega Faatino. Ioe pe Leai, Faamolemole faamatala)	7 (100%)	0 (0%)	0 (0%)	3.3	7	1 / 2
Program Review (Iloiloga o Polokalama. Ioe pe Leai, Faamolemole faamatala)	3 (50%)	3 (50%)	0 (0%)	1.41	6	1.5 / 2
Course Evaluation (Suesuega o Mataupu. Ioe pe Leai, Faamolemole faamatala)	3 (42.86%)	4 (57.14%)	0 (0%)	1.7	7	1.57 / 2
Student Satisfaction Survey (Suesuega Lotomalie Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	6 (85.71%)	1 (14.29%)	0 (0%)	2.62	7	1.14 / 2
Fact Sheets (Pepa o Faamatalaga Moni. Ioe pe Leai, Faamolemole faamatala)	0 (0%)	5 (100%)	0 (0%)	2.36	5	2 / 2
Other Evidence (Nisi faamaumauga. Ioe pe Leai, Faamolemole faamatala)	1 (20%)	4 (80%)	0 (0%)	1.7	5	1.8 / 2
						1.39 / 2

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	3 (42.86%)	3 (42.86%)	1 (14.29%)	0.94	7



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

Text Responses

For tutoring, feedback is received by the ARFAO (Admissions, Records, and Financial Aid Office) on passing and non-passing students who have been tutored. This helps tutors to evaluate their services on improvement.

Also, students are given an evaluation form after tutorial sessions/periods to evaluate on the tutorial services that were provided. This assists the tutors to target the areas that may need improvement.

Yes, we were able to create appropriate SOP's in how to accommodate students who seek tutorial services.

Yes and No. Yes whereas, a few good changes/improvements have been made and No as it hasn't been changed/improved, and still waiting for it to happen..Employee Turnover as well...

Some improvements which occurred over the past four years are;

1. Hiring more peer tutors and Staff tutors, before we had only 3 Staff tutors now we have 6 staff accommodating students in dire need of tutoring assistance
2. Location - due to feedbacks received from our evaluation reports that there was limited space for tutoring that is before all English, Math, and All other subjects were located in one center (SLA Center) now we have two locations, one for English tutorials only and the Annex for Math & All Other subjects
3. Faculty referral process - one or several instructors send the whole class to English tutorials now we have our referral forms for students who are not doing well in class and needs supplemental assistance outside of the classroom setting, and those who are failing the class or not comprehending the course materials, the instructor will have to fill out these forms based on the requirement as mentioned.
4. Plagiarism papers has increased over the semester and students should be dealt with according with ASCC student handbook policy, instructors should emphasize penalties to students practicing this behavior.

No improvements because working morale is poor!

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

Students are knowledgeable and have increased usage of the student support services offered by Student Services (DOSS), to help them achieve academically here in ASCC.

Some, if not most, students know the comprehensive tutorial process. We can easily communicate with instructors when problems arise regarding students seeking tutorial services.

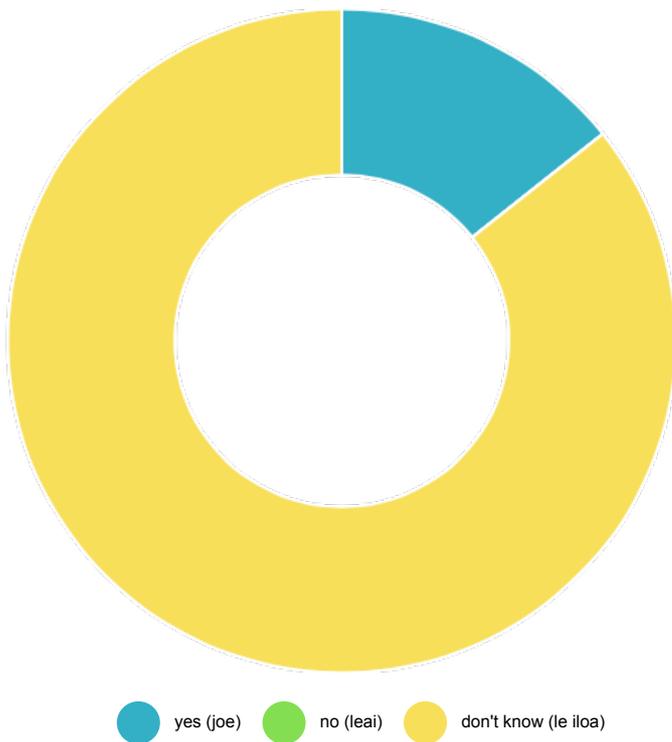
We have more one-on-one sessions than before and we are able to accommodate all faculty referrals in a timely manner, students are aware/knowledgeable of our services/policy.

SOP's are in place for most parts of the Tutorial Services Program.

None! Providing data and improving our work ethics is not the same thing. I can personally provide any data, however it will not improve my working morale.

3a. Where there any recommendations from the previous Divisional Assessment (2014) that were not completed/acted on in the past year? (Na iai ni fautuga mai le Suesuega a le Vaega e le'i mafai ona faia i le tausaga talu ai?)

	yes (joe)	no (leai)	don't know (le iloa)	Standard Deviation	Responses
All Data	1 (14.29%)	0 (0%)	6 (85.71%)	2.62	7



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

#### Text Responses

n/a

Not sure

True TCO (Total Cost of Ownership) is currently not in place at ASCC. And when it comes to program review for Academic Services, including the performance reviews of teachers, this is not done at a systematic level. In other words, the data is collected from all the departments at the end of the semester, and along with IE the Academic Services department analyzes and puts the data together in report, that up until recently was not freely disseminated to everyone at ASCC. The data, or program review, is not collected very effectively. As of yet, there has been no repercussion for teachers or departments that do not turn in their program review on time.

### 4. List significant achievements made to this Dept/Prog/Div over this past year: (Lisi mai ni matāti'a na ausia e le polokalama/matagaluega/vaega i le tausaga talu ai?)

#### Text Responses

n/a

We were able to create brochures for students to inform them about available services we offer.

We were able to reach out to the public through outreach in high schools.

More and more students utilized our services most especially the tutorial services.

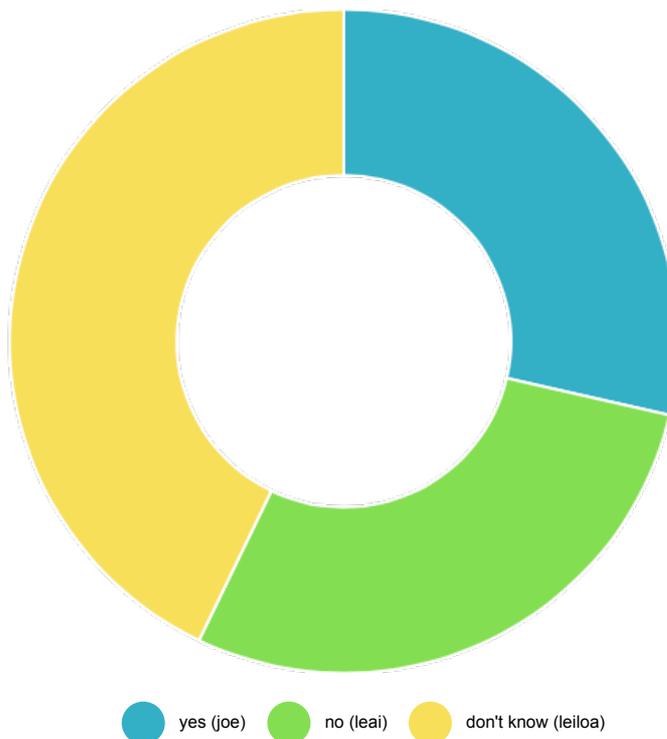
Success rate of students passing their subjects because they continuously visited the tutoring services.

NONE!

The Counseling Services has received much needed counselors; the SLAC has hired new tutors and note takers.

1a. Does your dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	2 (28.57%)	2 (28.57%)	3 (42.86%)	0.47	7



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

### Text Responses

There are Faculty orientations held every semester in which the Dean of Student requests the Counselors as well and Tutors to present. They receive feedback from the staff as well as the faculty on their programs and services being provided, if need for ways for improvement.

Yes and No; Yes because few of the feedback from staff are acknowledged. No because our division can be much better if staff's collective feedback/opinions/suggestions are acknowledged, which is all for the betterment of our services in order to provide quality services.

I would hope so. However, I honestly DO NOT see any improvements.

Aside from those who are members of the committees and sub-committees, the faculty and staff are not provided with a method of providing feedback or voicing a concern, and even when they do, they never see the outcome of whether or not that feedback has been used or concern has been addressed.

2a. Are Dept/Prog/Div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	4 (57.14%)	3 (42.86%)	0 (0%)	1.7	7



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

Text Responses

SOPs for division are only communicated regularly to staff and faculty when inquired. Our division then releases the SOP's that we depending on what services are requested (ie. Counseling, Tutoring, Student activities).

