DIVISION OF STUDENT SERVICES

2020-2022 STANDARD OPERATING PROCEDURES MANUAL
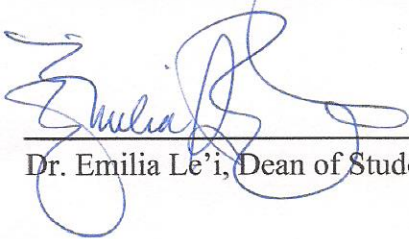
American Samoa Community College

Approved by:

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Dr. Rosevonne M. Pato, President, American Samoa Community College

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Mrs. Letupu T. Moananu, Vice President of Academic and Student Services

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Dr. Emilia Le'i, Dean of Student Services

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Overview

<u>Purpose</u>

The Division of Student Services (DOSS) strives to provide services and programs for American Samoa Community College students to support their educational, career, leadership, social and personal needs through involvement in student organizations, service programs and campus events.

The Division of Student Services (DOSS) is student-centered dedicated to assist, support, develop, empower and enrich students inside and outside the classroom. DOSS goal is to provide quality and effective services to create a positive, exciting college experience for all our students.

<u>Scope</u>

The Division of Student Services (DOSS) Standard Operating Procedures are most relevant to the divisional staff providing services to students of ASCC. Administrative offices, faculty and other divisions of the college who provide support and assistance to students may also find the procedures relevant.

MESSAGE to DOSS staff

This is your working copy of the Standard Operating Procedures (SOPs) Manual. SOPs are a key instrument for the operation and management of student support services.
The Standard Operating Procedures were written with everyone's input, and all staff is accountable for following them. These SOPs enable us to be consistent about expectations for every DOSS staff and to determine whether performance meets, exceeds, or falls short of expectations. Be sure to read the manual thoroughly and then review the sections that relate to your job. Discuss any questions you have with your supervisor.

The Comprehensive Student Services SOP Manual is a living document that will be updated as we identify better ways of performing our services and respond to the needs of the students and of the community we serve.

DOSS Organizational Structure:

Dean of Student Services
- **Reports directly to the Vice-President of Academic Affairs**
- **Oversees the following programs, offices, and services**

Program Director of Counseling
- **Reports to the Dean of Student Services**
- **Oversees counseling services and student support & learning services**

Program Director of Library Resources
- **Reports to the Dean of Student Services and Dean of Academic Affairs**
- **Oversees ASCC college library services and information resources in support of students and academic programs**

Student Support and Learning Services Officer
- **Reports to the Dean of Student Services**
- **Oversees Tutorials and other Learning Support Services**

Admission Officer
- **Reports to the Dean of Student Services**
- **Oversees services to process admissions of students from entry, to enroll, to graduation**

Financial Aid Officer
- **Reports to the Dean of Student Services**
- **Oversees financial aid services to prospective, returning and continuing students of ASCC**

Registrar (Records Officer)
- **Reports to the Dean of Student Services**
- **Oversees services to the community, faculty, staff, students and other agencies by informing and safeguarding student academic records**

DIVISION OF STUDENT SERVICES MISSION and EXPECTED OUTCOMES

MISSION

T he 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, academic/degree planning, and graduation.[1]

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:

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

ADMISSION

Responsibility	Admissions Officer	SOP #	DOSS-ADM-00
		Policy:	Admissions
Page #	Page 6 of 154	Scope	Activities & Services
Title:	Purpose and Procedure	Last Reviewed/Update Date	6/4/2020 2:27 PM

Purpose

The purpose of this SOP is to describe the main procedures associated with the delivery of key services and activities of the Admissions Office.

Procedure

The primary aim of the Admissions Office is to process application 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 inquiry to enrolled student.

The primary procedures associated with the delivery of services include:

A. Providing information service and support to prospective students, parents, and schools **(See SOP# ADM-01)**
B. Processing applications through electronic and direct receipt **(See SOP# ADM-02)**
C. Placement, SAT, ACT, test scores and orientation for all incoming students **(See SOP# ADM-03 and SOP# ADM-04)**
D. Updating the Colleague System **(See SOP# ADM-05)**

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

References and Definitions

ASCC current Academic Catalog, Datatel/Colleague Recruitment/Admissions Management Training Materials

Responsibility	Admission Officer/Outreach Counselor	SOP #	DOSS-ADM-00
		Policy:	ASCC Admissions Recruitment/Outreach Process
Page #	Page 6 of 154	Scope	Prospective Students
Title:	Recruitment/Outreach	Last Reviewed/Update Date	6/12/2020 9:41 AM

Description

Recruitment initiatives are planned out for both the Fall and Spring terms. Fall recruitment targets the general community, while the Spring recruitment targets all the high schools on island, both private and public, and particularly the 11th and 12th graders. The intent and

focus of this recruitment is the ASCC admission application and requirements. Recruitment is initiated by the Admissions Outreach Counselor or it may be by request from the general community. Responsibility for this process is shared amongst the staff of the Admission Office.

Procedure

Fall and Spring Recruitment/Outreach
1. Secure approval from the Dean of Student Services;
2. Counselor send out recruitment letter to an identified community group requesting recruitment presentation from (must secure approval from DOE Secondary Office for public high schools);
3. Organize presentation materials once response is received from the identified site/individual;
4. Print and duplicate the following for informational handouts.

   Handouts/Materials: ASCC Admission Brochure
   Sign-In Sheet
   Power Point Presentation
   Presentation Evaluation/Survey
   Other pertinent information

1. ASCC Admission Application

American Samoa Community College
ADMISSIONS APPLICATION

PLEASE TYPE OR PRINT CLEARLY IN INK. COMPLETE FORM AND SUBMIT IT TO THE CAMPUS ADMISSIONS OFFICE

(Form contents: Semester Entering/Year — Fall, Spring 20___, Summer; Legal Name — Last, First, Middle/Suffix; P.O. Box #; Village; Social Security Number; Date of Birth (month/day/year); Gender — Male, Female; Birth Place (City/State); Ethnicity; Contact Information — Home, Cell, Email; Citizenship — U.S. Citizen, U.S. National, Other (Please specify); Marital Status — Single, Married, Separated, Widowed, Divorced; V.A. Benefits — Yes, No; Non-U.S. Citizen / Non-A.S. National Only (Attach copy of Immigration I.D. and Board Authorization) — Immigration I.D. Number, Immigration Status (P1, P2, CA, etc.), Date Entered Am. Samoa (month/year), Immigration I.D. Expiration Date (month/day/year); Emergency Contact — Name, Relationship, Phone Number; Name of High School Graduated/Will Graduate or G.E.D, City, State/Country, Month/Year Graduated/Will Graduate; List Every College, University, Business and Post-Secondary School Attended — Name of Institution, City/State or City/Country, Attended From Month/Year, Attended To Month/Year, Major or Degree Earned, Month/Year Received; This applies to individuals with certified disabilities only. Reasonable Accommodations; Check type(s) of assistance you require — Reader, Note-taker, Interpreter, More time on exam, Other (Please specify); List Your Choice of Academic Program(s) (See Academic Program List) — Degree, Program Name; Application Certification — I certify, under penalty of perjury, that the information on this admissions application is true and correct to the best of my knowledge. I understand that willful omission or falsification of information may result in my dismissal. I further understand that I am required to produce certified documents relevant to the determination of my residency status. Student Signature, Date; For Office Use Only — Placement (SAT, ACT, TOEFL, ASCC Placement Test), Student I.D. #, Student Status (Early Admissions, New, Continuing, Returning, Transfer, Other: Unclassified/Non-Degree Seeking), Documents Received (Passport -OR- I.D. & Birth Cert., Social Security Card, Diploma/GED/School Cert./DD214, Alien Registration I.D., Immigration Board Authorization, Early Admissions: Recommendation Letter, Letter from Parent/Legal Guardian, Official High School Transcript), Application Received By, Application Posted By, Date, Date)

ADMISSIONS FORM # 1   REVISED 11/21/17

2. List of Required Documents (*see Admission Requirements*)

REQUIRED DOCUMENTS

- Admissions Application
  *Available in office or online http://amsamoa.edu/files/admissionapp.pdf
- Valid Passport (OR)
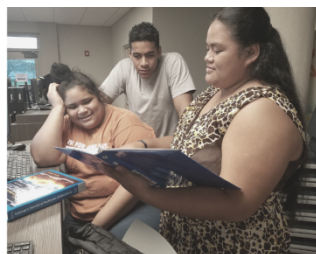- Birth Certificate & Local Govt. ID
- Social Security Card
- High School Diploma
- ASCC Placement Test or SAT/ACT Test Scores

ADDITIONAL DOCUMENTS FOR NON-RESIDENTS

- Alien Registration Card & Immigration Board Authorization
  *Board letter to state "authorized to attend ASCC"

ADDITIONAL DOCUMENTS FOR TRANSFER STUDENTS

- Official Transcripts Sent Directly to ASCC
  *Address included in contact information on brochure

ADDITIONAL DOCUMENTS FOR EARLY ADMISSIONS

- Recommendation Letter from School Counselor or Principal
- Letter of Consent from Parents
  *Must include financial responsibility for tuition
- Official High School Transcript
  *CGPA of 3.0 or higher

Responsibility	Admission Officer	SOP #	DOSS-ADM-02
		Policy:	Processing Admission Applications through electronic and direct receipt
Page #	Page 8 of 154	Scope	Prospective Students – Resident & Non-Resident
Title:	ASCC Admission and Application Processes	Last Reviewed/Update Date	6/12/2020 9:49 AM

Admission Application

1. ASCC admission application is available from the Admission Office or by accessing the institutional website at www.amsamoa.edu;
2. When the admission application is completed and received, make sure that all required documents are included; if any document is missing, please advise student.
3. Check the admission application to make sure that all required fields are completed
   - Verify the admission application is signed by the applicant.
4. Advise student on ASCC Placement Test dates, or to submit SAT, ACT, TOEFL scores (if already taken)
5. Forward application to the Admission Clerk Specialist for data entry.

Early Admission:
ASCC's Early Admission program permits high school students entering their junior year (11th grade) to enroll for summer courses only. High school students entering their senior year (12th grade) are permitted to enroll for summer, fall and spring semesters (see ASCC current Catalog for more information or changes). Early Admission students are only allowed to take up to two courses. In addition to the ASCC Admission application and required documentation, <u>additional documentation</u> for Early Admission includes the following:

- A letter initiated and signed by the high school principal or the counselor (recommending student based on academic performance, i.e., grade point average, etc.;)
- A letter of consent from the parent or legal guardian (including financial responsibility for student tuition);
- Official High School Transcript with a CGPA of 3.00 or better.

Dual Enrollment:
All Dual Enrollment student applications and required documents are similar to the Early Admissions Process. The student selection for Dual Enrollment is done by the DOE Secondary Office and they are responsible for bringing in the applications and required documents. The Admissions Office does not select or deal directly with the students and their parents.

Bachelors of Education in Elementary Education (B.Ed.):
Students transferring into the B.Ed. program are required to complete an ASCC application with the Admissions Office. Additional documentation includes:

- AA or AS Degree
- Copy of transcript

Note: Pre-requisites for General Education courses are waived for all ASCC AA and AS degree recipients; for transfer students from other colleges or universities, courses are articulated for equivalency.

RESIDENCY REQUIREMENTS:

All U.S. Citizens and U.S. Nationals may enroll as residents. Additionally, a non-U.S. Citizen/National can apply for "American Samoa Residency Tuition Status" if the student has resided in the Territory of American Samoa for FIVE consecutive years prior to applying for admission.

Application for AS Residency Tuition Status is available at the Admissions Office. **(SOP# ADM-06)**

Required supporting documentations (to be submitted with Admissions application):

RESIDENT STUDENTS:

1. Passport OR Birth Certificate AND local American Samoa identification card.
2. Social Security card
3. High School diploma
4. *Health Clearance – ASCC Form (*new initiative – in approval process/check public?)*

Applicants under the age of 18 should also submit at least ONE of the following:

1. High School Diploma
2. General Education Diploma (GED)
3. Secondary School Certificate if entering from a non-U.S. system.
4. U.S. Military Form DD214

NON-RESIDENT STUDENTS:

1. Passport or Birth Certificate
2. Social Security Card (if any)
3. Alien Registration Identification Card from A.S. Immigration Office (See Immigration Classifications Listing)
4. Immigration Board Authorization (authorization to attend ASCC: Verification of Immigration Status)
5. Secondary School Certificate if entering from a non-U.S. system.

Responsibility	Admission Officer	SOP #	DOSS-ADM-03
		Policy:	ASCC Placement Test, SAT, ACT, TOEFL test scores
Page #	Page 10 of 154	Scope	Applicants/Prospective Students
Title:	ASCC Placement Test	Last Reviewed/Update Date	6/12/2020 9:50 AM

I. ASCC Placement Test

All new students are required to take the placement tests in Math and English (Reading and Writing). Current SAT and ACT examination scores may be used for placement (within five years).

Prior to the Scheduled Test Date
1. See Academic Calendar for placement test dates;
2. Secure classrooms for test before the scheduled test dates;
   - Route Facility Request form, copy all personnel involve (housekeeping/janitors; securities, finance office, etc.)
   - Make sure that there are rooms assigned for both the morning (9:00am) and afternoon (1:00pm) test seating;
3. Send test information for public announcement after securing an approved Public Information Release (PIR) form from IE.
4. Contact CAPP Chairperson to assign faculty for Writing Test grading;
5. Prepare Personnel Action Request (PAR) for faculty payment;
6. Prepare all test materials for both Math and English subjects- make sure that there are enough test materials with answer sheets;

Test Date
1. Direct students to the Finance Office to pay the listed testing fee of $10.00 and;
2. Students must turn in payment receipt before entering testing facility;

3. Students are briefed by the proctor of testing instructions;
4. After the test, test proctor must collect all test materials and answer sheets and return to the Admissions Office;

<u>Test Scores</u>
1. Raw test scores for ASCC placement test for English (Reading and Writing) and Math are rated to equivalent placement scores using the Placement Testing Scale chart for ASCC;
2. Raw test scores listed on the SAT score sheet provided by student are also rated to equivalent placement scores using the Placement Testing Scale for SAT (see guidelines for SAT score equivalencies to ASCC Reading, Writing and Math score);
3. Use the guidelines for converting (Concordance Tables) ACT Scores to SAT scores and find the equivalencies to ASCC placement scores;
4. Prepare a spreadsheet with student's placement in English (Reading and Writing) and Math scores ready for data entry **(SOP #ADM-05)**

NOTE: Student must use either Placement Test, SAT or ACT scores. However, scores cannot be mixed and matched. The student has the right to choose which test scores to use for placement. Admissions Office, at their discretion, will use highest test scores if student does not specifically say otherwise.

Late Placement Test:
   o **Late Placement Test fee is $20.00**
   o **Follow the same guidelines as the regular placement test.**

Unscheduled Placement Test:

Request must be approved by Dean of Student Services, Vice President of Academic and Student Affairs and President. (Unscheduled Placement testing are provided to accommodate new students who were not able to meet the scheduled Placement and Late Placement tests as well as students who are interested in attending the CAPP Second Session;)

   o **Unscheduled Placement Test fee is $30.00;**
   o **Follow the same guidelines as the regular placement test.**

ASCC
PLACEMENT TESTING SCALES

ASCC TEST

MATH
SCORE	PLACEMENT
65 - 70	155/250
60 - 64	151/155
55 - 59	90
54 - BELOW	80

READING
SCORE	PLACEMENT
28 - 40	150
21 - 27	90
14 - 20	80
19 - BELOW	70

WRITING
SCORE	PLACEMENT
18 - 20	151
15 - 17	91
16 - 11	81
10 - BELOW	71

SAT CUT OFF

MATH
SCORE	PLACEMENT
600 - ABOVE	280
499 - 599	155/250
400 - 498	151/155
360 - 399	90
359 - BELOW	80

READING
SCORE	PLACEMENT
400 - ABOVE	150
369 - 399	90
297 - 368	80
296 - BELOW	70

WRITING
SCORE	PLACEMENT
400 - ABOVE	151
369 - 399	91
297 - 368	81
296 - BELOW	71

		SOP #	DOSS-ADM-04
Responsibility	**Admission Office**	**Policy:**	**New Student Orientation**
Page #	**Page 12 of 154**	**Scope**	**Prospective Students**
Title:	**ASCC Orientation**	**Last Reviewed/Update Date**	**6/12/2020 9:50 AM**

Description:

The ASCC New Student Orientation (NSO) is to inform all incoming (new, early, dual and transfer) students to ASCC on general information about the college. This includes information on available support services and programs.

The NSO is an academic calendar event and it takes place during the week prior to the Registration period. (Note: This is subject to change based on the college's discretion).

Procedures:

PREPARATIONS:

1. Complete the "Facility Use Request Form" and route for approval;
2. Inform the public through media on the dates of the NSO;
3. Admissions Office informs all students who sat the placement test and completed the Admissions application of the slated NSO dates;
4. The Admissions Office creates the NSO Program/Agenda:
   a. The Orientation Program is made up of presenters representing various college departments and services, whose content will become part of the NSO presentation. Presentation team may include the following:
      1. DOSS
      2. Book Store
      3. Campus Security
      4. Finance
      5. MIS
      6. Division of Academic Affairs
5. Send out reminder notices to the presenters as identified in the program;
6. Final set up preparations (i.e. Auditorium sound system and set up).

NSO EVENT:

1. All NSO participants must sign in and pick up orientation packets (if any);
2. All scheduled presenters must be present and follow the approved agenda;
3. At the end of the NSO, Admissions Office disseminates the "NSO Evaluation Form" to all participants;
4. Admissions Office collects and compiles all NSO evaluation forms, submits to the Dean of Student Services for review and submission to IE for data assessment.
5. The NSO assessment results will be used to improve future NSO events presentations and programs.

I. Entering a "New Applicant" for Admission

Go to SHAP (Short Application Entry)
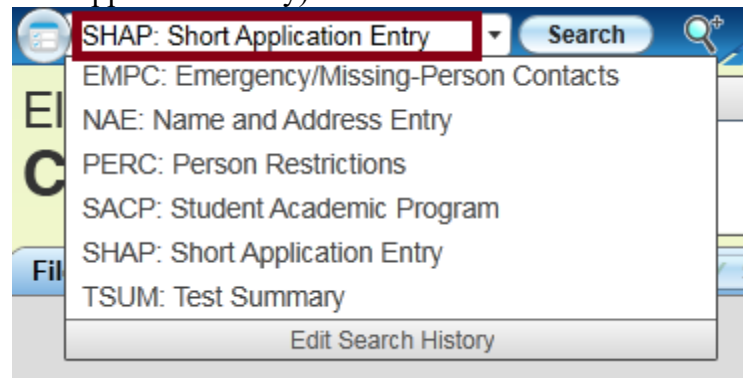
Enter Last Name (comma) First Name. There will be a prompt saying that student does not exist, click "Y" for yes. You will then be automatically taken to "NAE" to fill out student's information.

Field	Description	Examples/Notes
Prefix	Enter the prefix of student (filling this out will auto-fill in the Sex M/F)	*Mr.*
Name LFM (Last, First, Middle)	Enter students name according to Social Security Card (include apostrophes and hyphens). Use birth certificate name if there is no SSC.	*Test, Adam*
Suffix	Enter if applicable	*(Jr., Sr. or III etc.)*
Address	Enter students local PO Box number	PO Box 0
CSZ/Country	Enter local address (shortcut: type 96799 in first box, address will auto-fill).	*Pago Pago, AS, 96799*
Res Cnty/	Type "…" and select village student is from. And fill in again in the next cell.	*ILI - Iliili*
Country	Type AS in the next two cells.	*AS - American Samoa*
Phone/Ext/Type	Type in student's phone numbers. There are three phone number types: HOM, CEL & OTH	*684-123-4567*
SSN	Type in student's Social Security Number	
Sex	This will be auto-filled if you filled in correct prefix. If not, type in M - male or F - female.	*M*
Birthdate	Enter student's birthdate according to birth certificate	*01/01/2001*
Archived Ethnic	Enter in student's archived ethnic. You can type "…" for options.	*SAM - Samoan*
Email Address(es)	Enter in student's email address.	*adamtest@email.com*

After saving all information, you will be redirected back to "SHAP" to fill in additional information.

SHAP - Short Application Entry

Field	Description	Examples/Notes
Start Term	Anticipated Term of Entry	*2020SP*
Catalog	What catalog will the student be following	*2018-2020*
Acad Pgm	Entry of academic program person seeking	*NONDEGREE*
Admit Stat	Enter the admit status of applicant	*NEW*
Citizen	Enter the applicant's citizenship	*WS - Samoa*
Language	Enter primary language of applicant	*EN – English*
Appl Dt	Today's date will default or change	*03/03/20*
Marital Stat	Enter the marital status	*Sin - Single*
Res Stat	Enter the resident status (note this will be used for billing)	*RES – Resident*
Special Serv	Enter the special services, if applicable or blank	
Student Type	Enter the applicable student type (will be used for billing)	
Appl Stat	**The default status will be APPL for applied. Change only if necessary for a new applicant. Once decision made, change to MS for move to student.	*APPL*

Institutions Attended *	Enter the institutional name (use proper lookup techniques), enter the years attended or end year for high school, and grad type for high school only. Only type "Y" if student provided documentation.	Fa'asao Marist High School
Department Degrees Majors	Will automatically upload information	*ARO Admissions and Records*

* Institutions Attended: Some institutions may not be in the system. You can add the institution by following the prompts and adding the institution type/level (e.g. high school).

Next step is to enter the birthplace of student by clicking on the "Addnl Info" and selecting "BIO".

SHAP - Short Application Entry

Field	Value
Start Term	2020SP2020 Spring Semester
Catalog	2018 2018-2020 Catalog
Acad Pgm	NONDEGREE
Location	MAP Mapusaga Campus
Department	ARO Admission and Records
Degree	
Majors	1
Ant Cmpl Dt	
Admit Stat	NEW New to ASCC
Ed Goals/Dt	1
Orig Ed Goal	
Citizen	WS Samoa (western Samoa)
Language	EN English

Field	Value
Appl Dt	03/03/20
Marital Stat	Single
Res Stat	RES Residen
Privacy	
Special Serv	1
Veteran	1
FA Intent	No
Intended Load	
Employment	
Student Type	
Bal/Pay Now	N
Addnl Info	X

Appl Stat APPL Applied   03/03/20   02:33PM   Decision

Institutions Attended | **Years** | **Attended** | **Grad Type**

	Institutions Attended	Years	Attended	Grad Type
1	Faasao Marist High School		- 2019	y
2				
3				

Menu

Select Item

- BIO - Biographic Information
- SSTR - Secondary School Transcript
- EXTS - External Transcript Summary
- TSUM - Test Summary
- NCWS - Noncourse Work Summary
- ARFA - Application References/Appts
- HACT - Applicant Honors/Activities

Selected Item

OK   Cancel   Help

Field	Description	Example / Notes
Birthplace	Enter the Applicant's birthplace	Western Samoa Please note that you have to enter the **City, State/Country** Pago Pago, AS

Information on students with ASG Immigration Identification must be entered in **FPER** *(Foreign Person)* that is also under the "Addnl info" menu.

Enter the following information:

Field	Description	Example/Notes
Alien Status/Reg Nu	Enter the applicant's alien status based on the Immigration Status listed on the ASG Immigration Board Authorization	R Resident Alien
Reg/Nu	Enter the ARN number on the ASG Immigration Identification	ARN12345
Visa Type	Enter the Immigration type listed on the ASG Immigration Board Authorization	P5 Unskilled Laborer
Citizenship Country	List country of citizenship – where applicant was born	WS
Residence Country	List country of residence – does not necessarily mean an applicant's place of birth	AS American Samoa
Immigration Status	Enter the applicant's immigration status based on the ASG Immigration Board Authorization	RA – Resident Alien
Birth City	Enter the applicant's birth city	Apia
Birth Country	Enter the applicant's birth country	WS

Once saved out, go to the menu and click on "EMPC" to enter the student's Emergency Contact Information.
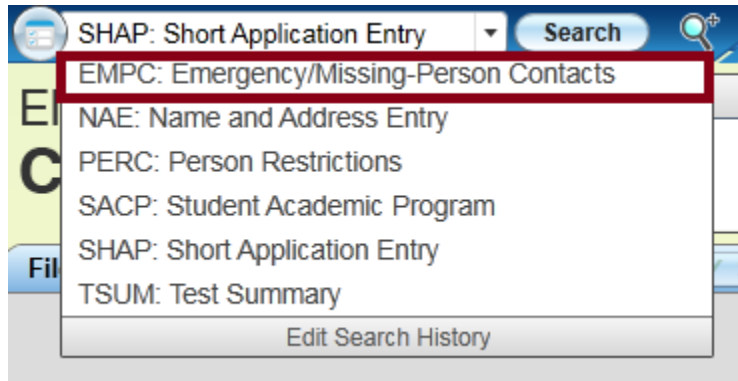
Shortcut: You can type in "@" to go back into the student's file that you were last on. If not, you can enter student's ID number, last and first name or social security number to search for their file.

If the person indicated special accommodations, the bottom of the **EMPC** *(Emergency Information)* form must be completed.

Field	Description	Notes/Example
Emergency Contact Name	Enter emergency contact name and relationship	Adam Test Sr. Father
Emer Contact Missing-Person Contact	Enter in Y or N?	
Daytime Phone	Enter emergency daytime phone number	123-4567
Evening Phone	Enter emergency evening phone number	000-1234
Other Phone	Enter emergency other phone number	000-5678

*NOTE: Should you still be missing a document (i.e. SSC, Identification, etc.) and need to place a restriction hold on the applicant's record, enter **PERC** and enter the restriction accordingly.*

Field	Description	Example/Notes
Restrictions	Enter the type of restriction	ADM - Admissions Hold
Start Dt	Enter when the restriction should commence	03/03/20
End Dt	May be left blank or enter a specific end date	
Comm	Click the "blue box" to enter details about the restrictions	

NOTE: Make sure to "Timestamp" and "Save" the entered comments.

II. Entering "Placement Test Scores"

Once the Excel spreadsheet listing of English and Math Placement scores are received, go to **TSUM** (Test Summary) to enter raw test score information. This is the same for when SAT scores are received from mail or from applicant.

Field	Description	Example/Notes
Admissions Tests	Once the Admission Test is entered, pressing the "Enter" key will take you to the Test Scores form.	ASCC.R (Reading) ASCC.W (Writing) ASCC.M (Math) *Or for SAT Scores* *SAT.R* *SAT.W* *SAT.M*

Field	Description	Example/Notes
Title	Title of the Test	ASCC Reading
Date Taken	Enter in the date the student took the test	03/03/20
Score/Pct	Enter in raw test score	32

NOTE: After saving out of ASCC Reading, use "Test Look Up" to enter in ASCC.W to insert writing scores and then again, ASCC.M to enter math scores. After all scores are inputted, "Save All".

