

AMERICAN SAMOA COMMUNITY COLLEGE



Divisional Assessment SPR 2014

Human Resources Office

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Human Resources Office

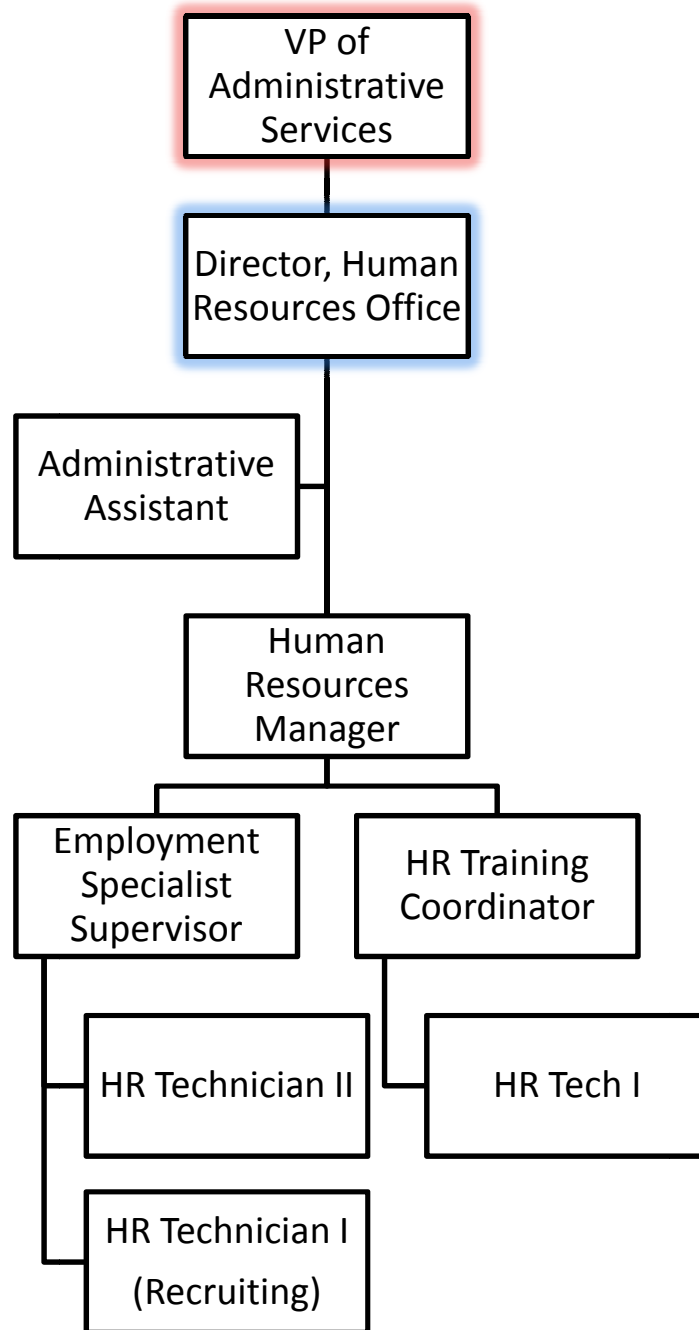
Human Resources Office Mission

To support American Samoa Community College's (ASCC) goals by providing comprehensive and timely human resources services with respect to recruitment and employment, benefits administration, classification and salary administration, staff development and training, and employee relations for all staff employees subject to the ASCA and ASCC Personnel Governance.

HRO Administration

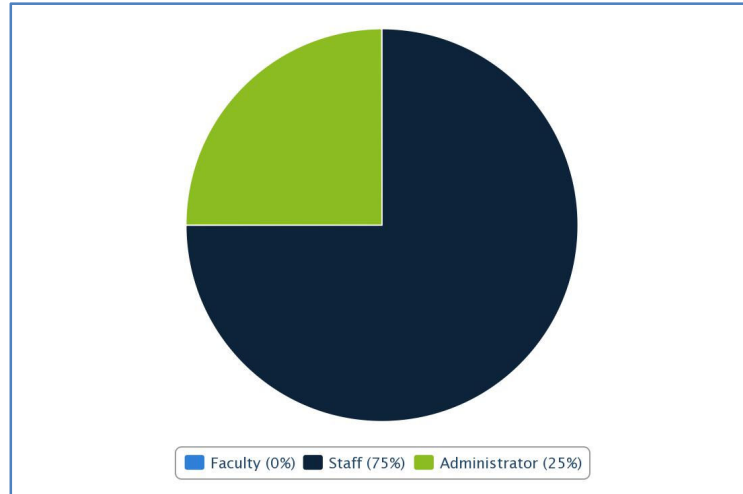
HRO Director	Sereima Asifoa
HRO Manager	Silualelei Saofaigaalii
HRO Generalist	Lipena Samuelu
HRO Technician II	Roxanne Finau

HRO Organizational Chart



1. DEPARTMENT/PROGRAM /DIVISION DATA

1) Status of participants in this division that completed survey:



2) Please type in the purpose or mission statement for this Dept/Prog/Div:

- To support ASCC's goals by providing comprehensive and timely HR services with respect to recruitment and employment, benefits administration, classification and salary administration, staff development and training and employee relations for all staff employees subject to the ASCA and ASCC Personnel Governance
- To support American Samoa Community College's goals by providing comprehensive and timely human resources services with respect to recruitment and employment, benefits administration, classification and salary administration, staff development, training and employee relations.
- To support American Samoa community College's goals by providing comprehensive and timely human resources services with respect to recruitment and employment, benefits administration, classification and salary administration, staff development and training and employee relations for all staff employees subject to the ASCA and ASCC Governance Policy Manual and ASCC Personnel Manual.
- To support American Samoa Community College's goals by providing comprehensive and timely human resource services with respect to recruitment and employment, benefits administration, classification and salary administration, staff development and training and employee relations for all staff employees subject to the ASCA and ASCC Personnel Governance.