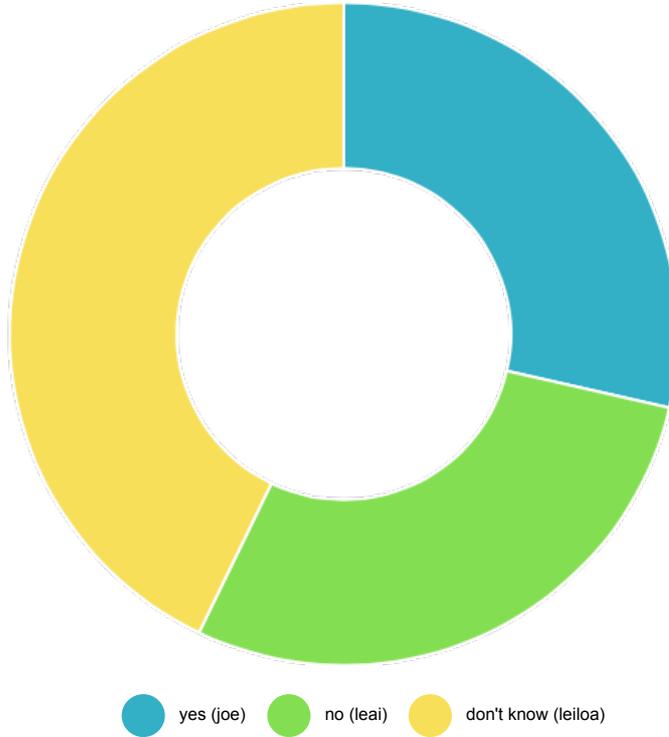
For some reason, few, if not some, of the divisional SOP's are inconsistent.

Honestly, it was not regularly communicated. However, until last year before WASC's visit, I finally see and hear it being mentioned in our division.

Ever since the college has been placed on "show cause" status, there has been a real effort to communicate to all staff and faculty the progress of our Self study and Accreditation review. However, all of this communication is done through webmail and on the ASCC website, which is not readily accessible to those who do not work in an office environment.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	2 (28.57%)	2 (28.57%)	3 (42.86%)	0.47	7



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

Text Responses

They are systematically documented and archived in Bi-Weekly reports/Quarterly Reports on the Compliance Assist.

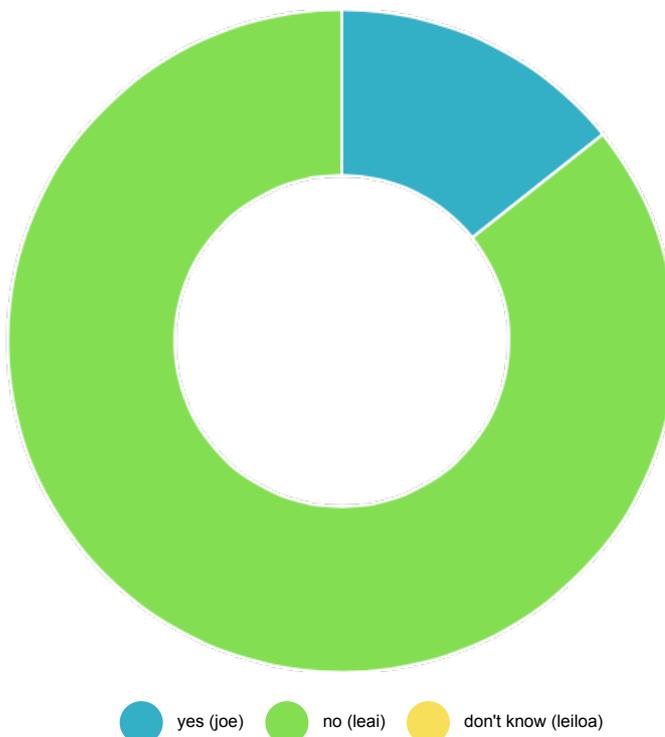
Not all decisions are systematically documented and archived. Some decisions are verbally mentioned.

Not sure

Explained in answer to 3a.

1a. Is the Number of personnel adequate to support your Dept/Prog/Div? (O fetai le fuainumera o tagata faigaluega mo le lagolagoina o lau matagaluega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	1 (14.29%)	6 (85.71%)	0 (0%)	2.62	7



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

Text Responses

At this time, we may have a need for more tutors, and Counselors at the time to carry out the services.

A Diversity Counselor is needed.

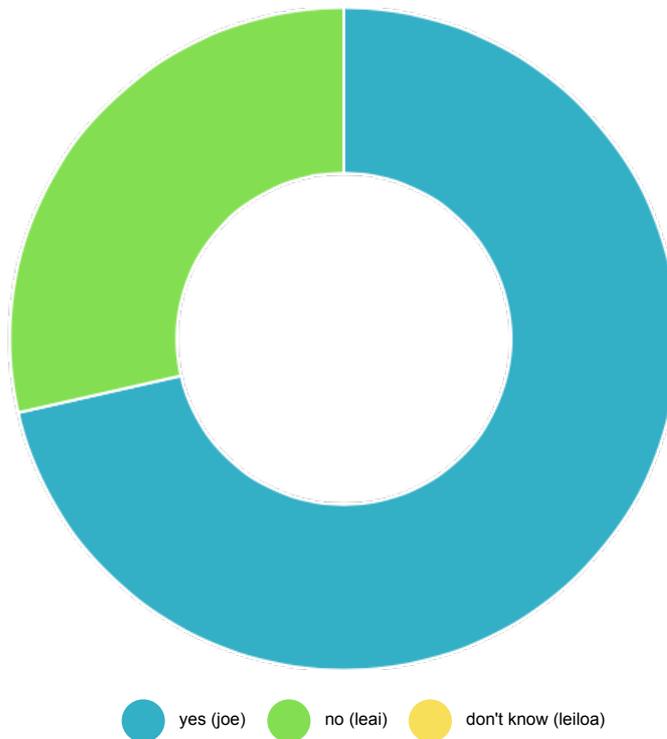
Positions are open and have not been filled in...

Our Division is still lacking counselors.

It is difficult to find funding for positions that have been identified as necessary. For example, when the ACCJC identified that Counseling services was not being provided to the students, three counselors were hired very quickly on an emergency contract. However, there transition into Career Services employees is very difficult. And so, they continue to be placed on short-term contracts.

2a. Do personnel possess all specialized skills or credentials required to support the Dept/Prog/Div? (Ua iai i tagata faigaluega agavaa poo tomai tau aoga o loo manaomia i le lagolagoina o le polokalama? Ioe pe Leai pe Ou te le iloa.)

	yes (ioe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (71.43%)	2 (28.57%)	0 (0%)	2.05	7



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

Text Responses

There are Counselors that may not have the experience as well as credentials needed to teach or 'counsel' students. They are on a 'Learn as you Go' stage. This may result in affecting our services.

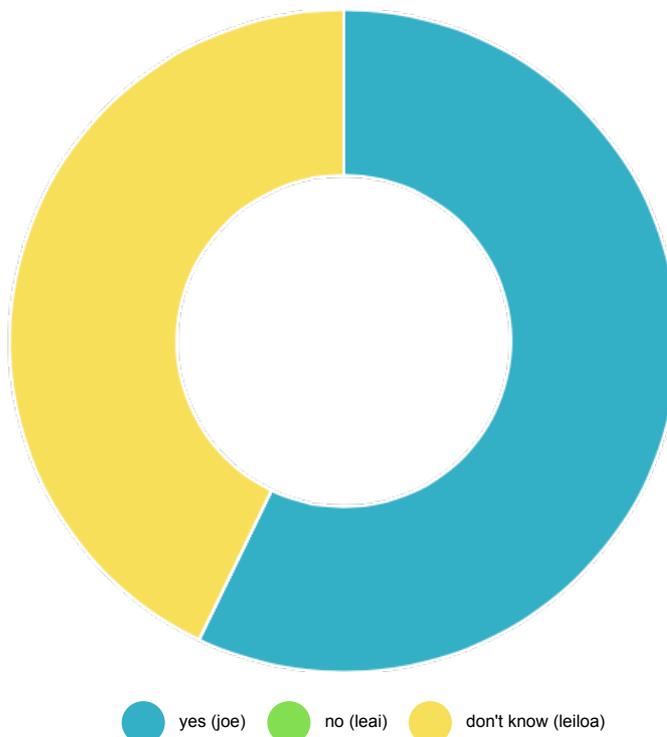
Also, there may be a need for more tutors who can basically focus on their responsibilities as tutors, and not have additional responsibilities assigned to them. Additional duties (ie. VA services, Marketing projects, etc) may cause an overload on one's responsibilities which may cause stress which can affect the services, which can then affect the students.

Even though the counselors are required to hold a Masters degree, I personally do not think that it should be "any" Masters degree. Most of our counselors hold Masters degrees in Public Administration which connects in to counseling, and then we have a Masters degree in Library Science. What does that have to do with counseling students.

This is done during the hiring process by Human Resources. However, there is never any orientation for new employees and there is a huge lack of on-the-job training or Professional Development.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	4 (57.14%)	0 (0%)	3 (42.86%)	1.7	7



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

Text Responses

Such documentation is filed accordingly and accounted for internally and within HRO (Human Resources Office).