III.   **To assign advisors for students GO to SACP** (Student Academic Program)

Type student Name in person lookup and press ENTER.

Detail to "Advisors"

Detail to "blue box"

- Type faculty name in Faculty Look Up and **Save** to view the next window. Select faculty name by entering the number under controller LookUp and press the save icon or just press the Enter key.
- You can also type in the Faculty ID number directly.

> **Note:** Advisors are assigned according to the students program and students must be distributed equally among the faculty in the program.
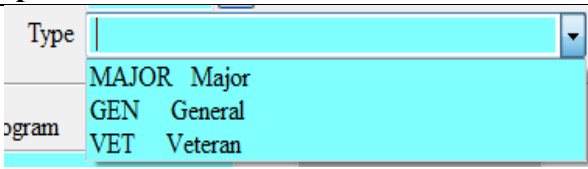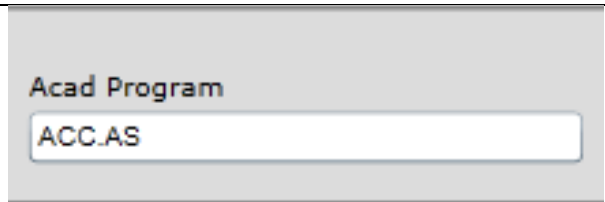
Next step is to fill in "Type" and "Acad Program".

Field	Description	Example / Notes
Type	Select "major" from dropdown menu	Type [▼] MAJOR Major GEN General ogram VET Veteran
Academic Program	Enter"…" and select the appropriate academic program.	Acad Program ACC.AS

Responsibility	Admission Office	SOP #	DOSS-ADM-06
		Policy:	ASCC Admissions, Admission Procedures, Early Admission, Residency Requirements
Page #	Page 27 of 154	Scope	Prospective & Current Students
Title:	Residency Tuition Status Application	Last Reviewed/Update Date	6/12/2020 9:57 AM

Description:

For the ASCC Admissions Office to determine that the prospective student applying is qualified to receive the American Samoa Residency Tuition Status, documents must be provided to prove residence in American Samoa for the last five consecutive years.

Documents such as:
- Verification from D.O.E Student Services/Private School based on Student Performance Record.
- High School Diploma and Elementary 8th Grade Certificate
- Immigration ID with CA status
- Verification Letter from Employer verifying length of employment.
- Any other document submitted must be approved and accepted by the Admissions Officer.

Veterans Access Fees and Tuition Policy (*currently updating form to add in policy).
Resident rates are granted to GI Bill recipients who are not U.S. Citizens or Nationals based on the Section 702 of the Veterans Access, Choice and Accountability Act of 2014. Supporting documents must be submitted along with the application.

Procedure:

1. Student picks up American Samoa Residency Tuition Status Application from the Admissions Office;
2. Student completely fills out application and turns into Admissions Officer with supporting documents;
3. Admissions Officer approves or declines student's application according to the

documents turned in with application and alignment of ASCC policies;
4.   If declined, student will be notified and no changes will be made to their residency status. B. If approved and student is applying for residency tuition status the same semester they entered ASCC, the Admissions Data Entry Clerk can change the status on SHAP.
5.   If student is applying for residency tuition status after the semester they entered ASCC, their name and student ID will be forward to the Registrar to change their residency status.

Residency Tuition Status Application:

American Samoa Community College
AMERICAN SAMOA RESIDENCY TUITION STATUS APPLICATION

Policy: "A non-U.S. Citizen/National can apply for 'American Samoa Residency Tuition Status' if the student has resided in the Territory of American Samoa for five consecutive years prior to applying for admissions [...] Supporting documents must be submitted along with the application."

ASCC 2016 – 2018 General Catalog page 11.

For the ASCC Admissions Office to determine that the prospective student applying below is qualified to receive the American Samoa Residency Tuition Status, documents must be provided to prove residence in American Samoa for the last five consecutive years. Documents such as:
- Verification from D.O.E Student Services/Private School based on Student Performance Record.
- High School Diploma and Elementary 8th Grade Certificate
- Immigration ID with CA status
- Verification Letter from Employer verifying length of employment.
- Any other document submitted must be approved and accepted by the Admissions Officer.

STUDENT I.D. #	LEGAL NAME		
_ _ _ _ _ _	LAST	FIRST	MIDDLE / SUFFIX

CITIZENSHIP (Choose one that Applies)

☐ Chinese   ☐ Korean   ☐ Samoan   ☐ Other
☐ Fijian   ☐ Philippines   ☐ Tongan

_____ (Please Specify)

APPLICATION CERTIFICATION

I certify, under penalty of perjury, that the information on this American Samoa residency tuition status application is true and correct to the best of my knowledge. I understand that willful omission or falsification of information may result in my dismissal. I further understand that I am required to produce certified documents relevant to the determination of my residency status.

Student Signature: _____   Date: _____

FOR OFFICE USE ONLY

Documents must be dated from as early as: (Month/Year)	Documents Provided & Copies Attached:
__ __ / __ __ __ __	

APPLICATION APPROVED BY	APPLICATION DECLINED BY	REASON
DATE	DATE	

ADMISSIONS FORM # 2

REVISED 10/4/17

Responsibility	Admission Officer	SOP #	DOSS-ADM-07
		Policy:	ASCC Admissions, Admission Procedures, Early Admission, Residency Requirements
Page #	Page 29 of 154	Scope	Prospective & Current Students
Title:	Transfer Evaluation	Last Reviewed/Update Date	6/12/2020 9:58 AM

Description:

A request to accept credits earned at other colleges or universities, or military or life experience credits must be made to the Admissions Office.

Procedures:

I. College Credits

1. Student request for official transcript from prior college or university institutions to be sent directly to the American Samoa Community College;

2. The Admissions Office determines the courses that are transferrable to ASCC by way of visiting online college or university catalogs or with previously set Memorandums of Understanding (MOU) or by articulating the equivalency with ASCC course descriptions and that the grade is a "C" grade or better;

3. The Evaluation of Transfer Credits form is then filled out and routed with course descriptions from the institution for the appropriate department chairperson(s) for approval;

4. The form is then routed to the Dean of Academic Affairs for approval;

5. Lastly, the form with the official transcript attached is routed to the Registrar for final approval and transfer in of credit(s).

I. Military Credits

1. Military students or personnel request for official transcript from Joint Services Transcript website: https://www.military.com/education/timesaving-programs/the-joint-services-transcript.html along with other prior college or university institutions to be sent directly to the American Samoa Community College;

2. The Admissions Office determines the courses or military work experience that are transferrable to ASCC with the assistance of the American College Education (ACE) by articulating the equivalency with course and military work experience descriptions applicable to ASCC course descriptions. Credit recommendations are at the discretion of the institution. The grade of a "C" grade or better policy also applies;

3. The Evaluation of Transfer Credits form is then filled out and routed with course descriptions from the military for the appropriate department chairperson(s) for approval;

4. The form is then routed to the Dean of Academic Affairs for approval;

5. Lastly, the form with the official transcript attached is routed to the Registrar for final approval and transfer in of credit(s).

Evaluation of Transfer Credits Form:

American Samoa Community College
EVALUATION OF TRANSFER CREDITS

Student Name:	Date of Evaluation:		
SS Number:	Veteran: Yes ( ) No ( )		
Type of Evaluation: College Credits ( ) Military Credits ( ) Work Experience ( )	Military Branch:		
Institution Name:			

Term/Year	Course Name	Credit	Grade	ASCC Equivalent and Course Alpha	Credit	Department Signature
		Total			Total	

Comments:	
	Admissions Officer Approval & Date
	Dean of Academic Affairs Approval & Date
	Registrar Approval & Date

ADMISSIONS FORM # 3   REVISED 02/17/2017

COUNSELING

Responsibility	All Counselors of Counseling Services	SOP #	DOSS-COUNS-01
		Process: See Appendix #3 – Comprehensive Student Support Counseling Services	Academic, Career, Personal, Transfer/Career, and Veterans Affairs Counseling
Page #		Scope	All Enrolled Students (New, Continuing, and Returning); Prospective and/or Alumni Students
Title:	Counseling Services Intake	Last Reviewed/Update Date	6/12/2020 9:58 AM 9/15/2020 8:30 AM

Description:

All students including the community requesting services from the DOSS Counseling Services offices are afforded the listed services under the Division of Student Services. To provide effective services, all enrolled students (New, Continuing, and Returning), Prospective and/or Alumni, are required to initiate the process by signing in to be assessed, referred, and to progress through college based on the needed service.
Please refer to the Comprehensive Counseling Services diagram in Appendix

Procedures:

Students are received through the following: Walk-Ins, Referrals, and/or Appointments.

STEP 1 – INTAKE of Information:

1. Have the student sign in and complete the "**Counseling Intake Form**"; with any available DOSS counselor

American Samoa Community College - DOSS Counseling Services **(#1a)**
INTAKE

Walk - In ☐   Referral ☐

Student Name: _____ID#:_____Today's Date:_____

D.O.B.: _____Age :_____   Gender: Female_____Male_____

Physical Address: P.O. Box_____Village:_____Zip Code:_____

Home Phone: _____Cell Phone:_____Work Phone:_____

Email: _____Ethnic Background: _____

_____

Years at ASCC: _____   **Major:_____ Advisor: _____**

Full-time: _____   Part-time: _____Transfer from another School:_____

Counseling Services before? _____

NOTE: Please attach copy of transcript and course schedule or advising sheet

Confidentiality Statement*: The Counseling Division is responsible for receiving, recording and maintaining all information disclosed for its services. All documentation in the student's file is treated confidentially and will not be released to anyone without the student's written consent or confidentiality release signed by the student.*

    2. Based on the completed form, evaluate student's request for counseling service.

STEP 2 – ASSIGN for Service:

    1. Refer student to the appropriate counselor for assistance and or other support services on campus;

    2. Complete the "Counseling Referral Form" and direct student to the appropriate counselor or support service

    3. Create student file (Refer to the **FOR STUDENT FILE** section)

American Samoa Community College
DOSS Counseling Services
REFERRAL FORM (RF2)

Referred By: _____Department_____

Date Referred:_____Name of Student: _____Gender: F   M

Reason for Referral:

_____

_____

_____

Please provide a brief discussion with student (if any)

For Academic referrals only: Were there any response to interventions provided? Please specify.

☐ Please check the box if you request follow up information on the above mentioned student

Signature of person who is making the referral: _____

Confidentiality Statement: *The Counseling Division is responsible for receiving, recording and maintaining all information disclosed for its services. All documentation in the student's file is treated confidentially and will not be released to anyone without the student's written consent or confidentiality release signed by the student.*
(Revised 9/15/2020)

    4. Advise student to return the form to you to ensure visit status and satisfaction.

STEP 3 – FOLLOW UP:

    1. Process or initiate the contact with the assigned counselor and follow up with the student progress.

    2. Be sure to advise assigned counselor to have the student complete the "**Counseling Service Satisfaction Survey/Questionnaire.**"

COUNSELING SERVICES STUDENT SATISFACTION SURVEY (#2)

The counseling office is interested in obtaining your comments about the services offered to you. Your feedback helps us to improve the quality and effectiveness of the counseling services. Please complete this survey and return it to the designated counselor.

> Please rate your overall satisfaction with your experience on a scale of 1 to 5 (5 being the best)
>
> **5** – True to a great extent   **4** – Mostly true   **3** – Somewhat true   **2** – Not at all true **1** – Does not apply

1. I was treated considerately and respectfully by the counseling staff

          5   4   3   2   1

2. My counselor acted professionally

          5   4   3   2   1

3. I felt safe to talk about my issues in counseling

          5   4   3   2   1

4. My academic performance has improved as a result of my participation in counseling services

          5   4   3   2   1

5. Counseling services increased my understanding and appreciation of human differences. (i.e. personalities, ethnicities, sexualities, etc.)

          5   4   3   2   1

6. Do you have additional comments? If so, please specify:_____

_____

Thank You ☺

3. Request a report from the assigned counselor on service activity (action and progress report) for student file and closure. *Note: Report is based on the office's required reporting period.*

FOR STUDENT FILE:

1. Create an intake checklist in the student file;
2. Create a student file/record of visit;
3. Include completed **"Counseling Referral Form";**
4. Include Assessment Form
5. Include completed "**Counseling Service Satisfaction Survey/Questionnaire.**"

Note: Checklist must include the above forms.

		SOP #	DOSS-COUNS-02
Responsibility	**All DOSS Counselors**	**Policy:**	**Academic, Career, Diversity, Personal, Transfer and Veterans Affairs**
Page #		**Scope**	**All Enrolled Students**
Title:	**Academic Counseling**	**Last Reviewed/Update Date**	**6/12/2020 10:00 AM** **9/15/2020 8:00 AM**

Description:

Counseling services provide academic, career, personal, transfer, veterans, and diversity counseling, assists with orientation of new students, implement outreach activities, offer crisis intervention, and optimize follow up and referral services to all current, prospective students, 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 diverse student population requiring assistance, and students are encouraged to seek help from the counselors for the following services:

<u>**Academic Counseling**</u>

Procedures:

When students request Academic Counseling based on the Intake "**Counseling Referral** Form" and/or **"Assessment"** form, Counselors shall:

1. Assess and counsel students with low grades and students on academic probation and create an academic plan with the student(s) to improve their progress.

   a. Request student academic information (academic transcript and semester course schedule) from the Records Office;
   b. Review the student's academic information for corrective Academic plan;
   c. Initiate contact with the student's instructors and Academic Advisor and gather information on the student's performance;
   d. Discuss corrective plan with student and have student sign an agreement on discussed plan;
   e. Review student progress at the end of the semester;
   f. Follow through with the student in the beginning of the subsequent semester.

2. Have the student complete the "**Counseling Service Satisfaction Survey/Questionnaire**" and submit to the Program Director of Counseling

Services.

3. Submit report of counseling assessment to the Program Director of Counseling Services based on the required office reporting period.

American Samoa Community College – Counseling Services
ASSESSMENT (#1b)

Name:	Date of Assessment:

1. What is the purpose of student's visit or referral?

2. Student's Written Statement: [Please explain in details your situation or condition]

3. Counselor's recommendation(s)

4. Will the student have a follow up appointment? If yes, write in the date and time

_____ Yes,   Date: _____Time:_____

_____No,   [Please fill out counseling services survey]

Confidentiality Statement: *The Counseling Division is responsible for receiving, recording and maintaining all information disclosed for its services. All documentation in the student's file is treated confidentially and will not be released to anyone without the student's written consent or confidentiality release signed by the student.*

		SOP #	DOSS-COUNS-03
Responsibility	**DOSS Counselors**	**Policy: Low Grade Reporting Period**	**Counseling**
Page #	**Page 36 of 154**	**Scope**	**All Enrolled Students**
Title:	**Low Grade Reporting**	**Last Reviewed/Update Date**	**3/11-12/2019 9:00 AM** **6/12/2020 10:00 AM**

Description:

The Low grade reporting period as scheduled in the college calendar occurs four weeks after instructions begins every semester except for the summer sessions. However, this should not stop college instructors from referring their students to the counselors during the summer sessions.

This is a Counseling intervention effort to help faculty and students assess their academic progress in the class and discuss a plan to assist students in completing the class successfully or other necessary options agreed on by the instructor and student.

Procedures:

The Program Director of Counseling or assigned Counselor (by the Dean of Student Services)

1. At the beginning of the Low Grade reporting period (4th week of instruction), send out a general memo to the Dean of Academics and Chairpersons via the Dean of Student Services;
2. Memo should remind faculty of the reporting period ending on the 8th week of instructions.
3. Advise the faculty on the Student Reporting/Referral process.

Student Reporting/Referral by Faculty:

1. Faculty submits list (email) of students to Program Director of Counseling following the referral process;
2. Faculty encourages students identified to seek academic counseling assistance from DOSS counselors.

Actions by the Program Director of Counseling:

1. Within the reporting period (4th to the 8th week of instructions), collect all "Low Grade Reporting" list submitted by the faculty;
2. Assign reported students to the DOSS Counselors;
3. Keep record of the students and counselor assigned;
4. Inform the respective faculty via e-mail or memo to send student to see the assigned counselors;

Note: DOSS Counselors to complete the "Low Grade Reporting Form"

Division of Student Services
Counseling Services
Low Grade Reporting Form   *(#4)*

Instructions: Student's must return a copy of the form to the Instructor as verification of the meeting with a DOSS counselor.

Instructor / Class:_____

Student:_____ **Date:**_____

Academic Status/Grade:_____

Student's Issues/Challenges:

Counseling Services:
Counselor:_____ **1st Visit Date:**_____
Appointment (Y) (N)   **Date (Y):**_____
Follow –up Date:_____
Comments/Plan for Student:

Counselor's Signature/ Date:_____

*Counselors please print a copy of the form for the student and keep the original for our files….

Received by: (Faculty)_____ **Date:**_____
Last Revised: Fall 2016
Current revision: September 20, 2017 *Revised again March 2019*

Actions by the Designated Counselor:

Be sure to review the received Low Grade Reporting form prior to student visit. It is good to request the academic information from the Records Office and also recommended to have the student access his/her online academic information and provide the academic transcript to the counselor.

For your assigned students:

1. Review and assess the "**Low Grade Reporting"** form to begin discussions and generate an effective plan of action ensuring student success and retention;
2. Based on discussions and review, draft an Academic Action plan for recommendations to best support the student in their academic effort.
3. Discuss corrective plan with student and have student sign an agreement on

discussed plan;

4. Have the student complete the "**Counseling Service Satisfaction Survey/Questionnaire**";
5. Submit the "**Counseling Service Satisfaction Survey/Questionnaire**" to the Program Director of Counseling Services;
6. Submit report of counseling activity to the Program Director of Counseling Services based on the required office reporting period;

FOLLOW-UP

1. Review student progress at the end of the semester;
2. Follow through with the student in the beginning of the subsequent semester.

Personal Counseling

Responsibility	DOSS **Counselor**	SOP #	DOSS-COUNS-PERS-04
		Policy:	Counseling
Page #		Scope	All Enrolled Students; All Alumni/Prospective Students
Title:	Personal Counseling; YANA	Last Reviewed/Update Date	3/19/2019 9:00 AM 6/12/2020 10:01 AM

Description:

The DOSS Counselors provide personal counseling support services to all students at ASCC.

Procedures:

When students request Personal Counseling based on the Intake "**Counseling Referral** Form":

1. Complete "**Personal/Confidential Data Form"** (For office information ONLY);

Division of Student Services
Counseling Services
(CF #6)

Student Confidential Data Form: (Consent)
Counseling services provides academic, personal, career, and transfer counseling for ASCC students. Please sign in on the Sign – in form prior to the counseling session.

CONFIDENTIALITY
Counseling is confidential. Information obtained during counseling sessions will not be disclosed to any outside persons or agencies without your written consent (permission), except when required by law (e.g., where there is reasonable suspicion of abuse of children or elderly persons, where the client presents a serious danger of violence to another, or where the client is likely to harm him/herself unless protective measures are taken). As part of the counseling process, your counselor may consult with or receive supervision from another member of the counseling staff.

Did the student meet with a Counselor? Yes_____ No_____ Does Not Apply_____

Counseling session: At your visit with a counselor, the two of you will discuss the issues that lead you to meet with a counselor. The counselor will talk to you about how the counseling office is best able to provide you with the kind of help you need. When the Counselor is unable to provide the type of service you need or request, we will refer you to an appropriate on campus office/service or outside agency.

Scheduling appointment:
When you request services at the Counseling offices, time is reserved on a counselor's schedule for your appointment. Thus, missed or canceled appointments prevent valuable and limited staff time from being offered to other people in need.
In an effort to insure that the Counselor is providing services in the effective manner possible, please comply with the following:
Call or email if you will be late for an appointment
Call or email if you need to cancel or reschedule an appointment.

I have **read and understand the** above Consent information. I **understand that** I may ask my **counselor for additional information** should I need it.

Student Signature_____Date_____

Witness by: _____Date_____

Revised with updates: March 11, 2019, by PD of DOSS Counseling Services

1. Conduct further assessment of student's request or need;
2. Based on information collected, counseling will take place with the student to ensure s/he is aware that help is available (but not limited to) through:
   (a) On-going counseling
   (b) You Are Not Alone (Y.A.N.A.) program
   (c) Peer Mentors
   (d) Other related services (off campus if needed)
3. Based on discussions and review, further counseling or referral of student to the appropriate support (***See NOTE at the end of this section***), depending on the issue at hand;
4. Have the student complete the "**Counseling Service Satisfaction Survey/Questionnaire**";
5. Submit the "**Counseling Service Satisfaction Survey/Questionnaire**" to the Program Director of Counseling Services;
6. Submit report of counseling assessment to the Program Director of Counseling Services based on the required office reporting period;
7. Designated counselor to review student progress at the end of the semester or as necessary;
8. Follow-up (if necessary) with the student for any update or progress.

The **You Are Not Alone (YANA)** program is for students-who are in need or want someone to talk to. The designated Counselor coordinates the program with assistance from the peer mentors.
Peer Mentors: Interested students will apply during the first to second week of instructions to the counselor coordinating the peer mentoring program, orientation will follow.
   Procedures*: (Upon availability)*
   1. The counselor maintains and safeguard the phone at all times:
      a. Charge the phone to ensure battery is always up and running
      b. Protect and secure the phone to avoid lost, misplaced or stolen

   2. The counselor will monitor all incoming calls and document data which includes, but not limited to:
      a. Name of the caller (if required)

NOTE: *For cases that might require <mark>professional intervention</mark> and/or further outside assistance, the counselor will inform the supervisor whereby, appropriate referral will take place in accordance with ASCC policies and procedures.*

Transfer Counseling

Responsibility	DOSS Counselor	SOP #	DOSS-COUNS-TRANS-05
		Policy:	Counseling
Page #	Page 41 of 154	Scope	All Enrolled Students; Prospective & Alumni Students
Title:	Transfer Counseling for Students Transferring to Institutions of Higher Education	Last Reviewed/Update Date	3/19/20 9:00 AM 6/12/2020 10:01 AM 9/15/2020 9:00 AM

Description:

Transfer Counseling provides assistance to ASCC students who are planning to transfer or are in the process of transferring to an off-island college or university or to the workforce.

Procedures:

When students request Transfer counseling based on the Intake "**Counseling Referral Form**":

Transferring to Institutions of Higher Education

1. Counselor conducts research and collects information of the student's transferability issue e.g. the student's school(s) of choice, application requirements, deadlines, financing options, etc.;

2. Based on the information collected, a transfer plan of action is developed to initiate the student's transfer process;

3. The transfer plan of action is presented to and reviewed with the student to ensure the student fully understands the plan;

4. Follow-up and track student's transfer progress whether the student has completed the transfer application, submitted official transcripts, or if the transfer application has been accepted or rejected;

5. The counselor provides assistance as needed;

Additional Activity by the Counselor to Complete Process :

1. Have the student complete the "**Counseling Service Satisfaction Survey/Questionnaire**";
2. Submit the "**Counseling Service Satisfaction Survey/Questionnaire**" to the

Program Director of Counseling Services;

3. Submit report of counseling activity to the Program Director of Counseling Services based on the required office reporting period;

Career Counseling

Responsibility	DOSS Counselor	SOP #	DOSS-COUNS-CAR-06
		Policy:	Counseling
Page #	Page 42 of 154	Scope	All Enrolled Students; Alumni
Title:	Career Counseling	Last Reviewed/Update Date	6/12/2020 10:01 AM
			9/21/2020 11:30 AM

Description:

The Career Counselor works with the students in career exploration and planning and guides them through the career and life-planning process.

Procedures:

When students request Career counseling based on the Intake "**Counseling Referral Form".**

1. Assess the student's career path interests and or provide guidance career explorations;
   a. Use an online career interest surveys or inventories;
   a. Provide online and or additional resources (SOC Guide, Career Explorations Guide, etc.)

2. Based on the information collected, a career counseling plan of action is developed;
   a. Develop student's career profile to include the following checklist:
      i. Educational information (Credentials)
      ii. Resume (Work Experiences)
      iii. Extra-curricular/Co-curricular Information

   If Student Needs Assistance with Job Applications:
   1. Assist with Student Portfolio to include all the #2.

Additional Activity by the Counselor to Complete Process :

1. Have the student complete the "**Counseling Service Satisfaction Survey/Questionnaire**";
2. Submit the "**Counseling Service Satisfaction Survey/Questionnaire**" to the Program Director of Counseling Services;
3. Submit report of counseling activity to the Program Director of Counseling Services based on the required office reporting period;

Diversity Counseling

Responsibility	Program Director of Counseling and/or designated Counselor	SOP #	DOSS-COUNS-DIV-07
		Policy:	Counseling
Page #		Scope	All Continuing Students; All Students needing Reasonable Accommodations (prospective and current students)
Title:	Diversity Counseling	Last Reviewed/Update Date	6/12/2020 10:02 AM 9/21/2020 12:00 AM

Description:

Diversity Counseling provides support services to students with certified disabilities at ASCC. Student with disabilities are encouraged to contact the Student Services in advance to ensure special and reasonable accommodations.

Procedures:

When students request Diversity counseling based on the Intake "**Counseling Referral Form.**"

1.   Assist the student with completing the "**Student Accommodation Request Form**."

ASCC Division of Student Services
Counseling Services
Request for Accommodation
(RA form #5)

Name: First	Last	ASCC ID#
Cell /Phone:	Email:	Address:
High School Graduated	Anticipated year of graduation from ASCC:	Transfer Student (circle answer) Yes No
Scholarship Recipient (circle answer) Yes No	Major:	Career Objective:

Please indicate your disability. Check all that apply

O ADHD	O LEARNING DISABILITY	O PSYCHOLOGICAL / PSYCHIATRIC	O CHRONIC MEDICAL

O TRAUMATIC/ACQUIRED BRAIN INJURY	O BLIND/LOW VISION	O DEAF/HARD OF HEARING	O NEUROLOGICAL
O AUTISM SPECTRUM DISORDER	O COMMUNICATION/SPEECH LANGUAGE	O PHYSICAL/MOBILITY IMPAIRMENT	O ALLERGY
O SUBSTANCE ABUSE RECOVERY	O OTHER		

In as much detail as possible, describe how the diagnosed condition impacts you as a student and/or in an educational setting.

Do you require any of the following services? Check all that apply.

_____NOTE TAKER   _____DOCUMENT CONVERSION OR ALTERNATIVE TEXT (I.E. BRAILLE, ENLARGED
                              TEXT AUDIO FORMAT
____SIGN LANGUAGE INTERPRETER   _____CAPTIONING/TRANSCRIBING_____TUTOR

_____Other(Briefly describe below)

What other types of accommodations and/or services are you requesting at ASCC?

What types of accommodations have been helpful to you in the past?*

Are you a client of Vocational Rehabilitation?

Confidentiality Statement

The Division of Student Services [DOSS] is responsible for receiving and maintaining personal /disability-related documentation and information for students with personal issues / disabilities at ASCC. All documentation in the student's file is treated confidentially and will not be released to anyone including student's parents/guardian/caregiver without the student's written consent or confidentiality release signed by the student.