3) List the outcomes for your Dept/Prog/Div:

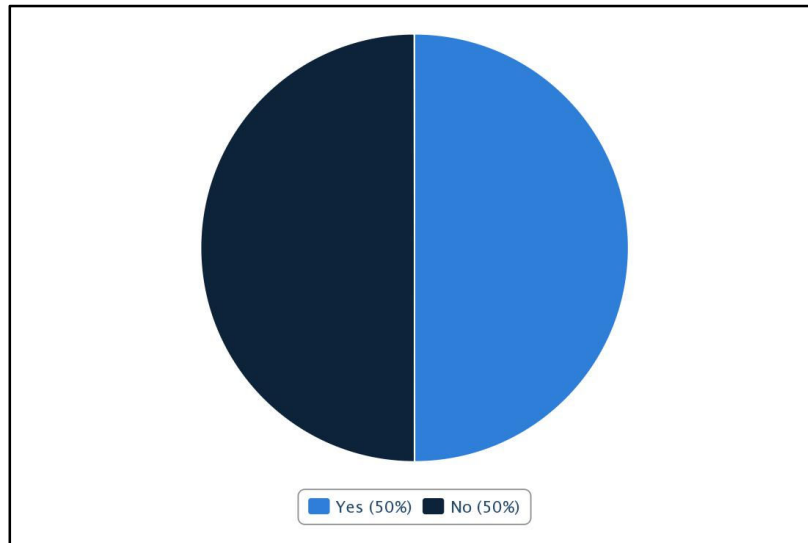
- 1. HRO has in place Standard of Operating Procedure which clearly defines HR roles and procedures which foster HR's commitment to service excellence. 2. Administrators will have the ability to recruit & hire highly qualified applicants. 3. HRO supports a healthy & safe working environment at the college 4. College employees clearly understand the role EEO/AA which is to promote effective employee relations, and develop employee capacities in the workforce. 5. ASCC employees enjoy timely & accurate processing of personnel transactions documentation & internal records.
- HRO has in place SOPs which clearly defines Human Resources roles and procedures which foster HR's commitment to service excellence Administration will have the ability to recruit and hire highly qualified applicants, HRO supports a healthy and safe working environment at the college College employees clearly understands the role of EEO/AA which is to promote effective employee relations, and develop employees capacities in the workforce ASCC employees enjoy timely and accurate processing of personnel transactions, documentation, and internal records.
- - HRO has in place SOPs which clearly defines Human Resources roles and procedures which foster HR's commitment to service excellence. - HRO supports a healthy and safe working environment at the College. - ASCC employees enjoy timely and accurate processing of personnel transactions, documentation, and internal records. - College employees clearly understand the role of EEO/AA which is to promote effective employee relations, and develop employees capacities in the workforce. - Administration will have the ability to recruit and hire highly qualified applicants.

4) Explain how your mission and outcomes support the institution's mission:

- By providing the human resources aspect of the institution in serving and ensuring the institutional goals and objectives are met. Employees providing service and knowledge to be able to execute plans and goals set in its strategic plans and program or departmental goals and objectives.
- providing services to faculties and staff
- In support of the overall mission of the College, the Human Resources Office staff establishes services that will effectively provide quality and successful operation in all aspects of its organization. Such services includes Personnel Employment, employee training, Payroll, Personnel Records/Directory/Data, Personnel Policies/EEO/College Regulations, Worksmen's Compensation & Grievances.
- HR supports the college's mission to foster successful student learning by providing high quality HR services.

2. PERSONNEL DATA

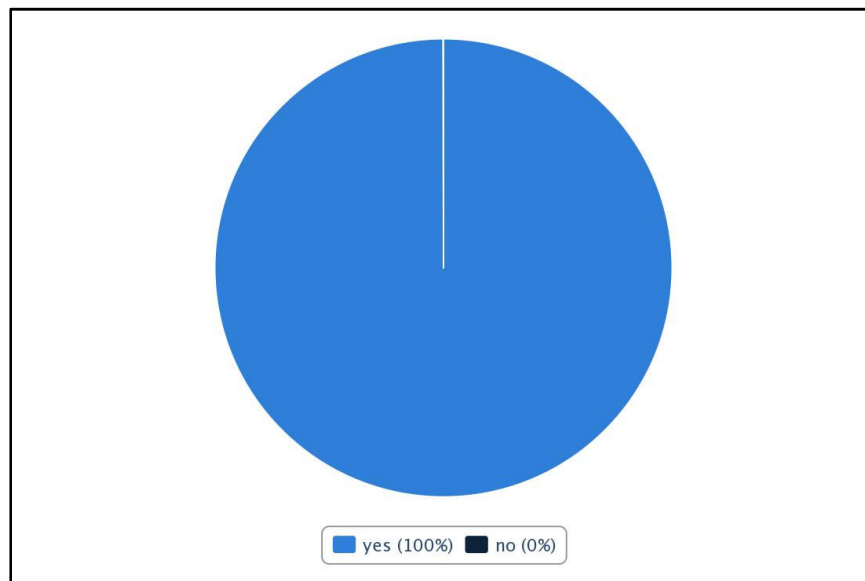
Is the number of personnel adequate to support your Dept/Prog/Div?



If "no", please explain:

- We require a Trainer and a full time EEO to ensure that the services are provided consistently throughout the fiscal year or calendar year.
- We have two vacant positions that need to be filled as soon as possible to assist with high volume of work received on a daily basis.

Do personnel possess all specialized skills or credentials required to support the Dept/Prog/Div?



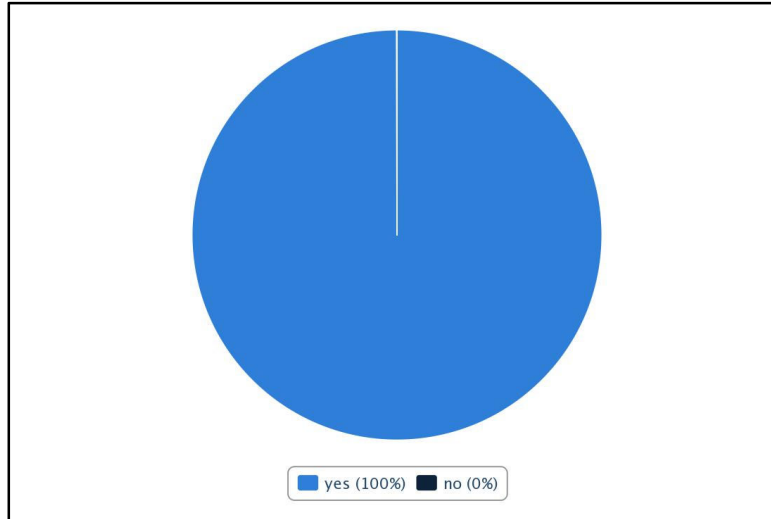
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If "no", please explain:

No answers

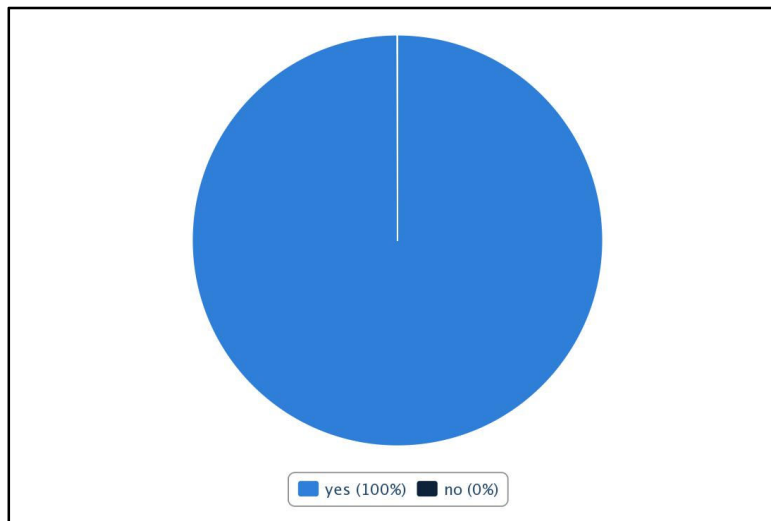
Are all proper documentation (degrees, certificates, etc.) on file continuously updated?



If "no", please explain:

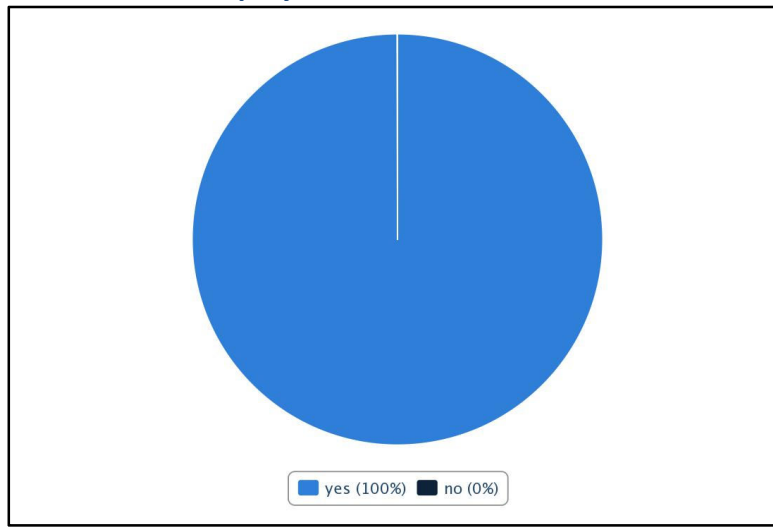
- No Answers

Are all personnel in this Dept/Prog/Div? careful in protecting the security, confidentiality and integrity of student information according to FERPA?



3. FACULTY ROSTER

Are you a Full time or Part time employee?



Number of Courses you teach:

- N/A = 3 comments

Degrees, Coursework and other publications:

- AA, currently working on Bachelors
- Bachelor of Public Administration
- M.B.A - Argosy University-Hawaii B.S.B.A - Hawaii Pacific University A.S. - American Samoa Community College

Other qualifications not listed in previous question:

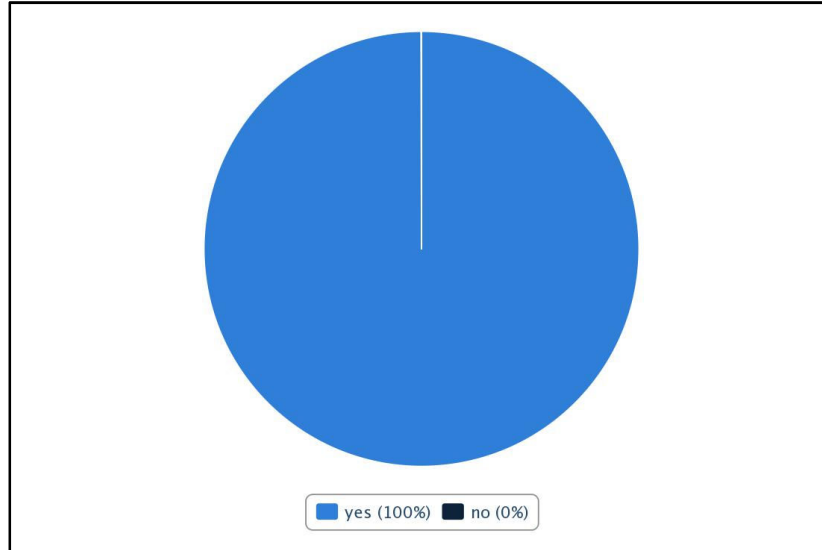
- N/A

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

- Member of the Presidential Advisory Committee Chairperson for the Standard IIIA: HR Self Study Secretary for the Data Committee Leader of the Organizing Committee for President's Special Functions or for Staff extra curricula activities
- Self-Study Committee 1.B1: Institutional Mission & Effectiveness
- Self-Study Committees for Standards I, II, III:A, III:C

4. STAFF DEVELOPMENT

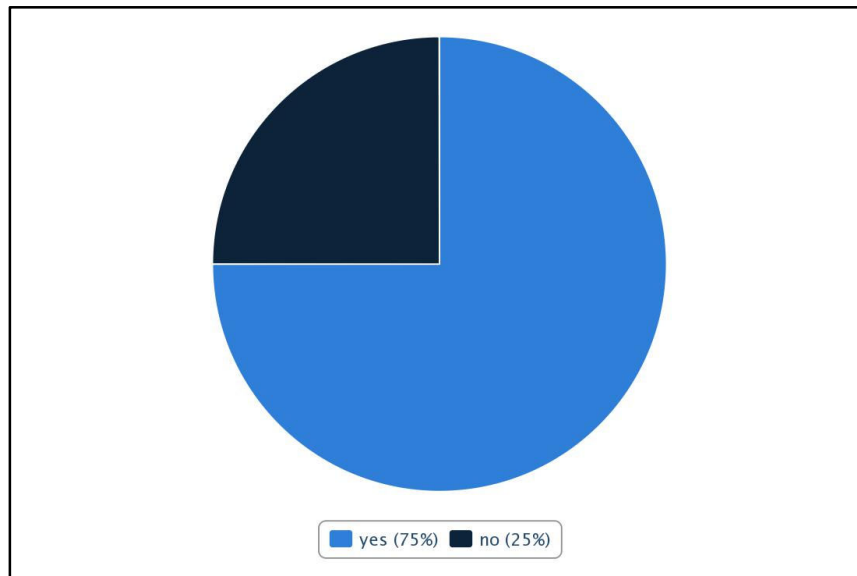
Does the evidence exist to show that faculty/staff in this Dept/Prog/Div have involved themselves in in-service training and other professional development?



