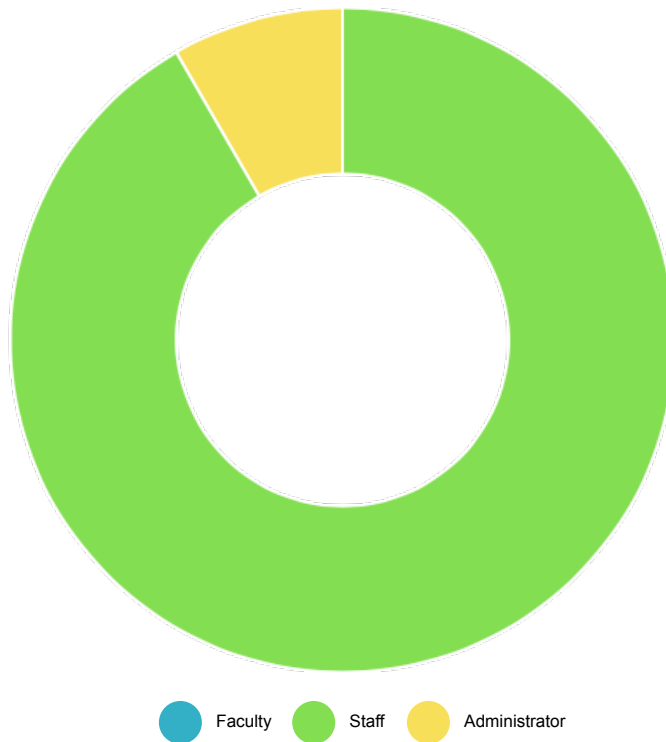


ASCC Program Review: MIS

Please indicate your status.

	Faculty	Staff	Administrator	Standard Deviation	Responses
All Data	0 (0%)	11 (91.67%)	1 (8.33%)	4.97	12



3. List the outcomes for your Dept/Prog/Div: (Lisi mai Matāti'a Ausia (Vaega poo Tikeri) mo lau matagaluega/polokalama/Vaega:)

Text Responses

Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs.

Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner.

Outcome 3: Faculty, staff and students will receive improved network accessibility.

Outcome 4: Faculty, staff and students will receive improved access to technology.

Outcome 5: Faculty, staff and students will receive improved access to online resources.

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Outcome 4: Faculty, staff and students will receive improved access to technology.

Outcome 5: Faculty, staff and students will receive improved access to online resources.

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

The Last Outcome that has been shown above first helps and Support the institution by letting the students Access & search for online information, also for the help to study and Research on Internet Access...

MIS "assesses new technologies" of the modern day. Providing students, faculty and staff with modern day advancements and technologies we are able to move into the future. By support of MIS in collaboration with teachings of Faculty and support structure of Staff students indulge themselves in what technology has to offer. World Wide Web for example has the capability to keep students up to date with past, present and possibility of future expectations. World wide web as a resource itself has information to allow students to further their learning experience and progress further in a short amount of time. This service itself "will enable students to achieve their educational goals and to contribute to the social, cultural, political, economic, technological, and environmental well-being of American Samoa."

The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.

The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.

The ASCC Mission is:

The mission of the American Samoa Community College is to foster successful student learning by providing high quality educational programs and services that will enable students to achieve their educational goals and to contribute to the social, cultural, political, economic, technological, and environmental wellbeing of American Samoa. To fulfill this mission, the College, as an open admissions, United States accredited, Land Grant institution, provides access to bachelor and associate degrees and certificate programs of study. These programs prepare all students including those who are educationally underserved, challenged, or nontraditional for:

- Transfer to institutions of higher learning
- Successful entry into the workforce
- Research and extension in human and natural resources
- Awareness of Samoa and the Pacific.

The MIS Mission is:

The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.

The MIS mission supports the ASCC mission in that it provides "high quality ... services...". MIS provides technology support services to assist this portion of the mission. This in turn directly supports enabling students "to contribute to the social, cultural, political, economic, technological, and environmental wellbeing of American Samoa", which is also in ASCC's mission. MIS provides services to ASCC employees as well as students in support of this mission.

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 aogā o aoaoga ma tautua?)

	Yes (loe)	No (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (41.67%)	2 (16.67%)	5 (41.67%)	1.41	12



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

Text Responses

We have a yearly review

Surveys such as Program Review surveys (divisional and institutional) as well as the MIS user satisfaction survey are used to evaluate these services.

MIS Department holds occasional meetings by CIO to discuss of any current changes or updates of all instructional services pertaining to students, staff and faculty.

No comment

Every 6 months we have evaluation. CIO makes sure that we improve in our duties to provide the ASCC with internet connection, troubleshooting computers and Printers. Tells us what needs be done at a certain time.

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

Text Responses

We provide the use of technology and IT support. like internet access and media technology for Class Lectures and presentation.

By providing technological services; computer labs, printing support and Wireless Connectivity. Students will not have to wait in line if they have their own laptop device registered; allowing focus in a more comfortable area of learning. Printing helps students without internet access at home to print and take home reports/notes or research to be thoroughly understood in areas where accessibility to the net is not available

By providing technical support -access to computers/printer & network connection to submit their school work

We helped them by providing them with good technical connections and to assist when needed..

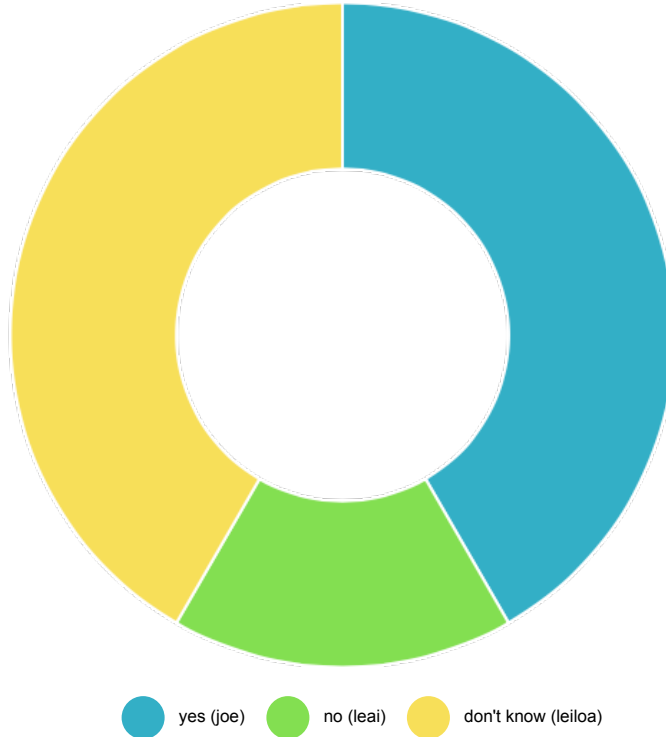
MIS provides technology support to assist ASCC employees and students with obtaining these achievements.

