



2020-2022

**Welcome to the
American Samoa Community
College (ASCC)!**

The ASCC Student Handbook provides students with information about their rights, responsibilities, and resources as members of the ASCC Community. Upon admission to the College, each student agrees to follow the policies and guidelines established by the College. All students are to familiarize themselves with the content of the Student Handbook. Their conduct within and beyond the classroom is in accord with established college standards.

This Student Handbook will help students locate important information about College policies and resources. ASCC publishes this Handbook semi-annually, but the policies and procedures are subject to change during the academic year.



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VISION

The American Samoa Community College holds as its central theme “Saili le Atamai” or to “seek knowledge.” Our journey pushes us forward to achieve our mission to provide high quality educational programs and services. We remain grounded in the core values of student centeredness, respect for diversity, collaboration and teamwork, respect for tradition and culture, and lifelong

learning while meeting the challenges of the 21st Century. We envision an active impact in the development of the educational, social, cultural, political, economic, technological, and environmental well-being of American Samoa and the Pacific.

“Student engagement is the product of motivation and active learning. It is a product rather than a sum because it will not occur if either element is missing.” Elizabeth F. Barkley

ACCREDITATION

The American Samoa Community College (ASCC) is accredited by the Accrediting Commission of Community and Junior Colleges (ACCJC) of the Western Association of Schools and Colleges (WASC). 10 Commercial Boulevard, Suite 204, Novato, CA 94949. Ph: (415) 506-0234 Fax: (415) 506-0238

In compliance with the United States Department of Education (USDE) policies and regulations effective December 2014, the Western Association for Schools and Colleges (WASC), Accrediting Commission of Community and Junior Colleges (ACCJC) is accrediting the baccalaureate offered at the American Samoa Community College. USDE has ruled that no institution can have more than one accreditor.

MISSION

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 well-being 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 non-traditional for:

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

MANULAUTI (MISSION-SAMOAN VERSION)

O le manulauti a le Kolisi Tu’uafaatasi o Amerika Samoa, o le tu’uina atu o polokalama ma tautua fa’alea’oa’oga i se tulaga maoa’e ina ia manuia ai a’oa’oga a tagata a’oga ma mafai ai ona ‘ausia sini fa’alea’oa’oga ma tofu sao i le soifua manuia tau i le vafealoai, fa’aleaganu’u, fa’afaigamalo, fa’atamāoāiga, fa’atekonolosi, ma le si’osi’omaga o Amerika Samoa.

Ina ia taunu’u lenei manulauti, o le Kolisi, ona o se a’oga e tatala le ulufale i so’o se tagata, e taualoa i tulaga taua’oa’oga a le lunaite Setete, ma o se a’oga tau Laufanua ma Atinae, e tu’uina atu avanoa mo tikeri pakaloli ma tikeri fa’avae fa’apea tusipasi. O nei polokalama o lo o saunia ai tagata a’oga uma e aofia ai ma i latou e faigata ona maua avanoa, lu’itauina, po’o i latou sa le’i masani ona avea ma tagata a’oga i se kolisi mo le:

- Faamanuaina i galuega
- Faaauau atu i iunivesite ma aoaoga maualuluga atu
- Silafia o Samoa ma le Pasefika.
- Sailiiliga ma le faalauteliga i mataupu tau tagata ma punaoa faalenatura



ASCC LEARNING OUTCOMES



Effective Communicators

ASCC graduates communicate respectfully, listen attentively, seek clarification, and value the opinions of others. Graduates effectively present information using a variety of modes and media. They adapt their method of presentation to suit specific audiences and convey their intended message using a variety of oral, written, and visual strategies.

Quantitative Competent Individuals

ASCC graduates organize, and critically examine written, oral, visual, and numerical information. Graduates efficiently use technology as a tool to gather and evaluate information from a variety of perspectives. Graduates use the information ethically, respecting the legal restrictions that exist when using published, confidential, and proprietary information.

Critical Thinkers

ASCC graduates engage in the examination of ideas, issues, and problems, drawing on established bodies of knowledge and means of analysis. Graduates organize information logically and consider alternate strategies. They recognize the need for multiple voices and seek opportunities for those voices to be heard.

Responsible Leaders

ASCC graduates act with integrity and take responsibility for their actions, ethically and equitably. Graduates engage in professional dialogue and participate in learning communities.

Global Citizens

ASCC graduates are prepared to participate in regional and global communities. They demonstrate knowledge of their region and the world.

Dean of Student Services message:

Welcome to the Academic Year 2020 – 2021!

Talofa Lava Students,

On behalf of the American Samoa Community College's (ASCC) faculty, staff and administration, welcome to the academic year of 2021 – 2022. I would like to take this opportunity to congratulate and thank each of you for choosing to attend ASCC. By choosing ASCC you have set your goal for a positive and successful future. As the Dean of Student Services I assure you that we are here to help you achieve your goals.

The Division of Student Services (DOSS) provides comprehensive student support services to students through admission, records, counseling, financial aid, library services, tutorials, employment, academic advising, computer usage, and social activities. As you begin the year, it is very important for you to familiarize yourself with this student handbook and the services provided by ASCC and the Division of Student Services.

It is our hope that you will utilize our student support services whenever you need

to, or if you are curious or have any questions regarding your future, stop by and talk to us. Let us know if we can address any concerns, or if you simply have ideas on how we can improve your experience here as a student. Contact information of various offices is provided in this handbook. Remember, we are here to support your college goals and to prepare you for the future. I am excited to collaborate with you and I hope you enjoy your college life at ASCC. Go CHIEFS!

