

**American Samoa Community College**

Spring | **16**

Divisional Assessment  
Department of Finance



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**FY 2016 Divisional Assessment**  
Department of Finance

## Department of Finance

**Explain how your mission and outcomes support the institution's mission (Faamatala le sootaga ma le lagolagoina o la tou manulaufi ma matati'a ausia o le Manulauti a le Kolisi):**

Text Responses

The outcomes and mission of the Finance Division assists the institutions mission financially. We provide funds to compensate our Faculty & Staff and for the vendors, who all come together for our students.

To get supplies to help everyone continue their job. Our outcomes support the institution's mission. The SOP's are tied to the policies and procedures of ASCC. It also links to providing high quality programs and services to student learning. With SOP's being implemented and executed, students will be able to receive better education, transfer to higher learning and workforce. Our mission also fulfills the mission of ASCC by continuing to serve our grantors & students, as well as preparing reports on-time and safeguarding assets of ASCC.

Our finance division mission is to ensure that we manage the monthly financial reports, file grant reports in a timely manner with integrity. By implementing this and providing professional services, our division supports the overall vision and mission of the college so that it will be fully accomplished.

Our mission supports the Institution's mission by making sure we file our Federal reports in a timely manner and a timely distribution of students' Pell Grants

It determines the institutions financial position on all areas of matter.

Our mission and outcomes totally supports the institution's mission in so many ways. Our outcomes highlights the importance of policies, processes and great internal controls. Without our division managing and ensuring that all the finances are kept and audited well, the college wouldn't be able to have supported grants, teachers getting paid and students receiving the high quality educational programs & services they deserve. Our outcomes do hit all 5 core values of the institution which is student centered, respect for diversity, teamwork, respect for culture and traditions & life long learning.

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AS STATED IN THE MISSION OF ASCC THAT WE ARE DETERMINED TO GAIN RESPECT FROM GRANTORS ESPECIALLY WITH OUT TIMELY ABILITY TO PROVIDE REQUIRED REPORTS. in SUPPORT OF THIS TIMELY EFFORT, OUT DEPARTMENT SEEKS TO MAINTAIN THIS TIMELY MANNER IN ORDER TO ASSIST THESE REQUIRED REPORTS. WITHOUT THIS MANNER, THE REPORTS REQUIRED WOULD BE INCOMPLETE AND LEAVING QUESTIONS ON HOW THE COLLEGE FULLY CAN OPERATE. To get supplies to help everyone continue their job. Our outcomes support the institution's mission. The SOP's are tied to the policies and procedures of ASCC. It also links to providing high quality programs and services to student learning. With SOP's being implemented and executed, students will be able to receive better education, transfer to higher learning and workforce. Our mission also fulfills the mission of ASCC by continuing to serve our grantors & students, as well as preparing reports on-time and safeguarding assets of ASCC. Our division outcome supports the Institution's Mission by providing high quality services: 1. Review and update SOP – this allows our finance team to analyze and assess our operating processes if it's effectively supporting the institution. 2. Meet Deadlines – It is important for our finance team to meet our deadlines for this affects the decision making of our institution 3. Send out Daily and weekly order status – Communication is vital for our institution therefore keeping all stakeholders within institution updated in regards to the status of their purchase requests assists in their day to day planning for the success of their division/department/program operation 4. Improve Tagging of ASCC's inventory – This enforces accountability of all resources of our institution. 5. Increase Bookstore Revenues – having additional fiscal resources for our institution assists in the financial stability and health 6. Reduce Student AR Aging – finance team must improve collection efforts for steady cash flow to the institution To help students to meet the criteria's of a higher University or to join the military. Our mission is to develop high performance organization-one that earns the respect of the federal grantors for our ability to timely file required reports, for management to receive monthly financial reports, to safeguard assets of ASCC, and timely disbursement of student's Pell Grants. Our outcome as noted above do support the institutions mission by providing financial reports and other services needed to keep the institution running smoothly as much as possible and for those in decision making position to make sound decisions for the development and to fulfill the institutions' mission.

Ensuring the students bills are updated and offering services to help students who are not eligible for financial aid.

– The reducing of Aging has to deal with our collection process. We seek ways to improve our collection, because the AR outstanding increases every semester. Therefore that outstanding can help out with institution needs in improving and helping out on providing students a more educational environment.

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**Please check/mark how your Department/Program/Division's Mission link to ASCC's Mission (Faamolemole faailoa mai pe faapefea ona fesootai le manulauti a lo outou matagaluega/polokalama/vaega ma le manulauti o le Kolisi):**

	Yes (Ioe)	No (Leai)	Please explain and provide evidence (Faamatala):	Standard Deviation	Responses	Weighted Average
Transfer to institutions of higher learning: (Faauauau atu i iunivesite ma aoaga maualuluga atu):	8 (89%)	1 (11%)	0 (0%)	3.56	9	1.11 / 2
Successful entry into the workforce (Faamanuiaina i galuega):	9 (100%)	0 (0%)	0 (0%)	4.24	9	1 / 2
Research and extension in human and natural resources; (Sailiiliga ma le faalautelega I mataupu tau tagata ma punaoa faalenatura):	4 (44%)	5 (56%)	0 (0%)	2.16	9	1.56 / 2
Awareness of Samoa and the Pacific (Silafia o Samoa ma le Pasefika):	4 (44%)	5 (56%)	0 (0%)	2.16	9	1.56 / 2
						1.31 / 2

**1a. Does the Department/Program/Division conduct/undergo a periodic evaluation on the effectiveness of instruction and services? (E faatino ni suesuega faavaitau a le matagaluega/polokalama/vaega e iloilo ai le aoga o aoaga ma tautua?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	6 (67%)	0 (0%)	3 (33%)	2.45	9

**1b. Please explain: (Fa'amolemole fa'amatala)**

Text Responses

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not sure...

Every year the Finance Department conducts an annual audit from an overseas team evaluating our processes and Services and to make sure it is aligned with institution policies and regulations.

This is done through the regular review of our SOP, holding annual training, and reviewing our divisional assessment reports.

Professional Development is available to revise and revisit anything that needs attention.

We do evaluation for our own division. They do have managers meeting, so maybe they do discuss these institution evaluations there.

