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STUDENT SERVICES

Mission

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.

The following programs and services are provided by the Student Services Division to help students meet their educational, transfer, career, and personal goals.

College and Life Planning

The mission of the College and Life Planning (CLP) course is to empower and inspire students to be successful, both personally and professionally.

CLP 150 Course Student Learning Outcomes:

1. Develop and apply communication skills to enhance the areas of speaking, writing, reading and listening;
2. Correlate personal learning styles to improve their academic studies and real work situations;
3. Utilize current technology skills to improve communication, and locate and retrieve information for life-long learning;
4. Demonstrate an understanding and appreciation for diversity in all aspects of life;
5. Develop and illustrate strategies to address potential problems with effective solutions or options.

Counseling Services

The mission of Counseling Services is to provide academic, personal, and career counseling, assist with orientation of new students, implement outreach activities, offer crisis intervention, and optimize follow-up and referral services to our American Samoa Community College students, prospective students and the community.

Counseling Service's goal is to provide quality assistance that will create a safe, supportive and affirming student environment.

Counseling is available to the diverse student population requiring assistance, and students are encouraged to seek help from the following

Counselors:

1. Career/ Academic Counselor
2. Diversity/Tutorial Counselor
3. Personal/ Academic Counselor
4. Transfer/Alumni Counselor

Academic Counseling Goals

1. Assist and advise all students during the registration process
2. Advise students on academic planning of degree or certificate programs and educational requirements
3. Make orientation and outreach presentations of comprehensive college information for incoming and new students
4. Consult students with low grades and students on academic probation to create an academic plan to improve their progress with academic referral assistance (tutorial)
5. Serve as instructors and facilitators of College and Life Planning Courses to develop and instill in students skills and strategies for life-long learning
6. Assist students planning to transfer to a college or university by researching on-line for information regarding the specific academic institutions
7. Assist students applying to other colleges and universities with the application process and requirements.

Career/Placement Counseling Goals

1. Assist students to research career information on-line, through local networking and through partnership with community based agencies
2. Advise students in aligning their college program with a career of interest
3. Provide job skills training, job search assessment, application information, interview skills and resume writing for interested students
4. Plan and implement a Career Fair, Career Seminars and, or Career Workshops for students



Personal Counseling Goals

1. Advise/Console students on a variety of personal problems interfering with their studies
2. Provide short term personal counseling with a referral plan to a professional agency for assistance
3. Explore disciplinary plan of action to counsel/help students better manage their problematic issues
Conduct workshops and trainings by the YANA coordinator on ways to deal with problems/issues affecting students' personal lives.

You Are Not Alone (YANA)

The Student Services Division offers a support program called YANA (You Are Not Alone). Its purpose is to reach out to students and other community members who are experiencing personal problems. Qualified counselors are available to assist anyone who is in need of help. Student mentors are also available to help students who are not comfortable talking to an adult. If you need someone to talk to, or know of someone who needs help, contact us at:

Phone: (684) 699-9155, extension 362 from Monday – Friday, 8:00am – 4:00pm
(684) 252-9262 (YANA) (24 hour hotline)
E-mail: yana@amsamoa.edu

Other Responsibilities

1. Act as Liaison with Alumni association of ASCC to identify and update alumni data in conjunction with the Office of Institutional Effectiveness
2. Upon request, to assist and orient students with certified disabilities with the transition to college process.

Students can schedule an appointment with a Counselor or visit on a walk-in basis. The Counselors are located inside the Coleman Building (Cafeteria), on lower campus.

Diversity and Tutorial Services

Traditional, non-traditional, multicultural, and students with disabilities who need assistance with their studies are encouraged to visit the Counseling Office and sign up for consultation, scheduling and tutorial services.

Other programs and/or departments that offer tutorial services that serve a target population are: Louis Stokes Alliances for Minority Participation (LSAMP), Student Support Services (SSS), and Adult Education Literacy and Extended Learning (AELEL). Please refer to *Institutional Program and Institutional Services* section for more information.