Student
Signature:_____Date:_____

1. This request must be submitted at least **2 weeks before the first day of instructions.**

2. Assess the student needs according to #1 and determines the plan of action to accommodate the student needs.
    a. Provide reasonable accommodations based on a received Certified Disability status;

3. Collaborate with ASCC respective departments and personnel in obtaining the **Reasonable Accommodations** for students.
    a. Work with any and all ASCC personnel to ensure services as requested, thus meeting student learning needs. **(Note: See NOTE at the end of this section)**

Additional Activity by the Counselor to Complete Process :

1. Have the student complete the "**Counseling Service Satisfaction Survey/Questionnaire**";
2. Submit the "**Counseling Service Satisfaction Survey/Questionnaire**" to the Program Director of Counseling Services;
3. Submit report of counseling activity to the Program Director of Counseling Services based on the required office reporting period;

NOTE: **For cases that might require assistive technologies and learning materials, and/or further outside assistance, the counselor will inform the supervisor whereby, appropriate referral will take place in accordance with ASCC policies and procedures.**

Veterans Affairs

Responsibility	Veterans Affairs Counselor	SOP #	DOSS-COUNS-VET-08
		Policy:	Counseling
Page #	Page 46 of 154	Scope	All Veterans Affairs Students under Chapter 30,31,33,35,1606
Title:	VA Intake and Service	Last Reviewed/Update Date	6/12/2020 10:02 AM

Description:

The authorized and designated ASCC educational VA Certifying Official will work closely with the regional offices located in Honolulu, HI and Muskogee, OK on reporting requirements on approved VA students as outlined by the US Department of Veterans Affairs.

Procedures:

When students request Veterans Affairs counseling based on the Intake "**Counseling Referral Form":**

1. Assist VA students in applying for educational benefits based on received eligibility information or documentation;
   a. When requested, assist and help veterans and dependents fill out and send out VA proper educational benefit application (VA Form 22 – 1990, VA Form 5490) paper forms, or electronically via VA Once Website;
   b. Ensure that VA students are fully aware of their responsibilities to the school.

2. Maintain copies of appropriate application forms;

3. As Certified Official for ASCC, keep VA Regional office informed of the enrollment status of ASCC student veterans and other eligible persons (dependents).

4. Maintain student records on VA students in accordance with VA guidelines.

Additional Activity by the Counselor to Complete Process :

1. Have the student complete the "**Counseling Service Satisfaction Survey/Questionnaire**";
2. Submit the "**Counseling Service Satisfaction Survey/Questionnaire**" to the Program Director of Counseling Services;
3. Submit report of counseling activity to the Program Director of Counseling Services based on the required office reporting period;

Certification of ASCC VA Students and Dependents:

1. Eligible interested prospective and transferred VA students will submit their applications, required and requested documents to the VA Certifying/Liaison (VA Counselor) for further processing to regional office(s).

2. Based on student's major, monitor student's grades to ensure s/he is making satisfactory progress
   a. Report to the VA Regional Office any changes in student's academic progress *(See VA Educational Benefits Guidelines*

FINANCIAL AID

		SOP #	DOSS-FAO-01
Responsibility	**All Office Staff**	**Policy:**	**Federal Student Aid Eligibility**
Page #	**Page 49 of 154**	**Scope**	**Prospective, New, Continuing, and Returning Students**
Title:	**Financial Aid Eligibility and Application**	**Last Reviewed/Update Date**	**6/12/2020 10:02 AM**

Description:

Students apply for federal aid on their own and with assistance available to them upon request. Students who wish to apply for federal or institutional financial aid assistance are directed to complete a Free Application for Federal Student Aid (FAFSA) online at www.fafsa.ed.gov.

To be eligible for federal financial aid, a student must:

1. Be enrolled in an eligible program as a regular student
2. Be making satisfactory progress as defined in the current ASCC catalog
3. Not currently in default on any federal loans
4. Not owe any overpayment (Pell, FSEOG, and other identified by FAO)
5. Be enrolled on at least a half-time basis (6 semester credits), with the exception of PELL and FSEOG
6. Be a US Citizen or eligible non-citizen (for a complete list, refer to Federal Student Aid Handbook: Student Eligibility)
7. Submit a high school diploma or equivalent
8. Not have a federal or state drug conviction during any period of enrollment in which the student received Title IV aid
9. Provide all documentation required by the office of Financial Aid.

Purpose:

To provide guidelines pertaining to requirements for a student to attain financial aid eligibility (federal, private, or institutional).

Procedure:

The primary aim of the Financial Aid Office is to assist eligible students with all federal financial aid 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.

The primary procedures associated with the delivery of the above services include:

A. Providing an information services and supports to prospective students, parents, and schools;
B. Determination of student eligibility;
C. Batching;
D. Verification;

E. Reconciliation; and
F. Updating the Colleague System

References and Definitions

ASCC current Academic Catalog, ASCC Financial Aid Handbook, Free Application for Federal Student Aid (FAFSA), Datatel/Colleague System Financial Aid Training Materials, Financial Aid Policy Manual, www.fafsa.ed.gov, www.sss.gov

		SOP #	DOSS-FAO-02
Responsibility	**All Office Staff**	**Policy:**	**Providing an information service and supports to prospective students, parents, and schools**
Page #	**Page 50 of 154**	**Scope**	**Prospective Students**
Title:	**Financial Aid Information Services**	**Last Reviewed/Update Date**	**6/12/2020 10:03 AM**

Description:

Recruitment initiatives are planned out for both the Fall and Spring terms. Fall recruitment targets the general community, while the Spring recruitment targets all the high schools on island, both private and public, and particularly the 11th and 12th graders. The intent and focus of this recruitment is the ASCC and Financial Aid applications.

Responsibility for this process is shared amongst the staff of FAO.

Procedures:

1. Prepare informational package containing Federal Student Aid information:

2. Be familiarize with the Free Application for Federal Student Aid (FAFSA) online application @www.fafsa.ed.gov

Responsibility	All Financial Aid Staff	SOP #	DOSS-FAO-03
		Policy:	Student Financial Aid Eligibility
Page #	Page **51** of **154**	Scope	Prospective, New, Continuing, and Returning Students
Title:	Determination of Student Eligibility	Last Reviewed/Update Date	6/12/2020 10:03 AM

Description:

An Institution Student Information Record (ISIR) is forwarded to ASCC for students who have selected ASCC as the attending institution.

Procedures:

Once the Student ISIR is received:

1. A Financial Aid Officer/Counselor reviews the student's eligibility and options to cover tuition and/or living expenses
2. Review all information provided on the ISIR – paying close attention to the following:
    a. Student's citizenship status
    b. Transferring from another institution
3. Student will be advised on any missing information or documents required to complete file
    a. Verification documents (if applicable)
    b. Entrance Counseling
    c. Additional documents (if requested)
4. A tentative award letter will be given to the student on an estimated award amount until an official award letter is issued to the student upon receipt of required documents.

SAMPLE ISIR

```
06 Apr 2020        Institutional Student Information Record        Page:   1
                            For 2019-2020

******************************************************************************
   * IMPORTANT: Read ALL information to find out what to do with this Report.
******************************************************************************

                                                           08/20/2019
PO BOX
PAGO PAGO AS 96799                                   EFC      0 Y

149
Based on the information we have on record for you, your EFC is
<EFC>. You may be eligible to received a Federal Pell Grant and
other federal student aid. Your school will use your EFC to
determine your financial aid eligibility for federal grants, loans,
and work-study, and possible funding from your state and school.

170
Your FAFSA has been selected for a review process called
verification. Your school has the authority to request copies of
certain financial documents from you and your parent(s).
```

SAMPLE AWARD NOTIFICATION

AMERICAN SAMOA COMMUNITY COLLEGE				
FINANCIAL AID OFFICE				
FUNDING CHECKLIST				
Academic Year 2019 - 2020				

Name:	■	Admission Criteria:	**HIGH SCHOOL DIPLOMA**	
St. ID#:	■	Credit hours required in Program:		**61**
P.O. Box:	■	Credit hours Completed by payment date:		**21**
Phone:		Beginning Attendance Date:	**20200113**	
Major:	**AA-LBART**	Semester Enrolled: **SP 2020**	Credits Enrolled:	**16**
		Trans#: **3**	EFC:	**0**
SAP Status at Start of Term:			**SAP**	
Students Cost of Attendance (Academic Year)			$	**11,550.00**
Withdrawal Date/last date of attendance (if applicable):			**N/A**	
Percentage of award earned:			**N/A**	
Amount of the award claimed by Title IV for the semester enrolled:		**SP 2020**	**Full-time**	
Budget	$ **11,550.00** - EFC **0**	= Need	$	**11,550.00**
Payment Schedule Amount for Award Year:	$ **6,195.00**	Total Award Claim:	$	**3,097.00**
		Other Award:	**FSEOG**	

Notes:		BATCH #:	**5**

DISBURSEMENT CLEARANCE				
NAME:	■	ID#:	■	B#: **5**
TO:	**ASCC Finance Office, Disbursement Division**			

I hereby confirm that the above named student is eligible to receive Federal Student Aid as provided by the Institutional Student Information Record (ISIR) and student's academic transcript as of packaging date.

		SOP #	DOSS-FAO-04
Responsibility	**All Financial Aid Staff**	**Policy: Financial Aid Application Procedures**	**Importing an institution Student Information Report**
Page #	**Page 52 of 154**	**Scope**	**Prospective, New, Continuing, and Returning Students**
Title:	**ISIR Import**	**Last Reviewed/Update Date**	**6/12/2020 10:03 AM**

1. Log into Datatel website.
2. Select DOEI: Department of Ed Import from dropdown, make the following updates and select 'Save All' to the end. Datatel will then pull ISIRs from the SAIG mailbox portal:

3. Result will be this page:

4. Select ISIM: ISIR Import from dropdown, make the following updates and select 'Save All' to the end.

5. Linked ISIRs Report will list name of students.
6. Email list to faid@amsamoa.edu for each respective counselor to review their assigned student and add information to spreadsheet.

Responsibility	All Financial Aid Staff	SOP #	DOSS-FAO-05
		Policy: ASCC Financial Aid Application Procedures; ASCC Financial Aid Policy Manual; Financial Aid Handbook	Determining the Amount of Financial Aid for an Eligible Student
Page #	Page 54 of 154	Scope	Prospective, New, Continuing, and Returning Students
Title:	Batching & Packaging	Last Reviewed/Update Date	6/12/2020 10:04 AM

Description:

Batching and packaging processes will determine the amount of financial aid a student is eligible to receive.

I.   COUNSELOR REVIEW

1. Open both Spreadsheet and Datatel.
2. Select first student record and review ISIR

a. CPS has already determined student's EFC
   b. CPS has made random selections of ISIRs for verification review. Often if not selected by CPS a counselor may select ISIRs for verification if information is questionable.
   c. Read and review notes from CPS
   d. Review student information and demographics
   e. Years in college
   f. Dependency information
   g. Parent's information and income
3. Make notations and updates on Spreadsheet. Notate every column possible. Make notes that other counselors can access if necessary
   a. Documents on files or missing
   b. Verification completion
   c. Lifetime Eligibility Used
   d. 150% of program
   e. Satisfactory Academic Progress
4. Students who come into the office and are informed of missing data or if they're good to go for packaging. Students are also informed via electronic mail, postal mail, or telephone of missing documentation and/or data.

II. <u>**PRE-AWARD AND REGISTRATION PROCESS**</u>

1. Access Datatel—**FASI** (Financial Aid Status Information)
2. Get student Identification number
      a. Assigned by Record's Office when student completes Enrollment Application
3. Select current or correct ISIR transaction
4. AIDE: award amount based on eligible registered credits.
5. Assign Budget
6. Award Amount (offer vs. accept)

Step 1:
ISIR IMPORT

- Import ISIRs received from CPS
- Create Individual Spreadsheet

Step 2:
Counselor Review

- Counselor Review
- Notate spreadsheet for missing documents, Verification process selection, SAP status, ISIR corrections (if needed)

Step 3:
Pre-Award and Registration

- Assign student budget during registration period
- Assign Award Amount in Datatel per number of credits enrolled in

Step 4:
Packaging and Batching

- Collect Attendance Forms and Transcripts and start packaging and place students on a batch
- Review enrollment, SAP status, Award letters, and program requirements

III.   AWARD PACKAGING AND BATCHING

NOTE: All student records, ISIRs, documentations are cleared and complete prior to packaging and requesting any aid for student.

A. Packaging with Excel and Datatel
1) Counselor reviews individual spreadsheets to determine student's on current batch by using (1) ISIR date or (2) Attendance Verification Form completion date.
2) Create counselor folder for current batch which includes the sample package, batch spreadsheet, sample letters and forms.
3) Create working spreadsheet for batch, based on #1.
4) Print transcripts
5) Review attendance form against the transcript
6) Complete sample for each student as follows:
   a. Complete "Summary Cover Sheet"
       i.   Insert student demographics
       ii. Program major
       iii. Number of credits
       iv. Award amount
       v.   Expected Family Contribution (EFC)
       vi. ISIR transmission Number
   b. Insert the ISIR on page 2.
       i.   Print ISIR from Datatel to PDF for insertion to Excel
   c. Complete the Satisfactory Academic Progress (SAP)Report on page 3.
   d. Insert the transcript on page 4.
       i.   Print transcript from Datatel to PDF for insertion to Excel
   e. Compile spreadsheets for students with multiple programs (150%) on page 5 (if any)
   f. Complete award notification letters,(warning letters, etc) on page 6

B. Financial Aid Status Information (FASI)
1) Select the "Award" detail to input student "Award Detail Entry"
2) Enter award amounts based on eligibility of credits for the term for Pell, FSEOG, FWS, etc.
3) Enter "file complete date" for the date counselor completed the package.

C. Batch FA Transmittal Register
1) Enter list of students on individual counselor batch spreadsheets to run FATR awards for each student
   a. Review the FATR reports for accuracy, make corrections as necessary and re-run until information is matching
2) Request the business office to run FATP to post and credits FA awards to student's accounts.
3) Export combined counselor spreadsheets to Common Origination and Disbursement (COD) via Datatel (CODE).
   a. Review the CODE report for accuracy, acceptances, rejection, make

corrections as necessary and re-submit until information is matching (reconciled).

4) After CODE has been transmitted, counselors will review PCOD (Pell COD Inquiry) to verify if awards were accepted by COD.

5) Make all necessary corrections to ensure correct awards to be drawn down via G5

6) Create a working spreadsheet for the Business Office to begin their work on award preparations.

7) Once the batch is approved by USDOE and COD, the funds are transmitted a "Special Disbursement Spreadsheet" is created and submitted to business office to authorize the batch disbursement.

SAMPLE COUNSELOR SPREADSHEET

	A	B	C	D	E	F	G	H	I	J	K	L
1							SAMPLE OF COUNSELOR FOLDER					
2	ID#	LAST NAME	FIRST NAME	MI	SSN	TR#	TR DATE	EFC	VER	VER CODE	ISIR STATUS	FILE STATUS
3	12345	LANG	TASI		000-00-0001	02	7/02/2019	0	N	V1	COMPLETE	COMPLETE
4	12346	SIAKI	LEFEEMO		000-00-0002	04	9/30/2019	1249	N	V1	COMPLETE	COMPLETE
5	12347	SOLAITA	LEONETTA		000-00-0003	01	9/03/2019	0	Y	N	COMPLETE	COMPLETE
6	12348	TUISAMOA	JOSEPHINE		000-00-0004	03	9/13/2019	0	N	N	COMPLETE	COMPLETE
7	12349	VAOULI	HANNA		000-00-0005	03	9/13/2019	0	N	V1	COMPLETE	COMPLETE
8	12350	AFALAVA	LORELEI		000-00-0006	02	9/23/2019	17801	Y	V1	COMPLETE	COMPLETE
9	12351	TAUTUNUAFATASI	LEATIME		000-00-0007	01	1/13/2020	0	N	V1	NEED CORRECTIONS	NO DOCUMENTS
10	12352	HOLLISTER	OLITA-LAUMUA		000-00-0008	04	7/23/2019	0	N	V1	COMPLETE	COMPLETE

SAMPLE COUNSELOR BATCH SPREADSHEET

	A	B	C	D	E	F	G	I	J	K
1	B5	2019 - 2020 AWARD YEAR			PELL					TOTAL
2	NO.	LAST NAME	FIRST NAME	St. II	M'19	F'19	S'20	Pell Tota	FSEOG To	
3	1						1,854.28	1,854.28		1,854.28
4	2						1,549.00	1,549.00		1,549.00
5	3						1,549.00	1,549.00		1,549.00
6	4						3,097.00	3,097.00		3,097.00
7	5						1,549.00	1,549.00		1,549.00
8	6					1,549.00	1,549.00	3,098.00		3,098.00
9	7						1,549.00	1,549.00		1,549.00
10	8						2,323.00	2,323.00		2,323.00
11	9						1,549.00	1,549.00		1,549.00

SAMPLE SUMMARY COVERSHEET

	A	B	C	D	E	F	G	H	I	J
4				**Academic Year 2019 - 2020**						
5										
6	Name:					Admission Criteria:			**HIGH SCHOOL DIPLOMA**	
7	St. ID#:					Credit hours required in Program:				**61**
8	P.O. Box:					Credit hours Completed by payment date:				
9	Phone:					Beginning Attendance Date:			20200113	
10	Major:	**AA-LIBERAL ARTS**				Semester Enrolled:	**SP 2020**		Credits Enrolled:	**12**
11							Trans#:		EFC:	**0**
12	SAP Status at Start of Term:								**SAP**	
13	Students Cost of Attendance (Academic Year)								**$**	**11,550.00**
14	Withdrawal Date/last date of attendance (if applicable):								N/A	
15	Percentage of award earned:								N/A	
16	Amount of the award claimed by Title IV for the semester enrolled:						**SP 2020**		**Full-time**	
17	Budget	**$ 11,550.00**	-	**EFC**	**0**		=	**Need**	**$**	**11,550.00**
18/19	Payment Schedule Amount for Award Year:				**$ 6,195.00**		**Total Award Claim:**			
20							**Other Award:**	**FSEOG**		
21										
22/23	**Notes:**								**BATCH #:**	**5**
24					**DISBURSEMENT CLEARANCE**					
25	**NAME:**					**ID#:**			**B#**	**5**
26	**TO:**	**ASCC Finance Office, Disbursement Division**								
27										
28	I hereby confirm that the above named student is eligible to receive Federal Student Aid as provided by the Institutional Student Information Record (ISIR) and student's academic transcript as of packaging date.									
30	This student has provided all necessary documents for retention by this office and student's file is complete, as required by federal regulations.									
31										
32										
33		Financial Aid Counselor for FA Officer							Date	

SAMPLE SAP REPORT

	Name:					ST.ID#	
Program #1:	AA-LIBERAL ARTS	Published Length:	61		Date degree/certificate earned		
Program #2:		Published Length:			Date degree/certificate earned		
Program #3:		Published Length:			Date degree/certificate earned		

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Sem.	"Term" non-remedial credits attempted	"Term" remedial credits attempted	150% = 92 Cumulative Credits Attempted	Cumulative non-remedial credits attempted	Cumulative remedial credits attempted (30)	Credits withdrawn	Credits X,I,F	Remedial credits NP	Remedial credits P	(P) + credits earned = credits completed	Cumulative credits completed	Term completion rate (66.667%)	Cumulative credit completion rate (66.667%)	Term GPA (2.0)	Cumulative GPA (2.0)	Status at End of Term
F'17	0	12	12	0	12					12	12	100.000%	100.000%			
			12	0	12					0	12	#DIV/0!	100.000%			
			12	0	12					0	12	#DIV/0!	100.000%			
			12	0	12					0	12	#DIV/0!	100.000%			
			12	0	12											
			12	0	12											
			12	0	12											

SAMPLE TRANSCRIPT

```
03/04/20                    Advising Academic Record              Page 1 of 1

Miss                                    ID Number:
PO Box                                        SSN:
Pago Pago AS 96799                     Birth Date:
AMERICAN SAMOA                         Birth Name:


                                   Hrs   Hrs   Grade
Course          Title         Grd R Att   Cmpt  Points Course Dates
-------  ------- ------------- --- - ----- ----- -------- ----------------
ENG      070WA   Ready for ENG-070       0.00  0.00  0.00000 08/21/18-08/21/18
ENG      081     Interm. Writing         0.00  0.00  0.00000 08/21/18-08/21/18
MAT      080WA   Ready for MAT-080       0.00  0.00  0.00000 08/21/18-08/21/18
```

Responsibility	US DOED Central Processing Station (CPS), Financial Aid Counselors/Staff	SOP #	DOSS-FAO-06
		Policy: Verification	Student Financial Aid Awards
Page #	Page 60 of 154	Scope	Financial Aid Recipients
Title:	Verification of Selected Students	Last Reviewed/Update Date	6/12/2020 10:05 AM

PURPOSE:

The institution must have written policies and procedures on how verification is completed for a selected student. Because students sometimes make errors on their FAFSA application, the institution has laid forth policies and procedures for verifying the reported information. The US Department of Education only requires that a portion of the FAFSA filers at the institution be verified, as selected by the Central Processing System (CPS). However, the Financial Aid Office has the authority to verify additional students selected by CPS.

WHO ADMINISTERS THIS POLICY: The Financial Aid Office staff will administer and update this policy.

POLICY:

The Financial Aid Office will issue a request for additional information if a student is chosen for verification by CPS (Central Processing System). If the student fails to complete the verification process, the file will remain incomplete and federal aid will not be rewarded. Note that the school must have received a valid FAFSA result before awarding any federal aid. Until all information has been verified, a financial aid award cannot be issued to a student. The financial aid office cannot continue processing a student's financial aid application until the verification process has been completed successfully.

PROCEDURES:

1. Receive ISIRs from the Department via transmission into Datatel
2. Counselors must update the spreadsheets to notate which students are selected by CPS for verification. This can be identified by looking for an asterisk (*) next to the EFC on the summary page at the beginning, or by looking at the FAA Information of the ISIR to see if the Verification Flag is marked "Y" for yes for verification.
3. Each counselor should compile and create a list of students who have been selected for verification. This list should be forwarded every Friday to the FAO Administrative Assistant. The list should comprise of the Students ID number, first name, last name, verification group (V1, V2, V3, etc.) and also the student's email.
4. The FAO Administrative Assistant will maintain a log of which students were contacted and on what date these students were contacted.
5. The email address that the student provided on the FAFSA will be used to contact each one (student).
6. Students will come in to pick up the respective verification form for whatever verification group they are to be verified on. Any Financial Aid Office staff can give out the appropriate form for the student. They must first identify which verification group the student falls under.
7. Once all forms are brought back and received by the Financial Aid Office staff for processing, then the Financial Aid Counselor can do further determination of the student's eligibility status and award student with federal aid that he/she is entitled to.

NOTE: Students have 60 days from the date they receive the letter from the Financial Aid Office stating their Financial Aid status of Verification. Once the Financial Aid Office staff receives all verification forms, each Financial Aid Counselor will have at least 10 days, or no more than 20 days to review, respond, and/or award student aid based on the information verified.

RELATED POLICIES AND DOCUMENTS:
Student Financial Aid Handbook, AVG – Chapter 4

Responsibility	US DOED Central Processing Station (CPS), Financial Aid Counselors/Staff	SOP #	DOSS-FAO-07
		Policy: EFC Calculations	Student Financial Aid Awards
Page #	Page 61 of 154	Scope	Financial Aid Recipients
Title:	EFC Calculations	Last Reviewed/Update Date	6/12/2020 10:08 AM

PURPOSE:

To provide guidance on how a student's Expected Family Contribution (EFC) is calculated.

WHO ADMINISTERS THIS POLICY: The US DOEd Central Processing Station (CPS), and/or the staff of the ASCC Financial Aid Office administer this policy.

POLICY:

1. The EFC is a measure of how much the student and his or her family can be expected to contribute to the cost of the student's education for the year. The EFC is calculated according to a formula specified in the law. Refer to the EFC Formula 2019-2020 in

2. The law provides three different formulas to calculate the EFC: one for dependent students, one for independent students without dependents other than a spouse, and one for independent students with dependents other than a spouse.

   NOTE: Every year the US Department of Education publishes updated tables used in the EFC calculation. Make sure to use the correct formulas and tables based on the required award year necessary in assisting the student.

PROCEDURES:

1. Use the attached EFC formula table to determine which category the student falls under. The EFC Formula is straightforward and easy to follow when making a determination on which formula to use. The student fall in either one of the three categories on the left labeled: Dependent Student, Independent Student without Dependents (other than a spouse), or Independent Student with Dependents (other than a spouse).

2. Once the determination is made using the EFC Formula table, the student or financial aid administrator will calculate the student's EFC using one of the two categories that the student falls under: Automatic Zero EFC or Simplified EFC Formula (Needs Test), depending on which category the student qualifies under.

3. EFC Formula Forms are marked and categorized for ease of completion. Forms labeled with "A" pertains to Dependent Students. Any and all formulas and tables identified as "A" forms are to be used when determining EFC for Dependent Students. Forms marked with "B" pertains to Independent Student With Dependent(s) Other Than a Spouse; and "C" pertains to Independent Student With Dependent(s) Other Than a Spouse. Be careful not to mix use Table figures from one category to fill out formulas of another category. Make sure to distinguish between Formulas an dTables.

RELATED POLICIES AND DOCUMENTS:

1. Higher Education Act (HEA Sec. 474-479)
2. 2019-2020 Federal Student Aid (FSA) Handbook, Volume 3
3. ASCC Student Financial Aid Handbook

Responsibility	Financial Aid Counselors/Staff with Coordination with the Finance Office	SOP #	DOSS-FAO-08
		Policy:	Student Financial Aid Awards
Page #	Page 63 of 154	Scope	Financial Aid Recipients
Title:	Declination of Pell Grant Funds by a Student	Last Reviewed/Update Date	6/12/2020 10:08 AM

PURPOSE:

To provide guidance in assisting students who may want to decline all or part of a disbursement of Pell Grant funds that the student is otherwise eligible to receive.

WHO ADMINISTERS THIS POLICY: The Financial Aid Office Counselors and staff will administer the policy and remain in close contact with the Finance Office to ensure enforcement

POLICY:

1. The Consolidated Appropriates Act, 2012 (Public Law 112-74) reduced the maximum timeframe during which a student is eligible to receive a Federal Pell Grant (Pell Grant) to a maximum of 12 semesters (or its equivalent).
2. A student may decline all or part of a disbursement of Pell Grant funds that the student is otherwise eligible to receive. A student may wish to take this action if the student expects to qualify for a larger Pell Grant in future years as a result of an expected transfer to a more expensive educational institution or an expected change in the student's expected family contribution.

