

2015-16



AMERICAN SAMOA COMMUNITY COLLEGE
Division of Student Services

**Student Services Standard Operating
Procedures Manual**

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Overview

Purpose

The Division of Student Services (DOSS) strives to provide services and programs for American Samoa Community College students to support their educational, career, leadership, social and personal needs through involvement in student organizations, service programs and campus events.

The Division of Student Services (DOSS) is student-centered dedicated to assist, support, develop, empower and enrich students inside and outside the classroom. DOSS goal is to provide quality and effective services to create a positive, exciting college experience for all our students.

Scope

The Division of Student Services (DOSS) Standard Operating Procedures are most relevant to the divisional staff providing services to students of ASCC. Administrative offices, faculty and other divisions of the college who provide support and assistance to students may also find the procedures relevant.

MESSAGE to DOSS staff

This is your working copy of the Standard Operating Procedures (SOPs) Manual. SOPs are a key instrument for the operation and management of student support services.

The Standard Operating Procedures were written with everyone's input, and all staff is accountable for following them. These SOPs enable us to be consistent about expectations for every DOSS staff and to determine whether performance meets, exceeds, or falls short of expectations. Be sure to read the manual thoroughly and then review the sections that relate to your job. Discuss any questions you have with your supervisor.

The Comprehensive Student Services SOP Manual is a living document that will be updated as we identify better ways of performing our services and respond to the needs of the students and of the community we serve.

DOSS Organizational Structure:

Dean of Student Services

- Reports directly to the Vice-President of Academic Affairs

- Oversees the Counseling, Library Services, Student Support & Learning Services, Registrars(Records Office), Admissions, and Financial Aid

Program Director of Counseling

- Reports to the Dean of Student Services
- Oversees counseling services and student support & learning services

Program Director of Library Resources

- Reports to the Dean of Student Services
- Oversees ASCC college library services and information resources in support of students and academic programs

Student Support and Learning Services Officer

- Reports to the Dean of Student Services
- Oversees Tutorials and other Learning Support Services

Registrar (Records Officer)

- Reports to the Dean of Student Services
- Oversees services to the community, faculty, staff, students and other agencies by informing and safeguarding student academic records

Admission Officer

- Reports to the Dean of Student Services
- Oversees services to process admissions of students from entry, to enroll, to graduation

Financial Aid Officer

- Reports to the Dean of Student Services
- Oversees financial aid services to prospective, returning and continuing students of ASCC

DIVISION OF STUDENT SERVICES MISSION and EXPECTED OUTCOMES

MISSION

The mission of the Division of Student Services (DOSS) is to support the educational pursuits of all students attending ASCC through an active concern for high quality services, student access, learning, progress, and success. DOSS ensures ease in enrollment procedures, increase overall student enrollment and retention, and provide all information, services, and assembling financial resources that are available to ASCC prospective and enrolled students. We will strive to provide quality service to students, faculty, staff, alumni, and other constituents of the college community.

DOSS commits to providing support for students' academic pathways to success by providing educational information resources and other facets of learning resources available. We are also dedicated to ensuring the progression and success of students through the academic arena in the areas of testing, admission, registration, academic/degree planning, and graduation.¹

EXPECTED OUTCOMES

Services and activities offered by DOSS are designed to support the overall mission of the institution, as well as the division itself. Throughout a students' tenure at ASCC, the students will achieve the following outcomes:

- Students will receive academic support and administrative services to support the DOSS /ASCC mission.
- DOSS possesses a combined **Standard Operations Procedures (SOP) Manual** which is reviewed every year for improvement to efficiently and regularly serve ASCC stakeholders.
- Students are aware of, and participate in the various support services offered by DOSS contributing to their educational pathways to success.
- Students complete all administrative and other pertinent student activities within the period of time scheduled for each term.
- Students complete all administrative and other pertinent student activities within the period of time scheduled for each term.

ADMISSION

Responsibility	Admissions Officer	SOP #	DOSS-ADM
		Policy:	Admissions
Page #	Page 6 of 122	Scope	Applicants
Title:	ASCC Admissions Application Process	Last Reviewed/Update Date	4/20/2018 8:40 PM

Purpose

The purpose of this SOP is to describe the main procedures associated with the delivery of key services and activities of the Admissions function of ARFAO.

Procedure

The primary aim of the Admissions Office is to process applications for admission to the American Samoa Community College. This is done through electronic and direct application routes. Admissions provide ASCC information required by applicants to make and move their application from initial enquiry to enrolled student.

The primary procedures associated with the delivery of the above services include:

- A.** Providing an information service and supports to prospective students, parents, and schools **(See SOP#)**
- B.** Processing applications through electronic and direct receipt **(See SOP#)**
- C.** Placement, SAT, ACT, test scores and orientation for all incoming students **(See SOP #)**
- D.** Updating the Colleague System **(See SOP #)**
- E.** Student Data Changes **(See SOP #)**

These services and wide variety of duties are performed with an emphasis on customer focus, and are delivered in collaboration and consultation with colleagues from both the administrative and academic departments.

The Admissions Office is staffed by the Admissions Officer and one Admission Clerk.

References and Definitions

ASCC current Academic Catalog, Datatel/Colleague Recruitment/Admissions Management Training Materials.

Responsibility	Admission Officer	SOP #	DOSS-ADM
		Policy: ASCC Admissions, Admission Procedures, Early Admission, Residency Requirements	Providing an information service and supports to prospective students, parents, and schools
Page #	Page 7 of 122	Scope	Prospective Students
Title:	ASCC Outreach/Recruitment	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description

Recruitment initiatives are planned out for both the Fall and Spring terms. Fall recruitment targets the general community, while the Spring recruitment targets all the high schools on island, both private and public, and particularly the 11th and 12th graders. The intent and focus of this recruitment is the ASCC and Financial Aid applications.

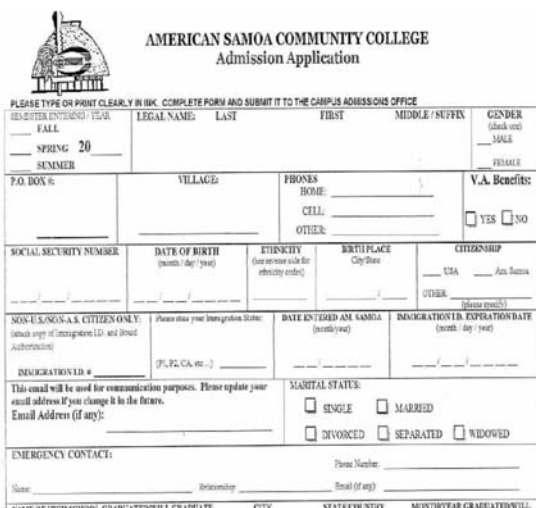
Recruitment is initiated by the Admissions Officer or it may be by request from the general community. Responsibility for this process is shared amongst the staff of ARFAO.

Procedure

Fall Recruitment

1. Secure approval from the ARFAO Director and the division Vice President;
2. Send out the recruitment letter to an identified community group requesting recruitment presentation from ARFAO;
3. Organize presentation materials once response is received from the identified site/individual;
4. Print and duplicate the following for informational handouts.

A. Admission Application



AMERICAN SAMOA COMMUNITY COLLEGE
Admission Application

PLEASE TYPE OR PRINT CLEARLY IN INK. COMPLETE FORM AND SUBMIT IT TO THE CAMPUS ADMISSIONS OFFICE

REGESTER EXTENDED / YEAR: FALL, SPRING 20, SUMMER

LEGAL NAME: LAST, FIRST, MIDDLE / SUFFIX

GENDER (check one): MALE, FEMALE

P.O. BOX #, VILLAGE, PHONES HOME, CELL, OTHER, V.A. Benefits: YES, NO

SOCIAL SECURITY NUMBER, DATE OF BIRTH (month / day / year), ETHNICITY (see reverse side for ethnicity codes), BIRTH PLACE (City/State), CITIZENSHIP: USA, Am. Samoa, OTHER (please specify)

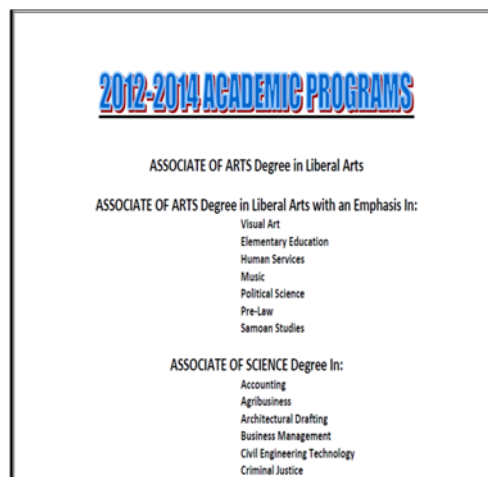
NON-U.S./NON-A.S. CITIZEN ONLY: (attach copy of Immigration I.D. and Street Authorization), Please state your Immigration State: (P, F, CA, etc.), DATE ENTERED AM. SAMOA (month/year), IMMIGRATION I.D. EXPIRATION DATE (month / day / year)

IMMIGRATION I.D. #, This card will be used for communication purposes. Please update your email address if you change it in the future. Email Address (if any):

MARITAL STATUS: SINGLE, MARRIED, DIVORCED, SEPARATED, WIDOWED

EMERGENCY CONTACT: Name, Relationship, Phone Number, Email (if any)

STATE/COUNTRY, MONTH/YEAR GRADUATED/WILL



2012-2014 ACADEMIC PROGRAMS

ASSOCIATE OF ARTS Degree in Liberal Arts


ASSOCIATE OF ARTS Degree in Liberal Arts with an Emphasis In:

- Visual Art
- Elementary Education
- Human Services
- Music
- Political Science
- Pre-Law
- Samoan Studies

ASSOCIATE OF SCIENCE Degree In:

- Accounting
- Agribusiness
- Architectural Drafting
- Business Management
- Civil Engineering Technology
- Criminal Justice

B. List of required documents (SEE Admission Requirements)



AMERICAN SAMOA COMMUNITY COLLEGE
P.O. BOX 2609
PAGO PAGO, AS 96799

ADMISSION REQUIREMENTS


RESIDENT STUDENTS:

- Fill out the admission application and submit the following documents:
 - PASSPORT or BIRTH CERTIFICATE
If you're providing your birth certificate, then an American Samoa Government identification card is required
 - SOCIAL SECURITY CARD
- Applicants under the age of 18 must submit
 - High school diploma or
 - General Education Diploma (GED), or

Spring Recruitment (Early Admission Students)

- Secure approval from the ARFAO Director and the division Vice President;
- Send out the recruitment letter to an identified community group requesting recruitment presentation from ARFAO;
- Organize presentation materials once response is received from the identified site/individual;
- Print and duplicate the following for informational handouts

A. Admission Application



AMERICAN SAMOA COMMUNITY COLLEGE
Admission Application

PLEASE TYPE OR PRINT CLEARLY IN INK. COMPLETE FORM AND SUBMIT IT TO THE CAMPUS ADMISSIONS OFFICE

REGESTER ENTRANCE TERM <input type="checkbox"/> FALL <input checked="" type="checkbox"/> SPRING 20 <input type="checkbox"/> SUMMER		LEGAL NAME: LAST FIRST MIDDLE / SUFFIX		GENDER (check one) <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE	
P.O. BOX #		VILLAGE		PHONES: HOME: _____ CELL: _____ OTHER: _____	
SOCIAL SECURITY NUMBER		DATE OF BIRTH (month / day / year)		ETHNICITY (check one with last ethnicity codes)	
NON-U.S./NON-A.S. CITIZENS ONLY: (check one)		BIRTH PLACE (City/State)		CITIZENSHIP: USA _____ A.S. _____ OTHER: _____	
IMMIGRATION ID # (If U.S. or A.S. citizen)		DATE IN (G.D. or A.S. Samoa) (month / day / year)		IMMIGRATION ID EXPIRATION DATE (month / day / year)	
This email will be used for communication purposes. Please update your email address if you change it in the future. Email Address (if any): _____		MARITAL STATUS: <input type="checkbox"/> SINGLE <input type="checkbox"/> MARRIED <input type="checkbox"/> DIVORCED <input type="checkbox"/> SEPARATED <input type="checkbox"/> WIDOWED			
EMERGENCY CONTACT: Name: _____ Phone Number: _____ Address: _____ Street (if any): _____					

2012-2014 ACADEMIC PROGRAMS

ASSOCIATE OF ARTS Degree in Liberal Arts


ASSOCIATE OF ARTS Degree in Liberal Arts with an Emphasis In:

- Visual Art
- Elementary Education
- Human Services
- Music
- Political Science
- Pre-Law
- Samoa Studies

ASSOCIATE OF SCIENCE Degree In:

- Accounting
- Agribusiness
- Architectural Drafting
- Business Management
- Civil Engineering Technology
- Criminal Justice

B. List of Required Documents (SEE Admission Requirements)



AMERICAN SAMOA COMMUNITY COLLEGE
P.O. BOX 2609
PAGO PAGO, AS 96799

ADMISSION REQUIREMENTS

RESIDENT STUDENTS:

- Fill out the admission application and submit the following documents:
 - PASSPORT or BIRTH CERTIFICATE
If you're providing your birth certificate, then an American Samoa Government identification card is required
 - SOCIAL SECURITY CARD
- Applicants under the age of 18 must submit
 - High school diploma or
 - General Education Diploma (GED), or

In addition to the Admission Requirements, admission for Early Admission students will include all of the following:

1. A letter initiated and signed by the high school principal or the counselor
2. A letter of consent from the parent or legal guardian
3. High school transcript with a CGPA of 3.00.

NOTE: Insert financial aid Free Application for Federal Student Aid (FAFSA) and information

Responsibility	Admission Officer	SOP #	DOSS-ADM
		Policy:	Processing applications through electronic and direct receipt
Page #	Page 9 of 122	Scope	Prospective Students
Title:	ASCC Admission Application	Last Reviewed/Update Date	4/20/2018 8:40 PM

1. ASCC admission application is available from ARFAO or by accessing the ASCC Admission Application on the school website at www.amsamoa.edu;
2. When the admission application is received, make sure that all required documents are included; if any document is missing, please advise student (**See Residency Requirements Below**)
3. Check the admission application to make sure that all required fields are completed
 - Verify the admission application is signed by the applicant
4. Advise student on ASCC Placement Test dates, or to submit SAT, ACT, TOEFL scores (if already taken)
5. Forward application to the Student Records Technician for data entry

Residency Requirements

All U.S. Citizens and U.S. Nationals may enroll as residents.

Additionally, a non-U.S. Citizen/National can apply for “American Samoa Residency Tuition Status” if the student has resided in the Territory of American Samoa for FIVE consecutive years prior to applying for admission. Application for AS Residency Tuition Status is available at the Admissions and Records office. Supporting documents must be submitted along with the application

RESIDENT STUDENTS:

Fill out the admission application and submit copies of ALL the following documents:

1. Social Security Card
2. Passport

Note: If a passport is not available, provide your Birth Certificate AND your American Samoa identification card.

Applicants under the age of 18 must submit at least ONE of the following:

1. High school diploma
2. General Education Diploma (GED)
3. Secondary School Certificate if entering from British system
4. U.S. Military Form DD214

NON-RESIDENT STUDENTS:

Fill out the admission application and submit copies of ALL the following documents:

1. Passport or Birth Certificate
2. Social Security Card (if any)
3. Alien Registration Identification Card from A.S. Immigration **Office (See Immigration Classifications Listing)**
4. Immigration Board Authorization (authorization to attend ASCC)

Applicants UNDER the AGE of 18 must submit ONE of the following:

1. High School Diploma
2. General Education Diploma (GED)
3. Secondary School Certificate if entering from the British System
4. U.S. Military Form DD214

Immigration Classifications Listing

According to the classifications from the ASG Immigration Office, ALL classifications are o.k. except for the following that we have to make sure that the student provides **a copy of the non-expired I.D. and the Immigration Board authorization to attend ASCC.** *DO NOT ACCEPT ANY INCOMPLETE APPLICATION UNLESS THE highlighted are attached with the admission application.*

- P4:** The individual is a member of the professions, sciences or arts, and was authorized (after 1984) to reside in American Samoa, and **such authorization is reviewed and renewed annually.**
- P5:** The individual is a skilled or unskilled laborer, and was authorized (after 1984) to reside in American Samoa, and **such authorization is reviewed and renewed annually.**
- DA:** The individual was authorized (before 1985) to reside in American Samoa, and **such authorization is reviewed and renewed annually,** or the individual is sponsor by an American Samoan.

Individuals with other statuses (i.e. **P1, P2, P3, P6, P7, AA, BA, & CA**)

1. Accept application
2. Advise student to provide a copy of their immigration i.d. for our files.
3. Go to SOP #ARFAO-ADM-0002 on entering information in Datatel.

Note: Do not forget to “PERC” the expiration date of student Immigration identification using the day before the expiration date.

		SOP #	DOSS-ADM
Responsibility	Admission Officer	Policy: Placement Tests, Testing Fees	Local Placement, SAT, ACT, TOEFL test scores and Orientation for all incoming students
Page #	Page 11 of 122	Scope	Prospective Students
Title:	ASCC Placement Test	Last Reviewed/Update Date	4/20/2018 8:40 PM

I. ASCC Placement Test

All new students are required to take the placement tests in Math and English. Current SAT and ACT examination scores may be used for placement. The TOEFL exam may be used for English placement, but must have been taken within the 12 months prior to the date of application for admission.

Prior to the Scheduled Test Date

1. See Academic Calendar for placement test dates;
2. Arrange rooms for test before the scheduled test dates;
3. Make sure that there are rooms assigned for both the morning (9:00am) and afternoon (1:00pm) test seating;
4. Contact the ELI department for Test Proctors;
5. Prepare and secure consultant contracts for payment of the test proctors;
6. Prepare all test materials for both Math and English subjects – make sure that there are enough test materials with answer sheets;

Test Date

1. Direct students to the Finance Office to pay the listed testing fee of \$10.00;
2. Advise students to provide payment receipt to the assigned test proctor(s);
3. After the test, test proctors must collect all test materials and answer sheets and return to the Admissions Officer;
4. Answer sheets for the English Writing and Reading tests are to be corrected by the ELI department assigned test proctors;
5. Answer sheets for the Math test are to be corrected by the Admissions Officer;

Test Scores

1. Raw test scores for ASCC placement test for English (Reading and Writing) and Math are rated to equivalent placement scores using the Placement Testing Scale chart for ASCC;
2. Raw test scores listed on the SAT score sheet provided by student are also rated to equivalent placement scores using the Placement Testing Scale for SAT;
3. Use the guidelines (<http://collegeapppls.about.com/od/standardizedtests/a/convertSAT2ACT.HTM>) for converting the ACT Composite Scores to SAT Scores and find the equivalencies to ASCC placement scores;
4. See guidelines for TOEFL score equivalencies to ASCC English placement
5. Prepare a spreadsheet with student's placement English (Reading and Writing) and Math scores ready for data entry (**see #**)

NOTE: Late Placement Test follows the same guidelines as the regular placement test.

American Samoa Community College
Placement Testing Scale

A.S.C.C. LOCAL TEST

Math:	
SCORE	PLACEMENT
65 – 70	155 / 250
60 – 64	151 / 155
55 – 59	90
54 – Below	80

Reading:	
SCORE	PLACEMENT
28 – 40	150
21 – 27	90
14 – 20	80

Writing:	
SCORE	PLACEMENT
18-20	English 151
15-17	English 91

American Samoa Community College
Placement Testing Scale

S.A.T. CUTOFF

Math:	
SCORE	PLACEMENT
600 - ABOVE	260
499 – 599	155/250
400 – 498	151/155
360 – 399	90
359 – LESS	80

Reading:	
SCORE	PLACEMENT
400 – Above	150
369 – 399	90
297 – 368	80
296 – 0	70

Writing:	
SCORE	PLACEMENT
400 – Above	151
369 – 399	91
297 – 368	81
296 – 0	71

II. New Student Orientation

Perform the following once the Student Services Division has the program set up for the New Student Orientation

1. Obtain all student e-mail addresses from the new admission applications for the upcoming term;
2. Create a mass e-mail to the prospective students informing them of the upcoming New Student Orientation;

3. Prepare the New Student Orientation package of information which includes the following:
 - a. Upcoming term/semester academic calendar
 - b. Copy of the sample student academic transcript
 - c. Copy of the registration form
 - d. Copy of the add/drop form
 - e. Copy of the withdrawal form
 - f. FERPA information
 - g. Registration guidelines
4. Arrange presentation for the scheduled New Student Orientation

Responsibility	Admission Officer Student Records Technician	SOP #	DOSS-ADM
		Policy:	Data entering of admission application
Page #	Page 13 of 122	Scope	Internal Process
Title:	Updating the Colleague System	Last Reviewed/Update Date	4/20/2018 8:40 PM

I. Entering a "New Applicant" for Admission

Go to **SHAP (Short Application Entry)**

SHAP-Short Application Entry

Start Term	2008FA2008 Fall Semester	Appl Dt	06/11/08
Catalog	2008 2008 - 2010 Catalog	Marital Stat	Single
Acad Pgm	LIBART_AA	Res Stat	RES Residen
Location		Privacy	
Department	AAO Academic Affairs Office	Special Serv	1
Degree	Associate of Arts	Veteran	1
Majors	1 Liberal Arts	FA Intent	No
Admit Stat	NEW New to ASCC	Intended Load	
Ed Goals/Dt	1 06/11/08	Employment	
Orig Ed Goal	AA AA Degree	Student Type	
Citizen	AS American Samoa	Bal/Pay Now	N
Language	EN English	Addnl Info	X

Appl Stat **APPL Applied** 06/11/08 12:42PM Decision **S.TUITA**

Institutions Attended	Years	Attended	Grad Type
1 Clark College			
2 University of Hawaii - Hilo			
3			

Controller Ed Goals Value 1/1

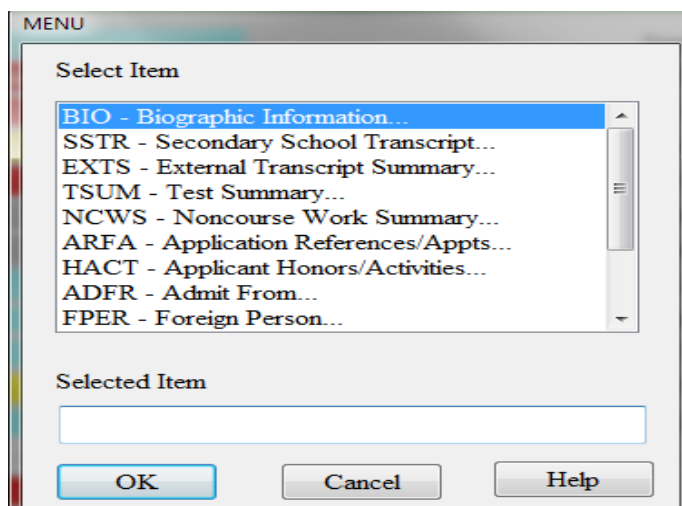
Field	Description	Examples/Notes
Start Term	Anticipated Term of Entry	2008FA
Catalog	What catalog will the student be following	2008
Acad Pgm	Entry of academic program person seeking	LIBART.AA

Admit Stat	Enter the admit status of applicant	<i>NEW</i>
Citizen	Enter the applicant's citizenship	<i>AS – American Samoa</i>
Language	Enter primary language of applicant	<i>EN – English</i>
Appl Dt	Today's date will default or change	<i>06/11/08</i>
Marital Stat	Enter the marital status	<i>Sin - Single</i>
Res Stat	Enter the resident status (note this will be used for billing)	<i>RES – Resident</i>
Special Serv	Enter the special services, if applicable or blank	
Student Type	Enter the applicable student type (will be used for billing)	
Appl Stat	**The default status will be APPL for applied. Change only if necessary for a new applicant. Once decision made, change to MS for move to student.	<i>APPL</i>
Institutions Attended	Enter the institutional name (use proper lookup techniques), enter the years attended or end year for high school, and grad type for high school only	
Department Degrees Majors	Will automatically upload information	<i>AAO Associate of Arts Liberal Arts</i>

** In order for an applicant to be able to register, **Appl Stat** must be changed from **APPL** to **MS**

Detail to "Addl Info"

Select BIO (Biographic information) to enter birthplace



BIO-Biographic Information

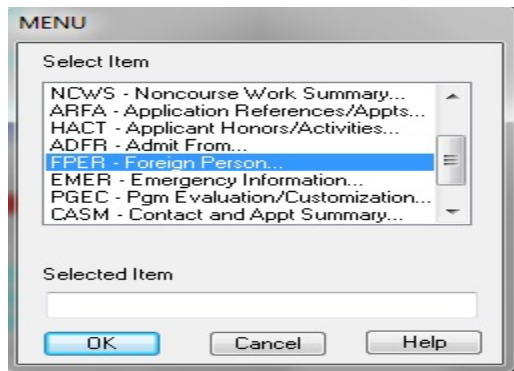
Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Source 1 ID 0004125
 Origin/Dt
 Prefix Mr.
 Name LFM Test Lam
 Suffix
 Pref Name Mr. Lam Test
 Mail Name 1 Mr. Lam Test
 Nickname
 Birth LFM
 Other LFM 2
 Birthplace Pago Pago, As
 Ethnic 1 Race 1
 Archived Ethnic SAM Samoan

Status A Active Gender M Birth Date
 SSN 000-00-4122 Privacy
 Mar Stat Dirctry
 Citizen AS American Sa
 Deceased Date
 Entry Date 09/08/2008
 Last Changed 03/22/13

Field	Description	Example / Notes
Birthplace	Enter the Applicant's birthplace	Pago Pago, As Please note that you have to enter the City, State/Country
Ethnic	Enter the student's ethnicity accordingly	HIS – Hispanic/Latino NHS – NonHispanic/Latino
Race	Enter the student's race accordingly	
Archived Ethnic, Status, SSN Mar Stat, Citizen, Gender, Privacy, Dirctry, Birth Date, Deceased Date		Please make sure to re-check the information before saving out of screen.

