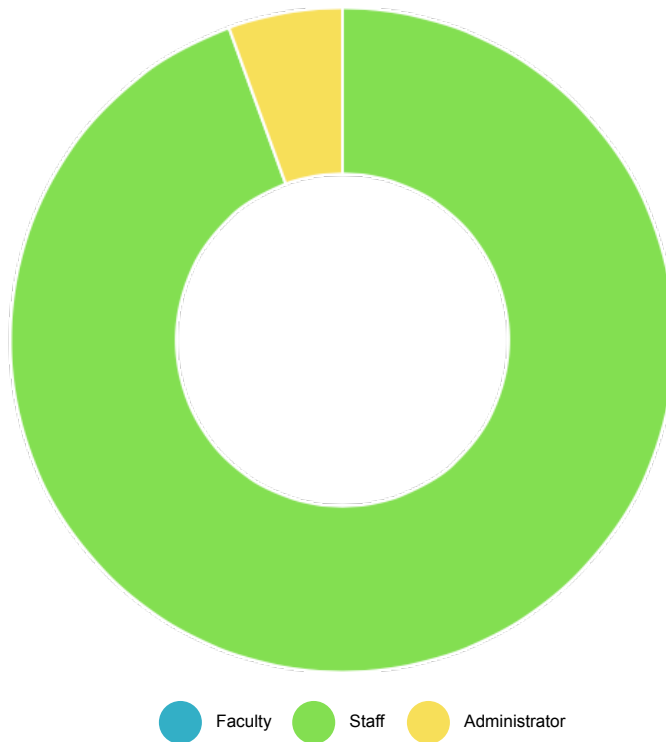


# Program Review: ARFAO

Please indicate your status.

	Faculty	Staff	Administrator	Standard Deviation	Responses
All Data	0 (0%)	17 (94.44%)	1 (5.56%)	7.79	18



## 2. Name and Title of your immediate supervisor: (Igoa ma le tulaga o lou pule)

### Text Responses

- Mikaele Etuale, VP of Administrative Services
- Sifagatogo S. Tuitasi, DIRECTOR ARFAO
- Sifagatogo Tuitasi, Director
- Peteru Lam Yuen, FAO Manager
- Peteru Lam Yuen, Financial Aid Manager

#### 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

Through the mission of ARFAO, we support ASCC's core values and learning outcomes by all services provided. This ranges from enrollment, academic/classroom, and alumni support.

Division mission supports institution mission by providing high quality service to achieve their educational goals.

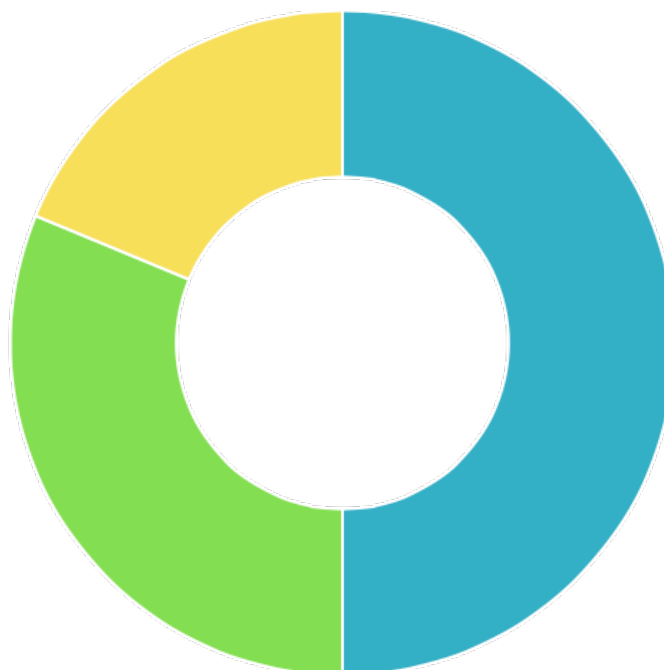
The Admission, Registration, Financial Aid and Records offices supports the institution's mission by facilitating and improving quality services to students, faculty, staff, alumni and other constituents of the college and the community at large. Such services include enrollment, academic process, classroom support, graduation and retention as well as financial resources that are available to assist students in achieving their academic goals.

Our mission to ease enrollment procedures, increase overall student enrollment and retention, and provide all information, services, and assembling financial resources that are available to and to the need of students. It is simply to serve the ASCC student population in the best way possible.

Our departments mission basically piggy back on the institutions mission. while the institution foster successful student learning by providing high quality educational programs and services we make sure that the students

#### 1a. Does the prog/dept/div 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 aoga ma tautua?)

	Yes (loe)	No (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	8 (50%)	5 (31.25%)	3 (18.75%)	2.05	16



● Yes (loe)
 ● No (leai)
 ● don't know (leiloa)

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

### Text Responses

A formal periodic evaluation of ARFAO services is not in place. However, bi-weekly, quarterly, annual reports, and general feedback from students and the community provide a mechanism for evaluation on the effectiveness of services.

Need to construct survey based on service provided to get feedback to improve service areas.

Admission, Registration, and Financial Office' Managers meet on a monthly basis with Director to discuss and report on-going activities and services provided by the offices. Findings are shared with support staff.

Staff Professional Development activities also promote evaluation of services and training.

Review of Standard Operating Procedures.

Na

N/A

## 2. How does your dept/prog/divsupport student learning and achievement? (E faapefea ona lagolago e le tou matagaluega/polokalama/vaega aoaoga ma tulaga ausia a tagata aooga?)

### Text Responses

Pinpointing this out is difficult as students visits the ARFAO One-Stop Service window for various reasons (registration changes, financial aid, transcript, grade reports).

Nonetheless, ARFAO staff supports student understanding of admissions, registration, academic transcripts, academic records, financial aid, and overall ARFAO procedures.

Through monthly meetings, and when necessary, office procedures are evaluated for effectiveness and making changes when necessary to improve services, thus support student learning and achievement.

ARFAO supports student learning and achievement by assisting and making sure student are taking the right course for their program of studies.

Maintain permanent academic records; enrollment information and transcript information (i.e., transcript evaluation, transfer credit evaluation);

Create, maintain and support graduation activities (advising/evaluation, degree program, certification, inventory graduation supplies, etc.), class and grade lists; grade reports;

Just like how i stated in the mission above, these factors develop and support the success of a student attending ASCC.

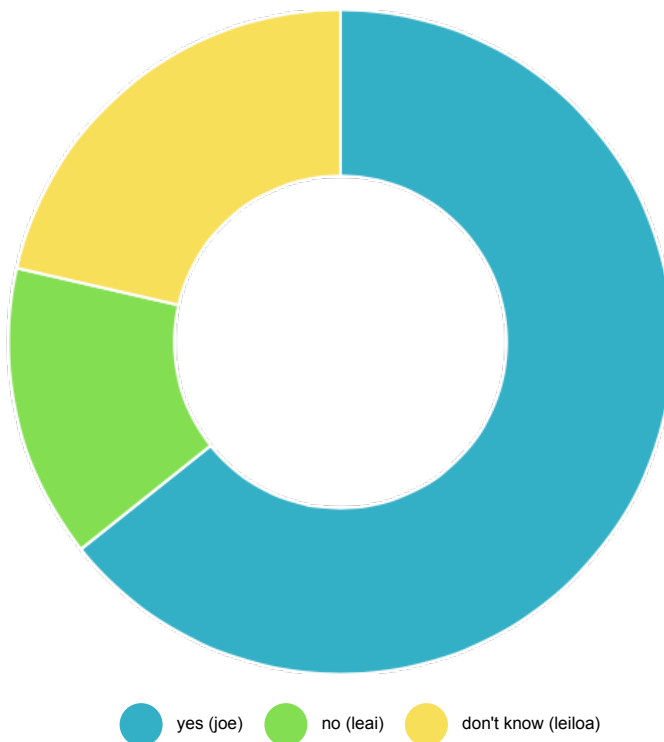
By making sure all student of ASCC are in the right class.

