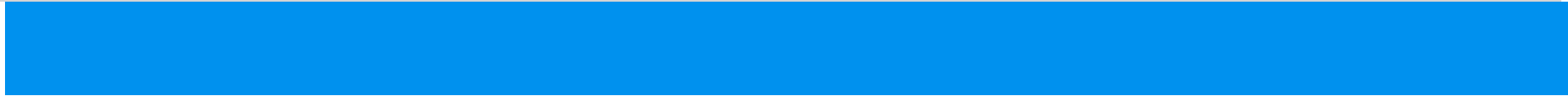# American Samoa Community College

PROGRAM REVIEW

Institutional Program Review

Current Relationship to ASCC

	Faculty	Adjunct Faculty	Administrator	Staff	Standard Deviation	Responses
All Data	25 (14%)	0 (0%)	18 (10%)	**130 (75%)**	50.91	173

Please select the appropriate Department, Program, or Division you are in:

	All Data
Agriculture, Community, and Natural Resources (ACNR)	**47**
Physical Facilities and Maintenance (PFM)	15
Student Services	13
Academic Affairs	13

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	All Data
Samoan Studies Institute	10
Library Resource Center	9
Finance	9
Financial Aid	6
Teacher Education/American Samoa Bachelors in Education Program	6
Institutional Effectiveness	6
Management Information Systems (MIS)	5
Bookstore	5
Procurement	5

	All Data
Adult Education Literacy and Extended Learning (AELEL)	4
Human Resources	4
Other	18
Responses	175

WASC Standard 1: Defining Institutional Purposes and Ensuring Educational Outcomes.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
1. ASCC has clearly stated purposes (e.g. Mission Statement, Strategic Plan, etc.) defining its values.	**93 (53%)**	68 (39%)	13 (7%)	0 (0%)	0 (0%)	38.44	174	1.54 / 5
2. ASCC has measurable educational	**79 (46%)**	75 (44%)	16 (9%)	2 (1%)	0 (0%)	35.24	172	1.66 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
outcomes consistent with its purpose (e.g. learning outcomes for majors and General Education).								
3. ASCC has an effective Leadership System.	50 (29%)	**70 (40%)**	44 (25%)	10 (6%)	1 (1%)	25.74	175	2.1 / 5
4. ASCC is committed to Academic Freedom.	64 (37%)	**71 (42%)**	34 (20%)	2 (1%)	0 (0%)	29.83	171	1.85 / 5
5. ASCC demonstrates appropriate responses to the increasing diversity in the community.	50 (29%)	**87 (50%)**	33 (19%)	3 (2%)	0 (0%)	32.19	173	1.94 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
6. ASCC has education as its primary purpose and operates with appropriate autonomy without influence from political, religious, or other entities.	61 (35%)	**65 (38%)**	38 (22%)	9 (5%)	0 (0%)	26.4	173	1.97 / 5
7. ASCC truthfully represents its programs, services, and grievance procedures.	59 (34%)	**74 (42%)**	37 (21%)	4 (2%)	1 (1%)	29.04	175	1.94 / 5
8. ASCC evaluates the implementation of governance and operating procedures.	52 (30%)	**78 (45%)**	36 (21%)	6 (3%)	1 (1%)	28.76	173	1.99 / 5
								1.87 / 5

WASC Standard 2: Achieving Educational Objectives through core functions, such as teaching and learning, scholarship and creative activity, and support for student learning