With Warm Regards,

Dr. Emilia S. Le'i

Dean of Student Services

NON-DISCRIMINATION POLICY

The American Samoa Community College (ASCC), does not discriminate against individuals on the basis of age, race, color, sex, sexual orientation, gender-identity, marital status, religion, disability, genetic information, veteran's status, ancestry, national or ethnic origin, or political affiliation.

Discrimination on the basis of ethnic group identification, religion, age, sex, sexual orientation, color, or physical or mental disability in all programs, activities, and work environments is unlawful and will not be tolerated by ASCC.

FREQUENTLY ASKED QUESTIONS

Where can I find more information about scholarships?

Students can find more information on scholarships from the Student Services Office located to the Multi-Purpose Center (MPC), 2nd floor.

Where do I apply for Financial Aid?

Students apply for Financial Aid for free on www.fafsa.ed.gov. Please be aware of other Financial Aid sites that may charge a fee. Students can receive help from a Financial Aid Counselor by visiting the Financial Aid Office located in the Quad Area.

Are there any computer labs on campus I can use outside of class?

Room 15 located in the Quad Area and the MPC Computer Lab, 1st floor.

Where can I get tutorial help for my English and Math courses?

The Student Support Learning Services (SSL) offers tutorial services at the MPC, 1st floor.

Am I taking the required courses for my major?

Every student should have an Advising Sheet to refer to and should visit his or her Academic Advisor or Counselor frequently to make sure they are taking the correct courses for their declared major.

Where can I get an Advising Sheet?

Students can pick up an Advising Sheet from the Academic Affairs Office, or from their Academic Advisor or Counselor.

Where do I report lost or stolen items?

Lost or stolen items can be reported to Campus Security. Any found items on campus are turned into the Campus Security Office.

Where can I report a mistake on my transcript?

Any mistakes on a student transcript can be reported to the Records Office located in the Quad Area.

Where can I obtain information on Veteran benefits?

All Veteran Affairs questions can be directed to the Student Services VA Counselor, located at the MPC, 2nd floor. More information can be found in the ASCC Academic Catalog.

Where do I apply for graduation?

Students can stop by the Records Office in your final semester to pick up a graduation application. Find more information in the ASCC Academic Catalog.

Frequently Asked Questions—Cont'd

Where can I find general information regarding programs, policies and procedures on ASCC?

Students can either purchase an ASCC academic catalog from the bookstore or download and view it on the ASCC's website, www.amsamoa.edu.

How can I form a club or join one?

Visit the Student Services SGA Coordinator at the MPC, 1st floor for a Club application and for more information.

Where do I get my student I.D.? Why do I need one?

During registration Student Government Association (SGA) is responsible for student I.Ds. Every student must have a valid ASCC student I.D to be worn on campus, use the facilities, gym, computer labs, library etc. Student I.D is also used to gain entrance to SGA sponsored activities.

What job opportunities are available for ASCC students?

There are several jobs that students who qualify can apply for on and off campus. You can visit the Federal Work Study Coordinator at the Financial Aid Office in the Quad. Non-Pell students may visit the Student Services Office located at the MPC, 2nd floor for more information or visit the Transfer and Career Counselor at the MPC, 2nd floor.



STUDENT SERVICES AND CAMPUS RESOURCES

ACADEMIC ADVISING

Academic advising allows the exchange of information between an advisor/counselor and the student to identify, plan, and achieve educational and career goals.

Advisors and counselors are available to help students meet their educational goals and navigate their college experience. All students are welcomed and encouraged to meet with their academic advisors and counselors during their time at ASCC. Both students, counselors, and advisors are expected to:

Student's Responsibilities:

- Be aware of the critical dates and deadlines published in the ASCC's academic calendar (see Catalog).
- Know institutional policies, procedures, and requirements.
- Continue on actions identified during each advising session.
- Know who your advisor is. If you are not sure, check with the Records Office.
- Clarify your values, interests, and goals.
- Ask questions to get the information needed to accomplish career and educational goals.
- Accept final responsibility for all decisions.

Responsibilities:

- Support and guide you in the selection of appropriate coursework based on your major.
- Direct you in determining your progress toward your educational goals.
- Safeguard information and confidentiality by adhering to the Family Educational Rights and Privacy Act (FERPA).
- Refer you to student services and supports available on campus to promote your academic success.
- Understand ASCC's policies, processes, and program requirements, and communicate them to you.

As a result of academic advising, the students will be able to:

- Apply information regarding ASCC's academic program requirements, policies, and procedures to make informed educational decisions.
- Identify a program of study that supports their interests, values, strengths, career, and educational goals.
- Seek out and use campus resources to support their success.

Understand that participating in extra-curricular and educational opportunities will help advance their educational goals.

Student Services and Campus Resources—Cont'd

BOOKSTORE

Textbooks, supplies, gifts, and snacks can be found in the Bookstore which is located in the front entrance of the campus. Purchases can be made by cash, check with a valid picture ID, and by VISA or MasterCard. Please save your receipt, it is needed for returns, exchange of defective merchandise, class cancellations, etc.

STUDENT SERVICES

Student Services offers a variety of services that can help build your confidence, provide good leadership skills, assist you with reaching your educational goals and also provide opportunities to facilitate the personal growth and development of each student. Some of the services offered include the following: admissions, counseling, veteran affairs, financial aid, learning resource center, registrar and records, student government association, tutorial and computer lab services.

⇒ **Admissions**

The Admissions Office aims to process applications for entrance to the American Samoa Community College. They provide prospective students information required to complete their application form. They oversee all activities related to the recruitment, selection and enrollment of new, returning, continuing and transfer students.

⇒ **Counseling Services**

The Counseling Services provide academic,

personal, veterans, career and transfer counseling. They assist with orientation for new students, implement outreach activities, offer crisis intervention, and optimize follow-up and referral services to all current and prospective students, and the community. Counselors are available to all students through walk-ins or referrals.

