

2015-16



*AMERICAN SAMOA COMMUNITY COLLEGE*

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**DIVISION OF STUDENT SERVICES**

# Comprehensive Student Services Manual

# **Student Support Services**

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American Samoa Community College  
Student Services Division  
PO Box 2609  
Pago Pago, AS 96799  
Phone 684-699-9155, x376/430 • Fax 684-699-1745  
[www.amsamoa.edu](http://www.amsamoa.edu)

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## *ASCC's MISSION & VISION*

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### MISSION

**T**he mission of the American Samoa Community College is to foster successful student learning by providing high quality educational programs and services that will enable students to achieve their educational goals and to contribute to the social, cultural, political, economic, technological, and environmental well-being of American Samoa.

To fulfill this mission, the College, as open admissions, United States accredited, Land Grant institution, provides access to bachelor and associate degrees and certificate programs of study. These programs prepare all students including those who are educationally underserved, challenged, or non-traditional for:

- Transfer to institutions of higher learning
- Successful entry into the workforce
- Research and extension in human and natural resources
- Awareness of Samoa and the Pacific <sup>1</sup>

### VISION

**T**he American Samoa Community College holds as its central theme “Saili le Atamai” or or to “seek knowledge.” Our journey pushes us forward to achieve our mission to provide high quality educational programs and services. We remain grounded in the core values of student centeredness, respect for diversity, collaboration and teamwork, teamwork, respect for tradition and culture, and lifelong learning while meeting the challenges of the 21<sup>st</sup> Century. We envision an active impact in the development of the educational, social, cultural, political, economic, technological, and environmental well-being of American Samoa and the Pacific.<sup>1</sup>

*Participatory Governance Core Values*

Through the missions of our programs and services, ASCC holds itself accountable to the following:

- **Student Centeredness**: ASCC commits to provide high quality programs and services focusing on student learning.
  - Leaders and members of all constituent groups are committed to:
    - Provide instructional programs and services of highest quality, regardless of mode of delivery, location or level;
    - Promote academic integrity, scholarship, and empowerment.
- **Respect for Diversity**: ASCC embraces individuality and appreciation of global perspectives and viewpoints that enhance quality in life.
  - Leaders and members of all constituent groups are committed to:
    - Promote diversity in education needs of the community and to assist individual students in realizing their maximum potential in a setting of cultural changes;
    - Promote opportunities, access, and equity.
- **Collaboration and Teamwork**: ASCC promotes a sound environment for networking opportunities through effective communication, partnerships, and growth.
  - Leaders and members of all constituent groups are committed to:
    - Focuses on proactive and innovative initiatives for student success.
- **Respect for Tradition and Culture**: ASCC embraces cultural heritage, traditions, language, and customs and their impact on education and research.
  - Leaders and members of all constituent groups are committed to:
    - Understands its role as an essential component of the economic growth of American Samoa.
- **Lifelong Learning**: ASCC encourages continuation of learning and provides pathways for personal, ethical, and professional growth.
  - Leaders and members of all constituent groups are committed to:
    - Nurtures the environment where students will acquire marketable skills, develop self-confidence, widen their interests, come to value the search for truth, deepen an appreciation for cultural diversity, and equipped to cope with their own social challenges. Individual student growth in this area is the paramount goal.<sup>2</sup>

## Division of Student Services

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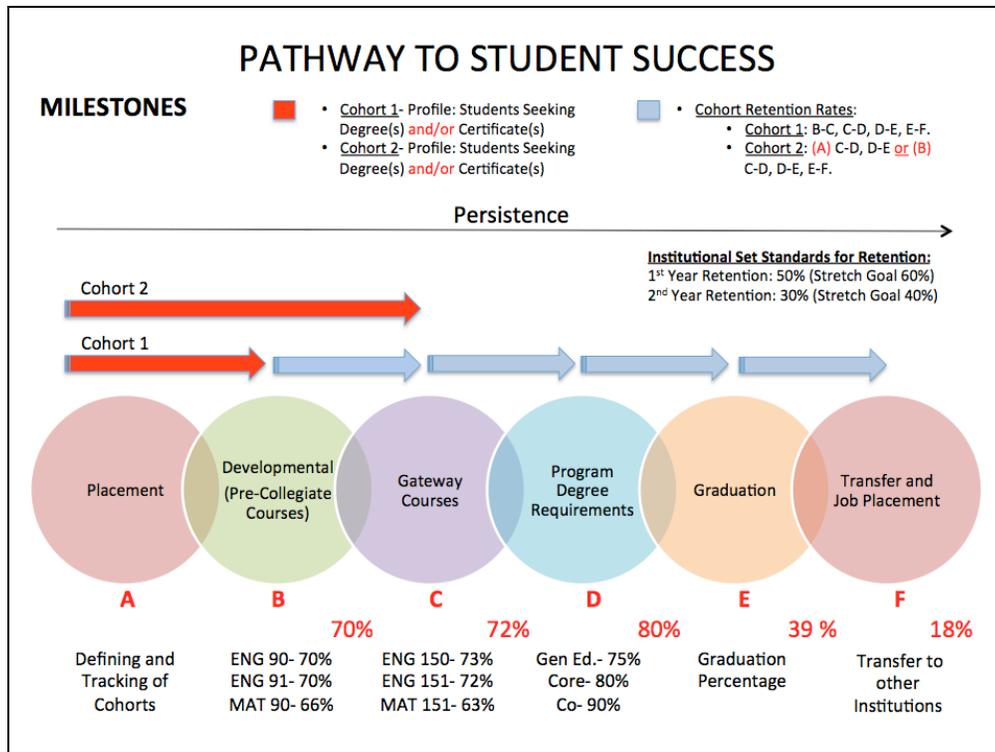
- **MISSION**
- **EXPECTED OUTCOMES**

