

AMERICAN SAMOA COMMUNITY COLLEGE



Division of Institutional Effectiveness

Standard Operating Procedures Manual

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American Samoa Community College
Standard Operating Procedures (SOP)

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IE Mission

The mission of the Office of Institutional Effectiveness is to support the College by providing information necessary for improving student learning and student achievement through the academic programs and administrative services offered at the ASCC. The office is responsible for collecting data for research, evaluation, and accreditation analysis. It is also responsible for analyzing and presenting results for program review, assessment, and planning.

The functions of IE are as follows:

1. *Planning, research and evaluation that helps to improve institutional effectiveness and the achievement of student learning;*
2. *Maintaining positive public relations by providing the community with information about the College's affairs through newsletters, press releases and other media; and,*
3. *Collecting, editing, organizing and disseminating College documents and reports to the College community and stakeholders to help to ensure a culture of evidence and accountability.*

Background

The Institutional Effectiveness Standard Operations Procedures (SOP) Manual is a document created by the division of Institutional Effectiveness (IE) for the purpose of explaining processes and procedures. Through this manual, we hope to achieve better integration of institutional processes leading to institutional effectiveness. In accordance with Accreditation Standard I.B. for Institutional Effectiveness, it is part of IE's mission to:

“Provide information necessary for improving student learning and student achievement through the academic programs and administrative services offered at the ASCC.”

This manual provides the guidelines necessary to achieve **IE Outcomes**.

Outcome 1: *ASCC stakeholders have access to timely and accurate institutional data collected and statistical analysis compiled by IE and reported in annual, quarterly, and semester publications.*

Outcome 2: *ASCC stakeholders voice opinions through surveys distributed by IE, which are collected, compiled, analyzed, and disseminated to students and staff.*

Outcome 3: *ASCC employees have access to research and evaluation analysis on the College's archives to share, collaborate, and record evidence of institutional processes, program reviews, and planning.*

Outcome 4: *ASCC external stakeholders are informed of College events and accomplishments through ads, articles, and publications prepared by IE.*

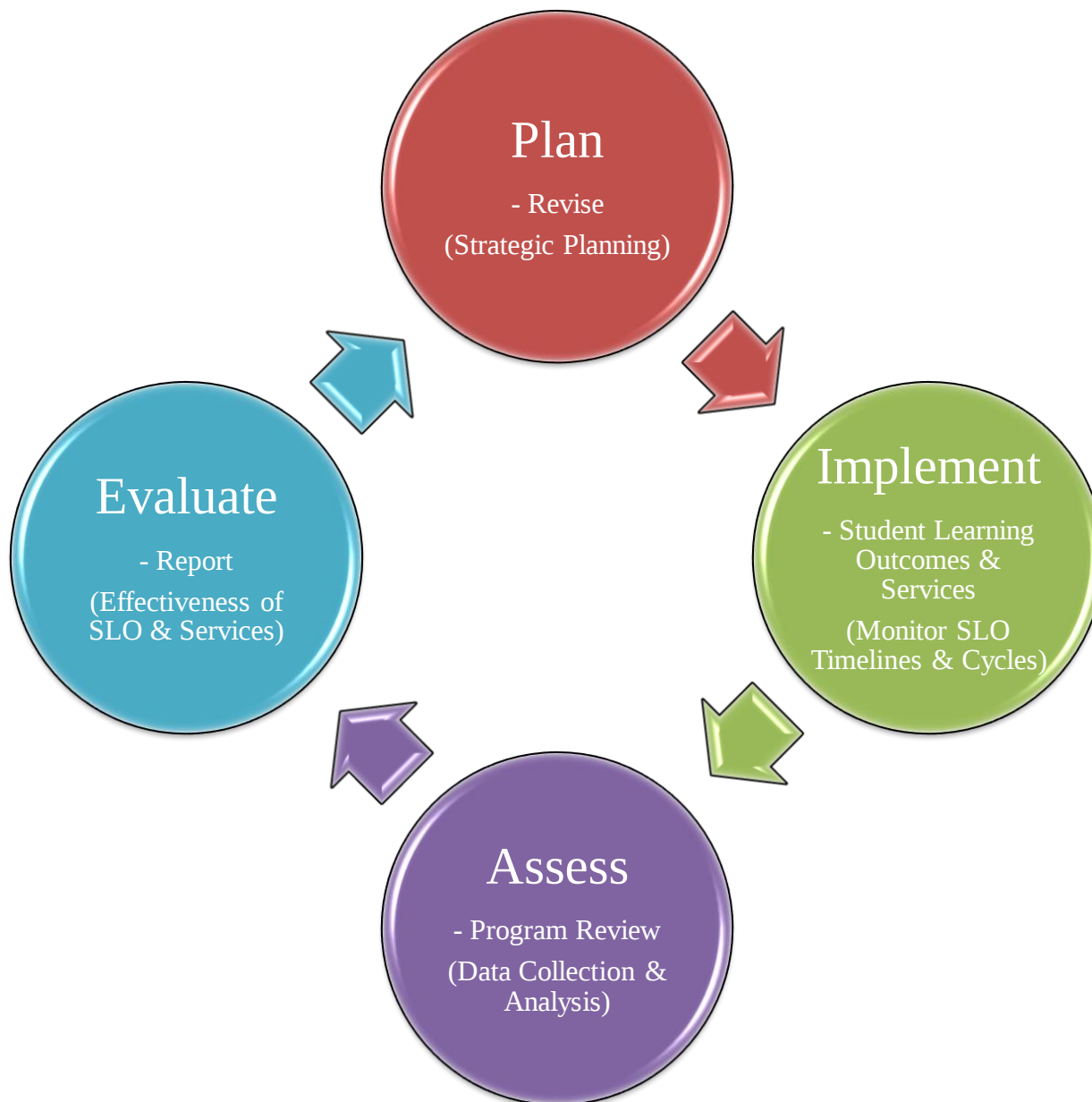
Outcome 5: *ASCC internal and external stakeholders have access to student learning and achievement data analysis through reports and publications disseminated by IE.*



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Institutional Effectiveness Model



Data is essential to the achievement of the College's Mission. The division of Institutional Effectiveness assures that data is made available for the ASCC constituencies and decision-making groups to ensure that ongoing dialogue is driven by data in the implementation, assessment, and evaluation of its Mission through program review, student learning outcomes, and planning.



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Accreditation Standards:

The division of Institutional Effectiveness utilizes the Standards of Accreditation as a guide to monitor the College's continual improvement efforts in planning, program review, and assessment as a measure to determine the effectiveness of the College's Mission.

Assuring Academic Quality and Institutional Effectiveness Academic Quality:

I.B.1: The institution demonstrates a sustained, substantive and collegial dialogue about student outcomes, student equity, academic quality, institutional effectiveness, and continuous improvement of student learning and achievement.

I.B.2: The institution defines and assesses student learning outcomes for all instructional programs, and student and learning support services. (ER 11)

I.B.3. The institution establishes institution-set standards for student achievement, appropriate to its mission, assesses how well it is achieving them in pursuit of continuous improvement, and publishes this information. (ER 11)

I.B.4. The institution uses assessment data and organizes its institutional processes to support student learning and student achievement.

I.B.5. The institution assesses accomplishment of its mission through program review and evaluation of goals and objectives, student learning outcomes, and student achievement. Quantitative and qualitative data are disaggregated for analysis by program type and mode of delivery.

I.B.6. The institution disaggregates and analyzes learning outcomes and achievement for subpopulations of students. When the institution identified performance gaps, it implements, strategies, which may include allocation or reallocation of human, fiscal and other resources, to mitigate those gaps and evaluates the efficacy of those strategies.

I.B.7. The institution regularly evaluates its policies and practices across all areas of the institution, including instructional programs, student and learning support services, supporting academic quality and accomplishments of mission.

I.B.8. The institution broadly communicates the results of all of its assessment and evaluation activities so that the institution has a shared understanding of its strengths and weaknesses and sets appropriate priorities.

I.B.9. The institution engages in continuous, broad based, systematic evaluation and planning. The institution integrates program review, planning, and resource allocation into a comprehensive process that leads to accomplishment of its mission and improvement of instructional effectiveness and academic quality. Institutional planning addresses short- and long-range needs for educational programs and services and for human, physical, technology, and financial resources. (ER 19)



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Standard Operating Procedures:

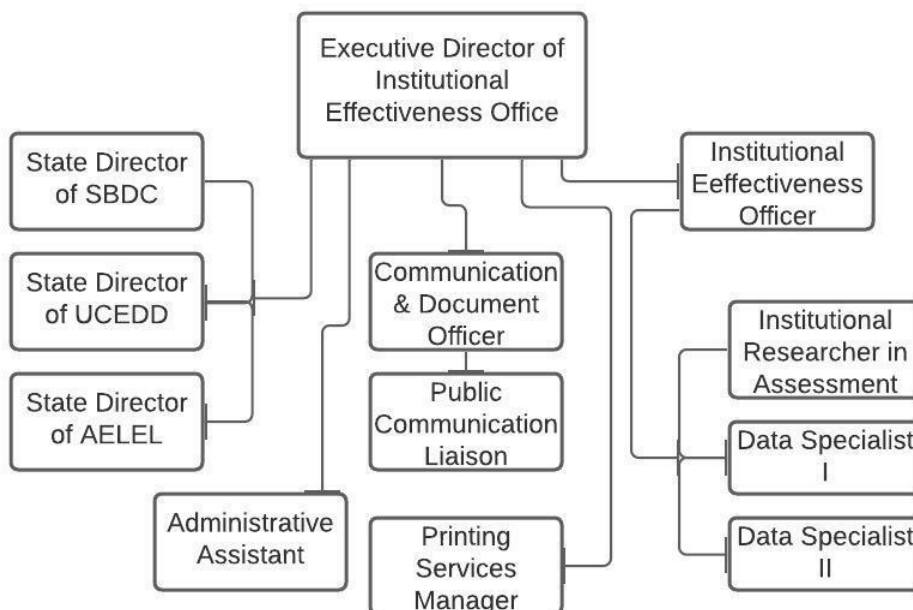
Standard Operating Procedures (SOP) is a set of step-by-step instructions to guide and help IE staff carry out routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with divisional, collegial, and/or federal regulations.