⇒ **Financial Aid**

Financial aid offers students financial assistance to assist with college expenses. This financial assistance covers educational expenses including tuition and fees, books and supplies, and transportation.

⇒ **Library/Learning Resource Center**

The purpose of the ASCC college library is to provide library services to meet the institutional mission of assisting students in their pursuit of their educational, career, and personal goals. A card catalog and Online Public Access Catalog (OPAC) provides information and easy access to the location of books and other research materials. There are computers with Internet access and computer software for students and faculty. The library collection materials consist of DVDs, CDs and audios, and videotapes for instructional purposes.

For more information and further details regarding Library Services, please refer to the Library Handbook, ASCC Catalog or the ASCC website at www.amsamoa.edu/.

Student Services and Campus Resources—Cont'd

⇒ **Records**

The Records Office assists students with the initiation of the enrollment process (registration) through graduation, and also includes services such as providing transcripts and enrollment information upon request, creating and maintaining class lists, grade lists, and grade reports, and graduation activity support.

⇒ **Student Support & Learning Services**

The Student Support Learning Services offers tutorial and computer lab services. The SSLS Tutors offer free tutorial services to enrolled students seeking assistance in Math, English, and other content areas. They provide quality academic support and work towards helping students attain and achieve academic goals.

The Student Computer Labs provides computer usages and printing assistance for ASCC students on a first come first serve basis. The Student Computer Labs provide students with access to word processing, spreadsheets, Internet, web e-mail access, ASCC website and Moodle.

⇒ **Student Employment**

The Student Employment provides a temporary employment opportunity for students who are ineligible for federal financial aid assistance. Applications are available at the Multi-Purpose Center Building on the 2nd floor. Contact the Counseling

Services or the Dean of Student Services Administrative Assistant for more information.

⇒ **Student ID**

Student Identification cards are processed by the SGA under the Student Services Division. Students who pay the \$50 registration fee are required to take a student ID during registration. Lost or misplaced IDs may be replaced for \$5. Students are required to wear their student ID while on campus at all times. Access to all SGA activities, computer labs, and the library require student IDs. The campus security has the right to escort anyone off campus without an ASCC student ID.



ACADEMIC POLICIES & PROCEDURES

Attendance

All students attending ASCC are expected to attend all of their scheduled classes. It is the student's ***responsibility to officially withdraw*** from any class that he/she has been scheduled whether or not he/she has ever attended the class. Contact the Records Office for more details and clarification.

Withdrawal from Class

The student must obtain the instructor(s) and academic advisor's signatures and submit the completed withdrawal form to the Records office for posting. Students may withdraw from a class without academic penalty during the first 60% of that course's term and receive a "W" (*Refer to the Academic Calendar in the ASCC Catalog*).

Academic Standards

Academic standing is based upon the students' cumulative grade point average (CGPA). The academic standing designations are: Good Standing, Academic Probation, 1st Suspension and 2nd Suspension. Students are expected to maintain a satisfactory academic standing of CGPA of a 2.0 in order to also be eligible to graduate.

Academic Probation

A student whose CGPA is less than 2.0 will be placed on academic probation. A student on academic probation can only enroll in up to 6 credits or up to 9 credits with the recommendation of his/her academic advisor and the approval of the Dean of Academic Affairs.



STUDENT RIGHTS & RESPONSIBILITIES

Students are responsible for all information contained in this student handbook. Students enrolled at ASCC must follow the standards involved with the policies and regulations governing campus conduct.

ASCC students are expected to do the following:

- show respect for the rights of others
- preserve a social and academic atmosphere
- promote the College's goals
- care for campus property
- bring goodwill and honesty to the College

Students interfering with the personal rights or privileges of others or the educational process of the college will be subject to immediate disciplinary action.

CAMPUS RULES & REGULATIONS

- No fighting or other forms of violence on campus.
- No bullying or intimidation on campus.
- No alcohol or drugs on campus; includes intoxication.
- No weapons on campus.

- No smoking (includes e-cigarettes) anywhere on campus, except for the designated smoking area.
- No sexual harassment.
- No graffiti or destruction of ASCC property.
- Dress code – moderate or conservative fashion. No profanity on clothing.
- I.D.'s must be worn on campus at all times.
- No inappropriate kissing, hugging, or cuddling anywhere on campus.
- No parking in designated ASCC personnel parking area.
- No loud or disruptive noises like shouting, yelling, or playing loud music on campus.
- No foul/obscene language on campus.
- Visitors must check-in with the Security Office for a Visitor's Pass.

Any student who violates any rules or regulations is subject to disciplinary actions, including suspension or expulsion in accordance to the severity of the action.

Please refer to the Zero Tolerance Policy in the ASCC Catalog.

Student Rights & Responsibilities—Cont'd

STUDENT CONDUCT

A student may be subject to disciplinary action for any of the following actions:

- Possession, use, or sale of alcohol, marijuana, narcotics, or other dangerous drugs on school property or at any College sponsored event.
- Appearance on campus or at any college sponsored event while under the influence of alcohol or drugs.
- Destruction of school property in any manner.
- Stealing others or ASCC property.
- Assault or battery of any threat of force or violence directed toward any member of the college community.
- Habitual profanity or vulgarity, disorderly, lewd, indecent, obscene, or offensive conduct.
- Willful disobedience and failure to comply with direction of college officials, faculty, staff, who are acting in performance of their duties.
- Dishonesty (such as cheating, plagiarism, or knowingly furnishing false information).
- Forgery and alteration of college documents or records.
- Unauthorized entry to, or use of, college facilities without proper permission.
- Gambling.

Types of Disciplinary Actions

Warning – A warning will be given to a student, notifying that continuation

or repetition of a specific violation may result in a more serious disciplinary action.