3. Check the following used for evaluating the effectiveness of the dept/prog/div: 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	No	Please explain:	Standard Deviation	Responses	Weighted Average
Annual Reports (Ripoti faaletaasaga: Ioe pe Leai, Faamolemole faamatala.)	3 (25%)	9 (75%)	0 (0%)	3.74	12	1.75 / 2
Quarterly Reports (Ripoti faalekuata. Ioe pe Leai, Faamolemole faamatala)	7 (58.33%)	5 (41.67%)	0 (0%)	2.94	12	1.42 / 2
Bi-weekly Reports (Ripoti tai lua vaiaso. Ioe pe Leai, Faamolemole faamatala).	12 (100%)	0 (0%)	0 (0%)	5.66	12	1 / 2
Student Learning Outcomes (Agavaa Ausia Tagata Aoga. Ioe pe Leai, Faamolemole faamatala)	3 (25%)	9 (75%)	0 (0%)	3.74	12	1.75 / 2
Institutional Strategic Plan (Fuafuaga Faataatia Kolisi. Ioe pe Leai, Faamolemole faamatala)	5 (41.67%)	7 (58.33%)	0 (0%)	2.94	12	1.58 / 2
Performance Evaluation (Iloiloga o Galuega Faatino. Ioe pe Leai, Faamolemole faamatala)	10 (83.33%)	2 (16.67%)	0 (0%)	4.32	12	1.17 / 2
Program Review (Iloiloga o Polokalama. Ioe pe Leai, Faamolemole faamatala)	6 (50%)	6 (50%)	0 (0%)	2.83	12	1.5 / 2
Course Evaluation (Suesuega o Mataupu. Ioe pe Leai, Faamolemole faamatala)	3 (25%)	9 (75%)	0 (0%)	3.74	12	1.75 / 2
Student Satisfaction Survey (Suesuega Lotomalie Tagata Aoga. Ioe pe Leai, Faamolemole faamatala)	5 (41.67%)	7 (58.33%)	0 (0%)	2.94	12	1.58 / 2
Fact Sheets (Pepa o Faamatalaga Moni. Ioe pe Leai, Faamolemole faamatala)	3 (25%)	9 (75%)	0 (0%)	3.74	12	1.75 / 2
Other Evidence (Nisi faamaumauga. Ioe pe Leai, Faamolemole faamatala)	6 (54.55%)	5 (45.45%)	0 (0%)	2.62	11	1.45 / 2
						1.52 / 2

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

	yes (joe)	no (leai)	don't know (leiloga)	Standard Deviation	Responses
All Data	5 (41.67%)	2 (16.67%)	5 (41.67%)	1.41	12



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

Text Responses

No Comment

Promote appreciation and motivation when credit is due and correct deficiencies when a problem arises. This helps to asses and improve on our services as a department to the College and its mission.

1) Previous Program Review results recommended hiring more MIS employees, this resulted in the hiring of System Administrator, Web / Communications Coordinator, and Webmaster for MIS.

2) Results from MIS user satisfaction survey led to MIS identifying a problem in our process for receiving work orders that slowed down services, this process was updated.

3) Performance Evaluation and documenting issues on Employee Warning Forms helped to improve MIS processes by identifying action plans in the previous evaluations.

These evaluation process helps with the adaptation of everyday changes within the educational system. Certain process would either change or alteration which improve productivity of student service learning and their outcome.

No comment

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

All Of The Above

Improved support in a timely manner. In cases where there was a unknown issue; this issue was looked over and solved in which that information was then given out to MIS staff to help complete the problem in a more timely manner in case another such like arose.

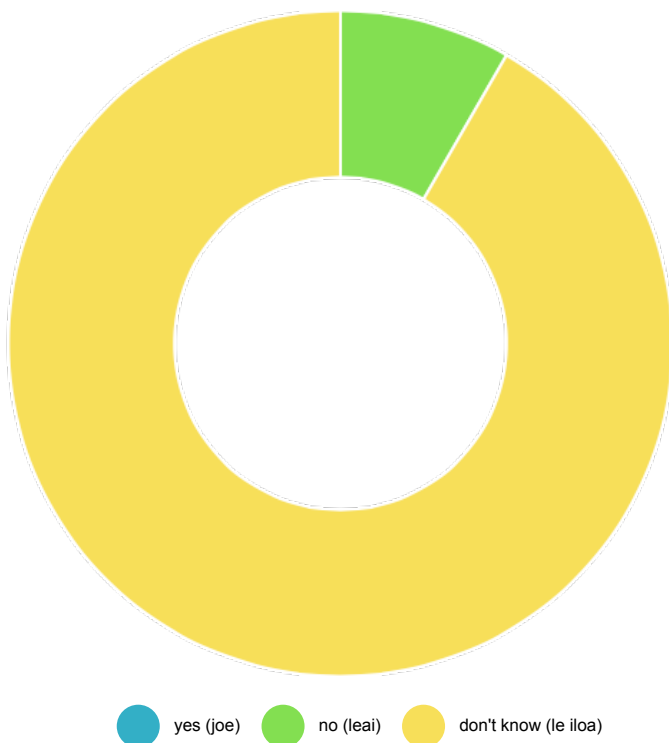
don't know

Dont know

- 1) Helped achieve outcomes 2, 3, and 5
- 2) Helped achieve all outcomes
- 3) Helpded achieve all outcomes

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	0 (0%)	1 (8.33%)	11 (91.67%)	4.97	12



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

Text Responses

No Comment

n/a

1) Recommendation to perform more training and strategic planning for Colleague System (not completed due to budget cuts)

2) Recommendation to have wheelchair accessibility for MIS Offices to 2nd floor (this is a facilities project)

NO comment

No Comment

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

Online Registration

More Computer Labs for Studies and Use

Weak points. Due to this we are able to work harder and better to improve on our weak points. As they say "you are only as strong as your weakest link" thus we work as a team together to cover those weak points. Team Work at a very high this past year.

-Faster way for registration process

- Online registration

- Faster way for online registration..

1) MIS launched User Satisfaction Survey

2) MIS completed migration of Colleague from old servers to new servers

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	8 (66.67%)	0 (0%)	4 (33.33%)	3.27	12



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

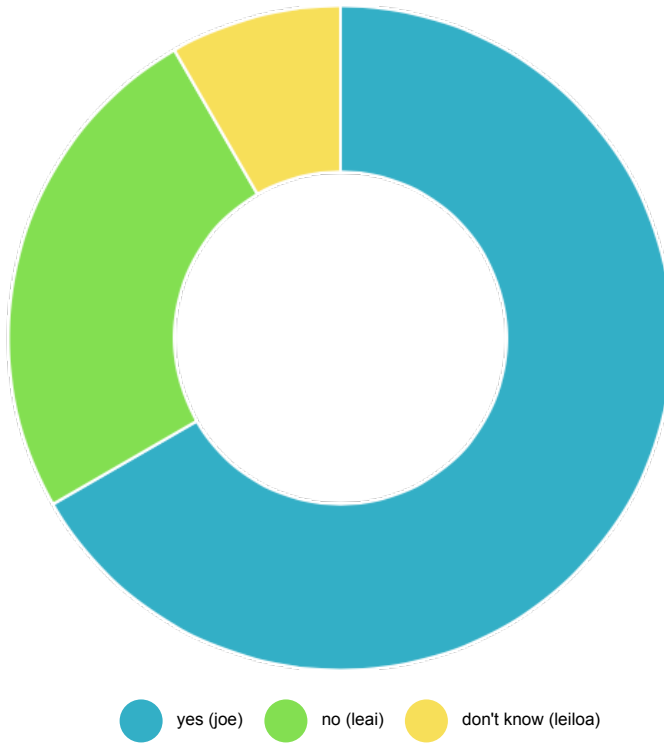
Text Responses

No Comment

Most decisions are based on faculty and staff needs for them to support the mission of ASCC.
 always open to suggestions in ways to better our services in a technical manner
 For betterment of ASCC to pursue and improve..
 Recommendations from MIS staff meetings are taken by CIO to the Deans / Directors Meetings.