We ave annual workshops or training where we not only present what we really do on a day to day basis and how each individual in the office can greatly affect the whole offices and especially the institutions performance as a whole. Revisiting our SOPs really do help to eliminate any uncertainty, ease the workload and repetitions of work. Every year we update our SOP with things we learned to make the job better. The finance division does conduct an evaluation of instruction & services through budgetary reports, following & approving services through planned purchases, month end closing reports, as well as fixed assets inventory Yes, the finance division undergoes a period evaluation through our annual audit and regular review of our current SOP Recently we had our meeting about fix assets and then our SOPs, and were able to review it and revised some of its process Our department on a monthly basis provide updates of what has been accomplished based on our division outcomes.

Have not been here long enough to say.

Our division have annual trainings, we discuss ways to improve the our workforce internally and externally. We also give an opportunity for those who travel on business trips to give a brief explanation on their business trip.

**2. How does your Department/Program/Division support student learning and achievement? (E faapefea ona lagolago e le tou matagaluega/polokalama/vaega aoaoga ma tulaga ausia a tagata aooga?):**

Text Responses

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The finance division supports our student learning and development by providing funds to pay the instructors, to pay PFM to maintenance the buildings that instruction is taking place, and provide funds to pay for student learning activities.

Our dept supports student learning and achievements by keeping up with our outcomes and that is to meet our deadlines for monthly closing, to ensure that orders are received on a timely manner to support the work of faculty, staff and especially for the students. Our department supports student learning by providing direct services to our students when they need assistance with tuition and payment plans. We provide direct services with our students by providing them with their schedules and statements of billing. We also provide services of receiving payments from students and releasing financial aid checks to assure they have a smooth experience with ASCC, whether they are new or returning students.

By providing financial/budgeting professional services through payroll, budget reports, serving students through our AR/Collection Department, paying the institution bills. These services provided by our division supports student learning and achievement.

We support by processing all requests in a timely manner

Financially is how we assist

By assisting & supporting the institution with their finances in order for them to operate.

We recognize and support student learning and achievement by recognizing and respecting all students that do come in our office in seek of help. We do give recognition to work study students that were assigned to our office with gifts of appreciation and words of encouragement to seek higher education after ASCC. We have training sessions through-out each year to help us learn more about our jobs. The finance division fully supports student learning and achievement by ensuring there's sufficient and available funds for ASCC to operate and cater to the needs of the students who are involved with tutoring services, work study and other programs in ASCC as well as to the faculty and staff. The finance division support student learning by providing service and support to all division, department, and programs We make sure that we have the books available for the students before the semester starts, in addition we try our best to help the students in any way we can by selling school supplies, beverages and apparel. Our dept supports student learning and achievements by keeping up with our outcomes and that is to meet our deadlines for monthly closing, to ensure that orders are received on a timely manner to support the work of faculty, staff and especially for the students.

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We tend to counsel them with their tuition bills, financial aid and advise them to the best of our knowledge, if not, we will point them to the direction to get the best help possible.

students priorities come first

**3. Check the following used for evaluating the effectiveness of the Department/Program/Division: Please explain how each is used. (Togi ripoti na faaaogā i le iloiloga o le aogā o la outou vaega. Faamolemole faamatala pe faapefea ona faaaoga ia ripoti taitasi.):**

	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Annual Reports (Ripoti faaletausaga: Ioe pe Leai, Faamolemole faamatala.)	9 (90%)	1 (10%)	0 (0%)	4.03	10	1 / 1
Quarterly Reports (Ripoti faalekuata. Ioe pe Leai, Faamolemole faamatala)	10 (100%)	0 (0%)	0 (0%)	4.71	10	1 / 1
Bi-weekly Reports (Ripoti tai lua vaiaso. Ioe pe Leai, Faamolemole faamatala).	9 (100%)	0 (0%)	0 (0%)	4.24	9	1 / 1
Student Learning Outcomes (Agavaa Ausia Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	3 (33%)	6 (67%)	0 (0%)	2.45	9	1 / 1
Institutional Strategic Plan (Fuafuaga Faataatia Kolisi. Ioe pe Leai, Faamolemole faamatala)	7 (78%)	2 (22%)	0 (0%)	2.94	9	1 / 1
Performance Evaluation (Iloiloga o Galuega Faatino. Ioe pe Leai, Faamolemole faamatala)	8 (89%)	1 (11%)	0 (0%)	3.56	9	1 / 1
Program Review (Iloiloga o Polokalama. Ioe pe Leai, Faamolemole faamatala)	7 (78%)	2 (22%)	0 (0%)	2.94	9	1 / 1
Course Evaluation (Suesuega o Mataupu. Ioe pe Leai,	0	8	0	3.77	8	0 / 1

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	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Faamolemole faamatala)	(0%)	(100%)	(0%)			
Student Satisfaction Survey (Suesuega Lotomalie Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	1 (13%)	7 (88%)	0 (0%)	3.09	8	1 / 1
Fact Sheets (Pepa o Faamatalaga Moni. Ioe pe Leai, Faamolemole faamatala)	0 (0%)	8 (100%)	0 (0%)	3.77	8	0 / 1
Other Evidence (Nisi faamaumauga. Ioe pe Leai, Faamolemole faamatala)	3 (38%)	5 (63%)	0 (0%)	2.05	8	1 / 1
						0.84 / 1

**1a. Have evaluation processes resulted in recent/continuous improvements? Please explain (Na mafai ona fa'aauau faaleleiga ona o faaiuga mai iloiloga?)**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	6 (60%)	0 (0%)	4 (40%)	2.49	10

**1b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

The evaluations are completed for the sole purpose of improvement. nobody is perfect, and there will always be room for improvement within the workflow, not only to make the workflow easier, less time-consuming, and less complicated for our office, but for the institution as a whole.

Evaluation processes has helped to pin point areas of improvement within our division. Improvements in areas such as our daily work and task, and especially how we improve our services towards our students



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SOP were updated and/or formulate within our Finance Division to improve our internal controls and streamline our operations. An example is putting together a SOP for preparing the Daily Cash Position (Bank Reconciliation) report.

Our annual training is a tool for us to know where we need improvements and for cross training among co workers.

Im not sure if we do have an evaluation process for our office.