Once saved out, go to “EMER” to enter the student’s Emergency Contact Information.



SHAP-Short Application Entry FPER-Foreign Person

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Alien Status/Reg Nu **R Resident Alien** ARN12345
 Visa Type **CA Permanent Resident**
 Citizenship Country **WS**
 Residence Country **AS American Samoa**
 Immigration Status **RA - Resident Alien**
 Country Entry Date **1/1/2010**
 Birth City **Apia**
 Birth Country **WS Samoa (western Samoa)**

Native Language **WS**
 Primary Language **WS**
 Secondary Languages **1**
 No Yrs Inst Home Language Instr **1**
 Inst Home Language Instr Country **WS**

Nonimmigrant Intl Stu Exchange Visitor Comm Mgmt Name and Addr Travel Docs

Enter the following information:

Field	Description	Example/Notes
Alien Status/Reg Nu	Enter the applicant's alien status based on the Immigration Status listed on the ASG Immigration Board Authorization	R Resident Alien
Reg/Nu	Enter the ARN number on the ASG Immigration Identification	ARN12345
Visa Type	Enter the Immigration type listed on the ASG Immigration Board Authorization	CA Permanent Resident
Citizenship Country	List country of citizenship – where applicant was born	WS
Residence Country	List country of residence – does not necessarily mean an applicant's place o birth	AS American Samoa
Immigration Status	Enter the applicant's immigration status based on the ASG Immigration Board Authorization	RA – Resident Alien
Birth City	Enter the applicant's birth city	Apia
Birth Country	Enter the applicant's birth country	WS

NOTE: Should you still be missing a document (i.e. SSC, Identification, etc.) and need to place a restriction hold on the applicant's record, enter **PERC** and enter the restriction accordingly.

PERC-Person Restrictions

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Restrictions	Severity	Start Dt	End Dt	Office	Comm	Notify?
1 ARO Academic Status		08/07/12		REG	X	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Element Restrictions Value 1/1

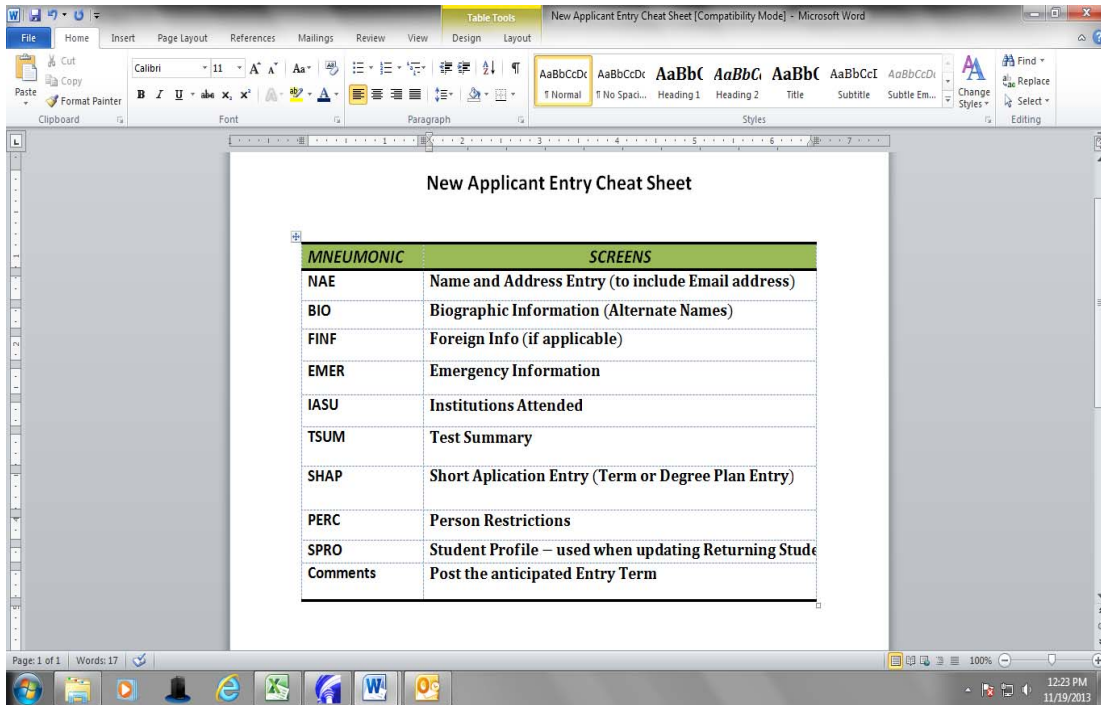
Field	Description	Example/Notes
Restrictions	Enter the type of restriction	ARO Academic Status
Start Dt	Enter when the restriction should commence	
End Dt	May be left blank or enter a specific end date	
Comm	Detail if you want to enter details about the restrictions	X – shows when there's comments entered

NOTE: Make sure to date and sign the entered comments.

PERC-Person Restrictions UTEC-Restriction Comments

Comments

Need copy of SSN
 21 Nov 2013 01:59pm Sifa Tuitasi



II. Entering “Placement Test Scores”

Once the Excel spreadsheet listing of English and Math Placement scores are received, go to **TSUM** (Test Summary) to enter raw test score information. This is the same for when SAT scores are received from mail or from applicant.

TSUM-Test Summary

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Admissions Tests	Eq	Dt Taken	Score	Pct	Source	Status	Status Dt
1 Ascc.W Test	Yes	05/26/10	2			A	05/26/10
2 ASCC Reading Test	Yes	05/26/10	25			A	05/26/10
3							

Placement Tests	Eq	Dt Taken	Score	Pct	Source	Status	Status Dt
1							
2							
3							

Other Tests	Eq	Dt Taken	Score	Pct	Source	Status	Status Dt
1							
2							
3							

Controller Admissions Tests Adding Value 3
 Admissions Test LookUp

Field	Description	Example/Notes
Admissions Tests	Once the Admission Test is entered, pressing the “Enter” key will take you to the Test Scores form	Ascc.W Test

TSUM-Test Summary TEST-Test Scores

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234
 Test: SAT.R SAT Reading Std Test ID:

Title: SAT Reading
 Category: A Admissions
 Date Taken: 11/22/13
 Score/Pct: [] []
 Score Index: [] [] [] []

Subtests: [1] [2]
 Subcomponent: [1]

Score Pct Ind
 [] [] []
 [] [] []
 [] [] []

Status: []
 Status Date: []

Source: []
 Special Cir: [1] []
 Institution: []
 Form Name: []
 Form Number: []
 Comments: [1] []
 Equivalency: No []
 Type: []

Credit: [1] [2] [] []
 Credit Type: [] []
 Acad Lvl: [] Subject: [] Course Lvl: [] Dept: [] Status: []

Field	Description	Example/Notes
Title	Title of the Test	SAT Reading
Date Taken	Enter in the date the student took the test	11/22/13
Score/Pct	Enter in raw test score	

NOTE: If another test score is needed, then enter it at the next Test Look Up prompt. If no other test score is needed, simply press "Enter" or click finish to return to the TSUM form.

III. To assign advisors for students GO to SACP (Student Academic Program)

Type student Name in person lookup and press ENTER

SACP-Student Academic Program

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234
 Acad Program: CJAS Associate of Science in Criminal Justice

Academic Lvl: UG Class Lvl: FR Acad Lvl Standing: []
 Status/Dt/Opr: A Active 03/25/13 M.GALEAI
 Location/Catalog: [] 2012 2012 - 2014 Catalog
 Admit Status: []
 Dept/Div/School: CJU Criminal Justice Academic Affai []
 Acad Standing/Dt: [1] []
 Start/End Dt: 03/25/13 [] [] Ant Cmpl Dt MM/YY: 03/15 []

Degree: AS Associate of Science
 CCDs: [1] [2] [] []
 Majors: [1] CJ Criminal Justice [2] [] []
 Minors: [1] [2] [] []
 Specializations: [1] [2] [] []

Program Additions [] []
 DA Eval/Cust [] []
 Advisors [] []
 Counselors [] []
 Printed Comments [] []
 Comments [] []

Detail to "advisors"

SACP-Student Academic Program		STAD-Student Advisor Listing		
Test, Mr. Lam ID: 0004125 SSN: 000-00-4122				
Pago Pago AS 96799 Home: 633-1234				
Advisor	Type	Start Dt	End Date	Academic Program
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Detail to "blue box"

- Type faculty name in Faculty Look Up and **Save** to view the next window

SACP-Student Academic Program		STAD-Student Advisor Listing		FADT-Faculty Advisee Detail	
PERSON Lookup Screen using PERSON, View: Faculty					
<input type="checkbox"/>	Seq: Name	Address	SSN		
	ID, Status (Reunion Class)		Entry Date		
	Source (Birth Name)	Where Used	Birth Date		
<input type="checkbox"/>	1: Mageo, Mark Onosai	P.O. Box 1628	586-24-0693		
	0002113	Pago Pago, AS 96799	07/30/08		
		FAC, VEN, HRP, EMP	04/23/63		
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
Controller LookUp Resolution				Page 1/1	
Seq Number, (F)lag, (S)ort/Select:					<input type="button" value="Save"/> <input type="button" value="Close"/>

Select faculty name by entering the number under controller LookUp and press the save icon or just press the Enter key.

Note: Advisors are assigned according to the students program

SACP-Student Academic Program STAD-Student Advisor Listing FADT-Faculty Advisee Detail

Mageo, Mr. Mark O. ID: 0002113 SSN: 586-24-0693
 Pago Pago AS 96799 Home: 699-7448

Advisee 0004125 Mr. Lam Test

Career Goals 1

Educational Goals 1

Counselor/Type/Dt 1

Start Date 03/07/14

End Date

Type

Acad Program Academic Level Graduation Date

The advisors name will appear on the top left corner

Field	Description	Example / Notes
Type	Select "major" from dropdown menu	<p>Start Date 03/07/14</p> <p>End Date</p> <p>Type</p> <p>Acad Program</p> <p>MAJOR Major GEN General VET Veteran</p>

NOTES: After selecting "major" from the dropdown menu enter the students Academic program to automatically view the academic level and graduation date

Start Date 03/07/14

End Date

Type MAJOR Major

Acad Program CJ.AS Academic Level UG Graduation Date 03/15

Responsibility	Admission Officer	SOP #	DOSS-ADM
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	Student Records Technician	Policy:	Data Entering Student Data Change (Academic Program, Name, Address, Phone, etc.)
Page #	Page 23 of 122	Scope	Internal Process
Title:	Student Data Changes	Last Reviewed/Update Date	4/20/2018 8:40 PM

Changing a Student's Academic Program

1. Go to **RGPE** (Registration Person Entry) and type the students name in person lookup and press **Enter**

Notes: Make sure the **SS#** and **DOB** matches the person that you're trying to add/drop a major or to change the name **(Note: see Documents Required to Change a Student's Name in Datatel)**. Select the person by entering the number in the controller lookup resolution and press the save icon or just press the Enter key.

RGPE-Registration Person Entry

PERSON Lookup Screen
using PERSON, View: Combined

Seq:	Name	Address	SSN
	ID, Status (Reunion Class)		Entry Date
	Source (Birth Name)	Where Used	Birth Date
1:	Test, Lam	PO Box 1234	000-00-4122
	0004125, Active	Pago Pago, AS 96799	09/08/08
	(Test)	PER,STU	01/14/96

Controller LookUp Resolution Page 1/1
Seq Number, (F)lag, (V)iew, (S)ort/Select, (A)dd: 1

RGPE-Registration Person Entry

ID: 0004125 REGSTA

Prefix/ Name (LFM) Mr. Test Lam

Address 1 PO Box 1234

CSZ/Cnty Pago Pago AS 96799 MAL Malaeloa

Res Cnty/State MAL Malaeloa AS American Samoa

Country AS American Samoa

Phone/Ext/Type 2

Origin/Date

SSN 000-00-4122 Birth Date 01/14/1996 Gender M

High School

Ethnic 1 Archived Ethnic SAM Samoan

Directory/Privacy

Stu Types/Date 1

Res Status/Date 1 RES/Resident 09/08/08

Acad Programs

1	CJ.AS	2012	Act						
Start Date	End Date	1							
Home Location	1	MAP Mapusaga Campus					08/21/08		

Controller Phone Adding Value 2

- Detail in **blue box** where it says **Acad. Programs**
Note: This will direct you back to SACP window

RGPE-Registration Person Entry SACP-Student Academic Program

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122

Pago Pago AS 96799 Home: 633-1234

Acad Program: CJ.AS Associate of Science in Criminal Justice

Academic Lvl UG Class Lvl FR Acad Lvl Standing

Status/Dt/Opr A 03/25/13 M.GALEAI

Location/Catalog 2012 2012 - 2014 Catalog

Admit Status

Dept/Div/School CJU Criminal Justice Academic Affai

Acad Standing/Dt 1

Start/End Dt 03/25/13 Ant Cmpl Dt MM/YY 03/15

Degree AS Associate of Science

CCDs	1	2
Majors	1 CJ Criminal Justice	2
Minors	1	2
Specializations	1	2

Program Additions DA Eval/Cust

Advisors X Counselors

Printed Comments Comments

- Use the dropdown menu to change **“Active”** to **“Change”** if the student is changing majors

NOTES: the same process is used if student wants to **“Add”** a major. When a student is adding a major make sure to select **“Active”** as status.

RGPE-Registration Person Entry SACP-Student Academic Program

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234
 Acad Program: LIBART.AA Associate of Arts in Liberal Arts

Academic Lvl UG Class Lvl FR Acad Lvl Standing 03/08/14 A.SENE

Status/Dt/Opr **A Active** 2008 2008 - 2010 Catalog

Location/Catalog **A Active**

Admit Status **P Potential**

Dept/Div/School **C Changed** Academic Affai

Acad Standing/Dt **G Graduated**

Start/End Dt **09/08/08** **03/24/13** Ant Cmpl Dt MM/YY **09/10**

Degree AA Associate of Arts

CCDs 1 2

Majors 1 LBART Liberal Arts 2

Minors 1 2

Specializations 1 2

Program Additions DA Eval/Cust Advisors **X** Counselors Printed Comments Comments

When done, press the save icon on the top menu bar and select **“Update”** to update the information that’s been changed and it will direct you back to **RGPE**. View the changes made to student’s academic program by scrolling down using the arrows on the far right to view the active program and the program that has been changed.

Acad Programs	Catalog	Stat	Admin Stat	Load Intent	FA Intent	Start Term
1 CJAS	2012	AAct				08/21/08
2 LIBART.AA	2012	C Cha				08/21/08

Field	Description	Example / Notes
-------	-------------	-----------------

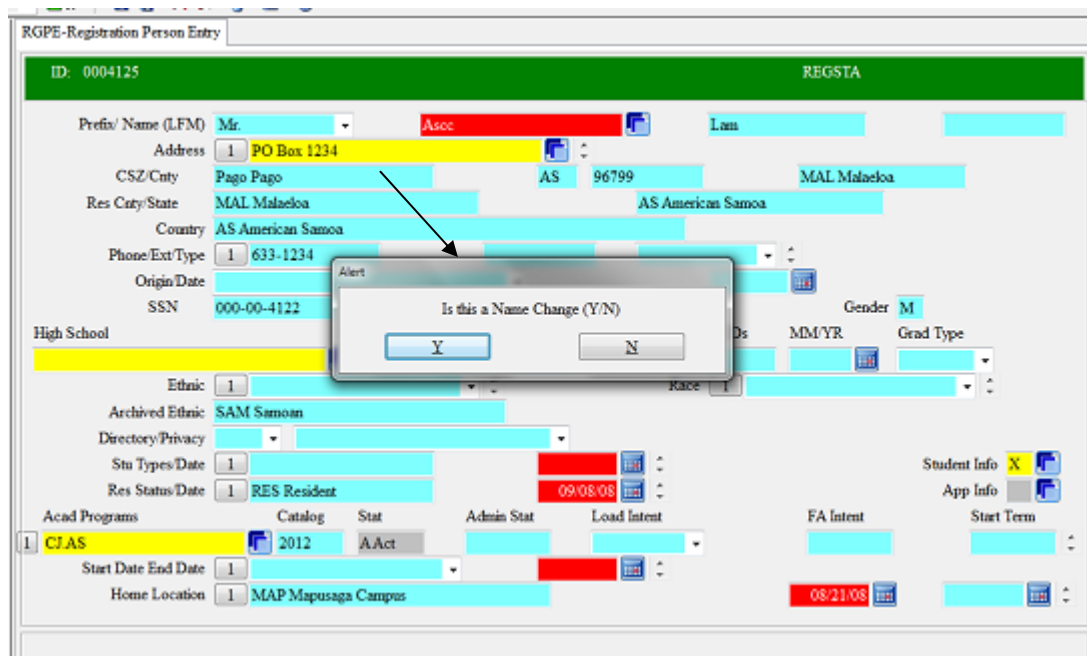
Status	<ul style="list-style-type: none"> • A Act for Active academic program • C Cha for Change of academic program 	<ul style="list-style-type: none"> • As shown above the students Active major is Criminal Justice. • As shown above the student Changed major from AA Liberal Arts to AS Criminal Justice
--------	---	---

Changing a Student's Name

IMPORTANT: *DO NOT change a student's name OR Social Security Number unless the required documents are provided – SEE Documents required to change a student's name in Datatel*

1. Go to **RGPE** and type student name in person lookup and press ENTER

Simply highlight the first name or last name (depend on what needs to be changed) and type the corrected name and press the “tap key” on the keyboard. The system (Datatel) will automatically prompt you if this is a name change



Press **“Yes”** if it's a name change

Press **“No”** if it was an error on how it was entered in Datatel or incorrect on the social security card

RGPE-Registration Person Entry

ID: 0004125 REGSTA

Prefix/ Name (LFM) Mr. Ascc Lam

Address 1 PO Box 1234

CSZ/Cnty Pago Pago AS 96799 MAL Malaeloa

Res Cnty/State MAL Malaeloa AS American Samoa

Country AS American Samoa

Phone/Ext/Type 1 633-1234

Origin/Date

SSN 000-00-4122

Gender M

MM/YR Grad Type

High School

Ethnic 1 Race 1

Archived Ethnic SAM Samoan

Directory/Privacy

Stu Types/Date 1

Res Status/Date 1 RES Resident 09/08/08

Acad Programs Catalog Stat Admin Stat Load Intent FA Intent Start Term

1 CJAS 2012 AAct

Start Date End Date 1

Home Location 1 MAP Mapusaga Campus 08/21/08

Alert

Is this a (B)irth or a (O)ther name change

B O

Another message will prompt- "Is this a **(B)irth name** or **(O)ther name** change"

- Press "**B**" for birth name (this is usually used in cases such as maiden names and married names)
- Press "**O**" if it is a correction on a typo or by court order

Save out by using the save icon on the top menu bar and press **Update** to update the changes made to the student's name.

To view how the system captured both names simply:

- Go to **TRAN** (student transcript) and type the student name where it says student and view the student's transcript

03/08/14 Advising Academic Record

Mr. Lam Ascc

PO Box 1234

Pago Pago AS 96799

AMERICAN SAMOA

ID Number: 0004125

SSN: 000-00-4122

Birth Date: 01/14/96

Birth Name: Test, Lam

On the top right side of the transcript shows the student's birth name. On the top left side shows the legal student name that the student is currently using or by request for data change.