3. Check the following used for evaluating the effectiveness of the dept/prog/div: Please explain how each is used. (Togi ripoti na faaogā i le iloiloga o le aogā o la outou vaega. Faamolemole faamatala pe faapefea ona faaoga ia ripoti taitasi.)

	Yes	No	Please explain:	Standard Deviation	Responses	Weighted Average
Annual Reports (Ripoti faaletausaga: Ioe pe Leai, Faamolemole faamatala.)	9 (60%)	6 (40%)	0 (0%)	3.74	15	1.4 / 2
Quarterly Reports (Ripoti faalekuata. Ioe pe Leai, Faamolemole faamatala)	8 (61.54%)	5 (38.46%)	0 (0%)	3.3	13	1.38 / 2
Bi-weekly Reports (Ripoti tai lua vaiaso. Ioe pe Leai, Faamolemole faamatala.)	15 (100%)	0 (0%)	0 (0%)	7.07	15	1 / 2
Student Learning Outcomes (Agavaa Ausia Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	4 (28.57%)	10 (71.43%)	0 (0%)	4.11	14	1.71 / 2
Institutional Strategic Plan (Fuafuaga Faataatia Kolisi. Ioe pe Leai, Faamolemole faamatala)	6 (42.86%)	8 (57.14%)	0 (0%)	3.4	14	1.57 / 2
Performance Evaluation (Iloiloga o Galuega Faatino. Ioe pe Leai, Faamolemole faamatala)	10 (76.92%)	3 (23.08%)	0 (0%)	4.19	13	1.23 / 2
Program Review (Iloiloga o Polokalama. Ioe pe Leai, Faamolemole faamatala)	7 (53.85%)	6 (46.15%)	0 (0%)	3.09	13	1.46 / 2
Course Evaluation (Suesuega o Mataupu. Ioe pe Leai, Faamolemole faamatala)	4 (33.33%)	8 (66.67%)	0 (0%)	3.27	12	1.67 / 2
Student Satisfaction Survey (Suesuega Lotomalie Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	3 (23.08%)	10 (76.92%)	0 (0%)	4.19	13	1.77 / 2
Fact Sheets (Pepa o Faamatalaga Moni. Ioe pe Leai, Faamolemole faamatala)	7 (53.85%)	6 (46.15%)	0 (0%)	3.09	13	1.46 / 2
Other Evidence (Nisi faamaumauga. Ioe pe Leai, Faamolemole faamatala)	7 (53.85%)	6 (46.15%)	0 (0%)	3.09	13	1.46 / 2
						1.46 / 2

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	9 (64.29%)	2 (14.29%)	3 (21.43%)	3.09	14



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

Text Responses

Evaluation processes have resulted in the creation of the One-Stop Service window whereby the staff were cross-trained in all ARFAO services provided.

No feedback

Recent review of Standard Operating Procedures clarified duties and responsibilities.

NA

N/A

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

Although the listed divisional outcomes were not fully achieved, but they were improved.

No improvement since there we no results given back.

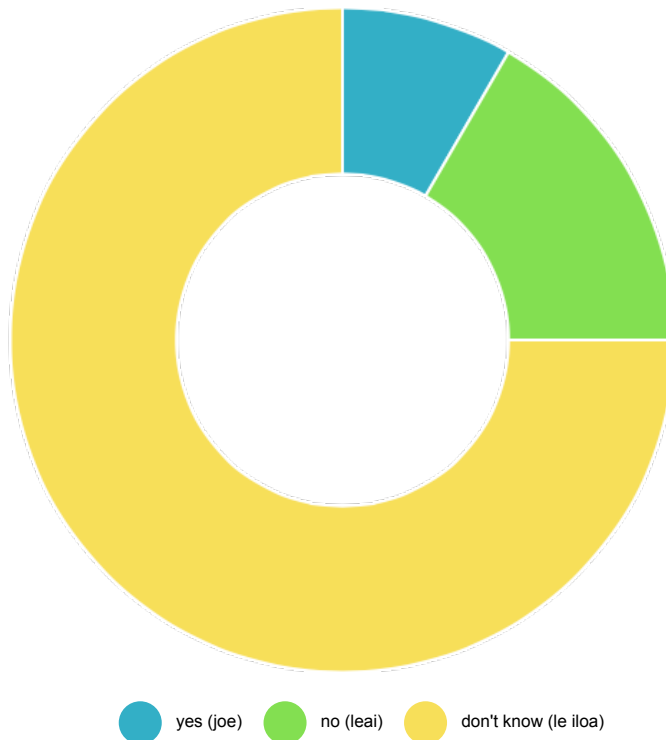
Improved services to students - ample meeting with students and providing services to others (community)

Na

N/A

3a. Where there any recommendations from the previous Divisional Assessment (2014) that were not completed/acted on in the past year? (Na iai ni fautuga mai le Suesuega a le Vaega e le'i mafai ona faia i le tausaga talu ai?)

	yes (joe)	no (leai)	don't know (le iloa)	Standard Deviation	Responses
All Data	1 (8.33%)	2 (16.67%)	9 (75%)	3.56	12



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

#### Text Responses

No recommendations from the 2014 Divisional Assessment

not sure - medical leave

Na

N/A

I just don't know

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

#### Text Responses

1. Maintaining accountability in all ARFAO services provided to admit, accept, and enroll students. The transcript request turn-around time has reduced from 5 to 2 working days;
2. The student "Program Evaluations" is made available online for access by students;
3. The Financial Aid batching has moved from a month to 1-2 weeks availability based on set term financial aid schedule in collaboration with the Finance Office;
4. After a year's review and updates of the Combined Standard Operating Procedures Manual for ARFAO, the division's gone through the first training in December of 2014; second training is also set for December of 2015.

SOP is place for employees to follow to improve service provided to students.

One-Stop-Window - for admission, records and financial aid.

NA

we were able to create a one stop window for the students to be served for both financial aid and admission.

1a. Does your dept/prog/div recognize and implement feedback from faculty and staff in decision making for continuous improvement to the institution? (E amanaia ma faaaoga 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	14 (87.5%)	2 (12.5%)	0 (0%)	6.18	16



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

### Text Responses

All feedback received are taken seriously for divisional improvement. These are items discussed in scheduled managers and staff monthly meetings. recommendation for change in the instrument (writing) for placement test; work collaboratively with instructors to support students in their academic progress.

