

AMERICAN SAMOA COMMUNITY COLLEGE



Divisional Assessment SPR 2014

Small Business Development Center

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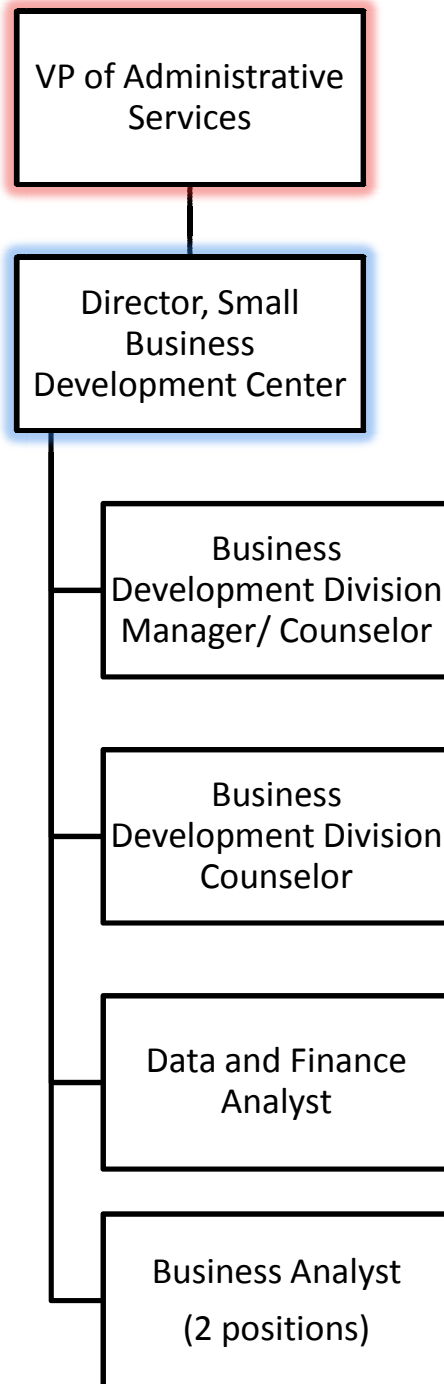
Small Business Development Center Mission

To assist small businesses in achieving their goals by utilizing educational resources and modern technology and provide training, consultation, assisting in attaining entry into the market place, and by providing continual assistance in all areas of the business.

SBDC Administration

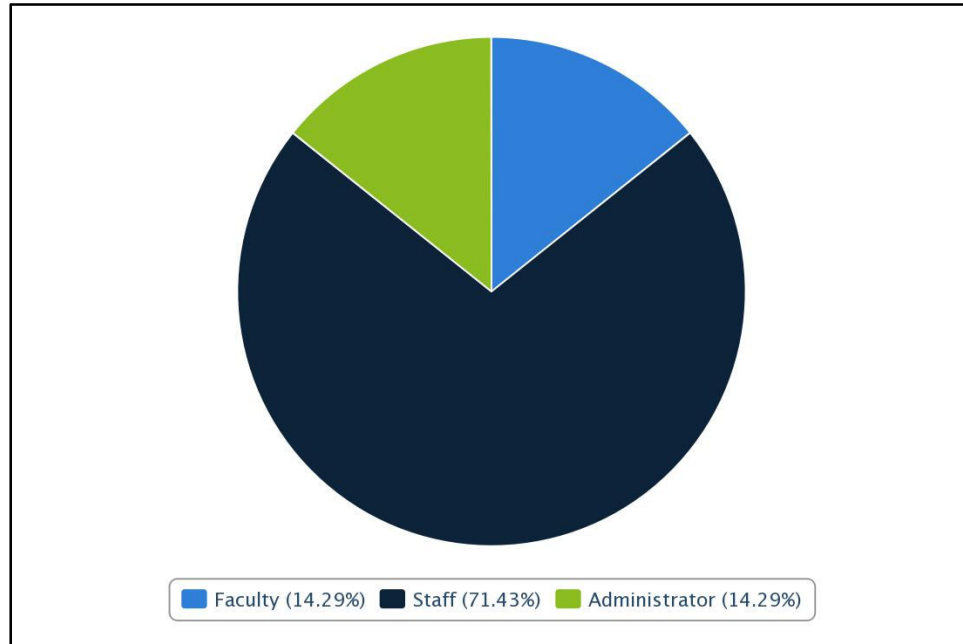
Director	Dr. Herbert Thweatt
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SBDC Organizational Chart



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 enhance economic growth in American Samoa via Small Business Development Programs.
- Enhance economic growth in American Samoa via Small Business Development Programs.
- To enhance economic growth and assist individuals in American Samoa by developing entrepreneurial skills among small businesses and the broader community through counseling, training, research, advocacy and other resources and activities.
- Enhance economic growth in American Samoa via Small Business Development Programs.
- To enhance economic growth in American Samoa via Small Business Development Programs.
- The American Samoa Community College Small Business Development Division's to enhance economic growth and assist individuals in American Samoa by developing entrepreneurial skills among small businesses and the broader community through counseling, training, research, advocacy and other resources and activities.
- Enhance economic growth in American Samoa via Small Business Development Programs.