## STUDENT SERVICES DIVISION MISSION & EXPECTED OUTCOMES

### MISSION

The mission of the Division of Student Services (DOSS) is to support the educational pursuits of all students attending ASCC through an active concern for high quality services, student access, learning, progress, and success. DOSS ensures ease in enrollment procedures, increase overall student enrollment and retention, and provide all information, services, and assembling financial resources that are available to ASCC prospective and enrolled students. We will strive to provide quality service to students, faculty, staff, alumni, and other constituents of the college community.

DOSS commits to providing support for students' academic pathways to success by providing educational information resources and other facets of learning resources available. We are also dedicated to ensuring the progression and success of students through the academic arena in the areas of testing, admission, registration, degree planning, and graduation.<sup>1</sup>



EXPECTED OUTCOMES

Services and activities offered by DOSS are designed to support the overall mission of the institution, as well as the division itself. Throughout a students' tenure at ASCC, the students will achieve the following outcomes:

- Students will receive academic support and administrative services to support the DOSS /ASCC mission.
- DOSS possesses a combined Standard Operations Procedures (SOP) Manual which is reviewed every year for improvement to efficiently and regularly serve ASCC stakeholders.
- Students are aware of, and participate in the various support services offered by DOSS contributing to their educational pathways to success.
- Students complete all administrative and other pertinent student activities within the period of time scheduled for each term.

## TYPES OF SERVICES OFFERED

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- **Admission**
- **Counseling**
- **Financial Aid**
- **Library**
- **Records**

### **Student Support and Learning**

- **Student Learning Assistance Center/Annex (SLAC)**
- **Career/Transfer Center**

## ADMISSION

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Admission Officer – Mrs. Elizabeth Leuma  
Admission Clerk – Ms. Sivale Taua'i

American Samoa Community College  
Student Services Division  
Admission Office  
PO Box 2609  
Pago Pago, AS 96799  
Phone 684-699-9155, x333/334 • Fax 684-699-1083

*The primary aim of the Admission Office is to process applications for admission to the American Samoa Community College. This is done through electronic and direct application routes. Admissions provide ASCC information required by applicants to make and move their application from initial enquiry to enrolled student.*

*These services and wide variety of duties are performed with an emphasis on customer focus, and are delivered in collaboration and consultation with colleagues from both the administrative and academic departments.*

Admission is open to all that can benefit from instruction at American Samoa Community College (ASCC) provided the student is a legal resident of American Samoa and at least ONE of the following:

1. The student is at least 18 years of age; and,
  2. The student is a high school graduate; and,
  3. The student is a General Education Diploma (GED) recipient; and,
  4. The student bears a U.S. Military Form DD214; and,
  5. The student bears a Secondary School Certificate if entering from a Non-U.S. system; and,
  6. The student is admitted under the Early Admissions Program.<sup>1</sup>
- Outreach/Recruitment
    - High School
    - Community
  - Application
    - Early Admission
    - New Students
  - Testing
    - English
    - Math
  - Placement
    - Math
    - English
    - ACT (American College Test)
    - AP (Advanced Placement)

- SAT (Scholastic Aptitude Test)
- TOEFL (Test of English as a Foreign Language)

## COUNSELING

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- **Academic**
- **Career**
- **Personal**
- **Transfer/Alumni**
- **Veterans**

### **Student Support and Learning**

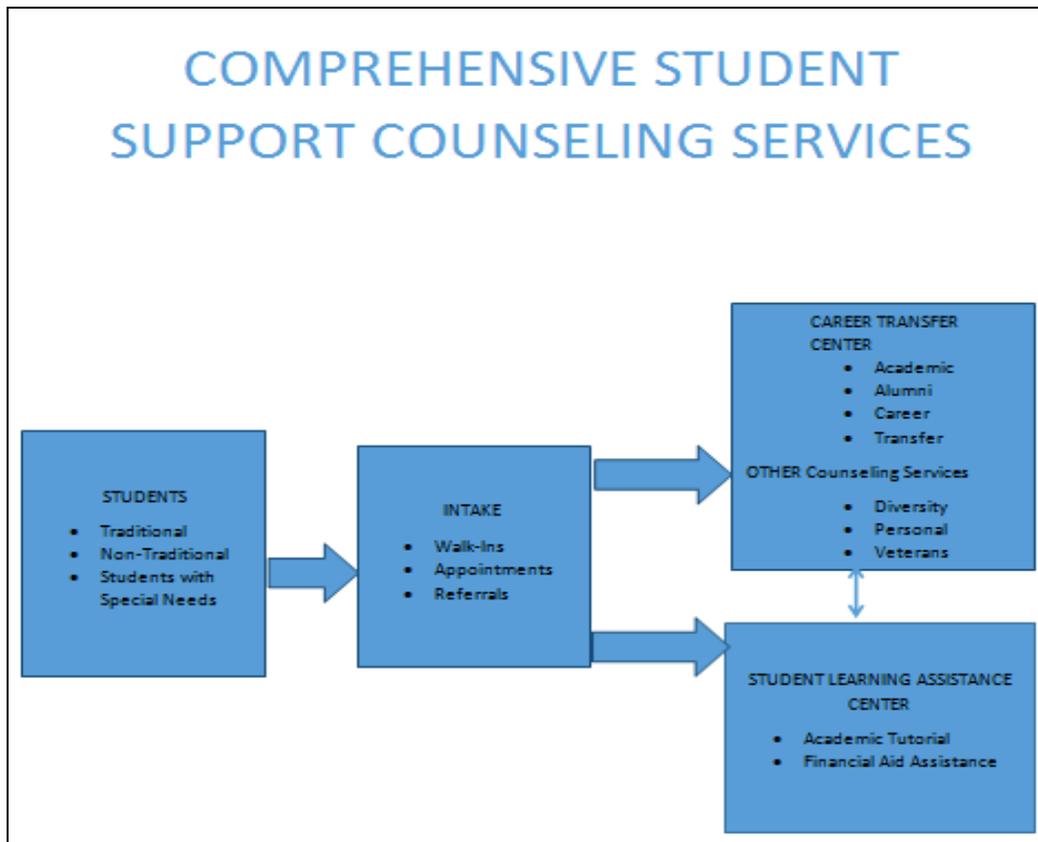
- **Career/Transfer Center**
- **Student Learning Assistance Center**