Documents required to change a student's name in Datatel

- ✓ Social security card with changed name
- ✓ Affidavit should be attached with the birth certificate

COUNSELING

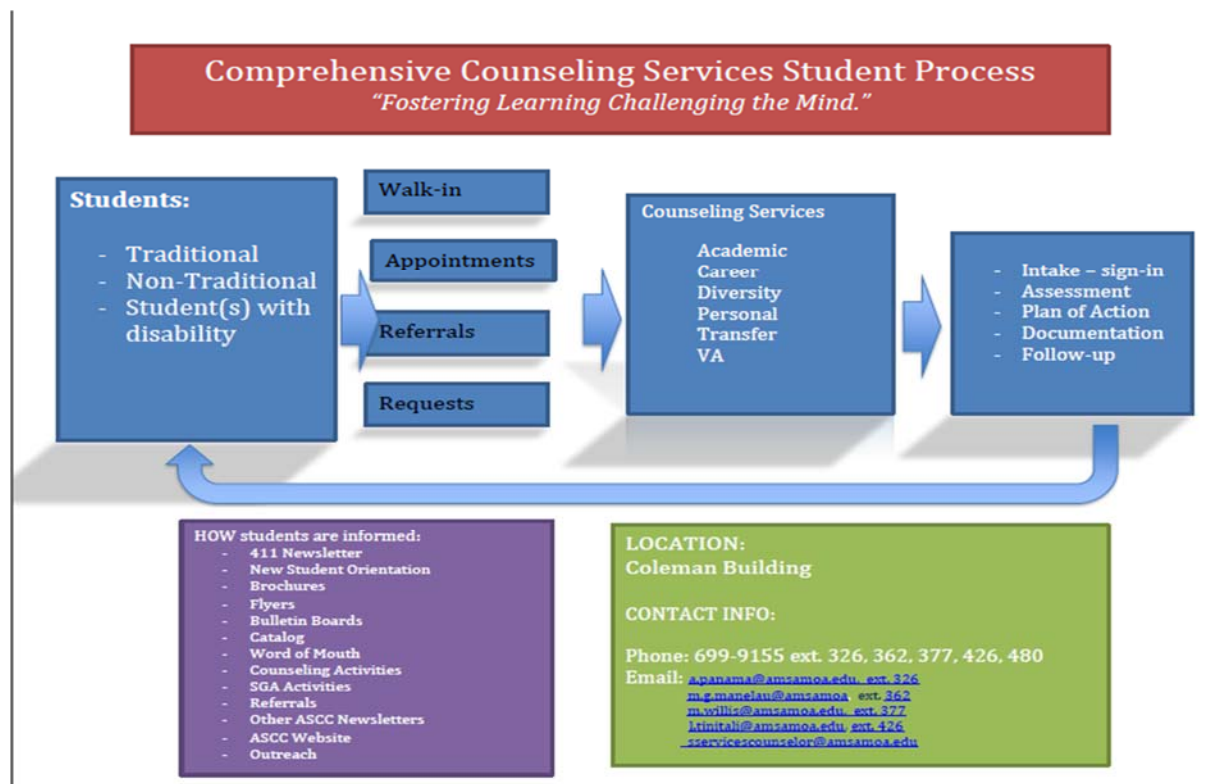
NOTES: Please review the step by step processes for counseling; i.e. Intake, Referral, Follow up according to the Comprehensive Counseling diagram. Please consider including the forms and explaining further....

Responsibility	All DOSS Counselors	SOP #	DOSS-COUNS
		Policy:	Academic, Career, Diversity, Personal, Transfer/Alumni, and Veterans Affairs Counseling
Page #		Scope	All Continuing Students
Title:	Academic Counseling	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

Counseling services provide academic, career, personal, transfer, veterans, and diversity counseling, assists with orientation of new students, implement outreach activities, offer crisis intervention, and optimize follow up and referral services to all current, prospective, and the community.

Counseling services goal is to provide quality assistance that will create a safe, supportive and affirming student environment. Counseling is available to diverse student population requiring assistance, and students are encouraged to seek help from the following counselors:



Academic Counseling

Procedures:

When students request academic counseling, either by walk-ins, by appointment, or by referral, please follow the listed steps:

(a) Intake

- a. Student completes and signs the form which contains the student's background information, and purpose of visit.
 - b. The counselor assesses the information on the form and provides preliminary counseling.
 - c. Set up a schedule for future sessions with the student if need be.
2. Refer (to further counseling, tutors, lab, ...)
 3. Follow-up (for improvements, or for further assessment, ...)

1. Counsel students with low grades and students on academic probation and create an academic plan to improve their progress.
 2. Counsel students with low grades and students on academic probation and create an academic plan to improve their progress.
 3. Conducts follow up and document student progress.
-

Academic: Low Grade Counseling

Responsibility	All DOSS Counselors	SOP #	DOSS-COUNS
		Policy:	Counseling
Page #		Scope	All Continuing Students
Title:	Low Grade Counseling	Last Reviewed/Update Date	4/20/2018 8:40 PM

Location: Coleman Building, inside current cafeteria area

Description:

The Low grade reporting period as scheduled in the college calendar occurs four weeks after instruction begins every semester except for the summer sessions. However, this should not stop college instructors from referring their students to the counselors during the summer sessions. This is a Counseling intervention effort to help faculty and students assess their

academic progress in the class and discuss a plan to assist students in completing the class successfully or other necessary options agreed on by the instructor and student.

Procedures:

- A. The Program Director of Counseling or assigned Counselor will send out a general memo to the Dean of Academics and Faculty reminding them of the Low Grade period and the process of student referral:
 - 1. Faculty can refer their students to the counseling services offices located in the Cafeteria to any of the counselors listed on the form.
 - 2. It is the responsibility of the teacher to make sure that the referred student meets with the designated counselor as soon as possible to begin academic plans to reach a successful solution to the student’s academic problems.
 - 3. The designated counselor will be responsible to review and assess the instructor’s referral request to begin discussions and generate an effective plan of action ensuring student success and retention.
 - 4. Student is responsible for returning the referral form with an agreed on plan to their teacher with recommendations and a plan of action to best support the student in their academic effort. Counselor must sign the form for confirmation of services provided.
 - 5. If necessary, follow-up on student progress will be completed by the service(s) assisting the student with an email to the designated counselor as well before the end of the semester or session.
 - 6. Counselors are responsible for submitting data for Bi-weekly and Quarterly Reports.

Personal Counseling

Responsibility	Personal Counselor	SOP #	DOSS-COUNS-PERS
		Policy:	Counseling
Page #		Scope	All Continuing Students; All Prospective Students
Title:	Personal Counseling YANA	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

The Personal Counselor provides personal counseling support services to all students at ASCC.

When students request personal counseling, either by walk-ins, by appointment, or by referral, please follow the listed steps:

(b) Intake

- d. Student completes and signs the form which contains the student's background information, and purpose of visit.
 - e. The counselor assesses the information on the form and provides preliminary counseling.
 - f. Set up a schedule for future sessions with the student if need be.
2. Refer (to further counseling, tutors, lab, ...)
 3. Follow-up (for improvements, or for further assessment, ...)

Procedures:

1. The counselor starts the intake process with the students, as follow:
 - (a) The student signs the monthly data sheet, which contains the student's background information and purpose of visit.
 - (b) The counselor assesses the needs and/or issue of concern
 2. Based on information collected, counseling will take place with the student to ensure s/he is aware that help is available (but not limited to) through:
 - (a) On-going counseling
 - (b) You Are Not Alone (Y.A.N.A.) Crisis Line: 252-YANA (9262)
 - (c) Peer Mentors
 - (d) Other related services (off campus if needed)
 3. The counselor will then follow-up (if necessary) with the student for any update or progress.
 4. For cases that might require professional intervention and/or further outside assistance, the counselor will inform the supervisor whereby, appropriate referral will take place in accordance with ASCC policies and procedures.
-

The **You Are Not Alone (Y.A.N.A.)** Crisis Line: 252-9262 is available (24 hour) to students (but not limited to) who are in need or want someone to talk to. The personal counselor secures and monitors the YANA phone services.

Procedures:

1. The counselor maintains and safeguard the phone at all times:
 - a. Charge the phone to ensure battery is always up and running
 - b. Protect and secure the phone to avoid lost, misplaced or stolen
2. The counselor will monitor all incoming calls and document data which includes, but not limited to:
 - a. Name of the caller (if required)
 - b. Reason or purpose for calling
 - c. Duration of Call
 - d. Other necessary information

3. When a call is received, the counselor must inform the caller that we value confidentiality and allow the person to talk before any counseling or intervention occurs.
4. If necessary, referral to other service providers will be recommended (if caller request for more information).
5. The counselor reports and submits data in the Quarterly Reports.

Transfer/Alumni Counseling

Responsibility	Transfer/Alumni Counselor	SOP #	DOSS-COUNS-TRANS
		Policy:	Counseling
Page #		Scope	All Continuing Students; Alumni
Title:	Transfer Counseling	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

The Transfer/Alumni Counselor provides assistance to ASCC students who are planning to transfer or are in the process of transferring to an off-island college or university.

1. How to assist with students needing transferring to institutions of higher education
2. How to assist students needing transferring to the workforce

Procedures:

1. The Counselor starts the intake process with the student, that is:
 - (a) Student signs the counseling monthly data sheet
 - (b) Counselor assesses the student’s transferability issue or concern
2. Counselor conducts research and collects information of the student’s transferability issue e.g. the student’s school(s) of choice, application requirements, deadlines, financing options, etc.
3. Based on the information collected, a transfer plan of action is developed to initiate the student’s transfer process
4. The transfer plan of action is presented to and reviewed with the student and ensure the student fully understands it.

5. Follow-up and track student's transfer progress whether the student has completed the transfer application, submitted official transcripts, or if the transfer application has been accepted or rejected. The counselor provides assistance when necessary.
-

Career Counseling

Responsibility	Career Counselor	SOP #	DOSS-COUNS-CAR
		Policy:	Counseling
Page #		Scope	All Continuing Students; Alumni
Title:	Career Counseling	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

The Career Counselor works with the students in career exploration and planning and guides them through the career and life-planning process.

1. How to assist students needing transferring to the workforce
2. How to assist students needing career information, preparations, etc.

Procedures:

1. A student who needs career counseling must begin the intake process by filling out an initial counseling form that contains student basic personal and college information and purpose of visit.
 2. The counselor assesses the student's career need or concern.
 3. The counselor conducts research and collects information regarding the student's career need. Based on the information collected, a career counseling plan of action is developed.
 4. Work with instructors and tutors to ensure students' learning needs are met.
 5. Periodically follow up on student's learning progress and document student's development.
 6. For additional assistance, contact the respective community agencies in securing the assistive technologies and learning materials.
-

Diversity Counseling

Responsibility	Program Director of Counseling	SOP #	DOSS-COUNS-DIV
		Policy:	Counseling
Page #		Scope	All Continuing Students; All Students needing Reasonable Accommodations (prospective and current students)
Title:	Diversity Counseling	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

The Diversity Counselor provides counseling support services to students with certified disabilities at ASCC. Student with disabilities are encouraged to contact the Student Services in advance to ensure special and reasonable accommodations.

Procedures:

1. The Counselor assists the student with completing the Student Accommodation Request Form. This request must be submitted at least 2 weeks before the first day of instructions.
 2. The Counselor assesses the needs and determines plan of action with the student.
 3. The Counselor must explain to the student his/her rights and responsibilities.
 4. Collaborate with ASCC respective departments and personnel in obtaining the necessary accommodations for students.
 5. Work with instructors and tutors to ensure students' learning needs are met.
 6. Periodically follow up on student's learning progress and document student's development.
 7. For additional assistance, contact the respective community agencies in securing the assistive technologies and learning materials.
-

Veterans Affairs

Responsibility	Program Director of Counseling	SOP #	DOSS-COUNS-VET
		Policy:	Counseling

Page #		Scope	All Veterans Affairs Students under Chapter 30,31,33,35,1106
Title:	Veterans Affairs Counselor	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

The authorized and designated ASCC educational VA Certifying Official will work closely with the regional offices located in Honolulu, HI and Muskogee, OK on reporting requirements on approved VA students as outlined by the US Department of Veterans Affairs.

Procedures:

1. Assist VA students in applying for education benefits. Maintain copies of appropriate application forms. When requested, assist and help veterans and dependents fill out and send in applications. Ensure that VA students are fully aware of their responsibilities to the school.
2. Eligible interested prospective and transferred VA students will submit their applications, required and requested documents to the VA Certifying/Liaison for further processing to regional office(s).
3. The Certifying/Liaison VA representative will keep VA informed of the enrollment status of veterans and other eligible persons. Student must be enrolled & admitted to ASCC. VA students are required to submit an application (VA Form 22 – 1990) paper forms, or electronically via VA Once Website. Same policy applies to Family members and will submit VA Form 5490 with required documentation.
4. Based on student's major, VA representative will monitor student's grades to ensure s/he is making satisfactory progress, report to the VA when student was terminated due to unsatisfactory progress. Monitor student's subjects that apply to the student's program. Monitor student's conduct & report when student is suspended or dismissed for unsatisfactory conduct.
5. Maintain student records on VA students in accordance with VA guidelines.

FINANCIAL AID

Responsibility	All Office Staff	SOP #	DOSS-FAO
		Policy:	Federal Student Aid Eligibility
Page #		Scope	Prospective, New, Continuing, and Returning Students
Title:	Financial Aid Eligibility and Application	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

Students apply for federal aid on their own and with assistance available to them upon request. Students who wish to apply for federal or institutional financial aid assistance are directed to complete a Free Application for Federal Student Aid (FAFSA) online at www.fafsa.ed.gov.

To be eligible for federal financial aid, a student must:

1. Be enrolled in an eligible program as a regular student
2. Be making satisfactory progress as defined in the current ASCC catalog
3. Not currently in default on any federal loans
4. Not owe any overpayment (Pell, FSEOG, and other identified by FAO)
5. Be enrolled on at least a half-time basis (6 semester credits), with the exception of PELL and FSEOG
6. Be a US Citizen or eligible non-citizen (for a complete list, refer to Federal Student Aid Handbook: Student Eligibility)
7. Submit a high school diploma or equivalent
8. Not have a federal or state drug conviction during any period of enrollment in which the student received Title IV aid
9. Provide all documentation required by the office of Financial Aid.

Purpose:

To provide guidelines pertaining to requirements for a student to attain financial aid eligibility (federal, private, or institutional).

Procedure:

The primary aim of the Financial Aid Office is to assist eligible students with all federal financial aid needs. Therefore, in providing services to prospective, returning, and continuing students, timely and accurate processing of financial aid paperwork together with timely notification of financing options is a must.

The primary procedures associated with the delivery of the above services include:

- A.** Providing an information services and supports to prospective students, parents, and schools (**See SOP# FAO**)
- B.** Determination of student eligibility (**See SOP # FAO**)

- C. Batching *(See SOP #FAO)*
- D. Verification *(See SOP #FAO)*
- E. Reconciliation *(See SOP #FAO)*
- F. Updating the Colleague System *(See SOP #FAO)*

The Financial Aid Office is staffed by the Financial Aid Officer, four Financial Aid Counselor I, one Financial Aid Counselor II, one Financial Aid Counselor III, and one Administrative Assistant.

References and Definitions

ASCC current Academic Catalog, ASCC Financial Aid Handbook, Free Application for Federal Student Aid (FAFSA), Datatel/Colleague System Financial Aid Training Materials, Financial Aid Policy Manual, www.fafsa.ed.gov, www.sss.gov

		SOP #	DOSS-FAO
Responsibility	All Office Staff	Policy:	Providing an information service and supports to prospective students, parents, and schools
Page #		Scope	Prospective Students
Title:	Financial Aid Information Services	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

Recruitment initiatives are planned out for both the Fall and Spring terms. Fall recruitment targets the general community, while the Spring recruitment targets all the high schools on island, both private and public, and particularly the 11th and 12th graders. The intent and focus of this recruitment is the ASCC and Financial Aid applications.

Responsibility for this process is shared amongst the staff of ARFAO.

Procedures:

1. Prepare informational package containing Federal Student Aid information:



**YOUR COLLEGE
YOUR COMMUNITY
YOUR CHOICE
YOUR FUTURE!!!**

The American Samoa Community College (ASCC) is committed to providing quality services for its students. One method of providing these services is to develop ways to ease the financial burden of a college education. You may be eligible to receive Federal Student Aid (FSA) to help pay for your educational costs such as tuition and fees, room and board, books and supplies, transportation, and other miscellaneous personal expenses. Federal Student Aid provides a funding to earn your first professional degree or baccalaureate degree.

ASCC 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) and Accrediting Commission for Senior Colleges and Universities (ACSCU). ac (2017) 10000001 Boulevard, Suite 204, Newport, CA 94240. PH: (415) 506-0224 FAX: (415) 506-0238

Financial Aid MISSION STATEMENT

The mission of the Financial Aid Office (FAO) is to ensure that all eligible individuals benefit from federal financial assistance for education beyond high school. Promoting and assuring higher education access and opportunity are the basic principles of Federal Student Aid. By supporting the promise of postsec-

How do I Apply for Financial Aid?

FAFSA

Eligibility Requirements for Federal Student Aid

You must complete the free Application for Federal Student Aid (FAFSA). You may apply online or with a paper application.

- You can apply online at www.fafsa.ed.gov. You will need a PIN # so you can electronically sign the FAFSA online application. Apply for a PIN # at www.pin.ed.gov.
- Paper applications are available online. However, we strongly encourage you to complete the Electronic application online.
- If applying online, please complete the FAFSA on the Web Worksheet, then complete the online application and follow the signature instructions.

Notes: If you are a dependent student, please advise your parent to apply for a PIN #.

Wait for Notification

Once your application is processed, the FAFSA processor will notify you about your eligibility either by electronic or postal mail. The Financial Aid Office will

- Have a high school diploma, GED (or equivalent), has completed home schooling at the secondary level, or has passed an "ability-to-benefit" test approved by the U.S. Department of Education.
- Be enrolled in an eligible program leading to an associate degree, certificate or transfer to a 4-year college.
- Be a U.S. citizen, U.S. national, or an eligible non-citizen of the U.S. A list of eligible U.S. non-citizen statuses may be obtained from the Financial Aid Office. (Documentation required: Birth Certificate or U.S. Passport, an American Samoa Government Photo ID - not needed if U.S. Passport is available)
- Have a valid Social Security Number.
- Does not remain in Satisfactory Academic Progress (SAP) requirements.
- Have financial need as determined by the Financial Aid Office review of your completed FAFSA.
- Be registered with the Selective Service if required (generally applies to male students, at least 18 years old, born after December 31, 1950).
- Do not owe a refund or a repayment on a federal grant.
- Must be in default on a federal educational loan.

2. Be familiarize with the Free Application for Federal Student Aid (FAFSA) online application @www.fafsa.ed.gov

Responsibility	Financial Aid Counselors	SOP #	DOSS-FAO
		Policy:	Student Financial Aid Eligibility
Page #		Scope	Prospective, New, Continuing, and Returning Students
Title:	Determination of Student Eligibility	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

An Institution Student Information Record (ISIR) is forwarded to ASCC for students who have selected ASCC as the attending institution.

Procedures:

Once the Student ISIR is received:

1. A Financial Aid Officer/Counselor reviews the student's eligibility and options to cover tuition and/or living expenses
2. Review all information provided on the ISIR – paying close attention to the following:
 - a. Student's citizenship status
 - b. Transferring from another institution
3. Student will be advised on any missing information or documents required to complete file
 - a. Verification documents (if applicable)
 - b. Entrance Counseling
 - c. Additional documents (if requested)
4. A tentative award letter will be given to the student on an estimated award amount until an official award letter is issued to the student upon receipt of required documents.

SAMPLE ISIR

2013-2014 Institutional Student Information Record

 * IMPORTANT: Read ALL information to find out what to do with this Report. *

OMB Number: 1845-0001
 AUGUST 20, 2013

EFC 0*

349

There is a limit to the total amount of Federal Pell Grants that a student may receive, which is the equivalent of 6 school years. Once a total amount of Pell Grant eligibility has been received, a student can no longer receive Pell Grant aid.

001

WHAT YOU MUST DO NOW (Use the checklist below to make sure that all of your issues are resolved.)

118

Be sure to review the items printed in darker print on this SAR and make any corrections if necessary.

006

If you need to make corrections to your information, you may either make them online at www.fafsa.gov, or by using this SAR. You must use your Federal Student Aid PIN to access your record online. If you need additional help with your SAR, contact your school's Financial aid office or visit www.fafsa.gov and click the "Help" icon on the FAFSA home page. If your mailing address or e-mail address changes, you can make the correction online or send in the correction on your SAR.

SAMPLE AWARD NOTIFICATION

American Samoa Community College
 FINANCIAL AID OFFICE
 P.O. Box 2609
 Mapusaga, American Samoa 96799
 (684) 699-9155 ext. 313
faid@amsamoa.edu

LABAN, THOMAS
 P.O. Box 2609
 Pago Pago, American Samoa 96799

Dear LABAN, THOMAS

Based on the information you provided to the U.S. Department of Education (USED) in your Free Application for Federal Student Aid (FAFSA), the American Samoa Community College (ASCC) is pleased to offer you the award as listed below to assist you in financing your education at ASCC.

This award is based on your enrollment at the time of packaging, and is subject to changes to reflect your most accurate enrollment status at the time funds are requested from the USED.

2013 - 2014 Award Year

Budget:	\$	11,326.00
EFC:	\$	1,249.00
Need:	\$	10,077.00

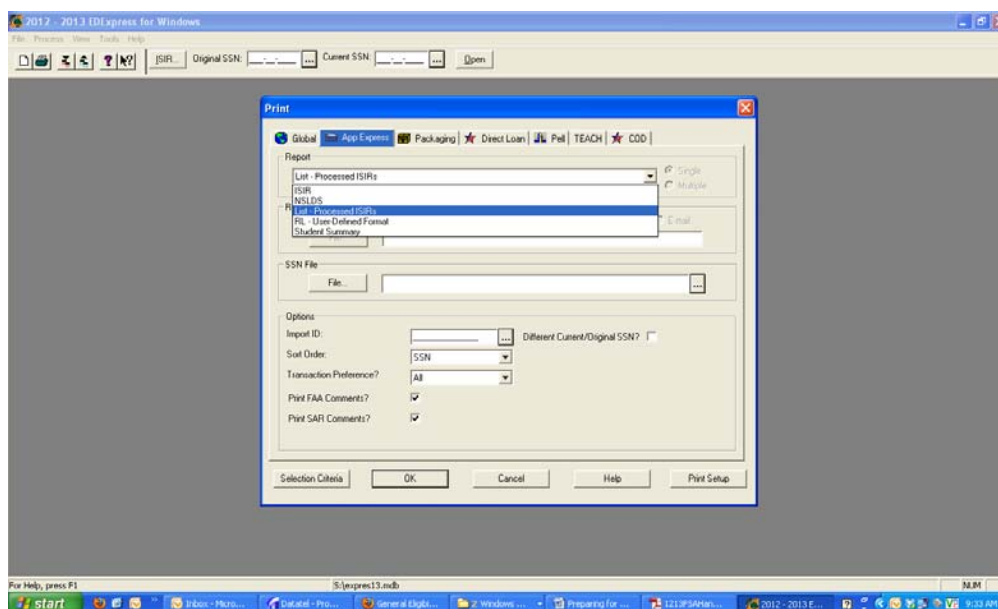
Type of Aid	Fall 2013	Spring 2014	Summer 2014	TOTAL
Federal Pell Grant	\$ 1,648.00			\$ 1,648.00
Federal SEOG	\$ -			\$ -
Federal Work-Study				\$ -
TOTALS	\$ 1,648.00			\$ 1,648.00

By accepting the funds as listed, you are agreeing to the terms and conditions as noted in the Financial Aid Handbook.