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

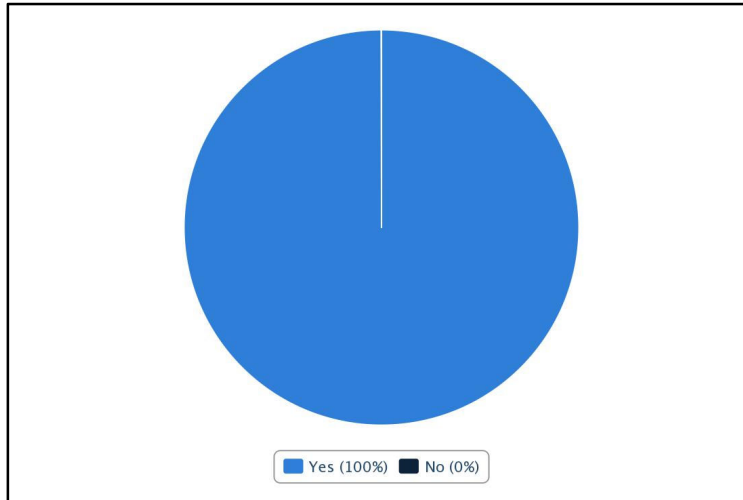
- Develop entrepreneurial skills by providing business and other related training. Provide counseling and related resources to entrepreneurs and the general community. Assist in the start-up or creation of new businesses.
- Develop entrepreneurial skills by providing business and other related training. Provide counseling and related resources to entrepreneurs and the general community. Assist in the start up or creation of new businesses.
- Since 2000, the Small Business Development Center (SBDC) has been providing small business owners and aspiring entrepreneurs in American Samoa the practical assistance they need to grow and prosper in today's economy. The Center is an advocate for small businesses and delivers services in counseling, training, and technical assistance.
- Develop entrepreneurial skills by providing business and other related training. Provide counseling and related resources to entrepreneurs and the general community. Assist in start-up or creation of new businesses.
- Develop entrepreneurial skills by providing business and other related training. Provide counseling and related resources to entrepreneurs and the general community. Assist in the start-up or creation of new businesses.
- The outcome of the missions for AS-SBDC is to create Business start-up and business expansions. This includes business research and business plan development and networking through out the business community.
- Develop entrepreneurial skills by providing business and other related training. Provide counseling and related resources to entrepreneurs and the general community. Assist in the start-up or creation of new businesses

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

- The SBDC supports the institution mission by providing: * Counseling and related resources to entrepreneurs and the general community. *And by assisting in the creation of new businesses with the community.
- The SBDC supports the institution mission by providing: *Counseling and related resources to entrepreneurs an the general community. *And by assisting in the creation of new businesses with the community.
- SBDC provides a value-added asset to ASCC by assisting the community in entrepreneurship-related training and being a resources to the business community.
- The SBDC supports the institution mission by providing: 1. Counseling and related resources to entrepreneurs and the community general. 2. And by assisting in the creation of new businesses with the community.
- The SBDC supports the institution mission by providing: *Counseling and related resources to entrepreneurs and the general community. *And by assisting in the creation of new businesses with the community.
- The mission of SBDC is providing educational business programs and high quality services that will enable the students to achieve their business goals and to contribute to the social, cultural, political, economic, technological, and environmental well being of American Samoa.
- The SBDC supports the insitution mission by providing: *Counseling and related resources to entrepreneurs and the general community. *And by assisting in the creation of new businesses with the community.

2. PERSONNEL DATA

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

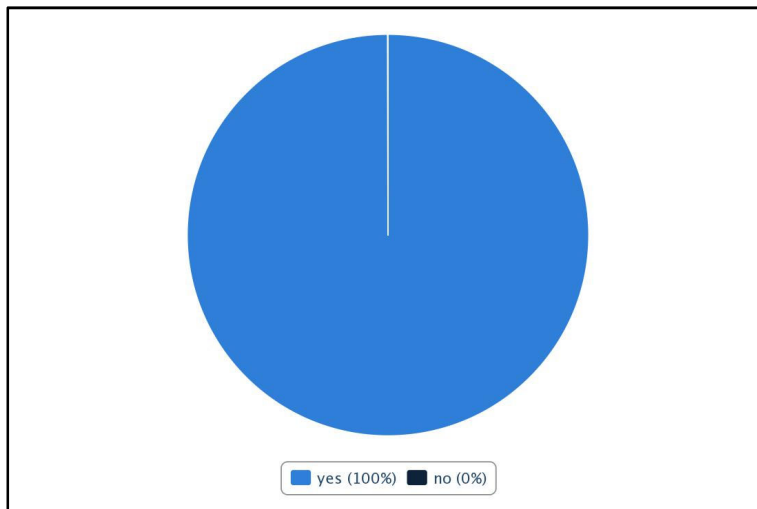


If "no", please explain:

Summarized Comments:

- NA = 6 comments

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

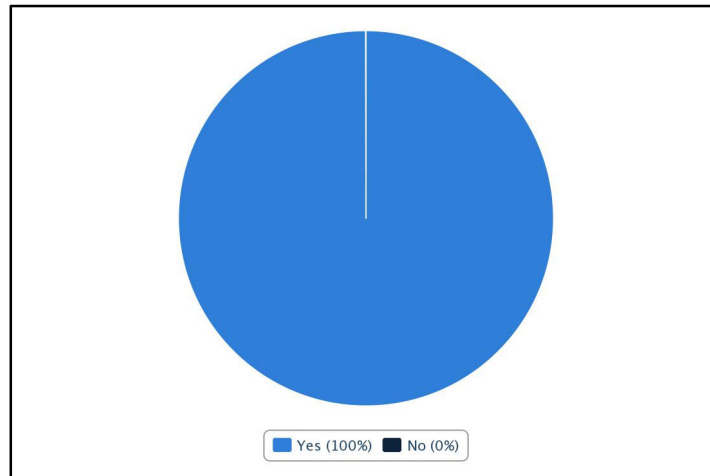


If "no", please explain:

Summarized Comments:

- NA = 6 comments

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

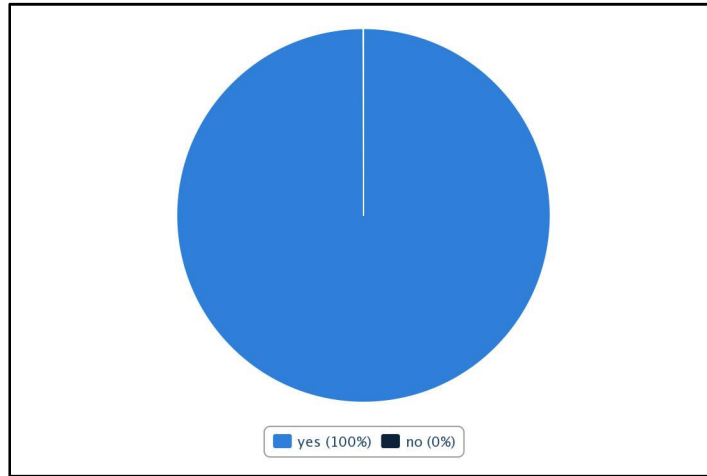


If "no", please explain:

Summarized Comments:

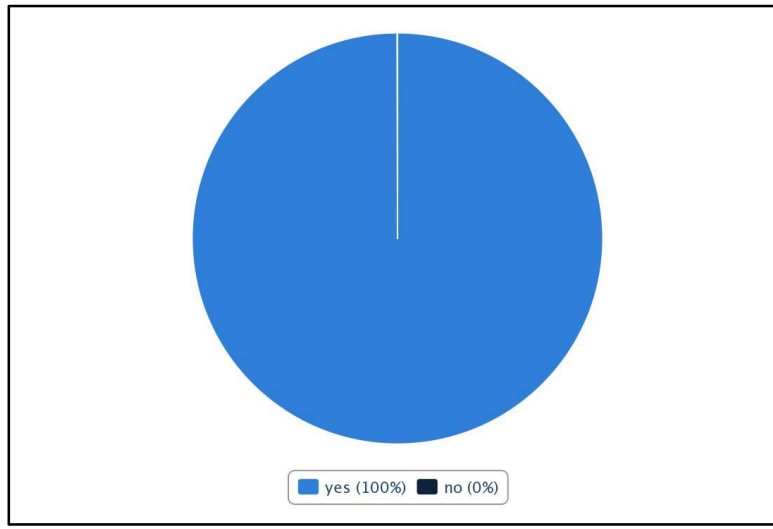
- NA = 6 comments

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:

Summarized Comments:

- NA = 6 comments

Degrees, Coursework and other publications:

- AA (BA)
- AS
- Master of Arts in Human Resources Management Bachelor of Science in Business Administration with emphasis in Computer Information Systems and Organizational Communication/Public Relations
- Master of Accountancy Bachelor of Arts in Journalism
- AA
- B.A., M.S.
- DBA,MA,BA

Other qualifications not listed in previous question:

Summarized Comments:

- NA = 6 comments

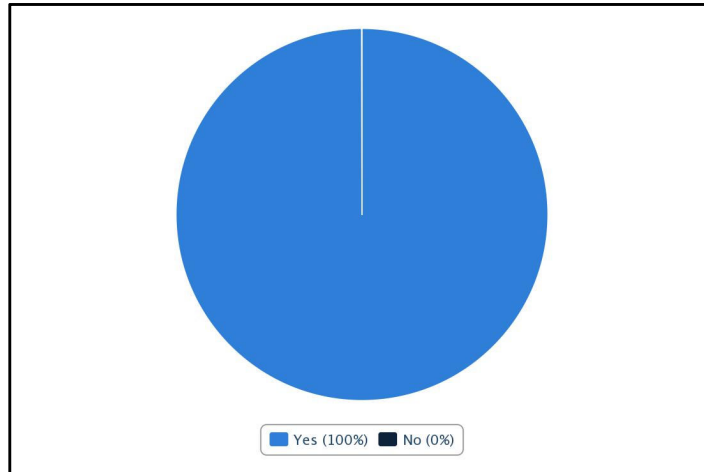
List involvement in college/instructional/community activities (i.e club sponsorships, committees, boards, organizations, etc.)

Summarized Comments:

- NA = 2 comments
- Business Analyst = 1 comment
- Self Study Committee 1.1B = 1 comment

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?

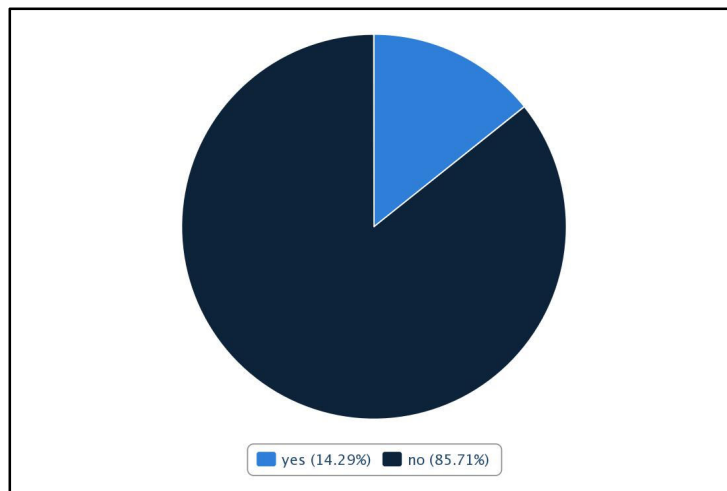


If "no", please explain:

Summarized Comments:

- NA = 6 comments

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

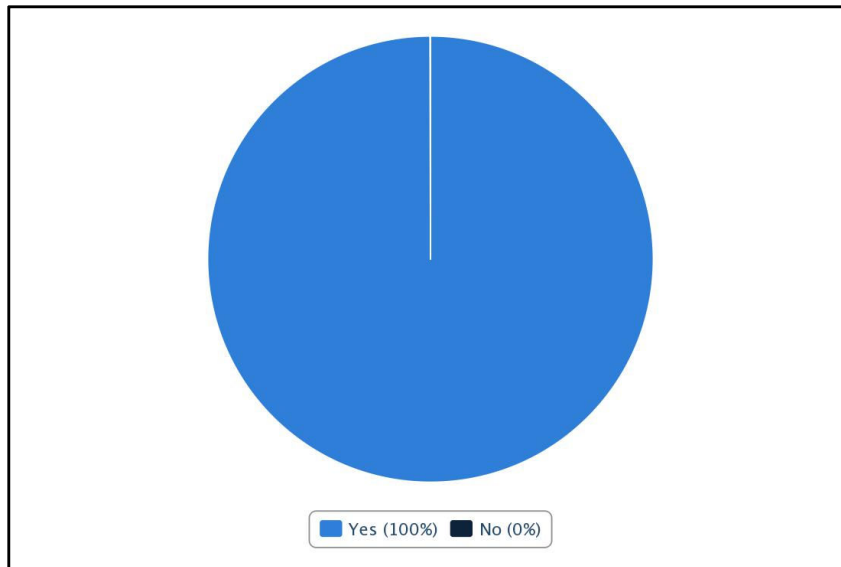


If “yes”, please explain:

Summarized Comments:

- NA = 6 comments

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

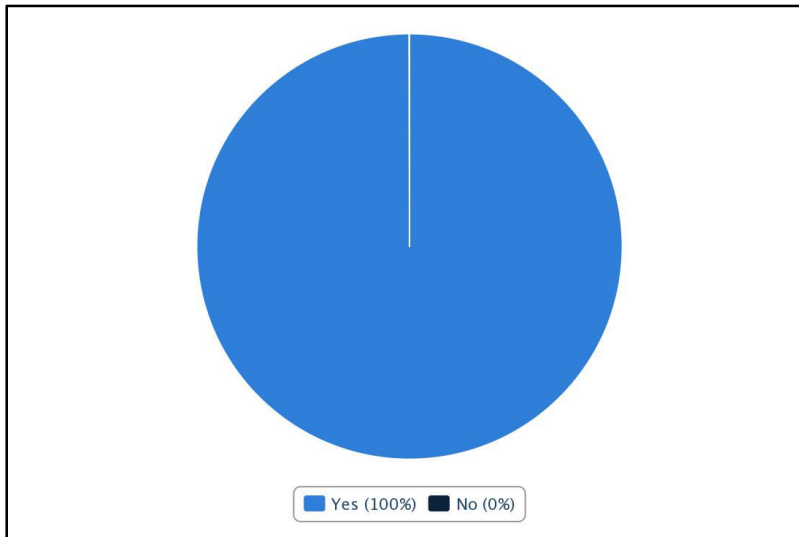


5. FACILITIES, EQUIPMENT and BUDGET

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

- SBDC build MI
- SBDC Building M1
- offices, classrooms, small computer lab
- SBDC Building M1
- SBDC build MI
- We are located in the SBDC M1 Building on ASC campus. This building consists of 5 offices for clients business counseling and a main classroom for business training classes.
- SBDC build M1

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



If "no", please explain:

Summarized Comments:

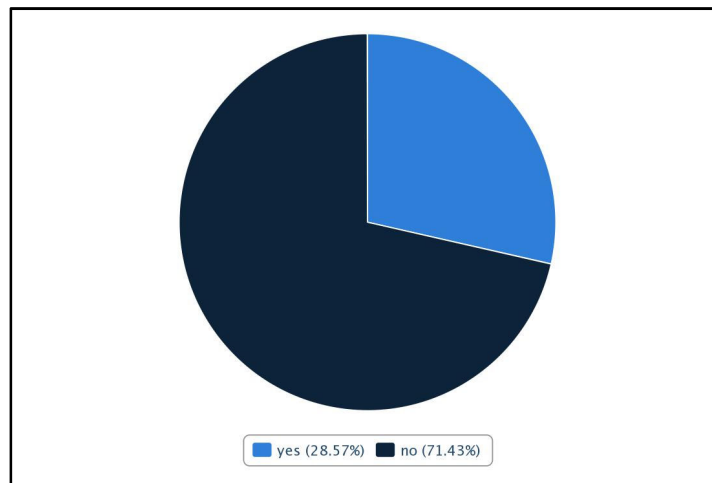
- NA = 6 comments

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

Summarized Comments:

- NA = 5 comments
- We have adequate computers and technology to assist in training and business development and research = 1 comment

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

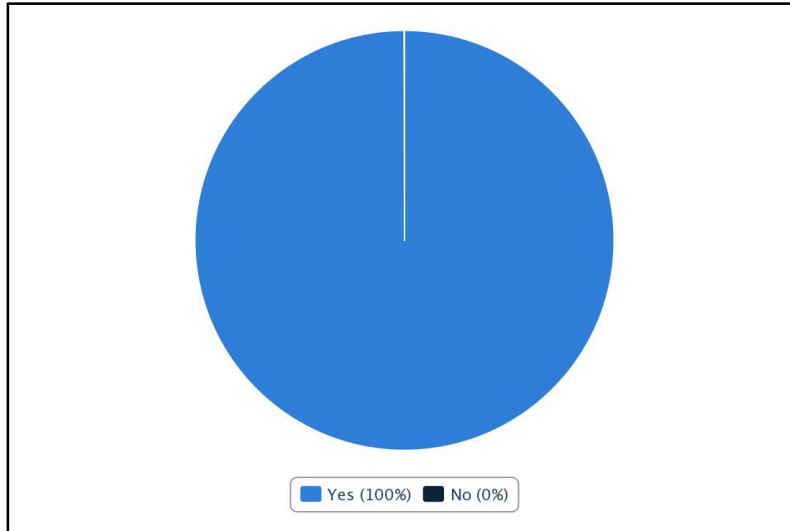


If so, please list and explain:

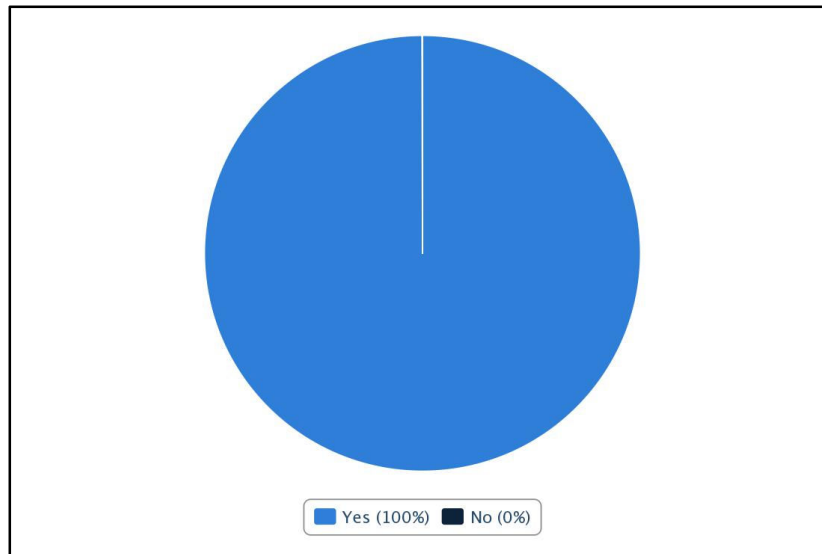
Summarized Comments:

- NA = 5 comments

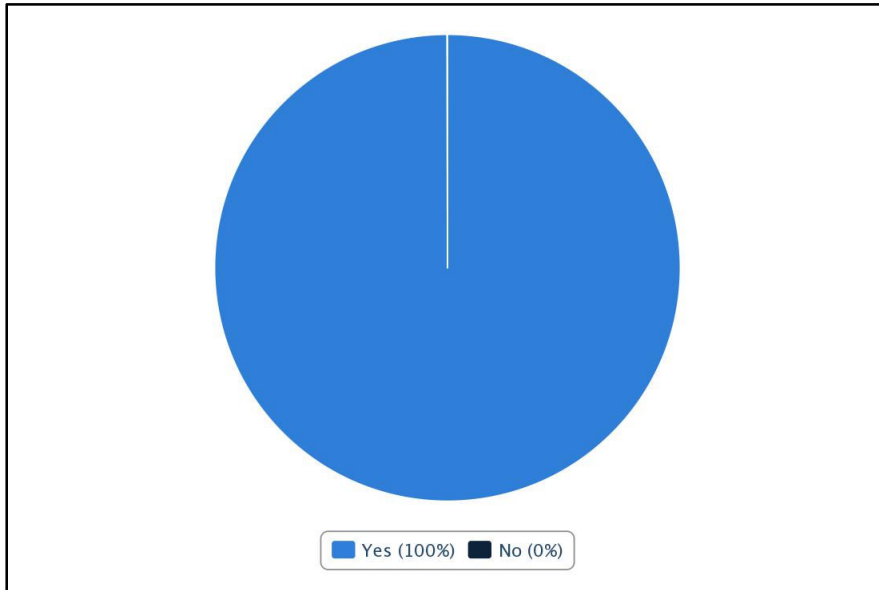
Does the institution operate and maintain physical facilities that are adequate to serve the needs of this Dept/Prog/Div?



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?

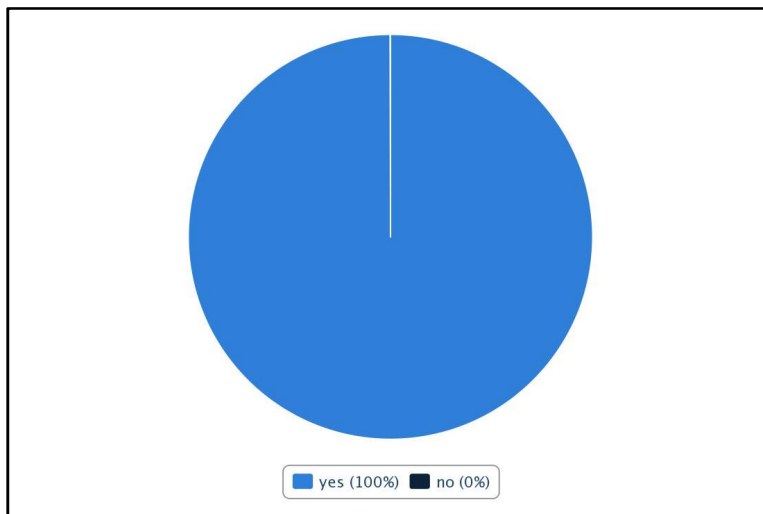


If "no", please describe below what is needed to make your area accessible.