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	8 (66.67%)	3 (25%)	1 (8.33%)	2.94	12



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

Text Responses

No Comment

SOP's help to make sure all correct steps and evaluation of an issue were taken into hand. In the event that the issue is not fixed it is then take to a third party vendor to evaluate and complete maintenance on.

We have our monthly staff meetings and are constantly updated with Deans/Directors meeting updates

All the time

SOPs and decisions are communicated to MIS Staff at MIS staff meetings

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	8 (66.67%)	0 (0%)	4 (33.33%)	3.27	12



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

Text Responses

No Comment

All decision are sent to the supervisor whom then submits to CIO for evaluation the CIO then hold a meeting to determine a correct action for this issue. In instances such a cable pulls. Documentation is noted and approved before movement is commenced.

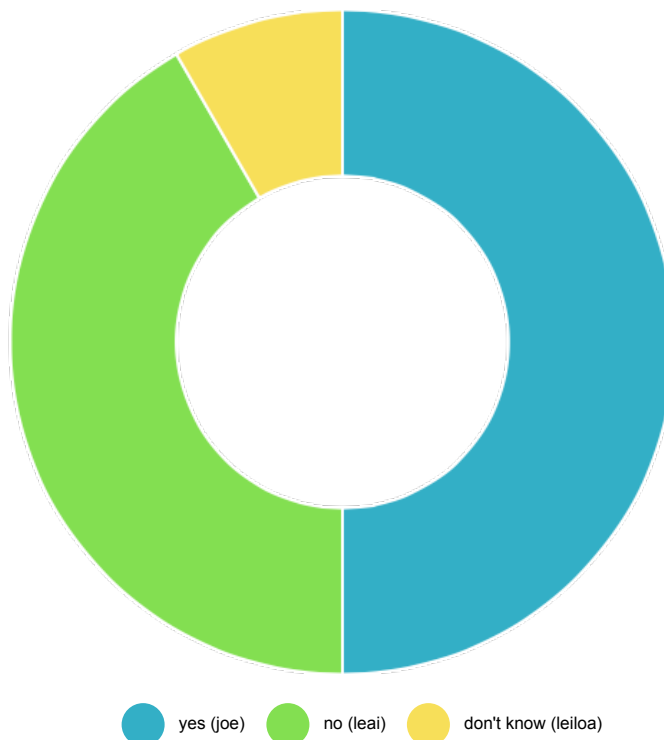
everything is documented (online/hard copies)

Memos initiated by MIS to be approved by President are documented and archived in MIS filing cabinet in MIS front office.

These decisions are documented both through written and systematic process in which most of it is available through via website.

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	6 (50%)	5 (41.67%)	1 (8.33%)	2.16	12



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

Text Responses

No Comment

The college requests for maintenance and support outweighs the work needed to be done. Most of us here in MIS have to cross-train with other sections in our department to be able to complete work orders in a timely manner when time completion is critical. This includes last minute lecture hall events or setup for outside projection systems in which staff needs to go off-campus for leaving MIS staff more short-handed for a few hours. Multiple setups and support at the same time as well as mass computer maintenance needed to be completed in a short amount of time.

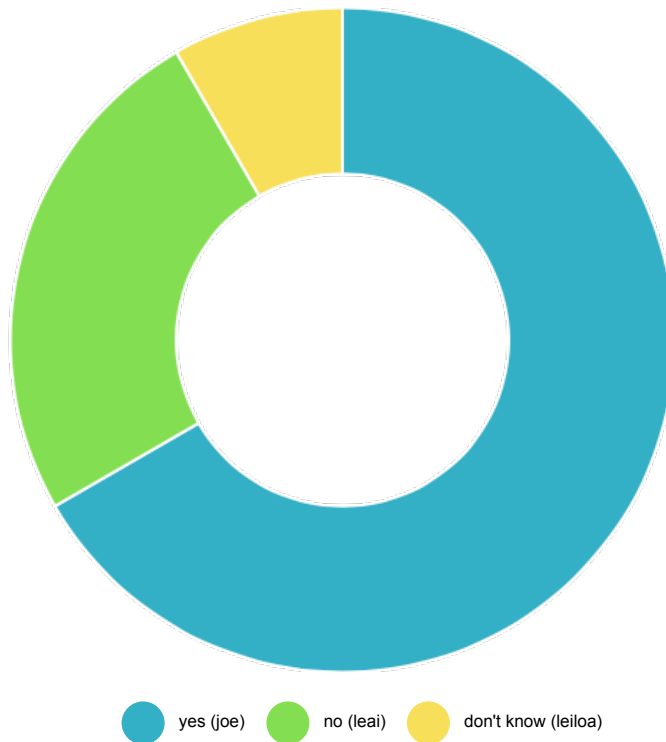
yes, more than enough to support

The amount we have is fit for our department.

Need more employees to assist with Colleague issues / planning for different divisions.

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 (ioe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	8 (66.67%)	3 (25%)	1 (8.33%)	2.94	12



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

Text Responses

- No Comment
- We complete every project or work order that is handed to us and if any issues com up they only slow down the process of completion. The issue is always completed.
- Well certified..
- No comment
- No Comment

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	7 (58.33%)	2 (16.67%)	3 (25%)	2.16	12



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

Text Responses

No Comment

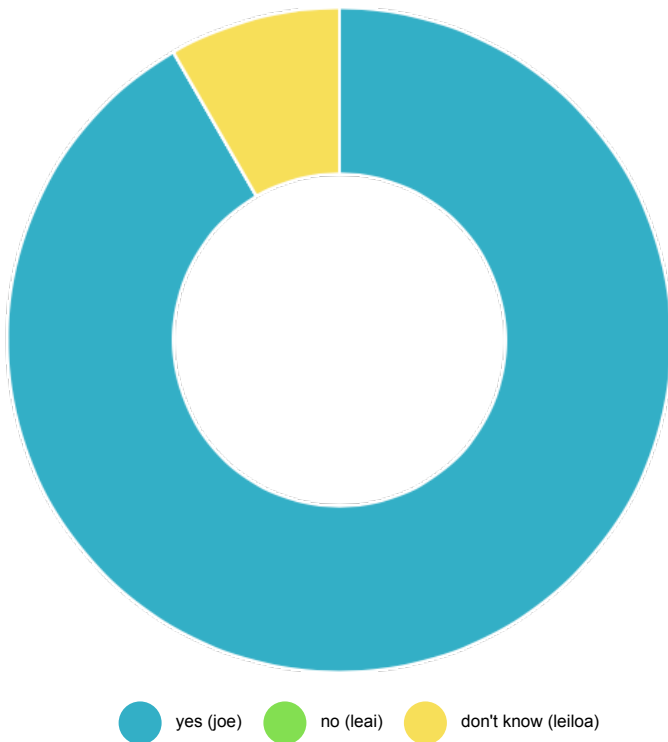
Documentation is also an issue of the worker themselves, in cases such as certification HR and the Supervisor come into play.