The Student Learning Assistance Center is located next to the Dean of Student Services office (Coleman Building [Cafeteria], lower campus). Contact Phone: (684) 699-9155 extension 461 or 362.

Disability Access and Accommodation/Modification Services

Counseling Services is committed to assist and provide academic access services to students with a certified disability who meets the academic and technical standards for admission or participation in the education program or activity given appropriate accommodation/modifications. Students with a disability will not, on the basis of that disability, be denied full and equal access to academic and co-curricular programs or activities or otherwise be subjected to discrimination under programs or activities offered by ASCC. This is to ensure full compliance with all pertinent federal and state legislation, including Section 504 of the Rehabilitation Act of 1973 as amended by the American with Disabilities Act (ADA) of 1992.





Programs include but are not limited to: Academic majors and certificate and degree plans, including coursework and practical research; career training; counseling; financial aid; physical education; recreation activities by student organizations; placement; and any other programs offered by the college.

New and prospective students with certified disability should contact the Student Services Division and the Student Handbook for further details on college access and accommodation/modification services. Individuals must make all requests at least two months prior to the start of their entering semester.

Student Learning Assistance Center (SLA Center)

The purpose of the Student Learning Assistance Center (SLA Center) is to provide learning assistance to any and all students that require it. This Center provides a quiet space for students to learn, as well as study. It provides Financial Aid assistance, conducts outreach programs, and disburses the 411, our campus student newsletter.

This center is considered a “one stop shop” for student needs; tutorials, transferability, financial aid, and referrals.

Comprehensive Tutorial Assistance Program:

The American Samoa Community College offers free tutoring on campus to provide supportive academic services for all students.

The Program goals are:

1. To help students reduce classroom failure rates
2. To improve ASCC student retention
3. To develop a positive attitude toward learning
4. To develop effective study habits
5. To develop self-confidence
6. To increase the student's understanding of the subject matter and
7. To achieve student learning outcomes from Institutional to Degree programs to the course level.

The tutoring program provides quality instructional support to all currently enrolled students who have

identified a need for instructional assistance outside the regular classroom experience. The Student Services Tutoring Program offers tutorial assistance to help students improve their chances to succeed in their courses and attain personal and academic goals. Tutorial services are available as both one on one assistance as well as small group sessions.

The Tutoring Program is located in the Student Learning Assistance Center (SLA Center) next to the Dean of Student Services office (Coleman Building [Cafeteria], lower campus). Contact Phone: (684) 699-9155, extension 461 or 362. Tutorial services are provided for ALL subjects and is available to ALL students. Our main goal is to reduce the rate of classroom failure and improve ASCC student retention, as well as develop effective study habits, and positive attitudes towards learning.

Financial Aid:

Students (both new and returning) who are seeking assistance with their financial aid application (FAFSA-Free Application for Federal Student Aid) are encouraged to stop by the SLA Center. If you plan to transfer off island, it is highly advised that you notify your financial aid counselor, so that necessary changes can be applied to your application.





411 Student Newsletter:

411 is a campus student newsletter that keeps connected with what's happening on campus. It features upcoming events, internship & scholarship opportunities, important announcements, deadlines, a students' corner, and much more. The newsletter is distributed weekly, via e-mail, the ASCC website, and five different locations on campus.

High School Outreach:

This program focuses on assisting students with transitioning from High School to College; whether to ASCC or transferring to an off-island University.

Student Employment and Training Center (SETC)

The purpose of the on-campus Student Employment and Training Center is to provide temporary employment to students while they pursue their academic career at ASCC. While the period of employment is temporary in nature, the lifetime experience gained will enable students to know what is expected of them if try out to transition into the workforce with ease.

The Student Employment and Training Center provides financial assistance to students who are ineligible for federal financial assistance, commonly known as the PELL Grant. The financial assistance available through the Student Employment and Training Center is in the form of employment within ASCC and is based solely on availability of local funds and willingness of various departments to participate, support, and employ students on a first come, first serve basis.