A lot of reports have been completed on a timely basis, cross trainings, and travel trainings have been implemented and the division is improving. • Findings from the audit report have helped improve our finance division processes. An example is the reconciliation of our prepayment account. This was a recommendation and finding previously noted by our audit reports. But by implementing our revised and updated Monthly Prepayment Reconciliation SOP, has addressed this recommendation. Another example was from the 2014 division assessment. One on one interview was conducted with our finance staff. This was get additional feedback and we found that our area of receiving needed assistance. The finance management team gathered together to discuss this very dire issue of our finance team and came up with a possible solution to assist in decreasing the receiving team's load and this is to utilize the delivery services of our vendors. We found that by implementing this solution, it assisted in streamlining of our receiving process and decreasing the work load for our staff members. Yes, I know that our employee performance evaluation is very helpful in the overall development of that employee as well as their participation as a team member in ensuring that our goals and outcomes are achieved... or closed to it. The evaluation has helped point out the area in which we need to improve in our daily work tasks and the students as well.

Have not been here long enough to say.

There were finding during the accreditation team, and we tend to working together as a team to solve it. One example is the 30 percent reserve for ASCC.

**2. What outcomes did these improvement help achieve? Please explain (O a ni matāti'a na mafai e nei faaleleiga ona 'ausia? Faamolemole faamatala):**

Text Responses

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it lessened the end of the year workflow. we weren't stressing as much as expected when it was time for our Audit. and we received awesome results from our last audit!

Our outcome in our Standard Operating Procedure (SOP). There is always room for improvements and ways to better ourselves and how we operate.

This greatly assisted our institution in accurately monitor our daily cash flow.

We were to make changes to our SOPs, and know exactly how to to improve our performance.

A lot of our outcomes are completed but its not through our evaluation process but through our reports.

The outcome improvements made my work more comprehensive. The main outcome which is to improve our SOP's. These improvements assisted our team to meet our monthly closing deadlines. Our outcomes regarding our prepayment reduction, this had been a major challenge as there were too many outstanding orders that needed to come in to meet programs et.al. our goal to reduced has been a success in that by working on this daily has seen reductions in outstanding orders been received on a regular basis and goods needed are received to achieve the needs of specific programs, classrooms, labs, administration et.al. The Prepayment Report has reduced.

Have not been here long enough to say.

The strategy was to establish standard operation procedures and strengthen it on every new process for improving and achieving the outcomes.

**3a. Where there any recommendations from the previous Divisional Assessment (2015) that were not completed/acted on in the past year? (Na iai ni fautuaga mai le Suesuega a le Vaega e le'i mafai ona faia i le tausaga talu ai?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1	3	6	2.05	10

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	Yes (Ioe) (10%)	No (Leai) (30%)	Do not know (Leiloa) (60%)	Standard Deviation	Responses
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**3b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

there were none that i know of.

I dont remember

As far as I know any recommendations (if any) from divisional assessment that were not completed last year would have been dealt with and taken care of if it is applicable to the Finance Division. Yes, we have closed most of the previous outstanding PO that were open. Reserving funds.

Have not been here long enough to say.

**4. List significant achievements made to this Department/Program/Division over this past year (Lisi mai ni matāti'a na ausia e le polokalama/matagaluega/vaega i le tausaga talu ai?):**

Text Responses

Receiving great audit results was a reward in itself for our office. It shows that we were in compliance and followed our SOPs diligently.

Meeting our deadlines in reports, updating SOP' s regularly, and achieving our outcomes for every year

(1) Audit 2015 completed on time with a clean opinion (2) SOP manual was updated to reflect the updated Organizational Chart (3) Monitor cash flow to ensure the 5% set aside for the institution was done. (4) Addressed all Accreditation findings that pertained to the Finance Resources, Standard IIID.

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We received Audit unqualify opinion, close our year end on time

A lot of achievements have been made. Our bills are paid on time, our audit reports continue to be great. We haven't heard any complaints lately.

We finally had recruited well educated employees for the most needed position in the disbursing and collection unit of the business.

Have not been here long enough to say.

The audit was a success and we also finalize our divisional SOP

**1a. Does your Department/Program/Division recognize and implement feedback from faculty and staff in decision making for continuous improvement to the institution? (E amanaia ma faaoga e tou matagaluega/polokalama/vaega manatu tuuina mai e faiaoga ma tagata faigaluega i faaiuga fai mo le fa'aauau o le faaleleia o le Kolisi?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	9 (90%)	0 (0%)	1 (10%)	4.03	10

**1b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

If we receive a complaint or even a suggestion from other staff or faculty, we definitely bring it to light with one another and bring it up for discussion.

During registration we are continuously in contact with all departments involved with the process in oder to Streamline and assure a swift and enjoyable experience for our students.

Monthly manager meeting are conducted to get the feedback of the supervisors. In addition, regular divisional meetings are done to

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get the input of the entire staff. This was done in our divisional review of ASCC's Fiscal policies.

To improve our services.

Budgeting

We try to assist the faculty and staff at any time.

Inn our annual training, we get to share our needs for improvements and everyone is open minded of how each thought or idea would help ease each others work.

As a department we discuss as a team and follow as a team for the betterment of the institution.

We just learn from our mistakes, hear advises and complaint and use them as fuel to improve our process

**2a. Are Department/Program/Division SOPs and decisions regularly communicated to staff/faculty? (E masani ona logo atu i tagata faigaluega/faiaoga faaiuga ma faagasologa (SOP) a le Vaega/Matagaluega/polokalama?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	10 (100%)	0 (0%)	0 (0%)	4.71	10

**2b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

It is most definitely our Finance Departments bible. We read through it together, and we come to an agreement or disagreement whether or not an SOP needs to be edited, removed, or kept as is. we definitely maintain strong communication and dialogue with one another.

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We meet twice every week for about an hour to go through our SOP processes.

Yes, this is very important and this is also part of our outcomes.

We conduct annual training to inform the institution of our work and how we can communicate efficiently.

SOP is what keeps our division under the same procedures

We continue to send out our forms, as well as our SOP's to the institution. In fact we do have presentations for the institution.

Each individual is important in this office.

SOP's are discussed at least twice a week so we are all on the same page.

Our division allows our staff to create the SOPs because they are the once doing the work. When it's done, we are giving the chance of presenting them to the division for improvement

**3a. Are the decisions systematically documented and archived? (E faasolosolo lelei le faamauina ma le teuina o faaiuga?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	9 (90%)	0 (0%)	1 (10%)	4.03	10

**3b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

we update our SOP's on a regular basis or when needed.

Hard and soft copies are kept for back up and if needed will be easy to access.

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It is done through our meeting minutes.

We take minutes for all our manager's meeting.

Yes! Our admin assistant take notes of every management meetings as well as other meetings that we have. Our CFO does keep document of our trainings as well.

We have tracking logs for all document in our office: HR check requests, purchase requests, travel authorizations and expense reports, purchase orders and expense reports.