No comment

No comment

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 lenei vaega i le malu puihua 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	11 (91.67%)	0 (0%)	1 (8.33%)	4.97	12



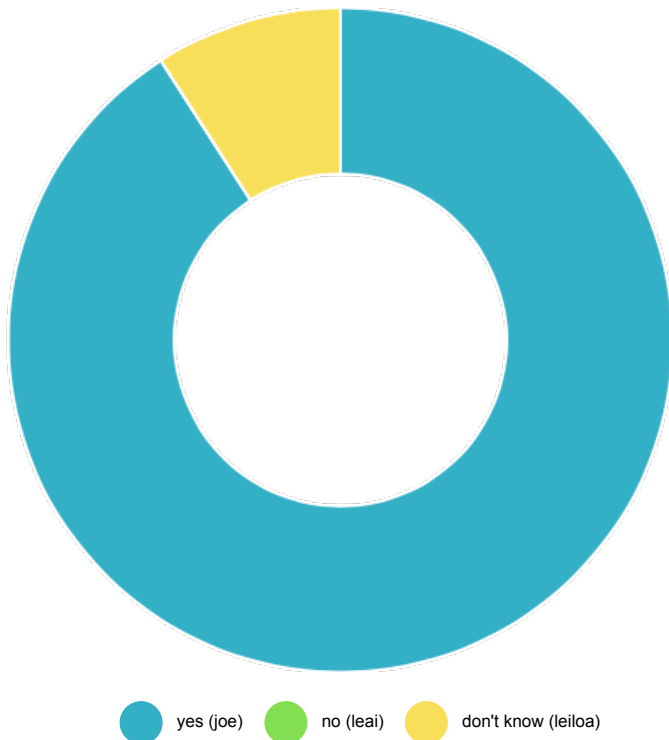
4b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

- No Comment
- Wireless connectivity. Student proof of attendance is needed
- Yes everything is kept confidential and certain documents are only accessible to CIO.
- No comment

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	10 (90.91%)	0 (0%)	1 (9.09%)	4.5	11



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

Text Responses

- No Comment
- Every Personnel hired has a job to complete. Each job requires its own set of instructions. Each set of instructions helps to satisfy the mission.
- Yes we are constantly reminded to always follow procedures and its importance
- No comment
- No comment

Are you a full time or Part Time employee?

	Full Time	Part Time	Standard Deviation	Responses
All Data	11 (100%)	0 (0%)	5.5	11

Number of Courses you teach:

Text Responses

- None
- None
- n/a
- na
- None

Degrees, Coursework, and or Publications

Text Responses

-
- None
- BA/AA/Diploma
- BA in Business Administration
- MS in Information Systems
- Published thesis and symposium paper
- AS in Electronics

Other Qualifications not listed in previous question:

Text Responses

-
- Computer Detection System Repairer Qualified
- Very Small-Aperature Terminal (VSAT) operator level qualified
- Fifteen years of IT experience
- Metrofuser printer Training
- Colleague
- No comment

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

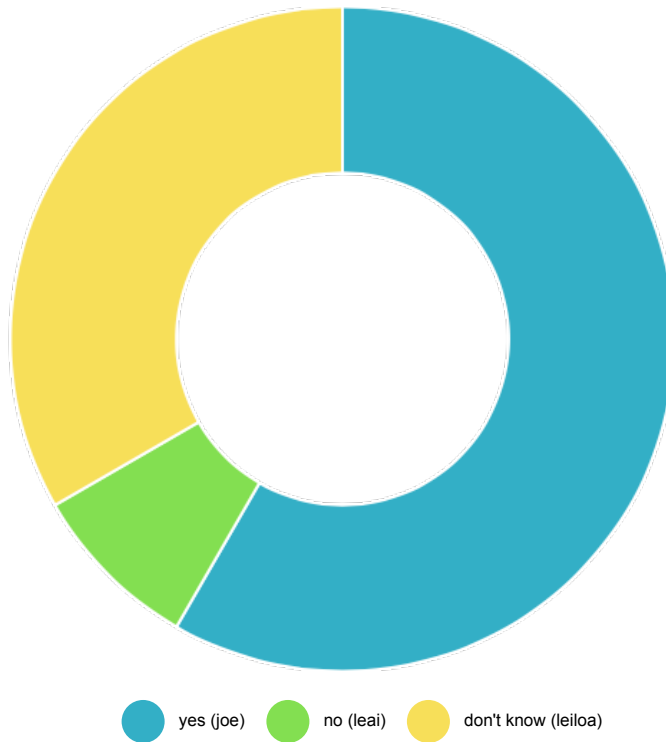
Text Responses

- ASCC Clean Up
- none
- Academic Excellence Committee
- Present:
- IPECC
- Staffing Subcommittee
- Technology Review Committee
- Data Committee
- Resource Management Committee
- Steering Committee (Technology Chair)

- Past:
- Club Advisor
- Curriculum Committee
- Assessment Committee
- Cybersecurity Working Group
- NONE

1a. Have faculty/staff in the dept/prog/div involved themselves in in-service training and other professional development? (Na auai le aufaigaluega 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	7 (58.33%)	1 (8.33%)	4 (33.33%)	2.45	12



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

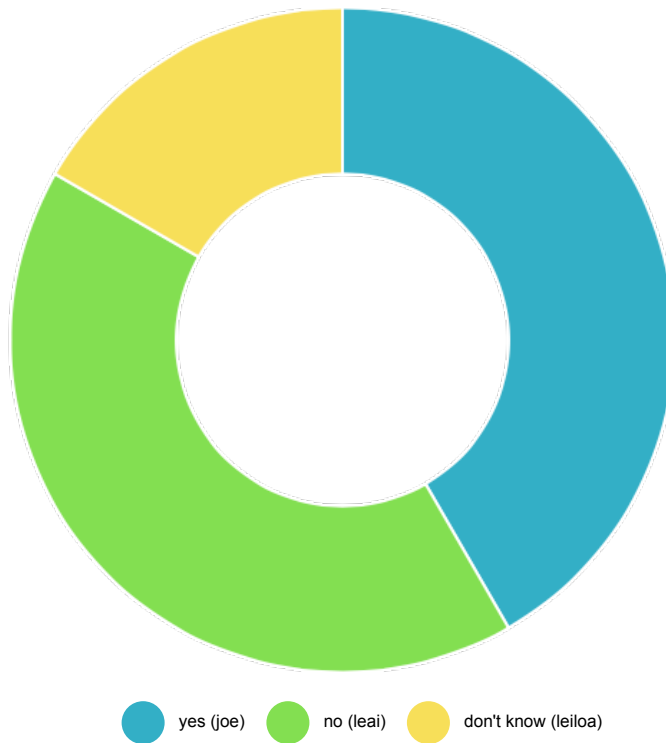
Text Responses

- No Comment
- HR training/work shop
- Finance Workshop
- Online Training
- Off-island Training when budget is available

- Metrofuser training
- Smart board training
- PACNOC- Training.