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
9. ASCC academic programs have appropriate content, and standards with sufficient number of qualified faculty	60 (35%)	**82 (48%)**	27 (16%)	3 (2%)	0 (0%)	32.08	172	1.84 / 5
10. All ASCC degrees have clearly defined admissions and graduation requirements.	**83 (48%)**	72 (41%)	17 (10%)	2 (1%)	0 (0%)	35.53	174	1.64 / 5
11. All ASCC degrees have measurable outcomes	**72 (42%)**	67 (39%)	32 (18%)	2 (1%)	0 (0%)	30.71	173	1.79 / 5
12. ASCC provides a general education program that develops measurable	**73 (42%)**	73 (42%)	26 (15%)	1 (1%)	0 (0%)	32.71	173	1.74 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
outcomes.								
13. Major programs at ASCC prepare students for a career and a fulfilling life.	**75 (43%)**	74 (43%)	22 (13%)	3 (2%)	0 (0%)	33.28	174	1.73 / 5
14. ASCC expectations of learning outcomes are clearly reflected in its support areas, such as admissions, advising, library, and technology resources.	60 (35%)	**76 (44%)**	31 (18%)	5 (3%)	0 (0%)	29.82	172	1.89 / 5
15. ASCC faculty takes collective responsibility for developing and sharing learning outcomes.	58 (33%)	**79 (45%)**	31 (18%)	6 (3%)	0 (0%)	30.16	174	1.91 / 5
16. ASCC academic programs provide students ongoing feedback about their performance.	48 (28%)	**81 (47%)**	38 (22%)	4 (2%)	0 (0%)	29.92	171	1.99 / 5

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	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
17. ASCC academic programs are regularly reviewed.	52 (30%)	**80 (46%)**	39 (23%)	2 (1%)	0 (0%)	30.47	173	1.95 / 5
18. ASCC actively values and disseminates innovation and creative activity.	38 (22%)	**90 (52%)**	39 (23%)	6 (3%)	0 (0%)	31.98	173	2.08 / 5
19. ASCC promotes appropriate linkages among teaching, student learning, and service.	48 (28%)	**83 (48%)**	39 (22%)	4 (2%)	0 (0%)	30.58	174	1.99 / 5
20. ASCC regularly examines the needs of its students and makes improvement to the learning environment.	43 (25%)	**74 (43%)**	45 (26%)	11 (6%)	1 (1%)	26.14	174	2.16 / 5
21. ASCC has co-curricular programs integrated with its academic goals and	51 (30%)	**78 (46%)**	38 (22%)	4 (2%)	0 (0%)	29.31	171	1.97 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
programs that support student professional and personal growth.								
22. ASCC provides all students timely and useful advising about academic requirements.	44 (26%)	**85 (50%)**	36 (21%)	5 (3%)	1 (1%)	30.45	171	2.03 / 5
23. ASCC provides student support services, such as financial aid, advising, career counseling, library, and information services designed to meet the need of ASCC's diverse students.	68 (39%)	**84 (48%)**	21 (12%)	1 (1%)	0 (0%)	34.83	174	1.74 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
24. ASCC adequately provides for the needs of transfer students.	41 (24%)	**78 (45%)**	45 (26%)	7 (4%)	1 (1%)	28.01	172	2.12 / 5
								1.91 / 5

WASC Standard 3: Developing and Applying Resources and organizational Structures to Ensure Sustainability

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
25. ASCC employs a sufficient number of diverse and qualified	52 (30%)	**90 (52%)**	29 (17%)	1 (1%)	1 (1%)	33.65	173	1.9 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
faculty to conduct its programs.								
26. ASCC employs a sufficient number of diverse and qualified staff to support its programs.	48 (28%)	**88 (51%)**	29 (17%)	7 (4%)	1 (1%)	31.47	173	1.99 / 5
27. ASCC practices concerning faculty and staff are appropriate for recruitment, workload, incentives, and evaluation.	35 (20%)	**89 (51%)**	38 (22%)	10 (6%)	1 (1%)	30.68	173	2.15 / 5
28. ASCC provides faculty development activities to improve teaching and learning consistent with its purpose and educational outcomes.	44 (26%)	**90 (52%)**	29 (17%)	8 (5%)	1 (1%)	31.7	172	2.02 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
29. ASCC's financial resources provide sufficient support for its educational programs.	41 (24%)	**75 (43%)**	44 (25%)	12 (7%)	1 (1%)	26.08	173	2.17 / 5
30. ASCC's physical resources provide sufficient support for its educational programs.	35 (20%)	**82 (47%)**	44 (25%)	11 (6%)	1 (1%)	28.36	173	2.2 / 5
31. ASCC provides access to sufficient and appropriate information and technology resources to support learning.	32 (18%)	**97 (56%)**	35 (20%)	10 (6%)	0 (0%)	33.77	174	2.13 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
								2.08 / 5