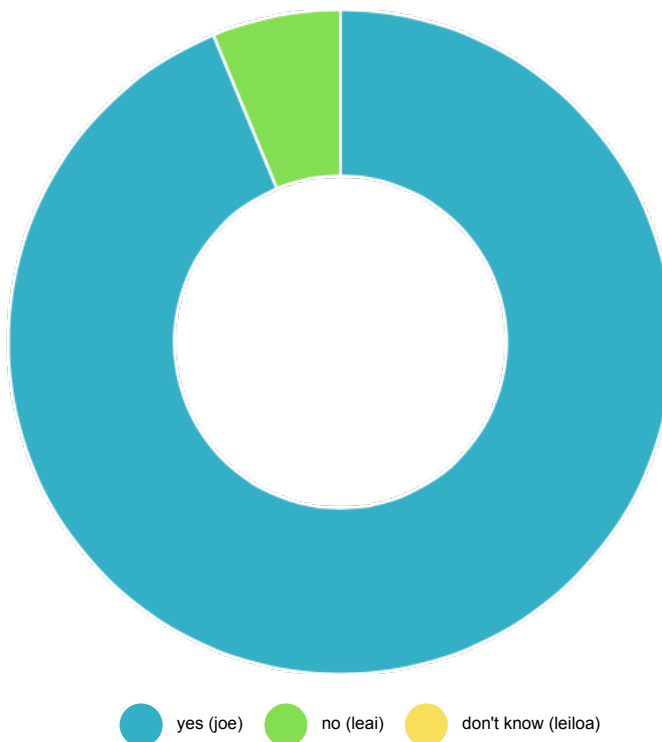
NA

At every staff meeting there are discussions about improvements that can be made and they are implemented shortly after the meeting. we just do



2a. Are Dept/Prog/Div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	15 (93.75%)	1 (6.25%)	0 (0%)	6.85	16



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

Text Responses

The combined SOP is uploaded into the ARFAO shared folder and the managers are encouraged to provide updates on any of the changed process(es). The staff are informed of any of the revisions in the listed process(es) through e-mail. This is the same with any of the divisional decisions, however, the managers are task with informing their subordinates/staff.

Regular staff meeting to disseminate informations and get feedback from staff to improve service

staff are reminded to follow SOP in performing tasks and responsibilities and also to update SOP accordingly.

Important part of our Department & Division to back us up in terms of grievances from students and parents alike

During our regular monthly meeting.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	13 (86.67%)	0 (0%)	2 (13.33%)	5.72	15



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

Text Responses

Through meeting agendas and follow-ups.  
 meeting agendas and discussions are maintained and filed;  
 self-evaluation reports are copied to staff;  
 Na  
 N/A  
 for future refernce

1a. Is the Number of personnel adequate to support your Dept/Prog/Div? (O fetai le fuainumera o tagata faigaluega mo le lagolagoina o lau matagaluega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	10 (62.5%)	4 (25%)	2 (12.5%)	3.4	16



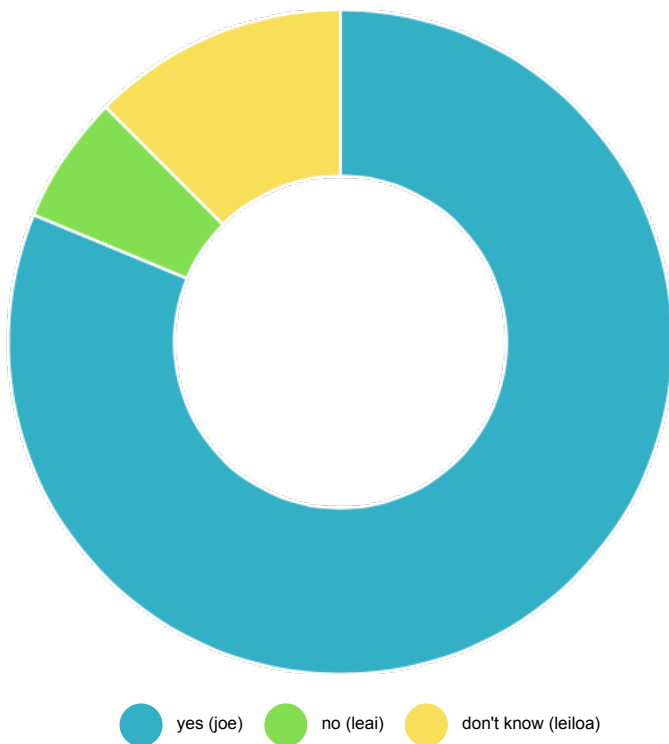
1b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

- Needs 2 additional personnel for the Financial Aid side. The constant changes and updates to the federal requirements are additional challenges in student financial aid application review.
- at the discretion of Director, however, additional personnel is needed.
- All side are covered for which students are served in a timely manner
- With growing numbers of new students, more responsibilities are added and more staff is needed.
- We have enough members in our department to attend to the financial aid needs of the students.

2a. Do personnel possess all specialized skills or credentials required to support the Dept/Prog/Div? (Ua iai i tagata faigaluega agavaa poo tomai tau aoga o loo manaomia i le lagolagoina o le polokalama? Ioe pe Leai pe Ou te le iloa.)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	13 (81.25%)	1 (6.25%)	2 (12.5%)	5.44	16



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

**Text Responses**

personnel/staff records are confidential

Everything needed to fulfill their position has been trained to them.

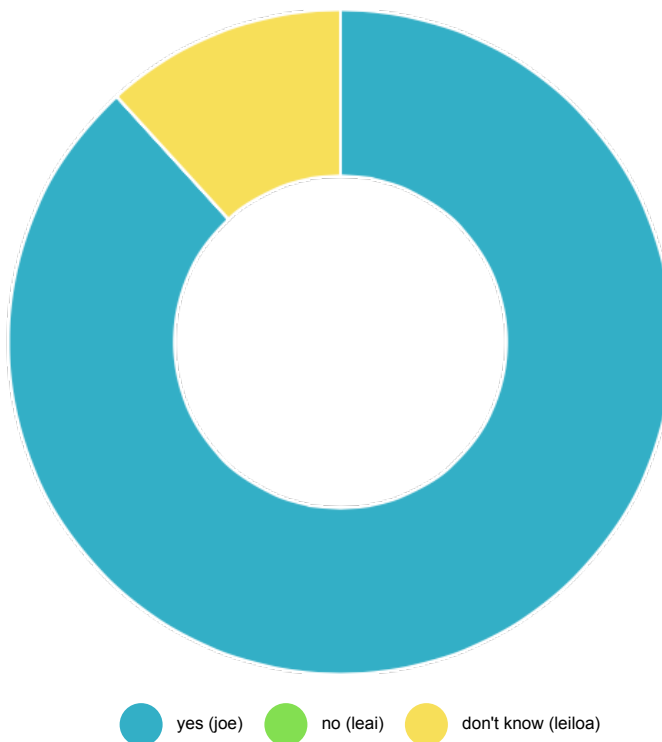
All Staff members are trained for their required duties and responsibility by Managers and Directors.

Each personnel in the Financial Aid Department has specialized skills that allow them to handle with ease the monetary transactions between the federal government and our institution's Finance Office.

Yes, i believe that each and everyone in our department are qualified and have the common knowledge to help students of ASCC achieve their goals in their educational endeavors.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	15 (88.24%)	0 (0%)	2 (11.76%)	6.65	17



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

Text Responses

personnel/staff records are confidential

Every Academic year end we update our files and students that haven't been in school for a whole academic year will be moved to storage whilst current students will be updated accordingly.