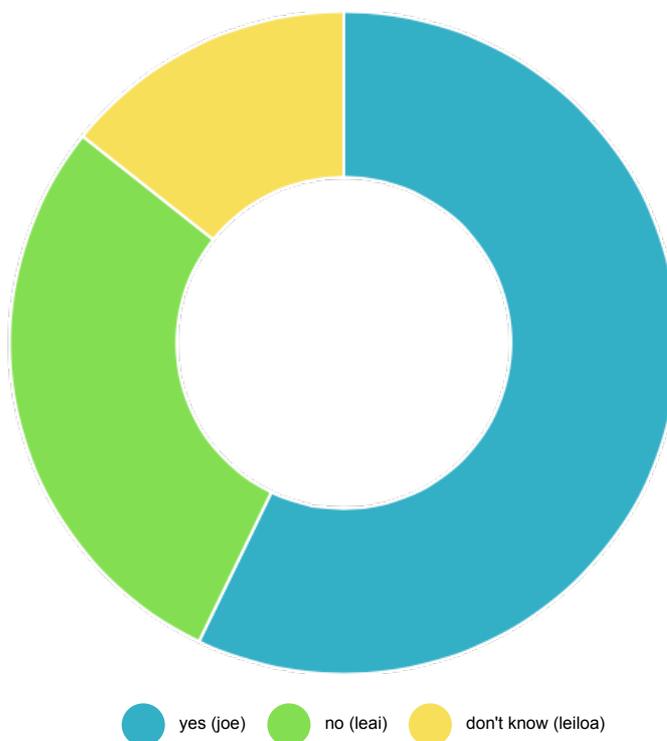
Personnel informs and provides all proper documentation to the Administrative Assistant of the Division and HR staff. Also, HR informs staff with any lacking documentation required to be put on file.

Not sure

Human Resources keeps both manual and digital copies of these files and documents.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	4 (57.14%)	2 (28.57%)	1 (14.29%)	1.25	7



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

### Text Responses

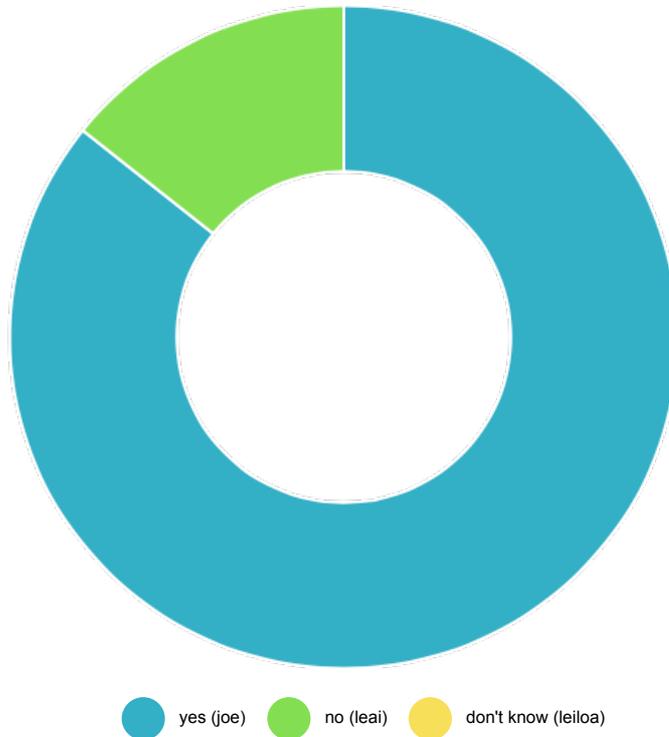
Because division handles services for students receiving the services; we are accountable for student important documentations, and therefore follow FERPA.

Only one staff handles the FERPA for our division.

Student privacy is a major concern for the Student Services. It is very careful to ensure that no confidential student information is distributed beyond our department or to those who should not have access with the student's permission.

5. Does your dept/prog/div effectively use its personnel to achieve its mission? (O faaoga tatau e lau matagaluega/polokalama/vaega au tagata faigaluega ina ia 'ausia ai lana manulauti?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	6 (85.71%)	1 (14.29%)	0 (0%)	2.62	7



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

Text Responses

Yes, personnel is effectively used as much as necessary to carry out the division mission.

Yes because our division have professional personnel who are passionate with rendering services to ASCC students. However, it would be nice to have professional development for the staff.

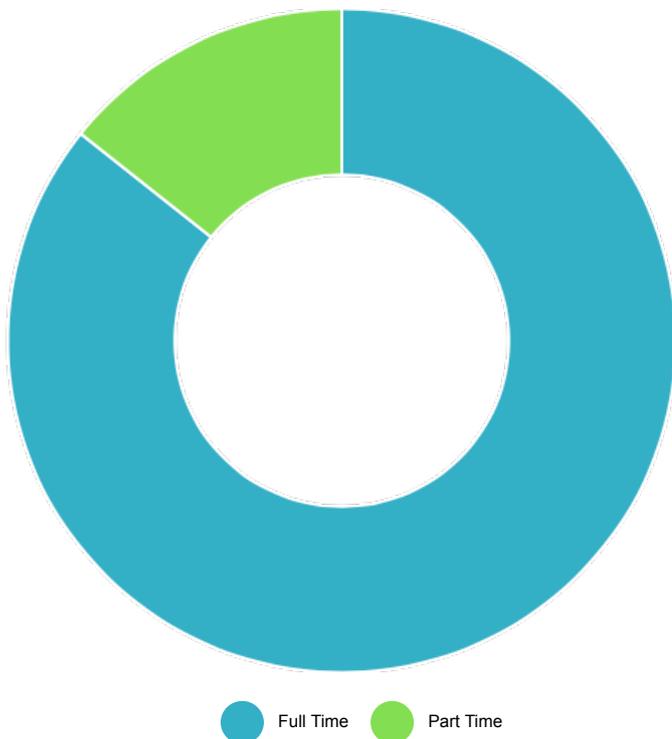
- Treatment of Employees
- Employees career status/benefits
- Employee Pay/Salary
- Incentives- Trainings, Conferences, etc...

Maybe implement a 360-feedback survey, use other technology software such as Briggs & Meyers or career assessment tools to assess personality traits, identify the right skills, knowledge, and ability of people hiring and placing them in the right career.

We TRY to

### Are you a full time or Part Time employee?

	Full Time	Part Time	Standard Deviation	Responses
All Data	6 (85.71%)	1 (14.29%)	2.5	7



### Number of Courses you teach:

#### Text Responses

- N/A
- None
- N/A
- N/A
- None

## Degrees, Coursework, and or Publications

### Text Responses

Associate Degree

Associate's Degree, but currently working on Bachelor's

M.P.A. ( Masters in Public Administration)

B.A. ( Political Science)

A.A. (Liberal Arts)

Masters in Public Administrations

Master's Degree

Liberal Studies Major with Sociology minor.

### Other Qualifications not listed in previous question:

### Text Responses

N/A

Years of experience as a Financial Aid Counselor and Outreach Coordinator

Data Technician II.

Member of the ACA (American Counseling Association).

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

### Text Responses

- Dean assignment to Academic Excellence Review Committee.

International Student Organization

None

Member of Sub-Committees for:

1. TCO

2. Academic Excellence

3. Staffing

2 semesters as Peer Mentor adviser.

1a. Have faculty/staff in the dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (71.43%)	2 (28.57%)	0 (0%)	2.05	7



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

### Text Responses

UCEDD workshops  
HRO workshops, etc

1-Professional Development with Admissions Officer and 2- IE Director Leomiti

\* Dean fwds emails for Webinar and emails from ACA ( American Counseling Association)

HR training, UCEDD training, CACGP conference, High School outreach program

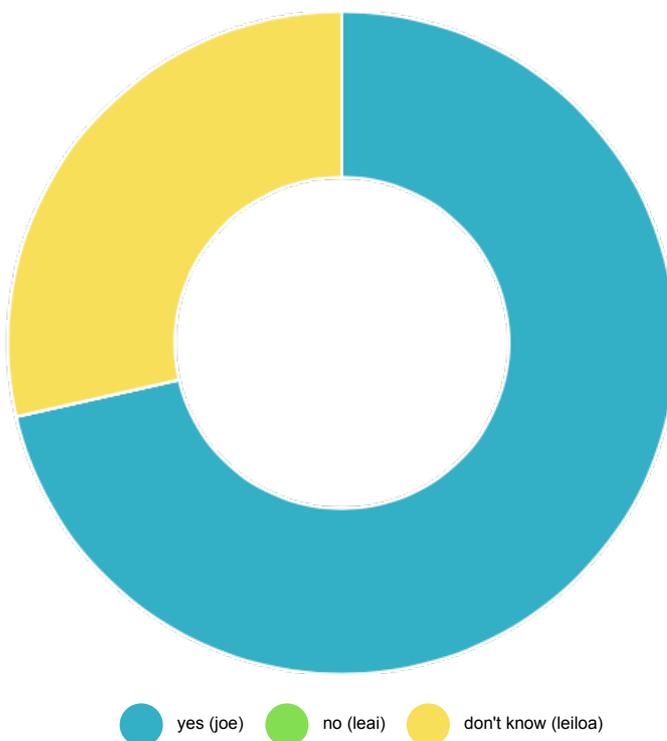
1. CLP training - Evelyn Fruean

2. Compliance Assist Reporting- Sonny Leomiti

CAGP Training held last year coworker and Dean attended.