2a. Are there any unmet needs for professional development among personnel in this Dept/Prog/Div? (O iai ni manaoga tau aoaoga 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	5 (41.67%)	5 (41.67%)	2 (16.67%)	1.41	12



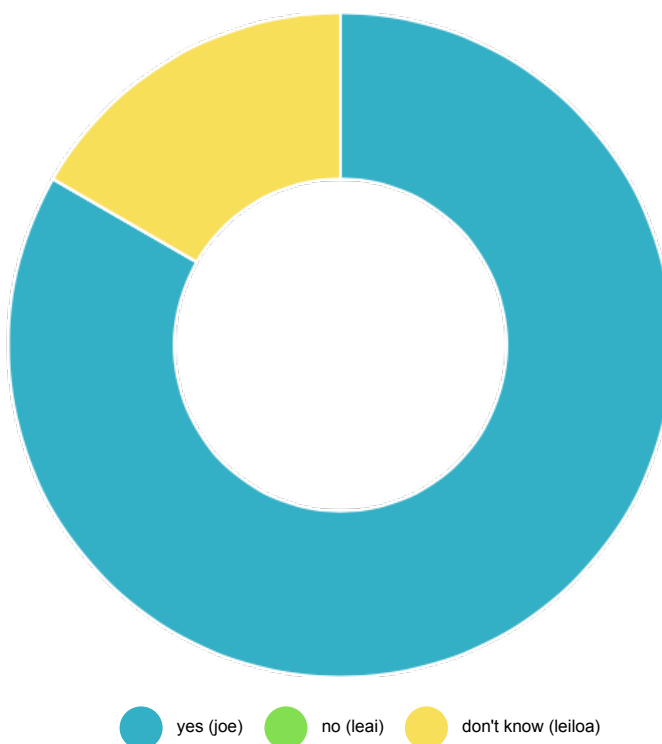
2b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

- No Comment
- More resources for professional development
- Need more professional development, especially in the area of Colleague, Printer Repair, Computer Repair, Networking, and Technical Writing
- A+ Certification
- Hands on training
- MAC Training
- No Comment

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	10 (83.33%)	0 (0%)	2 (16.67%)	4.32	12



3b. Please explain:

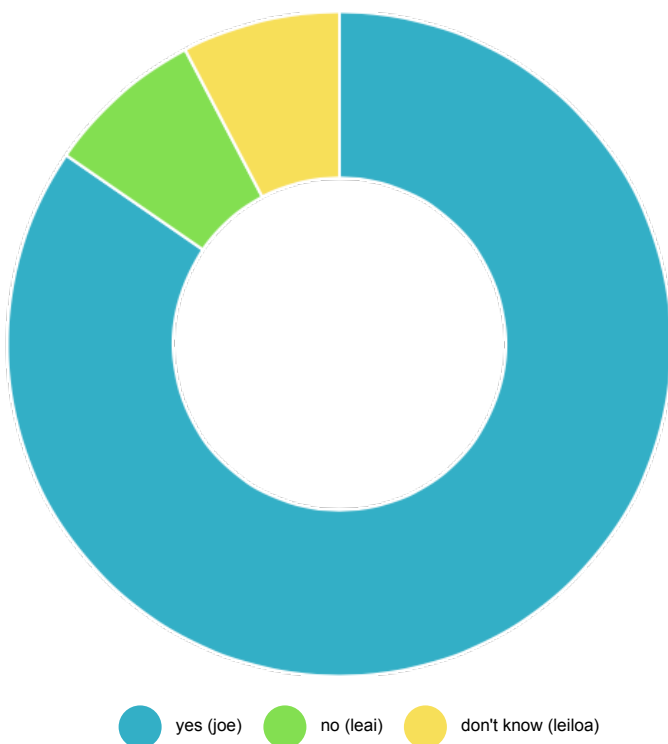
Text Responses

No Comment

Get evaluated yearly

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	11 (91.67%)	1 (8.33%)	1 (8.33%)	12



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

Text Responses

No Comment

CIO keeps track of evaluations and sends scheduled meeting ahead of time. There are moments in which HR fails to let employees know ahead of time for end of contract and renewal.

No comment

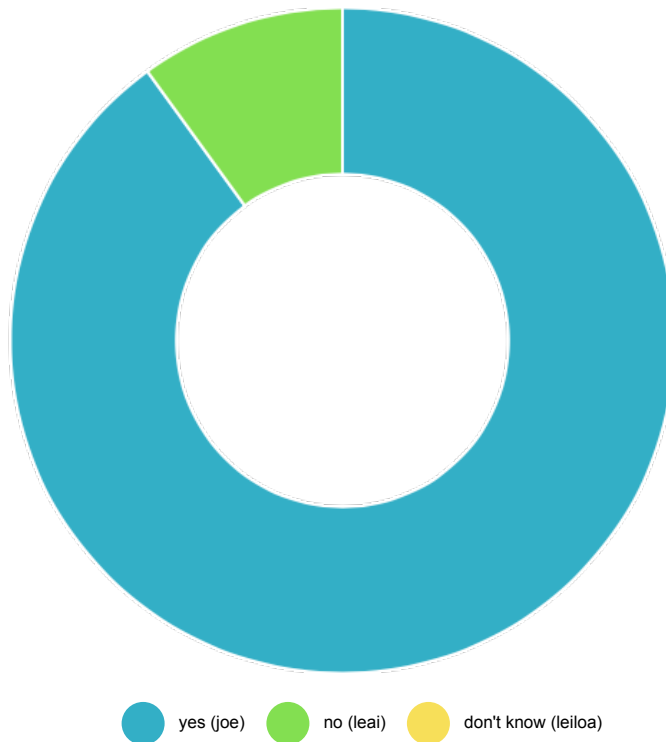
1. Briefly describe the facilities occupied by your Dept/Prog/Div (ie. classrooms, offices, labs, etc.,)? (Ototoo mai se faamatalaga o ituaiga fale/potu o faaaoga e lau matagaluega/polokalama/vaega. (e iai potu aoga, ofisa, potu su'esu'e ma isi)

Text Responses

Clean Offices and Rooms for Student Use and Learning.....
 Network Office
 Computer Technician Office
 Main Office
 MIS PCLABS
 Facility: Office and Lab..
 MIS Front Office - CIO &Admin Assistant offices
 MIS Server Room - within the vicinity of MIS front office (houses servers for ASCC Network)
 MIS Helpdesk - near MIS front office, computer techs along with Web/Communications Coordinator
 MIS Network/Multimedia- located next to Academic Affairs (Network/Printer Techs along with Webmaster)
 Rooms 15&16-MIS PC Labs- for student usages
 MIS occupies 5 office spaces, 1 server room and 2 computer labs.

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	9 (90%)	1 (10%)	0 (0%)	4.03	10



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

Text Responses

No Comment
 More room and better setup. A/C maintenance breaks down often
 Yes it been well equipped for everyone to us..
 all facilities have access to the network & have computer access as well as the use of the wi-fi
 in good condition.

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. loe pe Leai poo le Ou te lē iloa)

	yes (joe)	no (leai)	don't know (leiloa)	Responses
All Data	10 (100%)	0 (0%)	0 (0%)	10

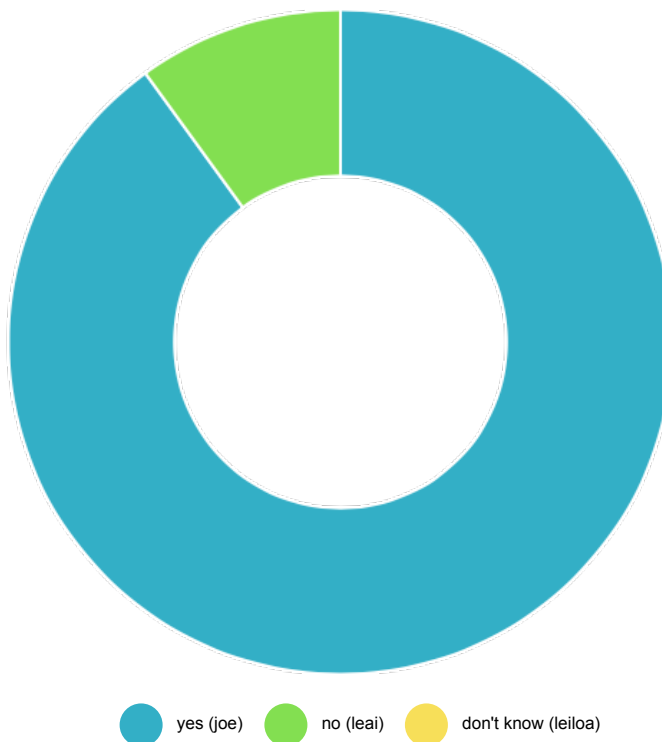
3b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

No Comment
 Bathrooms and break room are available to all employees.
 Facility is in good shape already been renew and secure for use..