SOPs are categorized according to the types of services provided by the division of Institutional Effectiveness staff. SOPs are aligned to the division's outcomes and necessary policies of the College, and Accreditation Standards. The division of Institutional Effectiveness assesses its SOPs annually to assure that services provided are accurate and updated to accommodate the needs of the division, not limited to the collaboration with other service departments of the College.

The SOPs in this manual are organized as follows:

- **Title:** The name for the particular SOP.
- **Scope:** College constituencies and decision-making groups involved with the SOP.
- **Responsibility:** Main person(s) involved in carrying out the SOP.
- **Policy:** Policies that guides or justifies the SOP.
- **Description:** Defines the purpose of the SOP.
- **Procedures:** Step-by-step guidelines for carrying out the SOP.

IE Organization Chart





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DATA MANAGEMENT

SOP #	IE-0001	Responsibility:	All IE Personnel
Title:	Outgoing request for Data Collection	Policy:	IE Outcome: 1
Scope:	ASCC constituencies and decision-making groups	Status:	<i>Adopted August 22, 2013; Amended October 25, 2016, Amended April 21, 2021</i>

Description:

Outgoing request for data collection refers to all institutional data that is requested by IE. There is data which is regularly collected throughout the year (*e.g. enrollment, placements, transcripts etc.*) and some which is necessary for various reporting and requests. The procedures below apply to both situations.

Procedures:

1. All institutional data collected from the various divisions/departments/office (excluding survey data) must be requested through the IE Request for Information (RFI) Form. IE staff (requestor) must describe on the form details of the data requested, the reason for the request, and division/department/office they are requesting the data from (respondent).
2. The RFI must be submitted to the Executive Director of IE for approval before sending to respondent.
3. Requestor is responsible to follow through with the request to ensure they receive their information. If after two follow-ups IE has not received the information requested, the requestor is responsible for referring the RFI back to the Executive Director of IE for further action.



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SOP #	IE-0001.1	Responsibility:	Research and Evaluation Unit
Title:	Institutional Data Sets	Policy:	IE Outcomes: 1, 3, and 5
Scope:	Leadership Team	Review Date:	<i>Adopted October 26, 2015; Amended October 25, 2016, Amended April 21, 2021</i>

Description:

Institutional Data Sets (IDS) are a series of aggregated and disaggregated data collected and posted on the [ASCC-IE Webpage](#). The IDS was designed to provide data for internal constituencies and decision-making groups to measure the achievement of the ASCC institution-set standards and the achievement of the College's Mission.

Procedures:

1. At the end of every semester, data for IDS is collected and compiled through the IE-RFI process (see SOP 0001). Data sets are disaggregated following the template on the IDS webpage.
2. Data collected but not requested through the RFI are retrieved from Census files through Colleague stored in Info View and Data Committee shared folder.
3. Prior to posting completed tables to the IE Webpage, data must be approved by the Executive Director of Institutional Effectiveness and processed through the Website Change Request Form for tracking purposes.
4. Data specialists monitor the IDS every semester to ensure that data is still accessible. If there are issues with accessibility, the data specialists must contact the Institutional Researcher(s) regarding these issues.

IDS data processing duration for updates and access:

Institutional Data Sets:		Data Type:	Cycle of Updates:	Type of Files	Source
1	Enrollment: IDS 001	Enrollment Status	Semester Based	Enrollment Census File	Records Office
		Gender			
		Age			
		Citizenship			
		Ethnicity			
2	Math and English placement: IDS 002	Reading Placement	Semester Based	Placement	Admissions Office
		Writing Placement			
		Math Placement			
		Reading, Writing & Math placement using SAT scores			



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3	Developmental Pass/No Pass Rates: IDS 003	Developmental English Reading Passing Rates	Semester Based	Grade sheets	Records Office
		Developmental English Writing Passing Rates			
		Developmental Math Passing Rates			
4	Degree Requirements C or Better: IDS 004	Gateway Courses	Semester Based	Grade sheets	Records Office
		1 st Year General Education Courses			
		2 nd Year General Education Courses			
		Program Requirements			
5	Graduation Rates: IDS 005	AA/AS Degree Conferred	Semester Based	Graduate Transcripts	Records Office
		B.Ed. Degrees Conferred			
		Certificates Conferred			
6	Employee Data: IDS 006	Staff by Gender	Quarterly Based		Human Resources Office
		FT/PT Staff			
		Staff by Status			
7	Student Attrition Data: IDS 007	Students on Probation	Semester Based		Division of Student Services
		Low Grade Report			
8	Academic and Student Services Data Sets (ASDS): IDS 008	Curriculum	Academic Year		Division of Academic Affairs and Division of Student Services
		Instruction			
		External Partnerships			
		Recruitment			
		Faculty Retention			
		Academic and Student Support Services			
		Internal Partnerships			
		Resource Management and Allocation			



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SOP #	IE-0001.2	Responsibility:	Executive Director of IE, Research and Evaluation Unit
Title:	Institutional Set Standards	Policy:	IE Outcomes: 3 and 5, ACCJC Standard I.B
Scope:	President, Leadership Triangle, Dean of Academic Affairs, Dean of Student Services, Curriculum Committee, Academic Assessment Committee, Program Faculty	Review Date:	<i>Adopted October 26, 2015; Amended October 25, 2016, Amended April 21, 2021</i>

Description:

The Institutional Set Standards (ISS) provides an avenue for data access for all internal and external stakeholders for deliberation and planning. Data collected is used to provide targets on the achievement status of the College's institution-set standards. Data available includes data sourced from different divisions in the following categories:

Institutional Set Standards	Data Type	Measurements	Type of Files	Source
Standard I	Developmental Passing Rates	Percentage of students who successfully complete the highest level of Developmental Reading. (ENG 90)	Grade sheets	Records Office
		Percentage of students who successfully complete the highest level of Developmental Writing. (ENG 91)		
		Percentage of students who successfully complete the highest level of Developmental Math. (MAT 90)		
Standard II	Gateway Completion Rates	Percentage of students who successfully complete Gateway English Reading with a Grade 'C' or better. (ENG 150)	Grade sheets	Records Office
		Percentage of students who		



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		successfully complete Gateway English Writing with a Grade 'C' or better. (ENG 151)		
		Percentage of students who successfully complete Gateway Math with a Grade 'C' or better. (MAT 151/155)		
Standard III	Program Requirement Completion Rates	Percentage of students who successfully complete General Education courses with a Grade 'C' or better.	Grade sheets	Records Office
		Percentage of students who successfully complete Core Foundational Area courses with a Grade 'C' or better.		
		Percentage of students who successfully complete Co-Foundational Area courses with a Grade 'C' or better.		
Standard IV	Persistence Rates	Percentage of First Time In College (FTIC) students retained within the First Year.	Enrollment Census Files	Records Office
		Percentage of First Time In College (FTIC) students retained within the First Year up to the Second Year.		
Standard V	Degree and Certificate Completion, and Career Technical Education (CTE)	Associate Degrees	Graduate Transcripts	Records Office
		Certificates		
		Bachelor Degrees		
Standard VI	Graduation and Transfer Rates	Graduation Rates: Percentage of students that graduate within a 150%	Graduate Transcripts	Records Office



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		(3years or less) time of completion.		
		Transfer Rates: Percentage of graduates who transfer to institutions of higher learning.	Scholarships and Student Loans	Division of Student Services
		Job Placement Rates: Percentage of graduates who transition into the workforce based on job placement tracking by programs.	Track by Academic Programs	Academic Programs

Procedures:

1. At the end of each semester, Institutional Set Standards for student achievement data is collected and compiled through IE-RFI process. (See IE SOP 0001)
2. Data collected but not requested through the RFI are retrieved from the Records Office.
3. Data is disaggregated and put into ISS tables for student achievement data.
4. If there is any change to the type of data collected that include new data sets approval by the Executive Director of IE is required. (*Approval by Executive Director of IE is based on validations approved by the ISS Committee and President of the college*).
5. Prior to posting completed tables to the IE Webpage, data must be approved by the Executive Director of Institutional Effectiveness and processed through the Website Change Request Form for tracking purposes.
6. Data specialists are responsible for monitoring assigned areas of student achievement data every semester to ensure that data is accessible and updated. If there are issues with accessibility and accuracy of information on the IE Webpage, the Data specialists must contact the Institutional Researcher(s) regarding these issues.



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SOP #	IE-0002	Responsibility:	Research and Evaluation Unit
Title:	Incoming Request for Data	Policy:	IE Outcome: 1
Scope:	Leadership Team	Review Date:	<i>Adopted August 22, 2013; Amended October 25, 2016, Amended April 21, 2021</i>

Description:

This procedure refers to internal and external requests for data from IE.