Probation – Probation is imposed after a student has made a serious violation or has repeatedly violated the ASCC campus policy. A notice will be given in writing and it will specify the period of probation and the conditions.

Suspension – Suspension is the temporary dismissal of the student from the college. A notice will be given in writing, specifying the duration of the suspension and any specific conditions to be met before readmission into the College.

Expulsion – Expulsion is the permanent dismissal from ASCC and termination of the student's status.

Student Appeals

Students may appeal a disciplinary action taken against them by submitting a written appeal to the Dean of Student Services. The written appeal must be submitted one week from the issuance of the disciplinary action/decision in question. Students can pick up a copy of the appropriate form from the Counselor's Office at the Multi-Purpose Center (MPC), 2nd floor.

FERPA DISCLOSURES

FERPA

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records. (An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution at any age). These rights include:

1. The right to inspect and review the student's education records within 45 days of the day ASCC receives a request for access. A student should submit to the College Registrar, Dean, or other appropriate officials a written request that identifies the record(s) the student wishes to inspect. The college official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the college officials to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
2. The right to request the amendment of the student's education records that the student believes is inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA. A student who wishes to ask ASCC to amend a record should write the college official, clearly identify the part of the record the student wants changed, and specify why it should be changed. If ASCC decides not to amend the record as requested, ASCC will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to provide written consent before ASCC discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

ASCC discloses education records without a student's prior written consent in the following circumstances:

- a. To school officials with legitimate educational interests. A school official typically includes a person employed by ASCC in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person serving on the board of trustees; or a student serving on an official committee, such as a disciplinary or grievance committee. A school official also may include a volunteer or contractor outside of ASCC who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records, such as an attorney, auditor, or collection agent or a student volunteering to assist another school official in performing his or her tasks. A school official typically has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for ASCC.
- b. To authorized representatives of the U. S. Comptroller General, the U.S.

Attorney General, the U.S. Secretary of Education, or State and local educational authorities, such as a State postsecondary authority that is responsible for supervising the university's State-supported education programs. Disclosures under this provision may be made, subject to the requirements of §99.35, in connection with an audit or evaluation of Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures of PII to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. (§§ 99.31(a)(3) and 99.35) c. In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid. (§ 99.31(a)(4)) d. To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction. (§ 99.31(a)(6)) e. To accrediting organizations to carry out their accrediting functions. (§ 99.31(a)(7)) f. To comply with a judicial order or lawfully issued subpoena. (§ 99.31(a)(9)) g. To appropriate officials in connection with a health or safety emergency, subject to § 99.36. (§ 99.31(a)(10)) h. Information the school has designated as "directory information" under § 99.37. (§ 99.31(a)(11)). A list of data elements that ASCC has defined as directory information appears online at <https://www.amsamoa.edu>. i. To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense, subject to the requirements of § 99.39. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding. (§ 99.31(a)(13)) j. To the general public, the final results of a disciplinary proceeding, subject to the requirements of § 99.39, if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. (§ 99.31(a)(14)) k. To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by ASCC to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

Student Privacy Policy Office U.S. Department of Education
400 Maryland Avenue, SW Washington, DC 20202

STUDENT GRIEVANCE & PROCEDURES

General Student Grievance

A student who encounters a non-academic problem is encouraged to seek an informal resolution of the matter with the college employee(s) involved. If the attempt to reach an informal resolution is not successful or not advisable, then the student can file his/her complaint with the Dean of Student Services by following this procedure.

Step One: *Initiating a Formal Complaint*

- ⇒ The student has five (5) working days from the date of the incident to file the complaint by filling out a Student Complaint form from the Student Services Office at the MPC, 2nd floor. The complaint will include the reason for the complaint, factual summary of the complaint and the informal resolution sought.
- ⇒ The Dean of Student Services (or designee) shall review the submitted complaint and shall call a meeting with the person(s) to whom the complaint is addressed (respondent) to inform the respondent(s) that a student has filed a formal complaint.

Step Two: *Informal Resolution*

- ⇒ The Dean of Student Services after reviewing the complaint shall attempt to resolve the matter by scheduling a meeting to allow for an opportunity between the student and the respondent to reach an informal resolution. If a satisfactory resolution is reached through the infor-

mal meeting, both the students and the respondent shall sign a written summary report from the Dean of Student Services (or designee) that verifies the resolution of the complaint. However, if the student does not agree to meet or is not satisfied with the informal meeting resolution with the respondent, the student may submit a written notice of dissatisfaction to the Dean of Student Services (or designee) within three (3) working days and request to proceed to the next step.

Step Three: *Formal Resolution*

- ⇒ If the nature of the complaint is determined to require more than a resolution between the student and the respondent, The Dean of Student Services shall prepare a written statement summarizing the actions prior to the referral and submit this along with a copy of the Complaint Form to the appropriate Dean/Supervisor:

A. If respondent is faculty or adjunct member: refer the student and the respondent to the Dean of Academics within three (3) working days. The Dean will meet with the faculty member and the student in an attempt to resolve the complaint; or

Student Grievance & Procedures –Cont’d

B. If respondent is a college employee(s): refer the student and the employee to the appropriate supervisor within three (3) working days. The supervisor will meet with the college employee and the student in an attempt to resolve the complaint;

If respondent(s) is a contract employee or campus visitor:

1. The student is encouraged to seek resolution/response through an informal meeting with the respondent(s) if it was a satisfactory response/resolution the Dean of Student Services (or designee) will prepare a written response statement of the resolution. A copy will be provided to the student within three (3) working days and a copy will be forwarded to the affected ASCC contract employee or campus visitor via email. A copy will also be filed with the original ASCC Complaint Form at the Dean of Student Services office.
2. If the student finds the response/resolution unsatisfactory, the student may submit a written notice of dissatisfaction to the Dean of Student Services (or designee) within three (3) working days. The Dean of Student Services (or designee) will then schedule a meeting with the student and the respondent in an attempt to resolve the complaint.
3. If the student is still dissatisfied with the attempted resolution, the student may submit a written notice to the Dean of Students Services (or designee) to pro-

ceed to Step Four (4).