### **Student Government Association**

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Program Director of Counseling Services – Ms. Annie M. Panama  
Academic Counselor – All Counselors  
Career Counselor – Mrs. Gloria Mane-l’aulualo  
Personal Counselor – Vacant  
Transfer/Alumni Counselor – Mrs. Matesina Aseta-Willis  
Veteran Affairs Counselor – Mrs. Lydian Tinitali

American Samoa Community College  
Student Services Division  
Counseling Office  
PO Box 2609  
Pago Pago, AS 96799  
Phone 684-699-9155, x326/x453/x454/x426 • Fax 684-699-1745



*Counseling Services provide academic, career, personal, transfer, veterans, and diversity counseling, assist with orientation of new students, implement outreach activities, offer crisis intervention, and optimize follow-up and referral services to all current, prospective, and the community.*

*Counseling Services 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.<sup>1</sup>*

*Academic*

1. Assist and advise student students during the registration process;
2. Counsel students on academic planning of degree or certificate programs and educational requirements;
3. Conduct orientation and outreach presentations of comprehensive college information for new and returning students;
4. Consult students with low grade and students on academic probation to create an academic plan to improve their progress with academic referral assistance;
5. Serve as instructors of College and Life Planning Courses to develop and instill in students skills and strategies for life-long learning;
6. Design, implement and assess the student population retention initiatives;
7. Provide support with orientation, registration, recruitment and various activities.

*Career*

1. Assist students to research career information online, 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; and
5. Assist with Non-Pell (non-federal financial aid) Work Study

*Personal*

1. Counsel the students with personal problems that affect and interfere with their studies;
2. Provide counseling with a referral plan to a professional agency for assistance if necessary;

3. Explore disciplinary plan of action to help students manage problematic issues; and
4. Conduct workshops and trainings on ways to deal with challenges affecting student through Peer Mentoring and You Are Not Alone (YANA).

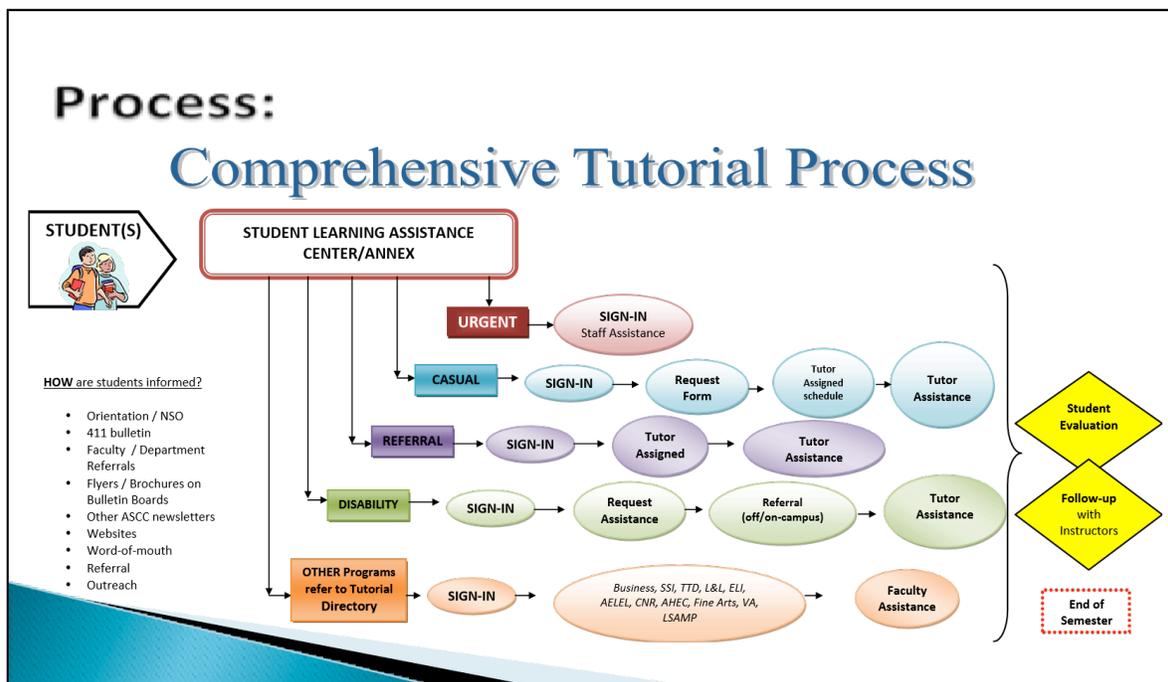
### Transfer/ Alumni

1. Collect, maintain and distribute academic, transfer and career information to prospective students;
2. Assist students with college or university selection, the application process, academic preparation, financial aid and scholarships, loans and other resources; and
3. Participate in professional and training activities that support the development of effective transfer counseling.