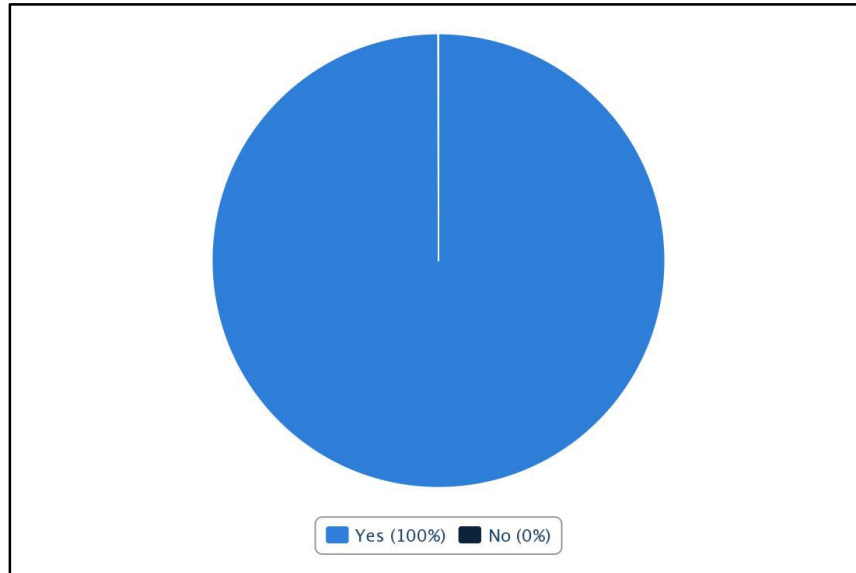
Summarized Comments:

- NA = 6 comments

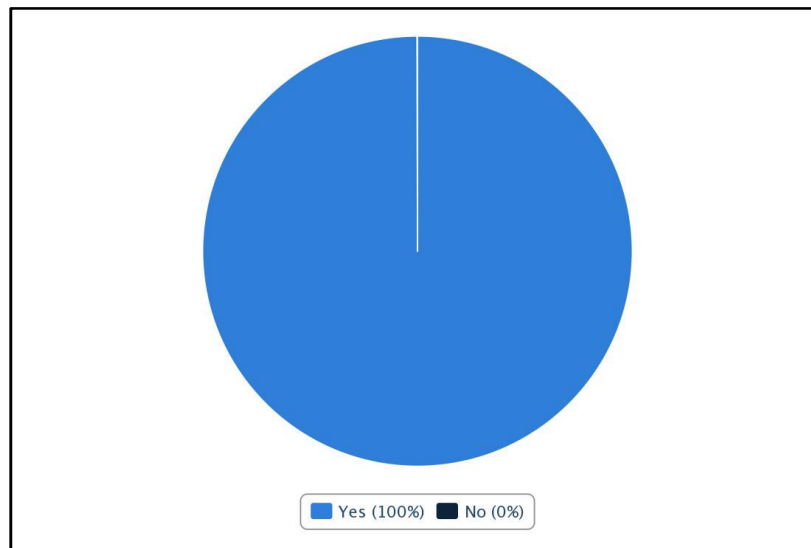
Is there equipment used by this Dept/Prog/Div similar to that used in the workplace or at a higher level institution?



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



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



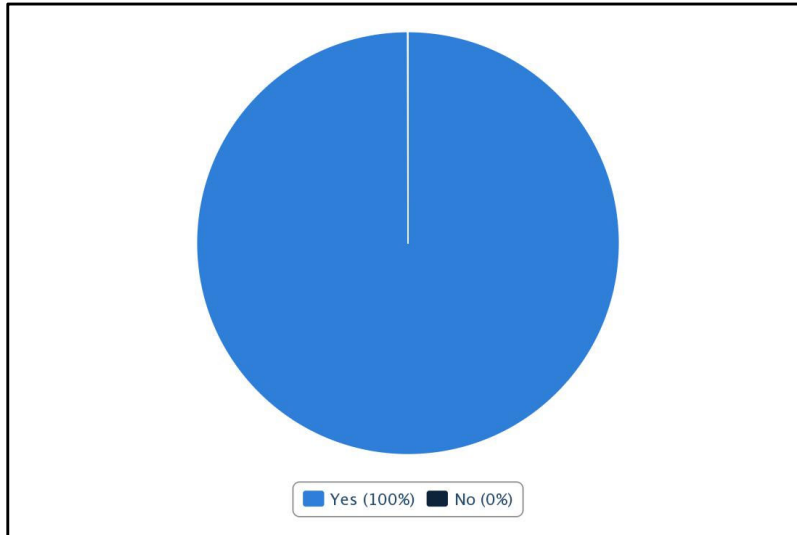
If "no", please explain:

Summarized Comments:

- NA = 5 comments
- We have adequate computers and technology to assist in training and business development and research = 1 comment

6. TECHNOLOGY and LIBRARY

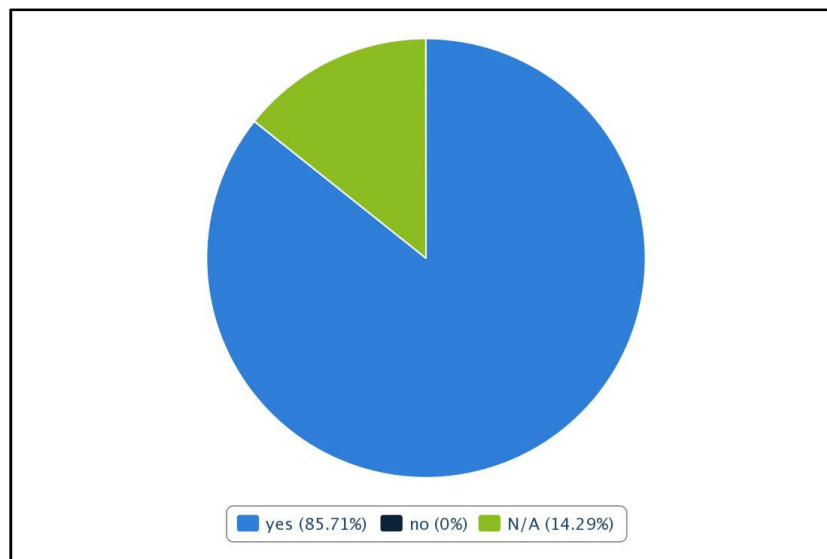
Are Web enhancements and other technology used to improve student learning and services (i.e. Compliance Assist, Datatel, Moodle, Webmail, Smart Board Applications etc.)?