PROCEDURES:

1. Student must deliver to the school financial aid office a signed, written statement clearly indicating that the student is declining Pell Grant funds for which he or she is otherwise eligible and that the student understands that those funds may not be available once the award year is over.
2. FA Officer must receive and review the letter and route the approved statement from student to all parties involved in the return of funds (FA Counselor, Finance Office).
3. FA Officer, Counselor, and Business Office must submit any adjustment records for the student to the Common Origination and Disbursement (COD) System.
4. Update student aid in Datatel "AIDE" and make notations in Counselor folder, Disbursement Spreadsheet, and in "Comments" section of "AIDE."
5. Process return of funds via Business Office and G5 account, if necessary.

   NOTE: Once the student's record is confirmed to have matches across the board (COD, ASCC Datatel Software System, FAO Spreadsheet), the last step is to ensure that Finance Office returns the funds and monitor the G5 account to balance amounts in there.

1. The Consolidated Appropriates Act, 2012 (Public Law 112-74)
2. U.S. Department of Education, Office of Postsecondary Education, GEN 12-18 Colleague Letter, Dated September 4, 2012

Responsibility	Financial Aid Counselors/Staff with Coordination with the Finance Office	SOP #	DOSS-FAO-09
		Policy:	Student Financial Aid Awards
Page #	Page 64 of 154	Scope	Financial Aid Recipients
Title:	Returning Unclaimed Title IV Credit Balance (Pell Refunds)	Last Reviewed/Update Date	6/12/2020 10:09 AM

PURPOSE:

To provide guidelines to be in compliance with FSA regulations on returning of Title IV funds in the timeframes required to do so.

WHO ADMINISTERS THIS POLICY: The Financial Aid Office Counselors and staff will administer the policy and remain in close contact with the Finance Office to ensure enforcement

POLICY:

1. If a student has a remaining credit balance in his or her name with the Finance Office, they are to pick up their Pell refund check after receiving clearance from the Finance Aid Office.
2. If a student does not pick up their refund check from the Finance Office after **28 business days**, these funds **MUST BE RETURNED** to the US Department of Education via G5 account. This return of funds is done by the Finance Office in accordance to the Finance Office Policies and Procedures in place for doing so.
3. The Financial Aid Office **MUST RECEIVE** from the Finance Office a list of names of students whose refund checks are unclaimed so that the student's record on Common Origination and Disbursement (COD) is notated. Follow these steps to notate COD for return of unclaimed Pell refund check:

PROCEDURES:

1. Access COD website

2. Once in the COD homepage, click on "Person" tab on the top blue section. A "person search" screen will pull up. You want to search for the student whose refund check was not claimed at the Finance Office.

3. Enter the student's social security number (SSN) to search for student record. You may also use the name search by typing in their last and first name. Either way to search will suffice. Ensure that the Entity ID shows the school name in the drop down box (American Samoa Community College).

4. Once the page is loaded and the student record pulls up, click on the "Pell" link on the far left hand side of the screen under the "Person Info" section. The student's Pell information screen will pull up.

5. Ensure that the correct "Award Year" is selected before you proceed. The award amount should be in a different color than the rest of the totals on the page. It is a hyperlink that allows you to make changes to the student's approved award. Click on the amount and it should take you to the Pell Award screen for that award year.

Note: There are two "updates" that you need to do to the student's Pell record and they must be done from this screen (mentioned in "Step. E"). **YOU NEED TO "UPDATE AWARD"** and **"UPDATE DISBURSEMENT."** Both must be done in order for COD recon to match the Current Funding Levels with that disbursed in G5.

6. **UPDATE AWARD**: Click on update award towards the bottom of the screen. It should pull up the page where you can be able to change the "Award Amount."

   Example: if the original amount approved was $2,081.50, and the unclaimed refund check totals $211.50, then the difference of the two numbers above should be the new award: $1,870.00.

   Remember, when $2,081.50 was drawn down, it covered tuition, fees, and possibly books that the student might have purchased (funds used). The refund check is money that was not used and was due to the student, but the student never claimed. Therefore, the actual money that was drawn down and was used should be the difference of the two: $1,870.00. After the "Award Amount" is updated, make sure to click "Submit" towards the bottom of the page.

7. **UPDATE DISBUSEMENT**: Once the award is updated and approved by COD, you must go back to the student's record. **REPEAT steps 2 to 5** Look and find the link called "Disbursements" on the far left hand side of the page. It should be located right below the "Detail" link. Click on Disbursements. The "Award Disbursements Information" page should appear. Click on the number "1" or whatever numbers the accepted amount is that you need to adjust. This action should open the Disbursement Information page.

8. On the Disbursement Information page, click on the "Update" button towards the bottom of the page. When the page pulls up, go down to where it says "Accepted Amount" and change the amount to reflect the same as that of the "Award Amount Approved." Note: Award Amount Approved should match the Award Amount Disbursed. Click the "Submit" button towards the bottom of the page and return to the student's record.

9. Once the student's record is confirmed to have matches across the board (COD, ASCC Datatel Software System, FAO Spreadsheet), the last step is to ensure that the Business Office returns the funds and monitors the G5 account to balance amounts in there.

It may take up to 5 minutes for COD to process this record. Once done, logout of the student's record and go back into it. You should see the updated amounts for both awards accepted and disbursed. Ensure that everything matches in order to reflect Current Funding Level in COD and G5.

RELATED POLICIES AND DOCUMENTS:
1. FSA Handbook, Volume 5, Chapter 1
2. https://www.g5.gov

Once everything looks o.k. in COD website for current batch, next step is to receive response file from COD to import into Datatel (COMRECOP files). Follow this process to do so:

1. DOE1

    Everything in this process page is pre-set. No changes should be made anywhere. However, in the event the page pulls up blank and none of the fields are populated, please ensure to check on the following:

    - Process Steps should set at "1"
    - The following fields should be marked YES: COD XML; Recon; MRR; SAS. The PROFILE field should be left blank.
    - Report Options should be: D-COD XML Student Detail
    - SAVE and UPDATE UNTIL REPORT SHOWS. Save DOEI report to DOEI folder

2. CDMR

    Everything in this process page is pre-set. No changes should be made anywhere. However, in the event the page pulls up blank and none of the fields are populated, please ensure to check on the following:

    - Academic Year: ####
    - Include Pell: YES
    - The following should be set to NO: Include Direct Loans; Include ACG, Include SMART
    - The following should be BLANK: Include TEACH
    - As of Date: (Todays Date)

    The rest should be blank. SAVE and UPDATE UNTIL REPORT PULLS UP. Save report to CDMR folder.

3. PRER

    Everything in this process page is pre-set. No changes should be made anywhere. However, in the event the page pulls up blank and none of the fields are populated, please ensure to check on the following:

    - Academic Year: ####
    - Report Type: V-Variance
    - SSN Options: S-Show SSN

    The rest should be left blank. SAVE and UPDATE UNTIL REPORT SHOWS. Save

report to PRER folder.
4. Access **www.g5.gov**

Username is ASCC email address. Enter the password; checkmark the box to agree with terms of website and press Login.

Select the "Payments" option on the top blue box and move cursor down to "Create Payments."

Enter the amount of the drawdown in the blank box and scroll down to select "Continue."

Select YES when prompted a question and click on Submit Request. A confirmation page will appear. You should do a print screen and paste the image on a word document and save it in the FAID network drive under Batch #.

You should receive an email from no-reply@ed.gov with the subject: [G5.gov] Payment Request Notification

You forward this email to:

FO – Elsie Lesa; Dean of Student Services – Dr. Emilia Le'i, courtesy copy the following individuals: Josephine Afoa-Liva Anae, Eleasalo Sialoi; Soy Ah Siu (Ben);

Message should read as follows:

Talofa FO,
Here is Batch #? Draw Down:
PELL $##,###.00
(Name of senior FA Counselor) will be sending over the special disbursement spreadsheet.

Thanks,
(Name of FA Officer)

Responsibility	Financial Aid Counselors/Staff	SOP #	DOSS-FAO-11
		Policy:	Monthly Reconciliations
Page #	Page 67 of 154	Scope	Internal
Title:	Financial Aid & Finance Team Monthly Reconciliations	Last Reviewed/Update Date	6/12/2020 10:26 AM

PURPOSE:
To provide guidelines for monthly reconciliations of Pell, FSEOG, and FWS general ledger accounts between the Financial Aid and Finance Offices.

PROCEDURES:

1. Financial Aid Office forwards their monthly recon to the Finance office staff accountant by the 10th of each month;
2. Finance office reconciles the Financial Aid report to the Finance General Ledger if there are any variances. If variances exist, then research this with the Financial Aid Office

until the reconciliation is complete.
3. On the 15th, the final reconciliation report will be forwarded back to the Financial Aid Office for their records and the finance team will file the same report in their Monthly Closing Binder.
4. Final reconciliation report forwarded to the Financial Aid Office must go directly to the Financial Aid Officer and file in the "Reconciliation" binder.

Responsibility:	FA Officer FA Counselor II	SOP#:	DOSS-FAO-12
		Policy:	R2T4 – Return to Pell
Page#:	Page 67of 153	Scope:	Complete Withdrawal & Zero Credits Earned
Title:	R2T4-Return To Pell	Inserted:	12/07/2020

Title: R2T4 – Return to Title IV

Policy: Counselor II has been designated to review and execute the return of Title IV funds with the FA Officer as the alternate.

PURPOSE: With the responsibility for the accurate execution of the R2T4 process in Datatel, Common Origination and Disbursement (COD), and FSA R2T4 form, it is believed that this process will eliminate interruptions in completing requirements (34 CFR 688.173 (b)).

PROCEDURE: Official Withdrawals: Each Financial Aid Counselor is responsible for completing the R2T4 form for their respective students and forward to the Counselor II for review of accuracy. Counselor II is responsible for manually inputting calculations into Datatel and ensuring adjustments are included that must be returned via COD. This action should be completed and included in the   next scheduled batch or no later than 45 days from the date of withdrawal.

Unoffiial Withdrawals: After final grades have been posted at the end of each semester, each counselor will review their respective students for "*zero credits earned*". A compiled list of these students will be forwarded to the designated counselor for review of last dates of attendance. Should a R2T4 be required, the designated counselor will complete the above process for necessary and required adjustments and returns to COD.

Zero-credits earned/Unofficial Withdrawal: –R2T4 calculation must be completed ASAP after last date of attendance is determined and submitted within 45 days. Complete Withdrawals must then be reported to NSLDS.

Responsibility:	FA Officer	SOP#:	DOSS-FAO-13
	FA Counselor II	Policy:	NSLDS Enrollment Reporting
Page#:	Page 68 of 153	Scope:	Financial Aid Recipients
Title:	NSLDS Enrollment Reporting	Inserted:	12/07/2020

Title: National Student Loan Data System (NSLDS) - Enrollment Reporting

Policy: ASCC is required to transmit this report from NSLDS via EDConnect on the 1st of every other month

and submit the updated enrollment roster on or before the 15th of every other month.

Purpose: The report provides NSLDS with a source of current student-level, grant-level, and loan-level information that the Department and other Federal agencies can use both for research and to improve Title IV delivery through automation and standardization.

Procedure: The Financial Aid Coordinator has been assigned to complete bi-monthly updates to the Enrollment Report roster file in spreadsheet transmitted from the NSLDS, with the Counselor II as the alternate. This practice will eliminate interruptions in the completion of the reporting requirements.

The Financial Aid Officer (alternately the Financial Aid Counselor III) conducts a final review of this spreadsheet for submission to NSLDS.

Graduates and Complete Withdrawals: Students who graduate will be updated into NSLDS within one week after graduation.   Students who completely   withdraw from ASCC will be updated into the NSLDS system within one week after performance of R2T4. Students who earned Zero-credits and are Unofficial Withdrawals will be updated into NSLDS within 45 days.

LIBRARY

Responsibility	Library Associate (LA) (Cataloger)/Supervisor	SOP #	DOSS-LIB 01
		Policy:	Cataloger workroom
Page #	Page 71 of 154	Scope	LA cataloging duties
Title:	LA cataloger/supervisor workroom	Last Reviewed/Update Date	6/12/2020 10:26 AM

Description:

The ASCC Library uses Follett's Destiny library software. Step 1 in the Cataloging section of this SOP will be used for all procedures to be made in the library's Destiny system. To use the other resources such as making reports, adding patron records, printing barcodes, searching the catalog, etc. or for more detailed instructions for the Destiny system see the Destiny Library Manager Guide or the Follett Software Binder located at this work station.

Procedures:

Cataloging
1. Go to Destiny cataloging
    a. On the internet browser type in the URL: http://destiny.doe.as and press enter to go to the site.
    b. Click onto: **American Samoa Community College** (in blue)
    c. Click onto the **Login** tab at the far right.
    d. Type in your **Username** and **Password**, (this can be obtained from the library director), then press enter or click onto the Login tab.
    e. Click **Catalog** tab just above green bar
2. "Copy Cataloging", copying a record that someone else has already made
    a. Click onto **Add Title** at far left of page
    b. Use arrows to set search options. Type information to be searched into box and click **GO** tab.
    c. Click the **Details** tab on the record that you want.
    d. Click **Save Title** tab at far right of page.
    e. Click **Add Copies** tab at far right of page.
    f. Type in all vital information (ie. Barcode, call #, etc.), for the copy.
    g. Click **Save Copies** tab to add the record to the library's collection.
3. "Original Cataloging", entering all the data yourself to establish a record
    a. Click onto **Add Title** at far left of page
    b. Use arrows to set search options. Type information to be searched into box and click **GO** tab.
    c. If nothing matches then click **Add the Title** (in blue) at far right.
    d. Click onto the **Use Easy Editor** or **Use MARC Editor** tabs at far right.
    e. Type the material information into the blanks, use the tabs to enter a complete record, then click **Save Title** tab at top or bottom of entry.
    f. Click **Add Copies** tab at far right of page.
    g. Type in all vital information (i.e. Barcode, call #, etc.) for the copy.
    h. Click **Save Copies** tab to add the record to the library's collection.
4. Edit and update library records in Destiny system.
5. Make reports for statistics, shelf list, new barcodes, overdue material, etc.

In addition to Cataloging and using the Destiny system, this area is also responsible for the following tasks as well as any other assignments given by the Library Director.

Processing library material
1. Prepare new material to be cataloged
    a. Stamp Title page and stamp on all three outer sides of books with ASCC Library stamp
    b. Place a security tape inside of books and journals (avoid middle sections)
    c. Place Barcode inside of front cover and write number at top of Copyright page (CIP) of book
    d. Write Purchase date, price and vendor on inside verso of CIP page (on equipment and video this data is written on a file label and attached to the material)

2. Type labels & pocket/cards and attach to new books that have been cataloged
    a. Type label onto spine label template on computer desktop and printed out onto pre-glued labels (make sure that labels are placed face down inside of printer), place label on bottom spine of material; then place 2" wide piece of tape over label. (see existing copies for examples)
    b. Type card pockets with assigned call #, author, and title, leaving as much room as possible for date stamps (see existing copies for examples)

3. Weed outdated/damaged material from collection and delete records from system

Supervising
1. Library staff developmental training
    a. Familiarize new staff with library procedures and provide training in work areas.
    b. Schedule special staff training sessions for Evacuation chair, Elevator use, Destiny operations, etc.

2. Make library schedules
    a. Scheduled staff members for kitchen/staff restroom cleanup
    b. Schedule for Circulation/Reference area
    c. Semester break work schedule

3. Process library staff timesheets (a timesheet template is located under Staff timesheets in computer documents)
    a. Make timesheets for missing staff members
    b. Check individual timesheets for errors/corrections that need to be made
    c. Make copies of signed timesheets for library record and staff members; then turn in originals to Human Resources Office.

Perform additional duties as needed
1. Fill-in for staff vacancies in different library areas
2. Complete area statistic records and library reports
3. Complete & turn-in library staff yearly evaluations

4. Aide in the performance of inventories
5. Make & monitor work orders and prepare office supply lists
6. Communicate with vendors
7. Help students and staff with computer use, research, library tasks, etc.

Responsibility	Library Associate - Processing	SOP #	DOSS-LIB 02
		Policy:	Processing workroom
Page #	Page 73 of 154	Scope	LA processing duties
Title:	Workroom Processing	Last Reviewed/Update Date	6/12/2020 10:26 AM

Description:

Purchase Requisition (PR's / IPO's): For PFM Job Orders
1. Prepare PR/IPO form or Job Order form for Maintenance & Facility Department (PFM) and other vendors
2. Obtain director's / division head authorize signature for approval
3. Hand carry IPO's to Business Office for Budget approval
4. Make copies for file, make sure to attach invoice from vendors on vendor's Job Order forms.
5. Fax or hand carry Job Order forms to PFM
6. Call Maintenance Department to confirm receipt of fax
7. Follow up on PFM Job Orders and Purchase Requisitions status
8. Get PFM Job Order and Procurement Purchase Order numbers and dates for records
9. Maintain records of completed jobs

Book Orders:
10. Choose published books from Publisher's catalogs
11. Check Destiny system for duplicate copies in library collection
12. Prepare Purchase Requisition (PR) forms for book orders, listing books in alphabetical order
13. Obtain director's signature on PR for approval
14. Make copies of PRs, Invoices and Publisher's catalog pages for library files and submission with Purchase Requisition
15. Hand carry PR's to Dean's Office for signature of approval
16. Deliver to the Business Office for final processing

Final Processing of Books after Cataloging:
17. Type and prepare cards and pockets to go inside of books
18. Prepare & attach informational labels to go outside of books
19. Distribute books to various sections of library for filing on shelves
20. File books & periodicals as needed

Monthly statistics (stats)
21. Prepare monthly stats for work area, in the Library Director's format
22. Stats should consist of total number of PR/PO's & Job Orders processed. Under each heading for PR/PO/Job Order provide details such as processing number, date, vendor name, brief description of job and status of order
23. Email monthly stats to the Director by 3:00 pm on the specified date

Extra /Duties:
24. Fill in for absent employees and /or during lunch time
25. Monitor the Circulation desk, Reference, and Pacific Room when ever is needed.
26. Maintain order in library and outside perimeter of building
27. Be aware of students' welfare inside the library
28. File books & magazines as needed

29. To maintain student's safety, direct students out of library on power outage days
30. Clean areas after Semester. Clean & dust books, shelves, reshelf books, etc. Do Inventory

Maintain files in filing systems:
31. Update files periodically
32. Create new files on new jobs

Responsibility	Library Associate (LA) – Circulation Desk (CD)	SOP #	DOSS-LIB 03
		Policy:	CD
Page #	Page 74 of 154	Scope	LA CD duties
Title:	LA CD	Last Reviewed/Update Date	6/12/2020 10:26 AM

Description:

- Morning Circulation daily count of petty cash.
    - Starting float $20.00.
    - Record on Daily Money Report how much cash is in register in each denomination.

- Daily collecting statistics on library use.
    - Use Blue Circulation Statistics File. Log in previous day's quantity of New Library Cards and materials checked out. Log in Daily Head Count on today's date subtracting from the previous day's count.

- Check out/Check in
    - Check out materials to library users who have a library card using Destiny system or manually if internet is down. (only ASCC students, faculty & staff can check out material)
    - Check in returned materials using Destiny system or manually if internet is down.

- Fines
    - Overdue fine of 10 cents a day will be charged to patrons' accounts
    - Damaged material will be accessed and a fine will be charged
    - Lost material will be the cost of the material plus any overdue fine that has accrued.

- Audio Visual (AV)
    - AVs may be signed out by ASCC faculty only. Faculty must have a library card.
    - ER AV's may be signed out for a week at a time by all ASCC students, faculty & staff. Patrons must have library card.

- CD Rom's
  - CD-ROMs may be signed out for in library use only.
  - Patrons must sign a blue reserve card and leave a library card, local ID, etc. on hold to use.

- Reserve Textbooks
  - Cannot be checked out of library.
  - Patron must sign a blue reserve card and leave a library card, local ID, etc. on hold to use.

- Answering desk phone.
  - Staff is to use common courtesy & good customer service when answering the ASCC phone lines (Hello, this is the ASCC Library, my name is …, how may I help you)
  - Patrons may use the phone at the Reference desk if they need to call a ride. (This phone will not call cell phones)

- Photocopy & Computer Printing
  - Assist patron on how to use the copy machine for their documents or photos.
  - Copies are 15 cents per page per side
  - Computer printouts are 20 cents per page & color prints are 40 cents per page

- Library Cards
  - Issue new library cards for new students. Documents needed for new library card: Local Photo ID, Class Schedule or Current Student ID.
  - If lost, a fee of $7.00 will be charged for a new library card

- Newspapers
  - Purchase Samoa Newspaper daily & log transaction on daily money report.
  - Stamp Newspaper with ASCC Library Stamp; add security & staple left side.

- Monthly Statistics (stats)
  - At the end of the month compile the daily stats & type a statistics report.
  - Email the monthly report to the Director by 3:00 pm on the specified date.
  - Prepare Library Highlights and email to Dean of Student Services with a "cc" to the library director

- Timesheets
  - Complete Timesheet & give to the Supervisor.

- Money Report
  - Evening Circulation Money Report to be completed daily at 2:00 pm.

- Clearances
  - Look up library patrons in the Destiny program to see if they have any outstanding accounts or checked out material
  - Sign clearance & exit forms for library patrons

- Other duties
  - Assist people in finding resources.

- Reference Desk duties when staff is on lunch break.
- Monitor students on the first floor.
- Monitor and maintain library equipment
- Clean up area & sweep floor as needed.
- Help with opening and closing library.

Responsibility	Library Associate (LA) – Reference Desk (RD)	SOP #	DOSS-LIB 04
		Policy:	RD
Page #	Page 76 of 154	Scope	LA RD duties
Title:	LA RD	Last Reviewed/Update Date	6/12/2020 10:27 AM

Description:

The Reference Desk or Information Desk provides library user's with direction to library material and advice on library collections and services. Staff provide instruction in the use of specific searchable information resources such as the library's online catalog, subscription databases, or the library's reference collection.

1. Daily open at 7:30 am:
   a. Turn on A/C's
   b. Turn on and log into Reference computers, student computers & OPAC stations

2. Computers :
   a. Reference computer: Log into Destiny system & PaperCut software for printing
   b. Have patrons sign-in for computers on log-in sheet for Typing, Research & Email
   c. Look up library card or patron's name on the Destiny system for outstanding items
   d. If there is a waiting list for computers, then put a time limit on computer use
      - Typing - 2 hours
      - Research – 1 hour
      - Email – 30 minutes
   e. Delete all personal files on lab computers at 3:00 pm each day and run a virus check
   f. Discontinue new computer transactions at 3:45 pm daily
   g. Contact MIS by email: support@amsamoa.edu if there is a problem with the computers

3. Printing:
   a. Instruct patrons to notify the Reference desk before printing
   b. Use the PaperCut software on the Reference desk computer for student lab printing

- Ask patron the number of pages to print and computer number
- Select the computer and enter the dollar amount for the total pages to print and then press enter
- Instruct the patron to print the number of pages they requested

c. Have patrons pick up & pay for their pages at the Circulation desk

d. For Color prints
- Have patron send their document to Reference staff email account
- Log their name, date & number of pages on the color printer sign in
- Print the document they sent from your email to the color printer
- Have the patron pay for the color prints at the Circulation desk

e. Contact MIS by email: support@amsamoa.edu if there is a problem with the computers

f. Monitor toner levels in printers and notify Processer/Supervisor when toner is low

4. OPAC (Online Public Access Catalog):
   a. Assist patrons with OPAC use
      - Search using keyword, title, last name of author or subject
      - Search can be narrowed by changing location, material type, etc.
   b. Assist patrons on printing from a flash/thumb drive from the OPAC stations
   c. Keep a daily log of the number of patrons who use the OPAC stations

5. Periodicals (Magazines & Journals) :
   a. Log new periodicals in file draws
      - Mark card with the title, number of yearly issues & if it's a subscription, gift or donation
      - Log-in each issue by year, volume number& issue number
   b. Distribute periodicals to designated areas of the library i.e. Reference, ERC And Special Collections room
      - Place new magazines in plastic sheeting on Reference rack and place previous copies on Archive shelves
   c. Keep magazine shelves in order and weed magazines that are 5 years or more from shelves for discard
      - Stamp with "Discard" and write date & staff initials under stamp
      - Note in periodical log discarded issue and date
      - Place discarded issue on a cart to give away at library entrance

6. Reference Materials:
   a. Assist patrons in finding resources from the reference and magazine collection
   b. File, read & organize shelves in Reference Collection periodically
   c. Check collection for damaged or lost material

7. Monthly Statistics (Stats)
   a. At the end of the month collect the daily stats & type a monthly report
      - List Computer usage, number of Research, Typing, Email users, number of Student Programs Represented and Color printer usage
   b. Email the stats report to the Director by 3:00 pm on the requested date

8. Library Tours:
   a. Give an overview of services and material available in the Reference area
   b. Give an instructional demonstration on how to use the OPAC station

9. Other duties
   - Circulation desk duties when needed.
   - Monitor students on the first floor.
   - Clean up area & sweep floor as needed.
   - Monitor & maintain library equipment.
   - Help with opening and closing library.

Responsibility	Library Associate (LA) – Special Collection (SC) (a.k.a. Samoa & Other Pacific Islands Collection or SamPac)	SOP #	DOSS-LIB 05
		Policy:	SC/SamPac
Page #	Page 78 of 154	Scope	LA SC/SamPac duties
Title:	LA SC (SamPac)	Last Reviewed/Update Date	6/12/2020 10:27 AM

Description:

The Special Collections Room consists of Samoan & Pacific Island books, journals and South Pacific Commission material as well as the library's Rare Book Collection. The room is a Quiet Room which means students can only do individual study in this room. There is no group work or discussions. Students may also use this room to study for exams.

1. Special Collections room opens at 7:30 am to 3:45 pm daily.

2. Prepare sign-in sheet for patrons who enter the Special Collection room. Instruct patron to enter Full name, time, research topic and Program major.

3. Instruct patrons to leave bags, folders, etc. on cart at entrance of Special Collection area. Only notebooks and writing implements may be brought to table area.

4. Assist students in locating books for their research, as well as any additional resources that they may use for their research based on their research topics.

5. Monitor use of Samoan and Pacific material as well as the Rare Book collection for signs of wear, detached pages, deterioration of binding, mold & mildew as well as other signs of damage. Turn-in damaged material to Workroom to be fixed or replaced.

6. Keep a file of the Pacific Journals and material from the South Pacific Commission.

7. Assist patrons with copy machine. Pacific materials may not leave the Special Collections room without approval from Library Director, but material may be

copied for a sum of $.15 per page.

8. Obtain permission from the Library Director for patrons' who request to check-out Special Collection materials.
   - Upon approval, prepare Blue Reserve Card for each book requested
   - Inform Circulation Desk of Director's consent and give staff the book to be checked out (the Circulation Desk is the only authorized area to perform check-outs and check-ins)

9. Keep a log of funds for copy machine transactions.

10. Re-file books and journals at the end of day. Place books on Reserve cart for patrons requesting continued use of material.