WASC Standard 4: Creating an Organization Committed to Learning and Improvement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
32. ASCC's organizational structure and decision-making processes are clear and consistent with ASCC's purposes.	47 (27%)	**82 (47%)**	39 (22%)	5 (3%)	2 (1%)	29.52	175	2.05 / 5
33. ASCC has an independent Board that exercises appropriate authority over ASCC's vision and mission.	40 (23%)	**87 (50%)**	39 (22%)	7 (4%)	1 (1%)	30.61	174	2.09 / 5
34. ASCC	50	**78**	35	11	1	27.59	175	2.06 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
administration provides effective leadership and management at all levels of the college.	(29%)	**(45%)**	(20%)	(6%)	(1%)			
35. ASCC's faculty exercises effective academic leadership to ensure academic quality and maintain ASCC's educational purposes and character.	53 (31%)	**81 (47%)**	34 (20%)	5 (3%)	0 (0%)	30.22	173	1.95 / 5
36. ASCC periodically assesses and reviews the effectiveness of the academic and co-curricular programs.	51 (29%)	**86 (49%)**	38 (22%)	0 (0%)	0 (0%)	32.61	175	1.93 / 5
37. In order to match the strategic objectives and priorities set by the college, ASCC's	46 (27%)	**83 (48%)**	43 (25%)	1 (1%)	0 (0%)	31.21	173	1.99 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
planning process defines and aligns its resources with its priorities.								
38. ASCC's planning processes and assessment data include evidence of educational outcomes.	53 (31%)	**80 (46%)**	38 (22%)	2 (1%)	0 (0%)	30.57	173	1.94 / 5
39. ASCC has appropriate and effective quality assurance procedures based on assessment of institutional effectiveness.	44 (25%)	**88 (51%)**	34 (20%)	7 (4%)	0 (0%)	31.3	173	2.02 / 5
41. ASCC's institutional research is sufficient and effective to meet ASCC's purposes and	43 (25%)	**86 (50%)**	38 (22%)	5 (3%)	0 (0%)	30.97	172	2.03 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
educational outcomes.								
42. ASCC has clear, well-established policies and practices for gathering and analyzing information that lead to a culture of evidence and improvement.	48 (28%)	**74 (43%)**	43 (25%)	9 (5%)	0 (0%)	27.04	174	2.07 / 5
43. ASCC's faculty engage in ongoing practices of teaching and learning using the results to improve the curriculum and teaching methodology.	46 (27%)	**75 (44%)**	46 (27%)	4 (2%)	0 (0%)	28.37	171	2.05 / 5

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Standard Deviation	Responses	Weighted Average
44. ASCC involves alumni employers and others in assessing the effectiveness of its educational programs.	33 (19%)	**68 (40%)**	54 (32%)	14 (8%)	2 (1%)	24.42	171	2.32 / 5
								2.04 / 5

Having read the criteria for review, what is your opinion regarding ASCC's greatest strength for review? Please explain.
Text Responses

No Comment
Our ASCC college are in good condition.
I am satisfied with all the reviews
I would say the students review more educational opportunities for the students.
I'm satisfied with all of the questions
Technology

ASCC's greatest strength for review is its ability to "Defining Institutional Purposes and Ensuring Educational Outcomes".
To improve our jobs
Our greatest strength is our commitment for the process of assessment and evaluation as an institution.
O loo lelei mea uma I la'u va'ai
Standard 1
Maintaining and striving to push students to improve in all the fields of study.
Our purpose and goals for our community are clearly stated. With this we are a resource to the larger community around us.
My opinion regarding ASCC's greatest strength for review is the faculty and staff. The faculty who are often their time to teach our only local community college and the staff that works to build and solidate the ASCC as a whole. I honestly appreciate the leadership of the president and all his individual programs managers/ officers.
I strongly support the effort of reviewing the colleges etc, look more into confidentiality staff and students.