Decisions that are made as a group are documented and archived since I've been on board.

That is why we have our SOPs

SOP"s are in place

**1a. Is the Number of personnel adequate to support your Department/Program/Division? (O fetau le fuainumera o tagata faigaluega mo le lagolagoina o lau matagaluega?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (50%)	5 (50%)	0 (0%)	2.36	10

**1b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

we're in dire need of Administrative Assistant.

We still have vacancies and in order to fulfill our mission and student centered ness we need manpower to achieve these outcomes.

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It's now 3 position in our departments being closed. Grant account was closed 3 years ago, Grants Manager was closed in 2014 and now Controller position is also closed.

yes! we are just waiting to hire our admin assistant

Filing of archives documents, dropping of payroll deductions and picking up invoices are several duties that require individuals in this office.

Each person for there own job, works perfect as a team.

To fully function we need one more, we never know when someone's emergency might come up

**2a. Do personnel possess all specialized skills or credentials required to support the Department/Program/Division? (Ua iai i tagata faigaluega agavaa poo tomai tau aoga o loo manaomia i le lagolagoina o le polokalama?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	10 (100%)	0 (0%)	0 (0%)	4.71	10

**2b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

i beleive everyone in our office has the experience and work ethics needed to assist in making the workflow work.

We have met and achieved most of our outcomes because of all skills possessed within our division.

All our personnel are degree holders.

All have great skills in supporting our division. But i cant speak of behalf of everyone. As for me, YES! I do have the skills and



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credential to do my job. Thanks!

Yes, the personnel are equipped with knowledge but not enough equipment.

We tend to help each other is another is lack of such skills, which it's also strengthen our department by encouraging each other.

High school graduates & College/University graduates make up 98% of our division

**3a. Are all proper documentation (degrees, certificates, etc.,) on file and continuously updated? (O atoatoa faamaumauga (tikeri, tipiloma...) i faila ma faaauau faaopoopoga?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (40%)	0 (0%)	6 (60%)	2.49	10

**3b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

all proper documents for our office employees are kept filed away in the Admin. Assistants desk.

N/A

This is for HR!

Yes, we have files for employees updated every two weeks especially when reviews and records are required to be inserted in employee file.

Since I've been on board, everything has been updated accordingly.

Do not apply

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we don't get to see our HR files on a daily basis

**4a. Are all personnel in this Department/Program/Division careful in protecting the security, confidentiality and integrity of student information according to FERPA? (O faaeteete tagata faigaluega i lenei vaega i le malu puipuia o faamatalaga uma e tusa ma tulafono a le Kolisi, Faigamalo faalotoifale, feterale?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	7 (70%)	0 (0%)	3 (30%)	2.87	10

**4b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

we all understand the importance of confidentiality and integrity of student/faculty/staff info.

All student information are well kept and secured in filing cabinets with limited access to it. Also, electronic Copies are kept and secured with assigned passwords to access these files.

This is very important. It is vital that our finance division maintains the privacy of all student and employee matters. This is also regularly shared with our team during our meetings.

This a very important question never missed during interview time.

If you were to ask for me. I would say yes. But i cant speak on behalf of everyone.

Totally confidential.

All students information is kept confidential. Only released with proper identification or verification.

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We never had any complaints from any students throughout the years

**5. Does your Department/Program/Division effectively use its personnel to achieve its mission? (O faaaoga tatau e lau matagaluega/polokalama/vaega au tagata faigaluega ina ia 'ausia ai lana manulauti?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	10 (100%)	0 (0%)	0 (0%)	4.71	10

**5b. Please explain how it can be improved: (Faamolemole faamalamalama mai i lalo pe faapefea ona faaleleia.)**

Text Responses

we all input to make our workflow align with our mission. the reason why we still have jobs here at ASCC is because we still have students coming in to pay for their bill. if it wasn't for our students, we wouldnt be here. and some cannot pay upfront, and AR is able to assist with payment plans. we do what we can.

Yes, everyone is contributing from different areas within our division in order to achieve our goal as a Finance division. Teamwork and mobilization within is the key to our success

Annual Traning & Cross Training & having us participate in sub-committees in order to know the status of the institution.

We have logs and envelopes to carry such vital information when delivered back to its originator. We still need a system on the HR side to have documents delivered without it being hand carried and being looked at by other employees.

As a team YES!

We follow our SOPs

we have our own mission statement, vision & goals

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**Are you a full time or Part Time employee?**

	Full Time:	Part Time:	Responses
All Data	9 (100%)	0 (0%)	9

**Number of Courses you teach:**

Text Responses

n/a

0

0

n/a

none-

Do not apply

Show Less Responses

**Degrees, Coursework, and or Publications:**

Text Responses

n/a

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Associates Bachelors

n/a

AA- Liberal Arts BA- Psychology ( concentration on Human Services)

AS in Accounting

**Other Qualifications not listed in previous question:**

Text Responses

n/a

n/a

I have years of experience with teaching and secretarial duties.

15 years of experience in the cash handling field.

– Counselor – Trainer – Multitasking – Sense of humor (it’s a useful skill in servicing costumer and staff relations

**List involvement in college/instruction, community activities (i.e., club sponsorships, committees, boards, organizations, etc.)**

Text Responses

n/a

I am involved in church committees like youth and Sunday school. I am also enrolled taking college Courses.

1) Teacher for the Youth Group (ages 10-17) 2) Member of the Church Board 3) Is a member of the Task Force Committee for the

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ISP

Im in sub-committees as well as student club organization. I sometimes participate in SGA activities

I was President for an all girl society in Pago Pago. Class Secretary all four years in high school and youth secretary for more than three years. i taught sunday school , and evangelizations for singing and dancing.

Have not been here long enough, but looking forward to getting involved in the near future.

– Student activities as a judge – Help with the collection for student plays

**1a. Have faculty/staff in the Department/Program/Division involved themselves in in-service training and other professional development? (Na auai le afaigaluega o le matagaluega/polokalama/vaega i ni aoaoga a’o galulue ma isi aoaoga auā le alualu i luma?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	8 (80%)	1 (10%)	1 (10%)	3.3	10

**1b. If "yes", please list evidence (Afai e “Ioe” faamatala mai pine faamau o iai.):**

Text Responses

Our office plays a vital role in many of the committees (TCO, STAFFING, and more.)