11. Read shelves, dust shelves and vacuum room as needed.

12. Prepare and turn-in at the end of the work week the Daily Monetary report with cash funds minus a weekly cash float.

13. Provide Monthly Statistics report based on Special Collections Patron Sign-in sheet. Stats should contain: Total number of Patrons, Research topics covered, and Students' majors/ Community Members. Stats are due at the end of each month on a specified date & should be email to the Director by 3:00 pm that day.

14. Research Pacific resources i.e. Pacific brochures, periodicals, websites, bibliographies, etc. to find additional books to add to the Special Collections.

Responsibility	Library Associate (LA) – General Collection (GC)	SOP #	DOSS-LIB 06
		Policy:	GC
Page #	Page 79 of 154	Scope	LA CD duties
Title:	LA GC	Last Reviewed/Update Date	6/12/2020 10:27 AM

Description:

I. **Monitor and maintain books & materials in the General Collection (GC):**
   a. Collect books on carts from 1st floor and 2nd floor,
   b. Collect books on desks & tables, re-file properly using Dewey Decimal System.
   c. Read shelves and pull any damaged material in need of repair or replacement
   d. Organize tables & chairs back to their original places at end of each day.

II. **Create & Maintain Master Lists for General (VF) & Pacific (PCVF) Vertical files and Newspapers:**
   a. Type detail of each VF & PCVF files' contents to Master List spreadsheet.
   b. Create and file a shelf list and card catalog card for each vertical file subject heading.
   c. Generate a Master list spreadsheet for Newspapers detailing date, page numbers, and headlines.
   d. Use Vertical file and Newspaper spreadsheets as an aide in locating additional research material for students.

III. General Collection Computers:
   a. Monitor GC student computers & have students sign-in for computer use
   b. Collect and keep a log of funds collected for printing
   c. Prepare and turn-in at the end of the week the daily monetary report with cash funds

IV. Assist Students Locating Material/Books:
   a. Assist students with OPAC (Online Public Access Catalog) to find their research material.
   b. Assist in finding various books/materials on research subject in GC and ERC book stacks.

V. General Collection Area Policies
   a. Remind students to observe silence (noise) policy.
   b. Maintain students respect for one another and college property.
   c. Keep all students safe, (no rough housing, loud conversations, inappropriate behavior)

VI. Assist ERC=Educational Resource Center Room Staff
   a. Turn on & log-in computers, turn on A/Cs and lights at beginning of the day.
   b. Assist in filing books and magazines.
   c. Assist with computer printing and help students to locate research material in ERC.
   d. Monitor ERC room when ERC staff is not present.

VII. Library Tours:
   a. Give an overview of services and material available in General Collection area.
   b. Explain Dewey Decimal System and how to locate books on shelves.

VIII. Maintenance of 2nd floor General Collection Area:
   a. Area should be clean at all times for students to read & study.
   b. Dust and sweep area as needed.
   c. Maintain cleanliness of staff restroom & lounge and give access to custodian for cleaning as needed.

IX. Monthly Statistics:
   a. Provide Monthly Statistics report based on General Collections Patron Sign-in sheet.
   b. Stats should contain: Total number of Computer usage, number of patrons who used the computers for: Typing, Research, Email, OPAC, Flash drives/scans, and Students' programs represented.
   c. Stats are due at the end of each month on a specified date & should be email to the Director by 3:00 pm that day

Responsibility	Library Associate (LA) – Education Resource Center (ERC) Room, 2nd floor	SOP #	DOSS-LIB 07
		Policy:	ERC
Page #	Page 80 of 154	Scope	LA ERC duties
Title:	LA ERC	Last Reviewed/Update Date	6/12/2020 10:28 AM

Description:

The Education Resource Center (ERC) Room has books, journals and CD-ROMs geared to support teacher education program. Although the priority is for the TED program, all ASCC students are welcome to use the room and its services when available.

- Daily Open = ERC room opens 7:30 am for library patrons for research, study and computer usage. Turn on lights, AC's, 15 student computers and printer.
- Computers = Library staff in the ERC room is in charge of monitoring the computer usage sign in sheet.

- Prints & copies = Keep track of the ERC room petty cash collection from library patron's computer printouts and copy fees. Record funds collected on daily monetary report.

- Research Assistance = Assist library patrons in finding books and other learning resources based on their research topics for a class projects or research papers from the instructors.

- EBSCO = Provide computer assistance to students in accessing the Online Research Database (EBSCO) using the patron log-in password.

- Book Maintenance = File books and read shelves using the Dewey Decimal System. Pull any damaged material in need of repair or replacement.

- Educational Journals = File journals alphabetically on shelves. Keep a spreadsheet of received journals and weed any periodicals over 5 years old

- Computer Maintenance = 3:00 pm daily, delete all student saved files/documents from each computer and clean out viruses.

- Money Report = Fridays at 2:00 pm prepare and turn-in the Daily Monetary report with cash funds minus cash float.

- Library Tours = Give an overview of services and material available in the ERC room. Also give an instructional demonstration on the EBSCO databases using the Library's laptop & screen

- Monthly Statistics = Provide monthly statistics based on patron sign-in sheet using Library Director's format. Stats consist of number of patrons using computers, number of patrons who used to the computers for: typing, research, email, OPAC, Flash drives/Scans and how many patrons from each student program.

- Maintenance = Sweep floors & dust during semester breaks and as needed. Maintain cleanliness of restroom and staff lounge area.

- Reserving Room = The ERC staff is in charge of reserving the room for meetings & TED instruction. Record class or meeting in the ERC room Log/Reservation Book. Include instructor's/meeting name, class, reserve time & date.

- Close ERC room 3:45 pm = Inform patrons at 3:30 pm that room will be closing in 15 minutes and ask if anyone needs to print out their work.

- Other duties: Fill in at other library areas as needed; monitor patrons on 2nd floor of the library; monitor & maintain library equipment and help with opening and closing of the library.

Responsibility	Professional Librarian (MLS) / Program Director of Library Services	SOP #	DOSS-LIB 08
		Policy:	Director of Library Services
Page #	Page 82 of 154	Scope	Professional duties / Program Directorship of Library Services
Title:	Professional Librarian/Program Director of Library Services	Last Reviewed/Update Date	6/12/2020 10:28 AM

Description:

1. Coordinates, directs, and supervises the daily function of the Library.
2. Assists in selection and trains new staff; coaches, advises, counsels, and evaluates staff.
3. Develops library collection for providing update information service.
4. Develops and updates division strategic plans, goals, and objectives pertaining library services.
5. Implements an integrated library automation system and online service.
6. Prepares brief divisional library report for the President's General Deans and Directors Committee meetings.
7. Prepares brief library highlight report for the Vice-President of Academic Affairs and Student Services Committee meetings.
8. Prepares for and attends ASCC WASC Steering Committee and Subcommittee meetings.
9. Writes Monthly Reports, ASCC WASC Standard II C Subcommittee Report, library manuals, policies, and procedures.
10. Attends the American Library Association (ALA) Annual Conference for continued Professional Development insights, trends, and networking.
11. Keeps pace with Internet Trends for upgrading information and instructional technologies.
12. Communicates both the college and library missions to internal and external audiences.
13. Performs other duties as assigned by the VP of Academic Affairs and Student Services or the President.

Responsibility	Professional Librarian (MLS) / Cataloger	SOP #	DOSS-LIB 09
		Policy:	Cataloger
Page #	Page 82 of 154	Scope	Professional duties / Cataloger
Title:	Professional Librarian / Cataloger	Last Reviewed/Update Date	6/12/2020 10:28 AM

Description:

The ASCC Library uses Follett's Destiny library software. Step 1 in the Cataloging section of this SOP will be used for all procedures to be made in the library's Destiny system. To use the other resources such as making reports, adding patron records, printing barcodes, searching the catalog, etc. or for more detailed instructions for the Destiny system see the Destiny Library Manager Guide or the Follett Software Binder located at this work station.

Cataloging
1. Go to Destiny cataloging
2. On the internet browser type in the URL: http://aslc.follettdestiny.com and press enter to go to the site.
3. Click onto: **American Samoa Community College** (in blue)
4. Click onto the **Login** tab at the far right.
5. Type in your **Username** and **Password,** (this can be obtained from the library director), then press enter or click onto the Login tab.
6. Click **Catalog** tab just above green bar
7. "Copy Cataloging", copying a record that someone else has already made
8. Click onto **Add Title** at far left of page
9. Use arrows to set search options. Type information to be searched into box and click **GO** tab.
10. Click the **Details** tab on the record that you want.
11. Click **Save Title** tab at far right of page.
12. Click **Add Copies** tab at far right of page.
13. Type in all vital information (i.e. Barcode, call #, etc.), for the copy.
14. Click **Save Copies** tab to add the record to the library's collection.
15. "Original Cataloging", entering all the data yourself to establish a record

16. Click onto **Add Title** at far left of page
17. Use arrows to set search options. Type information to be searched into box and click **GO** tab.
18. If nothing matches then click **Add the Title** (in blue) at far right.
19. Click onto the **Use Easy Editor** or **Use MARC Editor** tabs at far right.
20. Type the material information into the blanks, use the tabs to enter a complete record, then click **Save Title** tab at top or bottom of entry.
21. Click **Add Copies** tab at far right of page.
22. Type in all vital information (i.e. Barcode, call #, etc.) for the copy.
23. Click **Save Copies** tab to add the record to the library's collection.
24. Edit and update library records in Destiny system.
25. Make reports for statistics, shelf list, new barcodes, overdue material, etc.

In addition to Cataloging and using the Destiny system, this area is also responsible for the following tasks as well as any other assignments given by the Library Director.

Processing library material
1. Prepare new material to be cataloged
   a. Stamp Title page and stamp on all three outer sides of books with ASCC Library stamp
   b. Place a security tape inside of books and journals (avoid middle sections)
   c. Place Barcode inside of front cover and write number at top of Copyright page (CIP) of book
   d. Write Purchase date, price and vendor on inside verso of CIP page (on equipment and video this data is written on a file label and attached to the

material)

2. Type labels and attach to new books that have been cataloged
    a. Type label onto spine label template on computer desktop and printed out onto pre-glued labels (make sure that labels are placed face down inside of printer), place label on bottom spine of material; then place 2" wide piece of tape over label. (see existing copies for examples)

3. Weed outdated/damaged material from collection and delete records from system

4. Choose new books, journals, magazines, DVDs, etc. for purchase from publishers' catalogs to expand the library's collections.

Office Petty Cash
1. Receive money from Circulation, TERC Room, & Pacific Room
2. Count money received daily/weekly
3. Record deposits received
4. Make copies for files

Perform additional duties as needed
1. Fill-in for staff vacancies in different library areas
2. Complete area statistic records and library reports
3. Aide in the performance of inventories

Responsibility	Any Library Staff	SOP #	DOSS-LIB 10
		Policy: Reference Dewey Decimal System	All Staff Library Tour/Orientation -
Page #	Page 84 of 154	Scope	All Students; All Patrons (Community)
Title:	Library Tour/Orientation	Last Reviewed/Update Date	6/12/2020 10:28 AM

Description:

The library will give a guided tour of the facility and its services to instructors' & their classes upon request. Instructors must schedule tours in advance with the Circulation staff.
   A. Greet instructor & class on 1st floor of library (Gather everyone in open area to the right of copy machine), introduce yourself and give an overview of the library.
   B. Guide tour to the different areas in the library so that each staff may explain the services in their area.

   I. **Circulation** area (Keep class at copy machine area so doorways stay clear)
      1. Staff introduction
      2. Describe functions & services
         a. Copy machine, Printer & fees
         b. Material on reserve
         c. Check-in/out materials
            • Period of loan
            • Fines (overdue, damaged, etc.)

       d. Library cards
- How to make (materials needed)
- Fees (lost cards)
       e.   Schedule library tours/orientations
3. Comments from area staff
4. Questions

II. **Reference** area (Move class to the clear area in front of OPAC/Card Catalog)
1. Staff introduction
2. Describe services
    a. Research guidance
- Computer Databases ("EBSCO", also mention ERIC, Google, RefWorks, GPO, etc.)
- Reference material help
    b.   New and archived magazines
    c. Computer sign-in, computer assistance & printing
    d. OPAC & Card catalog instruction
- How to look up material – Keyword, Title, Author, Subject, etc.
- Where to locate call number on records
- Where to find bibliographical information on record
- Meaning (location) of call number prefixes
- Records in Card Catalog (General & Pacific Subject Vertical files)
3. Comments from area staff
4. Questions

III. **Special Collection**
1. Staff introduction
2. Describe contents & purpose of room
    a. Samoan & General Pacific areas
    b. Pacific Journals & South Pacific Commission materials
    c. Rare Book collection
    d. Copy/Scanning machine
3. Comments from area staff
4. Questions

C. Move Tour to 2nd floor ERC room

I. **Education Resources Center**
1. Staff introduction
2. Describe contents, services & purpose of room
    a. Teacher education Books & Periodicals
    b. Computers – main priority for TED majors, but available to all
    c. Printer – Lexmark 20¢ per page
    d. TED course textbooks – for 2 day check-out)
3. Comments from area staff
4. Questions

II. **General Collection**
1. Staff introduction
2. Describe area, services & contents of area
    a. Monitor computers, printer & OPAC stations
    b. Virus scanning – flash drives, SD cards, CD-ROMs, etc.
    c. Vertical pamphlet files – location & contents

        d. Dewey Decimal System
- Briefly explain classification & call number designation in library (Use "Cave Man" story with handouts to explain rational behind Dewey system)
- Show on books where call numbers are located & explain prefixes
- Explain signage on shelves & their relationship to call numbers

        e. Reference material located in General Collection area
- Encyclopedias
- RES – Reserved for reference material

3. Comments from area staff
4. Questions

Note: Please refer to Appendix #2 for the Caveman's Guide to Dewey Decimal System.

RECORDS

Purpose:

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

The purpose of this SOP is to describe the main procedures associated with the delivery of key services and activities of the Records function of the Division of Student Services.

Procedure

The primary procedures associated with the delivery of the above services include:

- *A.* Registration
- *B.* Change of Registration
    1. *Add/Drop*
    2. *Withdrawal*
- *C.* Grades
    1. *Independent Study*
    2. *Audit*
    3. *Credit by Examination*
    4. *Course Substitution*
    5. *Course Repetition*
    6. *Change of Grade*
- *D.* Academic Transcript
    1. *Verification*
    2. *Processing and Printing*
- *E.* *Evaluation of Academic Credits*
    1. *Credit for Transfer Courses*
    2. *Evaluation of Foreign Credits*
- *F.* *End of Term*
    1. *Grade Sheets*

2. *Grades Data Entry*
3. *Verification of Grades*
4. *Grade Reports*
5. *Filing*

References and Definitions
ASCC current Academic Catalog; Datatel/Colleague Academic Records & Registration
Training Materials.

Responsibility	Registrar/Records Officer, Assistant Registrar	SOP #	DOSS-REC-02
		Policy:	Registration
Page #	Page 89 of 154	Scope	Internal Process
Title:	Academic Schedule Review	Last Reviewed/Update Date	6/12/2020 10:29 AM

Schedule of Courses

An official schedule of courses provides information of all courses offered, titles, times, days, credits, and instructors for a particular term. Schedules are published and posted before the registration dates by the Office of Academic Affairs. Official class schedules are also advertised in the local newspapers prior to registration.

1. Go to **CSSC** Course Section Schedule
2. Print out the Course Section Schedule for the identified term
3. Cross-check the printout report of what is in the system against the hard copy of the academic course schedule to make sure that all information on course section, title, faculty, room, days, dates, and credits are the same

```
11/25/13                        COURSE SECTION SCHEDULE                        Page   1
09:10AM                              2013FA
                              Department and Synonym Sort
Department: TED


Course Section/     Title/                     Instr           ---Start/End----
   Synonym          Faculty Members            Meth Room   Days Time    Date    Freq        Credits   CEUs
----------------    ----------------------     ---- ------ ---- ------- ------- ----    ------------- --------
ED-150-01           Intro. to Teaching         LEC  ADM  TED2  MWF  10:00AM 08/19/13 Week         3.00
   04736            Shirley Magalei Dela Rosa                  10:50AM 12/05/13

ED-150-02           Intro. to Teaching         LEC  ADM  TED2  MWF  11:00AM 08/19/13 Week         3.00
   04737            Shirley Magalei Dela Rosa                  11:50AM 12/05/13
```

		SOP #	DOSS-REC-03
Responsibility	**Registrar/Records Officer** **All Office Staff**	**Policy:**	**Registration**
Page #	**Page 90 of 154**	**Scope**	**New, Continuing, and Returning Students**
Title:	**Registration Process**	**Last Reviewed/Update Date**	**6/12/2020 10:29 AM**

*** In order for an applicant to be able to register, **Appl Stat** must be changed from **APPL** to **MS***

Student 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 opportunity to register followed by Continuing and Returning students.

Registration follows the following steps:

I. "New and New Transfer Students" Registration

STEPS:
- New Students are the first-time entry to ASCC; First-time enrollment in Summer and Fall term
- This may include Early Admission students (Seniors ONLY for Fall and Spring; Juniors and Seniors for Summer)

1.   Go to **PERC (Person Restrictions) –** Check for any listed "holds" on student record

a. If Student has a Library hold, then student will be referred to library
b. If student has a Business hold, then refer to the Finance Office
c. If student has an Admissions hold, then refer to the Admissions Office

2. Go to **TRAN (Transcript Print)** to print out the student's academic transcript

```
TRAN-Transcript Print

       Trans Grouping   1  ADV      ‡      Recipient
       Use Grouping Ptr  No              Sort Order  By Student        ▾
       Verify Prt Restrs  Yes           Add Hierarchy  PREFERRED
           Saved List Name
                Students   1  4125                                ‡
         Acad Programs Incl  1                                    ‡
         Acad Programs Excl  1                                    ‡
          Academic Levels   1                                     ‡
```

Field	Description	Example/Notes
Trans Grouping	Enter in **ADV** for Advising Transcript	ADV
Students	Enter in student id number or by person look up (last name, first name)	4125

- Direct student to the Finance Office to pay for the registration fee

1. Complete top part of the Registration Form
   Note: Registration forms may be picked up at the Finance Office
   - Assign Advisor (Planning in Progress)
   - Attach both the student's academic transcript and payment receipt to the registration form and give to student

2. Direct student for academic advising
   - CAPP students = send to the CAPP advisors
   - Non-CAPP students = send to the declared program department for advising

3. All Registration Forms must be returned to the Registrar's Office for posting
   - Make sure all required signatures are on the Registration Form before forwarding form for posting of schedule

4. Go to **RGN** – Registration screen to post list of classes on the Registration Form
   - Make sure the listed class(es), SECTION(S), offering information on the Registration Form is what is in Colleague system (Course Section Resolution screen)

5. Direct student to the Finance Office for tuition payment and official schedule

RGN-Registration

REGSTA

Test, Mr. Lam   ID: 0004125 SSN: 000-00-4122
Pago Pago   AS   96799   Home: 633-1234

Date 11/22/13   Term 2013FA

	Section Name and Title	Aud	Pass Creds	CEUs	Stat	Start Date	Term
1	ENG 090						
2							
3							
4							

	Term Summary	Level	Load	Creds	CEUs	Status
1						
2						
3						

Sched   Waitlist   Other Info ✕   Billing   Pay N

Controller Section Name   No Values
Course Section LookUp

RGN-Registration   RGN-Registration

Course Sections Resolution

using COURSE.SECTION.AVAILABILITY, View: COURSE.SECT

	Seq: Term	Section Name	Instr	Loc	Days	Time	Stat	Cap/Avai
☐	1: 2013FA	ENG-090-151	B. Goodwi	MAP	MTWR	08:00AM	Open	25/1
☐	2: 2013FA	ENG-090-152	J. Mareko	MAP	MTWR	09:30AM	Clsd	25/-2
☐	3: 2013FA	ENG-090-153	S. Ropeti	MAP	MTWR	12:30PM	Clsd	25/0
☐	4: 2013FA	ENG-090-154	F. Calump	MAP	MTWR	02:00PM	Open	25/3
☐	5: 2013FA	ENG-090-155	D. Fanene	MAP	MTWR	09:30AM	Clsd	25/-1
☐	6: 2013FA	ENG-090-251	F. Calump	MAP	MTWR	08:00AM	Clsd	25/0
☐	7: 2013FA	ENG-090-252	B. Goodwi	MAP	MTWR	09:30AM	Clsd	25/0

Field	Description	Example/Notes
Section Name and Title	Enter in section look up. Can use synonym or term-subject-number-section number.	ENG090
Aud	Enter A if person is auditing the course	
Sched	Detail to view schedule	
Other Info	Detail to SPRO, ASUM, PERC, STPE	
Billing	Detail to RGBS to see current registration charges	

II.   **"Continuing and Returning Students" Registration**

- A **Continuing Student** is defined as a student who is degree-seeking and has been enrolled in classes during the previous semester (not including Summer)

- A **Returning Student** is defined as a former degree-seeking student who has not been enrolled for one or more semesters. Returning students are required to update their admissions file before registration and follows the same admission and registration guidelines as new students

1. Go to **PERC (Person Restrictions) –** Check for any listed "holds" on student record
    a. If Student has a Library hold, then student will be referred to library
    b. If student has a Business hold, then refer to the Finance Office
    c. If student has an Admissions hold, then refer to the Admissions Office

2. Go to **TRAN (Transcript Print)** to print out the student's academic transcript
    - If a Returning Student's record is not found in Colleague, then search for student record in the Blackbaud system
    - Advise student that historical record from the Blackbaud system will be re-verified and data entered in to the Colleague system

Note: Make sure to data enter historical record by the first week of instructions

Field	Description	Example/Notes
Trans Grouping	Enter in **UG** for Advising Transcript	UG
Students	Enter in student id number or by person look up (last name, first name)	4125

3. Direct student to the Finance Office to pay for the registration fee
4. Complete top part of the Registration Form
    Note: Registration forms may be picked up at the Finance Office
5. Assign Advisor (Planning in Progress)
6. Attach both the student's academic transcript and payment receipt to the registration form and give to student
7. Direct student for academic advising
    - CAPP students = send to the CAPP advisors

- Non-CAPP students = send to the declared program department for advising
8. All Registration Forms must be returned to the Records Office for posting
9. Make sure all required signatures are on the Registration Form
10. Forward Registration Form for posting
11. Go to **RGN** – Registration screen to post list of classes on the Registration Form
    - Make sure the listed class(es), SECTION(S), offering information on the Registration Form is what is in Colleague system (Course Section Resolution screen)
12. Direct student to the Finance Office for tuition payment and official schedule

Field	Description	Example/Notes
Section Name and Title	Enter in section look up. Can use synonym or term-subject-number-section number.	ENG090
Aud	Enter A if person is auditing the course	
Sched	Detail to view schedule	
Other Info	Detail to SPRO, ASUM, PERC, STPE	
Billing	Detail to RGBS to see current registration charges	

ONLINE REGISTRATION – Online registration is available to Continuing Students only

1. Continuing students are directed to the Finance Office to pay for the registration fee
2. Registration fee receipt must be presented to MIS for release of user logins
3. Process online registration at the designated computer labs
4. Direct student to the Finance Office for tuition payment and official class schedule

---

Description:

The process for changing a student schedule after the registration form has been submitted is known as the Add/Drop period. *Please refer to the Academic calendar for the Add/Drop, Drop Only and Early Add/Drop deadlines for each term.*

<u>Add/Drop</u>

American Samoa Community College
Add/Drop Form

Semester: ☐ Fall ☐ Spring ☐ Summer Year: 20____

LEGAL NAME: _____						SS#: _____		OVER-ENROLLMENT ONLY	
Add/Drop	SYN#/Course Alpha	Section	Course Title	Days	Time	Credit	Instructor Name	Class Size	Instructor Approval

Total Credits from _____ to _____ Advisor Approval: _____

Over 16 credits-Dean of Instruction: Approval: _____

Student Signature: _____

( ) Fee Exempt – Reason: _____

Date: _____ Approval: _____

Date Posted: _____ Posted by: _____

1. Make sure to mark the corresponding add/drop request based on the following:

Field	Description	Examples / Notes
Semester of Add/Drop	Mark the corresponding semester and the year of the Add/Drop request. SHOULD BE for the current term.	

2. Complete the form accordingly and correctly to avoid any mis-post in the student's record:

Legal Name	Students have "slang" or short names for their long names and they tend to use it when they fill out the forms	The students legal name that's on the social security card should be the name used. (always ask for school ID when name is not found in Datatel)
SS#	Student can enter his/her SSN or the assigned Student ID #	ENTER the Student ID #
Add/Drop	Enter "A" for Add Enter "D" for Drop	
Course Alpha	Speech 153	Example: SPH 153
Course Section	Speech 153-**01** ****Bold – Section #**	Course Alpha's have more than one sections, MAKE SURE to identify the correct section as to avoid misposts
Course Title	Title of the course that the	Example: if a student wants to Add

	student wants to Add or Drop	or Drop SOC150 the course title should be "Intro to Sociology"
Days	Days of the classes or class that the student wants to Add or Drop	MWF – Mondays, Wednesdays, Fridays or TH for Tuesdays, Thursdays ***Note: Make sure to associate the days with the noted Course Section***
TIME	Time of the classes or class the student wants to Add or Drop	10:00 – 11:00 ***Note: Make sure to associate the days with the noted Course Section***
Credit	The number of credit(s) for the class that the student is Adding or Dropping	Example – if the student wants to Add or Drop ENG150 simply write 3 for three credits
Instructor Name	Note the name of the Instructor of the noted course	Make sure the instructor's name matches with the noted Course Alpha, Section, Time, and Date
Class Size	How many students currently enrolled in the class **See *Note***	*Note:* Only enter the number of students currently enrolled in the class when requiring the instructor's signature to over-enroll a student in the class. DO NOT over-enroll student when the class size has met its max without the instructor's approval. The Dean of Academic Affair's approval is required when the number reaches 28.
Total Credits from ____to____	Note the number of credits the student is currently enrolled in after posting the form in Datatel	This number should correspond with what is in the system.
Over 16 credits	When the student's total credits for the term totals over 16 credits after adding a class, the Dean of Academic Affair's signature is required. **See *Note***	*Note*: See policy on Student Credit Load

Notes: Make sure the student and advisor signs the form before accepting the form for posting in Datatel.

Posting Add or Drop in Datatel

Go to **RGN** (Registration) and type student name in the person lookup and press **ENTER.** Select the student by entering the number on the controller lookup resolution on the bottom and press enter to view the student's registration.