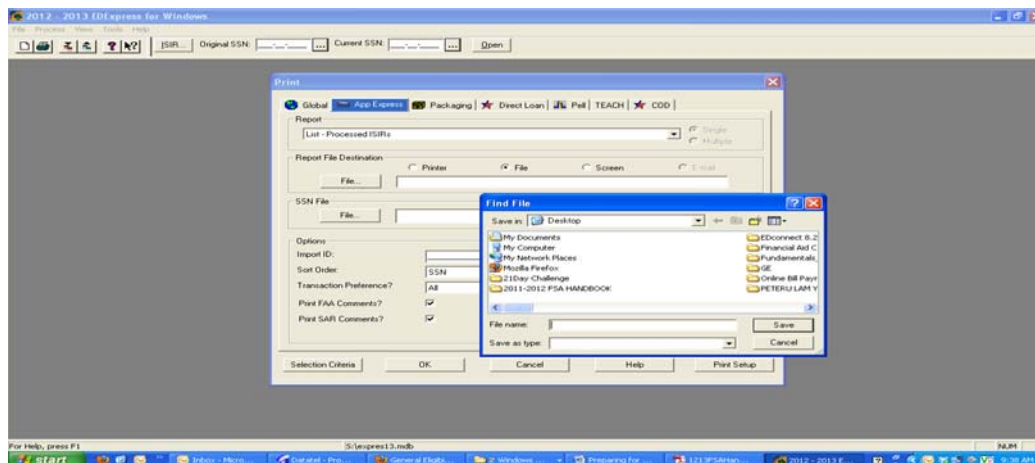
Please be reminded that the amount requested will first be used to offset any charges you made against your expected award, and the Business Office will deduct the costs of your tuition, fees, books, etc. Should there be any remaining funds after these deductions, a check will be made out to you for disbursement to assist you with other costs of attendance, including transportation and other miscellaneous costs. If your award is not enough to cover the charges, you will need to

Responsibility	Financial Aid Counselors	SOP #	DOSS-FAO
		Policy: Financial Aid Application Procedures	Importing an institution Student Information Report
Page #		Scope	Prospective, New, Continuing, and Returning Students
Title:	ISIR Import	Last Reviewed/Update Date	4/20/2018 8:40 PM

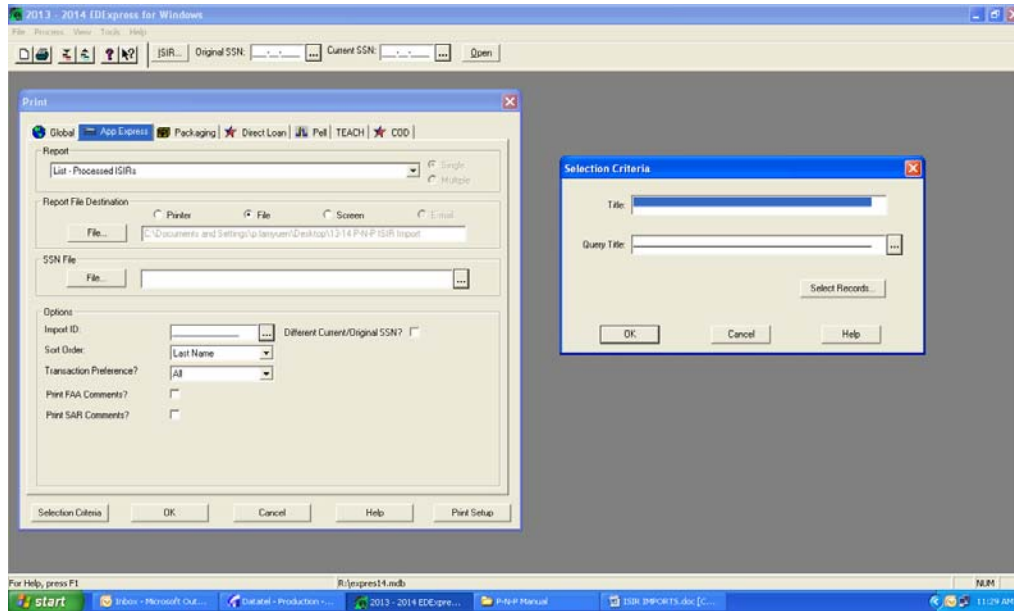
- Open ED Express software for current award year (e.g. EDE 13-14).
 - Select "List Processed ISIR" from dropdown



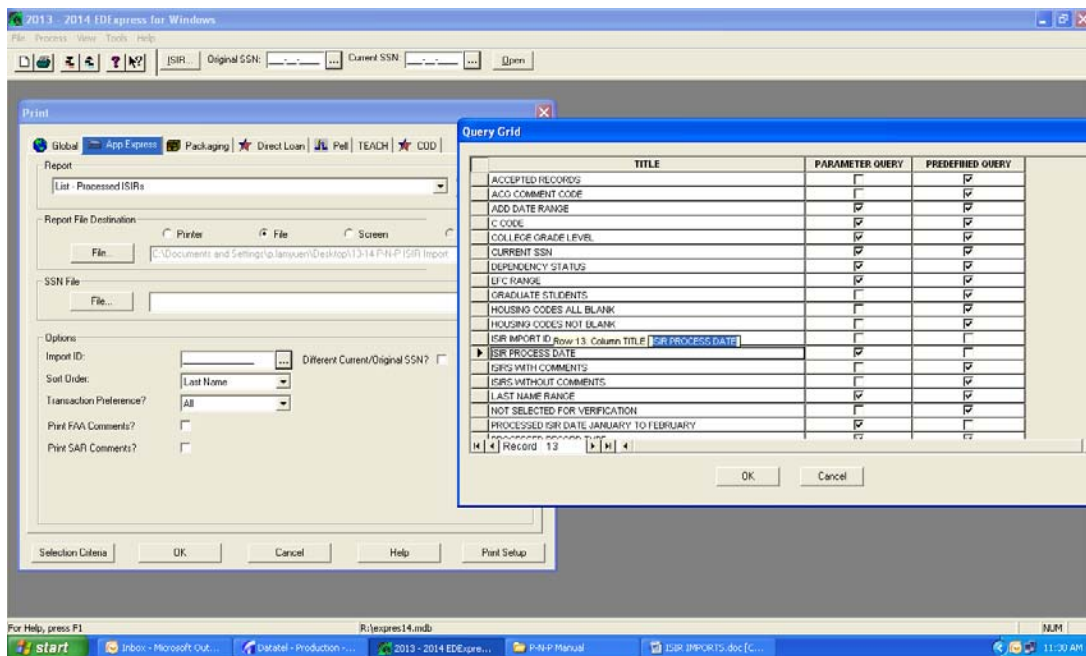
- Select "File" and click on "File" tab in "Report File Destination" section. This should prompt open a "Find File" Screen.



- Save file on desktop with name (for this purpose we will use 13-14 P-N-P ISIR Import)
- Once saved out of file creation, click on “Selection Criteria” on bottom left hand corner of prompt screen to open up a second prompt as listed below:

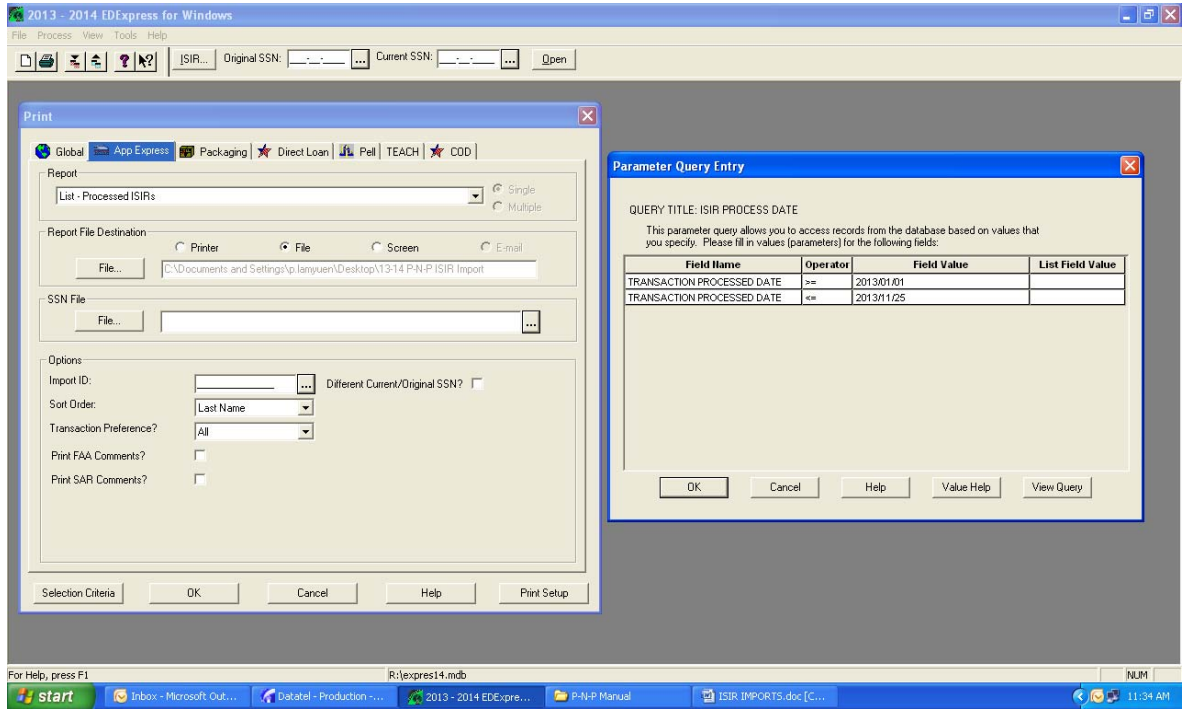


- Click on “...” on the right hand side of “Query Title” and select “ISIR Processed Date”

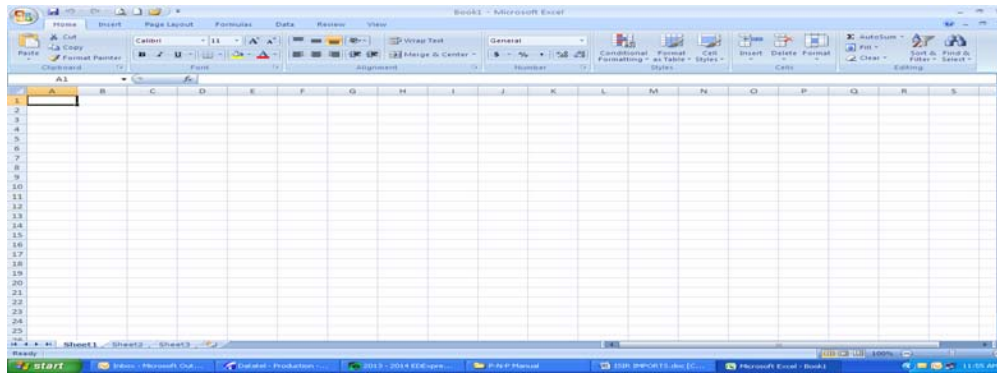


- Click “OK” to take you back to the “Selection Criteria” prompt window. From there, you need to click on “Select Records”

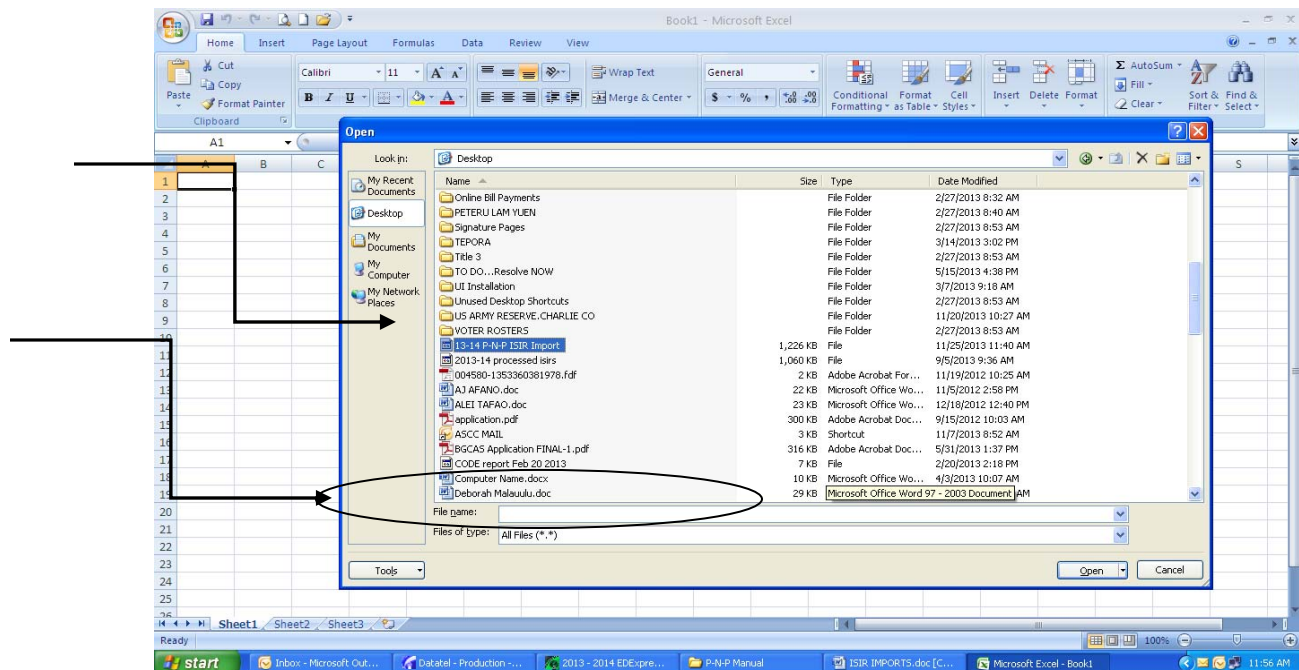
- When prompted, enter dates of ISIRs that you would like to select. For example, if you want to bring in all ISIRs that was received by CPS since the award year opened, you would want to select records start from January 01, 2013 up to today's date (for award year 2013-2014). Date Entry Format: YYYY/MM/DD



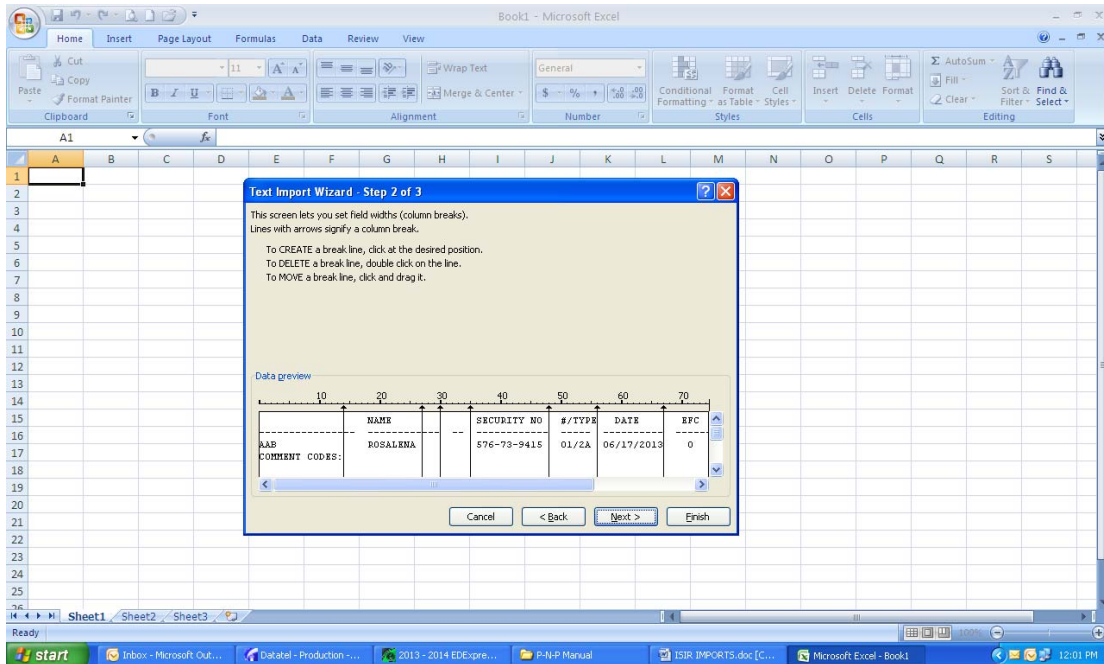
- Once you click OK, you will be taken to Select Records screen.
 - Click "Select All" button on the bottom to check mark all records. Click OK when finished.
 - You will be taken back to the original "Print" screen for final step of transmitting ISIRs onto your desktop. Click "OK" to save out and to take you to the file you created on your desktop "13-14 P-N-P ISIR Import."
2. CREATE EXCEL SPEADSHEET OF ISIR RECORDS IMPORTED. Find your "13-14 P-N-P ISIR Import" file on your computer desktop (or wherever you saved it).
- You will now create your SPREADSHEET of all FAFSA applications processed by CPS and pushed through to ASCC via ED Express Software
 - Open a blank Mircrosoft Office Excel Document:



- Select "Open Folder" button
- When "Open" window pops up, locate your file on Desktop



- Change option on "Files of type" on the bottom of the prompt screen to show "All Files" option
- Select the saved file and click "Open" on the bottom right hand corner of the prompt screen
- Use the "Text Import Wizard" pop up to create your counselor spreadsheet. Create columns by clicking on the black arrows/lines on the timeline, and then click "next" on the bottom of the popup window to move on to the final steps of creating the final spreadsheet

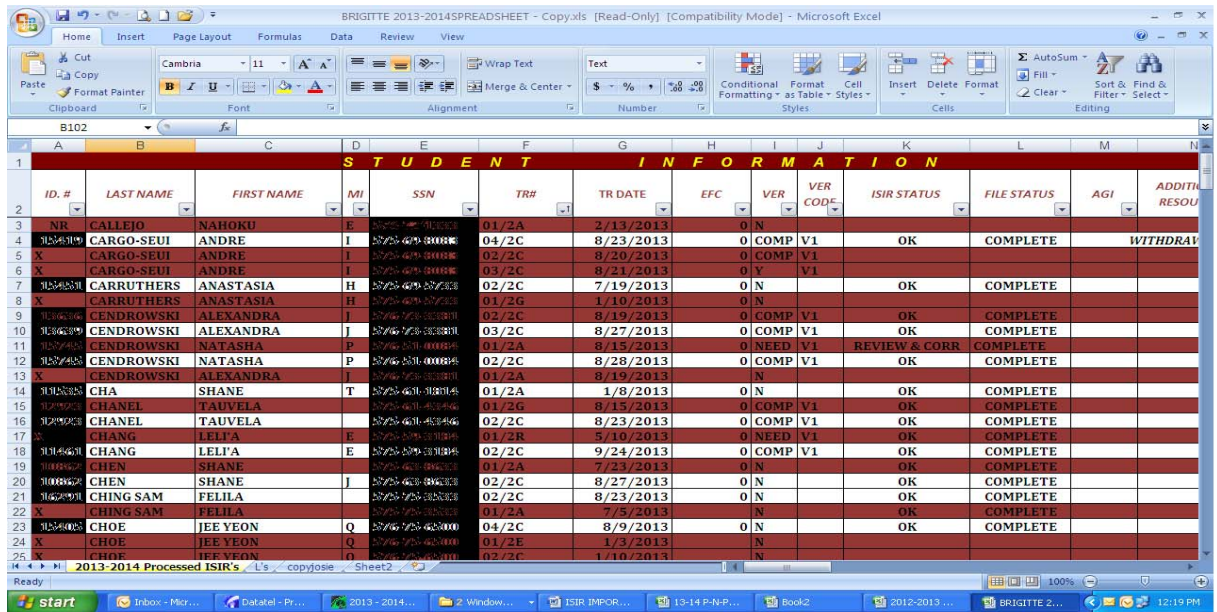


- Select the entire workbook and sort all the columns. From here, you are going to clean up the spreadsheet and start making notations on it and update accordingly.

- Delete unnecessary rows and columns and keep updating as more and more ISIRs are transmitted in from CPS
- Repeat process and add on new ISIR information onto the original excel workbook.

3. Individual Counselor Spreadsheet:

- Delete all other rows and columns that do not pertain to you. Meaning, keep only records of those students whose last names are assigned to you (the counselor)
- Each counselor is responsible to maintain and update records of their assigned letters of student last names.
- Final product should look something like this:



Responsibility	Financial Aid Counselors	SOP #	DOSS-FAO
		Policy: ASCC Financial Aid Application Procedures; ASCC Financial Aid Policy Manual; Financial Aid Handbook	Determining the Amount of Financial Aid for an Eligible Student
Page #		Scope	Prospective, New, Continuing, and Returning Students
Title:	Batching & Packaging	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description: Batching and packaging processes will determine the amount of financial aid a student is eligible to receive.

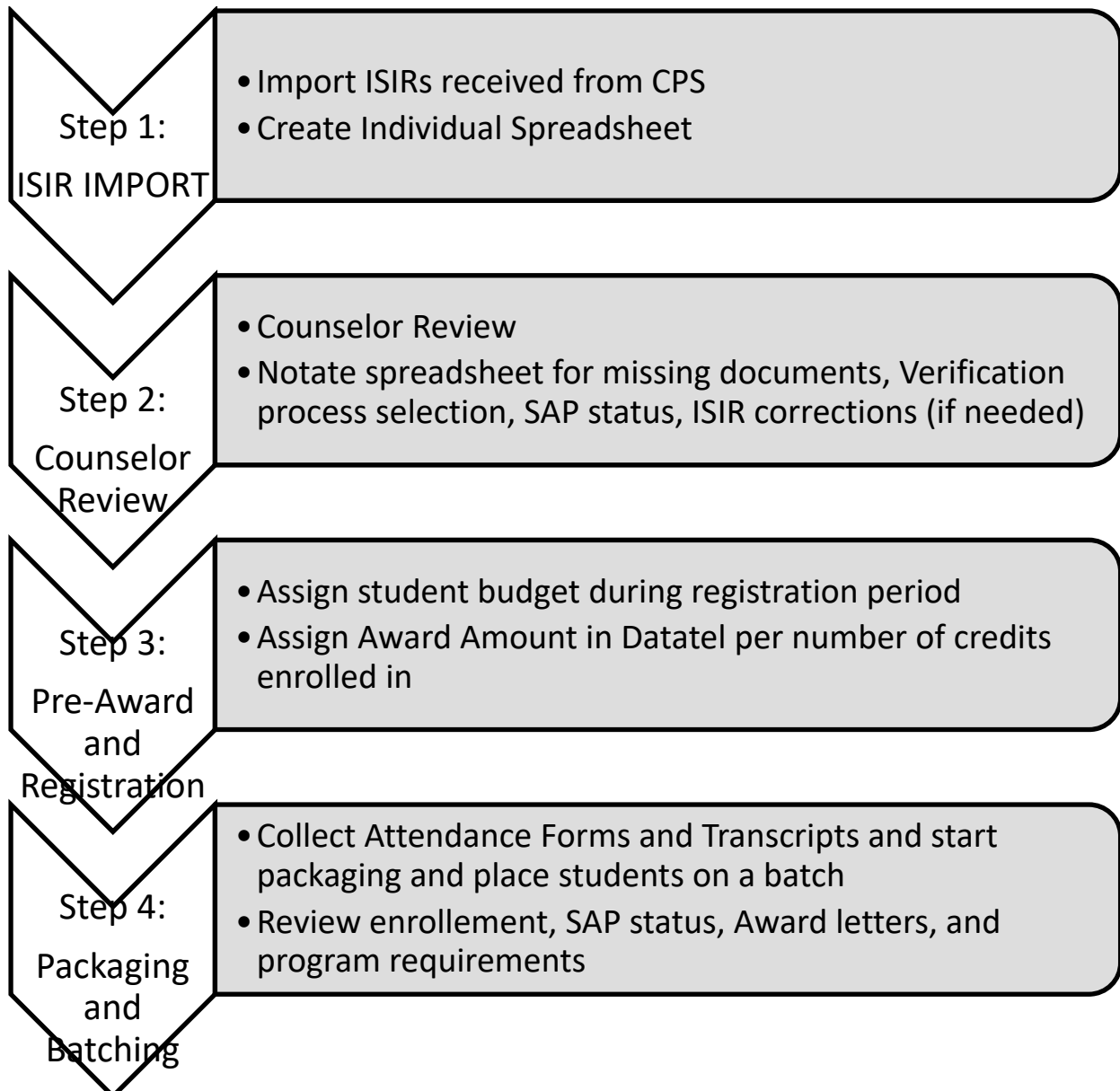
I. COUNSELOR REVIEW

1. Open both Spreadsheet and EDEXpress
2. Select first student record and review ISIR

- a. CPS has already determined student's EFC
 - b. CPS has made random selections of ISIRs for verification review. Often if not selected by CPS a counselor may select ISIRs for verification if information is questionable.
 - c. Read and review notes from CPS
 - d. Review student information and demographics
 - e. Years in college
 - f. Dependency information
 - g. Parent's information and income
3. Make notations and updates on Spreadsheet. Notate every column possible. Make notes that other counselors can access if necessary
 - a. Documents on files or missing
 - b. Verification completion
 - c. Lifetime eligibility usage or 150% of program.
 - d. Satisfactory Academic Progress
 4. Students who come into the office and are informed of missing data or if they're good to go for packaging. Students are also informed via electronic mail, postal mail, or telephone of missing documentation and/or data.

