

American Samoa Community College

Spring | 16

Divisional Assessment
Student Services



American Samoa Community College
FY 2016 Divisional Assessment
Student Services

Student Services

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

Text Responses

DOSS Expected Outcome #1: "Students are knowledgeable and have increased usage of student support services offered by the Division of Student Services (DOSS)." Transfer to institutions of higher learning Successful entry into the workforce Student Services offered to support instructional programs and services includes the following: Counseling Career Counseling Academic Counseling Transfer Counseling VA Counseling Personal Counseling - Diversity Counseling, Services and Referrals; Financial Aid Counseling Tutoring Learning Resources Center Admissions Financial Aid Registrar/Records Student Support and Learning Services (SSLS) Student Government Association (SGA) UCEDD

1. Students will receive academic support and administrative services to support the DOSS/ASCC mission. 2. DOSS possesses a combined Standard Operations Procedures (SOP) Manual which is reviewed every year for improvement to efficiently and regularly serve ASCC stakeholders.

Student Services Mission will assist students to meet their educational, transfer, career and personal goals.

By providing high quality services, student access, learning, progress and success.

They are centered on students, we offer the students the services needed to improve their chances of success

The mission of Trades and Technology Division (TTD) is to equip students with the knowledge and technical skills in their vocational specialties, through the issuance of certificate of proficiencies (COP), certificate of competencies (COC), and Associates of Science (AS) degrees, based on a national standards, with input from local, public and private entities. In addition, TTD develops programs that prepare students for entry level employment and upgrade skills of incumbent workers, and prepare them for professional licensure and certification. The Trades and Technology Division provides preparatory training for students to further their education and training

American Samoa Community College
FY 2016 Divisional Assessment
Student Services

beyond ASCC. Together, our program learning outcomes through the Mission of Trades and Technology as listed above support the Mission statement of ASCC enables our students to be successful in achieving their educational goals and contribute to the local community as well as off-island if this is where the student is going to call home.

Federal Student Aid is a direct support to ASCC mission in terms of federal aid.

The mission of the Student Services Division is to support the educational pursuits of all students attending ASCC through an active concern for high quality services, student access, learning, progress, and success. The following programs and services are provided by the Student Services Division to help students meet their educational, transfer, career, and personal goals. College & Life Planning - empowers and inspires students to be successful, both personally and professionally. Counseling Services - provides academic, career, personal, transfer, and diversity counseling. Student Learning Center (SLA Center) - offers free tutorial help for students to improve their chances to succeed in their courses and attain personal and academic goals. Student Employment & Training Center (SETC) - provides temporary employment to students who are ineligible for federal financial aid assistance and are not current scholarship recipients of the American Samoa Government (ASG) and various private agencies of American Samoa. Student Government Association (SGA) - encourages professionalism and improved quality of activity and service for the benefit of the total student population. Service Learning - a teaching and learning strategy that integrates meaningful community service with instruction and reflection to enrich the learning experience, teach civic responsibility, and strengthen communities. Veterans Affairs - assist all veteran students and their family members enrolled at ASCC. Miscellaneous Services - which include: You Are Not Alone (YANA)/Peer Mentors - a support program that reaches out to students and other community members who are experiencing personal problems. Diversity & Tutorial Services - provides assistance with studies to traditional, non-traditional, multicultural, and students with disabilities. Disability Access & Accommodation/Modification Services - insures full and equal access to academic and cocurricular programs or activities to students with a certified disability. The 411 Newsletter/Journalism Club - updates students on campus news and announcements. International Student Organization - provides a support and nurturing environment for diverse students at ASCC. Phi Theta Kappa Society - open to all ASCC continuing and transfer students who have completed twelve (12) or more credits, have a 3.5 cumulative GPA, and passed ENG 150, ENG 151, and MAT 90. Le College Bookstore - all required instructional materials (unless stated otherwise in the syllabus), books, school supplies, art supplies and trade tools are available for purchase here. Food Services - A variety of nutritious hot plate lunches, sandwiches and beverages can be purchased here. Health Services - provides emergency health services and minor care only.

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

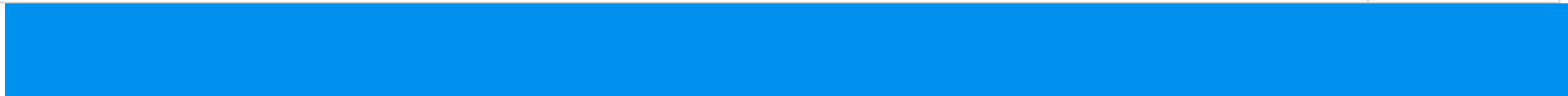
Their experiences as a leader is able to serve the students with the core values and learning outcomes of Student Centeredness.

5. 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 aoaoga maualuluga atu):	8 (89%)	1 (11%)	0 (0%)	3.56	9	1.11 / 2
Successful entry into the workforce (Faamanuiaina i galuega):	8 (89%)	1 (11%)	0 (0%)	3.56	9	1.11 / 2
Research and extension in human and natural resources; (Saililiga ma le faalautelega I mataupu tau tagata ma punaoa faalenatura):	4 (50%)	4 (50%)	0 (0%)	1.89	8	1.5 / 2

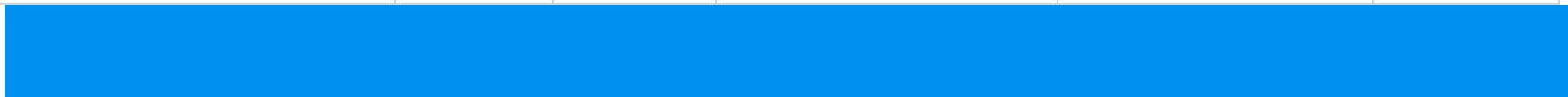
American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Please explain and provide evidence (Faamatala):	Standard Deviation	Responses	Weighted Average
Awareness of Samoa and the Pacific (Silafia o Samoa ma le Pasefika):	4 (57%)	3 (43%)	0 (0%)	1.7	7	1.43 / 2
						1.27 / 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 aogā o aoaoga ma tautua?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	6 (67%)	1 (11%)	2 (22%)	2.16	9