		SOP #	DOSS-REC-05
Responsibility	**All Office Staff**	**Policy: Class Withdrawal, Complete Withdrawal, Unofficial Withdrawal**	**Withdrawal**
Page #	**Page 98 of 154**	**Scope**	**Internal Process**
Title:	**Change of Registration**	**Last Reviewed/Update Date**	**6/12/2020 10:33 AM**

Description:

The process for changing a student's schedule after the add/drop period has ended is known as the withdrawal period. *Please refer to the current Academic Calendar for the Withdrawal Dates for "W", "W/F" or "W/NP."*

Withdrawal

American Samoa Community College
WITHDRAWAL Form – Class ___ Complete___
Semester: ☐ Fall ☐ Spring ☐ Summer Year: 20___

White: Records Ofc. Green: Student Yellow: Business Ofc. Pink: Financial Aid Gold: Advisor

...S FORM IS FOR WITHDRAWAL WITHOUT A GRADE POINT PENALTY. WP = Developmental Courses; W = Non-Developmental Courses.
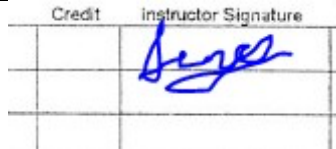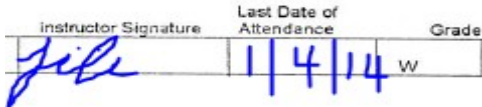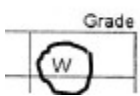
1. Make sure to mark the corresponding withdrawal request based on the following:

Field	Description	Examples / Notes

Withdrawal		
• **Class** withdrawal: When a student is withdrawing from a class or classes but still have other classes or class to enroll. For example – If a student is taking 5 classes but withdrew from 4 classes. The student is still enrolled because she/he has 1 more class left for the current term. • **Complete** withdrawal: When a student completely withdraws from all classes. For example – A student that is taking 2 classes and decides to withdraw from the 2 classes. This is a complete withdrawal because the student does not have any more classes left for the current term.		
Semester of withdrawal	Mark the box of the semester and the year of the withdrawal. SHOULD BE for the current term.	American Samoa Community College WITHDRAWAL Form – Class ___ Complete____ Semester: ☐ Fall ☒ Spring ☐ Summer Year: 20 14

2.   Complete the form accordingly and correctly to avoid any mis-posts in the student's record:

Legal Name	Students have "slang" or short names for their long names and they tend to use it when they fill out the forms	The students legal name that's on the social security card should be the name used. (always ask for school ID when name is not found in Datatel)
SS#	Student can enter his/her SSN or the assigned Student ID #	ENTER the Student ID #
Course Alpha	Speech 153	Example: SPH 153
Course Section	Speech 153-**01** ****Bold – Section #**	Course Alpha's have more than one sections, MAKE SURE to identify the correct section as to avoid misposts
Course Title	Title of the course that the student wants to withdraw	Example: if a student wants to withdraw SOC150 the course title should be "Intro to Sociology"
Days	Days of the classes or class that the student wants to withdraw	MWF – Mondays, Wednesdays, Fridays or TH for Tuesdays, Thursdays *Note: Make sure to associate the days with the noted Course Section*
TIME	Time of the classes or class the student wants to withdrawal	10:00 – 11:00 *Note: Make sure to associate the time with the noted Course Section*

Credit	The number of credits for the class that the student is withdrawing	Example – if the student wants to withdraw ENG150 simply write 3 for three credits
Instructor signature	Students are required to obtain the signature of the noted instructor of the course	Example on the withdrawal form
Last Date of Attendance	The last day the student attended each noted class(es) – this date should be provided by the teacher on the form. ***Note:*** This is important to determine the calculation of Financial Aid Award for eligible students	Example on the withdrawal form
Grade	Circle the letter "**W**" on the form for withdrawal	Example on the withdrawal form

Notes: Make sure student signs the form and have all the signatures from each instructors and advisor before accepting the form for posting in Datatel.

Posting Withdrawal in Datatel

Go to **RGN** (Registration) and type student name in the person lookup and press **ENTER.** Select the student by entering the number on the controller lookup resolution on the bottom and press enter to view the student's registration.

1. Click on the dropdown menu under the "Stat" tab;
2. Select "**W**" for Withdrawal

3. Once selected, the number of term credits in "Term Summary" automatically changes

4. After posting the "**W**" on the "RGN Registration" screen, save out by using the save icon on the top menu bar and press Update to save the changes made to the student's classes.
5. Student's Registration Billing will be updated automatically.
6. Go to **STAC** (Student Academic Credits) and type student name in student lookup and press **ENTER**

7. Locate the semester first on the right side (to make sure it's the right semester) and detail in the "blue box" on the left side.
8. A menu will appear and select **SACD** and press **Ok**

9.   Go to where it says **Status/Dt/Time/Reason** and use the dropdown to select "**W**" for withdrawn

10. Go to **Grade scheme/Grade** and enter the letter **"W"** on the space provided on the far right and press ENTER. Once the

grade of "W" is entered the calculation for the GPA's will automatically calculated.

Notes: Make sure to check if the student is withdrawing from a College level courses (100 number courses and above) or CAPP courses (College Accelerated Preparatory Program – below 100 level). Always put "NO" on **"Replace Allowed." "W" courses are not Repeatable.**

During the "W/F" or "W/NP" period, make sure you follow the same steps but the Grade will be entered according to the corresponding course. CAPP courses (below 100 level)– W/NP; College level courses (100 level and above) – W/F.

11. Save out by pressing the save icon on the top menu bar and select Update to save the entered information.

Once screen is updated and saved, you will go directly to STAC window for viewing.

Notes: The letter "W" will appear on the right side. Once the letter "W" is viewed for grade the "W" will appear on the transcript.

Complete withdrawal

1. Before posting Complete Withdrawals, refer the student to the Financial Aid Office for counseling;
2. After receiving Financial Aid counseling, the Financial Aid Counselor signs on the Withdrawal form;

NOTE: Non-Financial Aid students are not required to obtain the Financial Aid Counselor's signature. Posting a **Complete Withdrawal** goes through the same steps as to posting a Class **Withdrawal**

3. After completing withdrawing all the classes from **STAC**
4. Go to **SPRO** (Student Profile) and type student name in the student lookup and press ENTER

This window will appear and detail in **HIATUS**

5.   Go to Academic Withdrawal and detail in <mark>blue box</mark>

6.   Enter **CW Complete Withdrawal** on the Hiatus tab;
7.   Reason tab – enter CW Complete Withdraw;
8.   Enter the Last Attendance Dt. As noted by the instructor of the course on the Withdrawal Form;

9.   Press the save icon on the top menu bar to Update the changes made on the SWTH (Student Withdrawal) screen. This will direct you back to **SHIS** (Student Hiatus Summary) screen.
10.   Save out again by pressing the save icon on the top menu bar and press Update to save the changes made.

	Academic Withdrawal	Start Date	End Date	Status
1	CW Complete Withdrawal	03/06/14		
2				
3				
4				
5				
6				

Controller Acadmic Wd   Adding Value 2

Note: After completing the steps the student is officially withdrawn from school. (Always check back to **STAC** if the changes have been saved).

*** ***DO NOT FORGET TO COMPLETE THE BOTTOM PART OF THE FORM** – note the Date Posted and Sign the form* before filing form in the student's file.

11. Once selected, the number of term credits in "Term Summary" automatically changes

12. After posting the "**A**" or "**D**" on the "RGN Registration" screen, save out by using the save icon on the top menu bar and press Update to save the changes made to the student's classes.

		SOP #	DOSS-REC-06
Responsibility	**All Office Staff**	**Policy:**	**Academic Transcript**
Page #	**Page 108 of 154**	**Scope**	**Current and Returning Students**
Title:	**Academic Transcript Guidelines**	**Last Reviewed/Update Date**	**6/12/2020 10:33 AM**

Description:

Daily transactions and requests which are received through e-mail, by phone, or filed personally by students or alumni are attended to in accordance with this SOP and time frame indicated herein. Policies of the Records Office especially those which pertain to the confidentiality of academic records and grades of students are implemented in keeping with the provisions and guidelines found in the ASCC Academic Catalog and the Federal Educational Rights and Privacy Act (FERPA) of 1974.

<u>**Request for Transcripts and Other School Records:**</u>

Transcript of Records is a confidential document. Signature of the student or alumni is required before any record is released by the office and requests should be done personally, by mail, or by fax with the signature of the requesting student or alumni. Authorization letter may be required if the requesting person cannot personally file the request and/or receive the academic transcript personally from the Records Office. The same holds for request of second copy of diploma by graduates or alumni.

AMERICAN SAMOA COMMUNITY COLLEGE
OFFICE OF THE REGISTRAR
Phone: 684/699-9155
Fax: 684/699-1083

TRANSCRIPT REQUEST FORM

The Business Office handles payment/financial clearance. A receipt of payment and financial clearance must be submitted to the records office before a transcript will be released on a first come, first served basis.

Official Transcript requested will be processed within 5 working days after date of receipt
On a first come, first served basis.

Student's Name: _____ SS#: _____

DOB: _____ Phone: _____

Email: _____

Student's Address: _____

Major:Degree Awarded _____

Awarded Date: _____

How Many: Official Transcript:($5.00) _____ Student Copy:($2.50) _____

Check one: Mail ○ Pick-up ○ Pick-up notes: _____ (For Office Use)

Purpose of transcript: (Check one) Cohort ○ Scholarship ○ Transfer ○ Military ○ Employment ○ Graduation ○ Personal ○ Off-Island Request ○

Mailing Address for Transcript:

1. _____

2. _____

I, the undersigned, hereby give my permission for ASCC to release my Transcript to the Institution/Organization/Person(s) listed below:

_____

Signature: _____ Date: _____

FOR ADMISSIONS AND RECORDS OFFICE USE ONLY

Date Rec'd: _____ Rec'd By: _____

Verified by: _____ Verified Date: _____

NOTE: All the required fields on the Transcript Request From should be completed.

FIELD	DESCRIPTION	EXAMPLE/ NOTE
Student's Name	Student should provide full legal name.	If student is married the name that the student used while attending should also be provided on the form. If the student wants to change the maiden name to married name, the social security card with the married last name should be provided to the office for change. Vice versa when the married name is changed back to the maiden name.

Social Security Number	Student should provide the exact SS# that's on the SSC	This is important because some students have the same name but the SS# will determine the right student transcript that needs to be verified.
Date of Birth	Students should provide his/her date of birth	This is also important if students have the same name but the DOB would help determine the right student. If the right student is determined, the students file will be pulled for the transcript verification.
Student's Address	Student should provide his/her address	Example: P. O. Box 000 Pago Pago, As 96799
Major Degree Awarded & Awarded Date	This should be provided by the student if he/she graduated from ASCC	Example: AA – Liberal Arts 2004SP
# of Official Transcript & # of Student's copy	Simply write the # of official transcript requesting and the # of student copy requesting	1 official 2 student copy
Check a method of receiving transcript	Mark **mail** or **pick-up.** The student can also mark both if the student wants to mail the official and pick-up the student copy (make sure student make notes on the form for this)	✓ Pick-up ✓ Mail

- To ensure accuracy, transcript requests may take up to 5 working days to process. This is dependent on the verification time required for student records not in the current Colleague system.
- Transcripts are processed on a first-come, first-served basis. NO RUSH ORDERS ARE ACCEPTED AT THIS TIME.
- You must apply early to allow sufficient time to process your transcript request.

		SOP #	**DOSS-REC-07**
Responsibility	**All Office Staff**	**Policy:**	**Transcript Requests**
Page #	**Page 110 of 154**	**Scope**	**Internal Process**
Title:	**Academic Transcript Request**	**Last Reviewed/Update Date**	**6/12/2020 10:33 AM**

Transcript fees are $5.00 for an Official Transcript and $2.50 for a Student Copy.

Requesting an Academic Transcript

IN PERSON:

1. Pick up and complete the transcript form from the Admissions & Registrar's Office Service Window.
2. Make the appropriate payment to the Finance Office
3. Submit the request form together with the payment receipt to the Admissions & Registrar's Service Window

Once form and payment receipt is received:

4. Complete the "FOR ADMISSIONS AND RECORDS OFFICE USE ONLY" part of the form – noting date received, received by. The noted "Verified by:" and "Verified Date:" will be completed by the Student Records Specialist.

I, the undersigned, hereby give my permission for ASCC to release my Transcript to the Institution/Organization/Person(s) listed below:

_____

Signature: _____Date: _____

FOR ADMISSIONS AND RECORDS OFFICE USE ONLY

Date Rec'd: _____Rec'd By: _____

Verified by: _____Verified Date: _____
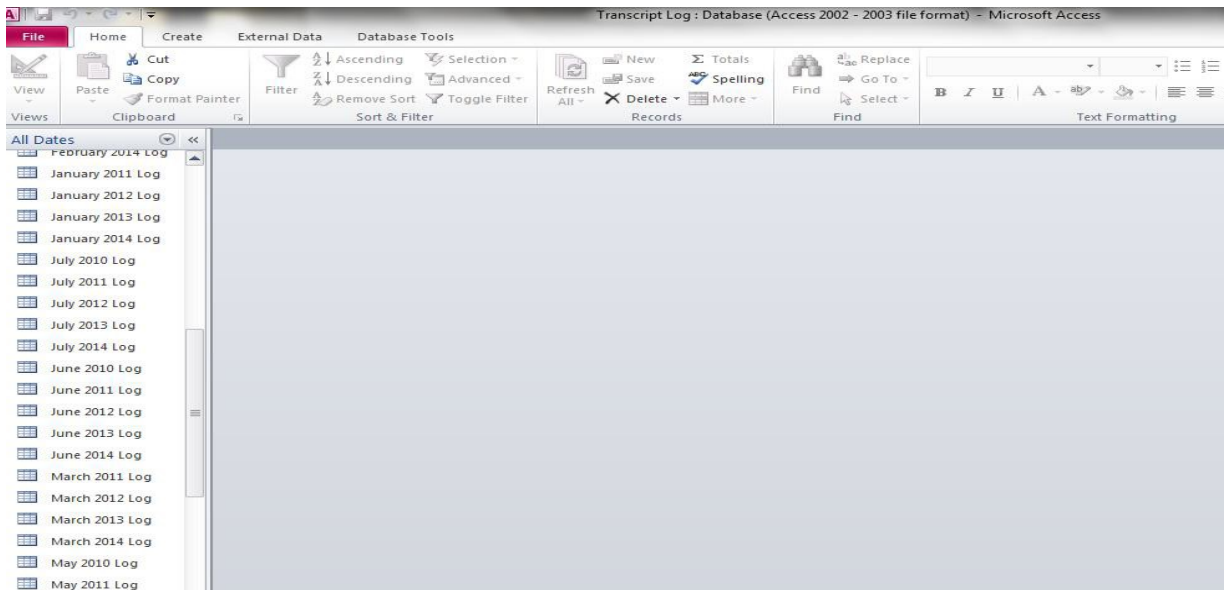
Updated 7-31-14
ARFAO

5. Route the form to the **Administrative Assistant** to do the following:

   a.   Go to

   b.   Access the shared Microsoft Access "Transcript Log" folder

c.   Open the respective log for the current month and year - once open –
please enter the required information based on what is noted on the transcript request
form;

d.   Initial logging is completed

6. Route the transcript request form to the **Student Records Specialist** for processing
   of request;

   a.   Pull up the student record in the Collegue "TRAN";

   b.   Check for course repeats and verify any inconsistencies on record;

   c.   Prepare all received requests by printing the system transcript and forward
   to the Registrar (Records Officer) for the final review and printing of "Official Transcripts"
   only; "Unofficial Transcripts" will be printed by the Student Records Specialist;

   d.   After printing is received from the Registrar (Records Officer), stamp, seal,
   and signature must be affixed on each copy, forward all transcript requests together with
   the printed official/unofficial transcripts to the **Administrative Assistant** *(See SOP on
   Academic Transcript Logging)*.

NOTE: If a student record does not exist in Datatel, then please do the following:

   a.   Go to Blackbaud system;

   b.   Access "Records Management" module;

   c.   Go to "Attributes" tab and see the "Transcript Verified" Date and Comments

Employ	Bio2	Notes	Media	Conduct	Courses	Grades	Schedule	Attend
Bio1	**Attributes**	Bio3	Fin Aid	Relations	Education	Tests	Medical	Actions	Activity

	Category		Description	Comments	▲
	Village Name	▼	Taputimu		
	Transcript Verified		10/16/2001	stofi	
	Transcript Verified		3/18/2008	p.lamyuen	
	Student Type		ASTEP		
	Major		Teachers Education		

   d.   Note this on the bottom part of the "Transcript Request" form;

   e.   Depending on when the transcript was last verified, all Blackbaud records
   should be re-verified across the respective recorded semesters/courses using the
   filed grade books;

   ***To ensure accuracy, all Blackbaud records may take up to 4 weeks to process. Transcripts
   are processed on a first-come first-served basis.***

7. After all recorded academic grades are re-verified, go to Datatel/Colleague and STAC
   the record (see SOP on STAC);

8. After STAC'ing, follow steps 3c in this SOP to complete the process of transcript
   request.

IF A STUDENT IS UNABLE TO APPLY IN PERSON:

9. A Faxed or mailed request received MUST note permission by the requestor to release transcript. The received form must be signed; signature is required before processing will begin. **No exceptions will be made to this policy**.

10. Look out for the other person authorized by the requestor to pickup transcript. If the name is not authorized by the requestor in his/her letter then the transcript can not be released. **No exceptions will be made to this policy.**

Follow Steps 3c in this SOP section to complete the process of transcript request.

Responsibility	All Office Staff	SOP #	DOSS-REC-08
		Policy:	Transcript Requests
Page #	Page 113 of 154	Scope	Internal Process
Title:	Academic Transcript Request – Logging	Last Reviewed/Update Date	6/12/2020 10:34 AM

Description:

All academic transcript requests received must be logged for tracking purposes and to maintain accountability of release.

Procedures:

INITIAL LOGGING – processed by the **Administrative Assistant**

a.   Go to

b.   Access the shared Microsoft Access "Transcript Log" folder
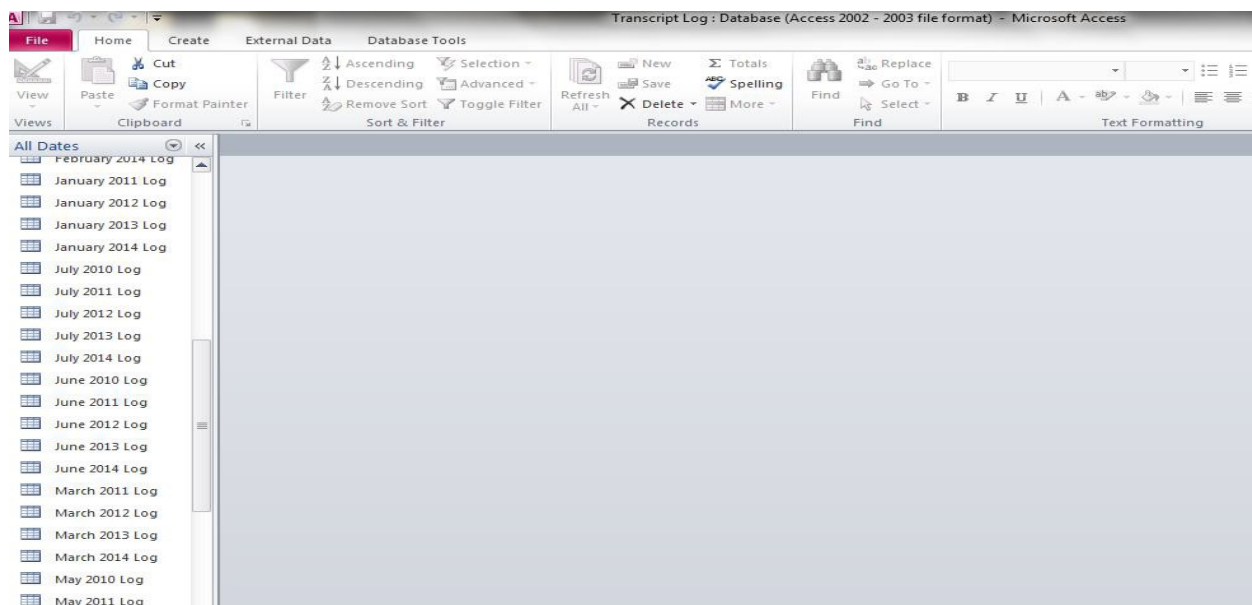
c.   Open the respective log for the current month and year - once open – please enter the required information based on what is noted on the transcript request form;

d.   Initial logging is completed

When completed transcript requests are received from the Registrar (Records Officer), stamp, seal, and affixed signature on each page of the transcript. The **Administrative Assistant** will be responsible for the following:

1. Enveloping – will be based on the request (official/unofficial);
        Official transcripts – MAKE sure to seal the envelope
        Unoffical transcripts – DO NOT seal the envelope
2. Distributing - based on what is noted by student on the transcript request form (mail, pick-up, etc.)
3.Logging – Final logging of the completed transcript

FINAL LOGGING – Completed by the Administrative Assistant

a.   Go to the shared folder
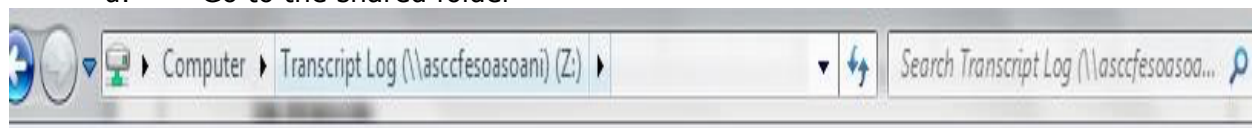
b.   Update "Current Status" of transcript request
c.   Make sure to include any additional information in the "NOTES" column
d.   File the completed "Transcript Request" form in the student file.

| taff Assigned ▾	Current Statu: ▾	Date Con ▾	Type ▾	Purpose ▾	Request To ▾	Rec'd Me ▾	Releas ▾	Status ▾	Date ▾	NOTES
upu	COMPLETE	03/27/2014	Official Tran.		Student	Walk-In	P/Up	p/up by Renell	03/28/2014	Release to Renel Loa
upu	COMPLETE	03/07/2014	2 Officials	Transfer	Student	Walk-In	Mail	Mailed	03/07/2014	Mail to UH-West Oahu
upu	COMPLETE	03/24/2014	Official Tran.	Off-Isle. Requ	Argosy	Mail	Mail	Mailed	03/25/2014	Mail to Argosy University
upu	COMPLETE	03/25/2014	Official Tran.	Off-Isle. Requ	Argosy	Mail	Mail	Mailed	03/25/2014	Mail to Argosy University
upu	COMPLETE	03/17/2014	Official Tran.	Off-Isle. Requ	Argosy	Drop-Off By	P/Up	p/up by Pele	03/17/2014	

		SOP #	DOSS-REC-08
Responsibility	**Registrar**	**Policy:**	**Transcript Requests**
Page #	**Page 115 of 154**	**Scope**	**Internal Process**
Title:	**Academic Transcript Printing**	**Last Reviewed/Update Date**	**6/12/2020 10:34 AM**

PRINTING OFFICIAL TRANSCRIPTS

1. **Enter all the transcript requests** – sorted by the number of copies – in TRAN;
   a. Note: Sort all 1 copies together; all 2 copies together; etc.