Procedures:

1. All requests for data must be in writing either via official letterheads from organizations or government agencies or email requests. For internal requests, the IE-RFI can be used but email is also sufficient. All requests should be addressed to the Executive Director of IE.
2. Executive Director of IE will review requests and approve within a 24-hour period. After approval, request will be forwarded to the Institutional Researcher in charge of furnishing the data.
3. Turn-around time for processing request will depend on the size and urgency of the data being requested. Designated staff members are responsible for seeing the request through, which includes contacting the requestor by email and carbon-copying the Executive Director of IE.
4. Once IE staff member has processed the request, they must attach a copy of the information being provided for the requestor to the RFI request form and forward to the Executive Director for his approval to release data.
5. Issues or complaints about any step in the process or the validity of data furnished can be directed to the Executive Director of IE, who will follow up with the designated staff member for clarification. Any discrepancies or errors will be corrected in a timely manner.



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SOP #	IE-0003	Responsibility:	All IE Personnel
Title:	Data Storage, Maintenance, and Protection.	Policy:	IE Outcome: 3; FERPA
Scope:	IE Staff	Review Date:	<i>Adopted August 22, 2013; Amended October 25, 2016, Amended April 21, 2021</i>

Description:

Data here refers to any type of data (hard or soft copy) collected by IE.

Procedures:

1. To maintain confidentiality, all electronic files of data collected from the institution are to be stored on media devices which only IE personnel have access to.
2. All hard copies of data are to be filed in IE archives which only IE personnel have access to.
3. Data access and release of data (See IE SOP 0002) are controlled by IE personnel.
4. Data (hard or soft copy) must be properly organized and maintained in files where they are easily retrieved and accessed by IE personnel only.
5. All IE personnel are required to abide by Family Educational Rights and Privacy Act (FERPA) guidelines.



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SOP #	IE-0003.1	Responsibility:	Executive Director of IE
Title:	Institutional Archive	Policy:	IE Outcome: 3; FERPA
Scope:	Institution	Review Date:	<i>Added April 21, 2021</i>

Description:

Archiving of institutional documents on Compliance Assist Gallery.

Procedures:

1. Create folder or upload file on Compliance Assist



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[My Dashboard](#) [Institution](#) [Administration](#)

Documents

Documents

American Samoa Community Co

Academic and Student Affairs

Administrative Services and F

Division of Institutional Effe

[Add Folder](#) [Upload File](#)
Select a folder below for more options.
ASCC Institutional Archive:



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SOP #	IE-0003.2	Responsibility:	IE Personnel
Title:	IE Archive	Policy:	IE Outcome: 3; FERPA
Scope:	IE Personnel	Review Date:	<i>Added April 21, 2021</i>

Description:

Archiving of IE documents on Compliance Assist Gallery.

Procedures:

1. Log into Compliance Assist.
2. Create folder for each unit.
3. Upload approved documents such as:
 - a. Memos
 - b. Manuals (SOPs and internal forms)
 - c. Reports
 - d. PowerPoints
 - e. Publications (Communications, Social Media, Printing Services)
4. Formatting all IE documents to be uploaded into the Compliance Assist Gallery:
 - a. Title document; Year-month-day title.
 - b. Font: Times New Roman/ Cambria
 - c. Font Size: 12
 - d. Margins: 0.5/1.0 inch (left, right, top, bottom)
 - e. ASCC logo



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SURVEYS

SOP #	IE-0004	Responsibility:	Research and Evaluation Unit
Title:	Student Satisfaction Survey	Policy:	IE Outcome: 2
Scope:	Executive Leadership Team, Dean of Academic Affairs, Dean of Student Services	Review Date:	<i>Adopted August 22, 2013; Amended October 25, 2016, Reviewed April 21, 2021</i>

Description:

This procedure refers to surveys designed and distributed by IE for institutional purposes. The Student Satisfaction Survey is used to solicit student opinion about the institution's services. This survey follows the academic calendar. It was pre-determined that the best time for soliciting students' opinion is during the middle of the semester; thus, they are distributed at this time.

Procedures:

1. Obtain schedules from Academic Affairs on the number of students enrolled in each course. This is usually available by the time packets are prepared.
2. Prepare survey packets to be distributed to designated courses. It was decided that to avoid duplication, packets are delivered to courses offered in the time-slot when most students are in class. This time slot is determined by the schedule mentioned in the first step of this SOP.
3. Before distribution, the Executive Director of IE will notify Dean of Academic Affairs about the distribution date and time. It was determined that results were best if surveys were distributed on the same day and at the same time.
4. Upon approval from the Dean of Academic Affairs, instructors are instructed in a memo attached to the packet to designate a student to turn in completed packets to IE or to a drop box available in the Security Office located at the main entrance.
5. After IE has received the completed packages for all designated courses, surveys will be compiled into the Statistical Package for Social Science (SPSS). It will take approximately three-weeks to compile data.
6. Results will be compiled into a Student Satisfaction Report, given to the Executive Director of IE for approval to disseminate to the ASCC President, Vice President of Academic, Community and Student Affairs, Vice President of Administrative Services and Finance, Dean of Academic Affairs and the Dean of Student Services.



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SOP #	IE-0004.1	Responsibility:	Research and Evaluation Unit
Title:	Course Evaluation Survey	Policy:	IE Outcome: 2
Scope:	Executive Leadership Team, Dean of Academic Affairs, Department Chairpersons, Faculty	Review Date:	<i>Adopted August 22, 2013; Amended October 25, 2016, Reviewed April 21, 2021</i>

Description:

This procedure refers to surveys designed and distributed by IE for institutional purposes. Course Evaluation surveys are designed to solicit student feedback on course dynamics with an emphasis on Course Learning Outcomes. This survey is distributed toward the end of the semester and due by the end of instruction.

Procedures:

1. Refer to calendar for the last day of instruction.
2. Prepare Course Evaluation packets for designated courses.
3. Collect survey packets from student drop-off locations. (Same process as Student Satisfaction Survey)
4. Surveys will be compiled into SPSS. This will take **three-weeks** to compile.
5. Results will be compiled into a Course Evaluation Report, given to the Executive Director of IE for approval to disseminate to the ASCC President, Vice President of Academic, Community and Student Affairs, Vice President of Administrative Services and Finance, Dean of Academic Affairs, Department Chairpersons and Faculty.
 - a. Individuals Results are compiled and distributed to each individual faculty.
 - b. Department Results are compiled and distributed to Department Chairpersons.
 - c. Overall Results are compiled and distributed to the Executive Leadership Team and the Dean of Academic Affairs.



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SOP #	IE-0004.2	Responsibility:	Research and Evaluation Unit
Title:	Placement Survey	Policy:	IE Outcome: 2
Scope:	Executive Leadership Team, Dean of Academic Affairs, Dean of Student Services	Review Date:	<i>Adopted August 22, 2013; Amended October 25, 2016, Reviewed April 21, 2021</i>

Description:

This procedure refers to surveys designed and distributed by IE for institutional purposes. The Placement Survey is designed to collect student profile data. This survey is distributed during the placement exam. Participants are potential students who are entering the ASCC for the first time excluding transfer-in students and incoming freshman that use SAT scores for placement.

Procedures:

1. Refer to calendar for placement exam dates.
2. Prepare Placement Surveys for distribution.
3. Distribute surveys during placement exam.
4. Surveys will be compiled into SPSS. This will take **three-weeks** to compile.
5. Results will be compiled into a Placement Results Report, given to the Executive Director of IE for approval to disseminate to the ASCC President, Vice President of Academic, Community and Student Affairs, Vice President of Administrative Services and Finance, Dean of Academic Affairs and the Dean of Student Services.



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SOP #	IE-0004.3	Responsibility:	IE
Title:	ADHOC Training Surveys	Policy:	IE Outcome: 2
Scope:	Institution	Review Date:	<i>Added April 22, 2021</i>

Description:

ADHOC training surveys apply to any IE trainings on campus.

Procedures:

1. IE staff conducts trainings for internal stakeholders
2. IE staff presenter will disseminate an evaluation survey on the training provided.
3. Presenter will provide a summary of the evaluation survey to the Executive Director of IE.
4. An action plan will be included in the Summary for future trainings.



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REPORTING

SOP #	IE-0005	Responsibility:	Executive Director of IE
Title:	Compliance Assist	Policy:	IE Outcome: 3
Scope:	Leadership Team	Review Date:	<i>Adopted August 22, 2013; October 26, 2015; Amended October 25, 2016, Reviewed April 23, 2021</i>

Description:

Compliance Assist (CA) is a fully integrated and comprehensive online solution archiving and for managing institutional research, planning, and accreditation needs.

Procedures:

1. Designated IE staff must have access and certain managing privileges to CA for compiling and editing institutional reports. For access, the Executive Director of IE will send request to the CIO for access to CA.
2. Staff assigned access must follow procedures in CA manual for generating reports.
3. All reports (after editing) are submitted for approval to the Executive Director of IE for posting on the CA institutional gallery.
4. The Executive Director of IE archives all reports on CA (Gallery Module) for access.



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SOP #	IE-0005.1	Responsibility:	Executive Director of IE, Institutional Researcher in Assessment
Title:	Outcomes Module	Policy:	IE Outcome: 3
Scope:	Leadership Team	Review Date:	<i>Added April 23, 2021</i>

Description:

Outcomes Module platform is designed to collect Student Learning Outcomes assessment data. The IE Institutional Researcher in Assessment (IRA) is responsible to extract all SLO data from the Outcomes Module and submit a summary of this data to the Executive Director of IE and to the Dean of Academic Affairs for further review by the end of each semester.