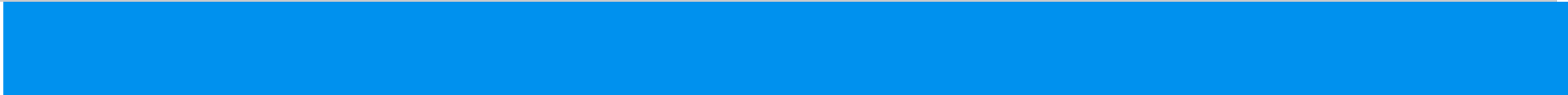
1b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

Divisional Program Review Institutional Program Review
Not Applicable

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Student Satisfaction Surveys and Exit Surveys are conducted every end of the semester for graduates.
I am fairly new to ASCC.
We have professional meeting where we sit down and access how we reach our goals and how we can cater to more ways to better provide services to students.
At the writing of every catalog, which is every two years and at the time of accredidaiton, every six to three years depnding on the term that it has passed at the last accreditation, and extension evaluation of each division, and or program visits their mission and learning outcomes and checks their effectiveness.
N/A
Yes in terms of questionnaires and evaluation of our weekly, bi-weekly and quarterly reports
Surveys of activities are conducted



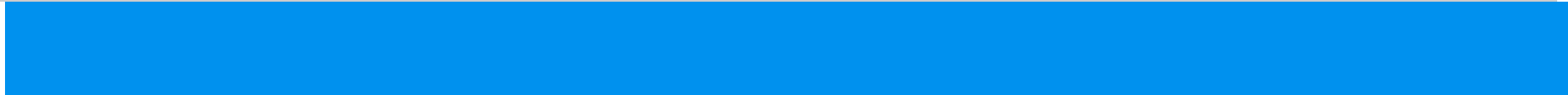
2. How does your Department/Program/Division support student learning and achievement? (E faapefea ona lagolago e le tou matagaluega/polokalama/vaega aoaoga ma tulaga ausia a tagata aooga?):

Text Responses

Re #3
DOSS commits to providing support for students' academic pathways to success by providing educational information resources and other facets of learning resources available. We are also dedicated to ensuring the progression and success of students through the academic arena in the areas of testing, admission, registrations, academic/degree planning, and graduation.
Following way DOSS Support Student Learning and Achievement: 1)Counseling services- Transfer, Personal, Academic and Career as

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

well as with VA services; 2) Tutorial Services- free tutoring services provided for the all students; 3) Student Government Associaton- extra-curricular activities are provided to students that can assist with balance of academic studies.
By assisting and providing tutorial services to students who seek the help.
By interacting with them through tutoring
Teachers adapt to their students learning styles and assist them with what is being conveyed to the students via the curriculum.
Student Support as per eligibility of FSA funds
We are a support service to students who need tuition assistance from the Federal Government.
Yes



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.)	7 (78%)	2 (22%)	0 (0%)	2.94	9	1 / 1
Quarterly Reports (Ripoti faalekuata. Ioe pe Leai, Faamolemole faamatala)	7 (78%)	2 (22%)	0 (0%)	2.94	9	1 / 1

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Bi-weekly Reports (Ripoti tai lua vaiaso. Ioe pe Leai, Faamolemole faamatala).	8 (100%)	0 (0%)	0 (0%)	3.77	8	1 / 1
Student Learning Outcomes (Agavaa Ausia Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	5 (63%)	3 (38%)	0 (0%)	2.05	8	1 / 1
Institutional Strategic Plan (Fuafuaga Faataatia Kolisi. Ioe pe Leai, Faamolemole faamatala)	6 (75%)	2 (25%)	0 (0%)	2.49	8	1 / 1
Performance Evaluation (Iloiloga o Galuega Faatino. Ioe pe Leai, Faamolemole faamatala)	7 (88%)	1 (13%)	0 (0%)	3.09	8	1 / 1
Program Review (Iloiloga o Polokalama. Ioe pe Leai, Faamolemole faamatala)	6 (75%)	2 (25%)	0 (0%)	2.49	8	1 / 1

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Course Evaluation (Suesuega o Mataupu. Ioe pe Leai, Faamolemole faamatala)	3 (43%)	4 (57%)	0 (0%)	1.7	7	1 / 1
Student Satisfaction Survey (Suesuega Lotomalie Tagata Aoga. Ioe pe Leai, Faamolemole faamatala)	7 (88%)	1 (13%)	0 (0%)	3.09	8	1 / 1
Fact Sheets (Pepa o Faamatalaga Moni. Ioe pe Leai, Faamolemole faamatala)	5 (63%)	3 (38%)	0 (0%)	2.05	8	1 / 1
Other Evidence (Nisi faamaumauga. Ioe pe Leai, Faamolemole faamatala)	4 (50%)	4 (50%)	0 (0%)	1.89	8	1 / 1
						1 / 1

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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 (75%)	0 (0%)	2 (25%)	2.49	8

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

Text Responses

1.the creation of the Student Learning Assistance (SLA) Center (located at the Cafeteria building); 2. addition of the the SLA Annexl (facility), currently located where the SSS Program facility used to be; 3. the Career and Transfer Center (CTC) located at the building next to the gym; 4. VA Counselor now under Counseling; 5. Consolidation of the Division of Student Services under a Program Director or an Officer(s): a) Counseling b) Library Services c) Student Support & Learning Services d) Records/Registrar d) Admission e) Financial Aid
Not Applicable
Yes, they assist us in revealing what areas are in need of progression and improvement, as well as what areas are in need of maintaining improvement in.
N/A
weeds out the good and the bad, and also solidifies our stance on improving services along with Personal Development to improve our services to students.