2. **After executing TRAN (SEE screenshot below)**
   a. Go to "Save As"
   b. Select the following Folder:
      i. stuitasi
      ii. Documents
      iii. OFFICIAL TRANSCRIPTS
   c. Save file using the sequence by
      i. If file is for a group copy transcripts – Save by Date and Batch # (i.e. Mar16Batch1 for 1 copy; Mar16Batch2 for 2 copies, etc.)
      ii. If file is for a single transcript with multiple copies (i.e. 2, 3, or more) – Save by Individual Name (name of student).
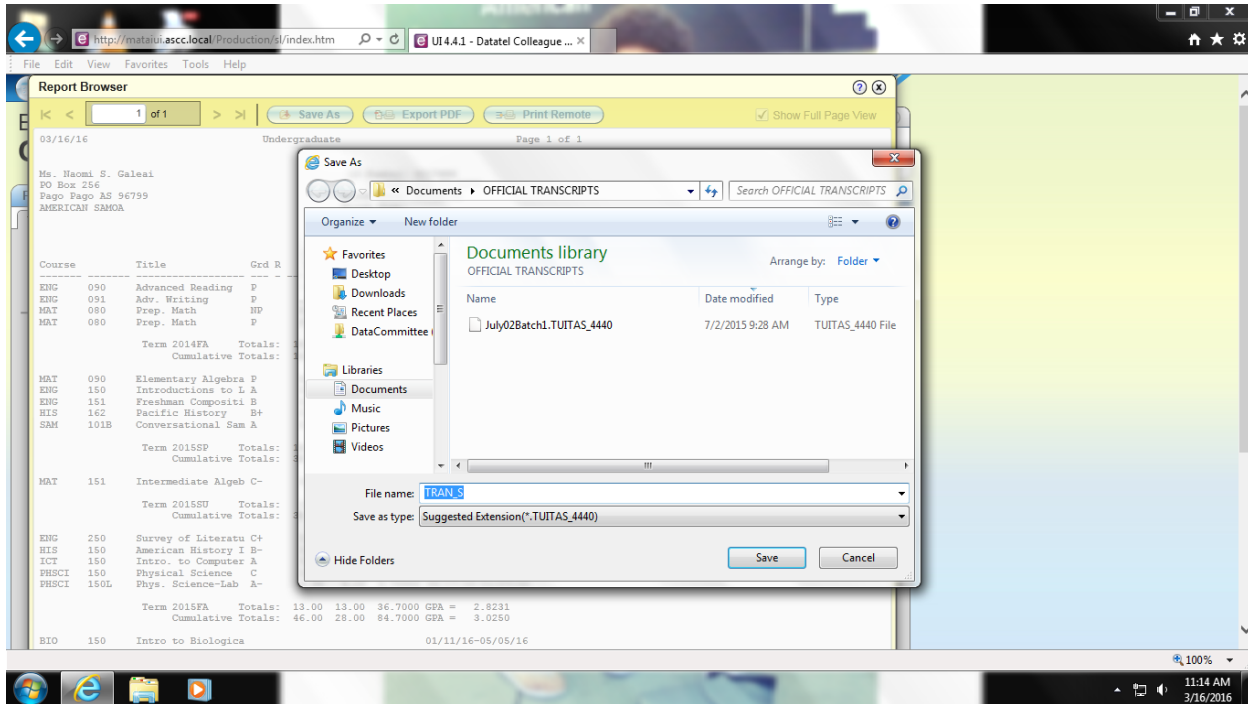
3. **After saving - close TRAN**
4. **GO TO "Capspool" on the Desktop (See screenshot below)**
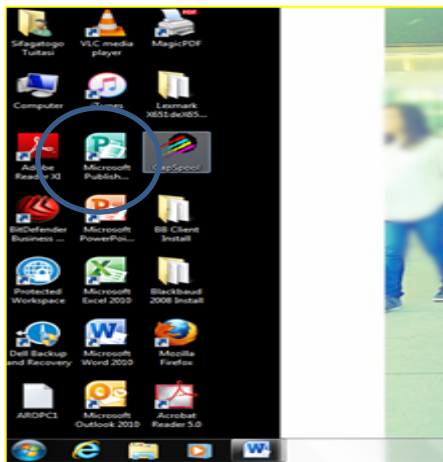
5. **Click on CAPSPOOL**
   a. Find the saved file
      i. C:/
         1. Users
         2. s.tuitasi
         3. Documents
         4. OFFICIAL TRANSCRIPTS
   b. HIGHLIGHT by selecting your saved file
   c. CLICK on the "or CLICK HERE" next to the printer icon on the right of the screen

   BEFORE PRINTING PLEASE INSERT OFFICIAL TRANSCRIPT PAPERS IN THE PRINTER

6. PRINT TRANSCRIPT
a. Insert Official transcript papers face down with head towards you…
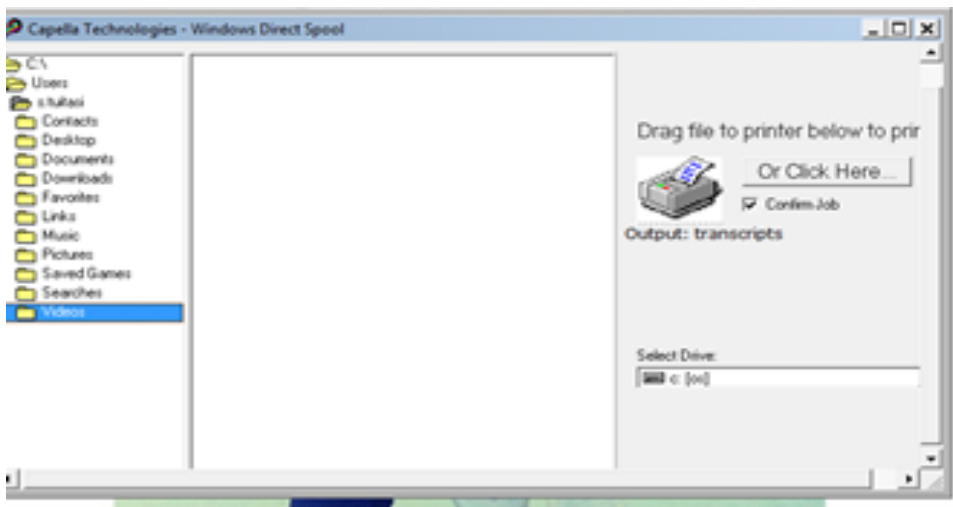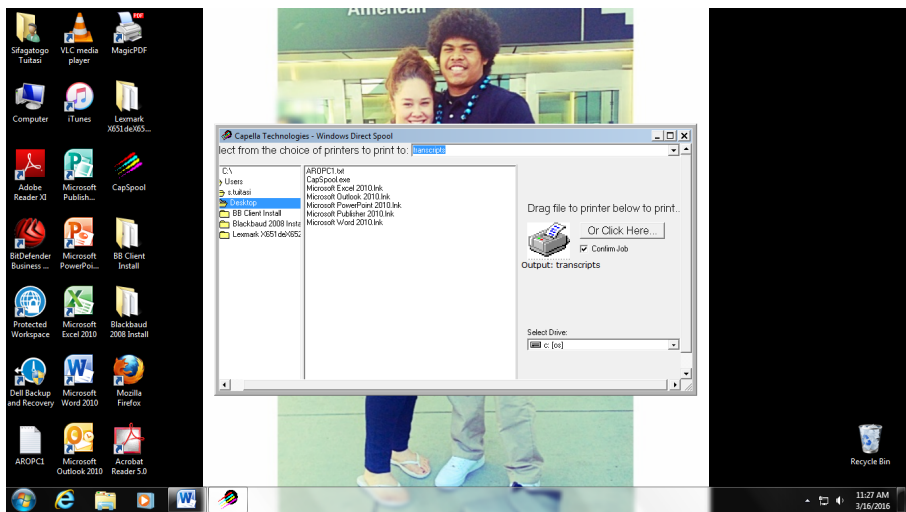
		SOP #	DOSS–REC–08
Responsibility	**Registrar**	**Policy:**	**Grades**
Page #	**Page 117 of 154**	**Scope**	**Internal Process**
Title:	**Grade Sheet Printing**	**Last Reviewed/Update Date**	**6/12/2020 10:35 AM**

GRADE SHEET EXPORTING AND PRINTING

Go to SROS

STEPS:
1. In the "Sections" tab: Enter the classes in one by one – make sure to enter the term first then course (Ex: 2016SU ED150 01);
2. Save the screen all the way through- NOTE: Make sure to change the "Output Device" to "H" instead of "P" (see below screenshot);

Once the process is completed – SAVE the Roster under a name that you will be able to Find (EX; SUM2016TED1stSessionRoster).

IMPORTING THE ROSTER IN AN EXCEL SPREADSHEET
1. FIND your file in your documents folder (wherever you saved it);
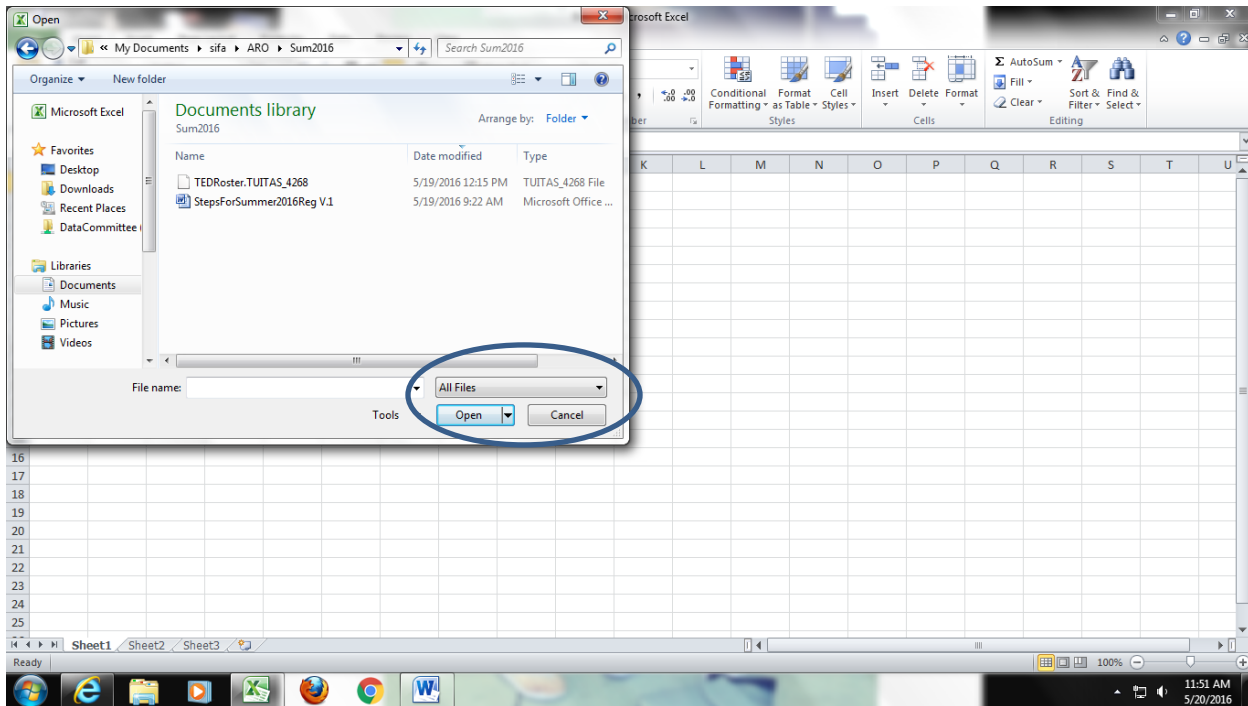
2.

3. MAKE sure that you select "All Files" in order for you to see your file as you are opening it in EXCEL program;
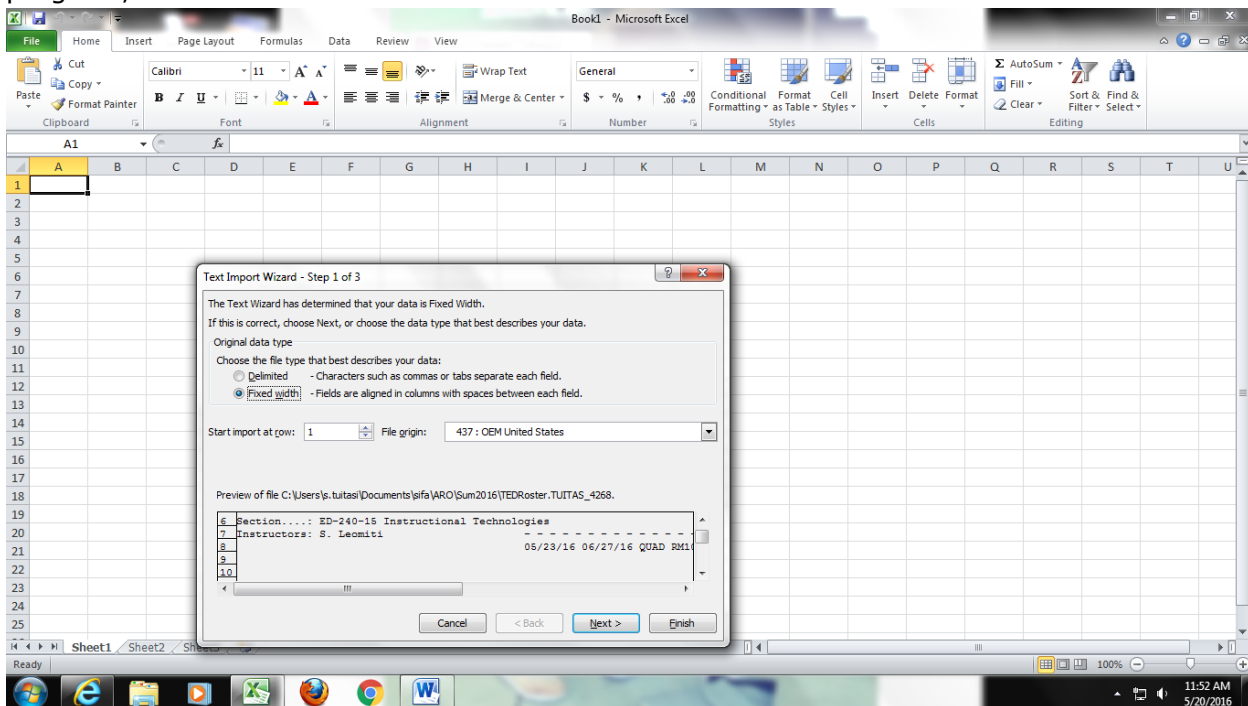
4.

5. SELECT your file and you will see #4;

6. Click NEXT to see below:

7. HOLD cursor and drag line next to the credit number;
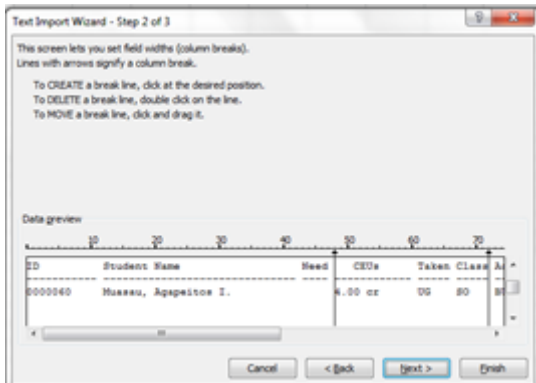
8. Keep clicking NEXT until you get to FINISH;
9. When Finish you will see this in your Excel spreadsheet;

10. CLEANING UP THE SPREADSHEET:
    a. Highlight all columns from B to the last one with data and delete;

    b. BOLD the whole Column A and use FONT SIZE 48 with TIMES NEW ROMAN;

i. Remove "…." Next to the Section and " ---" next to the faculty name on all Course Title/Section and Faculty.
ii. Make sure you double check the title of the course and complete if there is anything missing or cut out.
iii. NOW you are ready to copy and paste on to the Grade Sheet template BELOW.

NOTE: Please pay attention to student names so that it is not cut out….use a different size font to show the student's full name.

Here is a sample of what the grade sheet should look like

		SOP #	DOSS-REC-08
Responsibility	**Registrar**	**Policy:**	**Datatel Entries**
Page #	**Page 122 of 154**	**Scope**	**Internal Process**
Title:	**Section Date Changes - RYAT**	**Last Reviewed/Update Date**	**6/12/2020 10:35 AM**

USE THESE DATES FOR ALL AND ANY NEW SECTIONS ADDED FOR 1st SECTIONS OF TED.

USE THESE DATES FOR ALL AND ANY NEW SECTIONS ADDED FOR THE REGULAR SUMMER COURSE.

ADDITIONAL STUDENT SUPPORT SERVICES

Tutorial Services

Responsibility	Student Support and Learning Services Officer; Lead Tutor; and Staff	SOP #	DOSS-SSLS-01
		Policy:	
Page #	Page 125 of 154	Scope	All Enrolled Students
Title:	Comprehensive Tutorial Process	Last Reviewed/Update Date	6/12/2020 10:36 AM

Description:

The Comprehensive Tutorial Process is used as a means for students to obtain tutorial services provided by the Student Learning Assistance Center and Annex. The comprehensive tutorial process provides accessible information to fulfill the academic needs of the entire student body of ASCC.

To provide effective services, all enrolled students (New, Continuing, and Returning), Prospective and Alumni, are required to initiate the process by signing in to be assessed, referred, and to progress through ASCC based on the needed services.

==*Please refer to the Comprehensive Tutorial Process Diagram in Appendix #04.*==

Procedures:

Students are received through the following: Walk-Ins, Referrals, and Appointments.

INTAKE of Information:

1. Have the student sign in and complete the "**Tutorial Intake Form**" –
   Note: If student was referred, please obtain the "Tutorial Referral Form", note it on the Intake Form, and attach for student file.

ASCC Division of Student Services ==– Tutorial Intake Form==
Tutee (Print):_____Tutee Signature:_____Date:
_____
Status:_____
Instructor:_____Course:_____
1. Briefly describe the chapter and/or specific topic(s) discussed.
2. Describe the difficulty on the subject area(s) that the student tutee experienced.
3. Describe the study skills and learning techniques you introduced to help the student tutee understand.
Peer Tutor (Print):_____Signature:

I submit this form stating that I have provided Peer Tutoring Services.
This form will be submitted at the end of each working day.

---

2. Based on the completed form, evaluate student's request for tutoring services;
3. Refer student to the appropriate Tutor for assistance and give student the **"Tutorial Intake Form"**; and
4. Direct and advise student to give the Tutorial Intake form to the assigned Tutor;

TUTOR

1. Receive assigned tutee;
2. Review the Tutorial Intake Form with Tutee;
3. Formulate, discuss, and provide tutoring for Tutee;
4. When tutoring session is complete, assigned tutor must complete the Tutorial Intake Form for student file; and
5. Advise the student to return to the Intake desk and complete the "**Tutorial Service Satisfaction Survey/Questionnaire**" to complete the tutorial session.

Tutorial Services Satisfaction Survey/Questionnaire

Peer Tutor/Staff Name: _____   Date: _____

Course Tutored: _____

Overall, were you satisfied with the course: Yes   No

How did you hear about Comprehensive Tutoring Services? _____

Please comment:

1. What are the strengths of the service?

2. What changes could be made to improve the service?

3. Would you recommend this service to other students?

4. Comments or suggestions regarding this service?

FOLLOW UP:

1. The SSLS Officer initiates the contact with the assigned Lead Tutor/Tutor to follow up on the student's progress.
2. *Request a report from the assigned Tutor on service activity (action and progress report) for student file and closure.* ***Note: Report is based on the Office's required reporting period.***

Make sure to create student file (Refer to the **FOR STUDENT FILE** below)

FOR STUDENT FILE:

1. Create an intake checklist in the student file;
2. Create a student file/record of visit;
3. Include completed **"Tutorial Referral Form" (if any);**
4. Include completed **"Tutorial Intake Form";**
5. Include completed "**Tutorial Service Satisfaction Survey/Questionnaire.**"

   Note: Checklist must include the above forms.

Procedures:

Students are received through the following: Walk-Ins, Referrals, and Appointments.

The Student Support and Learning Services Officer:

1. Assign reported students to the SLA Annex/Center Tutors;
2. Keep record of the students and Tutor assigned;

Actions by the Designated Tutor:

For your assigned students:

1. Have the student sign in and complete the "**Tutorial Intake Form**";
2. Assist student based on requested tutorial services;
   a. Disability – *(See SOP on Counseling for Diversity Counseling)*:
   b. Other Programs:
   Students who are in need of assistance in subjects that the Student Learning Assistance Center does not cover, they will sign in, be referred to the appropriate department/program, then the student will receive faculty assistance.

   The list of departments/programs on the comprehensive tutorial process are Business, Samoan Studies Institute, Trades and Technology Division, Language and Literature, College Accelerated Preparatory Program, Adult Education Literacy and Extended Learning, Community and Natural Resources, Area Health Education Center, Veteran Affairs and Louis Stokes Alliance for Minority Participation.
3. Direct Tutee to the Intake desk to complete the "**Tutorial Service Satisfaction Survey/Questionnaire**";
4. Complete the Activity section of the "**Tutorial Intake Form**" and submit to the Student Support and Learning Services Officer;
5. Submit report of tutoring activity to the Student Support and Learning Services Officer based on the required office reporting period;

FOLLOW-UP

1. Review student progress at the end of the semester;
2. Follow through with the student in the beginning of the subsequent semester.

Student Government Association (SGA)

Responsibility	SGA Coordinator and Members	SOP #	DOSS-SGA-01
		Policy:	Student Handbook
Page #	Page 129 of 154	Scope	Internal
Title:	SGA Calendar of Activities	Last Reviewed/Update Date	6/12/2020 10:36 AM

Description:

The Student Government Association (SGA) will provide quality services to the student body to encourage and allow all students to engage and experience activities, programs, and events that take place on campus within the scheduled date(s).

Caution: The approved calendar of events/activities is subject to change.

Procedures:

1. The Student Government Association (SGA) Coordinator meets with the SGA Officers and Representatives to   discuss and create a calendar of activities for the semester.

2. Once proposed activities and dates have been set, SGA Coordinator creates a memo for approval signatures, to be attached to the calendar of activities.

3. SGA Coordinator then submits memo and calendar of activities to the Dean of Student Services for review.

4. Once reviewed and approved by the Dean of Student Services, SGA Coordinator then routes the memo and calendar of approval to the Vice President of Academic and Student Affairs (VPASA) and the ASCC President for review.

5. Once approved by the VPASA and President, the SGA Coordinator does the following:
   a. Sends out the calendar of activities via email to the faculty and staff to inform them of the scheduled dates for all SGA activities
   b. Fills out and routes the appropriate forms for approval:
      i. Facility Request
         - To reserve the appropriate facility to assure activities take place as planned and scheduled in the approved calendar.
      ii. Student Activity Request (Refer to Activity Request SOP)
         - To confirm approval of activity.
         - To provide a description of the activity.

Description:

To provide quality services and activities to students and to allow them to engage and experience activities, programs, and events that takes place on campus within the scheduled date(s).

Procedures:

1. Once the SGA calendar of activities is approved, SGA Coordinator inquires for the student enrollment count for the current semester *(Fall & Spring Semester Only)* from the Dean of Student Services via email.
2. SGA Coordinator calculates SGA Budget by multiplying the Student Enrollment Count to the Student Activity Fee. (*ex.:* 900 *(Student Enrollment) x* $15 *(Student Activity Fee)* = $13,500 *(SGA Budget)*)
3. SGA Coordinator creates the following budget (planned purchase) breakdown

   a. Student Services
      - Saili Le Atamai (SGA) Scholarship
      - Club Seed Allowance
   b. Student Government/Clubs
      - Student Activities
      - Miss ASCC Pageant/Scholarship
      - Food/Gifts/Prizes
      - Trophies/Banquet/Retreat
      - American Student Government Association (ASGA) Membership & Conferences (Professional Development)
   c. Miscellaneous
      - ID Supplies
      - Student Handbook (Printing)
      - PFM (Security/Custodian) & MIS
      - Office Supplies/Repair
      - Banquet/Graduation

4. SGA Coordinator creates an official memo of the semester Budget breakdown and routes it to the Dean of Student Services, Vice President of Academic & Student Affairs, and ASCC President for review.
5. Once the Budget has been approved, a copy is forwarded to the following:
   a. ASCC President
   b. Vice President of Student and Academic Affairs
   c. Dean of Student Services
   d. Financial Aid Officer and Accountant
6. SGA Coordinator meets with the SGA members to discuss the approved budget and work on the quotes for the materials and supplies needed for the upcoming activities/events.

7. SGA Coordinator/Officers fill out the following forms accordingly for any required materials and supplies needed for each activity and routes it to the appropriate authorized personnel for review and approval:
   a. Purchase Requisition (PR) – *Refer to Procurement SOP on Purchase Requisition*
   b. Check Request (CR) – *Refer to Finance SOP on Check Request*
   c. Internal Purchase Order (IPO) – *Refer to Bookstore SOP for Internal Purchase Order*

Responsibility	SGA Coordinator and SGA Members	SOP #	DOSS-SGA-03
		Policy:	Student Handbook
Page #	Page 131 of 154	Scope	Internal
Title:	Student Club/Organization Registration & Club Seed Allowance	Last Reviewed/Update Date	6/12/2020 10:40 AM

Description:

To provide quality services and support to assist registered clubs and to allow them to engage and experience activities, programs, and events that takes place on campus within the scheduled date(s).

Procedures:

1. To establish a club, students must complete and submit the Student Government Association's Club Application for approval. The application will include the following:

   i. Name of the Club
   ii. Club Mission
   iii. Club Faculty/Staff Advisor(s)
   iv. Club Officers
   v. Club Members (Minimum 15 members)

2. Once the application is submitted and approved by the SGA Coordinator, the Coordinator will fill out a check request and provide a memo with the registered clubs, in order for each club to receive their club seed allowance. Each club/organization is entitled to $100.00.

Student Government Association's Club Application

Read and follow all application instructions. Answer all questions completely. Submit all required materials as directed.
Failure to do so may eliminate your application from funding consideration.

CLUB NAME: _____|_____   Date: _____

CLUB MISSION:

_____
_____
_____

CLUB FACULTY/STAFF ADVISOR(S)

Contact Information (Advisor)	
Name *(First & Last)*	
Telephone	
Email	
Contact Information (Advisor) – Optional	
Name *(First & Last)*	
Telephone	
Email	

CLUB OFFICERS

President:_____ Contact no._____ Email:_____

Vice President:_____ Contact no._____ Email:_____

Secretary:_____ Contact no._____ Email:_____

Treasurer:_____ Contact no._____ Email:_____

PLEASE ATTACH A LIST OF CLUB MEMBERS (*MINIMUM 15 MEMBERS*).
THE LIST MUST INCLUDE THE STUDENTS FULL NAME, AND CONTACT INFORMATION.

For Office Use Only:
☐ Approved   ☐ Disapproved   _____   _____
                                SGA Coordinator   Date
Remarks: _____

1 | Form No. DOSS-SGA-003   Revised: 6/13/2019

Responsibility	**SGA Coordinator and SGA Members**	**SOP #**	**DOSS-SGA-04**
		Policy:	**Student Handbook**
Page #	**Page 132 of 154**	**Scope**	**SGA Members and Internal**
Title:	**Student Handbook**	**Last Reviewed/Update Date**	**6/12/2020 10:43 AM**

Description:

The Student Government Association employs the process to update the student handbook in conjunction with the ASCC General Catalog to include all student policies and rules.

Procedures:

1. The SGA Coordinator meets with the SGA Officers and Representatives at the end of every spring semester to revise and update the Student Handbook.
2. SGA Coordinator sends out draft to DOSS Leadership Team, via email and hard copy, for any recommendations, changes, etc.
3. Once reviewed by DOSS Leadership, the updated draft is submitted to the Dean of Student Services for review.

4. Once approved by the Dean of Students, the draft is submitted to the Vice President of Academic and Student Affairs (VPASA) and ASCC President for review.

    a. If approved by the Dean of Student Services, VPASA and the ASCC President, the SGA Coordinator will do the following:
        i. Fill out the Institutional of Effectiveness' (IE) Printing Request Form and submit completed form to the Dean of Student Services for approval.
        ii. Once signed and approved by the Dean of Student Services, the SGA Coordinator will scan and send approved form and final approved copy of the Student Handbook to the IE division for printing.

    b. If disapproved, SGA Coordinator will receive draft of student handbook and revise/update it based on recommendations/suggestions and reroute accordingly.

Responsibility	SGA Coordinator and SGA Members	SOP #	DOSS-SGA-05
		Policy:	Student Handbook
Page #	Page 133 of 154	Scope	Internal
Title:	Intramurals	Last Reviewed/Update Date	6/12/2020 10:44 AM

Description:

The Student Government Association provides students Intramurals sports annually.

Procedures:

1. The SGA Coordinator/Officers meets with the Physical Education (PE) Chairperson to discuss and coordinate Intramural activities based on the Calendar of Activities for the semester (eg. Volleyball, Basketball, Rugby, etc.)
2. SGA Coordinator/Officers and the PE Chairperson coordinate and organize the intramural games by selecting referees/umpires, and outlining the rules for the game.
3. SGA members recruit teams by posting flyers throughout campus, facebook and by word of mouth.
4. The SGA will provide monetary awards and consolations prizes for participating teams, and compensation for the referees/umpires by submitting the appropriate forms accordingly:

    a. Purchase Requisition Form to purchase consolations prizes *(Refer to Procurement PR Process)*.
    b. Check Request Form to award winners accordingly and to pay the referees/umpires *(Refer to Finance Check Request Form Process)*.

		SOP #	DOSS-SGA-06
Responsibility	**SGA Coordinator and SGA Members**	**Policy:**	**Student Handbook**
Page #	**Page 134 of 154**	**Scope**	**Internal**
Title:	**SGA SignIn/Surveys**	**Last Reviewed/Update Date**	**6/12/2020 10:48 AM**

Description:

The Student Government Association is meant to represent all areas of campus and provide a voice for the student body. SGA will provide the best services to students to encourage or allow all students to engage and experience activities, programs, and events that take place on campus and within ASCC also, providing students with a handbook of information on ASCC rules, regulations, and policies that govern our community. Furthermore, offering Identification card for the whole ASCC.

Procedures:

1. The Student Government Association will provide a sign-in sheet to record the total number students who participated in the activities.

2. The SGA will also provide a survey for students to fill out and submit to the SGA secretary. This survey will allow the students to provide any feedback regarding the activity, and to write down any recommendations for improvement or suggestions for future activities/events.

3. The SGA secretary will compile the surveys and sign-in for reporting purposes, and will share the report to the SGA members in the next SGA meeting.