The Student Employment and Training Center will assist participating departments of ASCC by announcing, collecting and maintaining student personnel files on qualified candidates. Each student will complete and be selected based on his/her own merit as announced or listed in the job announcement. First priority is for students who are not eligible for federal financial aid, and are not current scholarship recipients of ASG and various private agencies of American Samoa.

The SETC is located behind the Coleman Building (Cafeteria), lower campus. Contact Phone: (684) 699-9155 ext. 426.

Student Government Association (SGA)

The Student Government Association (SGA) of ASCC exists to advance the democratic process of student government. SGA encourages professionalism and improved quality of activity and service at all levels of student government for the benefit of the total student population. It contributes to the analysis, understanding, and resolution of student issues by providing academic and social activities.

The Student Government Association (SGA) of ASCC is open to all enrolled students. The SGA is governed by the executive officers and the representatives, who are elected from the freshmen and sophomore classes. SGA representatives also serve on various ASCC committees and one serves as a member of the Board of Higher Education. SGA sponsors a number of activities each year, including the Miss ASCC pageant, Intramural Sports, cultural, assemblies and other club activities. Funding for these activities comes from student activity fees collected during registration.

Students interested in serving as an executive officer must have a cumulative 3.00 GPA at the time of election. Any full-time student who maintains a 2.70 semester GPA, who has completed one semester at ASCC, and is in good academic standing is eligible to serve in the SGA. Applications are available from the SGA office located in the Coleman Building and additional information can be obtained from the student handbook.

Club and Intramural Activities

Student clubs are considered an integral part of every student's college experience. Students are encouraged to participate by joining an existing club or starting a new one. This is an excellent way to make new friends. All campus clubs and organizations must have a faculty and staff advisor. Furthermore, clubs must meet the requirements established by the SGA. Applications are available at the SGA office.

Intramural sports are planned by the SGA and the Chairperson of the Physical Education Program. A variety of team sports are scheduled throughout the school year. For more details, please refer to the ASCC Student Handbook 2012-2014.



The SGA office is located behind the Coleman Building (Cafeteria), lower campus. Contact Phone: (684) 699-9155 ext.341.

School to Work Program

The School-to-Work Program is designed to prepare individuals with disabilities who are ready to transition out from secondary education to either the workforce or to further their educational pursuits at an institution of higher learning. The program is facilitated by the Department of Education Special Education (SPED) and American Samoa Community College (ASCC). The mission of the ASCC-SPED School-to-Work Program is to provide work skills for youth with disabilities who are traditionally unable to secure or maintain employment.

Veterans Affairs

A VA Student Coordinator, under the guidance of the Department of Veterans Affairs, certifies all students eligible to receive educational benefits. VA students need to contact the Student Services office for enrollment verification upon each registration.

Veterans Educational Assistance

The American Samoa Community College is an approved educational institution for education and training under the Veterans Educational Assistance Act (GI Bill), the Veterans Readjustment Act, and the Dependent's Educational Assistance (DEA) Act. All students who are eligible to receive educational financial assistance from the U.S. Department of Veterans Affairs (VA) under Chapter 30, 31, 35 and 106 are advised to contact the ASCC Veterans Students Counselor for clarification and explanation of awards before registering with their assigned faculty advisor. It is important that their application is received and reviewed and that the Veterans Affairs Regional Processing Office in Muskogee, Oklahoma makes an official decision of denial or grant of benefits.

Eligible students may apply for veterans' benefits as soon as they have been admitted to ASCC. The ASCC VA Counselor will assist with detailed information regarding eligibility, entitlement, and authorized types

of training. This information may also be obtained by visiting the official website:
www.gibill.va.gov/education/benefits.htm

All drops and withdrawals must be reported to the VA Counselor for reporting to the U.S. VA Education Office in Muskogee, Oklahoma. This is the student's responsibility; otherwise the student will be required to repay any money that was overpaid.

