

American Samoa Community College

2019 Institutional Program Review Summary

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Office of Institutional Effectiveness
2019 Institutional Program Review Summary

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WASC Standard 1: Defining Institutional purposes and Ensuring Educational Outcomes.

	<i>Strongly Agree</i>	<i>%</i>	<i>Agree</i>	<i>%</i>	<i>Neutral</i>	<i>%</i>	<i>Disagree</i>	<i>%</i>	<i>Strongly Disagree</i>	<i>%</i>	<i>Blanks</i>	<i>%</i>	<i>Total</i>
1. ASCC has clearly stated purposes (e.g. Mission Statement, Strategic Plan, etc...) defining its values.	74	51%	65	45%	5	3%	1	1%	0	0%	1	1%	146
2. ASCC has measurable educational outcomes consistent with its purpose (e.g. learning outcomes for majors and General Education).	49	34%	76	52%	18	12%	1	1%	1	1%	1	1%	146
3. ASCC has an effective Leadership System.	36	25%	55	38%	37	25%	12	8%	5	3%	1	1%	146
4. ASCC is committed to Academic Freedom.	43	29%	74	51%	16	11%	6	4%	4	3%	3	2%	146
5. ASCC demonstrates appropriate responses to the increasing diversity in the community.	44	30%	69	47%	24	16%	8	5%	0	0%	1	1%	146
6. ASCC has education as its primary purpose and operates with appropriate autonomy without influence from political, religious, or other entities.	44	30%	57	39%	36	25%	5	3%	1	1%	3	2%	146
7. ASCC truthfully represents its programs, services, and grievance procedures.	33	23%	72	49%	31	21%	7	5%	1	1%	2	1%	146
8. ASCC evaluates the implementation of governance and operating procedures.	37	25%	72	49%	29	20%	4	3%	2	1%	2	1%	146

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WASC Standard 2: Achieving Educational Objectives through core functions, such as teaching and learning, scholarship and creative activity, and support for student learning

	<i>Strongly Agree</i>	<i>%</i>	<i>Agree</i>	<i>%</i>	<i>Neutral</i>	<i>%</i>	<i>Disagree</i>	<i>%</i>	<i>Strongly Disagree</i>	<i>%</i>	<i>Blanks</i>	<i>%</i>	<i>Total</i>
9. ASCC academic programs have appropriate content, and standards with sufficient number of qualified faculty.	41	28%	74	51%	27	18%	3	2%	0	0%	1	1%	146
10. All ASCC degrees have clearly defined admissions and graduation requirements.	37	25%	72	49%	29	20%	4	3%	2	1%	2	1%	146
11. All ASCC degrees have measurable outcomes.	48	33%	67	46%	26	18%	3	2%	0	0%	2	1%	146
12. ASCC provides a general education program that develops measurable outcomes.	49	34%	73	50%	22	15%	2	1%	0	0%	0	0%	146
13. Major programs at ASCC prepare students for a career and a fulfilling life.	46	32%	68	47%	27	18%	2	1%	2	1%	1	1%	146
14. ASCC expectations of learning outcomes are clearly reflected in its support areas, such as admissions, advising, library, and technology resources.	34	23%	79	54%	28	19%	4	3%	0	0%	1	1%	146
15. ASCC faculty takes collective responsibility for developing and sharing learning outcomes.	31	21%	83	57%	29	20%	2	1%	0	0%	1	1%	146
16. ASCC academic programs provide students ongoing feedback about their performance.	33	23%	75	51%	34	23%	3	2%	0	0%	1	1%	146
17. ASCC academic programs are regularly	36	25%	74	51%	33	23%	1	1%	1	1%	1	1%	146