Annual Staff Development that took place sometime in March at the Land Grant. We also held SOP trainings within our division which we met twice a week for these. Recently we just had another Staff Development . Training on Institutional Strategic Planning and Finance Policies

Finance Division quarterly meetings/professional developements

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Check our travel reports. But not all have traveled, because they are new. Only local professional developments.

One of our colleagues went to a training held for accountants to refresh the basics of accounting.

Attended my first training and I very much enjoyed it."FUN LEARNING".

We have annual cross training, to remind, teach and to help us learn our roles and responsibilities and how it can hinder ASCC as a whole if we neglect our roles.

We hold monthly divisional trainings to ensure that our processes and policies are being followed and implemented for the good and the betterment of our services especially for our students

**2a. Are there any unmet needs for professional development among personnel in this Department/Program/Division? (O iai ni manaoga tau aoaoga e le'i faia mo le afaigaluega a lau matagaluega/polokalama/vaega?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (56%)	3 (33%)	1 (11%)	1.63	9

**2b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

We do have annual trainings as a division which assist in enhancing our professional developments. but trainings off-island would be nice too.

I believe there are trainings off island which will benefit us more with regulations and guidelines to align how We do things compare to other colleges abroad. For instance, a system were we can improve our financial Services to students in receiving their refunds. Also, ways to improve our communication technologically to Meet the needs of our students.

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Due to budget constraint, our finance division had to sacrifice and not put any budgets for our continuous professional development. It is recommended that our team be sent to annual conferences such as NASFAA, NACUBO, NEAROC for it is here that we get annual updates on all federal regulation that we must abide by. It is strongly recommend that this be budgeted into the FY2017 annual budget preparation.

Need to be able send staff off island for more exposure

I wish i could travel to a lot of training and conferences. But then again, how can i go when there's no funding.

I have heard that because of the lack of the budget and opportunities, having at least one of our office go for professional develop is like once in a lifetime.

Travel for staff are only approved when it's a matter of life and death if not attended. we are trying to cut down costs on unnecessary travels

**3a. Are faculty/staff evaluated on an annual basis by the immediate Supervisor (i.e., Director, Dean, Vice-President, Chairperson, etc.)? (O iloilo galuega faatino faaletausaga mo faiaoga/tagata faigaluega e le Ta'ita'i (e pei o Taitaifono, Faatonu, Matua o le saofaiga, Sui-Peresitene.):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	9 (90%)	0 (0%)	1 (10%)	4.03	10

**3b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

yes, we are evaluated annually.

We have annual performance evaluation done every year by immediate supervisor.



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Our staff evaluation are all up to date.

Annual performance review for each employee.

Through performance evaluation

We have meetings to discuss evaluations by managers.

Have not been here long enough to say.

That evaluation from HR indicates the employee’s performance throughout the year, which it is discuss by immediate supervisor. It also indicates for their increment.

Supervisor - performance evaluation reports are done annually between staff and boss on a one-on-one basis. This is to ensure confidentiality of personal information.

**4a. Are evaluations consistent and completed in a timely manner as documented in ASCC policies? (O mulimulita’i iloiloga o galuega faatino e tusa ma tulafono a le Kolisi Tuufaatasi?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (50%)	2 (20%)	3 (30%)	1.25	10

**4b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

yes, they are consistent.

We signed off on all documents prior or right after the effective date. It’s just a matter of routing through required departments to fully complete the process.

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Our staff evaluation are all up to date.

Our evaluation completed on time. But as far as HR giving us the evaluations we dont get it on the actual date that we are suppose to be evaluate. That's why we get our increments late.

HR has these records of performance evaluations.

Have not been here long enough to say.

As far as I know, it should, those are evidence for the greater and improvement of this institute

Evaluations are done late most of the time

**1. Briefly describe the facilities occupied by your Department/Program/Division (i.e., classrooms, offices, labs, etc.)? (Otooto mai se faamatalaga o ituaiga fale/potu o faaaoga e lau matagaluega/polokalama/vaega e iai potu aoga, ofisa, potu su'esu'e, ma isi):**

Text Responses

omg. the facilities are screaming for HELP! we have had an ongoing rodent issue which was addressed via this survey last year. Rats, roaches, and centipedes have been found in this office. our AC in the front window has been leaking outside forever. and there is a terrible rodent odor that just wont go away. its a serious health hazard. along with these cords dangling from the ceiling.

It is congested. We have filing cabinets and storages within our working areas and it is very hard to move around. Sometime it is very hard to control incoming traffic of students needing assistance and we have to make sure our one on one session is within FERPA regulation, and having students standing around wont help that much.

Our Finance Division is located near the front of the campus right across from the MIS offices and below the Academic Affair offices.

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Our office still having prolems with rats.

Facailities can be alot better. Our office is located in the Administrative building but seems to be detoriating also. The rodents and pest gets the best of this.

The old ASCC building with so many safety hazards.

The facility that out department is located is so old that we hear the roof squeaking and hope that it dont fall on either one of us. there were mice and roaches from the ceiling.

Facilities is a very old building with a serious rodent problem that needs to be addressed.

It is cozy and a place we call it our second home, but we need space for our files, a place we can eat as a family in our office

The office is rodent infested

**2a. Are all facilities adequate to support the mission of your Department/Program/Division? (O talafeagai fale/potu aua le lagolagoina o le manulauti a lau matagaluega/polokalama/vaega?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (33%)	6 (67%)	0 (0%)	2.45	9

**2b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

adequate? no. its outdated, expired, and needs a new face-lift. (something like the VP's office or perhaps the UCEDDs office would be nice) im just saying...

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We need more space and a healthy working area to serve the needs of the students. At the same time we are able to safekeep confidential information from other students standing around overhearing the conversation.

Need more privacy. Office is to open

SAFETY HAZARDS. Our office have so much rats around and we also see centipedes as well. We have unsecured wires on top of us. Every time someone walks upstairs we would hear their footsteps as if they are about to fall on top of us.

We need space; there is too much clutter, sometimes we tend to misplaced some documents which it can be a hinder to our department.

Something has to be done to get rid of rodents for good, and sometimes centipedes and cockroaches appear out of nowhere on the walls and floors in boxes and what not. This has been an on-going problem and nothing has been done about it.

**3a. Does the Institution operate and maintain physical facilities that are adequate to serve the needs of this Department/Program/Division? (O faaaoga ma tausi e le aoga ni fale/potu e talafeagai e tautuaina le mana’oga o le matagaluega/polokalama/vaega.):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (33%)	5 (56%)	1 (11%)	1.63	9

**3b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

when it rains, there are 3 areas on this campus where it is super slippery. I have been fortunate enough not to be one of the employees that slipped. -in front of the bookstore when your entering near the security office- in between the Records office and the Library- and near Lokeni Lokeni's office and the AEL building. someone could get seriously injured if they slipped and fell.