Procedures:

1. ASCC faculties are to submit course learning outcome student assessment Outcomes Module.
2. IE's IRA extracts all SLO assessment data from the Outcomes Module.
3. The IRA prepares a summary and submits to the Executive Director of IE and to the Dean of Academic Affairs.



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SOP #	IE-0005.2	Responsibility:	Executive Director of IE
Title:	Planning Module	Policy:	IE Outcome: 3
Scope:	Leadership Team	Review Date:	<i>Added April 23, 2021</i>

Description:

The Planning Module is a fully integrated and comprehensive online solution for reporting, documenting and managing institutional research, planning, and accreditation needs. The Planning platform is currently being used for Strategic Planning, Quarterly and Monthly reporting, and Accreditation. Instructions for reporting are given to designated users who have been given access to templates on the site. The site is managed and monitored by the Data Manager. The following procedures are for compiling divisional and institutional reports on the Planning Module.

Note: Construction of this new module is still underway pending the structure of institutional reporting.



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SOP #	IE-0006	Responsibility:	Executive Director of IE, Communications and Documents Officer, Administrative Assistant
Title:	Monthly Reports	Policy:	IE Outcomes: 1 and 3
Scope:	Leadership Team	Review Date:	<i>Adopted August 22, 2013; Amended October 26, 2015; Amended October 25, 2016; Reviewed April 22, 2021</i>

Description:

Every month the Vice President of Academic Community & Student Affairs and the Vice President of Administration & Finance are required to submit a Monthly Report to IE. Monthly Reports are internal reports compiled by administrators to provide updates that correspond with department and program outcomes, objectives, activities, and evidence of what has been achieved through the types of services offered. The report is compiled and analyzed by IE. The result will be presented to the Leadership for decision making on improvements and resource allocation.

Procedures:

1. On the 25th of each reporting month, the Executive Director of IE sends a reminder via email to the Vice Presidents for the submission of the Monthly Reports.
2. These reports are due every 5th of the month for the previous month.
3. Compiled reports are forwarded to the Communication and Documents Officer for review of writing mechanics and structure.
4. Monthly reports are forwarded to the Executive Director of IE for approval and archiving on CA for institutional access.



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SOP #	IE-0007	Responsibility:	Communications and Documents Officer, various contributors
Title:	ASG Performance Report/ ASCC Quarterly Report	Policy:	IE Outcome: 1
Scope:	Leadership Team	Review Date:	<i>August 22, 2013; Amended October 25, 2016; Reviewed April 22, 2021</i>

Description:

All American Samoa Government (ASG) departments, including the ASCC, submits a Performance Report at the end of every quarter of the Fiscal Year. Performance reports are required by law as referenced in Title 10, Chapter 5, and Section 9 of the American Samoa Code Annotated. The Performance reports require updates on the following areas:

- The relationship of accomplishments and program services towards policy decisions and budget determination;
- The costs of accomplishments the work and providing the services consistent with goals and objectives, and to the extent feasible, citing meaningful measurement of program effectiveness and its impact; and,
- The administrative improvements made in the preceding quarter, potential modifications for further continuous improvements, and given impediments, proposed changes in legislation and/or administrative procedures to promote future progress.

Procedures:

1. The data for the respective sections of the report are sourced from the following divisions within the ASCC:

	Data Type:	Data Sources:
1.	Capital Improvements	- Vice President of Administration and Finance
2.	Research	- Director of Agriculture, Community and Natural Resources - Director of the Samoan Studies Institute
3.	Programs Funded by Federal Grants	- Vice President of Student and Academic Affairs - Vice President of Administration and Finance
4.	Accreditation	- Accreditation Liaison Officer - Assistant Accreditation Liaison Officer
5.	Program Accomplishments	- Communication and Documents Officer
6.	Enrollment and Credit Hours	- Registrar
7.	Program Impediments	- Vice President of Academic and Student Affairs - Vice President of Administration and Finance
8.	Financial Reports	- Chief Financial Officer
9.	Personnel Resources	- Human Resource Officer



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2. When all sections of the report have been updated, the Communication and Documents Officer submits the report to the Executive Director of IE for review and then to the President for executive approval.
3. Upon receipt of executive approval, a copy of the report is delivered to the ASG Budget Office in the Executive Office Building on or before the due date. Report due dates are indicated in the official memo sent to the College President.



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Standard Operating Procedures (SOP)

SOP #	IE-0007.1	Responsibility:	IE <u>Office</u>
Title:	External Reports	Policy:	IE Outcome: 1
Scope:	Leadership Team	Review Date:	<i>Added April 23, 2021</i>

Description:

Institutional external reports are reports required from the institution on institutional data; ASG Performance Reports, Department of Commerce Yearbook Reports, IPEDS, Common Data sets, ACCJC Annual Reports, and Campus Safety and Security SOPs.

Procedures:

1. Receive requests for data from external entity.
2. Determine Source of data.
3. Collect data.
4. Compile survey report.
5. Route to Executive director for approval.
6. Send to requesting entity.



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Standard Operating Procedures (SOP)

SOP #	IE-0007.2	Responsibility:	Executive Director of IE, <u>Institutional Researcher in Assessment (IRA), Dean of Academic Affairs</u>
Title:	Academic Assessment Performance Report (AAPR)	Policy:	IE Outcome: 1; ACCJC Standard 2.A.3;
Scope:	Division of Academic Affairs, Division of Institutional Effectiveness, Vice President of Academic and Student Affairs	Review Date:	<i>Added April 23, 2021</i>

Description:

The Academic Assessment Performance Report (AAPR) is a compilation of all student learning outcomes assessment data. The AAPR reports academic programs that regularly assesses student learning outcomes every semester. The specific areas that are listed below:

Procedures:

1. The IRA exports all course student learning outcomes assessment data from the Outcomes Module at the end of each semester.
2. A summary of the AAPR is then compiled identifying these areas:
 - a. Outcome Identifier (ex: CLO, PLO, GEO, ILO)
 - b. Outcome Statement (ex: learning outcome statement)
 - c. Container Name: (ex: Course Alpha)
 - d. Number of students at the Beginning: Is the level of competency that student has achieved by the end of the semester. **[Student did not Meet the learning outcome].**
 - e. Number of students at the Developing: Is the level of competency that student has achieved by the end of the semester. **[Student Partially Met the learning outcome].**
 - f. Number of students at the Proficient: Is the level of competency that student has achieved by the end of the semester. **[Student Met the learning outcome].**
 - g. Assessment Instrument: (ex: Rubric title)
 - h. Assessment Purpose: (ex: identifies the type of formative or summative assessment)
 - i. Assessment Tool: Is a measurement of input used to measure student achievement. (ex: quiz, midterm, individual presentation, field work, reflection paper, capstone projects, or finals...)
 - j. Assessment Degree of Learning: Identifies if the learning outcome is being introduced, reinforced, or mastered in the course.
 - k. Assessment Result Analysis: A short/brief analysis by the instructor.
 - l. Assessment Instrument Result: Is a method used to determine each student achievement level. (ex: rubric, evaluator observation, testing instrument, pre/post comparison, or external benchmark comparison.
 - m. Assessment Results Summary: A short/brief summary by the instructor.
3. Upon completion of this report, a copy of the report is delivered to the Executive Director of IE and the Dean of Academic Affairs.
4. A copy of the AAPR is archived via Compliance Assist for all institutional documents and reports.

PUBLICATIONS



American Samoa Community College

Standard Operating Procedures (SOP)

SOP #	IE-0008	Responsibility:	Research and Evaluation Unit
Title:	Fact Sheets	Policy:	IE Outcome: 5
Scope:	Leadership Team	Review Date:	<i>August 22, 2013; Amended October 25, 2016; Amended April 22, 2021</i>

Description:

Fact sheets are compiled every semester. Fact sheets are data publications made available for institutional decision-making on student placements, enrollment trends, graduation rates, developmental performances, and student achievement statistics.

Procedures:

1. Data collected each semester for Fact Sheets:

	Data Type:	Type of Files	Data Sources:
1.	Enrollment Data	Census Enrollment Files	Records Office
2.	Graduate Rates	Graduate Transcripts	Records Office
3.	Institutional Set Standards for student achievement	Grade sheets, Graduate Transcripts, Census Enrollment Files, Scholarships and Loans.	Division of Student Services

2. Data is collected and compiled by the Data Specialist I.
3. The Data Specialist II formats data for publishing and forwards to Institutional Researcher I.
4. After review by the Institutional Researcher I, the Fact Sheet is forwarded to the Executive Director of IE for review before submitting to the President for final approval. Any edits or omits suggested by Executive Director of IE or President will be forwarded to the Institutional Researcher I.
5. After approval from the President, the publication is posted on the ASCC IE Webpage and archived in Compliance Assist gallery for access. Hard copies and e-copies are made available upon request from individuals other than the College's personnel.



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SOP #	IE-0008.1	Responsibility:	Research and Evaluation Unit
Title:	Fact Books	Policy:	IE Outcome: 5
Scope:	Leadership Team	Review Date:	<i>August 22, 2013; Amended October 25, 2016, Amended April 23, 2021</i>

Description:

Fact books are publications compiled every year. The Fact book covers the academic year beginning fall semester to the spring semester in the previous year. Fact books are data publications for use by the institution for decision-making.