If "no", please explain:

No answers

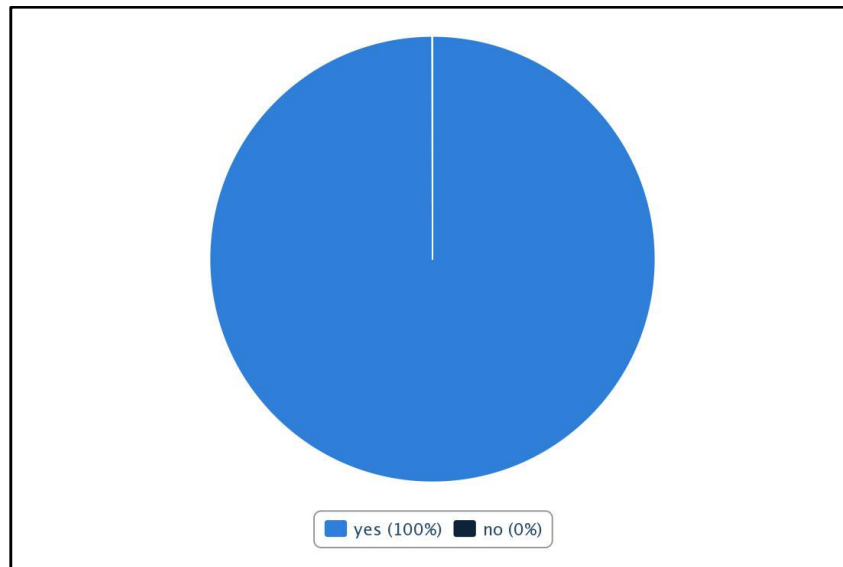
Are there any unmet needs for professional development among personnel in this Dept/Prog/Div?



If “yes”, please explain:

- All staff needs to attend the CUPA-HR annual conference to ensure update of law pertaining governance of employees in workplace All staff must attend EEO courses or workshops for currency of laws. All staff must continually update on Labor Law
- need more training for staff, on island or off island training for staff
- Need professional development so HRO staff will be able to be trained on and off island in gaining the knowledge needed to better provide quality services within our department.

Are faculty/staff evaluated on an annual basis by the immediate supervisor (i.e.: Director, Dean, Vice President)?

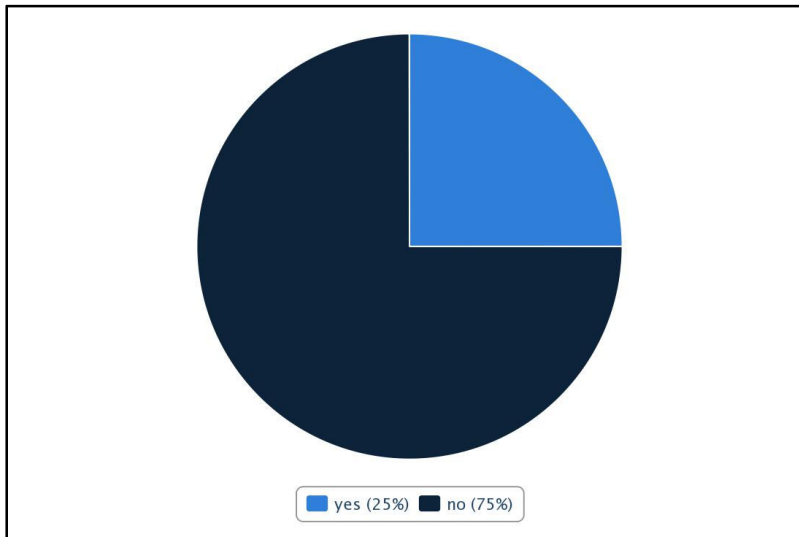


5. FACILITIES, EQUIPMENT and BUDGET

Briefly describe the facilities occupied by this Dept/Prog/Div (i.e., classrooms, offices, labs, etc.)

- current office and location is not in compliant of ADA requirements. air condition is a continuous problematic concern no elevator for disable population if they require service from department
- second floor on the main administration building
- Office is located on the Second Floor of the main campus building, above the TED 1 and TED2 classrooms.
- HR Office located on 2nd Floor of Administration Building. Consist of 6 rooms (HR Director, HR Manager, HR Main Office, (2) Storages, Archive Room).

Are all facilities adequate to support the mission of your Dept/Prog/Div?



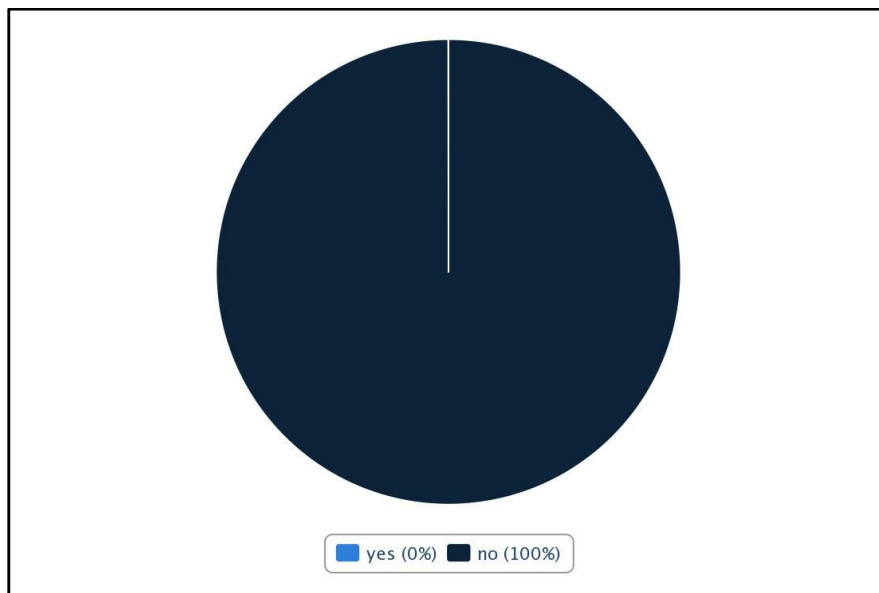
If "no", please explain:

- Need to be located at ground level for accessibility for service requirements. Wireless internet do not permeates to all rooms of the office. Air conditioning not consistently operational and can cause health concerns to employees.
- it needs to be accessible to people with disabilities too.
- HR location is not accessible to individuals with special needs due to the fact that we are on the second floor and the only way up to our office is via stairway.