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	9 (90%)	1 (10%)	0 (0%)	4.03	10



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

Text Responses

No Comment

MIS is continuously reminded about safety and protective wear when working in field operations.

Yes by always keeping its surroundings clean and safe.

Recently, one of the offices (non-MIS) were broken into and our switch was stolen. The institution provides a healthy, safe & secure environment its the people who work for the institution that may be a threat. need trustworthy people.

This is done more at the divisional level, for example, MIS purchases its own fire extinguishers and assesses its own safety issues.

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 (80%)	2 (20%)	0 (0%)	3.4	10



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

- No Comment
- MIS 2nd floor office is not accessible by wheelchair, none of the offices up there are.
- An elevator. :)

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	3 (30%)	4 (40%)	3 (30%)	0.47	10



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

Text Responses

No Comment

Renovation for some rooms and better layout plans to assist MIS in cost efficiency for pulling new lines. Relating to wall jacks.

Yes because we provide

Lecture Hall

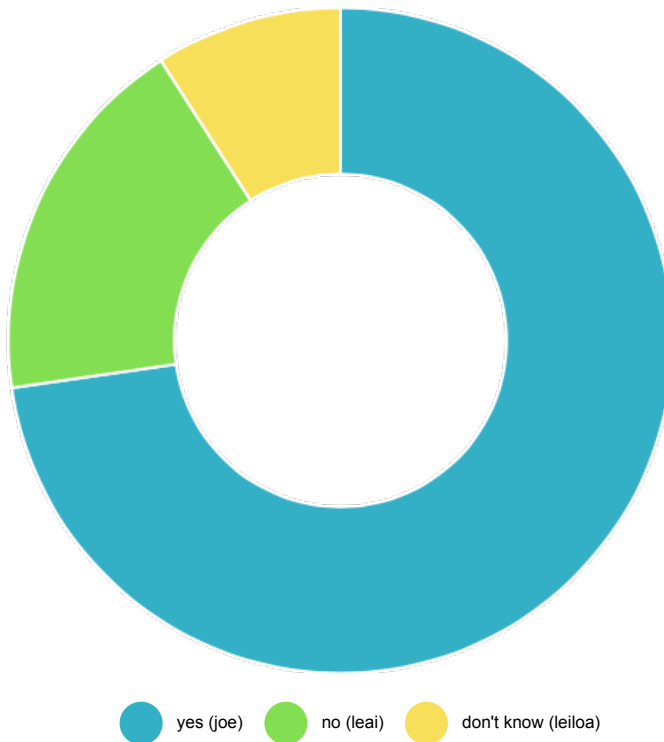
1. Briefly describe current equipment used by your dept/prog/div and indicate whether it is adequate or inadequate: (Ootoo mai meafaigaluega o loo faaoga i le taimi nei e lau matagaluega/polokalama/vaega ma faailoa mai poo talafeagai pe leai:)

Text Responses

Screw Driver
 Computer Equipment and Tools
 adequate; better tools to further troubleshoot can be used. we work fine with what we have though.
 -Computer, printer, telephone, drills, cat5 wire, servers..
 Computer - email/check updates/create trouble tickets
 Printer-print out needed documents
 Technical tools -troubleshooting
 MIS uses computers, laptops, servers, wracks, network attached storage, external hard drives, system phones and direct phones.

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	8 (72.73%)	2 (18.18%)	1 (9.09%)	3.09	11



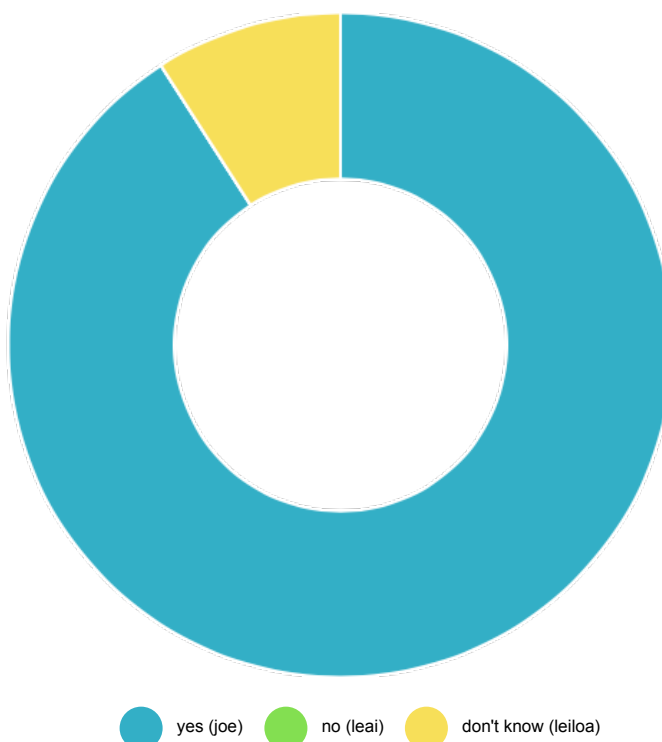
2b. If so, please list and explain: (Afai o lea, faamolemole lisi mai ma faamalamalama.)

Text Responses

- No Comment
- Wash stations for line pulls and more protective gear.
- More servers to improve connection wise.
- need more servers, more software to implement improvements-
- More bandwidth to support the internet demand of the staff, faculty and student needs.

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	10 (90.91%)	0 (0%)	1 (9.09%)	4.5	11



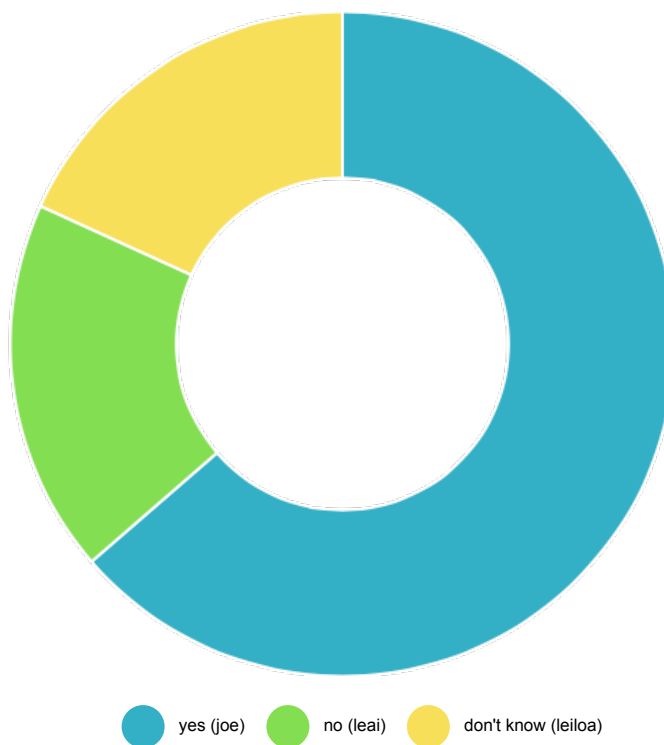
3b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

- No Comment
- inventory of items are done regularly every month or twice a month to ensure integrity of tools and equipment. Documentation is given to higher.
- Yes we..
- when purchasing requests, we always justify the purchase -sole source if needed to elaborate on justification .
- Each MIS office is responsible for keeping an inventory of equipment.