For Step 3(A) and (B) above:

If a resolution was reached:

- The appropriate Dean/Supervisor, will prepare a written response of the resolution of the complaint to the student within three (3) working days. A copy will be submitted to the affected ASCC employee within four (4) working days. A copy will also be provided to the Dean of Student Services (or designee) to file with the original Complaint Form.

If a resolution was not reached:

- The appropriate Dean/Supervisor will refer the student and or the affected employee to the Vice President of Academic and Student Affairs (ASA) and Vice President of Administration and Finance (AF). The referral will include a copy of the Complaint Form and the Dean's/Supervisor's written summary report of the unresolved complaint. The student referral must be made within four (4) working days.

Student Grievance & Procedures –Cont’d

⇒ **Step Four: Resolution by the Vice-Presidents of ACSA and AF**

- Upon receipt and review of the Complaint Form and summary report of the unresolved complaint by the student, The VPs will schedule a meeting with the student(s) and affected ASCC employee/contract employee/campus visitor in an attempt to resolve the complaint. As a result the VPs shall make a final decision and shall seek the advice of the President if relevant. The VPs will provide a memorandum of the final decision to the student and the respondent within five (5) working days.
- Time constraints: If ASCC is not in session during part of these proceedings or in instances where additional time may be required because of unforeseen complications and complexities of the case or the unavailability of the parties or witnesses, any of the time periods specified herein may be changed accordingly by the Dean of Student Services. If changes occur the student(s) and respondent(s) shall be informed by any means possible to reach them.

Academic Grievance

Students encountering issues that are academic in nature and are in violation of Student Rights such as, but not limited to: grading issues, course content, course syllabus, course grading criteria that occurs prior to the posting of the final grade, academ-

ic misadvising, etc. Students having academic complaints should utilize the following procedures:

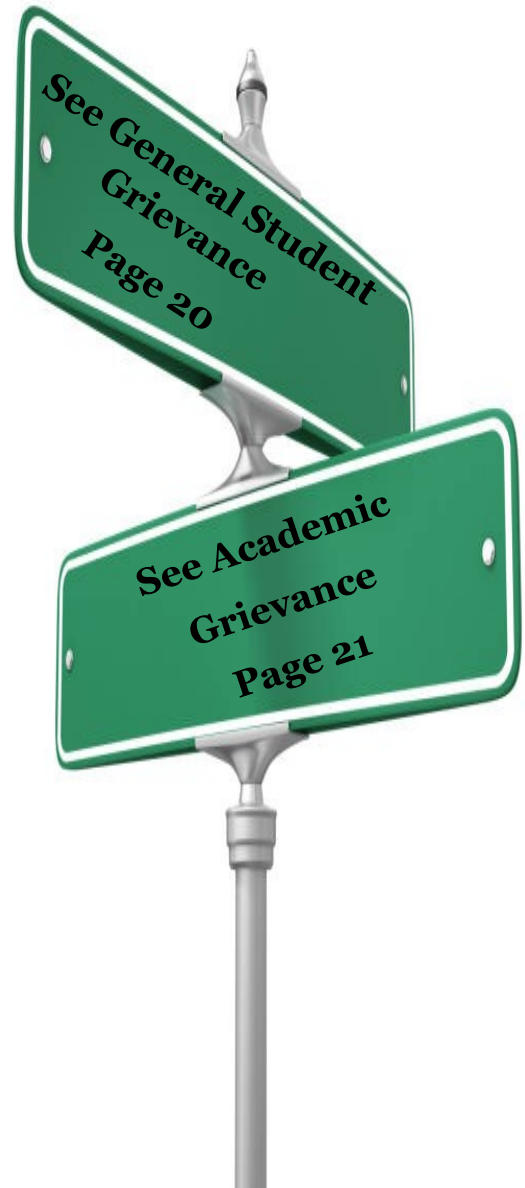
Before an academic grievance is filed, the student must first discuss and seek to resolve the issue with the instructor of the course and the appropriate Department Chairperson. If the matter cannot be resolved, the procedures outlined below should be followed:

1. A letter describing the nature of the complaint and all supporting documents should be submitted to the Dean of Student Services and to the Dean of Academic Affairs. These documents may be the course syllabus outline, evaluation procedures, and exams with grades, term paper assignments with grades, quizzes or other pertinent supporting documents.
2. The Dean of Student Services will call a meeting of all available parties involved (instructor, Department Chairperson, Dean of Student Services, and the Dean of Academic Affairs) to review the submitted documents and find a possible solution.

If a solution is agreed upon by the student and instructor, the Deans will provide a written summary stating the resolution and signed by both the student and faculty.

Complaint to Grievance:

1. If the matter remains unresolved, the Dean of Student Services will refer the submitted written grievance to the Academic Grievance Committee (Dean of Student Services, Dean of Academic Affairs, one counselor, one faculty member, and a student representative) for appropriate action and to schedule a hearing.
2. The Academic Grievance Committee (AGC) will investigate the grievance and will move into a confidential meeting to discuss the case in detail. The Academic Grievance Committee will notify the student in writing within three (3) working days of the hearing outcome. All recommendations made by the Grievance Committee are final.