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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

Re to 13 1b.
Not Applicable
1. Students are more knowledgeable in the services and resources provided; 2. Student Services continues to progressing and updating on needed changes referring to student handbook as well as ASCC General Catalog to (student policies and rules included) 3. Students became well-informed by Student Services on issues regarding the student body. 4. Students continues to become involved on vast array of extracurricular activities planned by Student Government Association.
Assisting students in becoming independent learners, Assisting students in mastering of a particular subject area, and Identifying students' area(s) of concerns.
N/A
Student Learning Transfer ability Workforce Preparedness Budget Management
n/a

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	2	5	1.7	8

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

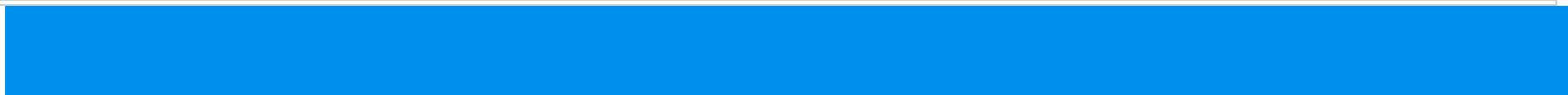
	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
	(13%)	(25%)	(63%)		



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

Text Responses

Not 100% sure.
Not Applicable
N/A
Not applicable.
N/A
n/a



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

Consolidation of the Division of Student Services under the supervision of the Dean of Student Services.
Not Applicable

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Career Fair hosted by Career Counselor in partnership with Student Government Association.
More students know about our service.
Over the past, 3 years. Students have been given the opportunity to complete their programs as they have been able to continue taking their class with a minimal amount of students in the class. (low enrollment of less than 3, has not been a factor to close the class.
N/A
College Signing Day 2015-2016
n/a



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	5 (56%)	0 (0%)	4 (44%)	2.16	9



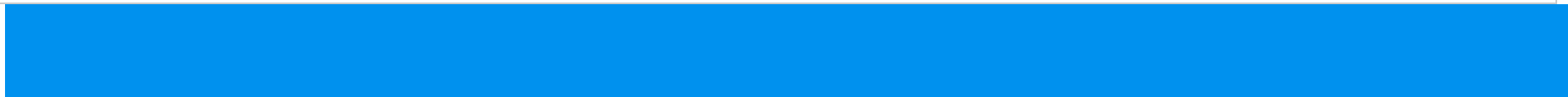
1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Feedback from the faculty and staff in regards to the Low Grade Report (Counseling), Tutoring (SSLS) and the rest of the services is
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American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

part of our verbal, phonic, email(s) and staff meeting(s) discussions to the DOSS leadership and on to their respective offices.
Not Applicable
Staff meetings give opportunities for staff to provide feedback.
Not applicable.
Teachers have voiced their concerns in keeping a class open if they know the class is needed in order for the student to graduate. Most teachers have been providing positive feedback. There are certain concerns that have been about an issue where the teacher is continuously voicing his concern about the the number of classes a student can take beyond 3 classes in a 6 week time period. If the student takes another 3 classes in a consecutive term, this teacher argues that the student is taking more credits than they can handle.
N/A



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	6 (67%)	1 (11%)	2 (22%)	2.16	9

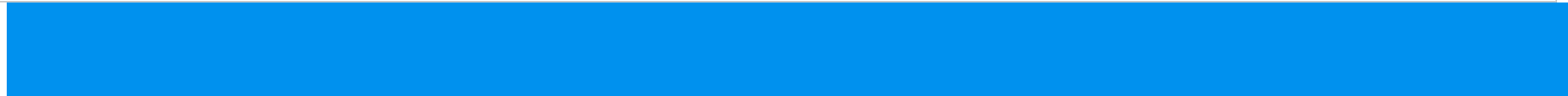


2b. Please explain (Fa'amolemole fa'amatala):

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Text Responses

re 19 1b.
Not Applicable
Yes. Dean Le'i continuously sends reminders in regards to the standard operating procedures to all staff.
Not applicable.
SOP's have been discussed when the were being adopted.
N/A
This is one of our strong suits since we deal with Federal Money and Grants, so our SOPs are outlined within our department.
Meetings and sharing of SOP



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	5 (63%)	1 (13%)	2 (25%)	1.7	8

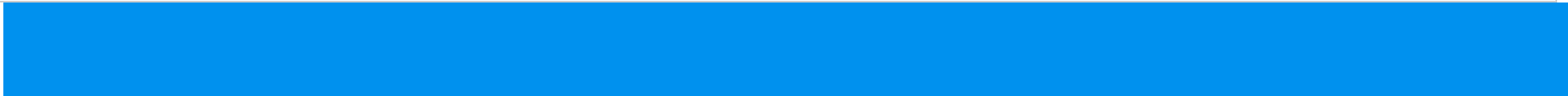


3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

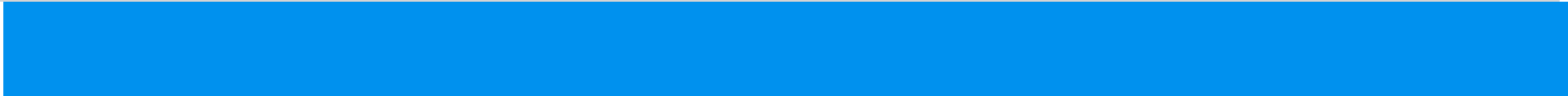
American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

through staff meeting minutes, Bi-weekly reports and Quarterly Reports
Not Applicable
Staff meetings minutes, bi-weekly reports, quarterly reports, etc
Not applicable.
Most discussions are documented by emails and followed up by a memo or letter. Most of my correspondence are save electronically and any memos or letters that are printed are filed,
N/A
Office binders and Archive



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	7 (78%)	2 (22%)	0 (0%)	2.94	9