Procedures:

1. Data collected each semester for Fact Books:

	Data Type:	Type of Files	Data Sources:
1.	Institutional Set Standards for student achievement	Grade sheets, Graduate Transcripts, Census Enrollment Files, Scholarships and Loans.	Division of Student Services
2.	Enrollment	Census Enrollment Files	Records Office
3.	Placement Exam Results	Placement Test Results	Admissions Office
4.	Developmental Passing Rates	Grade sheets	Records Office
5.	Course Completion Rates	Grade sheets	Records Office
6.	Graduate Profile	Graduate Transcripts	Records Office

2. Data is collected and compiled by the Data Specialist I.
3. The Data Specialist II formats data for publishing and forwards to Institutional Researcher I.
4. After review by the Institutional Researcher I, the Fact Book is forwarded to the Executive Director of IE for review before submitting to the President for final approval. Any edits or omits suggested by Executive Director of IE or President will be forwarded to the Institutional Researcher I.
5. After approval from the President, the publication is posted on the ASCC IE Webpage and archived in Compliance Assist gallery for access. Hard copies and e-copies are made available upon request from individuals other than the College's personnel.



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Standard Operating Procedures (SOP)

SOP #	IE-0009	Responsibility:	Institutional Researcher, Communications and Documents Officer
Title:	Annual Reports	Policy:	IE Outcome: 1 and 3
Scope:	Leadership Team	Review Date:	<i>Adopted August 22, 2015; Amended October 26, 2015; Amended October 25, 2016; Amended April 22, 2021</i>

Description:

Annual Reports are a publication of IE, which is compiled every year. These are mainly used for external reporting to the local legislature during budget hearings and distributed during workshops or conferences attended by ASCC administration. This report runs by the Academic Year, covering the fall semester to the summer term in the consecutive year.

Procedures:

1. Annual Report must follow the annual report outline approved by the Executive Director of IE.
2. The articles and photos are submitted to Institutional Researcher for layout and inclusion of institutional data.
3. The draft of the annual report is review by the Communications and Documents Officer for writing mechanics.
4. The final draft of the Annual Report in the summer of each year. Final review is conducted by the Executive Director of IE and submitted to the President is required for approval before the Annual Report is released to the public.
5. Annual Reports are regularly distributed to the Legislature for Budget Hearings.
6. A soft copy of the Annual Report is made available to all on the ASCC-IE Webpage.



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Standard Operating Procedures (SOP)

SOP #	IE-0010	Responsibility:	Communication and Documents Officer, Institutional Researcher
Title:	Connections Newsletter	Policy:	IE Outcome: 4
Scope:	Leadership Team	Review Date:	<i>Adopted August 22, 2013; Amended October 25, 2016</i>

Description:

The Connections newsletter is an IE publication which informs stakeholders about the developments at the ASCC. Articles are written and edited by the Communications and Documents Officer. The newsletter is distributed the month following the end of each fiscal quarter to staff and faculty via email. Hard copies are also available for distribution upon request.

Procedures:

1. The Communications and Documents Officer edits and condenses articles originally written for press releases during each quarter to be used in the newsletter.
2. The Communications and Documents Officer submits the articles to the Institutional Researcher for layout. For stories or announcements not covered by the Communication and Documents Officer, divisions or individuals may submit articles or brief descriptions of the activity or announcement to the Institutional Researcher for inclusion.
3. Once the layout is complete, a draft is submitted to the Executive Director of IE for review and approval for distribution. If changes are to be made, the Executive Director of IE will return the draft to the Institutional Researcher for corrections.
4. Once the newsletter is approved for distribution, the Institutional Researcher will send copies via email to the College's internal stakeholders.



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SOP #	IE-0011	Responsibility:	Communications and Documents Officer
Title:	Press Releases	Policy:	IE Outcome: 4
Scope:	ASCC constituencies and decision-making groups, Leadership Team	Review Date:	<i>Adopted August 22, 2013; Amended October 25, 2016</i>

Definition:

This SOP specifies the process of covering an ASCC event to produce an article for public release.

Procedures:

1. Press Officer gathers information on events, and works closely with staff and/or faculty or the appropriate administrator making the request.
2. The first draft of the story is submitted to the requesting person or department, who are responsible for checking story for accuracy.
3. With input gathered in Step two, the Communication and Documents Officer creates final draft of story.
4. The final draft of story is submitted to requester(s), as well as, where applicable, department chair, deans, directors, and officers. The final draft is submitted to the Executive Director of IE and vice presidents for review and finally to the President for executive approval. (Referencing IE- Public Information Request Form)
5. In the midst of the above, the Communications and Documents Officer takes photos to go along with the story, or procures them from requesters.
6. Upon receipt of executive approval from the President, the Communication and Documents Officer distributes story and photo to the ASCC Webmaster, and local and off-island media.



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Standard Operating Procedures (SOP)

ASSESSMENT: PROCESSING STUDENT LEARNING OUTCOME DATA

SOP #	IE-0012	Responsibility:	Executive Director of IE, Dean of Academic Affairs, Research and Evaluation Unit
Title:	Course Learning Outcomes	Policy:	Eligibility Requirement 11; Policies 1004, 3002.1; IE Outcomes: 1, 3, and 5
Scope:	Division of Academic Affairs, Curriculum Committee, Academic Assessment Committee	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016</i>

Description:

The assessment of student learning ensures that Student Learning Outcomes (SLOs) and student achievement assessments are ongoing, systematic and used for continuous improvements of its educational programs and student services. The achievement of SLOs is determined by the ongoing student learning dialogue on institution-set standards and the achievement of those standards; ongoing evaluation of student learning outcome processes; ongoing evaluation and improvement of organizational structure that supports student learning; and, ongoing program review of student learning.

Course Learning Outcomes describe the competencies particular to content, behavior, attitudes, or skills required for students to demonstrate in completion of any course.

Procedures:

1. The Director of Curriculum and Assessment submits CLO data (Rubric Summaries) to the Research and Evaluation Unit each semester.
2. The Research and Evaluation Unit compiles CLO data. Data is categorized as follows:

Course Assessed	CLO Assessed	Competencies Assessed	Percentages of Achievement	Disaggregated Data
• Course Name and Alpha • Courses are categorized according to General Education, Core Foundational Areas and Co-Foundational Areas.	• Course Learning Outcome Assessed	• Rubric dimensions (statements) used to assess CLO competencies.	• Percentages of student achievement of CLOs. (Categorized by Beginning, Developing, and Performing competencies assessed) • Percentages of students who completed the course. • Number of withdraw, drop, and students that were administratively dropped. • Number of students referred to tutorial services.	• Number of students assessed categorized by: ○ Gender ○ Age ○ Ethnicity



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3. Upon completion (2 - 3weeks), data is released to the Dean of Academic Affairs and the Director of Curriculum and Assessment for dissemination to program chairpersons, Academic Assessment Committee, and the Curriculum Committee for deliberation.
4. A copy of the Course Learning Outcome data is used by IE to update the College's Institutional Data Sets: [0001](#), [0005](#), and [0007](#) for access on the ASCC Website.



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SOP #	IE-0012.1	Responsibility:	Executive Director of IE, Dean of Academic Affairs, Director of Curriculum and Assessment, Research and Evaluation Unit
Title:	General Education Outcomes	Policy:	Eligibility Requirement 11 and 12; Policies 1004, 3002.1; IE Outcomes: 1, 3, and 5
Scope:	Division of Academic Affairs, Curriculum Committee, Academic Assessment Committee	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016</i>

Description:

General Education Outcomes describe the first-year qualities and competencies defined by the institution for students to be able to demonstrate on completion of the General Education Program for an AA, AS, and B.Ed. degree.

Procedures:

1. The Director of Curriculum and Assessment submits GEO data (Rubric Summaries) to the Research and Evaluation Unit each semester.
2. The Research and Evaluation Unit compiles GEO data. Data is categorized as follows:

Course Assessed	GEO Assessed	Competencies Assessed	Percentages of Achievement	Disaggregated Data
• Course Name and Alpha • Courses are categorized according to <u>General Education</u> Qualities and Competencies.	• General Education Outcomes Assessed	• Rubric dimensions (statements) used to assess GEO competencies.	• Percentages of student achievement of GEO. (Categorized by Beginning, Developing, and Performing competencies assessed) • Percentages of students who completed the course. • Number of withdraw, drop, and students that were administratively dropped. • Number of students referred to tutorial services.	• Number of students assessed categorized by: ○ Gender ○ Age ○ Ethnicity

3. Upon completion (2 - 3weeks), data is released to the Dean of Academic Affairs and the Director of Curriculum and Assessment for dissemination to program chairpersons, Academic Assessment Committee, and the Curriculum Committee for deliberation.
4. A copy of the General Education Outcome data is used by IE to update the College's Institutional Data Sets: [0001.3.a](#), and [0007.1](#) for access on the ASCC Website.



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SOP #	IE-0012.2	Responsibility:	Executive Director of IE, Dean of Academic Affairs, Director of Curriculum and Assessment, Research and Evaluation Unit
Title:	Program Learning Outcomes	Policy:	Eligibility Requirement 11; Policies 1004, 3002.1; IE Outcomes: 1, 3, and 5
Scope:	Division of Academic Affairs, Curriculum Committee, Academic Assessment Committee	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016</i>

Description:

Program Learning Outcomes describe the second, third, and fourth-year qualities and competencies that enhance content in core disciplinary areas of study and/or qualities and competencies specific to a discipline or area of specialization.