2a. Are there any unmet needs for professional development among personnel in this Dept/Prog/Div? (O iai ni manaoga tau aoaoga e le'i faia mo le afaigaluega a lau matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (71.43%)	0 (0%)	2 (28.57%)	2.05	7



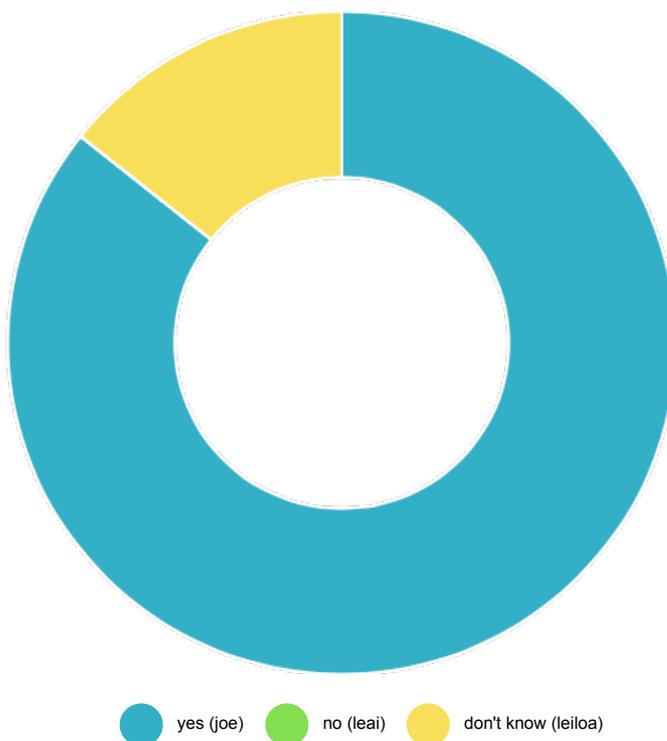
2b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

- Would recommend to have professional workshops from internal or external agencies to hold here to encourage and promote professional team-building and promoting and building morale within the workplace
- No trainings are provided.
- More opportunities to attend training related to services under Student Services
- Counselors have not had ANY counseling training, and when it is requested, requests are always denied!!!
- I have explained this in previous answers.

3a. Are faculty/staff evaluated on an annual basis by the immediate Supervisor (i.e. Director, Dean, Vice-President, Chairperson)? (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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	6 (85.71%)	0 (0%)	1 (14.29%)	2.62	7



3b. Please explain:

### Text Responses

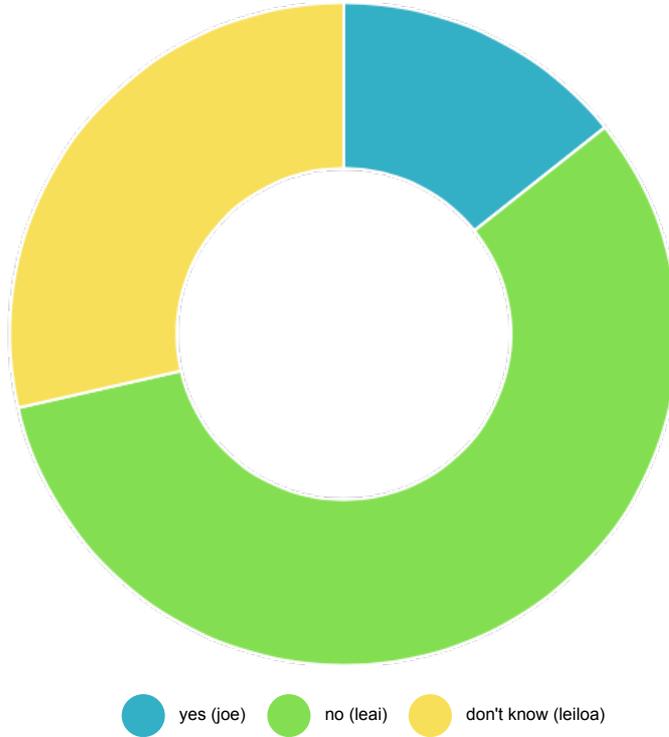
Two-Way performance evaluation.

Just a performance evaluation.

Only during the initial 3 month, 6 month, and 1 year period when they are first hired and the 1 year probation period afterwards. Otherwise, faculty/staff are advised by the Director of any lack of duties or responsibilities during our monthly meeting or in a 1-on-1 meeting.

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?)

	yes (joe)	no (leai)	don't know (leiloa)	Responses
All Data	1 (14.29%)	4 (57.14%)	2 (28.57%)	7



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

Text Responses

Evaluations for staff are processed on time, but need consistency within time-periods or when evaluations are distributed and processed by Division Dean and/or Supervisor. This can result on contracts not being renewed on a timely-manner and prevent employees from receiving paychecks and increments needed.

-Mine was not and therefore caused a delay in getting my paycheck.

1. No notice to notify employee of when annual evaluation is due
2. Delay in the two-way evaluation with Supervisor which results in delay of pay for more than two weeks or a month
3. Too many changes every time contracts are renewed from either Supervisor or HR - there has to be a documented SOP stating the process
4. HR or Supervisor needs to communicate any changes to the staff/employee in order to be aware of the process and be prepared accordingly
5. Routing process is too long which often delays effective pay adjustments etc.

Evaluation is given to our immediate supervisor and depending on how the staff's situation is between staff and supervisor (i.e. if staff is on her "bad" list or not), the supervisor will call staff to fill out "employee" portion of eval. After supervisor fills out her portion of eval, she will call staff to discuss "A" for agreement. If staff puts down a 5, the supervisor will insist that that the staff change their number because putting down a 5 means there is "no room to improve". Staff eventually signs yet with contradictory due to the fact that supervisor threatens that if staff will not sign, staff will be denied an increment. In addition, if the staff is on supervisor's "bad" list, that particular staff is usually informed "after the fact" of their evaluations due!

Only during the initial 3 month, 6 month, and 1 year period when they are first hired and the 1 year probation period afterwards.

1. Briefly describe the facilities occupied by your Dept/Prog/Div (ie. classrooms, offices, labs, etc.,)? (Ootoo 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**

Facilities occupied by division is run-down and unsafe. The building is in need of a major renovation and may need safety precautions. Rat infested, and temite infested. Walls within main office is run down and eaten by termites. Unsafe facilities for staff and students.

English tutors' office is the Student Learning Assistance Center located in the Coleman Building adjacent to the cafeteria. The Division of Student Services is also located in the same building. However, the Student Learning Assistance Center Annex where the other staff tutors is at, is located in the old Gear Up building next to the ASCC Gym. The offices of the counselors are also located in the Coleman Building.

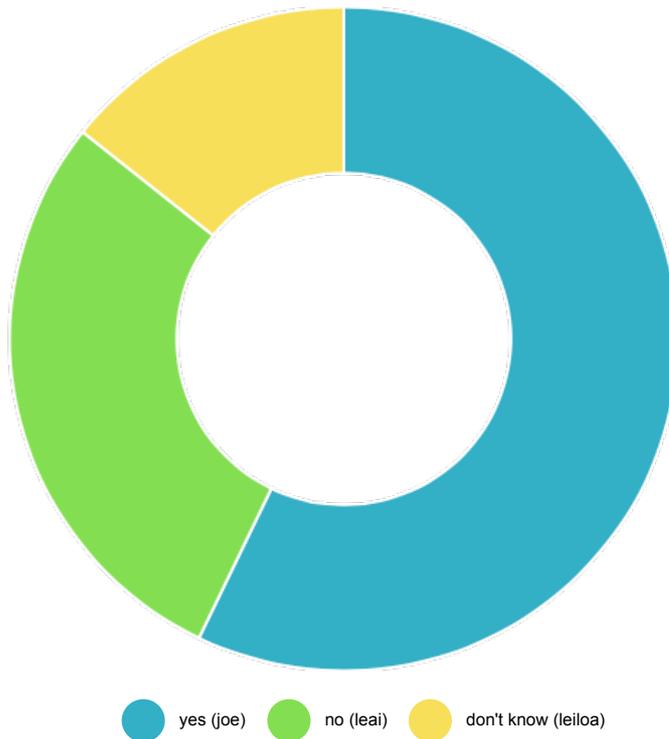
Our offices are fine for the time, as the division is awaiting the completion of the MPC ( Multipurpose Center) under construction.