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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	7 (63.64%)	2 (18.18%)	2 (18.18%)	2.36	11



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

Text Responses

- No Comment
- Due to low funding we order only what we need for maintenance kits.
- yes we do maintenance to prevent e equipment from damaging..
- A maintenance plan is part of our objectives this year.
- No comment.

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	7 (63.64%)	2 (18.18%)	2 (18.18%)	2.36	11



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

Text Responses

No Comment

Most equipment used here at MIS is also used at higher level institutions. The only difference would be software and hardware for more updated models.

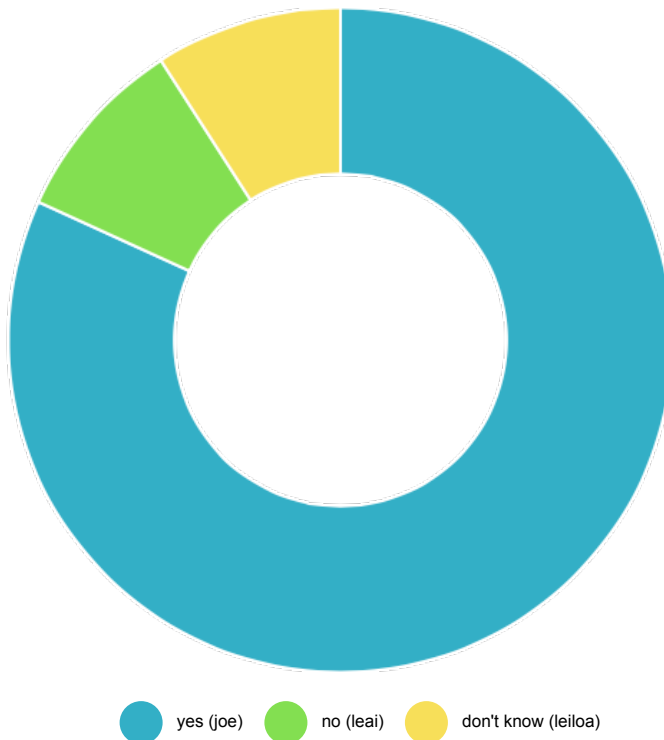
I believe so..technology is every where!!

No comment

Yes, however, most of our IT assets are a bit older than the assets used at other institutions. Most of our equipment was purchased in 2010. For PCs, most institutions rotate out equipment that is over three years old.

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	9 (81.82%)	1 (9.09%)	1 (9.09%)	3.77	11



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

Text Responses

- Internet Connection faamolemole
- Server Hardware updates
- Licensing for software
- Printer maintenance kits
- Heavy duty printers rather than home printers or small business printers
- the common complaint we get on a daily basis, slow network connection/ blocked sites. slow connection is caused by streaming /downloading because our bandwidth is small, we block out non relevant sites
- This is yes and no, MIS upgrades when it is necessary, at this time it is not necessary, but when technology improves, MIS recommends purchasing current technology, but compatibility is important.
- Need to upgrade computer OS and Servers.
- And all technology equipment.

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	5 (45.45%)	0 (0%)	6 (54.55%)	2.62	11



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

Text Responses

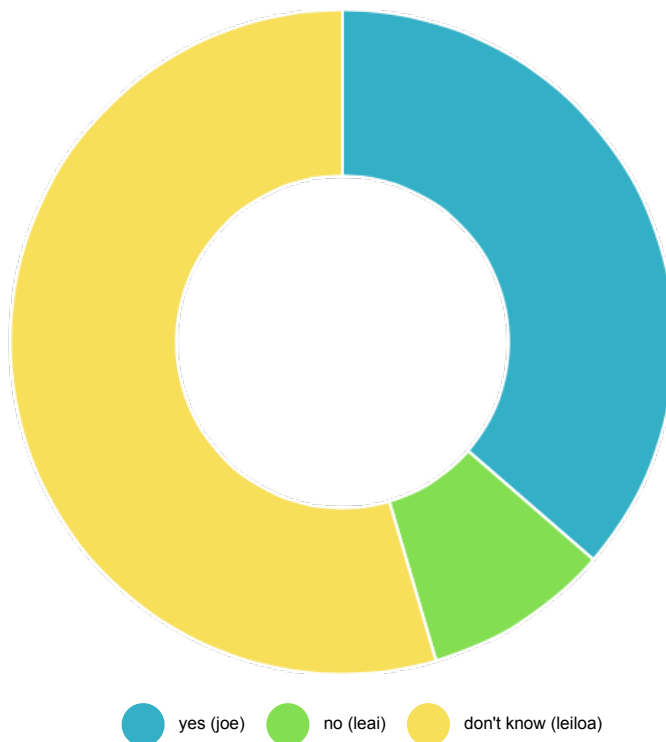
No Comment

before the end of each fiscal year and the start of a new one, we have meetings to explain what our budget is needed for and where the money goes.

No comment

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	4 (36.36%)	1 (9.09%)	6 (54.55%)	2.05	11



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

Text Responses

No Comment

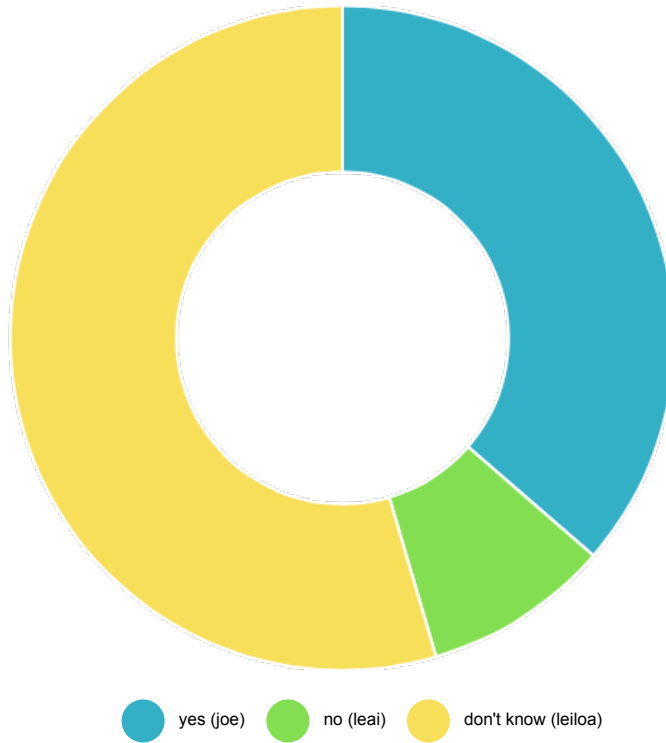
We meet to discuss quarterly..

MIS purchases are done from the office's requesting purchasing items. The annual budget is composed using data from purchasing performed in previous fiscal year.