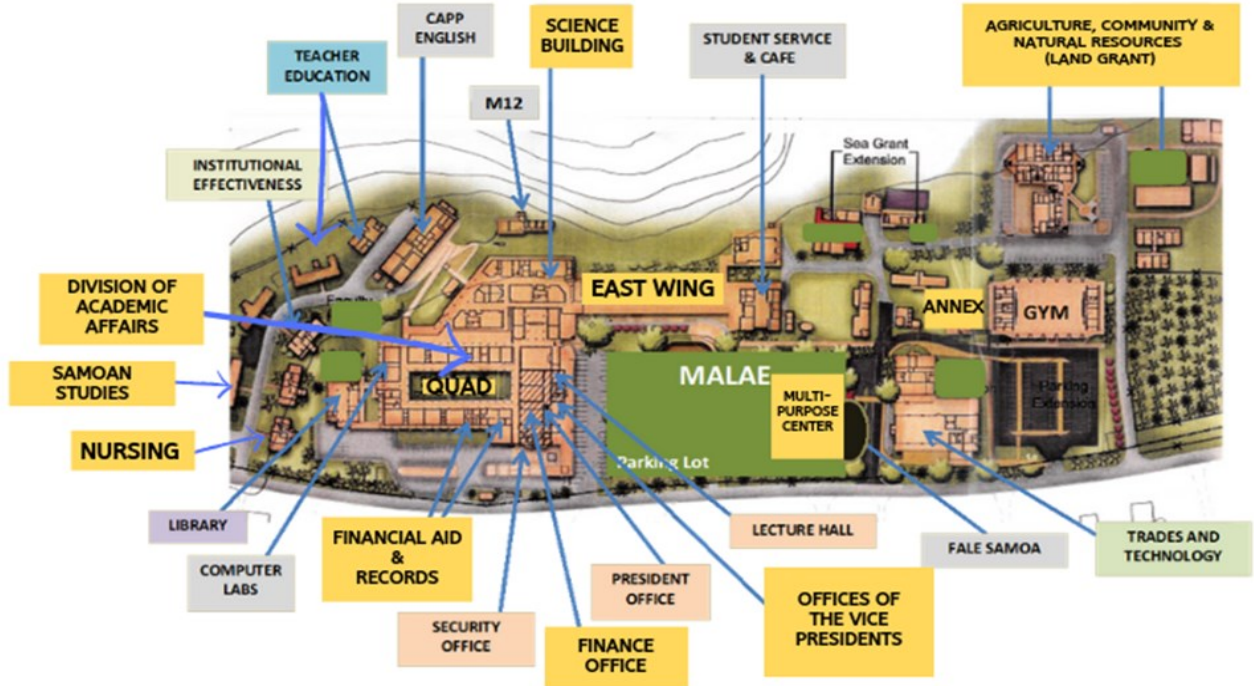


IMPORTANT ASCC PHONE NUMBERS

OFFICE	PHONE NUMBER	LOCATION
ASCC Main Campus Line	699-9155	Security/Receptionist Office
Add After Hour Line	699-6299	
Multi-Purpose Building	699-2722	Multi-Purpose Center (MPC)
Division of Student Services	699-2722 ext. 0004	MPC

OFFICE	PHONE NUMBER	LOCATION
Admissions	699-9155 ext. 333/334; 351	Quad Area
	699-2722 ext. 009	
Bookstore	699-9155 ext. 464	Main Campus Entrance
Counseling	699-2725; 699-2722 ext. 0002	MPC – 2 nd floor
Financial Aid	699-9155 ext. 313	Quad Area
Library	699-9155 ext. 418	Library Building
Records	699-9155 ext. 412	Quad Area
Student Government Association	699-2722 ext. 0008	MPC – 1 st floor
Student Support and Learning Services	699-2722 ext. 0010	MPC – 1 st floor

ASCC CAMPUS MAP



CAPP ENGLISH (E)

- E1
- E2
- E3
- E4

M12

- M12A
- M12B
- M12C

TEACHER EDUCATION

- TE 1
- TE 2
- SS
- M7C

NURSING (N)

- N1
- N2
- N3

SAMOAN STUDIES (M)

- M3
- M4

SCIENCE BUILDING (A)

- A1
- A5
- A14
- A17
- A30
- A35
- A40
- A45

QUAD

- TED 1
- TED 2
- 7
- 8
- 9
- 10
- 18
- 19
- 20
- 21
- 23

EAST WING

- 26
- 27
- 28
- 29
- 30

MULTI-PURPOSE CENTER (SC)