SLA & Annex

Our counseling offices are located right next to the cafeteria.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	4 (57.14%)	2 (28.57%)	1 (14.29%)	1.25	7



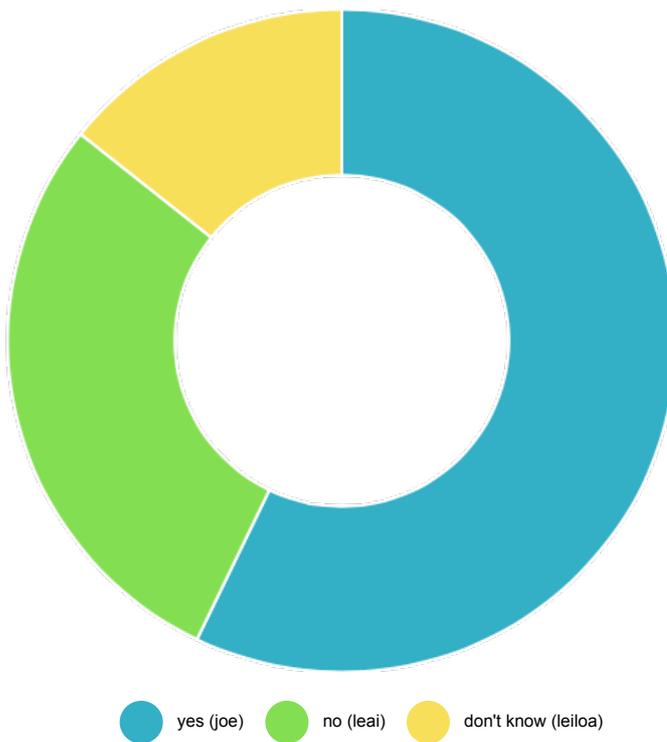
### 2b. Please explain: (Fa'amolemole fa'amatala)

#### Text Responses

At the moment facilities are do-able and personnel work with what is provided to them to carry out their services.  
 We need more space to accommodate students who seek tutorial services.  
 Temporarily it is fine until the MPC is completed.  
 Counselors need to be accessible to students yet have closed doors regarding confidentiality.  
 There are two separate SLAC locations where students can finish their homework, make copies, type their papers, and receive tutoring or mentoring.

3a. Does the institution operate and maintain physical facilities that are adequate to serve the needs of this dept/prog/div? (O faa'oga ma tausi e le aoga ni fale/potu e talafeagai e tautuaina le mana'oga o le matagaluega/polokalama/vaega. loe pe Leai poo le Ou te lē iloa)

	yes (joe)	no (leai)	don't know (leiloa)	Responses
All Data	4 (57.14%)	2 (28.57%)	1 (14.29%)	7



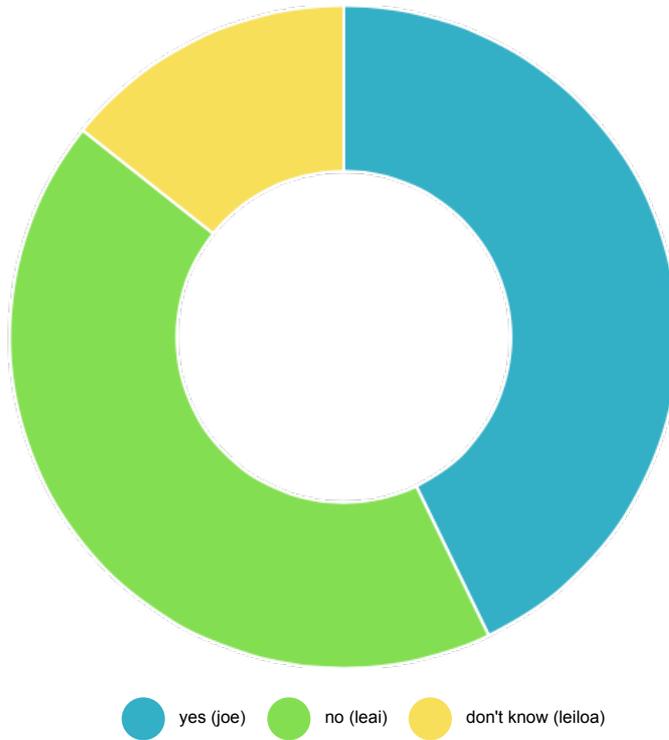
### 3b. Please explain: (Fa'amolemole fa'amatala)

#### Text Responses

PFM carry out job orders requested from division offices. MIS also carry out IT support job orders in order to fix/repair lines for equipments in division.  
 Most of the times we keep putting in requests to have our offices cleaned and trash emptied, yet we eventually do it ourselves.  
 There is a continued cycle of construction and degradation, because maintenance of buildings and facilities isn't budgeted.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	3 (42.86%)	3 (42.86%)	1 (14.29%)	0.94	7



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

Text Responses

Power outage that resulted in a burnout of the transmitters caused a fire hazzard for division personnel. No official process or steps via phone calls from supervisors/dean were made to division office personnel to leave for safety pre-causion. Although Security and Electrician advised all personnel to close offices and leave offices for safety purposes.

I am not sure but based on my observation, the Coleman Building has a termite problem and the walls don't look good.

There are a lot of old offices or building that do not receive regular maintenance, even for simple things like plumbing and air conditioning.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	4 (57.14%)	2 (28.57%)	1 (14.29%)	1.25	7



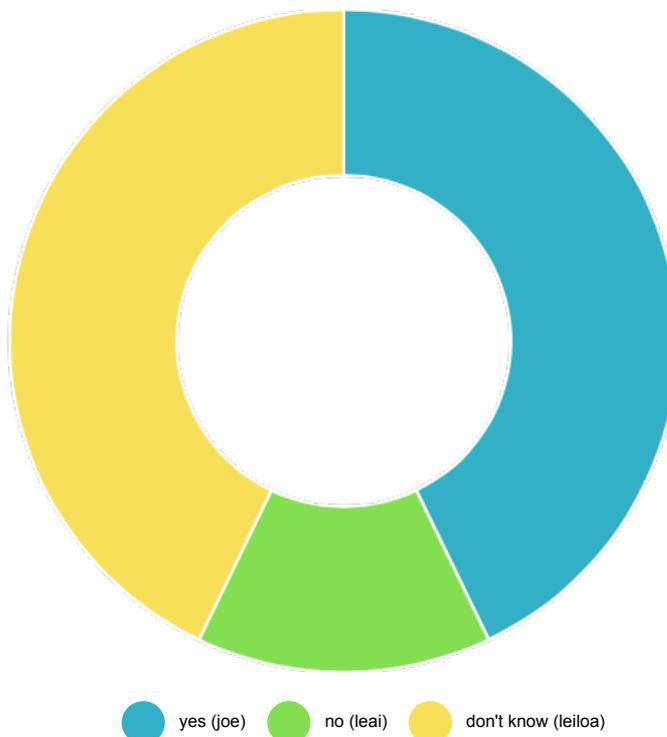
5b. If no, please describe below what is needed to make your area accessible: (faamolemole faamatala mai i lalo atu mea e moomia e faafaigofie ai ona faaaoga)

Text Responses

There is a ramp heading to the student services office, but offices are too small and tight spaces make it hard for students in wheel chairs to access.  
 Both SLA & Annex offices layout are probably not in compliant with ADA requirements, the spacing is limited.  
 Doors are too narrow for wheelchair accessibility

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	3 (42.86%)	1 (14.29%)	3 (42.86%)	0.94	7



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

Text Responses

Student Services needs to be in a 'One-Stop Center' where all services are easily accessible for all students. Divisional offices are either too scattered abroad, or too far for students are easily access. A couple of tutorial offices are located far from the other tutorial offices and the SGA (Student Government Association) office space is in need for more a larger office that can house students coming in for ID taking, activity and assistance purposes. 'Student Centerness' is not apparant and it not being carried out when Student Services offices are not only, far and hard to locate for students, but when offices that are expected provide key services, should be housed together closely for better visibility and convenience of accessibility for students.

More computers for

More space to accommodate students with disabilities requesting tutoring, had a wheelchair bound student and a quadriplegic who couldn't fit between the doorway

The Multi-Purpose Compound is the latest of the new constructions that is slated to be completed in mid-2016 for all of Student Services to occupy.

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

**Text Responses**

Office equipment is adequate used.

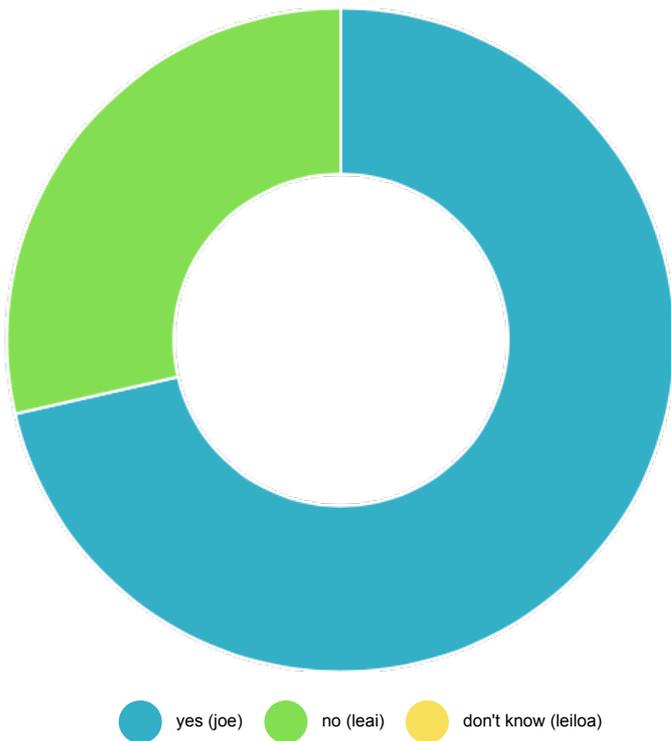
Computers - inadequate. Most computers in our computer lab is currently not working and students cannot utilize them.

Printer/Copier/Scanner

Any time new equipment is needed, whether it is a printer cartridge, printer, laptop, PC computer, or copy machine, a purchase order needs to be created and if there is no funding in the department's budget, then we don't get it, even if it is essential.