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

- Our website has information on courses offered by the AS-SBDC

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



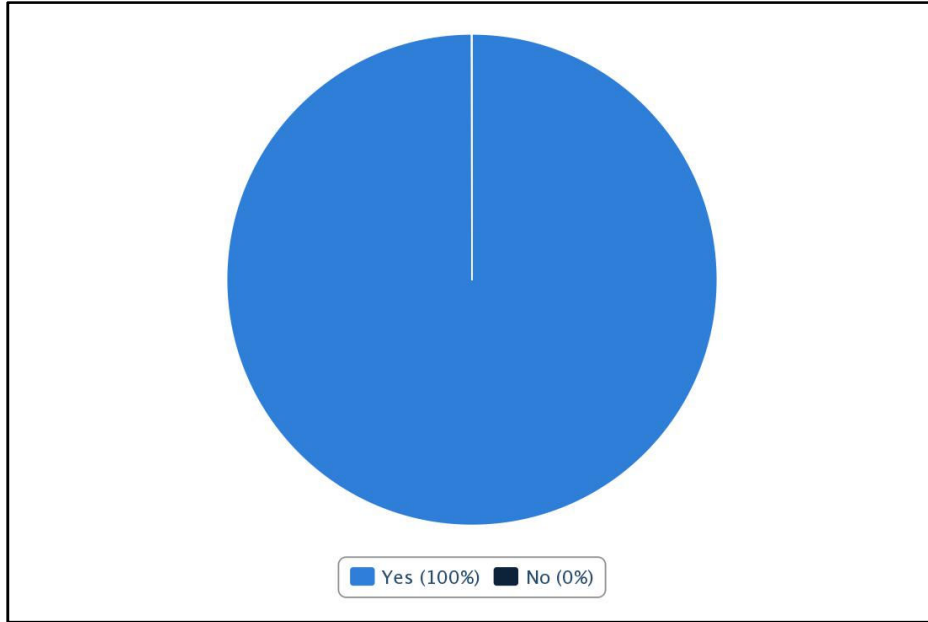
If "no", please explain:

Summarized Comments:

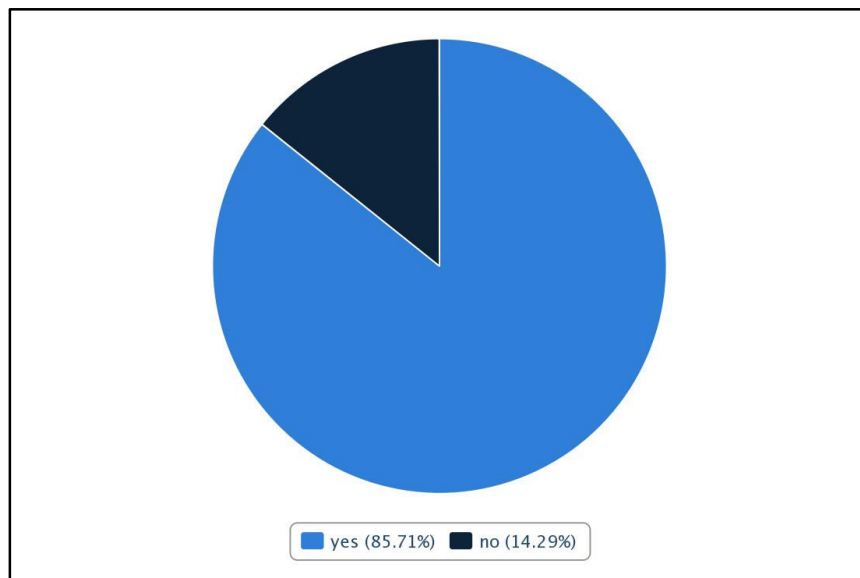
- NA = 5 comments

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?