### Veterans Affairs

The VA Student Services assist all veteran students and their family members enrolled at ASCC. New students entering the college and utilizing VA benefits must be approved by the regional office in Muskogee, OK, except Vocational Rehab (Chapter 31) which is served by Honolulu, HI for approval/disapproval. Students are notified directly by Muskogee, OK of their approval or disapproval decision.

- Veterans Educational Assistance
- VA Transcript Evaluation



## *Student Support and Learning*

### *Student Learning Assistance Center/Annex (SLAC)*

- **Tutorials:** A comprehensive tutorial program is offered to all enrolled students to help improve their chances to succeed in their courses and attain personal and academic goals. The comprehensive tutoring programs provides quality academic support to all enrolled students, and are available as one- on- one assistance and in small group sessions.

Other programs and/or departments that offer tutorial services that serve a target population are:

- Louis Stokes Alliances for Minority Participation (LSAMP),
- Adult Education Literacy and Extended Learning (AELEL).
- Online Research



*Career/Transfer Center (CTC)*

- Assists students seeking to continue their studies at either a four-year college or university, and/or obtain an Associate degree, or enroll in one of many certificate programs;
- Has a library of information on careers and colleges as well as computer access to the world wide web;
- Provides opportunities to meet with college representatives;
- Conduct workshops on topics such as “How to Transfer”, “Deciding on a Major”, and “College application” workshops, and
- Offers career counseling, career assessments, and information on available jobs opportunities and internships.

*Student Government Association (SGA):*

SGA 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.

SGA 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 on 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 from these activities comes from student activity fees collected during registration.

Students interested in serving as an executive officer must have a cumulative Grade Point Average (GPA) of 3.00 at the time of election. Any full-time students whom maintain a cumulative GPA of 2.70, who has completed one semester at ASCC, and is in good academic standing, is eligible to run as a representative. Applications are available from the SGA office located in the Coleman Building/cafeteria, and additional information can be obtained from the Student Handbook.<sup>1</sup>

- Student Identifications (IDs)
- Governance
  - Student Officers and Representatives
- Extra-curricular Activities
  - Congressional Forum
  - Gubernatorial Forum
  - Student Clubs (Academic and Social)
  - Intramurals

## FINANCIAL AID

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Financial Aid Officer – Mr. Peteru Lam Yuen  
Financial Aid Counselor III – Ms. Mataua Tausili  
Financial Aid Counselor II – Mrs. Josie Tuisamoa  
Financial Aid Counselor I – Mrs. Tu’uloto Lopa Imo  
Financial Aid Counselor I – Mrs. Shanell Tauilili  
Financial Aid Counselor I – Mr. Thomas Laban  
Financial Aid Counselor I – Mrs. Brigitte Moala  
Administrative Assistant – Ms. Lefeemo Siaki

American Samoa Community College  
Student Services Division  
Financial Aid Office  
PO Box 2609  
Pago Pago, AS 96799  
Phone 684-699-9155, x313 • Fax 684-699-8968

*The primary aim of the Financial Aid Office is to assist eligible students with all federal financial needs. Therefore, in providing services to prospective, returning, and continuing students, timely and accurate processing of financial aid paperwork together with timely notification of financing options is a must.*

Student aid is money provided by the federal government or another entity, such as a school or a state government, to help students pay for college or trade school. The U.S. Department of Education's (ED) federal student aid programs represent a substantial federal commitment to provide financial assistance for post-secondary students. While the financing of the education is primarily the responsibility of the student, the federal government can help pay for college. A student must demonstrate financial need to be eligible.

***Financial aid is made available when the student's family resources are not enough to meet the students' educational expenses, per ED determinations.***

The federal government defines a student's "financial need" as the difference between the school's Cost of Attendance (COA) and the student's Expected Family Contribution (EFC). Based on the family's income, size, and number in college, as well as other factors, the EFC is the amount of money the student and family are expected to contribute towards the student's annual college costs.<sup>1</sup>

- **Application:** Free Application for Federal Student Aid (FAFSA)
  - Verification (Income, Household, Documents, etc.)
  
- **Federal Student Aid Programs**
  - Pell Grant: Federal Pell Grant is money provided to students to help pay for the cost of a college education. Unlike a loan, federal Pell grant does not have to be repaid and is usually awarded only to undergraduate students who have not earned a bachelor's or a professional degree.