Our Office periodically verified files every semester.

Every time a student changes or updates his or her information, the same information is updated in his or her files.

Our active files are verified and organized every Semester. Everyone has cabinets that's been assigned to work on. It is our responsibilities to verify and organize everything in these files. Most of the files are well kept and organized during the process of verifying of student transcripts. Everyone is also responsible to file their own loose documents. We are reminded constantly by our director to file all loose documents to make sure we don't violate FERPA with students coming in and out of the office.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	17 (100%)	0 (0%)	0 (0%)	8.01	17

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

### Text Responses

All ARFAO staff are required to abide by FERPA in safeguarding all student records and financial aid.

all student information are filed in student records, ARFAO staff are only permitted to view student records; release of information of information are subject to consent of students only.

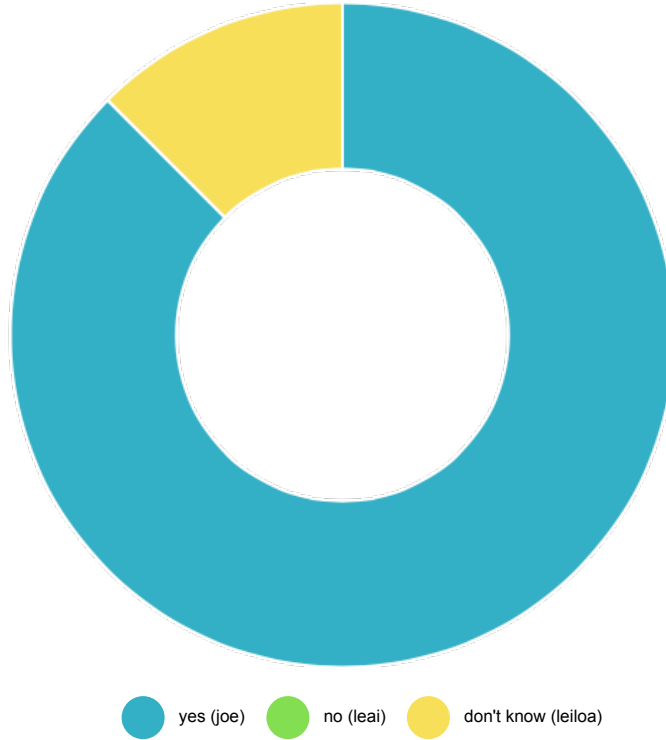
Everyone that works with our office and anyone working with us such as students and work-study are required to sign an FERPA form requirement and advised on the results of consequences when violating FERPA law.

Management and Director keeps reminding us to mind copy documents and forms of students on our desk.

We ensure that all the students' documents and files are out of sight of other students.

5. Does your dept/prog/div effectively use its personnel to achieve its mission? (O faaoga tatau e lau matagaluega/polokalama/vaega au tagata faigaluega ina ia 'ausia ai lana manulauti?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	14 (87.5%)	0 (0%)	2 (12.5%)	6.18	16



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

Text Responses

1. Through in-service training on federal updates surrounding student records and student financial aid;
2. Through online webinar;
3. Through off-island trainings;
4. Professional development opportunities.

-professional development for staff;  
 -training & in-service for all staff on a quarterly basis

NA

N/A

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

	Full Time	Part Time	Standard Deviation	Responses
All Data	17 (100%)	0 (0%)	8.5	17

## Number of Courses you teach:

### Text Responses

N/A  
Not applicable  
N/A  
NA  
N/A

## Degrees, Coursework, and or Publications

### Text Responses

AA, BS, MPA  
Bachelor of Science - Health Science  
Master of Arts - Educational Leadership  
A.S. Automotive Technology  
A.S. Automotive Body Repair  
NA  
Associates of Science in Health Science

## Other Qualifications not listed in previous question:

### Text Responses

Upward Bound Program - Director  
UBP - Lead Instructor and Counselor  
Adjunct - College Life and Planning  
Student Leadership Certification  
N/A  
NA  
N/A  
general knowledge



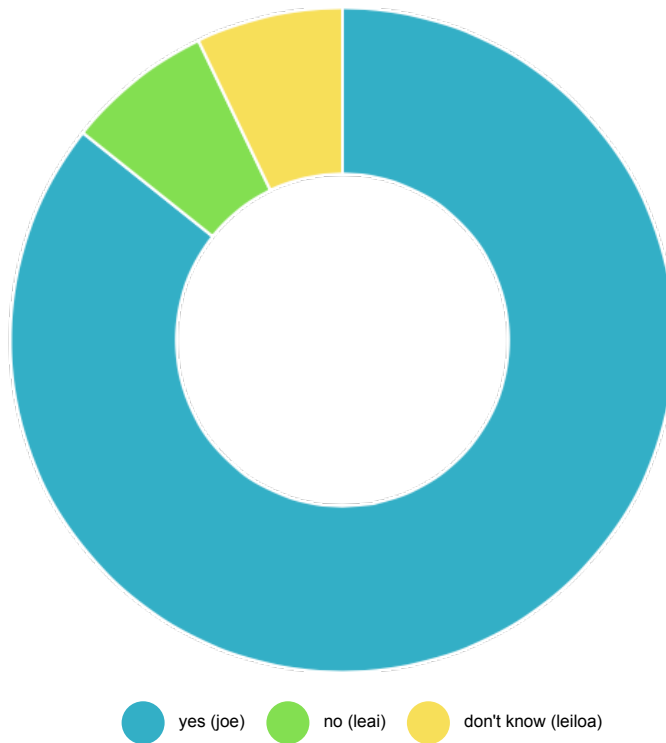
List involvement in college/instruction'community activivites (i.e club sponsorships, committees, boards, organizations, etc.)

Text Responses

- Member of WESTOP Chapter
- Matai Alumni Association Member
- NA
- N/A
- N/A

1a. Have faculty/staff in the dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	12 (85.71%)	1 (7.14%)	1 (7.14%)	5.19	14



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

Text Responses

1. Online webinar on federal financial aid;
2. In-service workshop/retreat on the student information system;
3. Divisional SOP training;
4. All college advertised workshops given by HR, IE, and Finance.

attend annual conferences

Staff Professional Development

Inter office webinars and seminars along with customer service trainings. Official retreats that include professional development and team skills building.