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	<i>Strongly Agree</i>	<i>%</i>	<i>Agree</i>	<i>%</i>	<i>Neutral</i>	<i>%</i>	<i>Disagree</i>	<i>%</i>	<i>Strongly Disagree</i>	<i>%</i>	<i>Blanks</i>	<i>%</i>	<i>Total</i>
reviewed.													
18. ASCC actively values and disseminates innovation and creative activity.	27	18%	84	58%	27	18%	5	3%	1	1%	2	1%	146
19. ASCC promotes appropriate linkages among teaching student learning, and service.	33	23%	84	58%	22	15%	6	4%	0	0%	1	1%	146
20. ASCC regularly examines the needs of its students and makes improvement to the learning environment.	34	23%	65	45%	33	23%	11	8%	1	1%	2	1%	146
21. ASCC co-curricular programs integrated with its academic goals and programs that support student professional and personal growth.	35	24%	82	56%	25	17%	3	2%	0	0%	1	1%	146
22. ASCC provides all students timely and useful advising about academic requirements.	33	23%	77	53%	21	14%	9	6%	4	3%	2	1%	146
23. ASCC provides student support services, such as financial aid, advising, career counseling, library, and information services designed to meet the need of ASCC's diverse students.	50	34%	75	51%	13	9%	4	3%	3	2%	1	1%	146
24. ASCC adequately provides for the needs of transfer students.	35	24%	67	46%	36	25%	4	3%	1	1%	3	2%	146

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WASC Standard 3: Developing and Applying Resources and organizational Structures to Ensure Sustainability

	<i>Strongly Agree</i>	<i>%</i>	<i>Agree</i>	<i>%</i>	<i>Neutral</i>	<i>%</i>	<i>Disagree</i>	<i>%</i>	<i>Strongly Disagree</i>	<i>%</i>	<i>Blanks</i>	<i>%</i>	<i>Total</i>
25. ASCC employees a sufficient number of diverse and qualified faculty to conduct its programs.	37	25%	65	45%	30	21%	9	6%	4	3%	1	1%	146
26. ASCC employs a sufficient number of diverse and qualified staff to support its programs.	32	22%	68	47%	25	17%	15	10%	5	3%	1	1%	146
27. ASCC practices concerning faculty and staff are appropriate for recruitment, workload, incentives, and evaluation.	28	19%	66	45%	34	23%	12	8%	6	4%	0	0%	146
28. ASCC provides faculty development activities to improve teaching and learning consistent with its purpose and educational outcomes.	26	18%	74	51%	38	26%	5	3%	1	1%	2	1%	146
29. ASCC's financial resources provide sufficient support for its educational programs.	21	14%	64	44%	38	26%	18	12%	4	3%	1	1%	146
30. ASCC's physical resources provide sufficient support for its educational programs.	20	14%	67	46%	36	25%	14	10%	8	5%	1	1%	146
31. ASCC provides access to sufficient and appropriate information and technology resources to support learning.	20	14%	77	53%	32	22%	9	6%	6	4%	2	1%	146

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WASC Standard 4: Creating an Organization Committed to Learning and Improvement.

	<i>Strongly Agree</i>	<i>%</i>	<i>Agree</i>	<i>%</i>	<i>Neutral</i>	<i>%</i>	<i>Disagree</i>	<i>%</i>	<i>Strongly Disagree</i>	<i>%</i>	<i>Blanks</i>	<i>%</i>	<i>Total</i>
32. ASCC's organizational structure and decision-making processes are clear and consistent with ASCC's purposes.	22	15%	84	58%	24	16%	10	7%	5	3%	1	1%	146
33. ASCC has an independent Board that exercises appropriate authority over ASCC's vision and mission.	23	16%	77	53%	39	27%	6	4%	0	0%	1	1%	146
34. ASCC administration provides effective leadership and management at all levels of the college.	21	14%	75	51%	30	21%	12	8%	5	3%	3	2%	146
35. ASCC's faculty exercises effective academic leadership to ensure academic quality and maintain ASCC's educational purposes and character.	26	18%	86	59%	29	20%	3	2%	0	0%	2	1%	146
36. ASCC periodically assess and reviews the effectiveness of the academic and co-curricular programs.	30	21%	83	57%	25	17%	4	3%	3	2%	1	1%	146
37. In order to match the strategic objectives and priorities set by the college, SCC's planning process defines and aligns its resources with its priorities.	25	17%	79	54%	36	25%	4	3%	0	0%	2	1%	146
38. ASCC's planning process and assessment data include evidence of educational outcomes.	32	22%	74	51%	36	25%	2	1%	0	0%	2	1%	146