Procedures:

1. The Director of Curriculum and Assessment submits PLO data (Rubric Summaries) to the Research and Evaluation Unit each semester.
2. The Research and Evaluation Unit compiles PLO data. Data is categorized as follows:

Course Assessed	PLO Assessed	Competencies Assessed	Percentages of Achievement	Disaggregated Data
• Course Name and Alpha • Courses are categorized according to <u>Core Foundational Area</u> and <u>Co-Foundational Area</u> Qualities and Competencies.	• Program Learning Outcome Assessed	• Rubric dimensions (statements) used to assess PLO competencies.	• Percentages of student achievement of PLOs. (Categorized by Beginning, Developing, and Performing competencies assessed) • Percentages of students who completed the course. • Number of withdraw, drop, and students that were administratively dropped. • Number of students referred to tutorial services.	• Number of students assessed categorized by: ○ Gender ○ Age ○ Ethnicity

3. Upon completion (2 - 3weeks), data is released to the Dean of Academic Affairs and the Director of Curriculum and Assessment for dissemination to program chairpersons, Academic Assessment Committee, and the Curriculum Committee for deliberation.
4. A copy of the Program Learning Outcome data is used by IE to update the College's Institutional Data Sets: [0001.3.b](#), [0001.3.c](#), and [0007.2](#) for access on the ASCC Website.



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SOP #	IE-0012.3	Responsibility:	Executive Director of IE, Dean of Academic Affairs, Director of Curriculum and Assessment, Research and Evaluation Unit
Title:	Institutional Learning Outcomes	Policy:	Eligibility Requirement 11; Policies 1004, 3002.1; IE Outcomes: 1, 3, and 5
Scope:	Division of Academic Affairs, Curriculum Committee, Academic Assessment Committee	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016</i>

Description:

Institutional Learning Outcomes reflect a shared institutional articulation of expectations for all certificate and degree recipients.

Procedures:

1. Institutional Learning Outcomes are compiled and calculated by the Research and Evaluation Unit. Calculations are based on the following criteria:

Course Assessed	ILO Assessed	Competencies Assessed	Percentages of Achievement	Disaggregated Data
• <u>General Education</u> 1st Year Qualities and Competencies.	• Institutional Learning Outcomes Assessed	• Signature Assignments {Rubric dimensions (statements) used to assess ILO competencies.}	• Percentages of student achievement of ILO. (Categorized by Beginning, Developing, and Performing competencies assessed) • Percentages of students who completed the course. • Number of withdraw, drop, and students that were administratively dropped. • Number of students referred to tutorial services.	• Number of students assessed categorized by: ○ Gender ○ Age ○ Ethnicity
• <u>Core Foundational Area</u> and <u>Co-Foundational Area</u> (2nd 3rd and 4th Year) Qualities and Competencies.	• Institutional Learning Outcomes Assessed	• Capstone Assignments {Rubric dimensions (statements) used to assess ILO competencies.}	• Percentages of student achievement of ILOs. (Categorized by Beginning, Developing, and Performing competencies assessed) • Percentages of students who completed the course. • Number of withdraw, drop, and students that were administratively dropped. • Number of students referred to tutorial services.	• Number of students assessed categorized by: ○ Gender ○ Age ○ Ethnicity

2. Upon completion (2 - 3weeks), data is released to the Dean of Academic Affairs and the Director of Curriculum and Assessment for dissemination to program chairpersons, Academic Assessment Committee, and the Curriculum Committee for deliberation.



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3. A copy of the Institutional Learning Outcome data is used by IE to update the College's Institutional Data Sets: [0007.3](#) for access on the ASCC Website.



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PROGRAM REVIEW

SOP #	IE-0013	Responsibility:	Executive Director of IE, Institutional Planning Executive Core Committee, Research and Evaluation Unit
Title:	Divisional Program Review	Policy:	Standard I; Eligibility Requirement 19; Policy 1004; IE Outcomes: 1, 2, 3, 4, and 5
Scope:	Administrators, Staff	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016</i>

Description:

Program Review ensures that review processes are ongoing, systematic and used to assess and improve student learning and achievement. Results from program review are used to continually refine and improve program practices resulting in appropriate improvement of the Colleges Mission.

The College utilizes the program review as a mechanism to review its decision-making processes and Mission.

The Divisional Program Review (DPR) was developed to assess the quality of the College's instruction programs and departments to determine ways to improve the quality of education, scholarship, and services. The purpose of the DPR is to assure that ASCC provides high quality instruction and services that support academic programs for students and to identify opportunities for improvement for each service department.

Divisional Program Review: Data reviewed include department and program mission and outcomes, evaluation of program and department effectiveness and improvements, decision-making, personnel, staff development and facilities, equipment and technology, student support services, safety and emergency procedures, and divisional planning and resource allocation. The divisional program review is conducted annually (every fall semester) and monitored by the Institutional Planning Executive Core Committee (IPECC).

Procedures:

1. The IPECC reviews the appropriateness of the divisional program review survey and provide revisions when deemed necessary. Changes made to the survey require the review of the Executive Leadership and President's approval.
2. Upon approval of the survey, the Executive Director of IE electronically disseminates the divisional program review to all administrators and staff for input via email. Three scheduled sessions for manual input and clarification of the survey questions in English and Samoan are provided for staff in the Lecture Hall.



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3. Data collected from the divisional program review are compiled by the Research and Evaluation Unit and upon completion is disseminated to the Leadership Team and posted on the [ASCC Website](#) for access, deliberation, and planning.
4. Hard copies of the divisional program review are printed and forwarded to the IPECC for deliberation and planning at the end of each fall semester.



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SOP #	IE-0013.1	Responsibility:	Executive Director of IE, Institutional Planning Executive Core Committee, Research and Evaluation Unit
Title:	Program Review: <i>Institutional</i> Program Review	Policy:	Eligibility Requirement 19; Standard I; Policy 1004; IE Outcomes: 1, 2, 3, 4, and 5
Scope:	Administrators, Faculty, Staff	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016, Reviewed April 23, 2021</i>

Description:

Program Review ensures that review processes are ongoing, systematic and used to assess and improve student learning and achievement. Results from program review are used to continually refine and improve program practices resulting in appropriate improvement of the Colleges Mission.

The College utilizes the ***Institutional Program Review (IPR)*** as a mechanism to review its decision-making processes and Mission.

The Institutional Program Review was developed as an institutional review process to provide access to institutional data, assistance in the analysis of data for decision-making, and to improve the ASCC's operations through strategic planning. The Institutional Program Review is conducted biennially and monitored by the IPECC. Data reviewed include areas that cover mission effectiveness, student learning programs and services, resources, and governance.

Procedures:

1. The IPECC reviews the appropriateness of the Institutional Program Review survey and provide revisions when deemed necessary. Any change made to the survey requires the review of the Executive Leadership and President's approval.
2. Upon approval of the survey, the Executive Director of IE electronically disseminates the survey to all administrators, faculty, and staff for input via email. Three scheduled sessions for manual input and clarification of the survey questions in English and Samoan are provided for staff in the Lecture Hall.
3. Data collected from IPR are compiled by the Research and Evaluation Unit and disseminated upon completion to the Leadership Team and posted on the IE Webpage for access, deliberation, and planning.
4. Hard copies of the IPR are printed and forwarded to the IPECC for deliberation and planning at the end of each fall semester.



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SOP #	IE-0013.2	Responsibility:	Research and Evaluation Unit
Title:	Evaluation of Academic Programs and Service Divisions	Policy:	Eligibility Requirement 19; Policy 1004; IE Outcomes: 1, 2, 3, 4, and 5
Scope:	Academic Programs and Service Departments	Review Date:	<i>Adopted October 25, 2016, Reviewed April 23, 2021</i>

Description:

Systematic investigation of a program in achieving its goals and improving outcomes and actions is essential to gathering feedback to help determine program effectiveness. The purpose of the research and evaluation unit is to provide access to meaningful data (qualitative) designed to aid in divisional and institutional decision-making.

	Evaluation Framework:
1.	Engaging ASCC Stakeholders: • People/Organizations involved in program operations. • People/Organizations served or affected by the program. • Intended users of the evaluation.
2.	Describing the Program: • Statement of need and existence. • Description of expectations. • Description of program operations and activities. • Description of resources. • Description of program development. (Planning, implementation, and outcomes) • Description of logistics with focus on program direction and decision-making.
3.	Focusing the Evaluation Design: • Purpose, Users, Uses, Questions, Methods, and Agreements.
4.	Gathering Credible/Quality Evidence: • Indicators, Sources, Quality, Quantity, and Logistics.
5.	Justifying Conclusions: • Standards, Analysis and Synthesis, Interpretation, Judgments, and Recommendations.
6.	Ensuring Use and Sharing of Lessons Learned: • Design, Preparation, Feedback, Follow-up, and Dissemination.

Procedures:

1. The Research and Evaluation Unit (REU) submits an annual calendar of the programs and departments that will be evaluated following the academic year calendar to the Executive Director of IE.
2. The schedule is reviewed by the Executive Director of IE and upon approval is submitted for the review and approval of the President.
3. Upon approval of the President, the REU will inform each academic program or service department of the approved dates and times to conduct the evaluation.



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4. The REU compiles an analysis of the evaluation and submits the analysis for the review to the Executive Director of IE. Upon approval, the Executive Director of IE submits a copy of the analysis to the academic program or service department for deliberation and planning.
5. Hard copies of the evaluation analysis are submitted to the Executive Leadership. Soft copies of the evaluation analysis are archived in the institutional gallery on Compliance Assist for committee deliberation and planning.



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PLANNING

SOP #	IE-0014	Responsibility:	Executive Director of IE, Research and Evaluation Unit
Title:	Program and Department Planning	Policy:	ACCJC Eligibility Requirement: 19; Policies: 1004, 5118; IE Outcome: 3
Scope:	President, Executive Leadership, Leadership Team	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016, Reviewed April 23, 2021</i>

Description:

Strategic planning ensures that ongoing and systematic evaluation and planning processes are used to improve student learning. The College evaluates its ongoing processes for long range planning through its implementation of program review, and assessment of student learning outcomes to determine its priorities.