Having read the criteria for review, what is your opinion regarding ASCC's greatest weakness for review? Please explain.
Text Responses

No Comment
Employee are in the same situation to assist in college policies.

Not sure
I don't have an opinion on weaknesses at this point.
There is nothing else is been needed
Student Centered; Improve customer service within Admission and Records (Students number 1 complaint is the bureaucratic process and the poor service at these offices).
ASCC's greatest weakness for review is its ability to "Developing and Applying Resources and organizational Structures to Ensure Sustainability".
Our weakest for review is limited resources in implementing improvements and changes to our institutional mission and student learning outcomes.
E leai so'u manatu I lea mataupu.
Money wise
Need to get more qualified staff or faculty
Following through with our purpose and goals. Despite the momentary outcome. Many think that the rules and guidelines should not be applied to them. Many get away with this thought. The path to success is the documentation and following through with it to the best of our abilities. To apply the rules to everyone equally, even for ourselves in our own domains. If its not working for everyone figure out why, discuss the application / lingo and make an amendment. If what we wrote for our goals and purpose were true we'd be in much better shoes for all the rest of the areas of review.
The greatest weakness for review is how some staff are not paid accordingly or politically removed from other position and work at another field.
Review personnel side, staff development and making sure mission is accomplished.
Defining Institutional Purposes and Ensuring Educational Outcomes Creating an Organization Committed to Learning and Improvement. Developing and Applying Resources and organizational Structures to Ensure Sustainability

WASC Standard II need more programs for other students.

Organization committed to learning and improvement.

I think ASCC's weakness are their facilities they need to improve and upgrade the facilities to better serve the students.

Finance

Since ASCC is an open campus, it is very hard to secure the campus due to not enough security officers. If security officers do a round on the other side of campus, something might be happening on the other side of campus, due to being an open campus.

We need to have everyone working for ASCC get involved with the leadership and also need to have meetings. Divisions need to schedule the time, date and also need to bring 2-3 people to get involved with the leadership meetings. Then after all their meetings are finished, they share it with your department and they can discuss among things that were brought up in the meeting. So that way a department can give their comments and feedback to the leadership team.

Limited resources. ASCC is limited to having more options on doing research, essays, projects etc. with lack of resources, students are limited to the amount of information on their research.

Keep up learning and move forward

Lack of communication and accountability.

There is always room for improvement in any area of work life. The greatest weakness for review is the need to ensure that the focus is not only on faculty development to meet programs and student's achievements but also on others such as staff and administrators to meet dept goals and mission but to align with ASCC mission.

purchasing based on grants rather than needs

One-stop-shop for students to receive tutoring, extra-curricular activities involvement, and counseling. Need a 'student one stop shop'. Registration system also is in need of improvement- smoother system, 'online' 100%.

Not understanding what the importance of documentation and why everyone is needed to work as a team. It doesn't matter if you are a maintenance employee, a staff or administrator, a faculty member, make them and all understand that we are all in the same team working for progress of ASCC.