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	<i>Strongly Agree</i>	<i>%</i>	<i>Agree</i>	<i>%</i>	<i>Neutral</i>	<i>%</i>	<i>Disagree</i>	<i>%</i>	<i>Strongly Disagree</i>	<i>%</i>	<i>Blanks</i>	<i>%</i>	<i>Total</i>
39. ASCC's has appropriate and effective quality assurance procedures based on assessment of institutional effectiveness.	31	21%	73	50%	37	25%	3	2%	0	0%	2	1%	146
41. ASCC's institutional research is sufficient and effective to meet ASCC's purposes and educational outcomes.	27	18%	76	52%	37	25%	5	3%	0	0%	1	1%	146
42. ASCC has clear, well-established policies and practices for gathering and analyzing information that lead to a culture of evidence and improvement.	36	25%	78	53%	25	17%	1	1%	4	3%	2	1%	146
43. ASCC's faculty engage in ongoing practices of teaching and learning using the results to improve the curriculum and teaching methodology.	32	22%	79	54%	31	21%	4	3%	0	0%	0	0%	146
44. ASCC involves alumni employers and others in assessing the effectiveness of its educational programs.	19	13%	66	45%	48	33%	7	5%	4	3%	2	1%	146

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Having read the criteria for review, what is your opinion regarding ASCC's greatest strength for review? Please explain.

- Perhaps highlighting our best practices that are effective and working and then continue to seek other means of improvement in moving forward in meeting today's current educational student needs.
- The following standards have the most "agreed" based on this review and ASCC's greatest strength -
WASC Standard 1: Defining Institutional Purposes and Ensuring Educational Outcomes.
WASC Standard 2: Achieving Educational Objectives through core functions, such as teaching and learning, scholarship and creative activity, and support for student learning
- ASCC greatest strength are Standards 1 & 2.
- 1 and 2 - strong
- Strategies 1 & 2 are the greatest strength.
- Maintaining the status quo and being able to work cohesively to identify the assessment process to review of programs and service.
- It's on-going commitment to improvement.
- My opinion of our greatest strength is that the Leaders are more involved in the planning, processing, training and transparency in what we are involved with.
- Student Learning Outcomes are one of ASCC's greatest strength for review. Assessment of SLO's for all course and programs are completed every semester. Faculty is required to collect, analyze and interpret their SLO data, to improve student learning and teaching methodologies.
- What I'm thinking about the survey; everything they already restore on the survey it's good to have it every year especially on what's going to the college ASCC! Improvement and moving forward every year.
- ASCC have sufficient support for its financial education system. Seeing some of my relatives going through college with the help of financial aid to pay for their classes and books to make things easier for them.
- Communication provides the need.
- Helping the kids with the clean environment.
- For my department (PFM) we are greatly doing our tasks well and done on time.
- Ia maua se metotia ina ia alualu ai i luma le ASCC mo le lumana'i.
- It's ability to work together.