II. PRE-AWARD AND REGISTRATION PROCESS

1. Access Datatel—**FASI** (Financial Aid Status Information)
2. Get student Identification number
 - a. Assigned by Registrar's Office when student completes Enrollment Application
3. Select current or correct ISIR transaction
4. AIDE: award amount based on eligible registered credits.
5. Assign Budget
6. Award Amount (offer vs. accept)



III. AWARD PACKAGING AND BATCHING

NOTE: All student records, ISIRs, documentations are cleared and complete prior to packaging and requesting any aid for student.

A. Packaging with Excel, Datatel, EDExpress

- 1) Counselor reviews individual spreadsheets to determine student's on current batch by using (1) ISIR date or (2) Attendance Verification Form completion date.
- 2) Create counselor folder for current batch which includes the sample package, batch spreadsheet, sample letters and forms.
- 3) Create working spreadsheet for batch, based on #1.
- 4) Print transcripts

- 5) Review attendance form against the transcript
- 6) Complete sample for each student as follows:
 - a. Complete "Summary Cover Sheet"
 - i. Insert student demographics
 - ii. Program major
 - iii. Number of credits
 - iv. Award amount
 - v. Expected Family Contribution (EFC)
 - vi. ISIR transmission Number
 - b. Insert the ISIR on page 2.
 - i. Print ISIR from EDEXpress to PDF for insertion to Excel
 - c. Complete the Satisfactory Academic Progress (SAP) Report on page 3.
 - d. Insert the transcript on page 4.
 - i. Print transcript from Datatel to PDF for insertion to Excel
 - e. Compile spreadsheets for students with multiple programs (150%) on page 5 (if any)
 - f. Complete award notification letters, (warning letters, etc) on page 6

B. Financial Aid Status Information (FASI)

- 1) Select the "Award" detail to input student "Award Detail Entry"
- 2) Enter award amounts based on eligibility of credits for the term for Pell, FSEOG, FWS, etc.
- 3) Enter "file complete date" for the date counselor completed the package.

C. Batch FA Transmittal Register

- 1) Enter list of students on individual counselor batch spreadsheets to run FATR awards for each student
 - a. Review the FATR reports for accuracy, make corrections as necessary and re-run until information is matching
- 2) Request the business office to run FATP to post and credits FA awards to student's accounts.
- 3) Export combined counselor spreadsheets to Common Origination and Disbursement (COD) via Datatel (CODE).
 - a. Review the CODE report for accuracy, acceptances, rejection, make corrections as necessary and re-submit until information is matching (reconciled).
- 4) After CODE has been transmitted, counselors will review PCOD (Pell COD Inquiry) to verify if awards were accepted by COD.
- 5) Make all necessary corrections to ensure correct awards to be drawn down via G5
- 6) Create a working spreadsheet for the Business Office to begin their work on award preparations.
- 7) Once the batch is approved by USDOE and COD, the funds are transmitted a "Special Disbursement Spreadsheet" is created and submitted to business office to authorize the batch disbursement.

SAMPLE COUNSELOR SPREADSHEET

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	SAMPLE OF COUNSELOR FOLDER																			
2	ID.#	LAST NAME	FIRST NAME	MI	SSN	TR#	TR DATE	EFC	VER	ISIR STATUS	FILE STATUS	ATTENDANCE FORM DATE	150 STAT	ENROLLMENT	SAP STATUS	BATCH	PELL	FSEOG	FWS	TOTALS
3	12345	DOE	JOHN	L	000-00-0008	05/2C	6/13/2013	0	V1	OKAY	OKAY	28-Aug	15/90	1/2	SAP	1	1,411.50			1,411.50
4	12346	LABAN	THOMAS	V	000-00-0003	02/2C	9/7/2013	1249	V1	NO V1	NO DOCUMENTS	30-Aug	59/90	3/4	CS	2	1,648.00			1,648.00
5	12347	LAM YUEN	PETERU		000-00-0001	02/2C	8/20/2013	0	V1	OKAY	COMPLETE	25-Nov	12/90	<1/2	WARNING	1	394.00			394.00
6	12348	LOPA	TUULOTO	V	000-00-0002	01/2R	5/14/2013	0	V1	OKAY	COMPLETE	26-Aug	97/90	FT	150%	X				-
7	12349	MOALA	BRIGITTE	L	000-00-0006	03/2C	5/7/2013	0	N	OKAY	NO ID; SSC	24-Sep	99/117	1/2	WARNING	5	1,411.50			1,411.50
8	12350	SIAKI	LEFEEMO	L	000-00-0007	04/2C	5/31/2013	17876	N	INVALID	NO DOCUMENTS	27-Sep	15/90	FT	FAS	X				-
9	12351	SMITH	JANE	L	000-00-0009	06/2C	9/4/2013	0	V1	OKAY	HIGH SCHOOL DIPLOMA	N/A	81/90	<1/2	WARNING	2	394.00			394.00
10	12352	TAUILILI	SHANELL	I	000-00-0005	02/2C	8/15/2013	0C	N	NSLDS	COMPLETE	15-Oct	61/98	3/4	SAP	X				-
11	12353	TAUSILI	MATAUA		000-00-0000	01/2A	6/17/2013	258	V1	OKAY	COMPLETE	25-Aug	79/144	FT	SAP	1	2,697.50			2,697.50
12	12354	TUISAMOA	JOSEPHINE	I	000-00-0004	01/2R	7/8/2013	0	N	OKAY	COMPLETE	4-Nov	15/90	FT	SAP	3	2,822.50	100.00		2,922.50

SAMPLE COUNSELOR BATCH SPREADSHEET

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	BATCH 7 - 2013 - 2014 AWARD YEAR				PELL				FSEOG			TOTAL	COMMENTS
2	NO.	LAST NAME	FIRST NAME	St. ID #	F'13	S'14	M'14	Pell Total	F'12	S'13	FSEOG Total		
3	1	DOE	JOHN	12345	1,411.50			1,411.50			-	1,411.50	
4	2	LABAN	THOMAS	12346	1,648.00			1,648.00			-	1,648.00	
5	3	LAM YUEN	PETERU	12347	394.00			394.00			-	394.00	
6	4	LOPA	TUULOTO	12348				-			-	-	
7	6	MOALA	BRIGITTE	12349	1,411.50			1,411.50			-	1,411.50	
8	7	SIAKI	LEFEEMO	12350				-			-	-	
9	8	SMITH	JANE	12351	394.00			394.00			-	394.00	
10	9	TAUILILI	SHANELL	12352				-			-	-	
11	10	TAUSILI	MATAUA	12353	2,697.50			2,697.50			-	2,697.50	
12	11	TUISAMOA	JOSEPHINE	12354	2,822.50			2,822.50	100.00	-	100.00	2,922.50	

SAMPLE TRANSCRIPT

10/28/13

Financial Aid

Page 1

PO Box
Pago Pago AS 96799
AMERICAN SAMOA

ID Number:
SSN:
Birth Date:
Birth Name:

Course	Title	Grd R	Hrs Att	Hrs Cmpt	Grade Points	Course Dates
ENG 090	Adv. Reading		0.00	0.00	0.00000	08/15/13-08/15/13
ENG 091	Adv. Writing		0.00	0.00	0.00000	08/15/13-08/15/13
MAT 151	Interm. Algebra		0.00	0.00	0.00000	08/15/13-08/15/13
Non Totals:			0.00	0.00	0.0000	GPA = 0.0000
Cumulative Totals:			0.00	0.00	0.0000	GPA = 0.0000

Responsibility	US DOED Central Processing Station (CPS), Financial Aid Counselors/Staff	SOP #	DOSS-FAO
		Policy: Verification	Student Financial Aid Awards
Page #		Scope	Financial Aid Recipients
Title:	Verification of Selected Students	Last Reviewed/Update Date	4/20/2018 8:40 PM

PURPOSE:

The institution must have written policies and procedures on how verification is completed for a selected student. Because students sometimes make errors on their FAFSA application, the institution has laid forth policies and procedures for verifying the reported information. The US Department of Education only requires that a portion of the FAFSA filers at the institution be verified, as selected by the Central Processing System (CPS). However, the Financial Aid Office has the authority to verify additional students selected by CPS.

WHO ADMINISTERS THIS POLICY: The Financial Aid Office staff will administer and update this policy.

POLICY:

The Financial Aid Office will issue a request for additional information if a student is

chosen for verification by CPS (Central Processing System). If the student fails to complete the verification process, the file will remain incomplete and federal aid will not be rewarded. Note that the school must have received a valid FAFSA result before awarding any federal aid. Until all information has been verified, a financial aid award cannot be issued to a student. The financial aid office cannot continue processing a student's financial aid application until the verification process has been completed successfully.

PROCEDURES:

1. Receive ISIRs from the Department via transmission into Datatel or EDConnect
2. Counselors must update the spreadsheets to notate which students are selected by CPS for verification. This can be identified by looking for an asterisk (*) next to the EFC on the summary page at the beginning, or by looking at the FAA Information of the ISIR to see if the Verification Flag is marked "Y" for yes for verification.
3. Each counselor should compile and create a list of students who have been selected for verification. This list should be forwarded every Friday to the FAO Administrative Assistant. The list should comprise of the Students ID number, first name, last name, verification group (V1, V2, V3, etc.) and also the student's email.
4. The FAO Administrative Assistant will maintain a log of which students were contacted and on what date these students were contacted.
5. The email address that the student provided on the FAFSA will be used to contact each one (student).
6. Students will come in to pick up the respective verification form for whatever verification group they are to be verified on. Any Financial Aid Office staff can give out the appropriate form for the student. They must first identify which verification group the student falls under.
7. Once all forms are brought back and received by the Financial Aid Office staff for processing, then the Financial Aid Counselor can do further determination of the student's eligibility status and award student with federal aid that he/she is entitled to.

NOTE: Students have 60 days from the date they receive the letter from the Financial Aid Office stating their Financial Aid status of Verification. Once the Financial Aid Office staff receives all verification forms, each Financial Aid Counselor will have at least 10 days, or no more than 20 days to review, respond, and/or award student aid based on the information verified.

RELATED POLICIES AND DOCUMENTS:

Student Financial Aid Handbook, AVG – Chapter 4

Responsibility	US DOED Central Processing Station (CPS), Financial Aid Counselors/Staff	SOP #	DOSS-FAO
		Policy: EFC Calculations	Student Financial Aid Awards
Page #		Scope	Financial Aid Recipients

Title:	EFC Calculations	Last Reviewed/Update Date	4/20/2018 8:40 PM
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PURPOSE:

To provide guidance on how a student’s Expected Family Contribution (EFC) is calculated.

WHO ADMINISTERS THIS POLICY: The US DOEd Central Processing Station (CPS), and/or the staff of the ASCC Financial Aid Office administer this policy.

POLICY:

1. The EFC is a measure of how much the student and his or her family can be expected to contribute to the cost of the student’s education for the year. The EFC is calculated according to a formula specified in the law. **Note: Refer to the EFC Formula 2013-2014 in this manual.**
2. The law provides three different formulas to calculate the EFC: one for dependent students, one for independent students without dependents other than a spouse, and one for independent students with dependents other than a spouse.

NOTE: Every year the US Department of Education publishes updated tables used in the EFC calculation. Make sure to use the correct formulas and tables based on the required award year necessary in assisting the student.

PROCEDURES:

1. Use the attached EFC formula table to determine which category the student falls under. The EFC Formula is straightforward and easy to follow when making a determination on which formula to use. The student fall in either one of the three categories on the left labeled: Dependent Student, Independent Student without Dependents (other than a spouse), or Independent Student with Dependents (other than a spouse).
2. Once the determination is made using the EFC Formula table, the student or financial aid administrator will calculate the student’s EFC using one of the two categories that the student falls under: Automatic Zero EFC or Simplified EFC Formula (Needs Test), depending on which category the student qualifies under.
3. EFC Formula Forms are marked and categorized for ease of completion. Forms labeled with “A” pertains to Dependent Students. Any and all formulas and tables identified as “A” forms are to be used when determining EFC for Dependent Students. Forms marked with “B” pertains to Independent Student With Dependent(s) Other Than a Spouse; and “C” pertains to Independent Student With Dependent(s) Other Than a Spouse. Be careful not to mix use Table figures from one category to fill out formulas of another category. Make sure to distinguish between Formulas and dTables.

RELATED POLICIES AND DOCUMENTS:

1. Higher Education Act (HEA Sec. 474-479)
2. 2013-2014 Federal Student Aid (FSA) Handbook, Volume AVG, Chapter 3
3. ASCC Student Financial Aid Handbook

THE EFC FORMULA, 2013—2014

Need Analysis Formulas		
Applicant	Automatic Zero EFC	Simplified EFC Formula (Needs Test)
Dependent Student	<ul style="list-style-type: none"> • Parent(s) had income earned from work of \$24,000 or less <p>AND EITHER:</p> <ul style="list-style-type: none"> • Parent(s) filed or eligible to file a 1040A or 1040EZ, AS Tax Return or • Anyone in parents' household received means-tested benefits* in previous 24-month period, or • Parent is a dislocated worker 	<ul style="list-style-type: none"> • Parent(s) had income earned from work of \$49,999 or less <p>AND EITHER:</p> <ul style="list-style-type: none"> • Parent(s) filed or eligible to file a 2012 IRS Form 1040A or 1040EZ, AS Tax Return or • Parent(s) filed a 2012 IRS Form 1040 (or AS Tax Return) but were not required to do so, or were not required to file any tax return, or • Anyone in parents' household received means-tested benefits* in previous 24-month period, or • Parent is a dislocated worker
Independent student <i>without</i> dependents (other than a spouse)	NOT APPLICABLE	<ul style="list-style-type: none"> • Student's (and spouse's) 2012 income earned from work or AGI on tax return is \$49,999 or less <p>AND EITHER:</p> <ul style="list-style-type: none"> • Student and spouse (if married) both filed or eligible to file a 2012 IRS Form 1040A or 1040EZ, AS Tax Return or • Student and spouse (if married) both filed a 2012 IRS Form 1040 (or AS Tax Return) but were not required to do so, or were not required to file any tax return, or • Anyone in student's household size received means-tested benefits* during 2011 or 2012, or • Student (or student's spouse, if married) is a dislocated worker
Independent student with dependents (other than a spouse)	<ul style="list-style-type: none"> • Student (and spouse, if any) 2012 income earned from work or AGI on tax form is \$24,000 or less <p>AND EITHER:</p> <ul style="list-style-type: none"> • Anyone in student's household size received means-tested benefits* in during 2011 or 2012, or • Student and student's spouse both filed or eligible to file a 2012 IRS Form 1040A or 1040EZ, AS Tax Return or • filed a 2012 IRS Form 1040 (AS Tax Return) but were not required to do so, or were not required to file any tax return, or • Student or spouse is a dislocated worker 	<ul style="list-style-type: none"> • Student's (and spouse's) 2012 income earned from work or AGI on tax return is \$49,999 or less <p>AND EITHER:</p> <ul style="list-style-type: none"> • Student and spouse (if married) both filed or eligible to file a 2012 IRS Form 1040A or 1040EZ, AS Tax Return or • Student and spouse (if married) both filed a 2012 IRS Form 1040 (or AS Tax Return) but were not required to do so, or were not required to file any tax return, or • Anyone in student's household size received means-tested benefits* during 2011 or 2012, or • Student (or student's spouse, if married) is a dislocated worker
<p>*Means-tested federal benefits include: Supplemental Security Income Program (SSI), Supplemental Nutrition Assistance Program (SNAP), Free and Reduced Price School Lunch Program, the Temporary Assistance for Needy Families (TANF), and Women, Infant, and Children (WIC) program.</p>		

Responsibility	Financial Aid Counselors/Staff with Coordination with the Finance Office	SOP #	DOSS-FAO
		Policy:	Student Financial Aid Awards
Page #		Scope	Financial Aid Recipients
Title:	Declination of Pell Grant Funds by a Student	Last Reviewed/Update Date	4/20/2018 8:40 PM

PURPOSE:

To provide guidance in assisting students who may want to decline all or part of a disbursement of Pell Grant funds that the student is otherwise eligible to receive.

WHO ADMINISTERS THIS POLICY: The Financial Aid Office Counselors and staff will administer the policy and remain in close contact with the Finance Office to ensure enforcement

POLICY:

1. The Consolidated Appropriates Act, 2012 (Public Law 112-74) reduced the maximum timeframe during which a student is eligible to receive a Federal Pell Grant (Pell Grant) to a maximum of 12 semesters (or its equivalent) effective with the 2012-2013 award year.
2. A student may decline all or part of a disbursement of Pell Grant funds that the student is otherwise eligible to receive. A student may wish to take this action if the student expects to qualify for a larger Pell Grant in future years as a result of an expected transfer to a more expensive educational institution or an expected change in the student's expected family contribution.

PROCEDURES:

1. Student must deliver to the school financial aid office a signed, written statement clearly indicating that the student is declining Pell Grant funds for which he or she is otherwise eligible and that the student understands that those funds may not be available once the award year is over.
2. Financial Aid Manager must receive and review the letter and route the approved statement from student to all parties involved in the return of funds (FA Counselor, Business Office).
3. FA Officer, Counselor, and Business Office must submit any adjustment records for the student to the Common Origination and Disbursement (COD) System.
4. Update student aid in Datatel "AIDE" and make notations in Counselor folder, Disbursement Spreadsheet, and in "Comments" section of "AIDE."
5. Process return of funds via Business Office and G5 account, if necessary.

NOTE: Once the student's record is confirmed to have matches across the board (COD, ASCC Datatel Software System, FAO Spreadsheet), the last step is to ensure that Business Office returns the funds and monitor the G5 account to balance amounts in there.

RELATED POLICIES AND DOCUMENTS:

1. The Consolidated Appropriates Act, 2012 (Public Law 112-74)
2. U.S. Department of Education, Office of Postsecondary Education, GEN 12-18 Colleague Letter, Dated September 4, 2012

Responsibility	Financial Aid Counselors/Staff with Coordination with the Finance Office	SOP #	DOSS-FAO
		Policy:	Student Financial Aid Awards
Page #		Scope	Financial Aid Recipients
Title:	Returning Unclaimed Title IV Credit Balance (Pell Refunds)	Last Reviewed/Update Date	4/20/2018 8:40 PM

PURPOSE:

To provide guidelines to be in compliance with FSA regulations on returning of Title IV funds in the timeframes required to do so.

WHO ADMINISTERS THIS POLICY: The Financial Aid Office Counselors and staff will administer the policy and remain in close contact with the Finance Office to ensure enforcement

POLICY:

1. If a student has a remaining credit balance in his or her name with the Finance Office, they are to pick up their Pell refund check after receiving clearance from the Finance Aid Office.
2. If a student does not pick up their refund check from the Finance Office after **28 business days**, these funds **MUST BE RETURNED** to the US Department of Education via G5 account. This return of funds is done by the Finance Office in accordance to the Finance Office Policies and Procedures in place for doing so.
3. The Financial Aid Office **MUST RECEIVE** from the Finance Office a list of names of students whose refund checks are unclaimed so that the student's record on Common Origination and Disbursement (COD) is notated. Follow these steps to notate COD for return of unclaimed Pell refund check:

PROCEDURES:

1. Access COD website
2. Once in the COD homepage, click on "Person" tab on the top blue section. A "person search" screen will pull up. You want to search for the student whose refund check was not claimed at the Finance Office.
3. Enter the student's social security number (SSN) to search for student record. You may also use the name search by typing in their last and first name. Either way to search will suffice. Ensure that the Entity ID shows the school name in the drop down box (American Samoa Community College).

4. Once the page is loaded and the student record pulls up, click on the "Pell" link on the far left hand side of the screen under the "Person Info" section. The student's Pell information screen will pull up.
5. Ensure that the correct "Award Year" is selected before you proceed. The award amount should be in a different color than the rest of the totals on the page. It is a hyperlink that allows you to make changes to the student's approved award. Click on the amount and it should take you to the Pell Award screen for that award year.

Note: There are two "updates" that you need to do to the student's Pell record and they must be done from this screen (mentioned in "Step. E"). **YOU NEED TO "UPDATE AWARD" and "UPDATE DISBURSEMENT."** Both must be done in order for COD recon to match the Current Funding Levels with that disbursed in G5.

6. **UPDATE AWARD:** Click on update award towards the bottom of the screen. It should pull up the page where you can be able to change the "Award Amount."

Example: if the original amount approved was \$2,081.50, and the unclaimed refund check totals \$211.50, then the difference of the two numbers above should be the new award: \$1,870.00.

Remember, when \$2,081.50 was drawn down, it covered tuition, fees, and possibly books that the student might have purchased (funds used). The refund check is money that was not used and was due to the student, but the student never claimed. Therefore, the actual money that was drawn down and was used should be the difference of the two: \$1,870.00. After the "Award Amount" is updated, make sure to click "Submit" towards the bottom of the page.

7. **UPDATE DISBURSEMENT:** Once the award is updated and approved by COD, you must go back to the student's record. ****REPEAT steps 2 to 5**** Look and find the link called "Disbursements" on the far left hand side of the page. It should be located right below the "Detail" link. Click on Disbursements. The "Award Disbursements Information" page should appear. Click on the number "1" or whatever numbers the accepted amount is that you need to adjust. This action should open the Disbursement Information page.
8. On the Disbursement Information page, click on the "Update" button towards the bottom of the page. When the page pulls up, go down to where it says "Accepted Amount" and change the amount to reflect the same as that of the "Award Amount Approved." Note: Award Amount Approved should match the Award Amount Disbursed. Click the "Submit" button towards the bottom of the page and return to the student's record.
9. Once the student's record is confirmed to have matches across the board (COD, ASCC Datatel Software System, FAO Spreadsheet), the last step is to ensure that the Business Office returns the funds and monitors the G5 account to balance amounts in there.

It may take up to 5 minutes for COD to process this record. Once done, logout of the student's record and go back into it. You should see the updated amounts for both awards accepted and disbursed. Ensure that everything matches in order to reflect Current Funding Level in COD and G5.