- FSEOG (Federal Supplemental Educational Opportunity Grant): is a grant for undergraduate students with exceptional financial need.
- FWS (Federal Work Study): provides part-time jobs for undergraduate and graduate students with financial need, allowing them to earn money to help pay education expenses. The program encourages community service work and work related to the student's course of study.
- **Outreach:** Outreach activities to high schools regarding students transitioning to college are arranged in collaboration with high school counselors and other American Samoa Department of Education officials. Outreach activities to the community and other government organizations are conducted per request, and may also be offered through efforts of the ASCC Marketing Committee.
- **Financial Aid Counseling and Assistance:** Financial Aid Counselors and Office Assistants are well prepared and highly qualified to address all financial aid needs of enrolled and prospective students of ASCC. All staff of the Financial Aid Office receive internal and federal trainings throughout the year and are kept abreast of federal regulations in administering Title IV funds in the areas of:
  - Award eligibility
  - Award notifications
  - Batch processing
  - Satisfactory Academic Progress

*FOR MORE INFORMATION: Refer to the Financial Aid Handbook for details.*

## LIBRARY

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Program Director – Mr. Elvis Zodiacal  
Cataloger – Mrs. Faailoa Afalava  
Library Assistant – Mr. Timothy Johnson  
Library Clerk – Mrs. Saiaulama Moliga-Eli  
Library Associate – Mrs. Faye Panama  
Library Associate II – Mrs. Litia Ioane  
Library Associate – Mrs. Asomaliu Lotovale  
Library Associate – Mrs. Pauline Toluao  
Library Associate – Vacant

American Samoa Community College  
Student Services Division  
Library  
PO Box 2609  
Pago Pago, AS 96799  
Phone 684-699-9155, x419/420; 684-699-5728 • Fax 684-699-5732

*The purpose of the ASCC college library is to provide information resources and library services to meet the institutional mission of assisting students in their pursuit of their educational, career, and personal goals. The Library is committed to their support of academic programs.*



The ASCC Library has a collection of approximately 40,000 volumes, along with the subscribed periodicals and computer database for student and faculty research. The library is designated as a federal depository library, and houses federal government publications. The library collection materials consist of DVDs, CDs and audios, and videotapes for instructional purposes. The Follett Automation System is currently available at the ASCC Library.

A card catalog and Online Public Access Catalog (OPAC) provides information and easy access to the location of books. There are computers with Internet access and computer software for students and faculty.

The **Teacher Education Resource Center (TERC)** contains a growing collection of circulation books, sets of reference books, educational journals, and instructional videos, computers, and printers.

The **Special Collection Room** houses research materials on Samoa and Pacific Island Nations, Pacific journals, video and audio cassettes, and rare books.

Books may be borrowed from Feleti Barstow Public Library, University of Hawaii Libraries, University of Guam Libraries, and the Federated States of Micronesia College Libraries via interlibrary loans.<sup>1</sup>

- **Circulation**
  - Library cards
  - Check-out/in collection materials
  - Printing/Xeroxing
- **Information**
  - Reference
  - Library Tours
- **Computer**
  - Online Research
  - Research Paper Composition
  - Academic Support and Networking
- **Education Resource Center**
  - Support resources for the Associate of Arts degree in Education
  - Support resources for the Bachelor of Elementary Education
- **Special Collections**
  - Samoan and other Pacific Island collections
  - Rare books

*FOR MORE INFORMATION: Refer to the Library Handbook for details.*

## RECORDS

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Registrar (Records Officer) – Mrs. Sifagatogo Tuitasi  
Assistant Registrar – Mrs. Maina Galea'i  
Records Specialist – Ms. Tuputausi Fatuesi  
Records Technician – Ms. Agnes Sene  
Administrative Assistant – Mrs. Fagatogo Tasesa

American Samoa Community College  
Student Services Division  
Records Office  
PO Box 2609  
Pago Pago, AS 96799  
Phone 684-699-9155, x412 • Fax 684-699-1083

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***The Records Office provides services to the community, faculty, staff, students, and other agencies by informing and safeguarding student academic records. Additionally, the staff assists students in the initiation of the enrollment process through graduation and is committed to providing timely, accurate, and efficient service and information.***

The Records office provides registration, records management, information services, and academic support to students and the campus community supporting the mission and purposes of ASCC. Services include the following:

- ✓ maintaining permanent academic records for current and former students
  - ✓ providing transcripts and enrollment information upon request
  - ✓ creating and maintaining class lists, grade lists, and grade reports
  - ✓ graduation activity support
  - ✓ graduation certification
  - ✓ statistical reporting
  - ✓ transcript evaluation<sup>3</sup>
- **Registration** – General registration is open to all students and is held on the week before the start of instruction. During general registration, New and New Transfer students have the first priority to register followed by Continuing and Returning students.
    - Online – Available to continuing students only; Not available from off-campus;
    - New, Continuing, and Returning students

***Registration Changes:***

- Add/Drop – Changing a student’s schedule after the registration for has been submitted;
- Withdrawal – Changing a student’s schedule after the add/drop period has ended

- **Academic Transcripts** – An official record of the study you have done at ASCC which include course completion, conferral details for all degrees and/or diplomas completed.
  - Verification or recorded grades, degrees conferred, and completion dates;
  - Processing and printing of all received requests
- **Evaluation of Academic Credits**
  - Credit for Transfer Courses
  - Evaluation of Foreign Credits
- **Grades**
  - Independent Study
  - Audit
  - Credit by Examination
  - Course Substitution
  - Course Repetition
  - Change of Grades
  - Grade Report
    - Grade Calculation (Term/Cumulative GPA)
- **Enrollment Verification**
- **Graduation**
  - Application
  - Evaluation
  - Verification
  - Certification