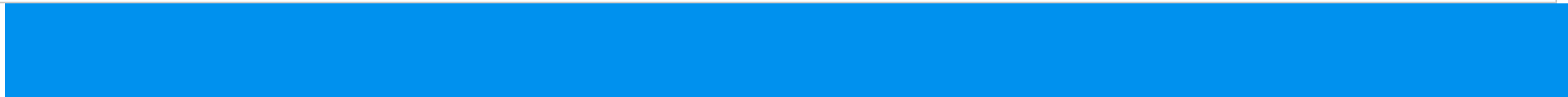
1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

finally have all counselors on board

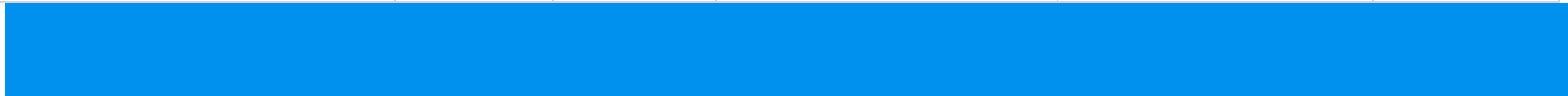
American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Not Applicable
Yes.
Aside from several peer tutors, we currently have three staff tutors.
There are not enough teachers to teach all the courses, if they were offered regularly. Out of the 11 programs that we offer, there are only 4 programs that are covered by full time faculty. The other 7 programs, we must seek out part time instructors. In those programs that have a fulltime instructor, there are times when another instructor is needed to teach two or three classes that need the second instructor. We also need a part time administrative assistant to assist, our present Admin assistant. This person would be part time and probably be assigned the Apprenticeship program and extra duty to
N/A



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	8 (89%)	0 (0%)	1 (11%)	3.56	9



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

Text Responses

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Program Directors and Officers: all Masters degree holders (one currently working on a doctoral degree); Counselors: Masters degree holders (one is currently working on a Doctoral Program); Tutors: Bachelors, Associates (2 with Associates are currently working towards Bachelors degree); Financial Aid-CACG: Bachelors degree; SGA Coordinator: Bachelors degree; Financial Aid Counselors: Associates and one working on Bachelors degree; Library services staff: 1 Master, Associate degrees; Records staff: Associate degrees.

Not Applicable

N/A

All Tutors have successfully completed the course for which tutoring services are being provided and demonstrate knowledge and competence in the subject matter.

The majority of our instructors have the specialized skills to teach in the area that they teach in but a few of them need professional development to help them get credentials in their field.

N/A

All our staff have the skills to do the job

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 (50%)	0 (0%)	4 (50%)	1.89	8

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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

Text Responses

Need for DOSS leadership to follow up with HRO for their own respective staff.
Not Applicable
Yes. Aside from HRO's files we also have and a filing system that is in our our office that stores personnel information/files.
Not applicable.
Human Resources should have the majority of the documentation.
N/A
Always updated with our HR files

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 pui puia 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 (78%)	0 (0%)	2 (22%)	2.94	9

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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

Text Responses

ALL DOSS staff are in compliance with FERPA.
Not Applicable
Yes. Personnel is careful and much aware of the FERPA law a we work with students and their information.
Not applicable.
We might need to do a professional development concerning FERPA and DOL rules that concern our staff at the next teacher orientation.
As per FERPA Regulations
It is the first and foremost of our office when dealing with students so that the college and our department are not liable for any violation of this law.

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	7 (78%)	0 (0%)	2 (22%)	2.94	9

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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

Text Responses

Through DOSS leadership via Program Directors and its Officers on to the staff.
Not Applicable
DOSS does effectively uses it's personnel according to it's experiences and credentials, to achieve the mission of the division/program.
Not applicable.
N/A
A Means to an end

Are you a full time or Part Time employee?

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

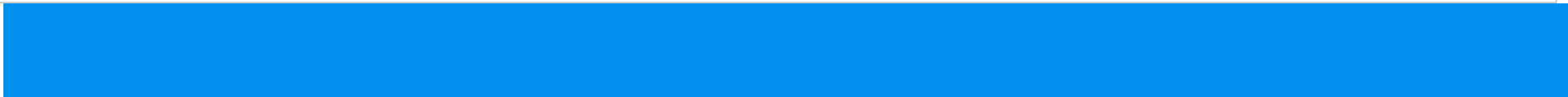
Number of Courses you teach:

Text Responses

N/A

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

None.
N/A
Not applicable.
mathematics all levels
One this coming summer. Only 3 in the last 4 years, I am finally done with my committment that has kept me from teaching.
N/A
0
do not teach, staff



Degrees, Coursework, and or Publications:

Text Responses

Degree: Doctoral Degree Publications: Doctoral Dissertation
AA in Liberal Arts AA in Accounting
Associate of Art in Liberal Arts
AA in Liberal Arts.
AA degree in liberal arts, former math teacher
Masters in Private School Administration from Univ of San Francisco 1993 Bachelor of Arts, Carroll College 1984 High School Diploma- 1979

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

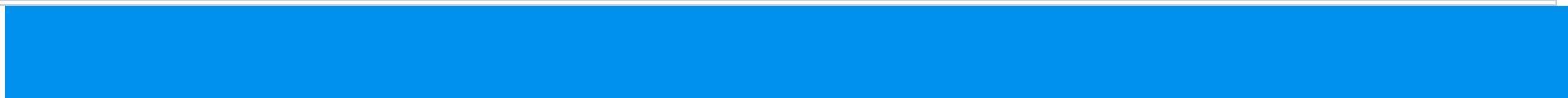
N/A
AS Degree
n/a



Other Qualifications not listed in previous question:

Text Responses

Elementary Education Lifetime Certificate from Truman State University;
ASCC English Peer Tutor for 2 1/2 years Recipient of the Fall 2015 Outstanding Peer Tutor Award
N/A
None.
N/A
0
n/a