RELATED POLICIES AND DOCUMENTS:

1. 2013 The Blue Books, Volume 5, Chapter 6
2. FSA Handbook, Volume 5, Chapter 1
3. ASCC Finance Office, Corrective Action for FY2011 Audit- Pell Refund Checks
4. Current Financial Aid Audit reports

Responsibility	Financial Aid Counselors/Staff	SOP #	DOSS-FAO
		Policy:	Student Financial Aid Awards
Page #		Scope	Financial Aid Recipients
Title:	Processing Drawdown of Funds	Last Reviewed/Update Date	4/20/2018 8:40 PM

Once everything looks o.k. in COD website for current batch, next step is to receive response file from COD to import into Datatel (COMRECOP files). Follow this process to do so:

1. DOE1

Everything in this process page is pre-set. No changes should be made anywhere. However, in the event the page pulls up blank and none of the fields are populated, please ensure to check on the following:

- Process Steps should set at "1"
- The following fields should be marked YES: COD XML; Recon; MRR; SAS. The PROFILE field should be left blank.
- Report Options should be: D-COD XML Student Detail
- SAVE and UPDATE UNTIL REPORT SHOWS. Save DOE1 report to DOE1 folder

2. CDMR

Everything in this process page is pre-set. No changes should be made anywhere. However, in the event the page pulls up blank and none of the fields are populated, please ensure to check on the following:

- Academic Year: ####
- Include Pell: YES
- The following should be set to NO: Include Direct Loans; Include ACG, Include SMART
- The following should be BLANK: Include TEACH
- As of Date: (Today's Date)

The rest should be blank. SAVE and UPDATE UNTIL REPORT PULLS UP. Save report to CDMR folder.

3. PRER

Everything in this process page is pre-set. No changes should be made anywhere. However, in the event the page pulls up blank and none of the fields are populated, please ensure to check on the following:

- Academic Year: ####
- Report Type: V-Variance
- SSN Options: S-Show SSN

The rest should be left blank. SAVE and UPDATE UNTIL REPORT SHOWS. Save report to PRER folder.

4. Access www.g5.gov

Username is ASCC email address. Enter the password; checkmark the box to agree with terms of website and press Login.

Select the "Payments" option on the top blue box and move cursor down to "Create Payments."

Find line (row) that has a blank box that's next to a box with Today's Date, and that's next to a box that says ## PELL (or whichever award year it is). Enter the amount of the drawdown in the blank box and scroll down to select "Continue."

Select YES when prompted a question and click on Submit Request. A confirmation page will appear. You should do a print screen and paste the image on a word document and save it in the FAID network drive under Batch #.

You should receive an email from no-reply@ed.gov with the subject: [G5.gov] Payment Request Notification

You forward this email to:

CFO - Emey Silafau

CC (copy) the following individuals:

Claire Sagapolutele, Eleasalo Sialoi; Sifagatogo Tuitasi; Soy Ah Siu (Ben); and Moala Mago

Your message should read as follows:

Hi Emey,

Here is Batch #? Draw Down:
PELL \$##,###.00

(Name of senior FA Counselor) will be sending over the special disbursement spreadsheet.

Thanks,
(Name of FA Officer)

Responsibility	Financial Aid Counselors/Staff	SOP #	DOSS-FAO
		Policy:	Monthly Reconciliations
Page #		Scope	Internal
Title:	Financial Aid & Finance Team Monthly Reconciliations	Last Reviewed/Update Date	4/20/2018 8:40 PM

PURPOSE:

To provide guidelines for monthly reconciliations of Pell, FSEOG, and FWS general ledger accounts between the Financial Aid and Finance Offices.

PROCEDURE:

1. Financial Aid Office forwards their monthly recon to the Finance office staff accountant, Claire Sagapolutele, by the 10th of each month;
2. Claire reconciles the Financial Aid report to the Finance General Ledger if there are any variances. If variances exist, then research this with the Financial Aid Office until the reconciliation is complete.
3. On the 15th, the final reconciliation report will be forwarded back to the Financial Aid Office for their records and the finance team will file the same report in their Monthly Closing Binder.
4. Final reconciliation report forwarded to the Financial Aid Office must go directly to the Financial Aid Manager and file in the "Reconciliation" binder.

LIBRARY

Workroom Area Standard Operating Procedures (SOP) for Library Associate (Cataloger)/Supervisor

The ASCC Library uses Follett's Destiny library software. Step 1 in the Cataloging section of this SOP will be used for all procedures to be made in the library's Destiny system. To use the other resources such as making reports, adding patron records, printing barcodes, searching the catalog, etc. or for more detailed instructions for the Destiny system see the Destiny Library Manager Guide or the Follett Software Binder located at this work station.

Cataloging

1. Go to Destiny cataloging
 - a. On the internet browser type in the URL: <http://destiny.doe.as> and press enter to go to the site.
 - b. Click onto: **American Samoa Community College** (in blue)
 - c. Click onto the **Login** tab at the far right.
 - d. Type in your **Username** and **Password**, (this can be obtained from the library director), then press enter or click onto the Login tab.
 - e. Click **Catalog** tab just above green bar
2. "Copy Cataloging", copying a record that someone else has already made
 - a. Click onto **Add Title** at far left of page
 - b. Use arrows to set search options. Type information to be searched into box and click **GO** tab.
 - c. Click the **Details** tab on the record that you want.
 - d. Click **Save Title** tab at far right of page.
 - e. Click **Add Copies** tab at far right of page.
 - f. Type in all vital information (ie. Barcode, call #, etc.), for the copy.
 - g. Click **Save Copies** tab to add the record to the library's collection.
3. "Original Cataloging", entering all the data yourself to establish a record
 - a. Click onto **Add Title** at far left of page
 - b. Use arrows to set search options. Type information to be searched into box and click **GO** tab.
 - c. If nothing matches then click **Add the Title** (in blue) at far right.
 - d. Click onto the **Use Easy Editor** or **Use MARC Editor** tabs at far right.
 - e. Type the material information into the blanks, use the tabs to enter a complete record, then click **Save Title** tab at top or bottom of entry.
 - f. Click **Add Copies** tab at far right of page.
 - g. Type in all vital information (ie. Barcode, call #, etc.) for the copy.
 - h. Click **Save Copies** tab to add the record to the library's collection.
4. Edit and update library records in Destiny system.
5. Make reports for statistics, shelf list, new barcodes, overdue material, etc.

In addition to Cataloging and using the Destiny system, this area is also responsible for the following tasks as well as any other assignments given by the Library Director.

Processing library material

1. Prepare new material to be cataloged

- a. Stamp Title page and stamp on all three outer sides of books with ASCC Library stamp
- b. Place a security tape inside of books and journals (avoid middle sections)
- c. Place Barcode inside of front cover and write number at top of Copywrite page (CIP) of book
- d. Write Purchase date, price and vendor on inside verso of CIP page (on equipment and video this data is written on a file label and attached to the material)
2. Type labels & pocket/cards and attach to new books that have been cataloged
 - a. Type label onto spine label template on computer desktop and printed out onto pre-glued labels (make sure that labels are placed face down inside of printer), place label on bottom spine of material; then place 2" wide piece of tape over label. (see existing copies for examples)
 - b. Type card pockets with assigned call #, author, and title, leaving as much room as possible for date stamps (see existing copies for examples)
3. Weed outdated/damaged material from collection and delete records from system

Supervising

1. Library staff developmental training
 - a. Familiarize new staff with library procedures and provide training in work areas.
 - b. Schedule special staff training sessions for Evacuation chair, Elevator use, Destiny operations, etc.
2. Make library schedules
 - a. Scheduled staff members for kitchen/staff restroom cleanup
 - b. Schedule for Circulation/Reference area
 - c. Semester break work schedule
3. Process library staff timesheets (a timesheet template is located under Staff timesheets in computer documents)
 - a. Make timesheets for missing staff members
 - b. Check individual timesheets for errors/corrections that need to be made
 - c. Make copies of signed timesheets for library record and staff members; then turn in originals to Human Resources Office.

Perform additional duties as needed

1. Fill-in for staff vacancies in different library areas
2. Complete area statistic records and library reports
3. Aide in the performance of inventories
4. Make & monitor work orders and prepare office supply lists
5. Help students and staff with computer use, research, library tasks, etc.

Workroom Area Standard Operating Procedures (SOP) for Library Associate – Processing

Duties and Responsibilities:

Purchase Requisition (PR's / PO's): For Job Orders

- Fill in or type forms to Maintenance & Facility Department and other vendors
- Obtain director's / authorize signature for approval
- Make copies for file, make sure to attach invoice from vendors on vendor's job order forms.
- Fax form or call maintenance department regarding job orders if received
- Follow up on orders status
- Maintain records of completed jobs

Book Orders:

- Prepare forms, order books in system
- Obtain director's signature
- Make copies for files
- Walk over paper works to vice president's office (Jason) for VP signature
- Deliver to the Business Office for final processing

Final Processing of Books after Cataloging:

- Type and prepare cards and pockets to go inside of books
- Prepare & stick labels to go outside of books
- Distribute books to various sections for filing on shelves

Office Petty Cash

- Receive money from Circulation, TERC Room, & Pacific Room
- Count money received daily/weekly
- Record deposits received
- Make copies for files
- Deposit money to director
- Prepare weekly report and email stats to staff weekly

Extra /Duties:

- Fill in for absent employees and /or during lunch time
- Work the Circulation desk, Reference, and Pacific Room, or where ever is needed.
- Maintain order in library and outside perimeter of building
- Responsible for student's welfare inside the library
- File books & magazines
- Clean front area making sure it's free of trash, chairs and desks are in the right order, turn off computers, fans and lights after a day's work
- To maintain student's safety, direct students out of library on power outage days
- Clean lunchroom on assigned days

- Clean areas after Semester. Clean & dust bookshelves, reshelv books. Do Inventory

Maintain files in filing systems:

- Update files periodically
- Create new files on new jobs

Circulation Desk Standard Operating Procedures (SOP)

Duties and Responsibilities:

- Morning Circulation daily count of petty cash. Starting float \$20.00.
- Daily collecting statistics on library use. Use Blue Circulation Statistics File. Log in yesterday's quantity of New Library Cards, Computer Usage, and materials checked out. Log in Daily Head Count in today's date subtracting from yesterday's count.
- Check out materials to library users.
- Check in returned materials.
- Collect overdue fines.
- AV – Sign out a week at a time. Must have library card.
- CD Roms – Used in library only.
- Reserve Textbooks – No check out. Need a form of ID. Or leave something on hold. Use in library only. Have patron sign blue reserve card.
- Answering desk phone.
- Photocopy documents or photos for patrons.
- Issue new library cards for new students or community members, upon request. If lost, pay \$7.00 for a new library card. Documents needed for new library card; For Students: Social Security Card, Photo ID, and Class Schedule. For Community members need to show a Photo ID and Social Security Card.
- From Monday through Friday, retrieve \$1.00 from petty cash and buy a newspaper from bookstore, log on report. Stamp Newspaper with ASCC Library Stamp and put security green tape between back section of Samoan News & staple left side.
- Collect information from stats & type bi-weekly report.
- Complete Timesheet & give to Supervisor.
- Assist people in finding resources.
- Reference Desk duties when staff is on lunch break.
- Monitor students on the first floor.
- Evening Circulation Money Report.
- Clean up area & sweep floor as needed.
- Help with open and closing library.

Reference Desk Standard Operating Procedures (SOP)

Duties and Responsibilities:

1. Reference Services Overview
 - a. Reference service may supply general information concerning the library's resources, collections, and services. Assisting patrons in finding information and in learning how to conduct research to find information on their own.
 - b. Reference service do not supply answers to students assignment, do students research, or other information based on their studies, and they typically refer computer hardware to do their homework.
2. Reference Materials
 - a. Reference materials are generally non-circulating.
 - b. Reference books are to be available at all times to faculty, staff and students and reference books do not leave the library.
3. Transaction and Time Limit for using computer at the reference area
 - a. TYPING- 2 HOURS
 - b. RESEARCH- 1 HOUR
 - c. E-MAIL- 30 MINUTES
4. Sign-in at the Reference desk for computer usage with a library card.
5. Printing
 - a. Students need to inform the reference desk before printing.
6. Policies for using OPAC
 - a. OPAC (on-line public access catalog) is available to all members of our academic community.
 - b. Screen should be on main Link screen
 - c. Click on the link icon and begin entering your search.
 - d. To choose another library's database, click on hyperlink "Libraries & Catalog, then ASCC Library
7. Evaluation of Reference Service
 - a. Statistics is gathered by reference and turned in to the Director on a monthly basis. These statistics reflect number of reference daily, and monthly.
 - b. Statistics have been chosen because they are needed for yearly library surveys and Library reports.
 - c. Reference duty is responsible for recording the appropriate statistics during the time of working.
8. Reference Desk Schedule
 - a. Reference desk shift schedule are created by the Supervisor to ensure reference service convenience for the students.
9. Help to close up the Library
 - a. 3:45pm close all transaction
 - b. File all books on the cart so as magazines.
 - c. Every Friday all documents on computers will be deleted.

Special Collection (Samoan and Pacific) Room Standard Operating Procedures (SOP)

1. Samoan Pacific Collections Services
 - a. Assist students in finding books for their research, also search for more information based on their research topics.
 - b. Prepared sign-in sheet for students who enter the Pacific Collection room for research
 - c. Samoan Pacific Collections books are not allowed to check out, students can make copies or write down their information for their research
 - d. Books are to be left on the table after using, or put it on the cart
 - e. Students have to leave their backpacks on the cart, and take only pencil or pen and notebook to write down their information
 - f. Each day before closing, books has to be file on shelves, or leave it on the cart for students who wishes to reserve books for the next day
 - g. There is no time limit using books in the Pacific Collections, students has to ask if help is needed
 - h. Provide quarterly report, based on how many students that used the Pacific Collections for their research, topics, and their majors
 - i. Re-read shelves, put books in order and align the books on the shelves

Pacific Collections also have Journals and magazines for students to use for their research, also in the Pacific Collections there are few rare books

General Collection Area Standard Operating Procedures (SOP) for Library Associate

- I. See and maintain that all books & materials are properly back on shelves Using Dewey Decimal System:
 - a. collect books on carts from 1st floor and 2nd floor,
 - b. collect books on desks & tables, 70erox70ed properly.
 - c. use Dewey Decimal System, to refile all materials,
 - d. see that all tables & chairs are properly placed back to their original places at end of day.
- II. MASTER LIST OF VF–Vertical files, and PCVF–Pacific Collection Vertical file Created:
 - a. typing detail of each files contents to Master List, (online only–Desk Top
 - b. Samoa Newspapers after a. above is completed, generate a Master list of dates for Newspaper

to be viewed by Students & Patrons.

III. ASSIST STUDENTS LOCATING MATERIAL/BOOKS:

- a. KNOWLEDGE OF OPAC (Online Public Access Catalog) for Research,
- b. Assist in finding various books/materials SUBJECT in Stacks.

IV. GENERAL COLLECTION AREA/Reading & Studying

- a. observe silence (noise) policy.
- b. maintain students respect for one another,
- c. keep all students safe, (no games, playing, distractions)

V. KNOWLEDGE OF COMPUTER SYSTEMS:

- a. assisting duties, ERC = Education Resource Center”,
Passwords for 8 computers, to be used by students,
- b. assisting duties, ERC-Education Resource Center, calling up various programs to access transactions to be performed for printing from 8 computers.

VI. Maintenance of 2nd floor General Collection Area:

- a. area should be clean at all times for students to read & study.

VII. MONITORING OF FEDERAL WORK STUDY STUDENTS WORKING via sign in sheets, creating time sheets and any other assistance needed on behalf of Work Study Students' behalf and Financial Aid Office Coordinator.

Education Resource Center (ERC) Room Standard Operating Procedures (SOP)

Duties and Responsibilities:

- 7:30am: TERC room opens for library patrons in research, study and computer usage. Turn on lights, AC, 8 student computer and printer.
- Library staff in the TERC room is in charge for the computer usage sign in sheet.
- Keep track of the TERC room petty cash collection from library patron's computer printout and Xerox printout fees.
- Assist library patrons in finding books and other learning resources based on their research topics for a class project or research paper from the instructor.
- Provide assistance to students in accessing the Online Research Database (EBSCO) with a given password.

- 12:00pm – 1:00pm: Lunch Break. General collection staff will take over during lunch break until TERC staff return back from lunch.
- 3:00pm: file books on shelf. Except Fridays file books from 2:00pm – 2:45pm and at 3:00pm delete all student saved files/documents from each computer and clean out viruses.
- 3:30pm shutdown time for all TERC student computers except the ones that is occupied. 3:55pm TERC room closed and prepared for the next day. 2:30pm/3:00pm All Fridays Petty cash turned in for deposit to the library staff in charge of processing. (Note: \$5.00 for cash float and the remaining balance turn in for deposit).

***Note:** The TERC room staff is in charge of reserving the room for a class or meeting. Record class or meeting on the TERC room Log Book/Reservation Book. The Library TERC room staff is also in charge of supervising the work study students assign in the TERC room. Train them in filing books on shelves and reading shelves by using the Dewey Decimal System. Clean the TERC room and dusting shelves and make sure that all books on the shelves are in order.*

Library Director Operating Procedures (SOP)

Duties and Responsibilities:

- Coordinates, directs, and supervises the daily function of the Library.
- Assists in selection and trains new staff; coaches, advises, counsels, and evaluates staff.
- Develops library collection for providing update information service.
- Expands and administers the U.S. Government documents and completes the Biennial documents survey.
- Develops and updates division strategic plans, goals, and objectives pertaining library services.
- Implements an integrated library automation system and online service.
- Prepares brief divisional library report for the President’s General Deans and Directors Committee meetings.
- Prepares brief library highlight report for the Vice-President of Academic Affairs and Student Services Committee meetings.
- Prepares for and attends ASCC WASC Steering Committee and Subcommittee meetings.
- Writes quarterly Reports, Bi-Weekly Reports, ASCC WASC Standard II C Subcommittee Report, library manuals, policies, and procedures.
- Attends the American Library Association (ALA) Annual Conference for continued Professional Development insights, trends, and networking.
- Keeps pace with Internet Trends for upgrading information and instructional technologies.

- Communicates both the college and library missions to internal and external audiences.
- Performs other duties as assigned by the VP of Academic Affairs and Student Services or the President.

Workroom Area Standard Operating Procedures (SOP) for Cataloger

The ASCC Library uses Follett's Destiny library software. Step 1 in the Cataloging section of this SOP will be used for all procedures to be made in the library's Destiny system. To use the other resources such as making reports, adding patron records, printing barcodes, searching the catalog, etc. or for more detailed instructions for the Destiny system see the Destiny Library Manager Guide or the Follett Software Binder located at this work station.

Cataloging

6. Go to Destiny cataloging
 - f. On the internet browser type in the URL: <http://aslc.follettdestiny.com> and press enter to go to the site.
 - g. Click onto: **American Samoa Community College** (in blue)
 - h. Click onto the **Login** tab at the far right.
 - i. Type in your **Username** and **Password**, (this can be obtained from the library director), then press enter or click onto the Login tab.
 - j. Click **Catalog** tab just above green bar
7. "Copy Cataloging", copying a record that someone else has already made
 - h. Click onto **Add Title** at far left of page
 - i. Use arrows to set search options. Type information to be searched into box and click **GO** tab.
 - j. Click the **Details** tab on the record that you want.
 - k. Click **Save Title** tab at far right of page.
 - l. Click **Add Copies** tab at far right of page.
 - m. Type in all vital information (ie. Barcode, call #, etc.), for the copy.
 - n. Click **Save Copies** tab to add the record to the library's collection.
8. "Original Cataloging", entering all the data yourself to establish a record
 - i. Click onto **Add Title** at far left of page
 - j. Use arrows to set search options. Type information to be searched into box and click **GO** tab.
 - k. If nothing matches then click **Add the Title** (in blue) at far right.
 - l. Click onto the **Use Easy Editor** or **Use MARC Editor** tabs at far right.
 - m. Type the material information into the blanks, use the tabs to enter a complete record, then click **Save Title** tab at top or bottom of entry.
 - n. Click **Add Copies** tab at far right of page.
 - o. Type in all vital information (ie. Barcode, call #, etc.) for the copy.
 - p. Click **Save Copies** tab to add the record to the library's collection.

9. Edit and update library records in Destiny system.
10. Make reports for statistics, shelf list, new barcodes, overdue material, etc.

In addition to Cataloging and using the Destiny system, this area is also responsible for the following tasks as well as any other assignments given by the Library Director.

Processing library material

4. Prepare new material to be cataloged
 - e. Stamp Title page and stamp on all three outer sides of books with ASCC Library stamp
 - f. Place a security tape inside of books and journals (avoid middle sections)
 - g. Place Barcode inside of front cover and write number at top of Copywrite page (CIP) of book
 - h. Write Purchase date, price and vendor on inside verso of CIP page (on equipment and video this data is written on a file label and attached to the material)
5. Type labels & pocket/cards and attach to new books that have been cataloged
 - c. Type label onto spine label template on computer desktop and printed out onto pre-glued labels (make sure that labels are placed face down inside of printer), place label on bottom spine of material; then place 2" wide piece of tape over label. (see existing copies for examples)
 - d. Type card pockets with assigned call #, author, and title, leaving as much room as possible for date stamps (see existing copies for examples)
6. Weed outdated/damaged material from collection and delete records from system
7. Choose new books, journals, magazines, DVDs, etc. from purchases from publishers' catalogs to expand the library's collections.

Perform additional duties as needed

6. Fill-in for staff vacancies in different library areas
7. Complete area statistic records and library reports
8. Aide in the performance of inventories

Standard Operating Procedures for giving Library Tours/Orientations

- A. Greet instructor & class on 1st floor of library (Gather everyone in open area to the right of copy machine)
 1. **Circulation** area (Keep class at copy machine area so doorways stay clear)
 - 1) Staff introduction
 - 2) Describe functions & services
 - a) Copy machine, Printer & fees
 - b) Material on reserve

- c) Check-in/out materials
 - Period of loan
 - Fines (overdue, damaged, etc.)
- d) Library cards
 - How to make (materials needed)
 - Fees (lost cards)
- 3) Comments from area staff
- 4) Questions

2. **Reference area** (Move class to the clear area in front of OPAC/Card Catalog)

- 1) Staff introduction
- 2) Describe services
 - a) Research guidance
 - Computer Databases (“**EBSCO**” – **emphasize & handout bookmarks**, also mention ERIC, Google, Refworks, GPO, etc.)
 - Reference material help (books & magazines)
 - b) Computer sign-in, computer assistance & printing
 - c) OPAC & Card catalog instruction
 - How to look up material – Keyword, Title, Author, Subject, etc.
 - Where to locate call number on records
 - Where to find bibliographical information on record
 - Meaning (location) of call number prefixes
 - Records in Card Catalog (Pacific collection & Verticle files)
- 3) Comments from area staff
- 4) Questions

3. **Special Collection**

- 1) Staff introduction
- 2) Describe contents & purpose of room
 - a) Samoan & General Pacific areas
 - b) Pacific Journals & South Pacific Commission materials
 - c) Rare Book collection
 - d) Copy/Scanning machine
- 3) Comments from area staff
- 4) Questions

B. Move Tour to 2nd floor ERC room

4. **Education Resources Center**

- 1) Staff introduction
- 2) Describe contents, services & purpose of room
 - a) Teacher education Books & Periodicals
 - b) Computers – main priority for TED majors, but available to all
 - c) 2 Printers – Lexmark 20¢ and Color 35¢ per page
 - d) TED course textbooks – for 2 day check-out)
- 3) Comments from area staff

4) Questions

5. General Collection

- 1) Staff introduction
- 2) Describe area, services & contents of area
 - a) Virus scanning – flashdrives, SD cards, CD-ROMs, etc.
 - b) Vertical pamphlet files – location & contents
 - c) Dewey Decimal System
 - Briefly explain classification & call number designation in library (Use “Cave Man” story with handouts to explain rationale behind Dewey system)
 - Show on books where call numbers are located & explain prefixes
 - Explain signage on shelves & their relationship to call numbers
 - d) Reference material located in General Collection area
 - Encyclopedias
 - RES – Reserved for reference material
- 3) Comments from area staff
- 4) Questions

REGISTRAR (RECORDS)

Responsibility	Registrar All Office Staff	SOP #	DOSS-REC
		Policy:	Registration, Records Management
Page #		Scope	New, Continuing, and Returning Students
Title:	General Information	Last Reviewed/Update Date	4/20/2018 8:40 PM

Purpose

The Office of the Registrar provides registration, records management, information services, and academic support to students and the campus community supporting the mission and purposes of ASCC. Services include the following:

- maintaining permanent academic records for current and former students
- providing transcripts and enrollment information upon request
- creating and maintaining class lists, grade lists, and grade reports
- graduation activity support
- graduation certification
- statistical reporting
- transcript evaluation

The purpose of this SOP is to describe the main procedures associated with the delivery of key services and activities of the Registrar's function of ARFAO.