2a. Are additional equipment required to support the dept/prog/div? (O moomia nisi meafaigaluega e lagolago ai le matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (71.43%)	2 (28.57%)	0 (0%)	2.05	7



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

Text Responses

N/A

As a counselor, the fastest way to contact students to follow up is via phone. Do not have access to a landline in office, thus using personal phone.

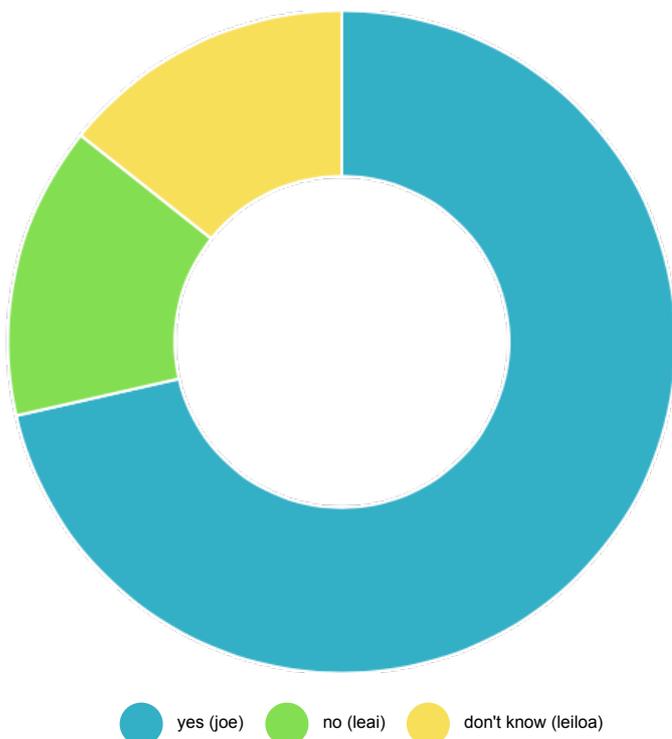
Copier machine with all functions to print, copy, scan to email.

Copier, Printer, Scanner, Fax or direct line

There is new equipment, especially computers, that are scheduled to be purchased for Student Services in the 2016-2017 school year.

3a. Does the div/dept/prog 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (71.43%)	1 (14.29%)	1 (14.29%)	1.89	7



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

Text Responses

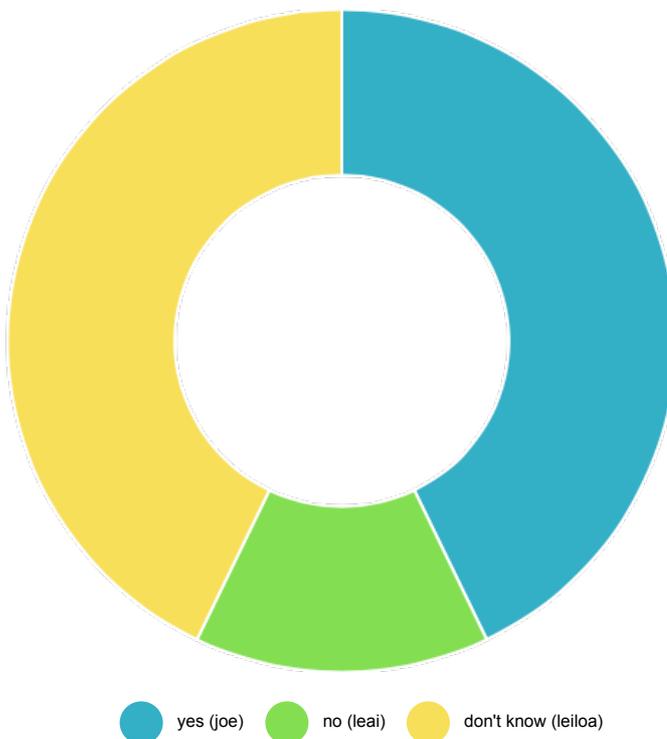
Inventory is encouraged and is to be conducted by individual office staff.

Admin Asst to Dean takes inventory OR divisions themselves do their own inventory.

It only happened once in the 9 months that I've been here.

4a. Does the div/dept/prog account for preventive maintenance of its equipment? (O nofo tapena le matagaluega/polokalama/vaega aua le puipuiga ma le faaleleia o ana meafaigaluega. Ioe pe Leai pe Ou te lē Iloa. Faamolemole faamalamalama mai.)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	3 (42.86%)	1 (14.29%)	3 (42.86%)	0.94	7



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

### Text Responses

MIS regularly install and update equipment upon request of division office personnel.

In the past and present, there have been contracts with equipment providers to service the equipment annually.

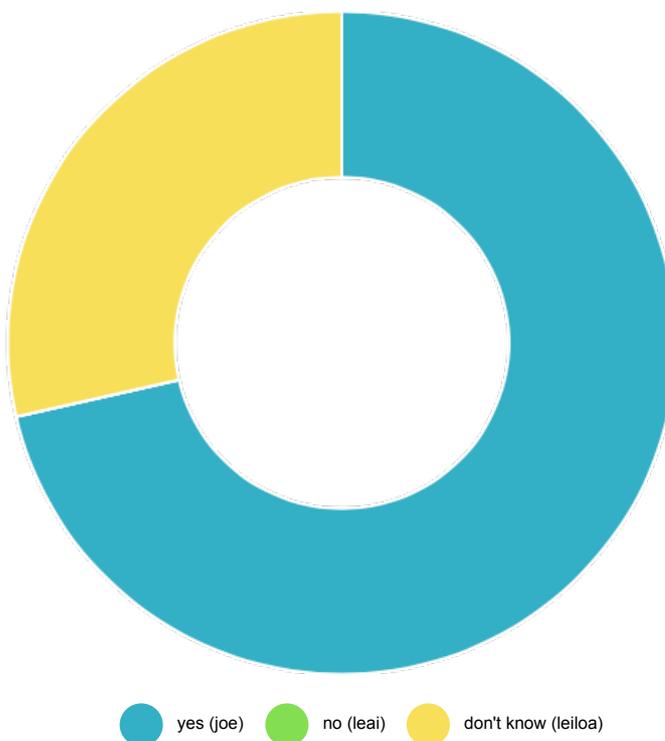
We inform the Administrative Assistant when there is a problem with any of our equipment most especially the computers and air conditioners, then the Admin. Assistant will then inform MIS to provide maintenance service or to resolve the issue being informed.

We have several equipment turn-in from the Gear-Up and those that are no longer in use.

We have an ongoing contract with a local Computer repair company, but even then, anything that needs to be fixed needs a purchase order to go through Procurement Division before he actually fixes anything.

5a. Is the equipment used by this dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (71.43%)	0 (0%)	2 (28.57%)	2.05	7



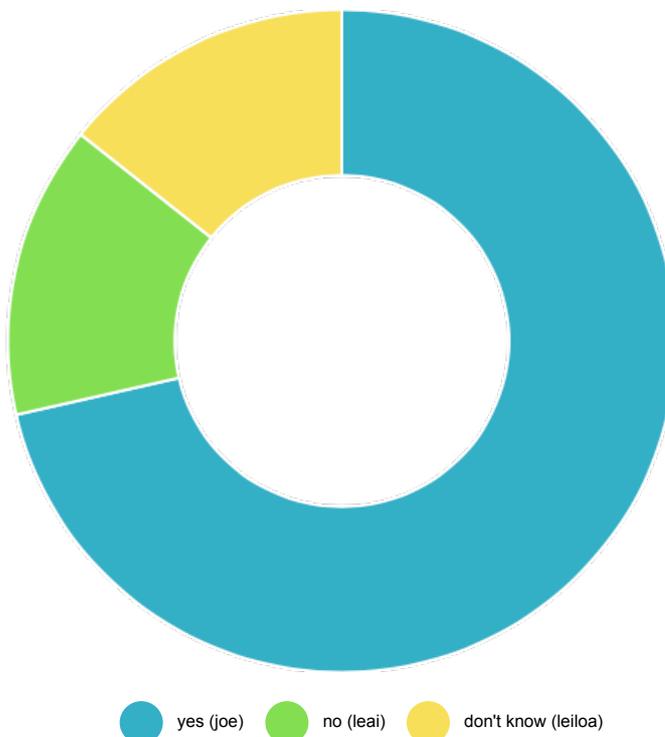
5b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

We usually sole-source our computers and electronic equipment through Samoa One, which primarily provides Acer desktop and laptops, but our printers and copiers are outdated and it's a pain to order replacement parts and toner cartridges for them.