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- ASCC is a very large institution so deal with its employees and students on a daily basis is difficult but our leaders are doing a great job leading us into the new year.
- Data collection, analysis, recording, and confidentiality is okay. Governance is strong.
- ASCC's greatest strength is the outreach and work of staff to support mission and vision. Without dedicated staff, none of the goals of mission and vision will reach and accomplished.
- Well in my opinion the academic and student life and all that pertains to it is the ASCC's greatest strength and doesn't have to be put up for review.
- A good opportunity to express our thoughts even if just answering with a Yes or No! Malo le galue.
- How its purposes are defined and educational outcomes are ensured.
- Their greatest strength is ensuring that there are a plethora of different fields available to the students so they would know exactly what and where their interests are. Also ASCC does great work in assisting the students with getting situated as they transition into college as well as providing financial support so they can focus less on that and more on their school work.
- I am not involved in the review process enough to provide an opinion at this time.
- What does greatest strength for review mean? And where were that criteria for review? Were these the WASC Standards? Without knowing that, all I can say is believe ASCC does what it can with its limited resources. Sometimes students are frustrated with the lack of resources such as supplies for classrooms, labs, and IT resources. Perhaps this sentiment could be harnessed by having willing students testify in the fono on the need for additional funds.
- Is somewhat sufficient, but needs improvement.
- E tatau ona faataua uma ia fuafuaga e taua uma faatulagana ua fuafuaaga ua fuafua aua le tautuaina o le atunuu; ma le malupuipua nei faamaumaga aua fuafuaga alu i luma a le kolisi mo le auaunaga mo le atunuu. Soifua ma ia manuia.
- le iloiloia o polokalama ia o loo faia lea i totonu o le kolisi, e fesoasoani lea i le alualu i luma o le aoga. O loo faaogaina lea e fesoasoani i le malamalama o tamaiti aoga mo le lumanai. Pulega o le Kolisi Tuufaatasi.
- fuafuaga ma faamaumaga o le kolisi e aoga mo le agai luma o le kolisi ma fai ai faaiuga sao ma le agai luma o galuega.
- Greatest strength is collecting data, analyzing data, and using it for betterment of the college. ASCC well prepare students, faculty and facilities used.
- This review show how great and improving the ASCC Institution is at this time.
- Ua mafai ai ona ao mai faamaumaga ma mea e faatino ai aoga a tamaiti aoga.
- ASCC's greatest strength for review is its commitment to achieving educational objectives through teaching and learning, scholarship and creative activity, and support for student learning. Moreover, the transferability of credits to other institutions of higher learning, entry

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into the workforce, accredited and quality of degrees, ability to compete in work markets, and pride and appreciation of the faaSamoa are some of the merits in pursuing a degree at ASCC.

- Local institution offering locally relevant programs.
- Need to continue to provide students with education and skills that will prepare them for furthering their education elsewhere or employment.
- In my opinion, ASCC's greatest strength is WASC Standard I. ASCC continues to serve the community by providing high quality, educational programs and services. The academic programs are consistent in providing measurable outcomes that shows student-learning growth. This leads to successful transferring of students to universities and entry into the workforce.
- ASCC is successful in creating an appropriate educational environment which is committed in providing the students as well as the faculty and the support staff adequate room for the betterment of themselves. It also connects with the community through outreach programs and projects geared towards the preservation and enrichment of the Samoan culture.
- ASCC's greatest strength is its commitment to student learning despite the lack of resources and adequate support from the local government. In my short time associated with ASCC I have seen that the leadership is made up of highly educated individuals committed to improving the quality of education for primarily local students who often enter ASCC without adequate preparation.
- I think the greatest strength for review is Defining Institutional Purposes and Ensuring Educational Outcomes. First of all because I strongly agree with all of the questions asked in that part of the survey.
- ASCC encourages all stakeholders to partake in the review and allows them to personally assess the individual standards based on their experience at the college. This will help the reporters compile an overview of the college and to provide them with evidence necessary to make sound decisions for institutional effectiveness.
- Make changes and a lot of improvement in order for the college to move forward and continuing serving students of our territorial.
- Student Academics
- The strength of the review is the assistance provided to all areas of the institution. May be not all are satisfied, but effort given keeps the institution moving.
- Leadership
- Strong and effective leadership. The inclusion of faculty and staff in the review process
- I believe that the greatest strength for review is WASC Standard 2: Achieving Educational Objectives through core functions, such as teaching and learning, scholarship and creative activity, and support for student learning. I believe that this is the standard (as compared to the others) that is at the gist of our school mission—"to foster successful learning by providing high quality educational programs and

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services that will enable students to achieve their educational goals and contribute to the social, cultural, political, economic, technological, and environmental well-being of American Samoa.”