Exercising professionalism and fairness.
NA
NA
ASCC needs more qualified and certified leaders of the Board, Faculties and staff.
The greatest weakness of ASCC is that institutional decision making process is not clearly defined. Many times decision are made at the top with no input from key stakeholders of the institution and after the decision is final, the institution is expected to implement them right away.
No Comment
Not having passionate faulty members and staff. Having the passion to do what we do on a daily basis which can transfer the same kind of positive vibe to the people around us including the students.
Technology, alumni involvement, do not use data for improvement.
Communication gap or clarity at times between stakeholders.
Structure & Student centeredness. Too top heavy and student centeredness needs to be shown not just spoken.
-enrollment needs to go up which means the entire campus needs to go in on an effort, a campaign so to speak, to bring students to ASCC or WE ARE ALL OUT OF A JOB!!! -student services needs to improve on student activities and create enjoyable atmospheres for students in between classes (student life/campus life is one of the reasons students should enjoy coming to school).. im glad we got this new multi-purpose building going on.. but when is it going to finish? it seems so prolonged. -student centeredness needs to be actuated and not just theorized... so let's survey what students want here on campus and see what they would like... give them a platform (have a forum perhaps) and see how we can better serve them. -enhance academic programs offered.. try to offer more Minor programs? -make credits to other institutions more transferable.. this is KEY.. it appears to me that MOST of our majors can't even transfer credits to institutions like UH Manoa and Chaminade... do we have institutional graduate data on where most of our students go? and how we helped them get there? because most people that I know that have graduated from ASCC and transferred to either of those institutions, have to RETAKE classes... which is so counterproductive. -infrastructure needs work... we have some abandoned classrooms on campus... what are we doing with them? some offices could benefit from them... because when the VPs had

to move from their offices as recommended by WASC, it didn't take long for our kamuka to clean out and rebuild what needed to be done in order to have our VPs move into their brand new offices. i mean, how are we helping EVERYONE out on campus? parking is so problematic. -structure of leadership (too top-heavy)
It's perfect
Fair treatment of employees
- no opinion also
Do not know
ASCC need to incorporate more activities for students, or maybe addition of other courses that are provided abroad so they can just continue their education here with the next degree.
ASCC greatness weakness is not having enough trainings for staff and faculty to become more efficient in doing their job. The idea that most of us have no idea about all the policies regarding the ASCC is not helping us deal with most of what had to be done on a daily basis
A lot of work to do
No comment
don't know
It will have to be lack of resources and funds to fully and effectively provide the services needed to students, faculty, staff and administration.
Funding. Unfortunately it takes funds to run a college, to pay staff, instructors, maintain facilities, and to provide high level educational programs.
Instructors are constantly adding to their obligations, yet they are under paid, facilities and classrooms and inadequate, access to technology is lacking, no support or services for disabled students, or the services are difficult to obtain.
Collection, sorting and dissemination of data.

Need to provide evidence of comprehensive services provided to students and improve on tracking students to the workforce and higher education. Need better mechanism to track students for achievement of graduation rates, retention rates, attrition rates, persistence rates, and etc...
I think ASCC may be weakest in Standard 4 because the research ability to identify weaknesses, design and implement fixes for them may be problematic or weak, or better said, just not consistent enough across the board.
Need for additional lab facilities and equipment and materials.
ASCC's greatest weakness for review is it's policies, clarification is needed.
- lack of consistency in advising students who tends to slack off after a few weeks of school
I have no opinion as of now.
On going process of data collection to ensure all programs strengths and weaknesses moving forward.
ASCC still needs a lot improvement.
differences over the org chart
Not enough information about the College daily operations.
Should include inputs from students. Our biggest assets are our students, we should therefore seek their evaluations of how programs and reviews are conducted in ASCC. At least give them an idea of what path or direction ASCC is going.
Leadership System. They are not present in some of the most important student-oriented events, such as the PTK Induction, the SGA Career Day, and most importantly, the pinning of the nurses ceremony.
a. The college overall to me is disjointed. All programs need to work collaboratively so there is some unity in the services that we provide. b. Staff members need more professional development programs.
There are quite a few but one that stands out for me is the evidence which shows how evaluation and review has improved anything across the board. Improvement is sporadic and not evident everywhere.
No adequate facilities with proper equipments necessary for research in the areas of science, math, and technology.

Don't know.