Procedure

The primary procedures associated with the delivery of the above services include:

- A. Registration (See SOP# ARFAO-REG-0001)**
- B. Change of Registration**
 1. *Add/Drop (See SOP# ARFAO-REG-0002a)*
 2. *Withdrawal (See SOP# ARFAO-REG-0002b)*
- C. Grades**
 1. *Independent Study (See SOP# ARFAO-REG-0003a)*
 2. *Audit (See SOP# ARFAO-REG-0003b)*
 3. *Credit by Examination (See SOP# ARFAO-REG-0003c)*
 4. *Course Substitution (See SOP# ARFAO-REG-0003d)*
 5. *Course Repetition (See SOP# ARFAO-REG-0003e)*
 6. *Change of Grade (See SOP# ARFAO-REG-0003f)*
- D. Academic Transcript (See SOP# ARFAO-REG-0004)**
 1. *Verification (See SOP# ARFAO-REG-0004a)*
 2. *Processing and Printing (See SOP# ARFAO-REG-0004b)*
- E. Evaluation of Academic Credits (See SOP# ARFAO-REG-0005)**
 1. *Credit for Transfer Courses (See SOP# ARFAO-REG-0005a)*
 2. *Evaluation of Foreign Credits (See SOP# ARFAO-REG-0005b)*
- F. End of Term (See SOP# ARFAO-reg-0006)**
 1. *Grade Sheets*

2. *Grades Data Entry*
3. *Verification of Grades*
4. *Grade Reports*
5. *Filing*

The Registrar's Office is staffed by the Assistant Registrar, one Student Records Specialist, one Student Records Technician, and a Clerk Specialist.

References and Definitions

ASCC current Academic Catalog; ARO PnP Manual; Datatel/Colleague Academic Records & Registration Training Materials.

Responsibility	Registrar, Assistant Registrar	SOP #	DOSS-REC
		Policy:	Registration
Page #		Scope	Internal Process
Title:	Academic Schedule Review	Last Reviewed/Update Date	4/20/2018 8:40 PM

Schedule of Courses

An official schedule of courses provides information of all courses offered, titles, times, days, credits, and instructors for a particular term. Schedules are published and posted before the registration dates by the Office of Academic Affairs. Official class schedules are also advertised in the local newspapers prior to registration.

1. Go to **CSSC** Course Section Schedule
2. Print out the Course Section Schedule for the identified term
3. Cross-check the printout report of what is in the system against the hard copy of the academic course schedule to make sure that all information on course section, title, faculty, room, days, dates, and credits are the same

CSSC-Course Section Schedule

Sort Selection **DS** Print Requisites **No**
 Block Type **_____** Include Printed Comments **No**

Saved List Name **_____**
 Begin **_____** End **_____**
 Section Dates **_____** **_____**
 Meeting Times **_____** **_____**
 Meeting Day **_____** **_____**

Subjects **1** **_____**
 Courses **1** **_____**
 Course Sections **1** **_____**
 Terms **1** **2013FA 2013 Fall Semester**
 Departments **1** **TED**
 Divisions **1** **_____**
 Faculty Members **1** **_____**
 Locations **1** **_____**
 Instructional Methods **1** **_____**
 Addnl Selection Criteria **No**

Report Browser

11/25/13 09:10AM COURSE SECTION SCHEDULE 2013FA Page 1
 Department and Synonym Sort
 Department: TED

Course Section/ Synonym	Title/ Faculty Members	Instr Meth Room	Days	---Start/End---	Credits	CEUs
ED-150-01 04736	Intro. to Teaching Shirley Magalei Dela Rosa	LEC ADM TED2	MWF	10:00AM 08/19/13 Week 10:50AM 12/05/13	3.00	
ED-150-02 04737	Intro. to Teaching Shirley Magalei Dela Rosa	LEC ADM TED2	MWF	11:00AM 08/19/13 Week 11:50AM 12/05/13	3.00	

Responsibility	Registrar All Office Staff	SOP #	DOSS-REC
		Policy:	Registration
Page #		Scope	New, Continuing, and Returning Students
Title:	Registration Process	Last Reviewed/Update Date	4/20/2018 8:40 PM

Refer to SOP ARFAO-ADM-0002

**** In order for an applicant to be able to register, *Appl Stat* must be changed from *APPL* to *MS***

Student Registration

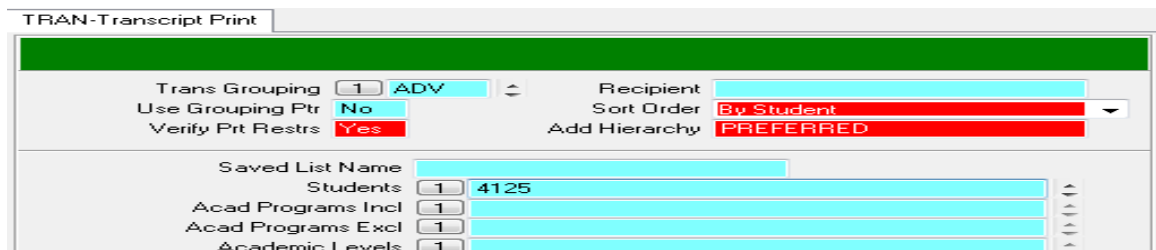
General registration is open to all students and is held on the week before the start of instruction. During general registration, New and New Transfer students have the first opportunity to register followed by Continuing and Returning students.

Registration follows the following steps:

1. “New and New Transfer Students” Registration

- New Students are the first-time entry to ASCC; First-time enrollment in Summer and Fall term
- This may include Early Admission students (Seniors ONLY for Fall and Spring; Juniors and Seniors for Summer)

1. Go to **PERC (Person Restrictions)** – Check for any listed “holds” on student record
 - a. If Student has a Library hold, then student will be referred to library
 - b. If student has a Business hold, then refer to the Finance Office
 - c. If student has an Admissions hold, then refer to the Admissions Office
2. Go to **TRAN (Transcript Print)** to print out the student’s academic transcript



Field	Description	Example/Notes
Trans Grouping	Enter in ADV for Advising Transcript	ADV
Students	Enter in student id number or by person look up (last name, first name)	4125

- Direct student to the Finance Office to pay for the registration fee

2. Complete top part of the Registration Form

Note: Registration forms may be picked up at the Finance Office

- Assign Advisor (Planning in Progress)
- Attach both the student’s academic transcript and payment receipt to the registration form and give to student

3. Direct student for academic advising
 - CAPP students = send to the CAPP advisors
 - Non-CAPP students = send to the declared program department for advising

4. All Registration Forms must be returned to the Registrar's Office for posting
 - Make sure all required signatures are on the Registration Form before forwarding form for posting of schedule

5. Go to **RGN** – Registration screen to post list of classes on the Registration Form
 - Make sure the listed class(es), SECTION(S), offering information on the Registration Form is what is in Colleague system (Course Section Resolution screen)

6. Direct student to the Finance Office for tuition payment and official schedule

RGN-Registration

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

REGSTA

Date 11/22/13 Term 2013FA

	Section Name and Title	Aud	Pass	Creds	CEUs	Stat	Start Date	Term
1	ENG 090							
2								
3								
4								

	Term Summary	Level	Load	Creds	CEUs	Status
1						
2						
3						

Sched Waitlist Other Info Billing Pay

Controller Section Name
 Course Section LookUp

No Values

RGN-Registration RGN-Registration

Course Sections Resolution
 using COURSE.SECTION.AVAILABILITY, View: COURSE.SECT

Seq	Term	Section Name	Instr	Loc	Days	Time	Stat	Cap/Avai
<input type="checkbox"/>	1: 2013FA	ENG-090-151	B. Goodwi	MAP	MTWR	08:00AM	Open	25/1
<input type="checkbox"/>	2: 2013FA	ENG-090-152	J. Mareko	MAP	MTWR	09:30AM	Clsd	25/-2
<input type="checkbox"/>	3: 2013FA	ENG-090-153	S. Ropeti	MAP	MTWR	12:30PM	Clsd	25/0
<input type="checkbox"/>	4: 2013FA	ENG-090-154	F. Calump	MAP	MTWR	02:00PM	Open	25/3
<input type="checkbox"/>	5: 2013FA	ENG-090-155	D. Fanene	MAP	MTWR	09:30AM	Clsd	25/-1
<input type="checkbox"/>	6: 2013FA	ENG-090-251	F. Calump	MAP	MTWR	08:00AM	Clsd	25/0
<input type="checkbox"/>	7: 2013FA	ENG-090-252	B. Goodwi	MAP	MTWR	09:30AM	Clsd	25/0

Field	Description	Example/Notes
Section Name and Title	Enter in section look up. Can use synonym or term-subject-number-section number.	ENG090
Aud	Enter A if person is auditing the course	
Sched	Detail to view schedule	
Other Info	Detail to SPRO, ASUM, PERC, STPE	
Billing	Detail to RGBS to see current registration charges	

II. **“Continuing and Returning Students” Registration**

- A **Continuing Student** is defined as a student who is degree-seeking and has been enrolled in classes during the previous semester (not including Summer)
 - A **Returning Student** is defined as a former degree-seeking student who has not been enrolled for one or more semesters. Returning students are required to update their admissions file before registration and follows the same admission and registration guidelines as new students
1. Go to **PERC (Person Restrictions)** – Check for any listed “holds” on student record
 - a. If Student has a Library hold, then student will be referred to library
 - b. If student has a Business hold, then refer to the Finance Office
 - c. If student has an Admissions hold, then refer to the Admissions Office
 2. Go to **TRAN (Transcript Print)** to print out the student’s academic transcript
 - If a Returning Student’s record is not found in Colleague, then search for student record in the Blackbaud system
 - Advise student that historical record from the Blackbaud system will be re-verified and data entered in to the Colleague system

Note: Make sure to data enter historical record by the first week of instructions

TRAN-Transcript Print

Trans Grouping Recipient

Use Grouping Ptr Sort Order ▼

Verify Prt Restrs Add Hierarchy

Saved List Name

Students ▲▼

Acad Programs Incl ▲▼

Acad Programs Excl ▲▼

Academic Levels ▲▼

Field	Description	Example/Notes
Trans Grouping	Enter in UG for Advising Transcript	UG
Students	Enter in student id number or by person look up (last name, first name)	4125

3. Direct student to the Finance Office to pay for the registration fee
4. Complete top part of the Registration Form
 - Note: Registration forms may be picked up at the Finance Office
5. Assign Advisor (Planning in Progress)
6. Attach both the student's academic transcript and payment receipt to the registration form and give to student
7. Direct student for academic advising
 - CAPP students = send to the CAPP advisors
 - Non-CAPP students = send to the declared program department for advising
8. All Registration Forms must be returned to the Registrar's Office for posting
9. Make sure all required signatures are on the Registration Form
10. Forward Registration Form for posting
11. Go to **RGN** – Registration screen to post list of classes on the Registration Form
 - Make sure the listed class(es), SECTION(S), offering information on the Registration Form is what is in Colleague system (Course Section Resolution screen)
12. Direct student to the Finance Office for tuition payment and official schedule

RGN-Registration | REGSTA

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Date 11/22/13 Term 2013FA

Section Name and Title	Aud	Creds	CEUs	Stat	Start Date	Term
1 ENG 090						
2						
3						
4						

Term Summary	Level	Load	Creds	CEUs	Status
1					
2					
3					

Sched Waitlist Other Info Billing Pay

Controller Section Name Course Section LookUp No Values

RGN-Registration | RGN-Registration

Course Sections Resolution
 using COURSE.SECTION.AVAILABILITY, View: COURSE.SECT

Seq	Term	Section Name	Instr	Loc	Days Time	Stat	Cap/Avai
<input type="checkbox"/>	1: 2013FA	ENG-090-151	B. Goodwi	MAP	MTWR 08:00AM	Open	25/1
<input type="checkbox"/>	2: 2013FA	ENG-090-152	J. Mareko	MAP	MTWR 09:30AM	Clsd	25/-2
<input type="checkbox"/>	3: 2013FA	ENG-090-153	S. Ropeti	MAP	MTWR 12:30PM	Clsd	25/0
<input type="checkbox"/>	4: 2013FA	ENG-090-154	F. Calump	MAP	MTWR 02:00PM	Open	25/3
<input type="checkbox"/>	5: 2013FA	ENG-090-155	D. Fanene	MAP	MTWR 09:30AM	Clsd	25/-1
<input type="checkbox"/>	6: 2013FA	ENG-090-251	F. Calump	MAP	MTWR 08:00AM	Clsd	25/0
<input type="checkbox"/>	7: 2013FA	ENG-090-252	B. Goodwi	MAP	MTWR 09:30AM	Clsd	25/0

Field	Description	Example/Notes
Section Name and Title	Enter in section look up. Can use synonym or term-subject-number-section number.	ENG090
Aud	Enter A if person is auditing the course	
Sched	Detail to view schedule	
Other Info	Detail to SPRO, ASUM, PERC, STPE	
Billing	Detail to RGBS to see current registration charges	

ONLINE REGISTRATION – Online registration is available to Continuing Students only

1. Continuing students are directed to the Finance Office to pay for the registration fee
2. Registration fee receipt must be presented to MIS for release of user logins
3. Process online registration at the designated computer labs

4. Direct student to the Finance Office for tuition payment and official class schedule
-

Responsibility	All Office Staff	SOP #	DOSS-REC
		Policy:	Add/Drop
Page #		Scope	Internal Process
Title:	Change of Registration	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

The process for changing a student schedule after the registration form has been submitted is known as the Add/Drop period. *Please refer to the Academic calendar for the Add/Drop, Drop Only and Early Add/Drop deadlines for each term.*

Add/Drop

**American Samoa Community College
Add/Drop Form**

Semester: Fall Spring Summer Year: 20____

LEGAL NAME: _____ SS#: _____								OVER-ENROLLMENT ONLY	
Add/Drop	SYN#/Course Alpha	Section	Course Title	Days	Time	Credit	Instructor Name	Class Size	Instructor Approval

Total Credits from _____ to _____ Advisor Approval: _____

Over 16 credits-Dean of Instruction: _____ Approval: _____

Student Signature: _____

() Fee Exempt – Reason: _____
 Date: _____ Approval: _____
 Date Posted: _____ Posted by: _____

7. Make sure to mark the corresponding add/drop request based on the following:

Field	Description	Examples / Notes
Semester of Add/Drop	Mark the corresponding semester and the year of the Add/Drop request. SHOULD BE for the current term.	<p>American Samoa Community College Add/Drop Form</p> <p>Semester: <input type="checkbox"/> Fall <input checked="" type="checkbox"/> Spring <input type="checkbox"/> Summer Year: 20 14</p>

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8. Complete the form accordingly and correctly to avoid any misposts in the student's record:

Legal Name	Students have "slang" or short names for their long names and they tend to use it when they fill out the forms	The students legal name that's on the social security card should be the name used. (always ask for school ID when name is not found in Datatel)
SS#	Student can enter his/her SSN or the assigned Student ID #	ENTER the Student ID #
Add/Drop	Enter "A" for Add Enter "D" for Drop	
Course Alpha	Speech 153	Example: SPH 153
Course Section	Speech 153-01 **Bold – Section #	Course Alpha's have more than one sections, MAKE SURE to identify the correct section as to avoid misposts
Course Title	Title of the course that the student wants to Add or Drop	Example: if a student wants to Add or Drop SOC150 the course title should be "Intro to Sociology"
Days	Days of the classes or class that the student wants to Add or Drop	MWF – Mondays, Wednesdays, Fridays or TH for Tuesdays, Thursdays Note: Make sure to associate the days with the noted Course Section
TIME	Time of the classes or class the student wants to Add or Drop	10:00 – 11:00 Note: Make sure to associate the days with the noted Course Section
Credit	The number of credit(s) for the class that the student is Adding or Dropping	Example – if the student wants to Add or Drop ENG150 simply write 3 for three credits
Instructor Name	Note the name of the Instructor of the noted course	Make sure the instructor's name matches with the noted Course Alpha, Section, Time, and Date
Class Size	How many students currently enrolled in the class **See Note**	Note: Only enter the number of students currently enrolled in the class when requiring the instructor's signature to over-enroll a student in the class. DO NOT over-enroll student when the class size has met its max without the instructor's approval. The Dean of Academic Affairs approval is

		required when the number reaches 28.
Total Credits from ___ to ___	Note the number of credits the student is currently enrolled in after posting the form in Datatel	This number should correspond with what is in the system.
Over 16 credits	When the student's total credits for the term totals over 16 credits after adding a class, the Dean of Academic Affairs signature is required. **See <i>Note</i> **	Note: See policy on Student Credit Load

Notes: Make sure the student and advisor signs the form before accepting the form for posting in Datatel.

Posting Add or Drop in Datatel

Go to **RGN** (Registration) and type student name in the person lookup and press **ENTER**. Select the student by entering the number on the controller lookup resolution on the bottom and press enter to view the student's registration.

Responsibility	All Office Staff	SOP #	DOSS-REC
		Policy: Class Withdrawal, Complete Withdrawal, Unofficial Withdrawal	Withdrawal
Page #		Scope	Internal Process
Title:	Change of Registration	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

The process for changing a student's schedule after the add/drop period has ended is known as the withdrawal period. *Please refer to the current Academic Calendar for the Withdrawal Dates for "W", "W/F" or "W/NP."*

Withdrawal

American Samoa Community College
WITHDRAWAL Form – Class ___ Complete ___
Semester: Fall Spring Summer Year: 20__

LEGAL NAME: _____						SS#: _____		
Course Alpha	Section	Course Title	Days	Time	Credit	Instructor Signature	Last Date of Attendance	Grade
								W
								W
								W
								W
								W
								W

Total Credits from _____ to _____ Advisor Approval: _____

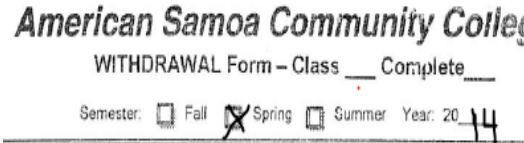
Fee Exempt – Reason: _____
Date: _____ Approval: _____
Date Posted: _____ Posted by: _____

Student Signature: _____

Bus. Office Use Only

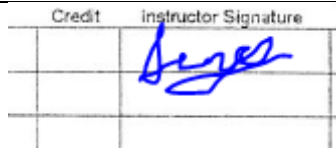
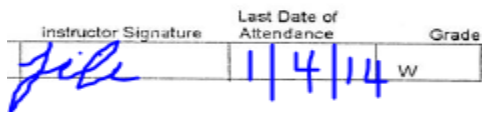
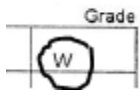
White: Records Ofc. Green: Student Yellow: Business Ofc. Pink: Financial Aid Gold: Advisor
THIS FORM IS FOR WITHDRAWAL WITHOUT A GRADE POINT PENALTY. W/P = Developmental Courses; W = Non-Developmental Courses.

9. Make sure to mark the corresponding withdrawal request based on the following:

Field	Description	Examples / Notes
Withdrawal	<ul style="list-style-type: none"> Class withdrawal: When a student is withdrawing from a class or classes but still have other classes or class to enroll. For example – If a student is taking 5 classes but withdrew from 4 classes. The student is still enrolled because she/he has 1 more class left for the current term. Complete withdrawal: When a student completely withdraws from all classes. For example – A student that is taking 2 classes and decides to withdraw from the 2 classes. This is a complete withdrawal because the student does not have any more classes left for the current term. 	
Semester of withdrawal	Mark the box of the semester and the year of the withdrawal. SHOULD BE for the current term.	

10. Complete the form accordingly and correctly to avoid any misposts in the student's record:

Legal Name	Students have “slang” or short names for their long names and they tend to	The students legal name that’s on the social security card should be the name used. (always ask for
-------------------	--	---

	use it when they fill out the forms	school ID when name is not found in Datatel)
SS#	Student can enter his/her SSN or the assigned Student ID #	ENTER the Student ID #
Course Alpha	Speech 153	Example: SPH 153
Course Section	Speech 153-01 **Bold – Section #	Course Alpha's have more than one sections, MAKE SURE to identify the correct section as to avoid misposts
Course Title	Title of the course that the student wants to withdraw	Example: if a student wants to withdraw SOC150 the course title should be "Intro to Sociology"
Days	Days of the classes or class that the student wants to withdraw	MWF – Mondays, Wednesdays, Fridays or TH for Tuesdays, Thursdays Note: Make sure to associate the days with the noted Course Section
TIME	Time of the classes or class the student wants to withdrawal	10:00 – 11:00 Note: Make sure to associate the time with the noted Course Section
Credit	The number of credits for the class that the student is withdrawing	Example – if the student wants to withdraw ENG150 simply write 3 for three credits
Instructor signature	Students are required to obtain the signature of the noted instructor of the course	 <p>Example on the withdrawal form</p>
Last Date of Attendance	The last day the student attended each noted class(es) – this date should be provided by the teacher on the form. Note: This is important to determine the calculation of Financial Aid Award for eligible students	 <p>Example on the withdrawal form</p>
Grade	Circle the letter "W" on the form for withdrawal	 <p>Example on the withdrawal form</p>

Notes: Make sure student signs the form and have all the signatures from each instructors and advisor before accepting the form for posting in Datatel.

Posting Withdrawal in Datatel

Go to **RGN** (Registration) and type student name in the person lookup and press **ENTER**. Select the student by entering the number on the controller lookup resolution on the bottom and press enter to view the student’s registration.