- ASCC’s greatest strength is how all its stakeholders work hand in hand to move the college forward. The administrators and faculty and staff work cooperatively to fulfill the mission of the college. The move for transparency is constantly emphasized. We all know what we are doing and where we are heading.
- The greatest strength for review is the collection of data that is aligned to the mission of the college. We all know that without data, it is impossible to determine what we have accomplished. This strength has enabled IE, to clearly visualize the alignment of all important areas; students, programs, and institution.
- I believe that all of the basic resources, policies, and personnel are in place to make ASCC function as two year higher institution. Like any organization there is always room for improvement whether internally or from changes in the political environment.
- The strengths I have are: WASC Standard 2: Achieving Educational Objectives through core functions, such as teaching and learning, scholarship and creative activity, and support for student learning. WASC Standard 3: Developing and Applying Resources and organizational Structures to Ensure Sustainability. ... Teaching and Ensuring sustainability are the two strengths that I know the College excels in – making sure students are learning and that the college is moving up and moving on!!!!
- I believe ASCC is improving on gathering and analyzing data to develop metrics of achievement. These metrics allow for measurable outcomes and goal setting for programs.
- Faculty and staff have developed higher professionalism in their work and ethics.
- ASCC is strong in reviewing the assessment outcomes and striving to implement the changes illuminated by the assessments
- The greatest strength is keeping viable and purposeful data that can be reviewed to make changes and improvements. Evaluations that help people improve and people who are honest and do their best.
- Processes are defined
- Communication from the top to the bottom.
- Follows BHE policies.
- AS need more development of facilities and equipment’s to meet the needs of the 21st century. Technology, incentives, and salaries need to upgrade to make it fair for both sides.
- The American Samoa Community College’s (ASCC) mission, vision, and strategic plan have engraved the effectiveness of its leadership system, academic freedom of its faculties in all its programs, integration of its diverse community. Its policies are aligned with local and federal regulations, but it is self-governance in its procedures, evaluations, operations, and grievance practice. The ASCC’s academic programs are appropriately staffed with highly qualified faculties; its certificates and degrees have quantifiable outcomes, which

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supported and prepared students to career readiness or pursuing higher learning institutions. The ASCC is fully operational with student services such as admission, counseling, library, and technology to enhance their studying. After each ASCC's academic semester, students are given evaluations or surveys to provide their feedback regarding how the course is being taught, on professionalism and efficiency of faculties to maintain best practices and improvement of courses and faculties' efficacy. With the ASCC's intention is to ensure that its services, financial aid, advising, career counseling, library, and knowledge sharing, so its students meet the challenging world and its professional opportunities. The ASCC has employed a sufficient number of faculties with incredible qualities, highly qualified, and diversity to teach its programs. Its personnel have similar qualities to ensure the functionality and appropriateness of the college to its stakeholders; it provides professional developments to its faculties as well as its personnel. With these on and off campus professional developments, the institution ensures the consistency of its pedagogical practices, teaching, and learning; it has adequate resources (facilities, technologies, finance) to provide sustainable and significant services to its students, faculties, staffs, and community. The organizational structure and decision-making of ASCC have been consistent with its purpose; its independent board exercises apposite authority to sustain ASCC's mission, vision, and best practices to its stakeholders. Its leadership has managed effectively in all levels of the college; its faculties have reliable and effectiveness to guarantee academic quality and its educational purposes and integrity. Periodically, ASCC's programs assess, review, and evaluate its effectiveness; it aligns its strategic plan and priorities with its resources, establishes policies and best practices in collecting and gathering data to lead and maintain from inquiry to evidence. Its faculties are continually collaborating, cooperating, and sharing knowledge to improve the curriculum, teaching methodology, student center. Each program has its board to elicit and evaluate the competence of its educational program.