No comment

3a. Does the dept/prog/div provide guidance on budget processes, analysis, and preparation? (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	4 (36.36%)	1 (9.09%)	6 (54.55%)	2.05	11



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

Text Responses

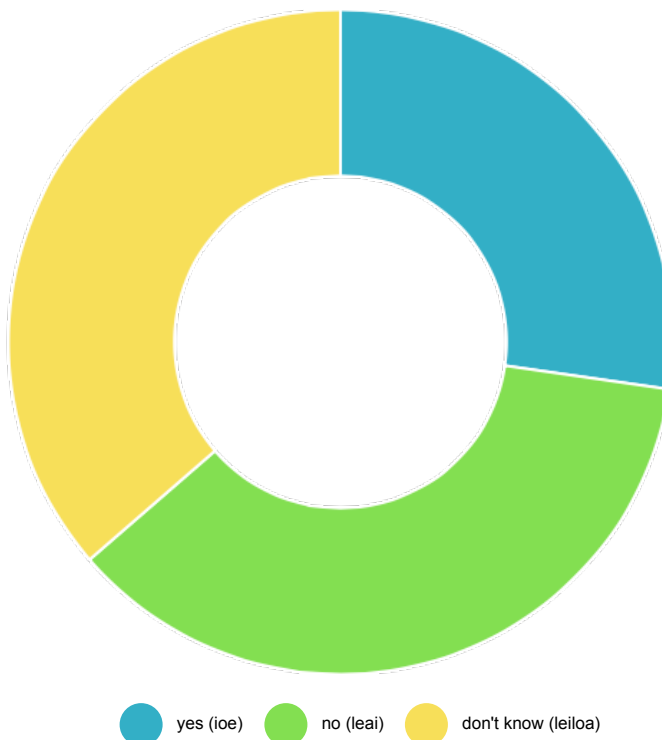
No Comment

CIO compiles budget proposal using previous year's budget spending. This does not require guidance to MIS staff.

No comment

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	3 (27.27%)	4 (36.36%)	4 (36.36%)	0.47	11



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

Text Responses

No Comment

latest technology means more cash for more improved functions.

This is also yes and no. Finance Division has greatly improved in their processes and orders get done quicker. However, the MIS budget gets cut, the entire institutional budget get cut, and therefore things such as training gets cut, and in that respect the financial support is not there to complete these important activities.

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	8 (72.73%)	0 (0%)	3 (27.27%)	3.3	11



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

Text Responses

No Comment

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	9 (81.82%)	0 (0%)	2 (18.18%)	3.86	11



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

Text Responses

No Comment

High priority projects take precedence over lower projects

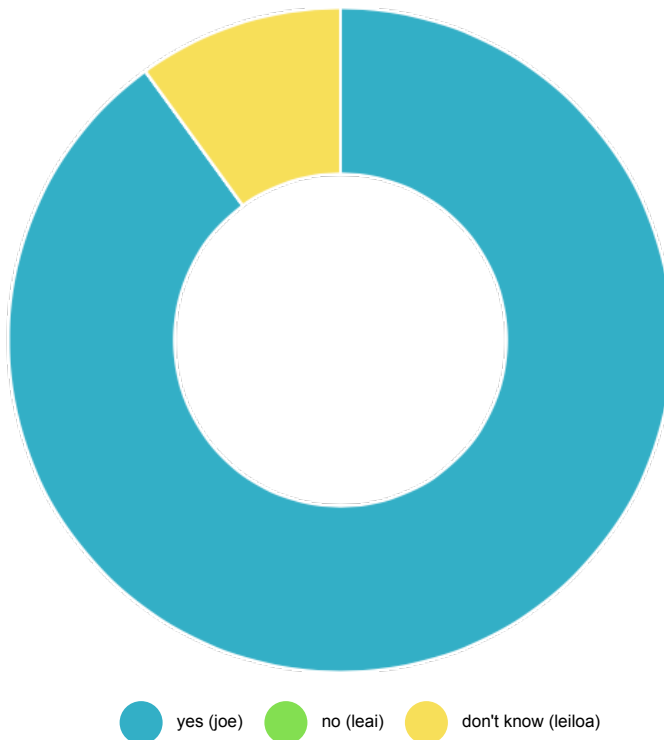
we based our purchases on the most urgently needed , and go on from there. and sometimes we replace equipment with ours depending on how urgent the matter/case is

The priorities for the MIS budget, as for ASCC, is always personnel. After that are software renewals that allow many things to function successfully. After this is parts for replacement, and equipment replacement and then the rest are about the same in the priority list.

PC replacement should probably be addressed in the next year or so.

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	9 (90%)	0 (0%)	1 (10%)	4.03	10



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

Text Responses

- No Comment
- Research, Familiarization, Data Collection introduction to new advancements in the world, new discoveries.
- Yes its fast and resourceful to all..Technology is every where.
- without technology , students wouldn't be able to get their research / assignments done in a timely manner.
- No comment

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)	7 (63.64%)	3 (27.27%)	1 (9.09%)	2.49	11	1.45 / 3
Software (Microsoft Office, SPSS, CAD, Autodesk, etc..) (Poloklama tau komepiuta)	6 (54.55%)	4 (36.36%)	1 (9.09%)	2.05	11	1.55 / 3
Internet Connectivity (speed, etc.) (Fesootaiga tau initaneti)	7 (63.64%)	1 (9.09%)	3 (27.27%)	2.49	11	1.64 / 3
						1.55 / 3

Other technologies used:(Ma isi tekonolosi faaoga)

1. Are the following student support services available and accessible to students when needed?
(O tatala avanoa ma faigofie ona maua auunanga nei e tagata aoga 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	11 (100%)	11 (100%)	11 (100%)	11 (100%)	10 (90.91%)	11 (100%)	10 (90.91%)	11 (100%)	11



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)

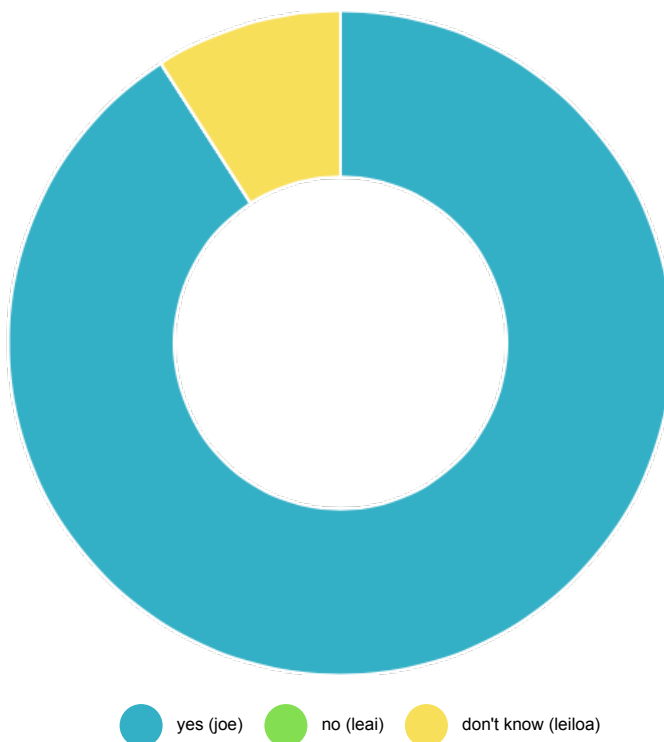
Academic Advising (ex. Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (ftg. Faamatalaga i le Upega, avanoa of aiaoga)

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	10 (90.91%)	0 (0%)	1 (9.09%)	4.5	11



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

Text Responses

No Comment

Safety and protective equipment is always a concern and enforced before in field projects.

we have fire extinguishers in all our offices as well as first aid kits.