Planning at the program and department level focuses on the improving of services offered in the areas of academic services, student support services, research services, outreach services, and administrative services. Data from IPR, DPR and Student Learning Outcomes (SLO) assessments are used for decision-making to improve the services it provides and allocation or reallocation of its program and department resources to meet its needs. Program and department planning is monitored by the appropriate Dean, Director, or Officer of the respective department or program.

Procedures:

1. The Executive Director of IE assures that access to the IDS is updated and available on the IE Webpage for all internal stakeholders at the ending of each fall semester. Data sets include:

IDS data processing duration for updates and access:

2. The Executive Director of IE also assures that access to all institutional publications, reports, governance manuals, procedural manuals, etc. are available via the institutional gallery on Compliance Assist.
3. The Finance Officer, Executive Director of IE, and Human Resources Officer provide procedural presentations to the Executive Leadership for planning and resource allocation in the spring of each semester.



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COMMITTEE PLANNING

SOP #	IE-0014.1	Responsibility:	President, Accreditation Liaison Officer, Assistant Accreditation Liaison Officer, Executive Leadership, Accreditation Steering Committee, Research and Evaluation Unit
Title:	Committee Planning: <i>Accreditation Steering Committee</i>	Policy:	ACCJC Eligibility Requirement: 1-21; Accreditation Standards I-IV; Compliance with Commission Policies; Policies: 1004, 5118; IE Outcome: 3
Scope:	ASCC constituencies and decision-making groups	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016, Reviewed April 23, 2021</i>

Description:

Planning at the committee level is essential to data analysis, strategic planning, and the developing of recommendations for decision-making. The College through its 2021 Participatory Governance Structural Manual (PGSM) categorizes the different committees into three main types of decision-making groups that include Governance Groups, Operational Groups, and Task Force Groups.

Accreditation Steering Committee (ASC): The Accreditation Steering Committee's role is to:

- Define and review the institution processes or accreditation and reporting,
- Define and implement the integrated framework for drafting the college's Institutional Self Evaluation Report (ISER)
- Define and review the timeline for reviewing reports and plans
- Define and review the steps to address WASC-ACCJC recommendations

Procedures:

1. The President via the ALOs convenes the Accreditation Steering Committee in the spring of each semester to initiate the evaluation of the College's Mission.
2. The Accreditation Steering Committee Standard chairpersons appointed by the President facilitates the review of each of the Eligibility Requirements and Accreditation Standards that include:

Accreditation Standards:		
1.	Standard I: Mission, Academic Quality and Institutional Effectiveness, and Integrity.	a. Standard IA
		b. Standard IB
		c. Standard IC
2.	Standard II: Student Learning Programs and Support Services.	a. Standard II.A
		b. Standard II.B
		c. Standard II.C



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3.	Standard III: Resources.	a. Standard III.A
		b. Standard III.B
		c. Standard III.C
		d. Standard III.D
4.	Standard IV: Governance and Leadership.	a. Standard IV.A
		b. Standard IV.B
		c. Standard IV.C

3. The ASC provides an annual update report on actions taken by the College to the Executive Leadership for deliberation and planning. The reporting process coincides with the annual budget planning and resource allocation.
4. A copy of the Committee's analysis is archived in the Compliance Assist Gallery.
5. Preparation for the drafting of the Accreditation Self Study Report: The ALOs guide the process for ASC Standard chairpersons, Standard Leads, and Committee members to facilitate the drafting of the College's Self Study Report in the ending of the spring semester. (Compliance Year)
6. Upon completion, the ASC Standard Chairpersons reports are to submit to the ALOs in the beginning of June of the compliance year for compiling and a retreat schedule for the review of the Accreditation Report is submitted by the ALOs to the President for review and approval.
7. The Accreditation Steering Committee conducts a thorough review of the Accreditation Report.
8. The ALOs work with the Research and Evaluation Unit and the MIS staff for the compiling of accreditation evidence and report linkages.
9. The final report is submitted to the President for final review and dissemination to the Board of Higher Education for review and approval.
10. Upon approval of the Board of Higher Education, the Report is electronically sent to the Commission at accjc@accjc.org and a hard copy of the College's Report with electronically saved evidence on a flash-drive is mailed to the Commission at:

*Accrediting Commission for Community and Junior Colleges
10 Commercial Boulevard, Suite 204
Novato, CA. 94949*



American Samoa Community College

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SOP #	IE-0014.2	Responsibility:	President, Executive Leadership, Executive Director of IE, IPECC, Leadership Team, Accreditation Steering Committee, Data Committee, Research and Evaluation Unit
Title:	Committee Planning: <i>Institutional Planning Executive Core Committee (IPECC)</i>	Policy:	ACCJC Eligibility Requirement: 19; Policies: 1004, 5118; IE Outcome: 3
Scope:	ASCC constituencies and decision-making groups	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016; Reviewed April 23, 2021</i>

Description:

Planning at the committee level is essential to data analysis, strategic planning, and the developing of recommendations for decision-making. The College through its 2021 Participatory Governance Structural Manual categorizes the different committees into three main types of decision-making groups that include Governance Groups, Operational Groups and Task Force Groups.

Institutional Planning Executive Core Committee (IPECC): The IPECC is a governance group given the authority to plan the processes of program review; monitor the progress of all departments and programs that undergo institutional wide program review; identify and propose recommendations on strategic priorities based on program review data; monitor the implementation of strategic priorities through institutional defined data collection mechanisms; and report semiannually on the status of the institutional strategic plan.

Procedures:

1. The Executive Director of IE convenes the IPECC in the spring of each semester to initiate the review of the College's Institutional Strategic Plan (ISP).
2. The IPECC reviews each of the strategic goals, objectives, performance indicators, and expected outcomes of the ISP. A Task Force may be requested by the IPECC for certain information regarding College operations and/or data.
3. The IPECC finalizes the status of the ISP goals, objectives, performance indicators, and statuses of expected outcomes. The format is as follows:

Report Outline and Descriptions:	
1.	<i>Authority:</i> Purpose of the provided update and composition.
2.	<i>Committee Review Process:</i> Actions taken by the Committee to update the ISP.
3.	<i>ISP Update:</i> Status updates on the alignment and achievement of the College's ISP.
	a. Academic Excellence
	b. Technology
	c. Physical Facilities and Maintenance
	d. Staffing
	e. Total Cost of Ownership



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4.	<i>Findings:</i> Analysis of the Committee's review.
5.	<i>Recommendations:</i> Committee's objective-based recommendations for continuous improvement and best practices.

4. The Committee provides a final review and approval of the report and submits the report to the Executive Leadership for deliberation and planning.
5. A copy of the ISP report/update is posted on the IE Webpage and archived on the College's Compliance Assist Gallery.



American Samoa Community College

Standard Operating Procedures (SOP)

SOP #	IE-0014.3	Responsibility:	Executive Leadership, Finance Officer, Human Resources Officer, Leadership Team,
Title:	Institutional Planning	Policy:	ACCJC Eligibility Requirement: 19; Policies: 1004, 5118; IE Outcome: 3
Scope:	ASCC constituencies and decision-making groups	Review Date:	<i>Adopted July 30, 2014; Amended October 26, 2015; Amended October 25, 2016; Reviewed April 23, 2021</i>

Description:

Planning at the institutional level is central to decision-making, institutional effectiveness, and Mission achievement. The Executive Leadership utilizes the recommendations at the program and department level and committee level to assess the College's structure of shared governance and Board policies.

Procedures:

1. The Executive Leadership review data that include recommendations from programs and departments (quarterly reports and program review) and committee (analysis and recommendations).
2. The Executive Leadership utilizes the data to measure the achievement of the College's Mission and Strategic Plan and discusses the priorities for the next fiscal year(s). Discussion may include necessary recommendations (proposed changes) to the College's Mission, Organizational Structure, Governance, and Institutional Policies for the review and approval of the Board of Higher Education.
3. The President finalizes the priorities and a memo is disseminated towards the ending of each spring semester to inform College constituencies of the Institutional Priorities for the next fiscal year.
4. The Finance Officer, Executive Director of IE, and Human Resources Officer provide procedural presentations to the Leadership Team for planning and resource allocation in the spring of each semester. *(Please refer to 'Program and Department Planning' procedures/steps one, two, and three.)*
5. Budget proposals are prepared by the Leadership Team and submitted to the respective Executive Leadership for review and approval.
6. Upon the approval by the President, the College's budget is submitted to the Board of Higher Education for review and final approval.



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Printing Services

SOP #	IE-0015	Responsibility:	Printing Technician, Administrative Assistant
Title:	Printing Services (<i>IE-Form #004</i>)	Policy:	IE Outcome: 1, 2, 3, 4, 5
Scope:	Academic Services, Administrative Services, Grants, Student Services	Review Date:	<i>Adopted February 15, 2018; Amended April 22, 2021</i>

Description:

This procedure provides all internal constituencies with access to printing services.

Procedures:

1. Obtain requests from internal constituencies via email at ie@amsamoa.edu or completes a print request form.
2. The Printing Technician (PT) documents all logs requests.
3. The PT processes the request and completes all necessary paperwork regarding the cost of printing and printing services.
4. Upon completion of the printing request, the PT then processes the necessary documentations to the Finance Office for the transfer of funds to IE's budget account.
5. After printing request(s) is completed, the Printing Technician immediately informs the requestor for pick up.
6. The PT prepares a monthly printing report and submits to the Executive Director of IE for signature.
7. The PT submits the approved monthly printing report to the ASCC Business Office for transfer of funds.