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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (71.43%)	1 (14.29%)	1 (14.29%)	1.89	7



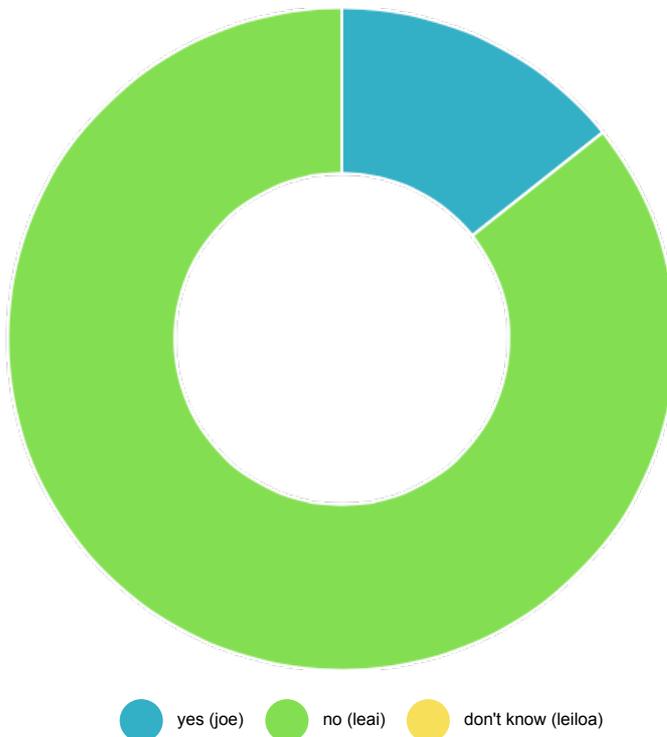
6b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

Depending on the need and justification for need of equipment to improve services.  
 We should be up-to-date with anything regarding services to students since we are preparing them for employment and/or transferring off-island to continue their education.  
 However, a new internet connection network would be a plus.  
 Reports, copies of resume, cover letter, etc, need to be printed yet we have not printer nor a copy machine  
 This is scheduled to happen when we eventually move into the the Multi-Purpose Compound.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	1 (14.29%)	6 (85.71%)	0 (0%)	2.62	7



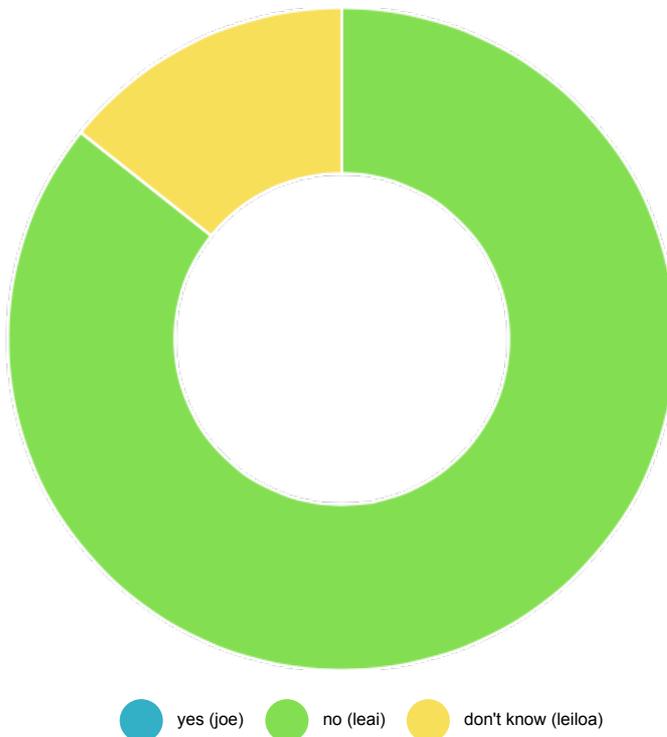
1b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

- The Dean only keeps record of all budget information.
- We are not informed about any budget information. We also do not have access to that information.
- Do not know what our Division's budget is.
- Hardly ever available
- We have BEEN requesting to provide a budget report for our division since last year yet there is STILL not report.

2a. Are faculty/staff involved in div/dept/prog annual budget planning? (O 'auai faiaoga/'au faigaluega i le fuafuaina o le tala i le tupe faaletausaga a le matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	0 (0%)	6 (85.71%)	1 (14.29%)	2.62	7



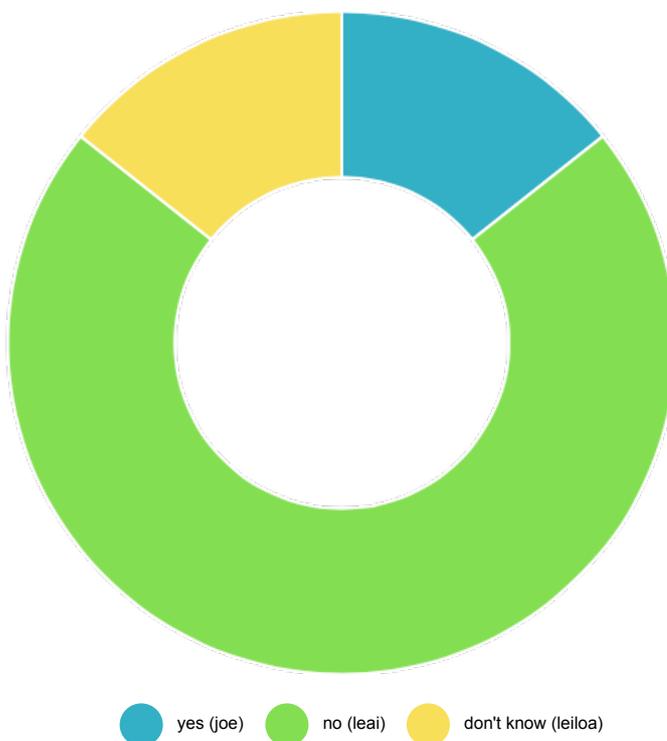
2b. Please explain: Fa'amolemole fa'amatala)

Text Responses

- No, only the Dean
- Division does not know our budget. submit to Dean for approval or disapproval
- Only the Director of Student Services, and those above her, see the budget. Because it is a fixed budget, we have problems paying for unplanned expenses.

3a. Does the dept/prog/div provide guidance on budget processes, analysis, and preparation? (Ofo atu e le matagaluega/polokalama/vaega ni ta'iala o le faagaoioiga o tala o tupe, iloiloga ma sauniga?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	1 (14.29%)	5 (71.43%)	1 (14.29%)	1.89	7



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

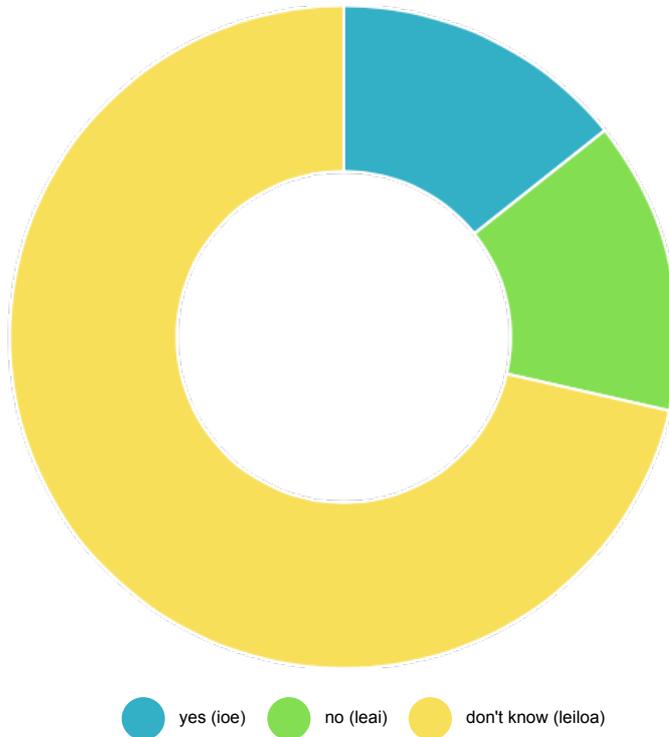
Text Responses

The Dean only provides guidance on budget processes, analysis, and preparation.

Only the Director of Student Services, and those above her, see the budget. Because it is a fixed budget, we have problems paying for unplanned expenses.

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

	yes (ioe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	1 (14.29%)	1 (14.29%)	5 (71.43%)	1.89	7



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

Text Responses

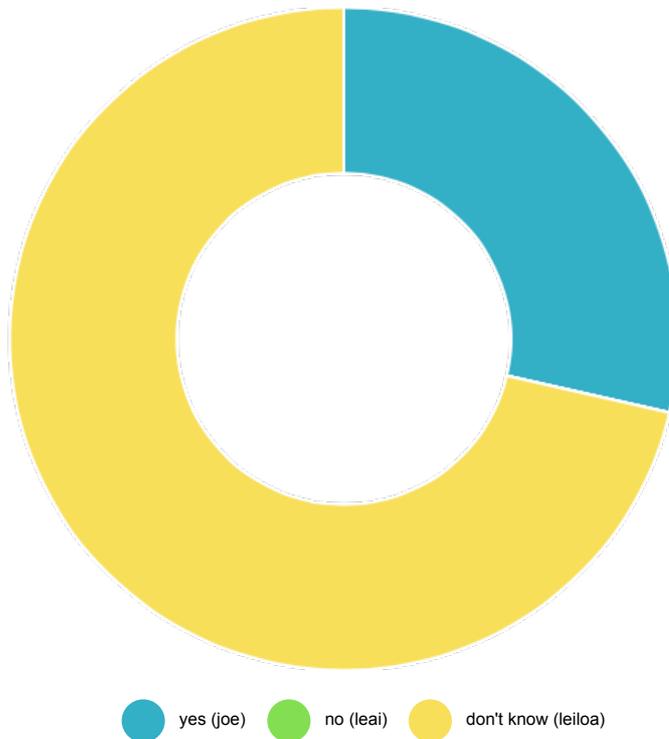
N/A

When budget submitted is not approved, it is forked out of our personal pockets.