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

Text Responses

PROFESSIONAL MEMBERSHIPS: ~ AACRAO - American Association of Collegiate of Registrar and Admissions Officer; ~AANAPISI - Asian American & Native American Pacific Islander-Serving Institutions; ~APIASF - Asian & Pacific Islander American Scholarship
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American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Fund; ~NASPA (APPEX) - Student Affairs Administrators in Higher Education; ~NCAN - National College Access Network; ~MCH COMMITTEES: ASC - Accreditation Steering Committee; IPECC - Institutional Planning Executive Core Committee; Leadership Team; Curriculum Committee Marketing Committee Registration Committee HOSA (ASCC) Nursing (ASCC) BOARDS: McDonald's American Samoa Scholarship Board
SLACenter Tutorial Services Co-Club Advisor for the ASCC Journalism Club (Fresh Print)
N/A
None.
N/A
collaboration with various clubs on campus and issuing of monetary assistance.

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?):

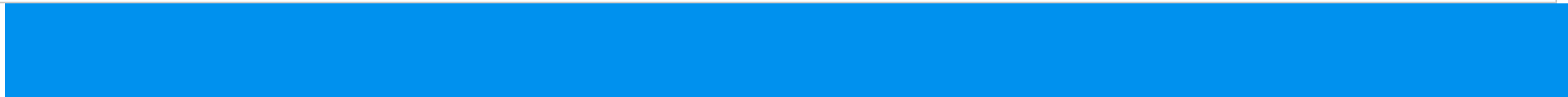
	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	6 (67%)	1 (11%)	2 (22%)	2.16	9

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

Text Responses

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

AACRAO - Records and Admissions; IPEDS - Records, Admissions, Counseling, Library, Financial Aid; NASFAA - Financial Aid WASFAA - Financial Aid PACFAA- Financial Aid Summer Institute (WASFAA) FSA Federal Student Aid NASPA NCAN
UCEDD Training on working with students with disabilities, as well as Administrative Assistant Trainings.
Most of TTD faculty, has attended the beginning of semester teacher orientations and workshops. I am the only one who attended an Accreditation workshop for Assesment in 2010 (ARRA funding)
N/A
NASFAA Training PACFAA Training WASFAA Training FSA Training Office Customer Service Trainings ARCFAO Training
Off-island trainings



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 aufaigaluega a lau matagaluega/polokalama/vaega?):

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



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

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Text Responses

Budget only covers 1 off-island attendee per division/office, pending approval.
Not Applicable
Would definitely suggest and recommend to attend quarterly or monthly trainings for professional development.
Not applicable.
There are the basic intro classes to Education, that would be detrimental to our TTD instructors who do not have a teaching background. (ie lesson plans; classroom management; etc) Also a request that TTD be included in any Assessment or accreditation or computer training professional development.
N/A
Everything is up to date

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.):

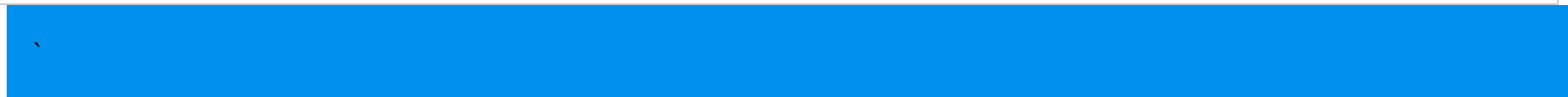
	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	7 (78%)	0 (0%)	2 (22%)	2.94	9

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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

Text Responses

Two-way Performance Evaluation
Not Applicable
Performance evaluations are conducted annually.
Not applicable.
Instructors are mutually evaluated by the chairperson and themselves and then the evaluations are signed by the instructor, chair and director and Dean.
N/A
1/1 between staff and supervisor



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	4 (44%)	1 (11%)	4 (44%)	1.41	9



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

Text Responses

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

HRO is not consistent and not always on time.
Not Applicable
In the past I had experience whereas HRO would forward the Two-Way performace a week or two before, as of this last year, they actually had submitted the evaluation 3 months in advance. It's a progression.
Not applicable.
Evaluations are completed by the employees anniversary date. This improved since the last HR director was replaced.
N/A
On-time

w

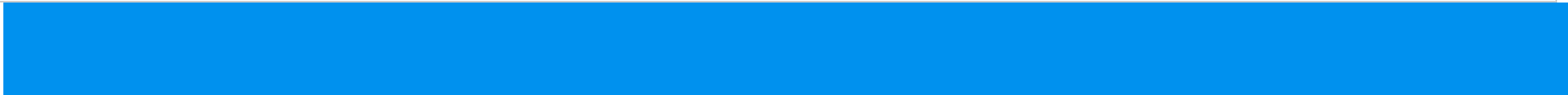
1. Briefly describe the facilities occupied by your Department/Program/Division (i.e., classrooms, offices, labs, etc.)? (Ootoo mai se faamatalaga o ituaiga fale/potu o faaaoga e lau matagaluega/polokalama/vaega e iai potu aoga, ofisa, potu su'esu'e, ma isi):

Text Responses

SLA Center: termite ridden, AC is ready to fall due to termite and water getting into the wall; SLA Annex - not a permanent facility, may be moving soon; Career and Transfer Center (CTC) - the building is ready to fall down, leaking roof, floor w/ holes, wall & partitions are termite ridden; Wall of Dean's admin assistant-storage-meeting room is ready to fall...masonite covering drywall is completely eaten by termite - has been reported several times, (re same wall w/ cafeteria's side entrance that is currently being fixed, week of 5/23/16; Financial Aid Office - Counselors are not in full compliance with FERPA due to the way partitions of each office was built;