Chapter 30 and Chapter 106 students are required to verify their monthly attendance to the ASCC VA Counselor in order to receive monthly awards. Contact the ASCC VA Counselor for further assistance. VA tutorials are also available through the Student Tutorial Services (see VA Coordinator).

The ASCC VA office is located behind the Coleman Building (Cafeteria), lower campus. Contact Phone: (684) 699-9155 ext. 426.

VA Transcript Evaluation

The VA regional office requires ASCC to review military training and/or previous college courses to see if any of them will apply to the individual educational plan. The VA will allow payment for only a short period of time without this information. In order to avoid interruption of VA payments, the following needs to be completed:

1. Submit the copy of the DD Form 214 (Certificate of Release or Discharge from Active Duty) to the Admissions & Records Office for evaluation of military training.
2. Request in writing to each of the previous college/universities to have (1) official transcript sent directly to the Admissions & Records Office for an official evaluation.
3. For military personnel, request an official copy of the military educational transcript to be sent directly to the ASCC Admissions & Records Office. Once an official transcript is received, proceed to the Admissions & Records Office and request an official evaluation of credits.



STUDENT'S RIGHTS & RESPONSIBILITIES

Students are responsible for all information contained in this catalog, and familiarizing themselves with and adhering to the standards involved with the policies and regulations governing campus conduct (see Student Handbook). It is also the responsibility of all students to contact appropriate college personnel to clarify any point in question. In no case will a regulation be waived or an exception be granted because a student pleads ignorance of, or contends that he/she was not informed of, the regulations or procedures.

The academic community, by its very nature, places emphasis on individual responsibilities. The college campus should be a place conducive to learning and the free exchange of ideas. ASCC students are expected to show respect for the rights of others, preserve a social and academic atmosphere, promote the College's goals, care for campus property, and bring goodwill and honesty to the College.

Students interfering with the personal rights or privileges of others, or the educational process of the college will be subject to immediate disciplinary action. Acts specifically prohibited include possession, use or sale of alcohol, narcotics or illicit drugs on campus or at college functions, destruction of ASCC property, vulgarity, stealing, continued willful disobedience, cheating, plagiarizing, forgery and all other dishonest practices.

Zero Tolerance Policy

As with any community educational environment, certain policies are established to ensure the health and safety of all the students and employees of the institution.

ASCC defines zero tolerance as: the strict application of consequences regarding violation of ASCC's rules on weapons, explosives, fighting, drugs, or alcohol. If a student is found to have violated any of the

aforementioned rules, then the consequences shall be applied without exception.

Drugs

The American Samoa Community College strictly prohibits the unlawful manufacture, distribution, dispensation, possession or use of non-prescribed drugs or use of illegal drugs or controlled substances. ASCC students who violate this prohibition are subject to disciplinary action including suspension or expulsion in accordance to the severity of the offense.

Alcohol

The American Samoa Community College is a designated alcohol-free campus. Students attending ASCC must abide by the policy that alcohol is not permitted regardless of students' age. Illegal acts commonly associated with alcohol include public intoxication, driving while intoxicated, provision of alcohol to a minor, bringing alcoholic beverages onto the college campus and minors having possession of alcohol. Violation of these laws subjects students to disciplinary actions.

Students who violate the alcohol policy of the college are subject to disciplinary action in accordance with the above mentioned drug policy.

The American Samoa Community College reserves the right to disclose to a parent or legal guardian of a student, information regarding any violation of any Federal, State, or local law, or of any rule or policy of the institution, governing the use or possession of alcohol or a controlled substance, regardless of whether that information is contained in the student's records, if a student is under the age of 21 and the institution determines that the student has committed a disciplinary violation with respect to such use or possession.

Weapons

Students are prohibited from possessing weapons on school property. A person commits a crime if he/she knowingly possesses, manufactures, transports, repairs, or sells an explosive weapon, a machine gun, a gas gun, a short barreled rifle or shot gun, a firearm silencer, any knife, bush knife or machete, and/or knuckles.