Briefly describe current equipment used by this Dept/Prog/Div and indicate whether it is adequate or inadequate.

- Technology is adequately provided except for internet connectivity Physical facilities is adequate but the location is not.
- Computers, Fax and copier/scanner, all adequate to meet the needs of the office.
- Facsimile, Lexmark Copier, computers
- Desktop Computers (upgraded to 2007-2010 software), Laptop, Facsimile, All-in-One (Printer, Scanner, Copier), Projector

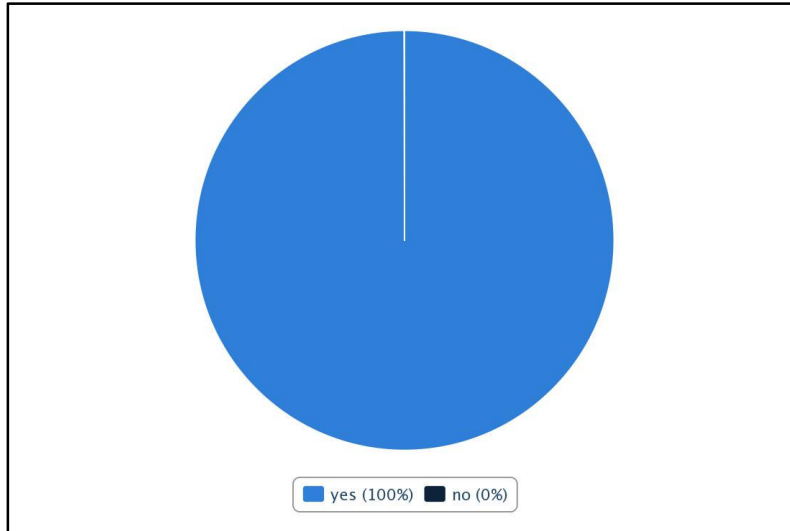
Are additional facilities or equipment required to support this Dept/Prog/Div?



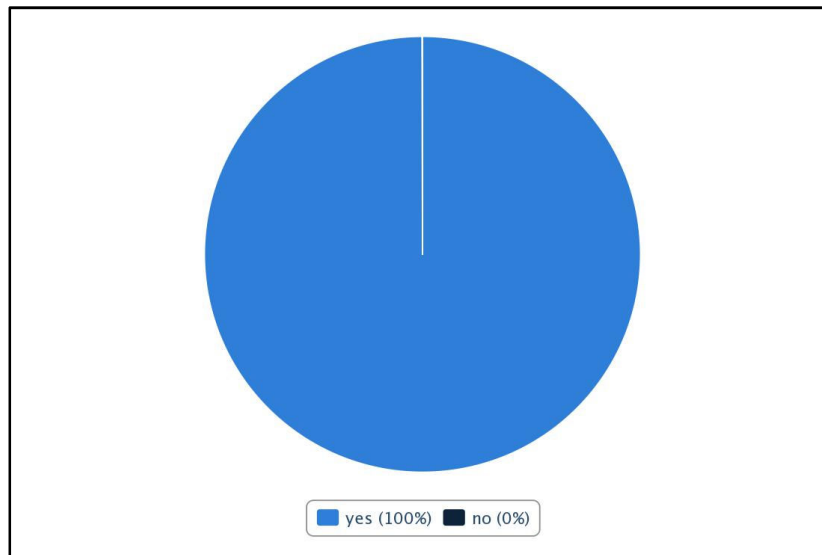
If so, please list and explain:

- Just need to be at the ground level for servicing accessibility.

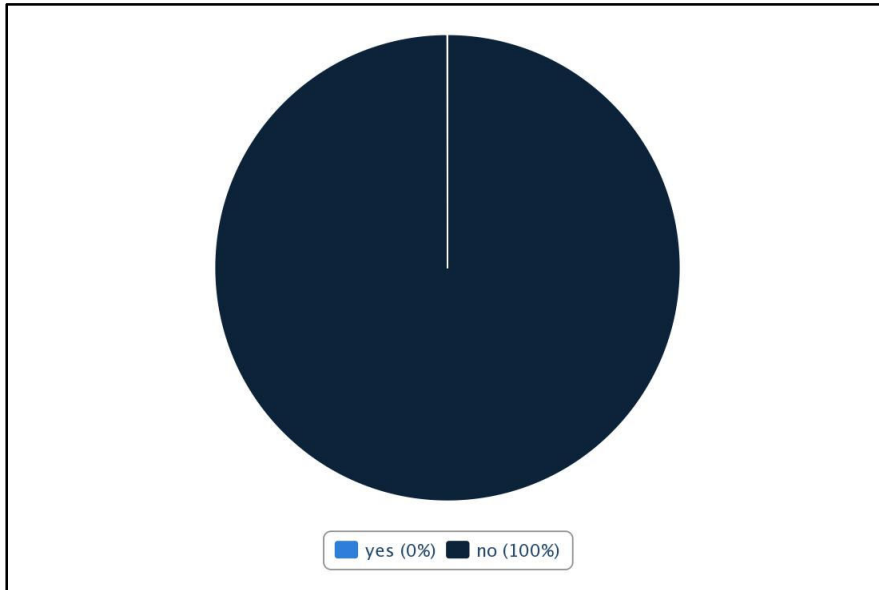
Does the institution operate and maintain physical facilities that are adequate to serve the needs of this Dept/Prog/Div?



Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this Dept/Prog/Div?