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I would rate around 60%. Just need to improve on time consistent and the right products needed to do the job.

The biggest issue is the rodent. The office is infested with rodents. This was brought to the attention of the previously but nothing has been done. This is a health hazard to our employees!

PFM seems to assist when upper management get involves. But no they don't keep our actual facilities up to par. Only custodians.

SAFETY HAZARDS. Our office have so much rats around and we also see centipedes as well. We have unsecured wires on top of us. Every time someone walks upstairs we would hear their footsteps as if they are about to fall on top of us. The janitors do not come often to take out the trash, mop and clean our office.

No matter what the condition of the facility is, it will not affect the services offered.

I think ASCC should enforce employee to utilize the physical facilities for health purposes

**4a. Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this Department/Program/Division? (O faia e le kolisi ni gaoioiga mo se siosiomaga maloloina, saogalemu, ma malupuipua mo lenei matagaluega/polokalama/vaega?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (11%)	8 (89%)	0 (0%)	3.56	9

**4b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

as explained in #47...our facilities our crying for help.

We need to have a back door exit incase the front area where we enter and exit is inaccessible maybe by fire or whatever natural

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disaster that may occur. Outside where we serve students are mounted above heavy AC split units, if fall will cause serious injury or death to any individual right below it. Need to revisit the drawing board on how to plan a safe area to serve the second floor and at the same time safety is in order for the 1st floor.

The biggest issue is the rodent. The office is infested with rodents. This was brought to the attention of the previously but nothing has been done. This is a health hazard to our employees

Problems with rats still no solution for a long time.

Rodent problems are very heavy in this building. Smell etc..

SAFETY HAZARDS. Our office have so much rats around and we also see centipedes as well. We have unsecured wires on top of us. Every time someone walks upstairs we would hear their footsteps as if they are about to fall on top of us. The janitors do not come often to take out the trash, mop and clean our office.

Custodians do there daily routine checks in making sure our stations are clean to start our working day.

The hall way for the main entrance should be fixed, during the years, I have been seeing a lot of students, parents, employees slipping on that hall way and I think ASCC should do something about it, because one of these days someone will have a serious injury and we might get sue for it.

**5a. Are the physical facilities accessible to persons with disabilities? (O faigofie ona faaaoga potu/fale e tagata o iai manaoga faapitoa?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	7 (78%)	2 (22%)	0 (0%)	2.94	9

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**5b. If no, please describe below what is needed to make your area accessible (faamolemole faamatala mai i lalo atu mea e moomia e faafaigofie ai ona faaaoga):**

Text Responses

But just the second floor to academics area

Need elevator. They have academic affairs on the second floor but no accessible for a person with disabilities.

They need a rail going up to academic affairs as well as other faculty departments upstairs.

**6a. Are additional facilities required to support the Department/Program/Division? (O iai ni fale /potu faapoopo o moomia e lagolago ai le matagaluega/polokalama/vaega?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (56%)	3 (33%)	1 (11%)	1.63	9

**6b. If so, please list and explain (Afai o lea, faamolemole lisi i lalo ma faamalamalama mai):**

Text Responses

because of our serious rodent issues, if ever it was fixed properly- where would they place the Finance Dept to work while it was being worked on, if ever it happened?

I believe we need a more spacious area for storage, filing cabinets, and a private room to service students confidentiality information

We need a better storage.

The finance department needs to be in a new building or in a safe and adequate facility.

A facility for records and storage of supplies is required instead of being pushed in one corner in order to eliminate having to go one

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by one through numerous boxes placed at different locations during the audit.

I hope the All purpose building will provide a positive impact towards our department

Archives need to be placed anywhere but on the ROOF!

**1. Briefly describe current equipment used by your Department/Program/Division and indicate whether it is adequate or inadequate (Ootoo mai meafaigaluega o loo faaaoga i le taimi nei e lau matagaluega/polokalama/vaega ma faailoa mai poo talafeagai pe leai):**

Text Responses

our Lexmark Printer is outdated, we need a new one as we have to constantly purchase a new toner every two months. our check printer is our only check printer, if it broke down on us, how would we be able to process payroll checks, or checks for our students financial aid, or vendors. we need a back up check printer. we need a copier machine. our cubicles seem to be falling apart, being that one all of the sudden fell on the floor shattering the window to pieces. lucky thing no one got hurt.

We are currently using computers, printers, laptops for our day to day work.

We are using 7 years old computers now. and acting up almost everyday and causing delays in our work.

Decent to get work done.

Our equipment are adequate. But we need more equipment such as cabinets & other office equipments.

Our office need a whole lot of supplies, from filing cabinets, hole punchers to updated fax machines.

New on board, so all equipment given to me is in good condition.

→ Computers → Printers → copy machine, scanner(hybrid) → fax machine → A/C



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Conditions of computers are fair but good, A/c's are not enough to cover the whole office and some of us have to use fans. Fax machine problem and printer toner problem are persistent.

**2a. Are additional equipment required to support the Department/Program/Division? (O moomia nisi meafaigaluega e lagolago ai le matagaluega/polokalama/vaega?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	10 (100%)	0 (0%)	0 (0%)	4.71	10

**2b. If so, please list and explain (Afai o lea, faamolemole lisi mai ma faamalamalama.):**

Text Responses

we could use an internet upgrade

We need an upgrade in equipments such as computers and printers. We also need a few extra of printers to better serve our students need.

Two of the computers that our managers used are very old. They were purchased back in 2006 and running on the old XP system. They desperately need to be updated. In addition, our check printer is the oldest printer and we fear that it might break down very soon and this is not a good thing. Our finance division desperately needs another good printer to print all of our payroll checks, AP, Financial Aid, and Bookstore Checks. We highly recommend the HP brand for this brand has been very consistent for us. The Lexmark printer that was purchased within the last three years is not very efficient. we find that we have to keep purchasing toners every two months and this is very, very costly. This is not good Total Cost of Ownership!

New computers and an additional printer.

Printers

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Our equipment are adequate. But we need more equipment such as cabinets & other office equipments.

Binder filing is ridiculous. Electronic filing should be introduced long time. This can save money and trees for papers Papers can get lot but files stores electronically with flash drives, desktops, or emails are the new thing.