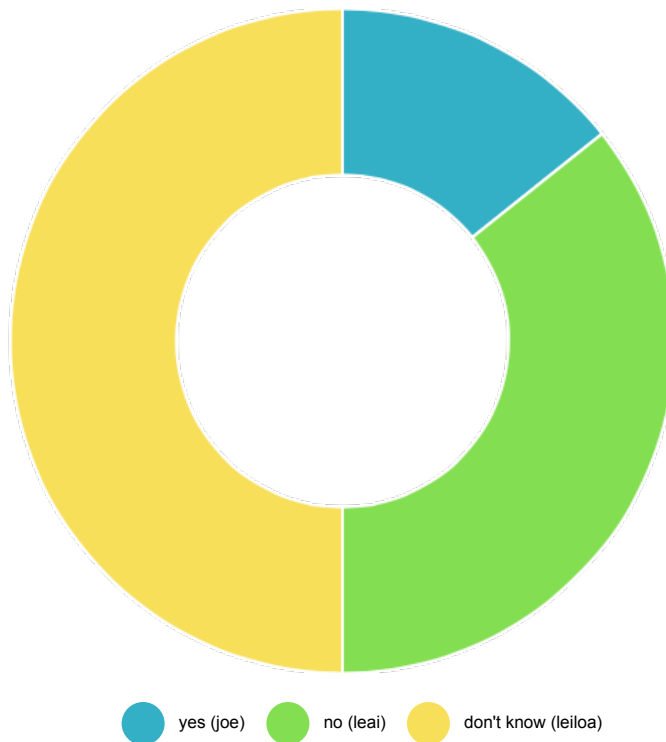
webinars

in-house training

off island conferences

2a. Are there any unmet needs for professional development among personnel in this Dept/Prog/Div? (O iai ni manaoga tau aoga e le'i faia mo le afaigaluega a lau matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	2 (14.29%)	5 (35.71%)	7 (50%)	2.05	14



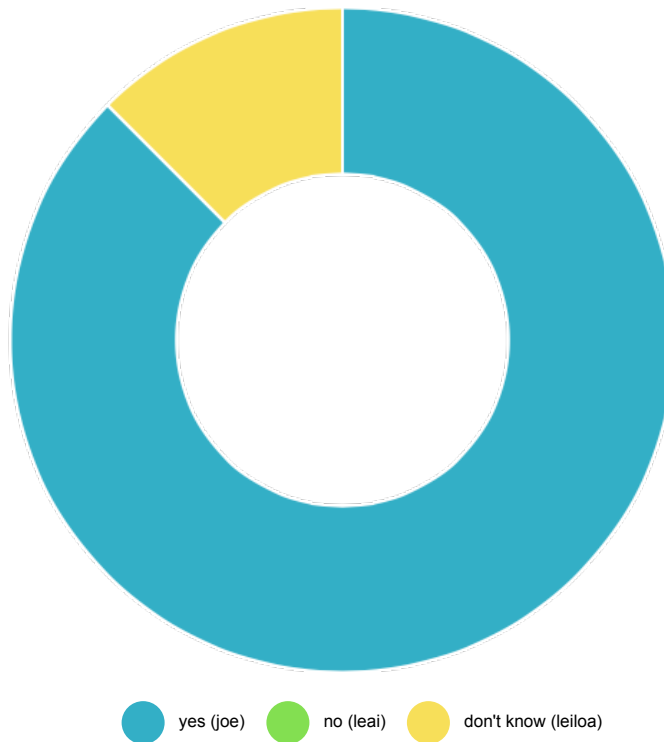
### 2b. Please explain: (Fa'amolemole fa'amatala)

#### Text Responses

additional training/workshops on how to better service the mentally and physically challenge students;  
 Specific training for certain positions that were switched during the tenure here at ASCC by certain employees. Clarifications of certain duties and responsibilities.  
 N/A

3a. Are faculty/staff evaluated on an annual basis by the immediate Supervisor (i.e. Director, Dean, Vice-President, Chairperson)? (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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	14 (87.5%)	0 (0%)	2 (12.5%)	6.18	16



### 3b. Please explain:

#### Text Responses

Through performance evaluation.  
 evaluation done by ARFAO Director  
 Inter office evaluations before an official evaluation from human Resources.  
 annual evaluation  
 N/A

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 (joe)	no (leai)	don't know (leiloa)	Responses
All Data	9 (56.25%)	3 (18.75%)	4 (25%)	16



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

Text Responses

- Not on time.
- late submission due to conflict in time of availability
- End of every semester for faculty/student in timely manner from the office of institutional effectiveness.
- N/A
- Always late month or two

1. Briefly describe the facilities occupied by your Dept/Prog/Div (ie. classrooms, offices, labs, etc.,)? (Otooto mai se faamatalaga o ituaiga fale/potu o faaoga e lau matagaluega/polokalama/vaega. (e iai potu aoga, ofisa, potu su'esu'e ma isi)

**Text Responses**

3 offices occupied by the Director, Admissions Officer, and the Assistant Registrar; 1 archive room; 6 staff cubicles; service window and counter; service desk occupied by the Financial Aid Assistant. There are 7 offices occupied by the Financial Aid Manager and 6 financial aid counselors. The service counter has been converted into an office.

New renovated office meets the need of the employee

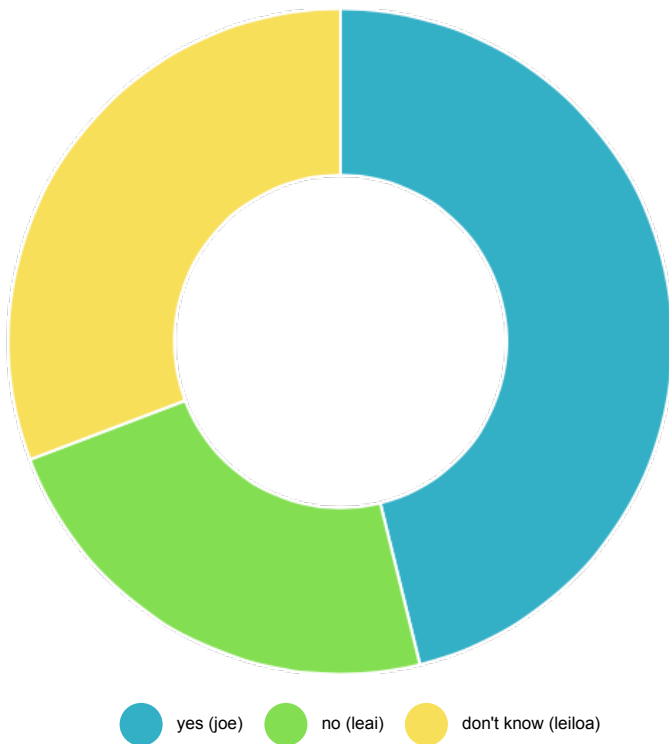
ARFAO offices are conveniently situated next to each other; cement and closed-in (no windows, except for One-Stop Service Window)

One large office divided into small sub offices. 7 offices total.

Each counselor and the Financial Aid Manager has their own offices equipped with computers, phones, desks and filing cabinets.