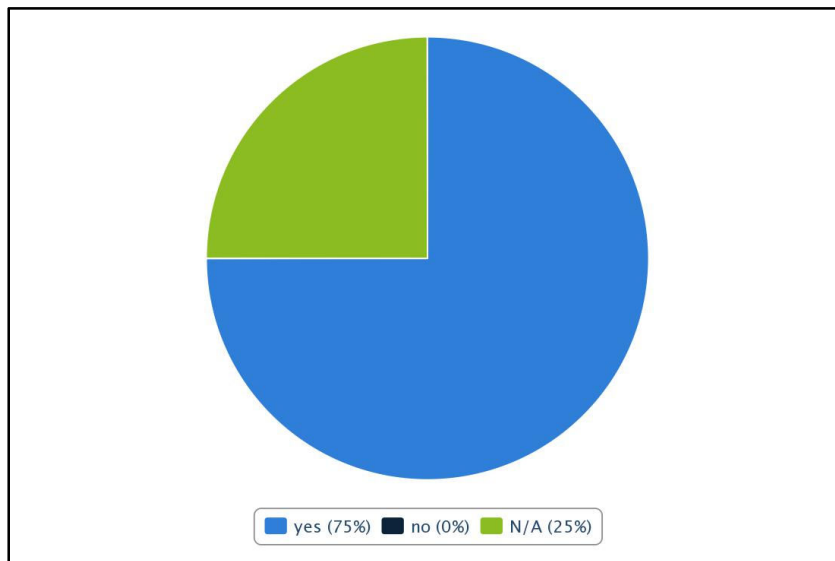
Are the physical facilities accessible to persons with disabilities?



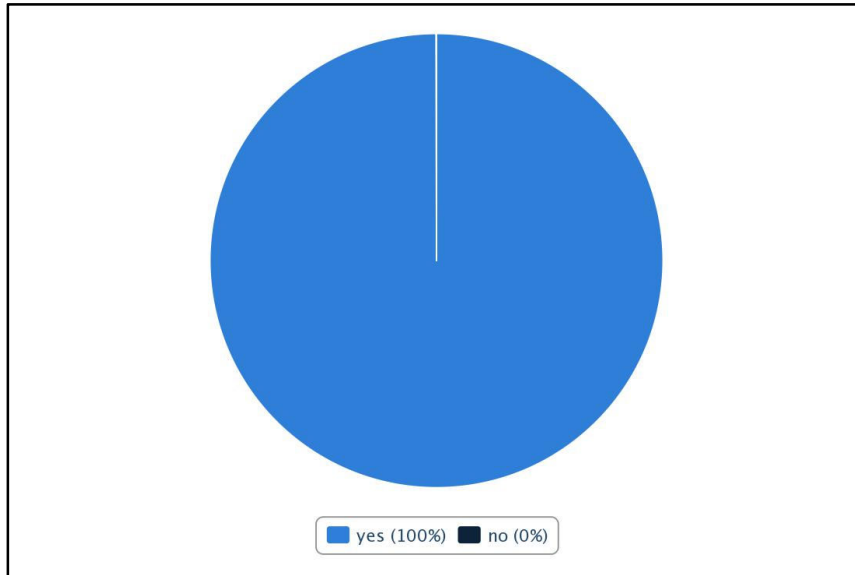
If "no", please describe below what is needed to make your area accessible.

- need ramp, or elevator
- The Human Resources Office should be located first floor where the Le bookstore is at. It should be accessible to everyone including people with disabilities.
- Install an elevator in the administration building or move HR Office at a ground floor location in order to be accessible to everyone.

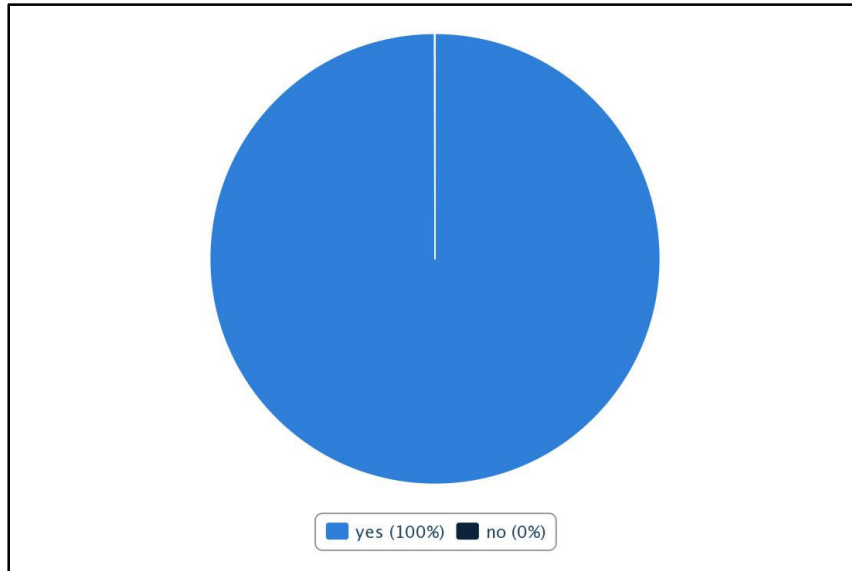
Is there equipment used by this Dept/Prog/Div similar to that used in the workplace or at a higher level institution?



Is the budget information available to this Dept/Prog/Div?



Is adequate financial support available to meet the needs of this Dept/Prog/Div?

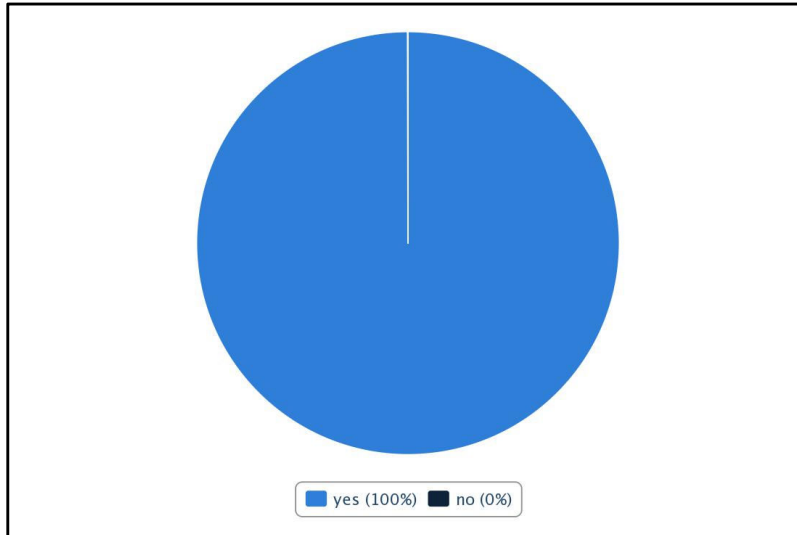


If "no", please explain:

- Although there needs to be more appropriation College Training.