**FOR MORE INFORMATION:** *Visit the school website at [www.amsamoa.edu](http://www.amsamoa.edu) for online transcript request forms; and the ASCC Academic Catalog for the academic calendar.*

## **ADDITIONAL STUDENT SUPPORT SERVICES**

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- **New Student Orientation**
- **Scholarships**
- **Student Code of Conduct**
- **Disability Access and Accommodation/Modification**
- **Campus Safety and Security Act**
- **Veterans Affairs**
- **Commencement Exercise**

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Phone 684-699-9155, x376/x430 • Fax 684-699-1745

The following are services available to all students of ASCC. Visit the Student Services Division Office for more details:

- **New Student Orientation:** New Student Orientations are offered by DOSS every semester for all New and Prospective students of ASCC, to inform them of very important information and disclosures pertaining to the institution.
- **Scholarships** (College, ASG, Local, Private and National):
  - American Samoa Government (ASG) Student Financial Aid Board
  - Saili le Atamai
  - President's Merit
  - International Student Organization
  - Matai Alumni Association
  - McDonald's American Samoa
  - BlueSky Communications
  - Florence Saulo and Associates
- **Student Code of Conduct**
  - Grievance (Academic and General)
  - Zero Tolerance
  - Violence Against Women Act
  - Conduct for ASCC Library Patrons
- **Disability Access and Accommodation/Modification Services:**
  - 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 (ADA) of 1992.
  - Compliance training from UCEDD (University Center for Excellence in Developmental Disability)
  - Reasonable accommodations in accordance with the student's disability
- **Campus Safety and Security Act**
  - Crime Statistics Reporting – In accordance with the Campus Safety and Security Act on crime statistics and violence occurrences on campus.

- **Veterans Affairs**
  - Chapter 30, 31,33, 35, and 1606 students' educational benefits
  - Section 702 – In accordance with the Section 702 of the Veterans Access, Choice and Accountability Act individuals shall be charged the in-state rate, or otherwise considered a resident, for tuition and fees purposes.
  
- **Commencement Exercise**
  - Planning
  
- **Awards Banquet**
  
- **Prospective Graduates Meeting**
  - Information Dissemination
  - Graduates Exit Survey
  - Graduation/Exit Clearance
  - Commencement Ceremony

*FOR MORE INFORMATION: Refer to the ASCC Academic current Catalog, Student Handbook, Student Services Office.*

## PROGRAM REVIEW OF DIVISION OF STUDENT SERVICES

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- **Assessment Instruments**
- **Data Sets**
- **Cycle**
- **Analysis**

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*The purpose of the Program Review in DOSS is to evaluate and improve program performance, improve services to students, to assist students by providing courteous, polite, and accurate services, and to ensure internal and external accountability.*

*As a result of the program review, the staff of DOSS evaluates and examines current programs and services and the efficiency of all its offices (Admissions, Counseling, Financial Aid, etc.). Additionally, each offices thus the Division as a whole will have the opportunity to highlight and validate its strength, identify areas for improvement, and develop plans to implement improvements.*

**Assessment Instrument (Reference: Participatory Governance Structural Manual)**

- Student Satisfaction Survey
- Graduates Exit Survey
- Library Faculty User Survey
- Library Student User Survey
- Institutional Participation Program Survey
- Divisional Assessment- Program Review
- Institutional Assessment Program Review
- Student feedback
- Service intake/completion logs
- Staff performance evaluation
- Faculty course evaluation (College Life Planning courses)

**Data Sets**

- Performance (Staff/Personnel)
- Activities
- Facilities
- Customer service satisfaction
- Academic grades

**Cycle**

- Daily

- Weekly
- Bi-weekly
- Monthly
- Midterm
- Semester
- Quarterly
- Annually
- Bi-Annually
- Every four years

### **Analysis**

- Internal office meetings
- Divisional staff meetings
- Institutional Deans, Directors, and Leadership meetings
- Daily provided services
- Bi-weekly usage reports
- Quarterly usage reports
- End-of-year activity reports

## REFERENCES, RESOURCES, TABLES AND GRAPHS

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**REFERENCES:**

1. ASCC General Catalog 2014-16.
  2. ASCC Participatory Governance Structural Manual, September 25, 2015.
  3. DOSS Combined Standard Operating Procedures (SOP) Manual.
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**RESOURCES:**

*ASCC Academic Excellence Report 10/2/2015*  
*ASCC Institutional Strategic Plan (ISP) 2015-2020*  
*Financial Aid Handbook, 2015-16*  
*Library Handbook, 2015-16*  
*Student Handbook*  
*DOSS Brochures*  
*School website: [www.amsamoa.edu](http://www.amsamoa.edu)*

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Additional Tables & Graphs follows this document.