ASCC's biggest weakness is offices not having respect or trust with other offices to get the job done thoroughly and professionally. Weak Internal control is the biggest weakness.

Prompt and systematic approaces can tackle such weaknesses.

1. Processes, policies and interpretation of data and collected evidence are weaknesses that as an institution of higher learning it needs further review. College stakeholders should know and understand how it ties and relates to the work we do at the college in support of the students we serve. 2. Alumni is disconnected they should play a major role to assist and support the college in many ways, such as sustainability, financially and physical expansion.

"ATTITUDE". Because there is a laid back type trait that some have, there are times where I have witness that there are attitudes where something is either "Completed" or "It can wait". I have even seen in the upper management where there is a "favoritism type" of attitude. If i scratch your back then you scratch mine. FAITHFULNESS is also a problem. But on a materialist level we don't know how to utlize our resources or contribute to saving cost. Thanks=)

Involvement, Communication, value of success, encouragement, and especially our priorities.

The weakness of the survey is that few questions based on facilities which is the core foundation of any campus. The safety environment, convenient with good facilities uplift any students learning outcomes as well as faculty and staff.

Achieving Educational Objectives through core functions, such as teaching and learning, scholarship and creative activity, and support for student learning. Creative activity and support for student learning is much needed more workshops to support their learning styles, how to get involve in student governance, what happens during the first semester and so forth. The need for more evening classes for the working community.

The absence of cohesive collaboration to utilize each program and services review in improving institutional goals and objectives.

Greatest weakness is not working as a team, then not getting the job done.

Standards #1 & #4 could use some improvements.

ASCC need more funds to help students that are not qualify for financial aid, also need more supplies to use not only in lap experience

but also in all other courses.

Standard 2

n/a

ASCC involves alumni employers and others in assessing the effectiveness of its educational programs. What programs or instruments in place to ensure the involvement of alumni employers and others in assessing the effectiveness of its educational programs? Does ASCC have any data of alumni employers? I think this is where the Research Foundation comes in. ASCC needs to have an updated list of alumni employers in place and make sure that list is updated annually in order for ASCC to know if its education programs is effective.

Financial Work Dwveloement

N/A

In my opinion ASCC greatest weakness are Standard Operating Procedures within each divisions/department. Each need to be reviewed and refined. Budget resources can be also a big factor.

Utilizing the data collected by each division and department. Clearly define how each data reflects all functions and tasks performed by each department and for each department to reevaluate its course of action and align all its functions to the institution.

Not all WASC standards can be met in American Samoa the same way as they would be met in the continental US.

Registrar and Internet connection. We really need a steady registration system for our college. It's been years with the same process of students making lines in early morning for registration. ASCC need to upgrade the internet speed on campus. It's good when school is on break but when school started the internet will be very slow.

The board of higher education; its Leadership System

The leadership needs to work on communication and being on the same page with all aspects of the college.

The weakness in our institute is the lack of trust. Upper management should be more appreciative and stop micro managing every little things.

No comment
Really need to beef up analytic strategies to secure authentic improvements that warrant best practices.
N/A
The greatest weakness is recruiting and retention, as online agencies such as Argosy are taking students from ASCC.
NA
a better customer service and a good communication
We say that we are student centered and student oriented, but as a staff member that is taking courses and seeing the struggle that other student's are going through, it saddens my heart. We must always remember that they are the reason that we have a job and yet they are not the center of this institution at times.
N/A
allocation of resources according to what program review results. Changes in practices that are not in alignment with written policies. Sharing of information and results of assessments and program reviews so all employees understand the functions of its many divisions.
The weakest criteria would be Standard 3 Not all faculty are afforded the opportunity for professional development. Technology resources (bandwidth) etc.
More communication and openness.
Since I've been here, I have yet come across any weaknesses so far. Im a new hire and am looking forward to being a part of this team and growing together as well.
I feel our weakness is consistence. We worked hard to give the best to our students and we should always continue doing up keep that year after year

Communication
na/
physical facilities