4. All members of the SGA will review the information from the surveys and discuss the best solutions to meet the satisfaction of the student body and to assure that student centeredness is met.

		SOP #	DOSS-SGA-07
Responsibility	**SGA Coordinator and SGA Members**	**Policy:**	**Student Handbook**
Page #	**Page 134 of 154**	**Scope**	**Internal**
Title:	**SGA Budget**	**Last Reviewed/Update Date**	**6/12/2020 10:49 AM**

Description:

The Student Government Association is meant to represent all areas of campus and provide a voice for the student body. SGA will provide the best services to students to encourage or allow all

students to engage and experience activities, programs, and events that take place on campus and within ASCC also, providing students with a handbook of information on ASCC rules, regulations, and policies that govern our community. Furthermore, offering Identification card for the whole ASCC.

Procedures:

1. The Student Government Association members meet to discuss on budgeting each activities they have on their calendar of activities.

2. The SGA submit the budget for approval by the Dean of Student Services, Vice President of Academic Affairs and the ASCC President.

3. Once the Budget has been approved, all copies are forwarded to the Dean's, Vice President and the ASCC Presidents office. Also a copy is submitted to the Chief Financial officer. The SGA then work on invoices of materials and supplies for each activity.

4. A purchase requisition is filled out and routed for the required.

   Signatures and then final destination is to the Business office and procurement office for picking up the materials and dropping off at the SGA office.

Responsibility	SGA Coordinator and SGA Members	SOP #	DOSS-08
		Policy:	Student Handbook
Page #	Page 135 of 154	Scope	Internal
Title:	ASCC Student ID's	Last Reviewed/Update Date	6/12/2020 10:51 AM

Description:

The Student Government Association is meant to represent all areas of campus and provide a voice for the student body. SGA will provide quality services and activities to students to encourage and allow all students to engage and experience activities, programs, and events that take place on campus. In addition, the SGA also provides a Student Handbook of information on ASCC student-related rules, regulations and policies, and Identification Card (ID) for all enrolled students.

Procedures:

1. SGA Coordinator/SGA Officers will create a template to be used for the current semester using the ID Maker Program.

2. Student will sign in and must provide the following before taking their ID:
   i. Current Class Schedule/Course Enrollment
   ii. Photo ID to show proof of identity (Government ID, Driver's License, Passport, etc.)

3. SGA Coordinator/SGA Officer will enter the student's full name into the ID Maker System, take the photo of the registered student and print out the ID.

Adult Education Literacy Extended Learning (AELEL) Students:

1. State Director of AELEL will submit a list of student names currently enrolled under the AELEL program to the Dean of Student Services and SGA Coordinator.

2. Once the SGA Coordinator receives the list of enrolled AELEL students, the SGA Coordinator will send an invoice to the State Director of AELEL to create a Purchase Requisition for payment of AELEL student IDs.

3. Refer to the procedures to take the student's ID.

Dual Enrollment Students:
1. Admissions Officer will submit a list of student names currently unrolled under the Dual Enrollment program to the Dean of Student Services and SGA Coordinator.

2. Dual Enrollment Students will sign in and submit their payment of $5.00 for their student ID.

3. SGA Coordinator/Officer will issue a receipt and will refer to the procedures to take the student's ID.

NOTE:
Part of the student activity fee includes payment for a student ID. If a student's ID is lost or stolen, he/she will be charged $5.00 for a new ID, and payment will go towards the SGA funds/petty cash.

Responsibility	Dean of Student Services	SOP #	DOSS-01
		Policy:	Student Services
Page #	Page 136 of 154	Scope	Prospective Graduates
Title:	ASG Scholarships and Student Loans	Last Reviewed/Update Date	6/12/2020 10:57 AM

Description:

ASG Scholarships and Student Loan applications are offered every semester to prospective graduates of ASCC as a means of providing them with financial assistance as they transfer to 4-yr universities off island. The ASG Scholarships and Student Loan Applications for ASCC graduates are made available every semester and is offered in the Student Services office.

Application deadlines are set by the ASG Student Financial Aid Board.

Procedures:

1. The Dean of Student Services approves the official date/schedule for the availability of ASG Scholarships and Student Loans applications to be offered to all ASCC prospective graduates;

2. Once the schedule of availability is approved, ASG Scholarships and Student Loans application information is then announced to the student body via 4-1-1 Newsletters, flyers, bulletin boards, etc.;

3. Students interested in applying may stop by and provide a copy of his/her unofficial transcript to the Student Services office to screen his/her eligibility to meet criteria for scholarship/ student loans;

4. Students that are eligible to apply are provided a scholarship/loan application and criteria requirement listing;
5. All eligible students listing is sent to the Registrar (Records Officer) for the final Cumulative Grade Point Average;

6. Once application is completed, Scholarship applications are compiled and organized by the Dean of Student Services;

7. Memo listing is addressed to ASG Student Financial Aid Board of names of applicants that are eligible and meet criteria and requirements of scholarships/ student loans. Memo listing is drafted by the Dean of Student Services;

8. After obtaining the final "official transcripts" of all applicants, memo listing of names is then forwarded to the Vice President of Academic and Students Affairs for review and approval;

9. Approved listing is forwarded to the ASG Student Financial Aid Board;

10. ASG Scholarships and Student Loans selection of recipients is finalized by the ASG Student Financial Aid Board and are announced at the respective semester commencement ceremony.

Responsibility	Dean of Student Services	SOP #	DOSS-02
		Policy:	Student Services
Page #	Page 137 of 154	Scope	Prospective Graduates
Title:	In House Scholarships	Last Reviewed/Update Date	6/12/2020 10:57 AM

Description:

In House Scholarships are offered every semester as a means of providing financial assistance to students. In House Scholarships is only for one semester and that students must apply every semester. There is no monetary award but is credited towards student's account in the Business Office.

Procedures:

1. The Dean of Student Services will schedule and announce the dates for the availability of In House scholarship applications;

2. The In House Scholarships information is then announced to the student body via 4-1-1 Newsletters, flyers, bulletin boards, etc.;

3. Students interested in applying will stop by and provide a copy of his/her unofficial transcript to the Student Services office to screen his/her eligibility to meet criteria for scholarship before applying;

4. Students eligible are provided a scholarship application and criteria requirement listing for application;

5. Scholarship applications are compiled and organized by the Administrative Assistant to the Dean of Student Services;

6. Compiled scholarship applications are reviewed by the In House Scholarship Committee (Financial Aid Rep, Finance Office Rep, CNR Chairperson, Faculty Rep, and Dean of Student Services);

7. Scholarship Recipient listing is finalized by In House Scholarship committee;

8. Memo of In House Scholarship recipients is drafted by the Dean of Student Services and approved by the Vice President of Academic & Student Affairs;

9. Memo of Scholarship recipients is then forwarded to the Finance Office to credit scholarship awardee towards recipient(s) accounts;

10. Scholarship Congratulatory letters are dispersed to Scholarship recipients.

Responsibility	Administrative Assistant	SOP #	DOSS-03
		Policy:	Human Resource; Governance Manual
Page #	Page 138 of 154	Scope	Internal
Title:	Job Order	Last Reviewed/Update Date	6/12/2020 10:59 AM

Description:

Job Order form requests are used as a means for staff personnel to request assistance from Department of Administrative Services for assistance with custodial or maintenance work in the workplace

Procedures:

1. Job Order request forms are provided from the Department of Physical Facilities and Maintenance Services to all staff personnel;

2. Personnel requesting for job order will fill out the job order request form listing the details of their request(s);

3. Personnel requesting will forward their request form to Dean of Student Services office for approval;

4. After approval, personnel requesting will forward their job order forms to the Physical Facilities and Maintenance office for processing of job order request(s);

Responsibility	Admissions Officer; DOSS, ASCC Faculty & Staff, SGA	SOP#	DOSS-04
		Policy:	DOSS/ASCC
Page #	Page 139 of 154	Scope	Internal
Title:	New Student Orientation	Last Reviewed/Update Date	6/12/2020 10:59 AM

Description:

The ASCC New Student Orientation (NSO) is to inform all incoming (new) students to ASCC on general information about the college. This includes information on available support services and programs.

The NSO is an academic calendar event and it takes place during the week prior to the Registration period. (Note: This is subject to change based on the college's discretion).

Procedures:

PREPARATIONS FOR:
1. Inform the public through media on the dates of the NSO;
2. Admissions Office informs all students who sat the placement test and have completed the Admissions application of the slated NSO dates;
3. Complete the "Facility Use Request Form" and route for approval;
4. The Admissions Officer, in collaboration with the Dean of Student Services, creates the NSO Program/Agenda:
   a. The Orientation Program is made up of presenters representing various college

departments and services, whose content will become part of the NSO presentation. Presentation team may include the following:

1. DOSS
2. Book Store
3. Campus Security
4. Finance
5. MIS
6. Division of Academic Affairs

5. Once #3 and #4 are approved and finalized by the appropriate VP, then send out reminder notices to the presenters as identified in the program;
6. Final set up preparations (i.e. Lecture Hall sound system, Marketing Committee preparations, booths, etc. (if any)).

NSO EVENT:

1. All NSO participants must sign in and pick up orientation packets (if any);
2. All scheduled presenters must be present and follow the approved agenda;
3. At the end of the NSO, DOSS disseminate the "NSO Evaluation Form" to all participants;
4. Admissions Office collects and compiles all NSO evaluation forms and submits to the Dean of Student Services for review and submission to IE for data assessment; and,
5. Clean up and prepare for week of registration or the start of instructions.

FOLLOW UP:

1. Dean of Student Services contacts IE Division at least 2-3 weeks after the event for the results of the NSO Evaluation;
2. Once results are received from IE, then call a meeting with the DOSS Directors & Officers for a review of results;
   a. The NSO assessment results will be used to improve future NSO events presentations and programs.

		SOP#	DOSS-05
Responsibility	**DOSS**	**Policy:**	**DOSS/ASCC**
Page #	**Page 140 of 154**	**Scope**	**Internal**
Title:	**Commencement Exercise**	**Last Reviewed/Update Date**	**6/12/2020 11:00 AM**

Description:

Degrees and Certificates are publicly awarded bi-annually at Fall and Spring Commencement Exercises. Only students having completed and satisfied all program requirements are allowed to participate in the commencement exercise.

DOSS is the responsible Division to plan and execute all graduation activities throughout the semester leading up to the commencement day. The Commencement Exercise is an academic calendar event and it is subject to change based on the college's discretion.

Procedures:

PREPARATIONS FOR:
1. Dean of Student Services calls DOSS meeting for the logistics of commencement event;
2. Schedule at least 2 meetings with all prospective graduates after listing is provided from the Records Office. **Meeting** is coordinated by the Office of the Dean of Student Services:
    a. 1st Meeting – Takes place at least a month before graduation day;
        i. Graduation requirements information and reminders are disseminated (i.e. graduation banquet, awards ceremony, scholarships, etc.);
    b. 2nd Meeting – Takes place at least 2 weeks before graduation day;
        i. Dissemination of Student Satisfaction Survey, Graduates Exit Survey;
        ii. Final confirmation of Commencement speaker and all other necessary information and related matters.
    c. Final Meeting – Takes place during the week of Commencement;
        i. Give out graduation regalia;
        ii. Photo taking for the graduation program.
        iii. Graduation rehearsal

COMMENCEMENT EVENT:
1. Line-up graduates;
2. Commencement Exercise begins
    a. Follow approved program
3. Coordinate clean up with respective division/department.

Responsibility	DOSS	SOP#	DOSS-06
		Policy:	DOSS/ASCC
Page #	Page 141 of 154	Scope	Internal
Title:	Activity Request	Last Reviewed/Update Date	6/12/2020 11:06 AM

Description:

For any activity/event proposed by a student organization, faculty/staff member, American Samoa Government Agencies and the Community, the initiator must fill out the DOSS-Activity Request Form. Initiator must complete and submit the form to the DOSS Office at least two weeks before the proposed event. If special equipment is needed (tables, chairs, etc.), the initiator must complete, sign and attach the Agreement to Borrow Equipment and Release of Liability Form.

Procedures:

1. Activity Request Form can be picked up from the Division of Student Services (DOSS) Main Office located on the 2nd floor of the Multi-Purpose Center (MPC).

2. Initiator must fill out the Activity Request Form, sign it, and attach any additional materials needed to support the request.

3. Initiator will submit completed form to the DOSS main office at least 2 weeks prior to the activity. (Late submission of the request form will be left to the discretion of the Dean of Student Services for approval)

4. Activity Request form will be submitted to the Dean of Student Services by the DOSS Administrative Assistant for review.

5. If approved by the Dean of Student Services, the Dean of Student Services will inform the initiator on further instructions. Initiator must also complete the following forms accordingly:
   a. Facility Request Form (If applicable)
      i. To reserve the facility needed to host the activity (gym, classroom, etc.)
   b. Agreement to Borrow Equipment and Release of Liability (If applicable)
      i. To hold the initiator accountable for any lost or damaged equipment borrowed

6. If disapproved by the Dean of Student Services, the initiator will be contacted to pick up the activity request form and will receive further instructions from the Dean.

*NOTE: If an activity requires students to go off campus, the initiator must have all students fill out and sign Student Waiver Liability form with the ASCC Notary Public.
(Refer to Academics SOP 010-A on ASCC Student Waiver Liability

APPENDIX

PURPOSE: To provide guidance for employees to follow when requesting for leave of absence from the workplace, and to ensure that their leave is in compliance with all ASCC policies.

WHO ADMINISTERS THIS POLICY: The managerial personnel of DOSS will administer this policy and remain in close contact with Administrative Assistants of both Admissions and Financial Aid Offices to ensure efficient recording of employee leave requests are handled properly

POLICY:
1. ASCC Governance Policy Manual of 2008 section 4500.1, ANNUAL LEAVE:
   ASCC encourages and requires each employee to take annual leave entitlement as paid time off away from work. ASCC does not provide vacation pay unless time is actually taken as time off from work, or upon separation..ASCC's leave policies are in accordance with ASCA Title 7, Chapter 12.
2. ASCC Governance Policy Manual of 2008 section 4500.2, Granting of Annual Leave:
   Annual leave must be requested and approved prior to its taking. Failure to secure prior approval may result in a charge to leave without pay and may result in disciplinary action against the offending employee. The ASCC application for leave must be completed three days before an employee may take leave.   One day of approval is only allowed when the leave is justified.

PROCEDURES:

a. DOSS employee fills out the ASCC Leave Form.
b. Leave form must then be taken by employee to ASCC Human Resources Office to verify leave balance per HR records.
c. Employee must give form to respective Administrative Assistant for the individual offices for leave forms to be logged into the Leave Spreadsheet for DOSS.
   1. Admin. Assistant will route the leave form and get all necessary signatures for approvals (or denials) of leave from the appropriate official.
   2. Admin. Assistant is responsible for tracking the leave form to ensure which office or official has the leave form and the current and most up-to-date status of the routing of leave.
d. Once all signatures are gathered and leave form has been logged as complete, Admin. Assistant must scan and keep a copy of the approved (or denied) leave form and return the original leave request form to the requesting employee.

REFERENCE, RELATED POLICIES AND/OR DOCUMENTS:
American Samoa Community College, Governance Policy Manual 2008, Chapter IV Personnel Governance, Section 4500.1 and 4500.2

The Caveman's Guide to the Dewey Decimal System

The Story of the Numbers Used for Nonfiction Books

In 1873 Mr. Melvil Dewey devised a system of classifying books which is used in many libraries.

He chose certain main subjects and numbers, so that all nonfiction books on the same subject would be together on the shelf.

The Dewey Decimal System

The Dewey Decimal Classification is the most widely used library organization system in the world.

The system groups books by topic by dividing them into 10 basic categories, and each of those categories is further split into 10 categories, and so on.

Dewey's Plan

He chose these subjects by imagining himself to be a Caveman.

He asked himself questions he thought such a man would have asked.

000s
"How do I begin?"

Generalities

Information I need to know before I begin. These are books which contain information on many subjects such as encyclopedias and other reference books.

100s
"Who am I?"

PHILOSOPHY AND PSYCHOLOGY
Man thinks about himself.

200s
"Who made me?"

RELIGION AND MYTHOLOGY
Man thinks about God.

300s

"Who is the person in the next cave?"

SOCIAL SCIENCE
Man thinks about other people.

400s
"How can I communicate with the person in the next cave?"

Language

Man learns to communicate using sign language and words.

500s
"How can I explain nature and the world around me?"

NATURAL SCIENCE
Man learns to understand nature on the land, in the sea, and in the sky.

600s

"How can I use what I know about nature?"

APPLIED SCIENCE AND USEFUL ARTS (Technology)

Primitive man learned about fire and how to make weapons. He learned through the ages about the wheel, about medicine, planting crops, cooking food, building bridges, and how to make all the things we use.

700s
How can I enjoy my free time?

FINE ART AND RECREATION or (Arts)

By this time, primitive man had more time to do the things he enjoyed.

He learned how to paint pictures and create music.

He also learned how to dance

and play games.

800s
"How can I tell my children all that I have accomplished?"

LITERATURE

Man became a storyteller. He created stories, poems, and plays about his ancestors and the people he knew. Later, man recorded these stories for all people to read.

900s
"How can I leave a record for the people of the future?"

GEOGRAPHY, HISTORY, BIOGRAPHY

Man began to write about events that had occurred everywhere, and about people who had participated in these events.

Dewey Decimal System

000 General Knowledge
- Almanacs, Encyclopedias

100 Psychology & Philosophy
- Feelings, Emotions

200 Religion
- Bible Stories, Beliefs, Mythologies

300 Social Sciences & Folklore
- Careers, Customs, Holidays, Fairy Tales

400 Languages
- Grammar, Sign Language, English, Foreign Language

500 Natural Science
- Planets, Weather, Wild Animals

600 Applied Science, Technology
- Space Travel, Alternative Energy, Domesticated Animals

700 Arts & Recreation
- Drawing, Crafts, Games, Sports

800 Literature
- Poetry, Plays, Classic Literature

900 Geography & History
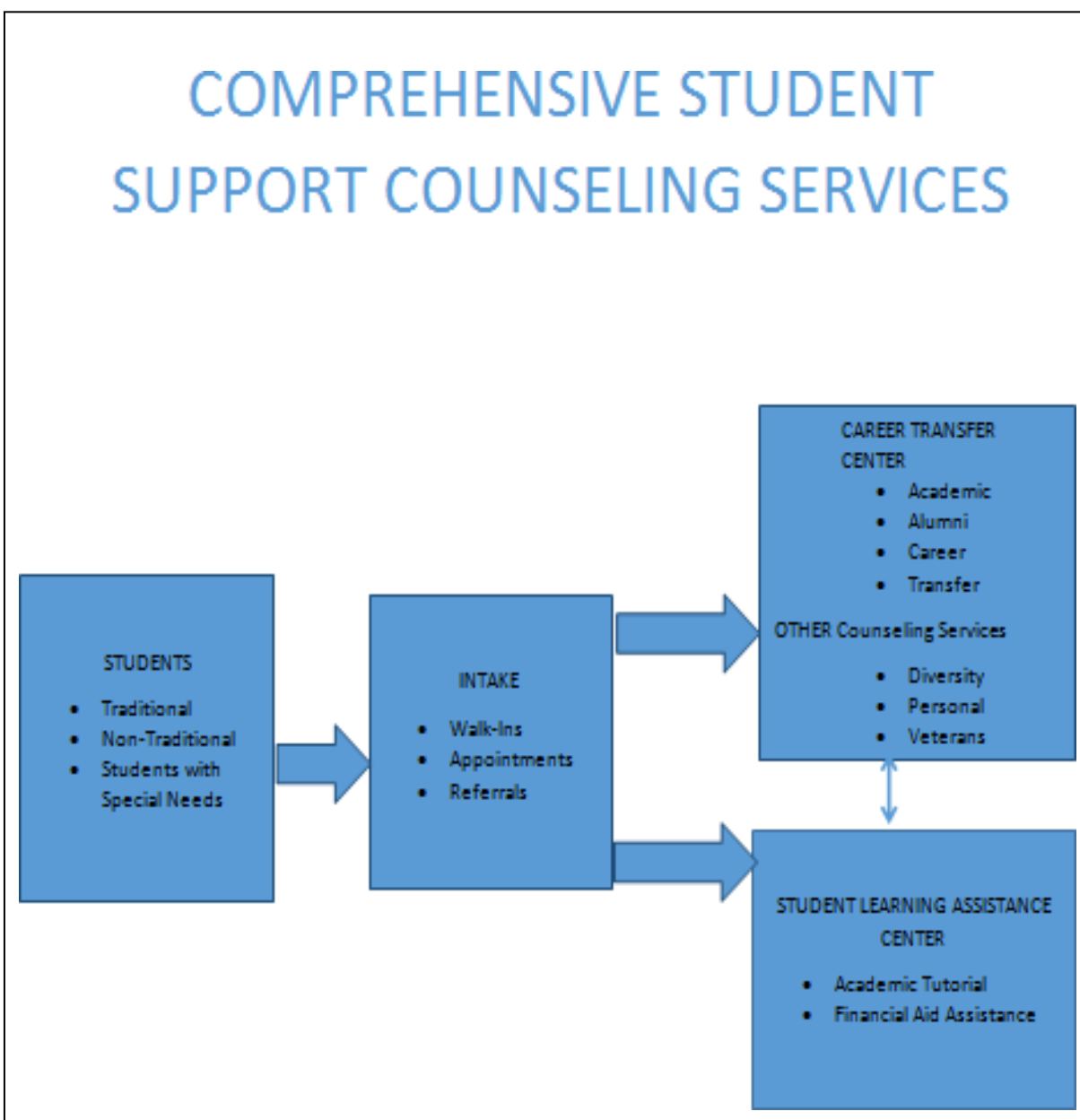- Travel, Countries, States, Biographies

Works Cited

➤ **Complete Library Skills Activities Program by Arden Druce who cited it from School Library Journal, February 1961. Copyright R.R. Bowker Company/Cahners Magazine Division.**
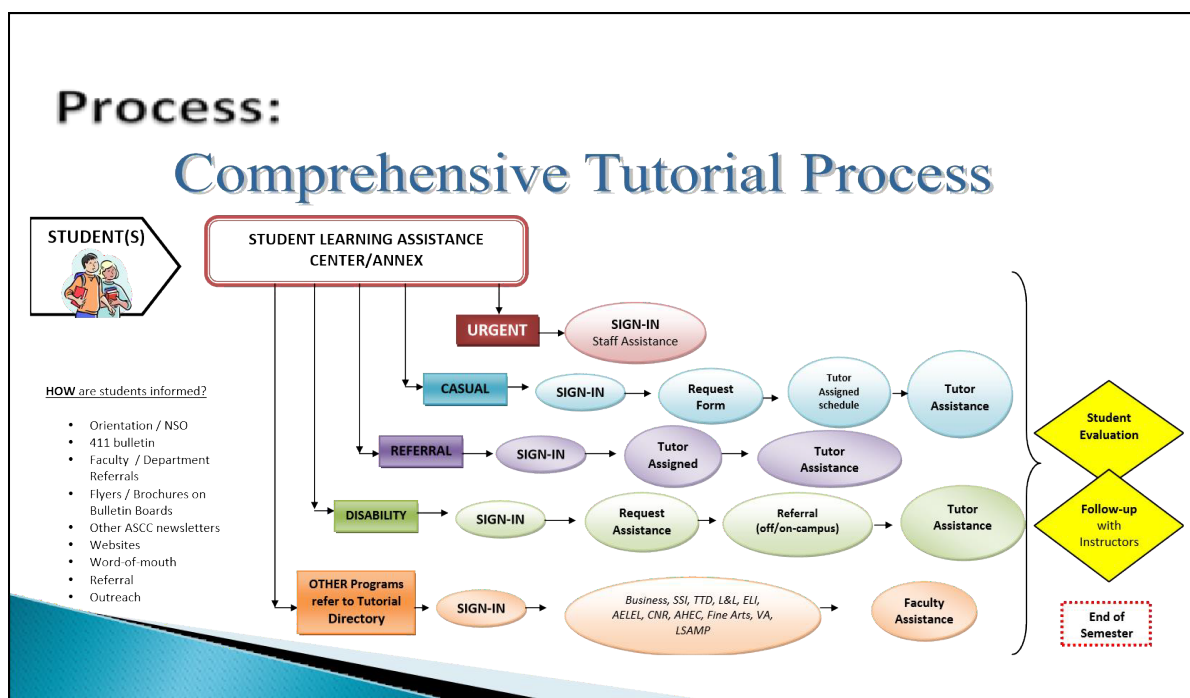
➤ **Originally created by: http://mte.anacortes.k12.wa.us/ library/dewey/deweystory.htm**

➤ **Updated by http://www.grandviewlibrary.inf o 09/25/12**

COMPREHENSIVE STUDENT SUPPORT COUNSELING SERVICES

STUDENTS
- Traditional
- Non-Traditional
- Students with Special Needs

INTAKE
- Walk-Ins
- Appointments
- Referrals

CAREER TRANSFER CENTER
- Academic
- Alumni
- Career
- Transfer

OTHER Counseling Services
- Diversity
- Personal
- Veterans

STUDENT LEARNING ASSISTANCE CENTER
- Academic Tutorial
- Financial Aid Assistance

Process:

Comprehensive Tutorial Process

Counseling Services is committed to assist and provide academic access services to students with a certified disability who meet 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 a certified disability should contact the Student Services Division and refer to the Student Handbook for further details on college access and accommodation/modification services. The individuals must make all requests at least two months prior to the start of their entering semester. Upon request, assistance and orientation to ASCC process will be provided.

Student Accommodation Request Form
Student Learning Assistance Center (SLAC)
American Samoa Community College
Division of Student Services

> The Counseling services provide academic access services to students with certified disability. Services include academic advising, disability counseling, tutoring, technology access, etc. Students with disabilities who may require such services are strongly encouraged to contact the Student Services as far in advance as possible to ensure appropriate accommodations. New and prospective students should contact the Student Services office for program orientation at least two months prior to the start of their entering semester to assure accommodations for registration, handout materials, special assistance, etc. Although ASCC strives to ensure campus access for students with disabilities, it is necessary to note that ASCC does pose structural barriers that are being addressed by on-going projects. Creating equal access for students with disabilities is a responsibility shared in partnership by the students and the rest of the campus community.   ~*Catalog 2010-2012.*

I. Student Information

In order for the Student Learning Assistance Center (SLAC) design appropriate accommodations to best suit your needs, please provide the following information.

Student	_____	Date	_____	Major:	_____
Email	_____	Semester	_____	Credits:	_____
Contact #	_____	Advisor	_____		

Disability:
1 _____
2 _____
3 _____
4 _____

Personal Assistive Devices:
1 _____
2 _____
3 _____
4 _____

II. Course Schedule

Please list all the courses and time schedule you are currently enrolled in this semester that you are requesting for reasonable accommodations.

	Courses	Days	Time	Instructor
1				
2				
3				
4				
5				