We need a copy machine and new computers

Need copier, printer, fax machine and new telephones. Computers need a faster internet service and other good websites need to be unblocked.

**3a. Does the Department/Program/Division account for its equipment through regular inventory? (O mataitū lelei e le matagaluega/polokalama/vaega ana meafaigaluega, e ala i ana suega oloa faavaitau?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	8 (80%)	1 (10%)	1 (10%)	3.3	10

**3b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

we haven't done an inventory lately. whats considered regular?

We held division fixed assets annually to update status of existing equipments if are necessary to complete work in time or rather needs replacement

Our finance division team have our own individual inventory that we account for. This is to assist our team to account for all ASCC property in the event that an employee of ours resigns.

Each employee has an inventory for all the institutions properties on his/her possession when hires.

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Yes! Fixed asset inventory, but we don't have regular inventory.

Have not been here long enough to say.

We had Individual Inventories besides the campus inventory

**4a. Does the Department/Program/Division account for preventive maintenance of its equipment? (O nofo tapena le matagaluega/polokalama/vaega aua le puipuiga ma le faaleleia o ana meafaigaluega):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	8 (80%)	1 (10%)	1 (10%)	3.3	10

**4b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

we place workorders for maintenance, yet the problems are consistent. so, either PFM doesn't know what their doing, or we just need to tear this entire building down.

Regularly maintaining and cleaning of equipments are done daily. But usually if something out of our control or Knowledge then will contact MIS for service.

Our office dont have. But there's MIS.

Equipment is still in condition, but If maintenance is needed they are contacted immediately.

Everything equipment is hi-tech now days, when something is wrong with it, the instruction on fixing it will be present by the equipment, like the scanner, printer and copy machine. Computers we call the MIS department in assisting us on fixing them

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**5a. Is the equipment used by this Department/Program/Division similar to that used in the workplace or at a higher level institution? (O tai tutusa meafaigaluega a le matagaluega/polokalama/vaega ma mea e faaoga i falefaigaluega poo isi kolisi ma iunivesite?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (40%)	4 (40%)	2 (20%)	0.94	10

**5b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

idk, but im sure a higher level institution isnt working with a Lexmark Printer like ours, and im sure they have an upgraded system to print out checks.

I believe most of the equipments used by other higher level institution are a bit more advanced than the ones we have. Financial Aid direct deposits to individual accounts, also students have access to almost every information required in school.

Universities have more equipment compared to us.

We have outdated phone, computers and chairs.

Equipment is old, but still in good condition.

I believe so, but I believe we need better upgrades.

The equipments we use here on campus are obsolete

Show Less Responses

**6a. Is there a need to update/upgrade equipment for improvement of services? (O moomia ona siitia le tulaga o meafaigaluega mo le faaleleia o auaunaga?):**

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	9 (90%)	0 (0%)	1 (10%)	4.03	10

**6b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

there is a definite need to upgrade for improvement of services.

I believe there is always room for improvement for the betterment of ASCC and to fulfill its mission.

There is a need to upgrade the CFO & GAM's computer. These two computers were purchased back in 2006 and still running on the XP. Strongly recommend to purchase DELL for these two computers were both DELL. In addition, the CFO computer contains historical reports dating as far back as 1998. It is important to get these reports backed up.

Yes! we need upgrade.

Computers are often slow. Filing cabinets are taking huge spaces and are getting rusty.

The building alone.

Our computers needs upgrade, it will a tremendous help towards our job and servicing our customers

Very much

**1a. Is the budget information available to this Department/Program/Division? (O tatala le avanoa e maua ai ni faamaumauga o le Tala o le Tupe e ta'ita'i o matagaluega/polokalama/vaega?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	8	0	2	3.4	10

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	Yes (Ioe) (80%)	No (Leai) (0%)	Do not know (Leiloa) (20%)	Standard Deviation	Responses
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**1b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

One way or another, the budget information is brought to our attention

Our Division leaders are always keeping us up to date with such information so we can be aware of our financial status and means to improve our cash flow.

The budget is available to the CFO, GAM, and the staff accountants but not the rest of the divisional team.

Webadvisor

web advisor and datatel system. The budget is available but as far as transparency of the budget im not sure if our whole office knows the budget.

Our purchase planning scheme is perfect but funding is low.

Have not been here long to say.

I know it is available online for ever department head, therefore it is not my concern

WebAdvisor

**2a. Are faculty/staff involved in Department/Program/Division annual budget planning? (O 'auai faiaoga/'au faigaluega i le fuafuaina o le tala i le tupe faaletausaga a le matagaluega/polokalama/vaega?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	7 (70%)	2 (20%)	1 (10%)	2.62	10

**2b. Please explain Fa'amolemole fa'amatala):**

Text Responses

yes, we inform our supervisor of the items needed for our office

We are involved with some inputs but heavily or deep to annual budgeting planning.

The managers are involved in the annual budget planning.

Managers are involved in our budget preparation.

Budget Call

We are involved indirectly with the budget planning but not directly.

This evaluation or survey serves an example for this budget review.

Have not been here long enough to say.

Staff & grant accountants handle all budgets

**3a. Does the Department/Program/Division provide guidance on budget processes, analysis, and preparation? (O ofo atu e le matagaluega/polokalama/vaega ni ta'iala o le faagaioiga o tala o tupe, iloiloga ma sauniga?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	8	0	2	3.4	10

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
	(80%)	(0%)	(20%)		

**3b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

we know our budget and we go buy what is priority and what is not.  
 Our division leaders provides us with such information during division meetings and team meetings.  
 CFO  
 Through SOP's  
 Like i had said, purchase planning guides how we spend fund allocated for the business office.  
 Have not been here to say.  
 check and balance on both sides

**4a. Is adequate financial support available to meet the needs of this Department/Program/Division? (O lava le lagolago tau tupe o faaavanoa atu mo matagaluega/polokalama/vaega?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (10%)	7 (70%)	2 (20%)	2.62	10

**4b. Please explain (Fa'molemole fa'amatala):**

Text Responses



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the funds need to keep coming so that we don't have to worry..

More funding is needed to provide the department with quality equipments and personnel in order to meet the needs of the department and the institution

We found that for FY2016, there was not sufficient budget for the finance division's operation. Our budget was cut for FY2016 due to budget constraints but this hindered our division. Many time we have to make do with what we have and/or purchase our own supplies.

We don't have that much money for our operational expenses. Thanks to the new organizational chart. No comment.

Financial support is greatly needed to meet numerous needs of this department. From professional development to easing work loads.