- ASCC's greatest strength is the commitment of the faculty towards the students as detailed in the WASC Standard 2 in which I mostly answered "Agree."
- ASCC's greatest strength is that it has a clear stated purpose, e.g. Mission Statement, Strategic Plan which define its value. It has appropriate and effective quality assurance procedures in place for its program and based on assessment of institutional effectiveness. It embraces and supports diversity and has education as its primary purpose to educate all the nationality. It is a student centeredness institution. It strives to maintain and sustain its fiscal and physical resources to support the college mission at all times. The transparency of procedures for Administrators, Faculty and staff are provided and disseminated via ASCC web mail and through divisional meetings.
- None
- I haven't worked at ASCC long enough to have formed an opinion regarding the matter as of yet.
- The ability to utilize the necessary people to complete the task at hand.

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Having read the criteria for review, what is your opinion regarding ASCC's greatest weakness for review? Please explain.

- WASC Standard 3 & 4 – 1) some questions may not be applicable; 2) need to review for improvement.
- Sharing of data once collected in a timely manner.
- 3 and 4 – weak and needs review
- Strategies 3 & 4 are the weakest
- Inclusiveness for governance in services and programs.
- Communication between divisions.
- Hiring someone in place with a higher salary doing a job that a high school graduate can do. Compare to others doing a lot of work not even close to that higher salary.
- My opinion on our greatest weakness is lack of communication between other Divisions.
- Lack of tools.
- Budgeting! Funds for the college staff.
- It's a decision making process and leadership.
- I think communication is what's needed.
- Procedure of grievance is not clear. Resources is needed.
- No overtime. Thank you!
- Collaborative work needs improvement to reach set goals for all departments.
- In my opinion the facilities are the ASCC's greatest weakness and should be put up for review.
- Delay of our programs due to cash flow.
- Collaborative work needs improvement to reach set goals for all departments.
- The assessment survey too long. But great job and keep it up.
- How it's organizational structure is changed from time to time.
- It is no secret we live on island that relies heavily on imported goods. This means that resources are limited which consequently means that we don't necessarily possess the adequate resources not only for our students but the work that we do as well. this is not saying that

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our resources now aren't good, it's great, we do what we can with what we got and we've been doing a great job at fact. it's just we don't have enough to really unlock the full potential of our students and make our jobs more efficient and better.

- I am not involved in the review process enough to provide an opinion at this time.
- Taking a stab in the dark. I would say ASCC's programs fail to take advantage of local and regional resources, could be greatly strengthened by doing so. I also strongly believe that improved compensation for faculty would be greatly beneficial- it can be disheartening to know college faculty are making the same amount as K-12 teachers with a science bachelor's degree are. another way of providing greater resources for curriculum would be to install a computer, projector, and internet connection in all classrooms in a locked podium that faculty who use that room have a key to. This would allow faculty to use the plethora of resources online in their courses.
- Needs improvement in the administration, and overall management of the college and programs.
- le mea e pito sili ona vaivai ai le Kolisi e tataua ona faalelei o potu aoga mo tamaiti aoga fai ni faleaoga fou ma faalelei mea e faatino ai galuega ma tagata faigaluega ma totogi o tagata faigaluega. Ia manuia galuega o leni tausaga. Soifua!
- Le lava le faatinoina o mea e fesoafesoani mo tamaiti poo tagata faigaluega.
- mea faatino ai ma e tataua ona fai mo le galuega.
- Resources is not enough, governance is weak. Personnel, office/ tools; space; salary; cost of living.
- With my opinion on the weakness of the review would be the leadership system. Needs good advisory, trying not to be personal with its decision. Do what is right, we were told about being fair at the same time the leaders needs to be fair with us too. ASCC should be mindful of students that couldn't graduate due to not enough teachers or not enough student register in one class that they have to close it down.
- le mea e vaivai ai le kolisi e le o manino ma malamalama i faaiuga fai o pulega. O le mea e malosi ai le kolisi o mea e faatino ai galuega o le punaona.
- ASCC's greatest weakness for review is the lack of sustainable financial resources to support organizational structures, educational programs, facilities, technology, and recruitment and hiring of qualified faculty and staff. ACNR's major challenges with recruitment of Scientists, Specialists, and other Professional staff are unattractive incentive packages and non-competitive salaries.
- Inadequate financial resources.
- need better communication between different departments/ divisions/ programs.
- In my opinion, ASCC greatest weakness is WASC Standard 3. ASCC does not incentivize its faculty and staff. Often times, faculty and staff who perform above and beyond their job expectations are not recognized or rewarded for their dedication to providing outstanding service. there also needs to be a way for staff to provide professional feedback/ evaluation of their supervisors. The work culture is very