Also, students shall not possess toy guns, knives, or other replicas of any of the weapons mentioned above on the school property at any time. College students who violate this prohibition are subject to suspension and expulsion.

Fighting

Students shall be prohibited from the following actions while on school property:

1. Purposely or knowingly causing serious physical injury to another person;
2. Attempting to kill or cause serious physical injury to another person;
3. Recklessly engaging in conduct which creates a grave risk of death to another person and thereby causing serious physical injury to another person;
4. Knowingly causing or attempting to cause physical injury to another person by means of a deadly weapon or dangerous instrument;
5. Recklessly causing serious physical injury to another person;
6. Attempting to cause physical injury;
7. With criminal negligence, causing physical injury to another person by means of a deadly weapon;
8. Purposely placing another person in apprehension of immediate physical injury;
9. Knowingly causing physical contact with another person knowing the other person will regard the contact as offensive or provocative;
10. Fighting or violent, tumultuous, or threatening behavior.

Fighting on campus shall result in suspension or permanent expulsion from the American Samoa Community College in accordance to the severity of the action.

Violating the College Drug Policy, Rules and Regulations may cause a student to lose their eligibility for financial aid. According to 20 United States Code 1091(r) a student who has been convicted of a drug offense shall not be eligible to receive any grant, loan, or work assistance.

The Drug-Free Schools and Communities Act Amendments of 1989, Public Law 101-226, require that, as a condition of receiving funds or any other

form of financial assistance under any Federal program, an institution of higher education (IHE), State Educational Agency (SEA), or Local Education Agency (LEA) must certify that it has adopted and implemented a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees.

In addition to disciplinary sanctions imposed by the College for violation of alcohol, drugs, weapons and fighting policies, students may also be prosecuted under Territorial and Federal Laws.

Academic Honesty and Integrity

The American Samoa Community College prohibits the following actions:

1. Plagiarism, the submitting of one person's written ideas or thoughts as one's own, without giving proper citation or credit to the original author;
2. Cheating, that includes, but is not limited to, giving unauthorized sharing of information on any exam with others before the end of all final exams;
3. The abuse of library or other institutional materials, misuse of library privileges and unlawful duplication and/or distribution of copyrighted materials;
4. Knowingly furnishing false information to the college with the intent to deceive or fraud;
5. Forgery, alteration or misuse of documents, records, or identification; and
6. The attempted or actual theft or damage of college property.

Students caught will be reported to the Dean of Student Services to be disciplined and/or counseled in accordance to the severity of the action.

General Student Grievance

Students having a grievance with the general operation of the College may petition the Grievance Committee for redress. The petition shall set forth in detail the nature of the grievance and shall state for whom the grievance is directed. It shall contain factual data, which the petitioners deem pertinent to their case. The Committee shall have the right to decide whether or not the petition merits investigation. Petitions must be submitted to the Dean of Student Services, who will



appoint a Grievance Committee, and supervise the grievance process.

Academic Grievance

Before an academic grievance is filed, the student must first discuss and seek to resolve the issue with the instructor of the course and the appropriate Department Chairperson. If the matter cannot be resolved, the procedures outlined below should be followed:

1. A letter describing the nature of the complaint and all supporting documents should be submitted to the Dean of Academic Affairs, Dean of Student Services, and/or the Dean of Trades & Technology (TTD) when appropriate. These documents may be the course syllabus outline, evaluation procedures, exams with grades, term paper assignments with grades, quizzes or other pertinent supporting documents.
The Dean of Student Services will call a meeting of all available parties involved (instructor, Department Chairperson, Dean of Student Services and Dean of Academic Affairs and/or the Dean of Trades & Technology (TTD) when appropriate) to review the submitted documents and find a possible solution.
2. If the matter remains unsolved, the Dean of Student Services will refer the submitted written grievance to the Grievance Committee (Dean of Student Services, Dean of Academic Affairs and/or the Dean of Institution of Trades & Technology (TTD) when appropriate, one administrator, one counselor, one faculty member and a student representative) for appropriate action and to schedule a hearing.
3. The Grievance Committee will notify the student in writing within three (3) working days of the hearing outcome. All recommendations made by the Grievance Committee are final.