- *Table 1: Institutional Student Tracking Process*
- *Table 2: Fall 2001-Spring 2014 Transfer Data*
- *Graph 1: English and Math Success Rate (Tutorial Data)*

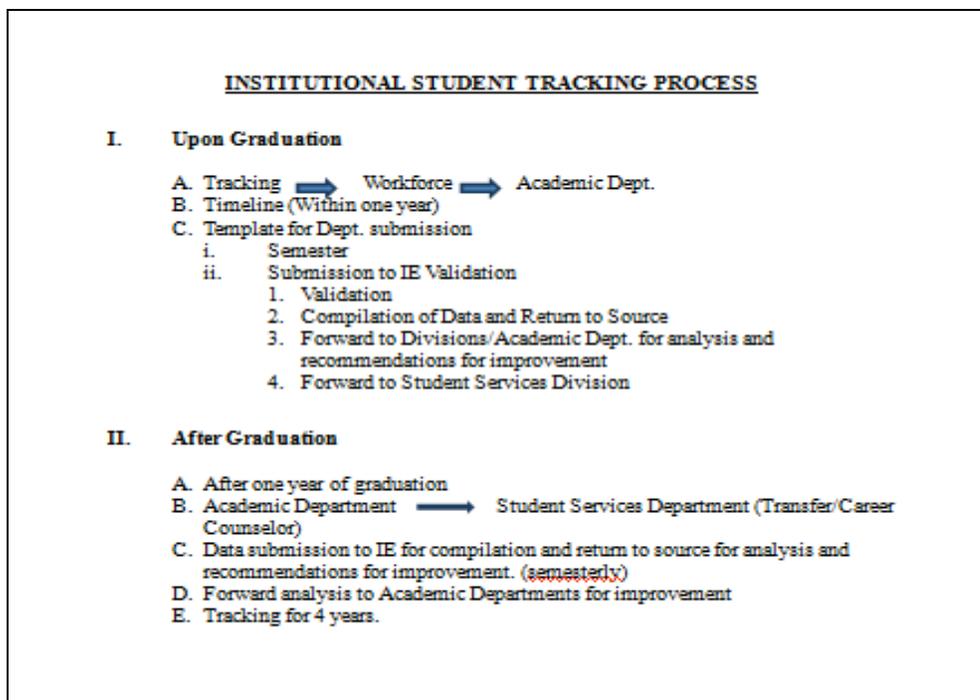


Table 1

<b><u>TRANSFERS: ASCC to Stateside Colleges/Universities</u></b>		
<b><u>Fall 2001 – Spring 2014</u></b>		
<b><u>(Started off-island Spring 2002 – Fall 2014)</u></b>		
<b><u>Stateside Colleges/Universities</u></b>	<b><u>SEMESTER/YEAR</u></b>	<b><u>TOTAL</u></b>
Academy of Art:	SP 08	1
Andrews University – Michigan:	1(F12);	1
Andrews University –WA:	1(SP13);	1
Argosy University Online Program – HI:	FA 12	1
Arizona State University:	FA 11, SP 12	2
ASCC – AS (Bachelor in Elementary Education):	FA 12	3
BYU – Hawaii :	3 (F-01); 4 (SP02); 3(F02); 3(SP03); 1(SP08); 1(F08); 1(F09); 1(SP10); 2(SP11); 1(SP13);	20
BYU – Provo:		1
California State University – East Bay:	SP 08	1
California State University-Los Angeles:	SP 08	1
California State University – Northridge:	SP 09	1
California State University – Sacramento:		1
CSU	FA 08	6
Catholic University:	SP 03	1
Chaminade University of Honolulu:	1(FA01); 7(FA02); 2(SP03); 3(SP08); 3(FA08); 1(SP09); 1(SP11); 1(SP11); 2(SP12); 1(FA12); 2(SP13); 2(FA13); 4(SP14);	30
College of St. Rose – NY:		1
Embry Riddle University:	SP 13	1
Hawaii Pacific University:	1 (SP02); 3(FA03); 2(SP10); 1(FA12)	7
Kansas State University:	FA 08	1
Menlo College:		1
New School of Architectural Design:	FA 08	1
New York Institute of Technology:	SP 14	1
North Park University – Illinois:	SP 14	2
Northern Arizona University:	FA 10	1
Ohio State University:	SP 14	1

**COMPREHENSIVE STUDENT SERVICES MANUAL**

Oregon State University – Oregon	FA 11, SP 14	2
Pensacola Christian College – FL:	SP 14	1
Portland State University – Oregon	FA 12	1
Sam Houston State University-TX	FA 09	1
San Diego State University:	FA 01, SP 02	2
Southern Oregon University:		1
Texas A&M University – Commerce, TX	2(SP08); 1(F09); 1(F11); 1(SP12)	5
Union College: 1(SP08);		
University of Advancing Technology – AZ:	FA 12, SP 13	2
University of Alaska:	1(SP10); 1(F10);	2
University of Arizona:	(FA01); 1(FA02); 1(SP11); 1(SP12)	4
University of Hawaii – Hilo:	4 (F03); 4(SP02); 4(SP08); 3(F08); 10 (F09); 11(SP09); 12(SP10); 3(F10); 10(F11); 11(SP11); 12(SP12); 9(F12); 7(SP13); 2(F13); 2(SP14); 2 (FA01); 4 (SP02); 11(FA02); 7(SP03); 3(FA03); 6(SP08);	104
University of Hawaii – Manoa:	4(FA09); 2(FA08); 3(SP10); 8(FA10); 5(SP11); 6(FA11); 6(SP12); 3(FA12); 3(SP13); 3(F13); 6(SP14);	82
University of Hawaii – West Oahu:	1(FA01); 1(FA02); 2(FA11); 1(SP13); 2(FA13);	7
University of Idaho:	1(FA12);	1
University of San Diego-CA:	1(SP11);	1
University of Nevada –Las Vegas:	2(SP03); 1(SP13); 2(FA13);	5
University of New Mexico:	1(FA12); 1(FA13);	2
University of North Carolina:	1 (SP02);	1
University of South Florida:		1
U of Washington:	2(SP03)	2
University of South Florida:	1(SP12);	1
University of Utah:	1(SP08); 1(F08);	2
University of Washington:	1(FA09);	1
University of West Florida:	1(SP14);	1
Utah Valley University	1(FA09); 1(FA10);	1
Utah State University	1(SP12); 1(SP14);	2
Washington State University-Pullman	1(SP08); 2(FA10); 3(SP13);	6
Westminster College, UT	1(FA01);	1
Wilmington College – Ohio	1(FA12);	1