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top-heavy. ASCC's technological resources need improvement. Faculty, staff and students continue to experience slow Internet speeds on campus.

- ASCC's greatest weakness is the layers upon layers of processes that despite achieving the goal of compliance can often times be cumbersome and inefficient. Efficient processes can be put in place that achieve both compliance and efficiency.
- I think the greatest weakness for review is the Developing and Applying Resources and organizational Structures to Ensure Sustainability. We have a number of things that needs attention in this particular standard which can be greatly improved, please refer to my answers in this section.
- Too much redundant information is gathered. Assessment needs to be more focused and less time consuming. Presentation of assessment also needs to be more concise and clear. More evidence of improvement relating to the collection of data needs to be shown.
- Annual increments
- Not sure about this
- Financial Aid
- The greatest weakness of the review is decision making on ineffective leaders. Poor leadership hinders the growth of the institution as a whole, especially when it comes to students. Great leaders are proven by their living examples.
- Changes are good. It's more efficient when those changes are enforced with consistency but not when it's convenient.
- Nothing in particular
- There is always room to improve
- I believe the greatest weakness for review is Standard 3: Developing and Applying Resources and organizational Structures to Ensure Sustainability, primarily because it is a daunting task to develop, maintain and sustain the various resources and organizational structures covered in this standard.
- I'm sure there are some weaknesses, but I'm not aware of them right now.
- Communication continues to be a weakness, from the top to the bottom. There is no clear communication between departments and programs either written or verbal of continuous changes made with faculty being the last to receive, if at all. Many students enroll in courses they do not need because they are not directed to their program of choice for advice by staff that do not communicate or send the student to the appropriate program or department. Hop. Transparency is another weakness, due to the fact that meetings between administration that affects departments, programs, and faculty are not open to them. I believe in open discussion, it prevents disillusion and disappointment. This year 2018, a Core Committee was developed. This committee allowed each program/department to focus on its own needs. It is the first year that much has been discovered of how other programs are faring and had allowed all involved a chance to elevate each other, that's teamwork.