Board of Retention and Dismissal

Members of the Board will include the Dean of Student Services, Dean of Academic Affairs and/or the

Dean of Trades & Technology (TTD) when appropriate, one counselor, one faculty representative, and the SGA President or designee. The student has a right to present his/her case in person before the Board, and will be notified in writing of the Board's decision. Documentation of the Board's action becomes part of the student's permanent file. Students are not permitted to attend class while the case is pending.

Responsibilities of the Board of Retention and Dismissal are:

1. To study the case being considered for disciplinary action that may result in a student's dismissal from the College.
2. To decide the nature and gravity of the student's offense relative to the rest of the student body, the overall function and purpose of the College, the student's academic life and College regulations as stated in the Student Handbook and the College Catalog.
3. To decide whether the student will be retained or dismissed and whether such dismissal shall be temporary or permanent.

Actions to be taken by the Board of Retention and Dismissal after hearing a case:

1. Warning—Notification to a student that the continuation or repetition of a specific violation may result in serious disciplinary action.
2. Probation—Formal action placing conditions on the student's continued attendance in the College. Such notice will be given in writing and specify the period of probation and conditions.
3. Suspension – Suspended students will be placed on temporary dismissal from the College. Such notice will be given in writing, specifying the duration of the suspension and any specific conditions to be met before readmission into College.
4. Expulsion or Exclusion—Expulsion or exclusion is the indefinite or permanent dismissal from ASCC and termination of student status. The Board of Retention and Dismissal will take the final action on such cases, with overall supervision from the Dean of Student Services, No refund of tuition



and/or fees is granted for expulsion or exclusion cases.

Students may appeal an academic decision by a faculty member and/or a disciplinary action taken by a faculty member, the administration or by the Peer Review Council by submitting a written request to the Dean of Student Services.

The student may appeal decisions made by the Board of Retention and Dismissal to the ASCC President.

Student Appeals

Students may appeal a disciplinary action taken against them by, submitting a written appeal to the Dean of Student Services, who will forward the request to an appointed ad-hoc Student – Faculty – Administration Appeal Board. The written appeal must be submitted within one week from the issuance of the disciplinary action/decision in question. The disciplinary action shall stand during the Appeal Board's deliberations on the submitted appeal. The Ad-Hoc Board's decision and/or recommendation are final.

Peer Review Council

The council is made up of students selected by the Student Services Division at the beginning of each school year. The council will include two SGA representatives and two representatives selected at large.

Sexual Harassment

ASCC does not condone sexual harassment by any student, instructor, supervisor, or employee. Sexual harassment may be manifested in, but is not limited to, the following forms:

1. Unwelcome sexual conduct, whether it is verbal or physical that interferes with another person's work performance or creates an intimidating, hostile, or offensive classroom or campus environment
2. Decisions affecting students (such as grades) made by an instructor or ASCC personnel

based on submission to/or rejection of sexual advances.

3. Submission to a sexual advance used as a condition of obtaining a particular grade, whether expressed in explicit or implicit terms.
4. Slurs, name calling, and other inappropriate and unwelcome comments and behavior based on the sexual orientation of students or faculty/staff.
5. Display in the classroom or on campus of sexually suggestive objects or pictures.

If any student feels subjected to sexual harassment he/she should report the incident to any Student Services Counselor at any time or specifically to the Dean of Student Services, Dean of Academic Affairs, Dean of Trades & Technology (TTD) when appropriate, or the Human Resources Director. The Student Grievance Committee will conduct an investigation into the allegations.

To the best extent possible, ASCC will attempt to keep the identity of the person(s) reporting the incident involving sexual harassment confidential.