- SC212/213
- SC217/218

TRADES AND TECHNOLOGY

- LAB-A
- LAB-B
- LAB-C
- ALT-A
- ALT-C
- ALT-D
- B23

ACNR LAND GRANT

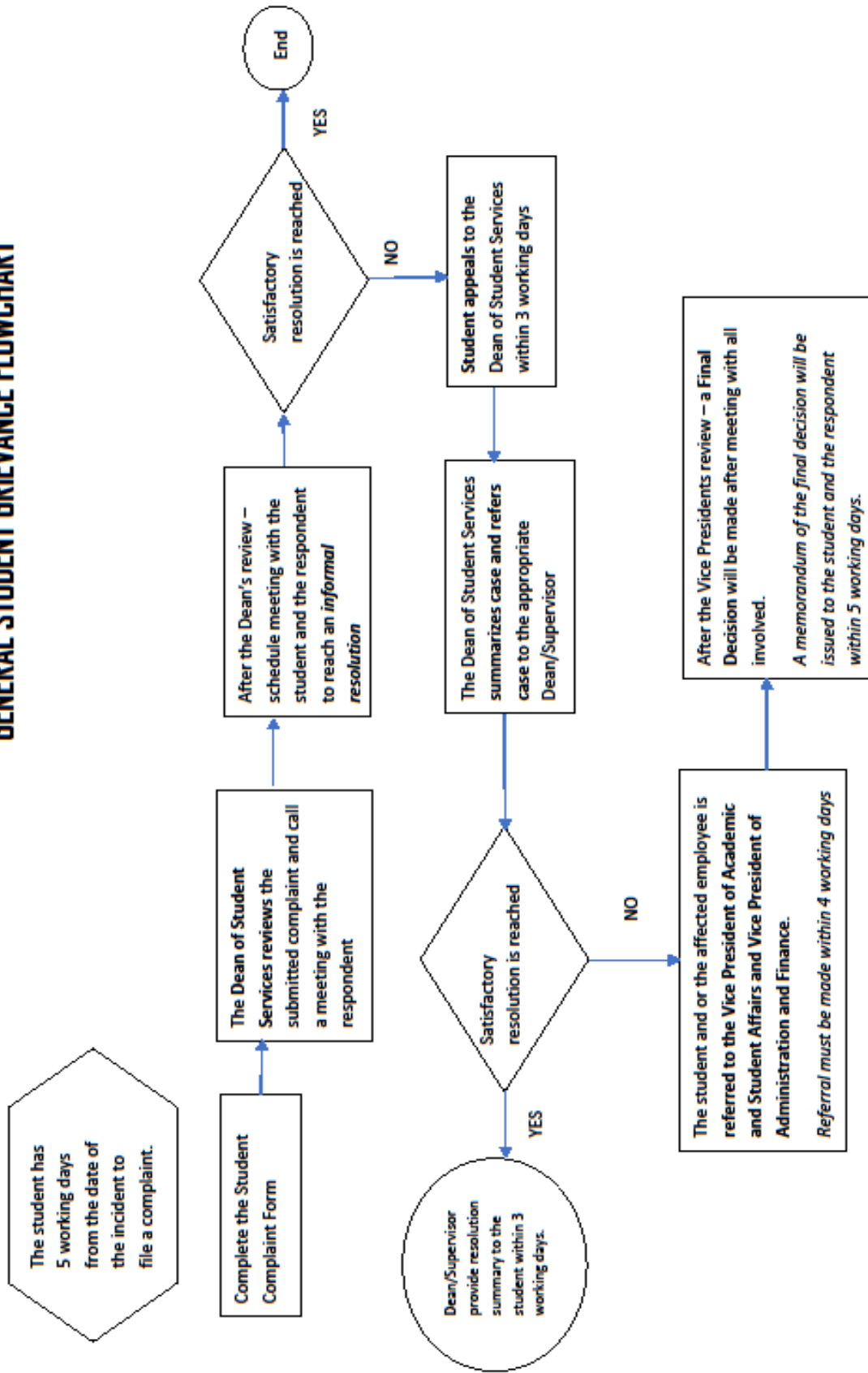
- 208
- 210

MAIN CAMPUS # 699-9155

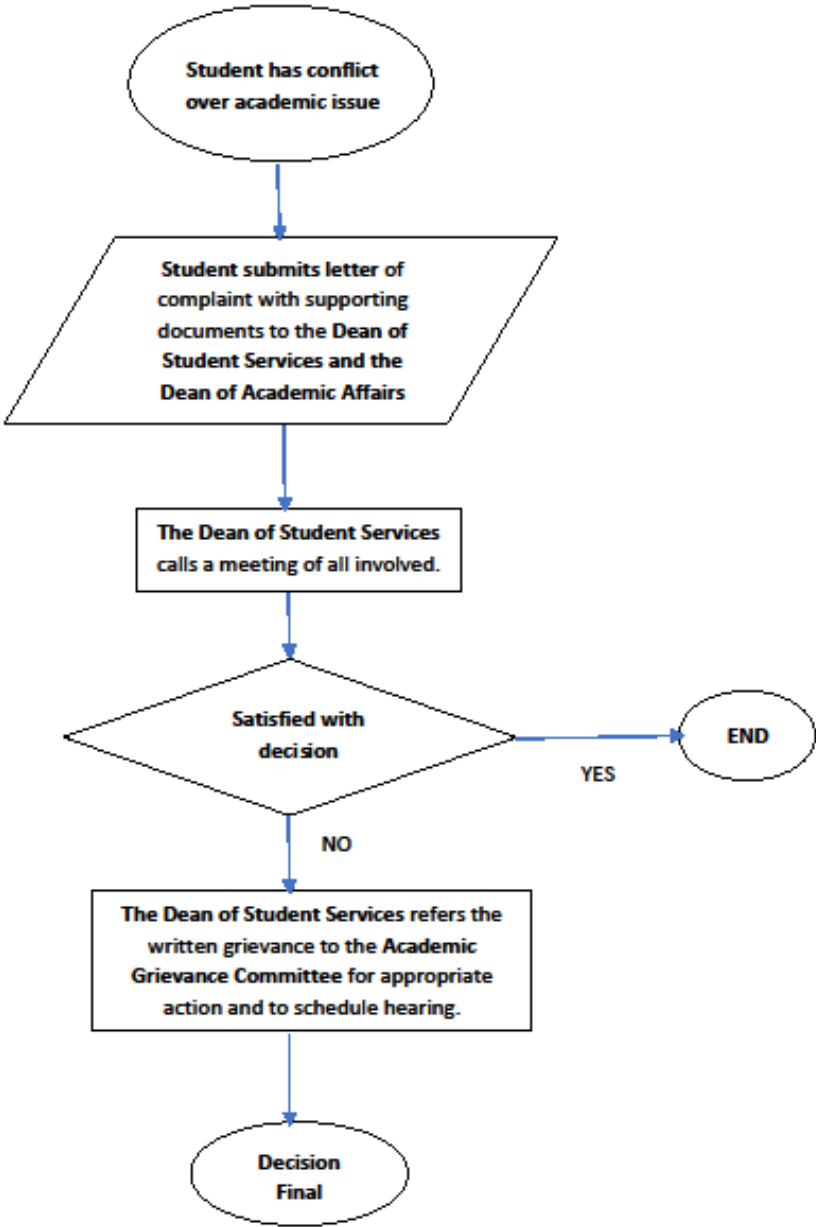
MPC # 699-2722

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GENERAL STUDENT GRIEVANCE FLOWCHART



Academic Grievance Flowchart



STUDENT COMPLAINT FORM

PURPOSE: Any student(s) may file a complaint using this form concerning any issues or actions that has affected the student's academic record or status.