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- I would say based on memos, presentations, workshops, speeches and the media that perhaps the weaknesses would stem from variables that are “out of our control” In other words these are decisions that are made by “those” outside of ASCC whether it is the local government or review committees from the U.S. mainland. Both may not understand or sensitive to the specific needs of the employees and students of ASCC
- The weakness that the College has now is: WASC Standard 4: Creating an Organization Committed to Learning and Improvement... trying to maintain a good and committed learning environment for all students!!!
- It takes extra time for writing reviews besides teaching, for faculty.
- ASCC has a weakness at times regarding funding issues that cause delays in the procurement of needed materials
- Weaknesses are found under the leadership of Dean of Student Services and VP of Administration where practices are not sound, procedures are not define or fluctuates depending on status of personnel, and management of departments lack planning and vision. It is sad when leaders misuse their power and are self-serving and fail to recognize who they serve, students. On paper we may look good, but in practice we are far from it. What is said is not what is done. Student grievances usually are scrutinized, students feel intimidated, or do not get addressed properly. Support services PFM need to differentiate daily duties vs. emergencies. Hiring process is not done in a timely manner. Procurement’s purchasing procedures don’t always save money, are lengthy most of the time, no informing of hidden cost until way after PA has been approved and turned into a PO) then with added hidden charges it exceeds the amount approved that requires certain signatures. Big time review needed. PFM is greatly appreciated for keeping the campus clean however, in their yard work they need to notify staff and faculty to move their cars, our cars have too many dings from the weed eaters, just for courtesy, please.
- Processes are not always followed
- I think established too many policies, but should practice or use policies that work for improvement. Touched or changed policies that are improved for the better of our students not others. Why not leave it alone and go with it. If policies needed changes, then check if aligns with policies of WASC, and the main purpose is for improvement of students. They are our priority, I mean that is why I’m here.
- Even though ASCC provides useful technology, MOODLE for most students to submit their course works and email their instructor, it needs to provide more than just MOODLE; it needs to integrate a safe-network for students to submit their course works. For example, provide students with a free firewall, free virus scan, and academic application to submit their assignments; faculty should be able to email his/her students without difficulties, whether through the using of the MOODLE or ASCC email, which most of the time I cannot reply to my student/s when they email me on my ASCC email. The ASCC’s faculties and staffs need incentive or increment; this is one policy the college is unable to materialize according to its policy due to the American Samoa Government’s cost containment. The Faculty Senate is nothing but pretentious and unrealistic; it does nothing for the faculties and the institution as a whole.

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- The greatest weakness of the institution is the lack of providing necessary equipment and tools that would make life easier for our faculty. (printer, laptop, and a working air unit for our office.)
- ASCC's greatest weakness is from the WASC's Standard 1, unlucky number 7: ASCC truthfully represents its programs, services, and grievance procedures. I don't believe the college did a very good job at all. When I was hired, there was nothing provided to me. I had to learn by doing and asking questions. My director of TED, at the time, asked another faculty member in the department to help me with Moodle and her response was, "not in my job description." The word that is misrepresented the most in the statement is "truthfully" as in being true to its programs. This part is accurate, but services and grievance procedures are not, especially the grievance procedure. Take, for example, page 31 from the General Catalog 2016-2018 under Academic Grievance. Students have had issues and have taken their grievance(s) directly to the director or chairperson instead of the instructor. This happened a few times. It got to the point that the chairperson and I had to meet with the Dean of Academics. The dean pointed out to the chairperson that the next time a student has a complaint and comes to see the chairperson, to do two things: 1) send the student back to the instructor and 2) email the instructor the name of the student who overstepped the policy as written on page 31. In addition, there are three steps outlined that need to be followed and none of the three were followed. (Page 31 can be reviewed for the 3 steps.) This did not work. Students continued to seek assistance from the chairperson, as well as the director without coming to see me. Suffice to say procedures are not followed and when a grievance is filed, ASCC continues to not follow policy. This pertains not only to students, but to administration as well. I think the bottom line is accountability. Both administration and students need to follow the chain of command as well as gathering all factual evidence(s); simply put, administration needs to straddle the fence, and use their leadership training to lead by example and not to let students have the upper hand. It's a two-way street, and administration should stay neutral.
- The weakness is not a significant one and should not be cause for major concern, however, it must be noted and addressed based on the criteria review there is the need for ASCC to involve its alumni, and others in assessing the effectiveness of its educational programs.
- We need to have a better system pertaining payment agreement with contract and vendors to avoid delays with payment.
- I haven't worked at ASCC long enough to have formed an opinion regarding the matter as of yet.
- Need to staff qualified individual's for the job needed.
- Finances