6. TECHNOLOGY and LIBRARY

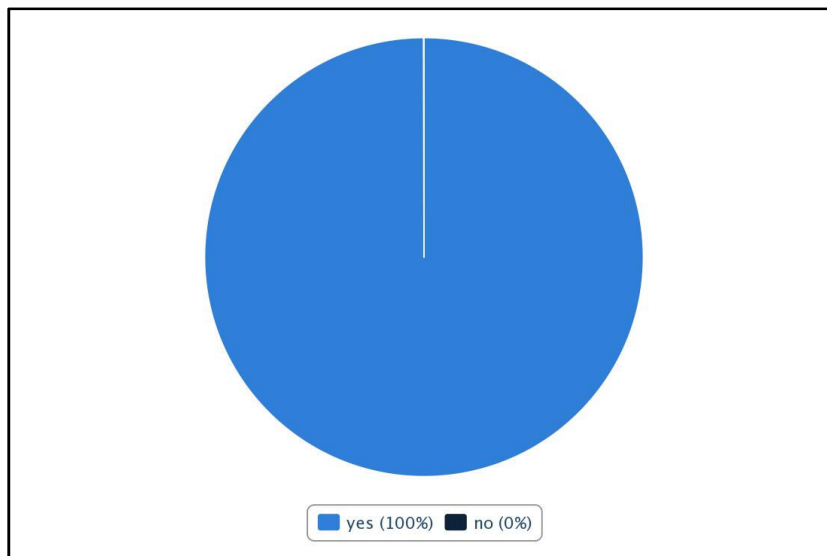
Are Web enhancements and other technology used to improve student learning and services (i.e. Compliance Assist, Datatel, Moodle, Webmail, Smart Board Applications etc.)?



If "yes", please list or if "no", please explain:

- Moodle, DataTel, Smart Board,
- N/A

Is the library available and accessible to students (day, evening, online) at their time of need?

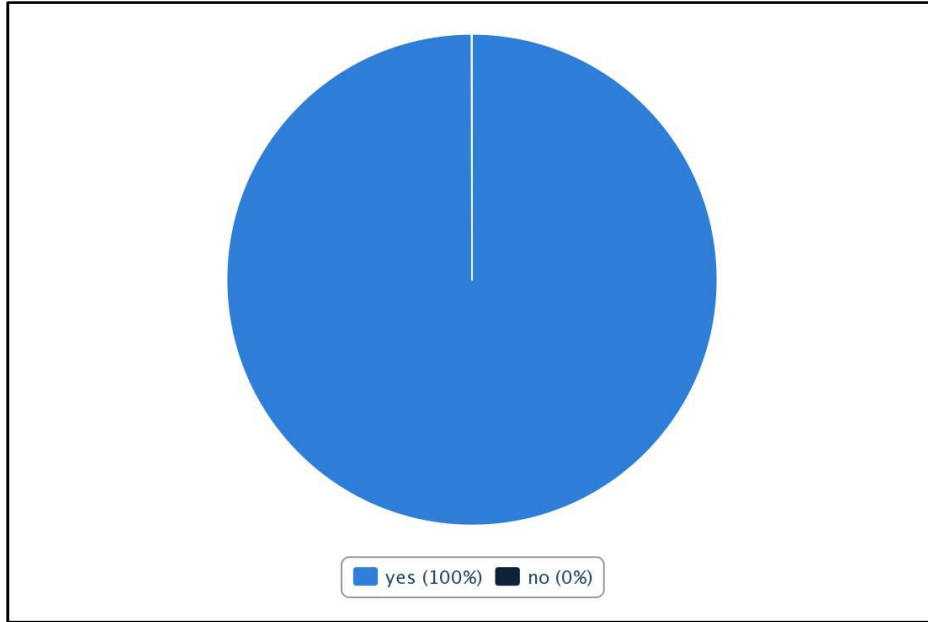


If "no", please explain:

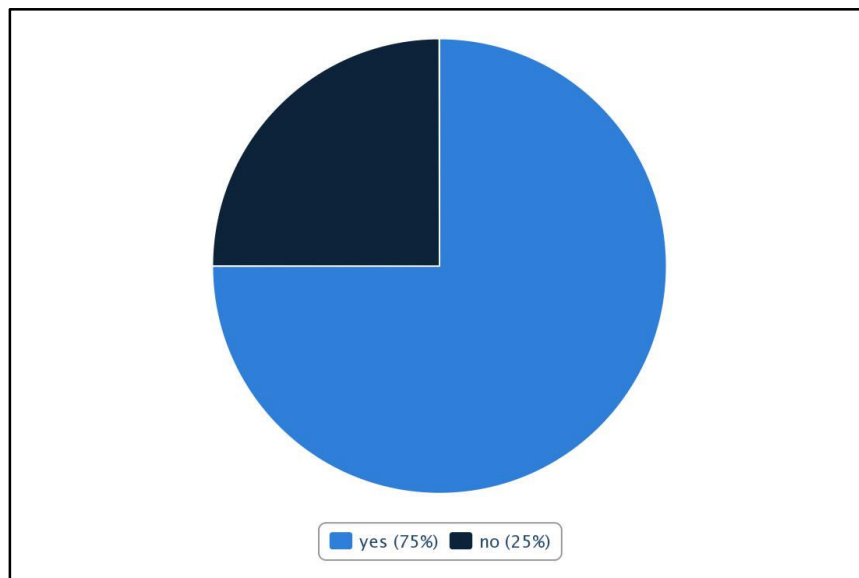
- But, I feel that the College needs to reconsider the method being utilized at the Library, more of the technology equipments and servicing to be more current and updated.
- N/A

6. EVALUATION AND IMPROVEMENT

Is there evidence that the effectiveness of instruction and services are periodically evaluated?