INSTRUCTIONS: Prior to filing a complaint with an employee or visitor on campus, the student may discuss the matter with the appropriate faculty, employee(s), or administrator(s). Should the matter not be resolved or if you disagree with the decision then use this form to express your concern to the relevant supervisor, administrator and or department chair. The student(s) may carry it no further unless a complaint falls within the definition of a grievance, ASCC General Catalog 2020 -2022, pages 33-34.

A complaint may constitute a grievance if the issue is not mutually resolved, and the complaint falls within the definition of a grievance.

Section A: Student information (please print)			
Last Name	First Name	MI	Student ID#
Email	Current Address		
Contact Numbers: Home phone	Cell phone #		
Term/Year: Fall _____ Spring _____ Summer _____	Date submitted:		
Complaint applies to (against):			
Section B: Reason(s) for Complaint. Describe your complaint in detail. Include dates of occurrence, be as specific as possible. Describe actions you have taken to resolve the issue (Attach additional sheets, if necessary) along with any documentation that will help describe and substantiate the complaint as well as any eye witnesses who should be interviewed.			
Section C: Describe the outcome you hope to achieve.			
Section D: Student Certification:			
By signing this form, I understand that the information contained in this complaint will be held confidential to the extent possible. Complaint information may be shared with appropriate college officials in order to conduct further reviews of the complaint. I hereby declare that the information on this form is true, correct and complete to the best of my knowledge. I understand that misrepresentation of the facts or documentation may be sufficient cause for automatic denial of this filed complaint and may violate the Student Code of Conduct.			
Student Signature: _____		Date: _____	

Date of Interview:

DOSS Staff Present:

Desired ACTION OR RESOLUTION TAKEN:

(Denied – Approved - Other)

OFFICE USE ONLY

Reviewed By: _____ Title: _____

Signed: _____ Date: _____

Dean of Student Services

ASCC Department of Student Services

Counseling Division

Request for Accommodation

Name: First	Last	ASCC ID#
Cell Phone:	Email:	Address:
High School / Year Graduated	Anticipated year of graduation from ASCC: _____	Transfer Student <input type="checkbox"/> VA Student <input type="checkbox"/>
Scholarship Recipient (circle answer) Yes No	Major(s):	Career Objective(s):

Please indicate your disability. Check all that apply

In as much detail as possible, describe how the diagnosed condition impacts you as a student and/or in an educational setting.

What types of accommodations have been helpful to you in the past?*

Have you required any of the following services?

____ NOTE TAKER ____ DOCUMENT CONVERSION OR ALTERNATIVE TEXT (I.E. BRAILLE, ENLARGED TEXT AUDIO FORMAT)

____ SIGN LANGUAGE INTERPRETER ____ CAPTIONING/TRANSCRIBING ____ PRIVATE TUTORS

____ PERSONAL CARE ATTENDANT ____ SERVICE/ASST. ANIMAL Other

What types of accommodations and/or services are you requesting at ASCC?

Are you a client of the American Samoa Office of Vocational Rehabilitation?

Confidentiality Statement

The Department of Student Services [DOSS] is responsible for receiving and maintaining personal /disability-related documentation and information for students with personal issues / disabilities at ASCC. All documentation in the student's file is treated confidentially and will not be released to anyone including student's parents/guardian/caregiver without the student's written consent or confidentiality release signed by the student.

Student Signature: _____ Today's Date: _____

ACADEMIC DEGREES and CERTIFICATES

Bachelor of Education Degree in:

1. Elementary Education

Associate of Arts Degree with an Emphasis in:

1. Business Administration
2. Elementary Education
3. Human Services
4. Music
5. Political Science
6. Pre-Law
7. Samoan Studies
8. Visual Art

Associate of Science Degrees in:

1. Accounting
2. Agribusiness
3. Architectural Drafting
4. Auto Body Repair
5. Automotive Technology
6. Business Management
7. Carpentry
8. Civil Engineering Technology
9. Computer Technical Support
10. Criminal Justice
11. Electronics
12. Electrical Technology
13. Family and Consumer Science
14. General Agriculture
15. Health Science
16. Marine Science
17. Natural Resources
18. Nursing
19. Welding

Certificates of Proficiency in:

1. Accounting
2. Air-Conditioning and Refrigeration
3. Architectural Drafting
4. Auto Body Repair
5. Advanced Automotive Technology
6. Basic Automotive Technology
7. Business Management
8. Carpentry
9. Civil Engineering Technology
10. Diesel
11. Electronics-Consumer
12. Electronics- Communications
13. Electronics-Computer Systems
14. Electrical Technology
15. Elementary Education
16. Guidance and Counseling
17. Information Communication Technology
18. Public Health
19. Marine Option Program (MOP)
20. Networking and Computing
21. Practical Nursing
22. Welding

Certificates of Completion in:

1. Auto Body Repair
2. Basic Electrical Theory
3. Carpentry Fundamentals
4. Early Childhood Education
5. Fundamentals of Automotive
6. Nurse Aide
7. Welding Fundamentals