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

<p>It's a run down termite infested office that is partially unsafe located near the cafeteria with a broken AC hanging off a termite infested wall that is bound to fall at any moment. It is mainly a tutorial center for English and other subjects, excluding math. It is also a small computer lab for students to do research, work on papers, etc.</p>
<p>The facilities are not safe (Administrative Assistant and Dean of Student Services offices) are unsafe. The termites in the building (caferia building) have created an unsafe environment where the walls literally tearing down and being runned down. very unsafe for personnel, staff and especially students.</p>
<p>Office; computer lab.</p>
<p>computer lab,classroom environment for student learning to take place</p>
<p>Facilities had been renovated 3 years ago but the wear and tear by the weather has been taking its toll on most of the classrooms. The janitors have done an excellent with sweeping the classrooms and labs but the rain gutter that was a problem in the past is now leaking again, and is really bad in ICT lab C and the hallway between Bob's and Adulam's. Mold is a probelm in the shop classrooms and have to be painted annually. There are leaks in Juliet's office and the classrooms that are not being used, facing the road in the shop,</p>
<p>Lack of individual office space. Offices not made for private counseling with students. Window not sufficient for communicating with students.</p>
<p>1 office with 7 mini-offices within. 1 office for our FWS Program 1 storage room/archive.</p>
<p>A small office with no huge space for SGA meetings</p>



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?):

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (44%)	3 (33%)	2 (22%)	0.82	9

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

Text Responses

re 47 1a
Not Applicable
It's 'do-able'. But needs inspection done annually or quarterly (suggestions are please if possible, before the end of summer). Before Fall 2016 semester starts.
Having computers and printers simplify the work.
N/A
adequate
Need conference room for SGA

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

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (33%)	4 (44%)	2 (22%)	0.82	9

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

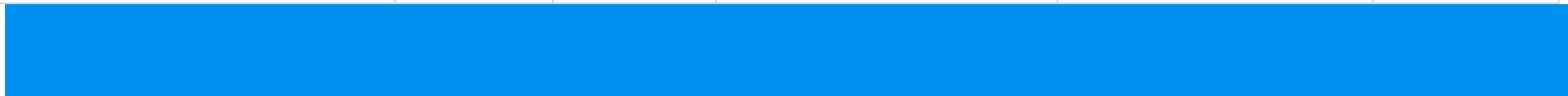
Text Responses

Division of Student Services facilities and or offices are located in 10 or more facilities and or part of another building.
Not Applicable
Building is not safe, I need to submit a job order occasionally for maintenance for custodial and maintainance services. Issues are due building being too old and runned down. Again, the building is 'do-able', but not in the long run.
Not applicable.
Janitor is doing an excellent job and PFM has reacted to calls when they are informed of any happenings
N/A
Need a little more space for Student/staff privacy in administering FERPA accountability

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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 malupuipuia mo lenei matagaluega/polokalama/vaega?):

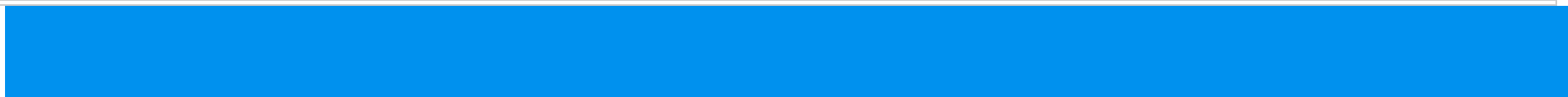
	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (33%)	1 (11%)	5 (56%)	1.63	9



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

Text Responses

DOSS has had to pay for materials that was needed to fix offices...
Not Applicable
Recommend occasional maintenance inspection.
Not applicable.
Pretty much. There are some issues that will need to addressed as, certain students will soon be moving on in his major.
N/A



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

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	6 (67%)	1 (11%)	2 (22%)	2.16	9

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

mostly...
Not Applicable
N/A
Not all classrooms are accessible to wheel chairs. A computer work station that is equipped with technology that is friendly to students who are sight impaired or accessible by any other disability will be needed in those labs that a TTD major who is disabled will need access to. There is student who has been here for two years, his needs in LAB B have been met thus far, but as he moves on to his electronics classes TTD will need to order those assistive technologies that he requires for him to be successful.
N/A

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

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (56%)	2 (22%)	2 (22%)	1.41	9

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

Text Responses

waiting for MPC in order to meet "student centeredness", although it will not be able to house all of student services.

Not Applicable

DOSS (Student Services) to be housed under one roof- 'One-Stop-Shop". Instead of being scattered, and should be the face of college in order for easy-accessible for students.

Refer to 50. 3b

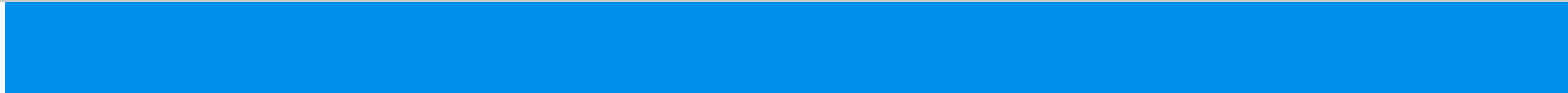
1. Briefly describe current equipment used by your Department/Program/Division and indicate whether it is adequate or inadequate (Ootoo mai meafaigaluega o loo faaaoga i le taimi nei e lau matagaluega/polokalama/vaega ma faailoa mai poo talafeagai pe leai):

Text Responses

Computers, printers for staff is old; Computers, printers for SLA Center and SLA Annex is old and need to be replaced; phone extensions need to be fixed - some extensions are there but cannot find physical connections;

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

All equipment is old, slow and outdated.
N/A
Computers Printers
they are adequate. markers, desks, tables, textbooks
There are two functional classrooms in the shop and 2 more rooms that havent really been set up for use. But they are functional when the need is there. In the TTD compter lab area, there are 2 labs Lab TTD (Lab A and Lab B) set up with 24 compters and 1 instructors computer. Lab C has 20 portable computers that can be set up my the students all connected by a wireless connection. There are 3 HP printers in this lab area. Each lab has a smartboard in the lab. The Architectural Drafting lab has 10 workstations hooked up to a wired connection, there is access to a network printer. A Smart Board exists in this Lab but the projector was taken out, it needs to be replaced. The electronics lab has 4 or compters that are maintained by the electronics students. Rhis lab does not have a smart board.
Adequate for office purposes
Office space, desk, chairs and Computer and copiers and Printers
adequate