Are research-based evaluation processes (e.g., surveys, interviews, analysis of data) used for assessing this Dept/Prog/Div?



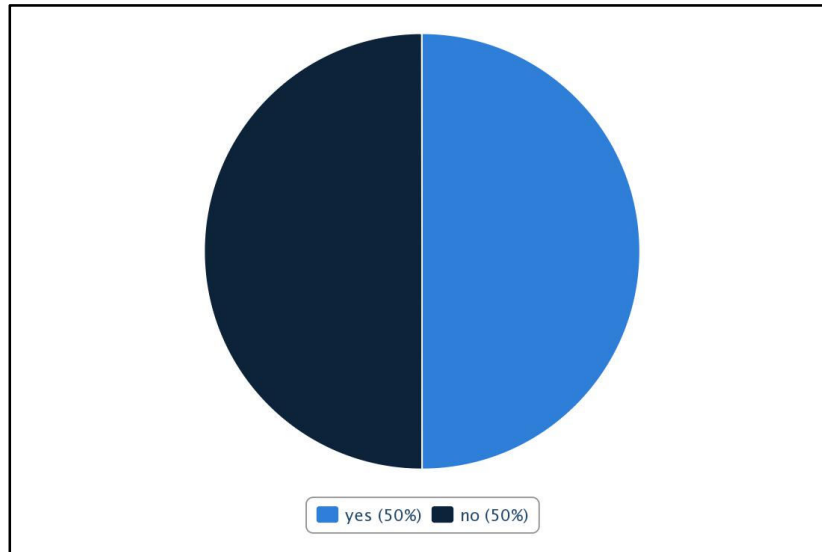
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Listed below are Institutional Surveys, Instruments, Data, and other processes for evaluating Dept/Prog/Div effectiveness. Please indicate which instruments are frequently used for evaluating effectiveness of this Dept/Prog/Div.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Weighted Average
Annual Reports	1 (33.33%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	1 (33.33%)	3	2.67 / 5
Quarterly Reports	1 (25.00%)	1 (25.00%)	0 (0.00%)	0 (0.00%)	2 (50.00%)	4	3.25 / 5
Bi-Weekly Reports	1 (25.00%)	0 (0.00%)	0 (0.00%)	1 (25.00%)	2 (50.00%)	4	3.75 / 5
Student Learning Outcome Reports	1 (33.33%)	1 (33.33%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	3	2.00 / 5
Institutional Strategic Plan	1 (25.00%)	1 (25.00%)	0 (0.00%)	1 (25.00%)	1 (25.00%)	4	3.00 / 5
Performance Evaluation	1 (25.00%)	1 (25.00%)	0 (0.00%)	0 (0.00%)	2 (50.00%)	4	3.25 / 5
Institutional Program Review	1 (33.33%)	1 (33.33%)	0 (0.00%)	1 (33.33%)	0 (0.00%)	3	2.33 / 5
Course Evaluation	1 (33.33%)	1 (33.33%)	0 (0.00%)	1 (33.33%)	0 (0.00%)	3	2.33 / 5
Student Satisfaction Survey	1 (33.33%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	1 (33.33%)	3	2.67 / 5
Fact Sheets/ Books	1 (25.00%)	1 (25.00%)	0 (0.00%)	1 (25.00%)	1 (25.00%)	4	3.00 / 5
							2.89 / 5

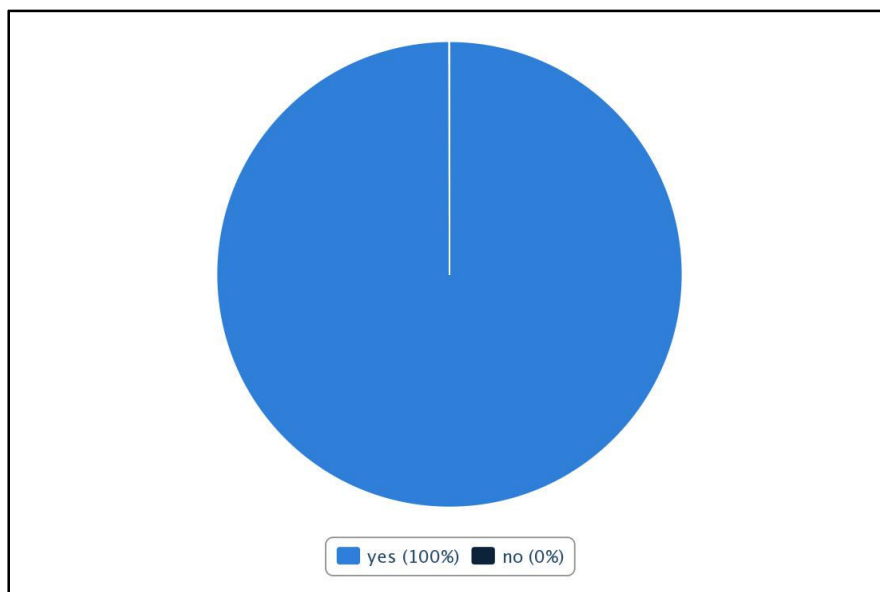
Does the use of evaluation processes result in continuous improvement in this (Dept/Prog/Div)?



If yes, describe some recent improvements that have come about in response to needs identified through these evaluation processes.

- More improved service and awareness of perception versus reality of servicing.
- Personnel actions received and processed on a timely manner.

Does this Dept/Prog/Div identify expected outcomes; assess whether it achieves these outcomes; and provide evidence of improvement based analysis of those results?



What steps are taken when an outcome is not achieved?

- Re-evaluate service and method being used to measure direct related service.

Provide an overview of significant results, honors, awards and milestones achieved, as well as enhancements made to this Dept/Prog/Div over the past three years.

- Training workshops have been offered to ensure employees are informed of policies and their rights. Collaboration of efforts with Finance to ensure the budget process represents a link between HR and Finance as well as collaboration with Department Administrators so as to provide an indicator of their HR needs More Data driven with service to provide feedback as to service Participate in CLP classes to provide a direct link service of HR basic to students.
- HRO provided quality services to its employees, organized a successful Appreciation Day for the whole college and also trainings for employees on Employee Handbook and other necessary information that employees are entitle to know.
- Organized ASCC Appreciation Day, HR Trainings, Tenure Awards, etc.