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Standard Operating Procedures (SOP)

SOP #	IE-0016	Responsibility:	Student Services, Institutional Effectiveness Personnel
Title:	Graduation Program	Policy:	
Scope:	Student Services, Institutional Effectiveness Personnel	Review Date:	<i>Adopted May 3, 2021</i>

Description:

The graduation programs seek to distinguish a dedication to their students and to celebrate students who have successfully met the academic graduation requirements for the different programs.

Procedures:

1. IE personnel compiles three to four sample designs for graduation program for each semester.
2. A request is sent out to the following divisions:
 - a. Human Resources Office for an updated list of Administrators
 - b. Special Assistant to the Dean of Academic Affairs for the list of Chairpersons
 - c. Student Services for the program
 - d. Registrar for the list of graduates' information and their majors
3. The sample programs are given to the Executive Director of IE for approval before it is given to the PAC/Executive Leadership for their choice of design.
4. The program design chosen by the PAC/Executive Leadership will be used by IE personnel to compile and put together the graduation program.
5. The finalized program is then routed for approval and signature from the President.
6. A printing request form from Student Services is routed to IE indicating the number of printed copies of the graduation program that is need for the commencement ceremony.
7. Copies are given to the Dean of Student Services for distribution.



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SOP #	IE-0017	Responsibility:	Public Communication Liaison
Title:	Saili le Atamai Talk Show	Policy:	
Scope:	Institution	Review Date:	<i>Added May 3, 2021</i>

Description:

“Saili le Atamai” is an ASCC talk show aired on KVZK TV hosted biweekly by the Public Communication Liaison (PCL) featuring college stakeholders who share information relevant to ASCC.

Procedures:

1. At the end of the Calendar year, the PCL would create an outline for the upcoming year of possible material to cover on the show.
2. The outline will be submitted to the Executive Director of IE for approval.
3. Once a guest appearance has been confirmed, the PCL must complete a Public Information release form to document each show.
4. Following the outline at the beginning of the new calendar year, the PCL will schedule each show with KVZK TV for taping.
5. If KVZK TV cancels a show taping or guest has cancelled, PCL will have to notify the Executive Director.



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Standard Operating Procedures (SOP)

SOP #	IE-0017.1	Responsibility:	Public Communication Liaison
Title:	Awareness on the Radio Station's Talk Show	Policy:	IE Outcome: 1, 2, 3, 4, 5
Scope:	Institution	Review Date:	<i>Added May 3, 2021</i>

Description:

This SOP describes the procedures when booking time on the air for awareness of ASCC events only on the radio station's free morning shows.

Procedures:

1. When ASCC stakeholders request coverage of an event on the radio, they may contact the PCL.
2. The PCL will contact the radio station to book an appearance.
3. The PCL will then contact the requestor with a scheduled date.
4. The requestor may either appear on the show themselves or have the PCL make the announcement on the air. In either case, the PCL will accompany the person(s) to the Radio Station.
5. In the case where either the requestor cancels, the PCL must contact the radio station immediately about the cancellation,



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SOP #	IE-0017.2	Responsibility:	Public Communication Liaison
Title:	KVZK News Coverage	Policy:	IE Outcome: 1, 2, 3, 4, 5
Scope:	Institutions	Review Date:	<i>Added May 3, 2021</i>

Description:

This SOP describes procedures when booking time on air for awareness of ASCC events only on KVZK TV News.

Procedures:

1. When ASCC stakeholders request coverage of an event through KVZK TV News, they may contact the PCL for assistance.
2. The PCL will contact the KVZK News crew for coverage.
3. The PCL will then contact the requestor when confirmed by KVZK TV.
4. The PCL will complete the Public Information Release form for IE.
5. The requestor may either go on air themselves or have the PCL represent the individual on their behalf. In either case, the PCL will be present when KVZK arrives.
6. In the case where either the requestor cancels, the PCL must contact KVZK TV immediately.



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SOP #	IE-0017.3	Responsibility:	Public Communication Liaison
Title:	Marketing	Policy:	IE Outcome: 1, 2, 3, 4, 5
Scope:	Institution	Review Date:	<i>Added May 3, 2021</i>

Description:

This SOP describes the procedures for PCL as a marketing tool.

Procedures:

1. In the case where either an individual, program or institution is in need of marketing assistance, they may contact the PCL.
2. The PCL will determine a marketing plan to assist the individual program or the institution with marketing their program or event.
3. The marketing plan will be given to the Executive Director for IE for approval before discussing it with the requestor.
4. When accepted by the requestor, the PCL will work with them to carry through with the plan.



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APPENDIX A: PUBLIC INFORMATION RELEASE FORM 001

The respective Dean, Director, or Officer of the department submitting the Public Information Release (PIR) must first approve all PIR submissions. For any document requiring a payment, a Purchase Request form must be processed following Business Office procedures. (Solicitation letters and personal invitations to College events are not included in this process.)

The division Dean, Director or Officer from which the public information document originates is responsible for:

- 1) Informing staff of the policies and guidelines for public information dissemination.
- 2) Ensuring the factual correctness of the information.
- 3) Assigning an individual in his or her division to check the correctness of spelling, punctuation, grammar and appropriateness of language usage.
- 4) Taking steps to ensure the correctness and appropriateness of Samoan language translations.
- 5) Allowing at least two weeks for review of documents of substantial length. These include the College Catalog, Student Handbooks or policy manuals.
- 6) Informing internal stakeholders and the President of interviews with KVZK before they take place.

Briefly describe the release: _____

Signature Protocol:

Author/Originator(s) _____ date _____

Dean, Director, Officer _____ date _____

Director of SSI _____ date _____
(When Applicable)

Executive Director of IE _____ date _____

VP of AA or AF _____ date _____

President _____ date _____



American Samoa Community College

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APPENDIX B: PRESS RELEASE FORM 002

As part of its mission to promote public awareness of appropriate events and developments within our institution, the Office of Institutional Effectiveness can assist all ASCC departments and divisions with publicity. If you would like any event, development or significant accomplishment within your department and division publicized, complete this form and route it (by email or hard copy) to the Office of Institutional Effectiveness. Please note that all requests for publicity are subject to the discretion of the Executive Director of IE, and must also be approved in advance by your department chairperson, respective division officer, director, or Dean. Questions regarding publicity can be addressed to the IE Press Officer (699-9155, ext. 483).

Requestor: _____ Department or Division: _____

Phone: _____ Email: _____

Department Chairperson, Officer, Director, or Dean: _____

Phone: _____ Email: _____

Please provide a brief description of the event, development, or accomplishment you would like to publicize:

Description of Event:

Signature of Requestor: _____ Date: _____

Signature of Chairperson, Officer, Director or Dean: _____ Date: _____

For IE Office use only:

Comments:

Date: _____

☐ Approved by Executive Director of IE



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APPENDIX C: REQUEST FOR INFORMATION FORM 003

This form is used to request data from IE and for IE to request data from other divisions.

<i>To:</i>	<i>Date:</i>
<i>From:</i>	<i>Executive Director of IE's approval for request:</i>
<i>Reason for Request:</i>	

<i>Detailed description of Information Requested:</i>

<i>Respective Dean, Director, Officer receiving request:</i>	<i>Date:</i>
<i>Executive Director of IE Approval for release of data from IE:</i>	<i>Date:</i>

APPENDIX D: PRINTING REQUEST FORM 004



American Samoa Community College

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Originator Information

Name: _____ Date: _____ Time: _____

Division/Program: _____

Date Needed: _____ **Charge to Account:** _____

Special Instructions: _____

Document Description: _____

Order / Charges

Printing Regulations:

All orders must be placed at least 24 hours in advance **except** for binding orders.
Copies of 25 or more pages will not be stapled. (Review binding options)
All binding orders must be at least 10 pages.
All binding orders must be placed at least one week in advance.
Collating costs are charged separate from binding.
IE staff will not duplicate or make copies of any copyright material without proper permission.

Pricing Table

Price / Paper:	Paper Size:
\$0.12	8.5 X 11 (B/W – Single)
\$0.15	8.5 X11 (B/W – Duplexed)
\$0.50	8.5 X 11 (Color – Single)
\$1.00	8.5 X 11 (Color – Duplexed)
\$1.50	8.5 X 14
\$3.00	11 X 17
\$2.50	Card Stock 8.5 X 11
Per Collated Copy	
\$1.00	<= 10 pages
\$2.00	> 10pages
Per Stapled Copy	
\$0.05	Per Copy
\$0.25	<= 25 pages only

Number of Originals black/white _____

Color copies _____

Back to back _____

Number of Copies Collate _____

Total Pages Ordered

Bind _____

Other Charges: Cardstock _____

COST

Total Charges: _____

Per Binding	Pages
\$2.00	10 – 25 pages (1/4")
\$2.25	<= 40 pages (5/16")
\$2.50	<= 55 pages (3/8")
\$2.75	<= 85 pages (1/2")
\$3.00	<= 125 pages (5/8")
\$3.25	<= 150 pages (3/4")
\$3.50	<= 200 pages (1")

The undersigned give the ASCC Business Office permission to charge the department account of the originator for the amount listed on this form as "total charges."

Originator Signature: _____

Division Approval (Signature)

Printed Name

Title

FOR OFFICE USE ONLY

Order Received by: _____

Date: _____ Time: _____

Verified by: _____

Printing Tech. Signature