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	5 (56%)	3 (33%)	1 (11%)	1.63	9

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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

Text Responses

replacement of computers and printers, re 60 1b
Not Applicable
Need updated computers for students to do research and transferability purposes, and especially for staff to make sure that equipment is updated, and reliable.
There is a need for the sturdy chairs, seats or chairs that were ordered many years ago but have been replaced by the folding chairs that are on stock at Cost U Less. These chairs are made with real cheap metal and cannot withstand the weight of the average 200 lb + Samoan.
printer for each counselor

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	7 (78%)	0 (0%)	2 (22%)	2.94	9

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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

Text Responses

Program Directors and Officers are accountable for their respective offices.
Not Applicable
Once a year, with efforts of conducting inventory every quarter/ 6 months. Procurement does an annual inventory of our office equipment.
Inventory is done at the end of every semester.
Inventory is done annually
Procurement inventory annually
Procurement and MIS always do a semi-annual inventory

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

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (56%)	2 (22%)	2 (22%)	1.41	9

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

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Text Responses

re 62 3b.
Not Applicable
Yes. Other than vendors that follow their policies or 1 to 3 years of warranty and service for equipment such as printers and copiers, we also have the MIS (IT) department conduct via job order tickets to update and services computers.
Not applicable.
MIS has been really good about clearing all the machines of unnessary files that have been saved on the workstations over the course of a semester. The antivirus on each workstation seems to be functional and blocks out most viruses that comes across the firewall.
No preventive maintenance, just wait for something to break down.
Always maintain and provide care so equipment if taken with good care.

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 faaaoga i falefaigaluega poo isi kolisi ma iunivesite?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (44%)	2 (22%)	3 (33%)	0.82	9

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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

Text Responses

most are outdated
Not Applicable
N/A
Not applicable.
Mainly CHAIRS that were mentioned in an earlier question. The network connection to the internet has been really bad this past year. It is almost quite noticeable that students utilising the network after or before regular working hours that there is a lag in the connection.
N/A
similar.

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 auunaga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	7 (78%)	1 (11%)	1 (11%)	2.83	9

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

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

Text Responses

re 66 5b
Not Applicable
Yes, Need to update equipments such as computers as they slow down after a long period of time/years as well as for the tutorial/computer lab. Students complain at times that computers in labs are too slow.
Computers and internet.
Chairs again!!
System often slow, especially during busiest times such as registration, etc. Internet slow
As is does the job.

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	4 (44%)	2 (22%)	3 (33%)	0.82	9

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

Text Responses

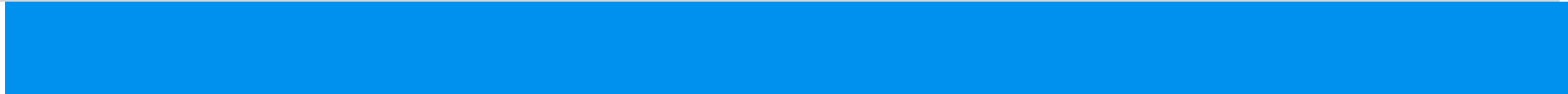
American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Program Directors and Officers are accountable for their respective offices.
Not Applicable
No. Budget information is provided to the dean only. But as for PR budget account #'s we request to the Dean and she releases information upon request.
Not applicable.
Our supervisor only.



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
All Data	3 (33%)	2 (22%)	4 (44%)	0.82	9



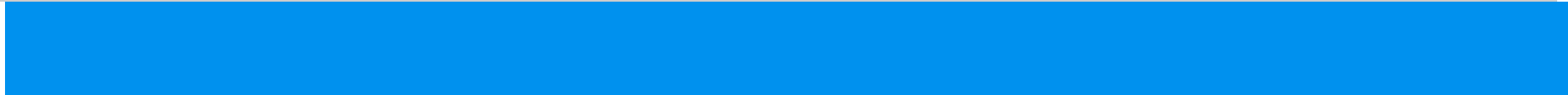
2b. Please explain Fa'amolemole fa'amatala):

Text Responses

Program Directors and Officers are accountable for their respective offices.
Not Applicable
N/A

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Not applicable.
There feedback on things that they amy need can be conveyed on this survey and will hopefully be considered as something is a definate need.
does not apply



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	3 (33%)	2 (22%)	4 (44%)	0.82	9



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

Text Responses

Program Directors and Officers are accountable for their respective offices.
Not Applicable
Upon request to the Dean.
Not applicable.
Need guidance on analysis, and preparation.

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

does not apply

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 (11%)	4 (44%)	4 (44%)	1.41	9

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

Text Responses

Due to the consolidation of the DOSS in September 2015, it was not done as a group and only after the Organizational Chart was updated.

Not Applicable

Dean provides a budget spread sheet to lead supervisors/counselors to work with every fiscal year.

Not applicable.

constant need for printing materials such as paper, toner, files, etc.