2a. Are all facilities adequate to support the mission of your Dept/Prog/Div? (O talafeagai fale/potu aua le lagolagoina o le manulauti a lau matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	6 (46.15%)	3 (23.08%)	4 (30.77%)	1.25	13



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

Text Responses

Needs minor adjustments to better serve the college community.  
 need space for archive and storage  
 No. Sometimes, our offices are a direct violation of FERPA laws regarding student privacy.  
 N/A  
 N/A

3a. Does the institution operate and maintain physical facilities that are adequate to serve the needs of this dept/prog/div? (O faaaoga ma tausi e le aoga ni fale/potu e talafeagai e tautuaina le mana'oga o le matagaluega/polokalama/vaega. Ioe pe Leai poo le Ou te lē iloa)

	yes (joe)	no (leai)	don't know (leiloa)	Responses
All Data	8 (57.14%)	3 (21.43%)	4 (28.57%)	14



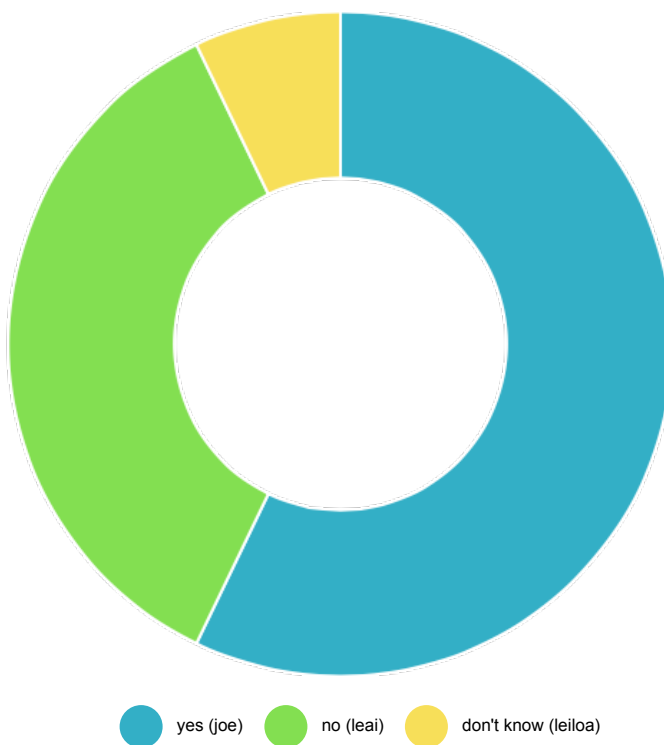
3b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

need to improve janitorial services  
 Unsure if the situation is considered adequate  
 N/A  
 SOME WHAT

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	8 (57.14%)	5 (35.71%)	1 (7.14%)	2.87	14



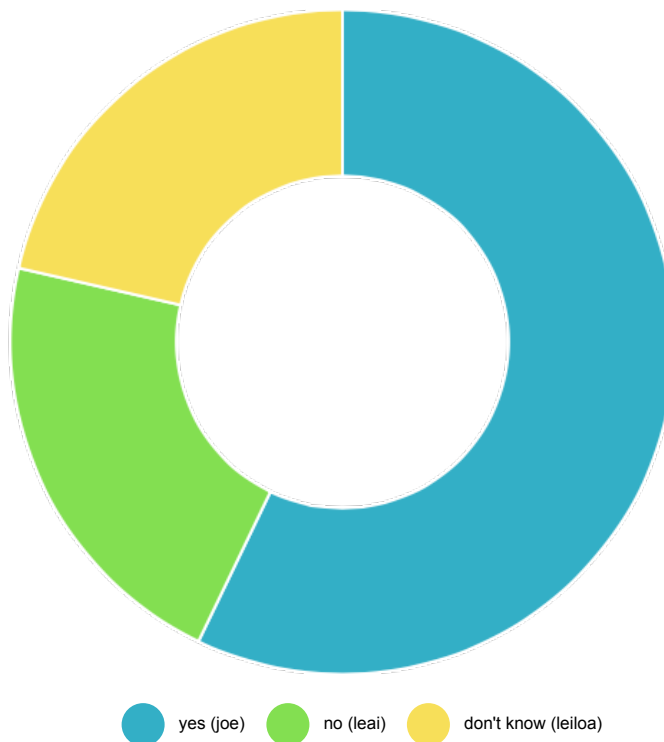
4b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

- Janitorial services is more on a request only basis.
- need annual drills on preparations for major catastrophe (ie., earthquake, tsunami, etc.) for students and all staff
- Yes but some things are borderline unacceptable and inadequate.
- N/A
- N/A

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	8 (57.14%)	3 (21.43%)	3 (21.43%)	2.36	14



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

additional parking for staff and students

I'm am not if the specs of our office are adequate enough to service persons with disabilities.

N/A



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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	4 (30.77%)	5 (38.46%)	4 (30.77%)	0.47	13



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

Text Responses

- archive and storage space
- Adequate office space to privatize the service students with regards to FERPA Law
- N/A
- N/A

1. Briefly describe current equipment used by your dept/prog/div 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**

- 1. All staff have desktop computers;
- 2. Fax machine (1)
- 3. Adequate printers

Equipments are adequate to provide the service but need to utilize student data system to its full capacity.

computer, printer, filing cabinets, telephone

Computer, copier & printer, desk and chair.

Adequate

Computers, printers, telephones and a copier are the current equipment used by the department and all are adequate for use.

2a. Are additional equipment required to support the dept/prog/div? (O moomia nisi meafaigaluega e lagolago ai le matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	6 (50%)	3 (25%)	3 (25%)	1.41	12



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

Text Responses

a new desk with a lock, current desk lock was dismantle

NA

Fax machine; we always have to tell people to fax to the Admissions Office and attention to the Financial Aid Office.

We need new furnitures....ie: office chairs and desks. The chairs we are using now are all ruined and our department does not have the money to upgrade or get new equipment for us to use.

Need Fax machine

3a. Does the div/dept/prog 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	9 (69.23%)	0 (0%)	4 (30.77%)	3.68	13



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

Text Responses

recent inventory done by Business Office/Procurement

MIS & Procurement counts every month

N/A

To make sure everything is updated, and not to short on any materials needed.

4a. Does the div/dept/prog account for preventive maintenance of its equipment? (O nofo tapena le matagaluega/polokalama/vaega aua le puipuiga ma le faaleleia o ana meafaigaluega. Ioe pe Leai pe Ou te lē Iloa. Faamolemole faamalamalama mai.)

	yes (ioe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	7 (50%)	2 (14.29%)	5 (35.71%)	2.05	14



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

Text Responses

Everyone should be accountable for equipments within division.

fiscal and maintenance usually provide this service

Na

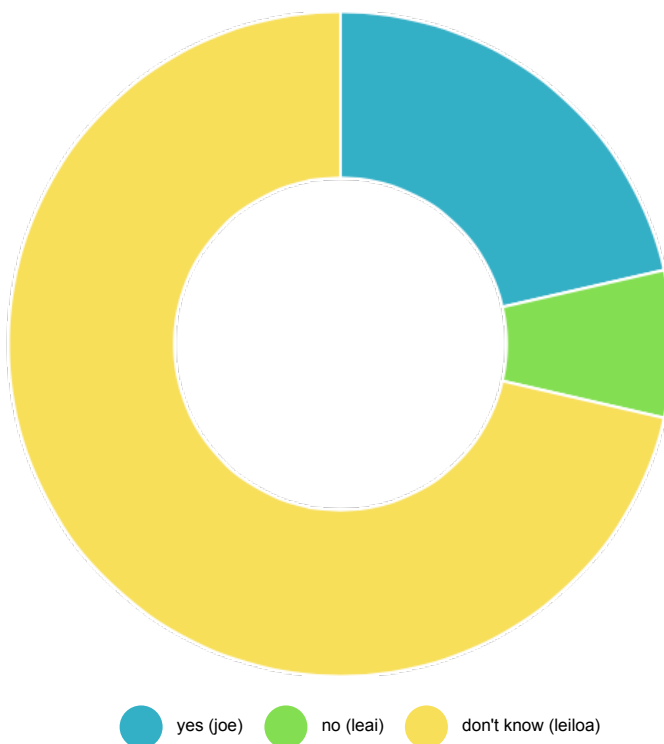
N/A

Always wait for weeks for:

1. AC maintenance to complete.
2. Printer parts to replace/repair

5a. Is the equipment used by this dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	3 (21.43%)	1 (7.14%)	10 (71.43%)	3.86	14



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

Text Responses

- have not visited other institutions
- Yes, but i think we are behind the time with some equipment
- N/A

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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	11 (78.57%)	0 (0%)	3 (21.43%)	4.64	14



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

Text Responses

Need up-to-date computer with more memory and reliable to sufficiently store the online and financial aid system requirements.

budget - at the discretion of director

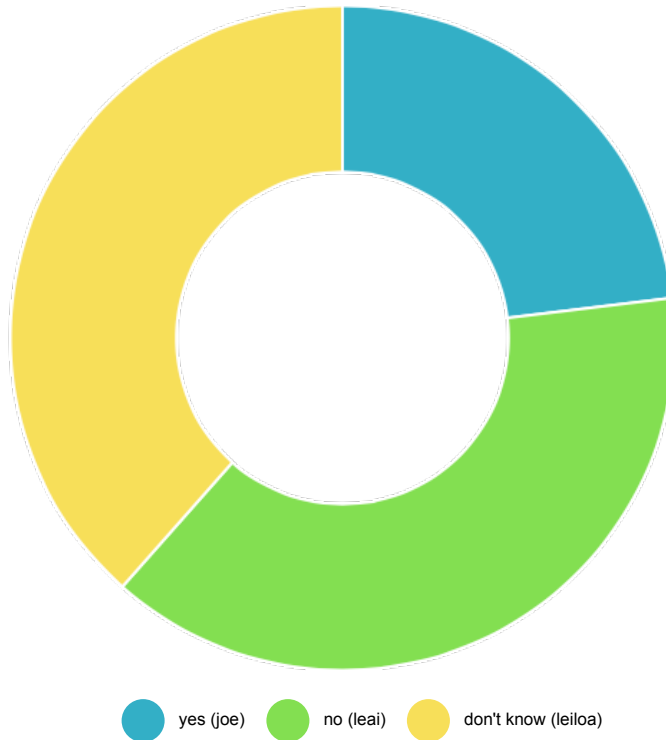
outdated filing methods and equipment

N/A

The computers we are now using is so slow and it always gets in the way of performing our daily jobs. we would have to restart our computers everyone now and then and it gets so frustrating.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	3 (23.08%)	5 (38.46%)	5 (38.46%)	0.94	13



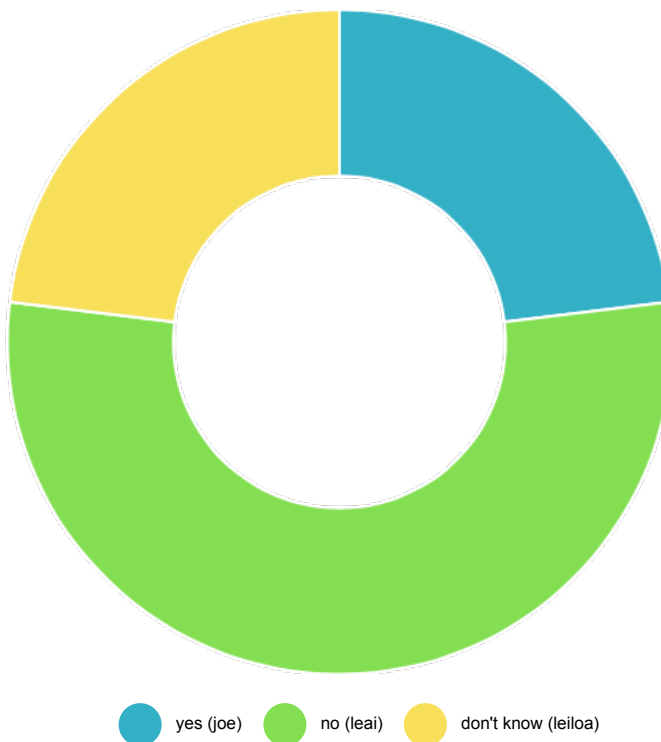
1b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

Directors yes which is the main purpose but would be nice if made known to staff for cost containment purpose only to the discretion of director to out FAO Manager and ARFAO Director  
 N/A  
 HAVE NO IDEA

2a. Are faculty/staff involved in div/dept/prog annual budget planning? (O 'auai faiaoga/'au faigaluega i le fuafuaina o le tala i le tupe faaletausaga a le matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	3 (23.08%)	7 (53.85%)	3 (23.08%)	1.89	13



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

Text Responses

Only the Managers. The Director requests planned purchases and division activities for the whole year from the office managers - This helps in the preparations of the new budget.

only administrators

Certain individuals and supervisor and senior staff. everyone else is on a need to know basis based on the need to know.

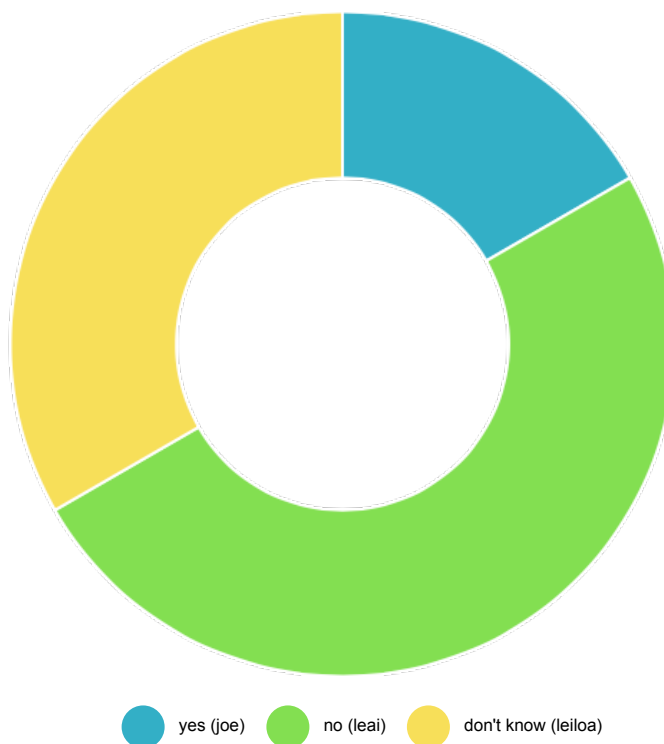
N/A

I just don't know



3a. Does the dept/prog/div provide guidance on budget processes, analysis, and preparation? (O ofo atu e le matagaluega/polokalama/vaega ni ta'iala o le faagaoioiga o tala o tupe, iloiloga ma sauniga?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	2 (16.67%)	6 (50%)	4 (33.33%)	1.63	12



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

Text Responses

only at the discretion of director

Na

N/A

Our director deals with that.

WHEN IN NEED OF SUPPLIES THE ANSWER IS ALWAYS NO MONEY IN OUR FINANCIAL AID BUDGET FOR SUPPLIES. HAVEN'T HAD SUPPLIES IN YEARS!