<b>Hawaii:</b>	<b>250 (80.906%)</b>	
BYU-Hawaii:		20
Chaminade University of Honolulu	30	
HPU		7
UH-Hilo	104	
UH-Manoa		82
UH-West Oahu	7	
<b>California</b>	<b>12(3.88%)</b>	
Academy of Art		1
California State University		6
New School of Architecture and Design		1
Menlo College		1
San Diego State University		2
University of San Diego		1
<b>Washington</b>	<b>9(2.91%)</b>	
Andrews University		1
University of Washington		2
Washington State University		6

<b>Arizona</b>	<b>5 (1.61%)</b>
Northern Arizona University	1
University of Arizona	4
<b>Oregon</b>	<b>5 (1.61%)</b>
Oregon State University	2
Portland State University	1
Southern Oregon University	1
<b>Utah</b>	<b>5 (1.61%)</b>
BYU	1
University of Utah	1
Utah State University	1
Utah Valley University	1
Westminster College	1

**COMPREHENSIVE STUDENT SERVICES MANUAL**

<b>Florida</b>	<b>4 (1.29%)</b>
Embry Riddle University	1
Pensacola Christian	1
University of South Florida	1
University of West Florida	1
<b>Texas</b>	<b>3 (.97%)</b>
Sam Houston State University	1
Texas A&M University – Commerce	1
University of Advancing Technology	1
<b>Arizona</b>	<b>1*</b>
Arizona State University	1
<b>Idaho</b>	<b>1*</b>
University of Idaho	1
<b>Illinois</b>	<b>2*</b>
North Park University	2
<b>Kansas</b>	<b>1*</b>
Kansas State University	1

<b>Michigan</b>	<b>1*</b>
Andrews University	1
<b>Nebraska</b>	<b>1*</b>
Union College	1
<b>Nevada</b>	<b>1*</b>
University of Nevada – LV	1
<b>New Mexico</b>	<b>2*</b>
University of New Mexico	2
<b>New York, NY</b>	<b>2*</b>
College of St. Rose	1
New York Institute of Technology	1
<b>North Carolina</b>	<b>1*</b>
University of North Carolina	1
<b>Ohio</b>	<b>2*</b>
Ohio State University	1
Wilmington College	1
<b>Washington, DC</b>	<b>1*</b>
Catholic University	1

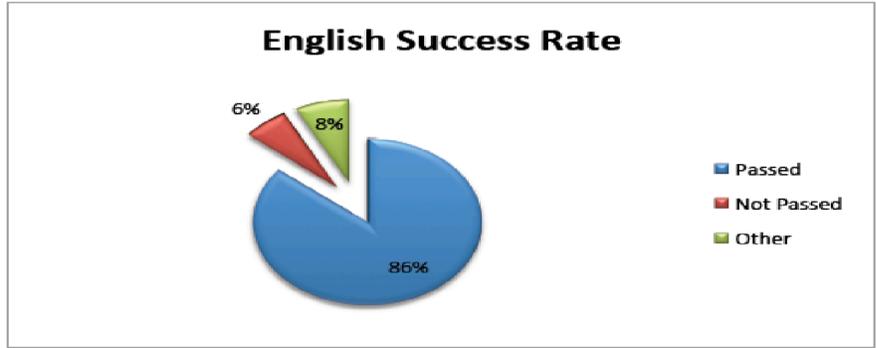
2 Colleges/Universities, total of 16 students attendance (1-2 students per institution) 5.77%

**Table 2**

**English Success Rate Spring 2014**

247 Students with one or more tutorial sessions

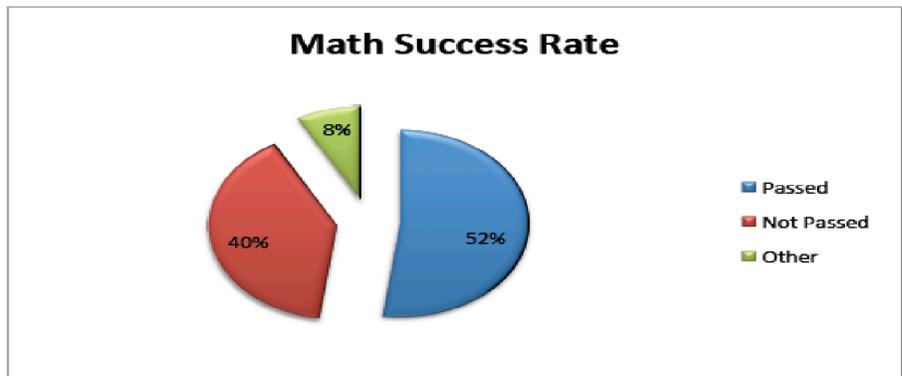
- 212 P
- 16 N/P
- 19 other (withdrew, not in datatel, not active)



**Math Success Rate Spring 2014**

136 Students with one or more tutorial sessions

- 71 P
- 54 N/P
- 11 other (withdrew, not in datatel, not active)



Graph 1