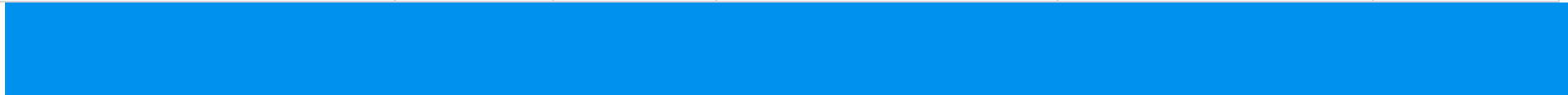
does not apply

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services



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

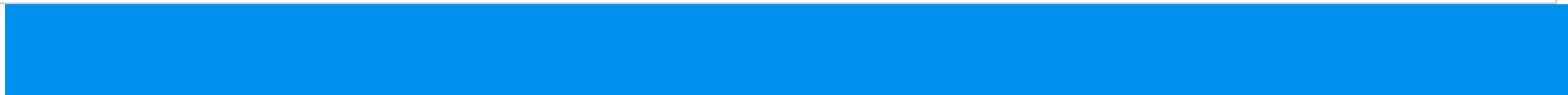
	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (56%)	1 (11%)	3 (33%)	1.63	9



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

Text Responses

As much as possible given the budget cuts - we just have to go with CFOs final recommendation of the budget.
Not Applicable
N/A
Not applicable.
There is not enough money slotted for TTD



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?):

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

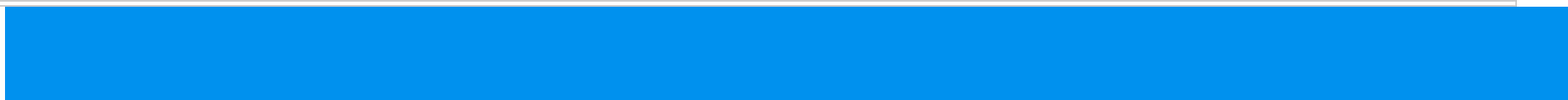
	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (33%)	1 (11%)	5 (56%)	1.63	9



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

Text Responses

CACG grant end in August 13, 2016 - SSLS/SLA Center and Annex staff are all being paid by CACG - President and VP-ASA know/aware of it.
Not Applicable
Not applicable.
A funding source for much needed improvements to the facilities, More teachers to offer more classes provide funding for professional development
does not apply

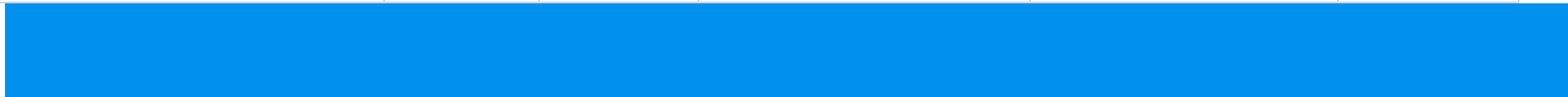


1a. Is technology used to improve student learning and services? (O faaaoga le tekonoosi e faaleleia ai aoaoga ma tautua mo tagata aooga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	6	1	2	2.16	9

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

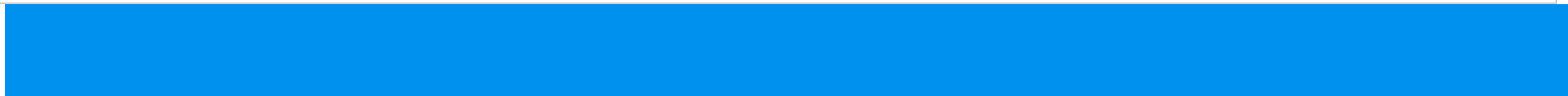
	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
	(67%)	(11%)	(22%)		



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

Text Responses

Tutorial assistance, Career and Transfer research, resume writing, applications for work and higher learning, etc...
Not Applicable
For student tutorial, research, and transferability purposes
Computers are available with internet services.



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

	Available/Accessible (Avanoa/Faigofie ona maua)	Appropriate (Talafeagai)	Current (Tekonolosi o le taimi nei)	Standard Deviation	Responses	Weighted Average

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	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)	7 (78%)	1 (11%)	1 (11%)	2.83	9	1.33 / 3
Software (Microsoft Office, SPSS, CAD, Autodesk, etc.) (Poloklama tau komepiuta)	5 (56%)	2 (22%)	2 (22%)	1.41	9	1.67 / 3
Internet Connectivity (speed, etc.) (Fesootaiga tau initaneti)	3 (33%)	4 (44%)	2 (22%)	0.82	9	1.89 / 3
						1.63 / 3

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

Other technologies used (Ma isi tekonolosi faaaoga):

Text Responses

Not Applicable
Fax/Scanner/Printer/Copier uses (all in one)
None.
Internet Connectivity needs improvement.
ED Express ED Connect IFAP COD

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 aooga pe a mana'omia?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
Computer Labs (Potu Komepiuta)	6 (67%)	0 (0%)	3 (33%)	2.45	9	1.67 / 3
Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga):	7 (78%)	0 (0%)	2 (22%)	2.94	9	1.44 / 3

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
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):	8 (89%)	0 (0%)	1 (11%)	3.56	9	1.22 / 3
Academic Tutoring (Fesoasoani i meaaoga):	9 (100%)	0 (0%)	0 (0%)	4.24	9	1 / 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):	6 (75%)	0 (0%)	2 (25%)	2.49	8	1.5 / 3

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
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):	7 (78%)	0 (0%)	2 (22%)	2.94	9	1.44 / 3
Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumaga (Tusi talosaga, Faamaumaga aloaia o togi maua, ma isi):	7 (78%)	0 (0%)	2 (22%)	2.94	9	1.44 / 3
						1.37 / 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 gaoioiga aua faalavelave faafuase'i mo au tagata faigaluega, tagata aooga ma tagata lautele? (fa'ata'ita'iga, Fagu tineimu, fuafuaga faataatia mo le tuua o le nofoaga, Fesoasoani Muamua, ma isi):

American Samoa Community College
FY 2016 Divisional Assessment
 Student Services

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (44%)	1 (11%)	4 (44%)	1.41	9

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

Text Responses

All/each offices should have fire extinguishers; Evacuation plans - should be conducted annually; Should also be open/offered...
Not Applicable
Safety rules and regulations information is given during Student orientation, in the student handbooks/ ASCC catalogs.
Not applicable.
This can use some improvements, in the awareness prior to the begining of the semester. Safety procedures and evecuation plans should be shared amongst students and teachers alike.