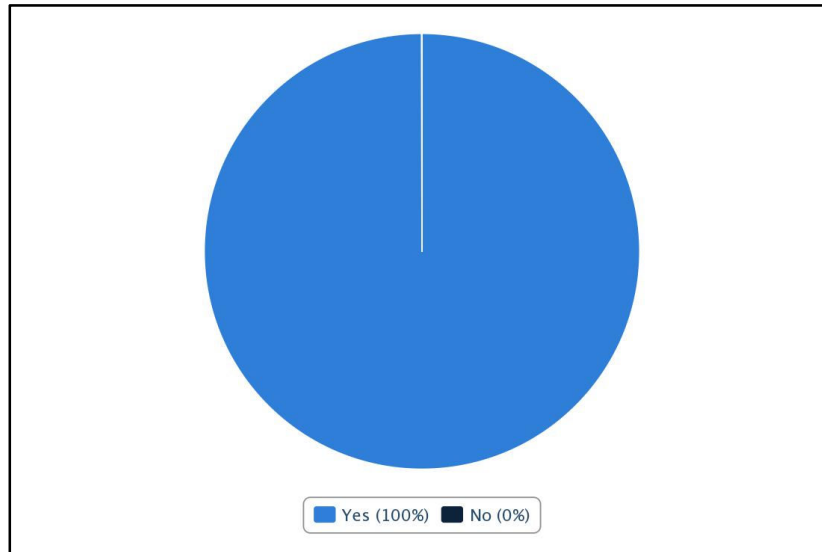
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Listed below are Institutional Surveys, Instruments, Data, and other processes for evaluating Dept/Prog/Div effectiveness. Please indicate which instruments are frequently used for evaluating effectiveness of this Dept/Prog/Div.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Weighted Average
Annual Reports	0 (0.00%)	0 (0.00%)	1 (14.29%)	4 (57.14%)	2 (28.57%)	7	4.14 / 5
Quarterly Reports	0 (0.00%)	0 (0.00%)	0 (0.00%)	5 (71.43%)	2 (28.57%)	7	4.29 / 5
Bi-Weekly Reports	0 (0.00%)	0 (0.00%)	1 (14.29%)	4 (57.14%)	2 (28.57%)	7	4.14 / 5
Student Learning Outcome Reports	0 (0.00%)	0 (0.00%)	1 (14.29%)	4 (57.14%)	2 (28.57%)	7	4.14 / 5
Institutional Strategic Plan	0 (0.00%)	0 (0.00%)	0 (0.00%)	5 (71.43%)	2 (28.57%)	7	4.29 / 5
Performance Evaluation	0 (0.00%)	0 (0.00%)	0 (0.00%)	5 (71.43%)	2 (28.57%)	7	4.29 / 5
Institutional Program Review	0 (0.00%)	0 (0.00%)	0 (0.00%)	5 (71.43%)	2 (28.57%)	7	4.29 / 5
Course Evaluation	0 (0.00%)	0 (0.00%)	1 (14.29%)	4 (57.14%)	2 (28.57%)	7	4.14 / 5
Student Satisfaction Survey	0 (0.00%)	0 (0.00%)	1 (14.29%)	4 (57.14%)	2 (28.57%)	7	4.14 / 5
Fact Sheets/ Books	0 (0.00%)	0 (0.00%)	1 (14.29%)	4 (57.14%)	2 (28.57%)	7	4.14 / 5
							4.20 / 5

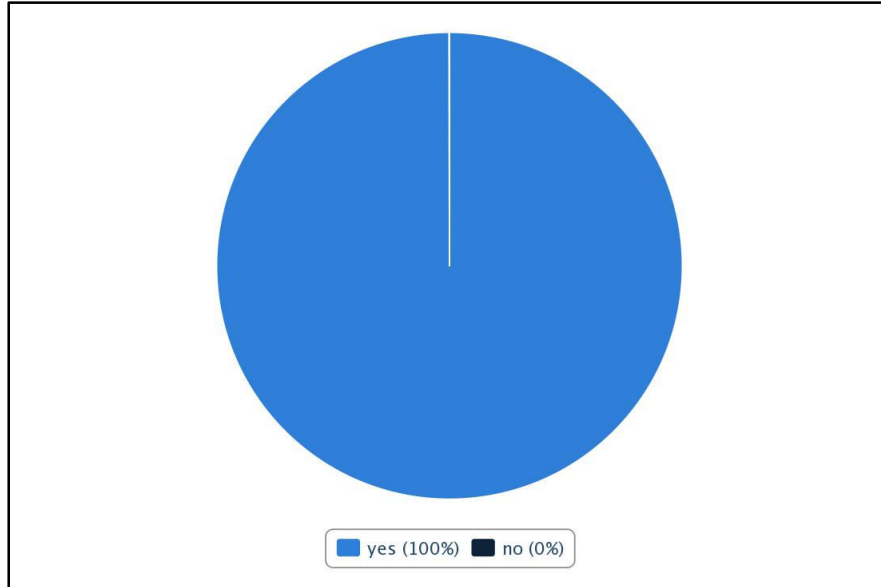
Does the use of evaluation processes result in continuous improvement in this (Dept/Prog/Div)?



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

- The SBDC through evaluation processes has identified the need to expand services. The SBDC is seeking additional Grant Funding via the SBA and the Banking Community.
- The SBDC through evaluation processes has identified the need to expand services. The SBDC is seeking additional Grant Funding via the SBA and the Banking Community.
- Through these evaluation process, SBDC was able to identify the need to further its services to the small business community by expanding our services to accommodate and reach out to more potential entrepreneurs.
- The SBDC through evaluation processes has identified the need to expand services. The SBDC is seeking additional Grant Funding via the SBA and the Banking Community.
- There is a need for additional services in expanding the AS-SBDC
- The SBDC through evaluation processes has identified the need to expand services. The SBDC is seeking additional Grant Funding via the SBA and the Banking Community.

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?

- All out comes are reported to ASCC and the U.S. Small Business Administration.
- All outcomes are reported to ASCC and the U.S Small Business Administration.
- All goals agreed upon between the SBDC and the US Small Business Administration are met and surpassed over the years.
- All out comes are reported to ASCC and the U.S. Small Business Administration.
- All out comes are reported to ASCC and the U.S. Small Business Administration.

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 Goals have been met, * Counseling Goals have been met, * Grants are Awarded Annually.
- Training Goals have been met, Counseling Goals have been met, Grants are Awarded Annually.
- Continued grant awards. Community Recognition Chamber of Commerce recognition
- * Training Goals have been met, * Counseling Goals have been met, * Grants are Awarded Annually.
- Given business training and counseling numbers are met every year as well as grants being awarded annually.
- * Training Goals have been met, * Counseling Goals have been met, * Grants are Awarded Annually.