Discussing financial reports on grants or funding is never open to the staff even when requested.

5a. Does the dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	2 (28.57%)	0 (0%)	5 (71.43%)	2.05	7



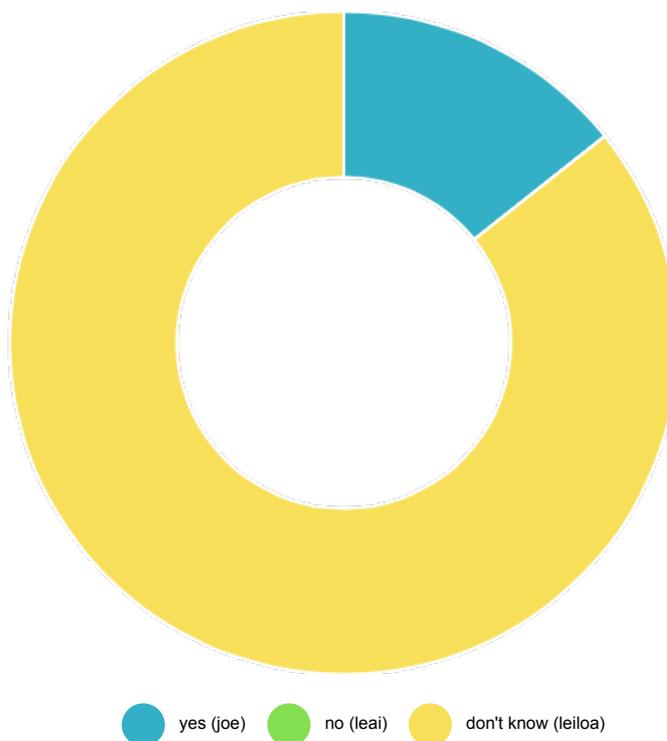
5b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

Depending on justification for need of use of financial resources.  
Same as 4b

6a. Does the dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	1 (14.29%)	0 (0%)	6 (85.71%)	2.62	7



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

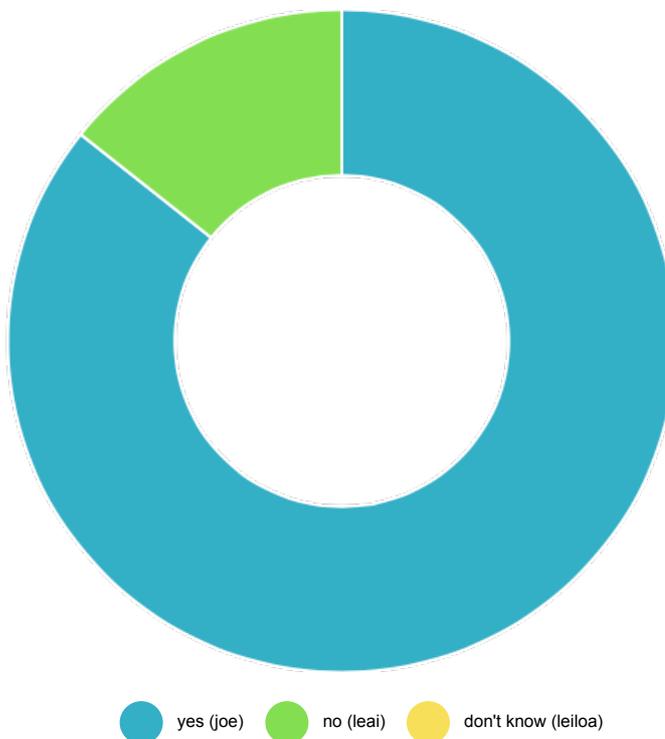
### Text Responses

N/A as per Dean's input. Recommendation would be to set a budget can can provide professional development retreats internally or externally to promote teambuilding and building professional morale. Also, would recommend a budget to renovate and/or build 'One Stop Shop' for a Student Centered office to provide all available services.

Same as 4b

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	6 (85.71%)	1 (14.29%)	0 (0%)	2.62	7



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

Text Responses

The following are used (not limited to): Word processor, check emails, research, equipment copier/scanner/fax all are used to carry out services.

Most, if not some, students do not know how to properly operate Microsoft Office. We provide tutorial services and teach students how to use Microsoft Office so they can be independent learners and be able to work on their projects, research papers, etc.

Yes we have computers for student use, yet we are not accessible to social networking to improve student learning and services. We need to research and contact ASCC alumni members to collect data on their achievements and Facebook would be the only means of finding MOST of these people and information.

There are a few classrooms equipped with smart boards, and teachers are encouraged to make use of moodle in their curriculum. However, the network service is always identified as the weak point, as it does not have enough bandwidth for both students and faculty/staff.

## 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 Tuuafaatasi (polokalama e fai ai vasega)	4 (57.14%)	2 (28.57%)	1 (14.29%)	1.25	7	1.57 / 3
Software (Microsoft Office, SPSS, CAD, Autodesk, etc..) (Poloklama tau komepiuta)	3 (42.86%)	3 (42.86%)	1 (14.29%)	0.94	7	1.71 / 3
Internet Connectivity (speed, etc.) (Fesootaiga tau initaneti)	3 (50%)	1 (16.67%)	2 (33.33%)	0.82	6	1.83 / 3
						1.7 / 3

Other technologies used:(Ma isi tekonolosi faaoga)

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

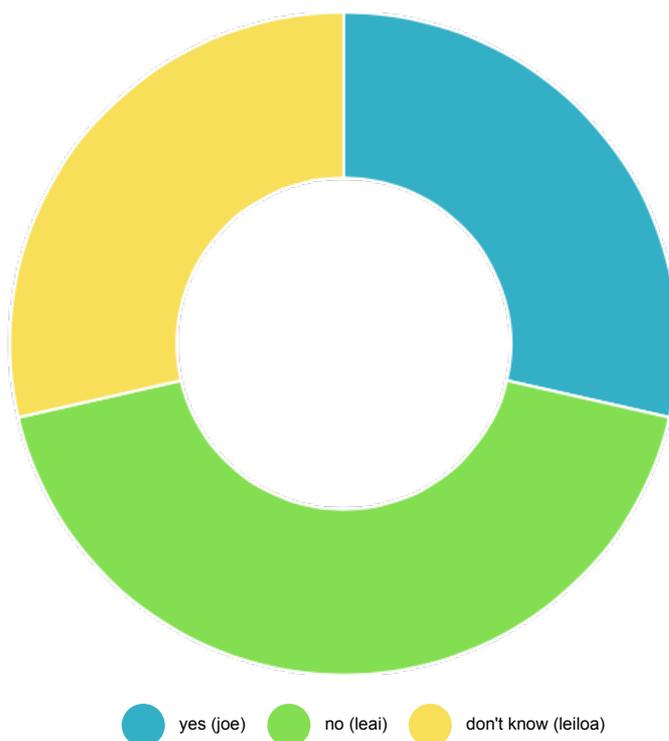
	Computer Labs (Potu Komepiuta)	Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga)	Financial Assistance (ex. Financial Aid, Work-Study, Scholarship, Deferred Payment Plans) (Fesoasoani Tau Tupe (ftg Fesoasoani Tau Tupe mai le Malo Tele, Polokalama Galue ma Aoga, Sikolasipi, Fuafuaga tau Pili Totogi Tolopō)	Library (Faletusi)	Academic Tutoring (Fesoasoani i meaaoga)	Academic Advising (ex. Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (ftg. Faamatalaga i le Upega, avanoa of aiaoga)	Campus Life (ex. Security, Extra Curricular, etc.) (Olaga Faakolisi: (ftg. Malu o le Kolisi, Mataupu/faatinoga faaopoopo ma isi)	Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua ma isi)	Responses
All Data	6 (85.71%)	6 (85.71%)	6 (85.71%)	5 (71.43%)	7 (100%)	6 (85.71%)	5 (71.43%)	5 (71.43%)	7



- Computer Labs (Potu Komepiuta)
- Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga)
- Financial Assistance (ex. Financial Aid, Work-Study, Scholarship, Deferred 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)
- Academic Tutoring (Fesoasoani i meaaoga)
- Academic Advising (ex. Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (ftg. Faamatalaga i le Upega, avanoa of aiaoga)
- Campus Life (ex. Security, Extra Curricular, etc.) (Olaga Faakolisi: (ftg. Malu o le Kolisi, Mataupu/faatinoga faaopoopo ma isi)
- Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua ma isi)

1a. Does your dept/prog/div help to ensure safety awareness and emergency procedures for its personnel, students and community? (ex. 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? (ftg. Fagu tineimu, fuafuaga faataatia mo le tuua o le nofoaga, Fesoasoani Muamua, ma isi)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	2 (28.57%)	3 (42.86%)	2 (28.57%)	0.47	7



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

Text Responses

- No emergency drills are being practiced. Not a single fire extinguisher in the center/office.
- Every semester we hold new peer tutors orientation and advise them of safety/emergency protocols.
- Our Division has never ensured us of any safety awareness and emergency procedures.
- None of us have ever been trained on evacuation plans, first-aid, cpr; and there are no fire extinguishers available. The fire alarm system is not regularly tested or maintained.