4a. Is adequate financial support available to meet the needs of this Dept/Prog/Div? (O lava le lagolago tau tupe o faaavanoa atu mo matagaluega/polokalama/vaega?)

	yes (ioe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	2 (14.29%)	4 (28.57%)	8 (57.14%)	2.49	14



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

Text Responses

- budget is at the discretion of director
- Out of my hands so I probably don't know what happens behind the scenes
- N/A
- sometimes when we ask for supplies and the answer given to us is... "we have no money"

5a. Does the dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	9 (64.29%)	0 (0%)	5 (35.71%)	3.68	14



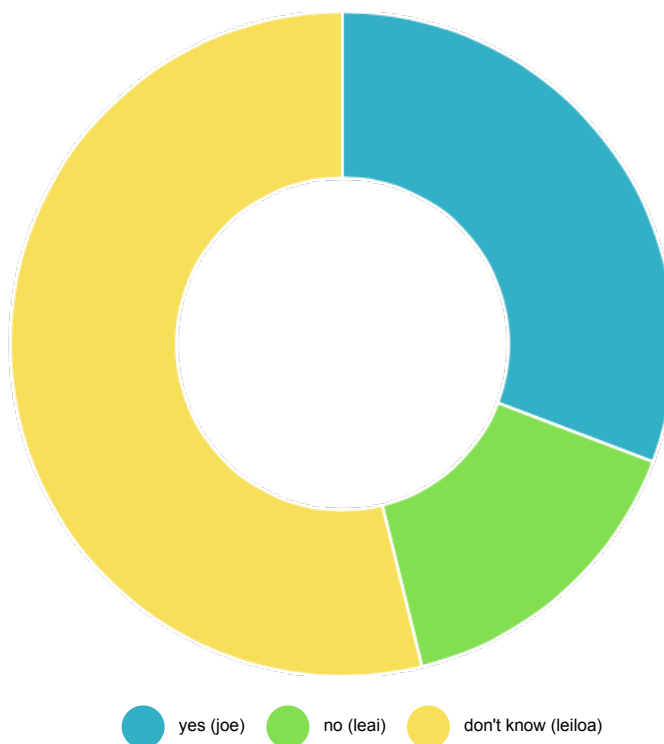
5b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

- budget is at the discretion of director
- Na
- N/A
- Our Director deals with all that
- FINANCIAL AID IS WHAT PAYS THE BILLS!

6a. Does the dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	4 (30.77%)	2 (15.38%)	7 (53.85%)	2.05	13



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

Text Responses

budget is at the discretion of director

Na

N/A

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	12 (85.71%)	0 (0%)	2 (14.29%)	5.25	14



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

Text Responses

data tel system used for supporting academic records and all data/information for enrollment; classroom support, graduation, and other services as required by students and other constituents of the community college.

Labs and Library facilities. Use of technology in the classrooms like smart board usage.

N/A

ONLINE FAFSA & EVERYTHING ELSE IS ALL DONE ON COMPUTERS.

## 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
ASCC Online Systems (Moodle, Compliance Assist, Colleague, Webmail, Website etc.) (Sisitema a le Kolisi Tuufaatasi (polokalama e fai ai vasega)	8 (53.33%)	4 (26.67%)	3 (20%)	2.16	15	1.67 / 3
Software (Microsoft Office, SPSS, CAD, Autodesk, etc..) (Poloklama tau komepiuta)	5 (35.71%)	7 (50%)	2 (14.29%)	2.05	14	1.79 / 3
Internet Connectivity (speed, etc.) (Fesootaiga tau initaneti)	5 (38.46%)	4 (30.77%)	4 (30.77%)	0.47	13	1.92 / 3
						1.79 / 3

Other technologies used:(Ma isi tekonolosi faaoga)

## Text Responses

Ellucian (Datatel)

NA

N/A

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

	Computer Labs (Potu Komepiuta)	Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga)	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)	Library (Faletusi)	Academic Tutoring (Fesoasoani i meaaoga)	Academic Advising (ex. Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (ftg. Faamatalaga i le Upega, avanoa of aiaoga)	Campus Life (ex. Security, Extra Curricular, etc.) (Olaga Faakolisi: (ftg. Malu o le Kolisi, Mataupu/faatinoga faaopoopo ma isi)	Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua ma isi)	Responses
All Data	9 (69.23%)	9 (69.23%)	12 (92.31%)	9 (69.23%)	8 (61.54%)	10 (76.92%)	9 (69.23%)	11 (84.62%)	13



Computer Labs (Potu Komepiuta) Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga)

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)

Library (Faletusi) Academic Tutoring (Fesoasoani i meaaoga)

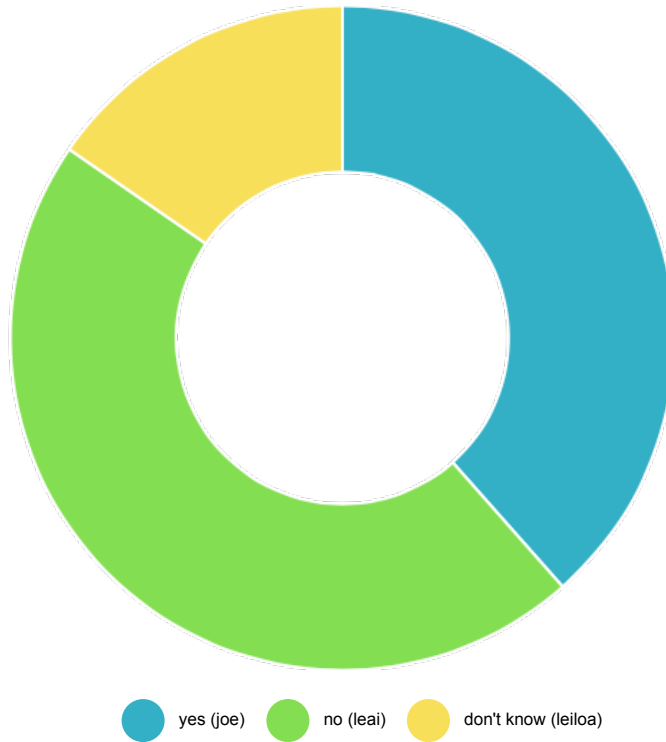
Academic Advising (ex. Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (ftg. Faamatalaga i le Upega, avanoa of aiaoga)

Campus Life (ex. Security, Extra Curricular, etc.) (Olaga Faakolisi: (ftg. Malu o le Kolisi, Mataupu/faatinoga faaopoopo ma isi)

Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua ma isi)

1a. Does your dept/prog/div help to ensure safety awareness and emergency procedures for its personnel, students and community? (ex. 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? (ftg. Fagu tineimu, fuafuaga faataatia mo le tuua o le nofoaga, Fesoasoani Muamua, ma isi)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (38.46%)	6 (46.15%)	2 (15.38%)	1.7	13



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

Text Responses

- need improvements in this area - drills, workshops, training, etc.
- coordinate with the security office and the employees handbook from HRO with policies and procedures.
- N/A
- WE DON'T HAVE FIRST AID KITS, FIRE EXTINGUISHERS AND NEVER HAD AN EVACUATION PLAN/DRILL SINCE I BEEN WORKING HERE!!!!
- none whatsoever! no first aid kit, no fire extinguishes and no fire or natural disaster drills!!!