Since I've been here it has been.

Last time I requested for a computer, they say we don't have enough money in our budget to get one, but my computer was 9 years old.

**5a. Does the Department/Program/Division effectively use its current financial resources to achieve its mission? (O faaaogā tataua e le matagaluega/polokalama/vaega ana alaga'oa tau tupe e ausia ai lana manulauti?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	8 (80%)	1 (10%)	1 (10%)	3.3	10

**5b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

we do what we can..

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We have to work with what we have to assure our yearly goal is met. Sometimes we have to improvise and go with what we already have in hand.

With the limited budget we have, we make do and keep on working.

All of our financial resources are used effectively and correctly.

Funding is being watched closely and used wisely in order to save enough to last the end of the fiscal year.

Have not been here long enough to say.

It provides what the office needs.

**6a. Does the Department/Program/Division have any budget priorities to implement for continuous improvement to achieve its mission? (O iai ni faamuamua tau tala o le tupe a le matagaluega/polokalama/vaega o fia faatino mo le alualu pea i luma, ina ia ausia ai lana manulauti?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	7 (70%)	2 (20%)	1 (10%)	2.62	10

**6b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

yes, we need to provide a face-lift for our office. its hard to work while rodents are roaming the office. how would you feel if your office was infested with rodents?

Continuous Professional development

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Unable to do it due to budget cut.  
 Yes. Salaries, Travel & Equipment

**1a. Is technology used to improve student learning and services? (O faaoga le tekonolosi e faaleleia ai aoaoga ma tautua mo tagata aooga?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	7 (88%)	0 (0%)	1 (13%)	3.09	8

**1b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

theres computer labs available for students. and wifi also for students.

There are so many labs around ASCC and the faculty & staff needs these technology in order to provide the services needed.

Still needs more updated ones. ID scanning for registration to eliminate lines is required. Financial tracking app for students phones or a public computer on campus for student access in order to check and keep track of what they need to pay and what needs to be disbursed to them needs to be implemented. This great system is also great if there was one for academics side. Students can see how many courses offered, need to be completed before grad and job opportunities available when degree is completed.

Internet just too slow.

I think for improvement, we should allow access to Facebook to students and ASCC employees. What is the used of ASCC having a page but cannot have access to it.

2. Check the following technologies sufficient to perform your duties:

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	Available/Accessible (Avanoa/Faigofie ona maua)	Appropriate (Talafeagai)	Current (Tekonolosi o le taimi nei)	Standard Deviation	Responses	Weighted Average
ASCC Online Systems (Moodle, Compliance Assist, Colleague, Webmail, Website etc.) (Sisitema a le Kolisi Tuufaatasi (polokalama e fai ai vasega)	5 (50%)	4 (40%)	1 (10%)	1.7	10	1.6 / 3
Software (Microsoft Office, SPSS, CAD, Autodesk, etc.) (Poloklama tau komepiuta)	4 (40%)	5 (50%)	1 (10%)	1.7	10	1.7 / 3
Internet Connectivity (speed, etc.) (Fesootaiga tau initaneti)	4 (40%)	4 (40%)	2 (20%)	0.94	10	1.8 / 3
						1.7 / 3

**Other technologies used (Ma isi tekonolosi faaaoga):**

Text Responses

n/a

Datatel & Printers

scanners, fax machines.....

Wifi connection to our devices, now they are limited to one device, which I believe is unfair for employees.

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**1. Are the following student support services available and accessible to students when needed? (O tatala avanoa ma faigofie ona maua auaunaga nei e tagata aoga pe a mana'omia?):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
Computer Labs (Potu Komepiuta)	7 (78%)	0 (0%)	2 (22%)	2.94	9	1.44 / 3
Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga):	6 (67%)	1 (11%)	2 (22%)	2.16	9	1.56 / 3
Financial Assistance (ex. Financial Aid, Work-Study, Scholarship, Deferred Payment Plans) (Fesoasoani Tau Tupe (ftg Fesoasoani Tau Tupe mai le Malo Tele, Polokalama Galue ma Aoga, Sikolasipi, Fuafuaga tau Pili Totogi Tolopō):	8 (89%)	0 (0%)	1 (11%)	3.56	9	1.22 / 3
Library (Faletusi):	6 (75%)	0 (0%)	2 (25%)	2.49	8	1.5 / 3
Academic Tutoring (Fesoasoani i meaaoga):	5 (63%)	0 (0%)	3 (38%)	2.05	8	1.75 / 3
Academic Advising (i.e., Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (fa'ata'ita'iga, Faamatalaga i le Upega, avanoa o faiaoga):	5 (63%)	0 (0%)	3 (38%)	2.05	8	1.75 / 3
Campus Life (i.e., Security, Extra Curricular, Co-Curricular, etc.) (Olaga Faakolisi: (fa'ata'ita'iga, Malu o le Kolisi, Mataupu/faatinoga faaopoopo ma isi):	6 (67%)	0 (0%)	3 (33%)	2.45	9	1.67 / 3
Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua, ma isi):	5 (71%)	0 (0%)	2 (29%)	2.05	7	1.57 / 3

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
						1.55 / 3

**1a. Does your Department/Program/Division help to ensure safety awareness and emergency procedures for its personnel, students and community? (i.e., Fire extinguishers, evacuation plans, First-Aid, etc.) (O fesoasoani lau matagaluega/polokalama/vaega e faamautinoa le silafia o puipuiga ma faatinoga o gaioiga aua faalavelave faafuase'i mo au tagata faigaluega, tagata aoga ma tagata lautele? (fa'ata'ita'iga, Fagu tineimu, fuafuaga faataatia mo le tuua o le nofoaga, Fesoasoani Muamua, ma isi):**

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (30%)	5 (50%)	2 (20%)	1.25	10

**1b. Please explain (Fa'amolemole fa'amatala):**

Text Responses

theres an evacuation plan. we dont have a fire extinguisher or a first aid kit.

This recommendation was inputted last year also. There is a BIG need to update all of our fire extinguishers, and have a First Aid kit in our offices!

We don't have any fire extinguishers, evacuation plans, first aid kit. Maybe if the PFM & Admin Services would present to us and help us with this. We would probably have this in place.

Like mentioned earlier about student id for identification which should have an id number for security guards to verify student that do take courses and students that have already graduated and students that are roaming the campus for a place to chill and not learn.

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Have not been here long enough to say.

For the record, I have not seen all of the listed emergency items mention above in our office.