RGN-Registration

REGSTA

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Date Term Pass

	Section Name and Title	And	Creds	CEUs	Stat	Date	Term
1	ENG-071-251 Beg. Writing		3.00		A	03/17/14	2014SP
	03/17/14 04/30/14 ELI E1 LEC MTWRF 09:30AM 10:50AM						
2	ENG-080-252 Intern. Reading		3.00		A	03/17/14	2014SP
	03/17/14 04/30/14 ELI E4 LEC MTWRF 11:00AM 12:20PM						
3	MAT-090-257 Elem. Algebra		4.00		A	03/17/14	2014SP
	03/17/14 04/30/14 M12 C LEC MTWRF 02:00PM 03:50PM						
4							

	Term Summary	Level	Load	Creds	CEUs	Status
1	2014SP 2014 Spring Semester	UG	Three	10.00	0.00	Registered
2						
3						

Sched Waitlist Other Info Billing Pay

1. Click on the dropdown menu under the "Stat" tab;
2. Select "W" for Withdrawal

RGN-Registration

REGSTA

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Date 03/10/14 Term 2014SP Pass

Section Name and Title	Aud	Creds	CEUs	Stat	Start Date	Term
1 ENG-071-251 Beg. Writing 03/17/14 04/30/14 ELI E1 LEC MTWRF 09:30AM 10:50AM		3.00		Add	03/17/14	2014SP
2 ENG-080-252 Intern. Reading 03/17/14 04/30/14 ELI E4 LEC MTWRF 11:00AM 12:20PM		3.00				2014SP
3 MAT-090-257 Elem. Algebra 03/17/14 04/30/14 M12 C LEC MTWRF 02:00PM 03:50PM		4.00				2014SP
4						

Term Summary

Term	Level	Load	Creds	CEUs	Status
1 2014SP	2014 Spring Semester	UG	Three	10.00	Registered
2					
3					

11. Once selected, the number of term credits in "Term Summary" automatically changes

RGN-Registration

REGSTA

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Date 03/10/14 Term 2014SP Pass

Section Name and Title	Aud	Creds	CEUs	Stat	Start Date	Term
1 ENG-071-251 Beg. Writing 03/17/14 04/30/14 ELI E1 LEC MTWRF 09:30AM 10:50AM		3.00		W	03/17/14	2014SP
2 ENG-080-252 Intern. Reading 03/17/14 04/30/14 ELI E4 LEC MTWRF 11:00AM 12:20PM		3.00		A	03/17/14	2014SP
3 MAT-090-257 Elem. Algebra 03/17/14 04/30/14 M12 C LEC MTWRF 02:00PM 03:50PM		4.00		A	03/17/14	2014SP
4						

Term Summary

Term	Level	Load	Creds	CEUs	Status
1 2014SP	2014 Spring Semester	UG	Half	7.00	Registered
2					
3					

4. After posting the "W" on the "RGN Registration" screen, save out by using the save icon on the top menu bar and press Update to save the changes made to the student's classes.
5. Student's Registration Billing will be updated automatically.
6. Go to **STAC** (Student Academic Credits) and type student name in student lookup and press **ENTER**

	Course Name	Title	Stat	Credits	CEUs	Term
46	MAT-090	Elem. Algebra	D			2013SU
47	PSY-250	Human Development	D			2013SU
48	ENG-070	Beg. Reading	D			2013FA
49	MAT-080	Prep. Math	D			2013FA
50	ENG-080	Intern. Reading	D			2013FA
51	MAT-090	Elem. Algebra	X			2013FA
52	MAT-090	Elem. Algebra	D			2013FA
53	MAT-090	Elem. Algebra	A			2014SP
54	ENG-080	Intern. Reading	W			2014SP
55	ENG-071	Beg. Writing	A			2014SP

12. Locate the semester first on the right side (to make sure it's the right semester) and detail in the "blue box" on the left side.

13. A menu will appear and select **SACD** and press **Ok**

STAC-Student Academic Credits SACD-Student Acad Credit Detail

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
Pago Pago AS 96799 Home: 633-1234

Course ID/Name/Sec 1672 MAT-090 257
 Title Elem. Algebra
 Subject MAT Math
 Acad Lvl/Course Lvl UG Undergraduate DEV Developmental Course
 Departments 2
 Credit Type DV Developmental
 Start/End Dt 03/17/14 04/30/14
 Term/Reporting Term 2014SP 2014 Spring Semest 2014SP 2014 Spring Semes
 Status/Dt/Time/Reason 2
 Grade Scheme/Grade UG UG Grade Scheme
 Cred/Conversion 4.00000
 Att/Cmpl/GPA/Pts
 Cum Att/Cmpl/GPA/Pts
 Alt Att/Cmpl/GPA/Pts
 CEUs/Att/Cmpl
 Mark/Dt
 Mark Acad Credential 1

Manual Cred
 Replaced Code
 Replace Allowed No
 Notes/Comments

14. Go to where it says **Status/Dt/Time/Reason** and use the dropdown to select "W" for withdrawn

- Go to **Grade scheme/Grade** and enter the letter **“W”** on the space provided on the far right and press ENTER. Once the grade of **“W”** is entered the calculation for the GPA's will automatically calculated.

Notes: Make sure to check if the student is withdrawing from a College level courses (100 number courses and above) or CAPP courses (College Accelerated Preparatory Program – below 100 level). Always put **“NO”** on **“Replace Allowed.”** **“W” courses are not Repeatable.**

During the **“W/F”** or **“W/NP”** period, make sure you follow the same steps but the Grade will be entered according to the corresponding course. CAPP courses (below 100 level)– **W/NP**; College level courses (100 level and above) – **W/F**.

STAC-Student Academic Credits SACD-Student Acad Credit Detail

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Course ID/Name/Sec 1672 MAT-090 257

Title Elem. Algebra

Subject MAT Math

Acad Lvl/Course Lvl UG Undergraduate DEV Developmental Course

Departments 2

Credit Type DV Developmental

Start/End Dt 03/17/14 04/30/14

Term/Reporting Term 2014SP 2014 Spring Semest 2014SP 2014 Spring Semes

Status/Dt/Time/Reason 2

Grade Scheme/Grade UG UG Grade Scheme W

Cred/Conversion 4.00000 Manual Cred

Att/Cmpl/GPA/Pts 4.00000 0.00000 0.00000 0.00000

Cum Att/Cmpl/GPA/Pts 4.00000 0.00000 0.00000 0.00000

Alt Att/Cmpl/GPA/Pts 4.00000 0.00000 0.00000 0.00000

CEUs/Att/Cmpl

Mark/Dt

Mark Acad Credential 1

Replaced Code

Replace Allowed

Notes/Comments

15. Save out by pressing the save icon on the top menu bar and select Update to save the entered information.

Once screen is updated and saved, you will go directly to STAC window for viewing.

STAC-Student Academic Credits

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

	Course Name	Title	Stat	Credits	CEUs	Term	Gr
46	MAT-090	Elem. Algebra	D			2013SU	
47	PSY-250	Human Development	D			2013SU	
48	ENG-070	Beg. Reading	D			2013FA	
49	MAT-080	Prep. Math	D			2013FA	
50	ENG-080	Interm. Reading	D			2013FA	
51	MAT-090	Elem. Algebra	X			2013FA	
52	MAT-090	Elem. Algebra	D			2013FA	
53	MAT-090	Elem. Algebra	W	0.00		2014SP	W
54	ENG-080	Interm. Reading	W			2014SP	
55	ENG-071	Beg. Writing	A			2014SP	
56							
57							
58							
59							
60							

Notes: The letter "W" will appear on the right side. Once the letter "W" is viewed for grade the "W" will appear on the transcript.

16. Complete withdrawal

1. Before posting Complete Withdrawals, refer the student to the Financial Aid Office for counseling;
2. After receiving Financial Aid counseling, the Financial Aid Counselor signs on the Withdrawal form;

NOTE: Non-Financial Aid students are not required to obtain the Financial Aid Counselor's signature. Posting a **Complete Withdrawal** goes through the same steps as to posting a Class **Withdrawal**

3. After completing withdrawing all the classes from **STAC**
4. Go to **SPRO** (Student Profile) and type student name in the student lookup and press ENTER

This window will appear



and detail in **HIATUS**

SPRO-Student Profile

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Preferred Mailing Address: PO Box 1234, Pago Pago AS 96799
 Preferred Residence: PO Box 1234, Pago Pago AS 96799

Change Address

Academic Program	Cust Pgm	Acad Level	Status	Status Date	Ant Cmpl Date	Admit Status
1 CJAS	No	UG Un	Active	03/25/13	03/15	

Student Types/Date: 1

Home Location: 1 MAP Mapusaga Campus
 Advisors: 1 Dr. Irene Helsham
 Restrictions: 1 ARO Academic Status
 Directory/Privacy:

Start Dt: 08/21/08, 11/19/13, 08/07/12
 End Dt:

Terms
 Transcripts
 Locator
 Addl Profile Data
 Hiatus
 Demographics

SPRO-Student Profile		SHIS-Student Hiatus Summary	
<p>Test, Mr. Lam ID: 0004125 SSN: 000-00-4122 Pago Pago AS 96799 Home: 633-1234 Home Location: MAP Mapusaga Campus Advisor: Dr. Irene Helsham</p>			
Hiatus	Start Date	End Date	Status
1			
2			
3			
4			
5			
6			
7			
Academic Withdrawal	Start Date	End Date	Status
1			
2			
3			
4			
5			
6			

17. Go to Academic Withdrawal and detail in blue box

SPRO-Student Profile		SHIS-Student Hiatus Summary		SWTH-Student Withdrawal	
<p>Test, Mr. Lam ID: 0004125 SSN: 000-00-4122 Pago Pago AS 96799 Home: 633-1234</p>					
Hiatus	[REDACTED]				
Reason	[REDACTED]				
Status	[REDACTED]				
Last Attendance Dt	[REDACTED]	Start/End Dt	[REDACTED]	[REDACTED]	[REDACTED]
Term	[REDACTED]	Exp Return Dt	[REDACTED]	[REDACTED]	[REDACTED]
Registration End Dt	[REDACTED]	Wait List End Dt	[REDACTED]	[REDACTED]	[REDACTED]
Housing End Dt	[REDACTED]	Meal Plan End Dt	[REDACTED]	[REDACTED]	[REDACTED]
Institution	[REDACTED]				
Approval 1	[REDACTED]				
Approval 2	[REDACTED]				
Approval 3	[REDACTED]				
Comments	[REDACTED]	Campus Orgs End Dt	[REDACTED]	[REDACTED]	[REDACTED]
Grading	[REDACTED]	Student Comm Code	[REDACTED]		
Advisors	X [REDACTED]	Faculty Comm Code	[REDACTED]		
E-Mail	[REDACTED]	Advisor Comm Code	[REDACTED]		

6. Enter **CW Complete Withdrawal** on the Hiatus tab;
7. Reason tab – enter CW Complete Withdraw;

- Enter the Last Attendance Dt. As noted by the instructor of the course on the Withdrawal Form;

SPRO-Student Profile | SHIS-Student Hiatus Summary | SWTH-Student Withdrawal

Test, Mr. Lam ID: 0004125 SSN: 000-00-4122
 Pago Pago AS 96799 Home: 633-1234

Hiatus CW Complete Withdrawal
 Reason CW Complete Withdraw
 Status
 Last Attendance Dt 02/13/14 Start/End Dt 01/13/14
 Term 2014SP 2014 Spring Exp Return Dt

- Press the save icon on the top menu bar to Update the changes made on the SWTH (Student Withdrawal) screen. This will direct you back to **SHIS** (Student Hiatus Summary) screen.
- Save out again by pressing the save icon on the top menu bar and press Update to save the changes made.

	Academic Withdrawal	Start Date	End Date	Status
1	CW Complete Withdrawal	03/06/14		
2				
3				
4				
5				
6				

Controller Acadmic Wd Adding Value 2

Note: After completing the steps the student is officially withdrawn from school. (Always check back to **STAC** if the changes have been saved).

***** DO NOT FORGET TO COMPLETE THE BOTTOM PART OF THE FORM – note the Date Posted and Sign the form before filing form in the student’s file.**

- Once selected, the number of term credits in “Term Summary” automatically changes
- After posting the “A” or “D” on the “RGN Registration” screen, save out by using the save icon on the top menu bar and press Update to save the changes made to the student’s classes.

Responsibility	All Office Staff	SOP #	DOSS-REC
		Policy:	Academic Transcript
Page #		Scope	Current and Returning Students
Title:	Academic Transcript Guidelines	Last Reviewed/Update Date	4/20/2018 8:40 PM

Description:

Daily transactions and requests which are received through e-mail, by phone, or filed personally by students or alumni are attended to in accordance with this SOP and time frame indicated herein. Policies of the Registrar’s Office especially those which pertain to the confidentiality of academic records and grades of students are implemented in keeping with the provisions and guidelines found in the ASCC Academic Catalog and the Federal Educational Rights and Privacy Act of 1974.

Request for Transcripts and Other School Records:

Transcript of Records is a confidential document. Signature of the student or alumni is required before any record is released by the office and requests should be done personally, by mail, or by fax with the signature of the requesting student or alumni. Authorization letter may be required if the requesting person cannot personally file the request and/or receive the academic transcript personally from the Registrar’s Office. The same holds for request of second copy of diploma by graduates or alumni.

**AMERICAN SAMOA COMMUNITY COLLEGE
OFFICE OF THE REGISTRAR
Phone: 684/699-9155
Fax: 684/699-1083**

TRANSCRIPT REQUEST FORM

The Business Office handles payment/financial clearance. A receipt of payment and financial clearance must be submitted to the records office before a transcript will be released on a first come, first served basis.

Official Transcript requested will be processed within 5 working days after date of receipt
On a first come, first served basis.

Student's Name: _____ SS#: _____
 DOB: _____ Phone: _____
 Email: _____
 Student's Address: _____

Major Degree Awarded: _____
 Awarded Date: _____

How Many: Official Transcript:(\$5.00) _____ Student Copy:(\$2.50) _____

Check one: Mail Pick-up Pick-up notes: _____
 (For Office Use)

Purpose of transcript: (Check one)

Cohort <input type="radio"/>	Scholarship <input type="radio"/>	Transfer <input type="radio"/>	Military <input type="radio"/>
Employment <input type="radio"/>	Graduate <input type="radio"/>	Personal <input type="radio"/>	Off-Island Request <input type="radio"/>

Mailing Address for Transcript:

1. _____ _____ _____	2. _____ _____ _____
----------------------------	----------------------------

I, the undersigned, hereby give my permission for ASCC to release my Transcript to the Institution/Organization/Person(s) listed below:

Signature: _____ Date: _____

FOR ADMISSIONS AND RECORDS OFFICE USE ONLY

 Date Rec'd: _____ Rec'd By: _____
 Verified by: _____ Verified Date: _____

NOTE: All the required fields on the Transcript Request Form should be completed.

FIELD	DESCRIPTION	EXAMPLE/ NOTE
Student's Name	Student should provide full legal name.	If student is married the name that the student used while attending should also be provided on the form. If the student wants to change the maiden name to married name, the social security card with the married last name should be provided to the office for change. Vice versa when the married name is changed back to the maiden name.
Social Security Number	Student should provide the exact SS# that's on the SSC	This is important because some students have the same name but the SS# will determine the right student transcript that needs to be verified.
Date of Birth	Students should provide his/her date of birth	This is also important if students have the same name but the DOB would help determine the right student. If the right student is determined, the students file will be pulled for the transcript verification.
Student's Address	Student should provide his/her address	Example: P. O. Box 000 Pago Pago, As 96799
Major Degree Awarded & Awarded Date	This should be provided by the student if	Example: AA – Liberal Arts 2004SP

	he/she graduated from ASCC	
# of Official Transcript & # of Student's copy	Simply write the # of official transcript requesting and the # of student copy requesting	1 official 2 student copy
Check a method of receiving transcript	Mark mail or pick-up . The student can also mark both if the student wants to mail the official and pick-up the student copy (make sure student make notes on the form for this)	✓ Pick-up ✓ Mail

- To ensure accuracy, transcript requests may take up to 5 working days to process. This is dependent on the verification time required for student records not in the current Colleague system.
- Transcripts are processed on a first-come, first-served basis. NO RUSH ORDERS ARE ACCEPTED AT THIS TIME.
- You must apply early to allow sufficient time to process your transcript request.

		SOP #	DOSS-REC
Responsibility	All Office Staff	Policy:	Transcript Requests
Page #		Scope	Internal Process
Title:	Academic Transcript Request	Last Reviewed/Update Date	4/20/2018 8:40 PM

Transcript fees are \$5.00 for an Official Transcript and \$2.50 for a Student Copy.

Requesting an Academic Transcript

IN PERSON:

1. Pick up and complete the transcript form from the Admissions & Registrar's Office Service Window.
2. Make the appropriate payment to the Finance Office
3. Submit the request form together with the payment receipt to the Admissions & Registrar's Service Window

Once form and payment receipt is received:

18. Complete the "FOR ADMISSIONS AND RECORDS OFFICE USE ONLY" part of the form – noting date received, received by. The noted "Verified by:" and "Verified Date:" will be completed by the Student Records Specialist.

I, the undersigned, hereby give my permission for ASCC to release my Transcript to the Institution/Organization/Person(s) listed below:

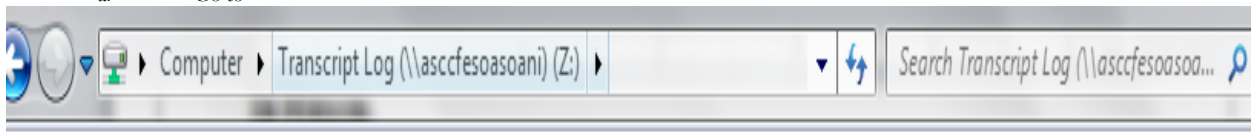
Signature: _____ Date: _____

FOR ADMISSIONS AND RECORDS OFFICE USE ONLY	
Date Rec'd: _____	Rec'd By: _____
Verified by: _____	Verified Date: _____

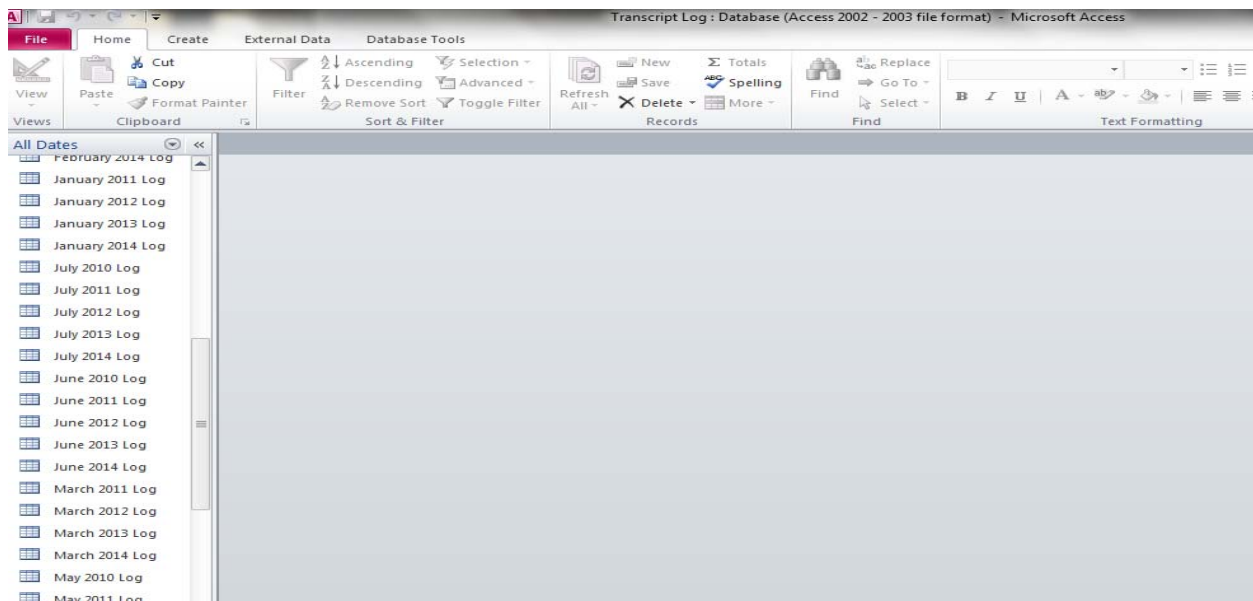
Updated 7-31-14
ARFAO

19. Route the form to the **Administrative Assistant** to do the following:

a. Go to



b. Access the shared Microsoft Access "Transcript Log" folder



c. Open the respective log for the current month and year - once open – please enter the required information based on what is noted on the transcript request form;

d. Initial logging is completed

3. Route the transcript request form to the **Student Records Specialist** for processing of request;

a. Pull up the student record in the Colleague "TRAN";

b. Check for course repeats and verify any inconsistencies on record;

c. Prepare all received requests by printing the system transcript and forward to the Director of ARFAO for the final review and printing of "Official Transcripts" only; "Unofficial Transcripts" will be printed by the Student Records Specialist;

d. After printing is received from the Director of ARFAO, stamp, seal, and signature must be affixed on each copy, forward all transcript requests together with the printed official/unofficial transcripts to the **Administrative Assistant** (See SOP on Academic Transcript Logging).

NOTE: If a student record does not exist in Datatel, then please do the following:

- a. Go to Blackbaud system;
- b. Access "Records Management" module;
- c. Go to "Attributes" tab and see the "Transcript Verified" Date and Comments

Category	Description	Comments
Village Name	Taputimu	
Transcript Verified	10/16/2001	stofi
Transcript Verified	3/18/2008	p.lamyuen
Student Type	ASTEP	
Mainr	Teachers Education	

- d. Note this on the bottom part of the "Transcript Request" form;
- e. Depending on when the transcript was last verified, all Blackbaud records should be re-verified across the respective recorded semesters/courses using the filed grade books;

To ensure accuracy, all Blackbaud records may take up to 4 weeks to process. Transcripts are processed on a first-come first-served basis.

20. After all recorded academic grades are re-verified, go to Datatel/Colleague and STAC the record (see SOP on STAC);
21. After STAC'ing, follow steps 3c in this SOP to complete the process of transcript request.

IF A STUDENT IS UNABLE TO APPLY IN PERSON:

22. A Faxed or mailed request received **MUST** note permission by the requestor to release transcript. The received form must be signed; signature is required before processing will begin. **No exceptions will be made to this policy.**
 23. Look out for the other person authorized by the requestor to pickup transcript. If the name is not authorized by the requestor in his/her letter then the transcript can not be released. **No exceptions will be made to this policy.**
2. Follow Steps 3c in this SOP section to complete the process of transcript request.

Responsibility	All Office Staff	SOP #	DOSS-REC
		Policy:	Transcript Requests
Page #		Scope	Internal Process
Title:	Academic Transcript Request – Logging	Last Reviewed/Update Date	4/20/2018 8:40 PM

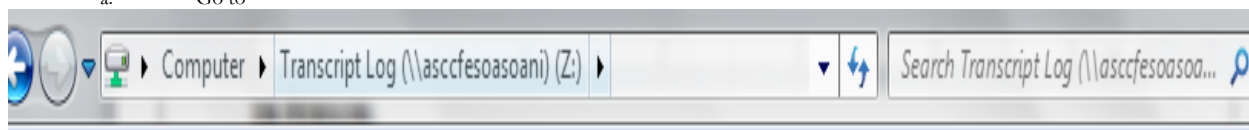
Description:

All academic transcript requests received must be logged for tracking purposes and to maintain accountability of release.

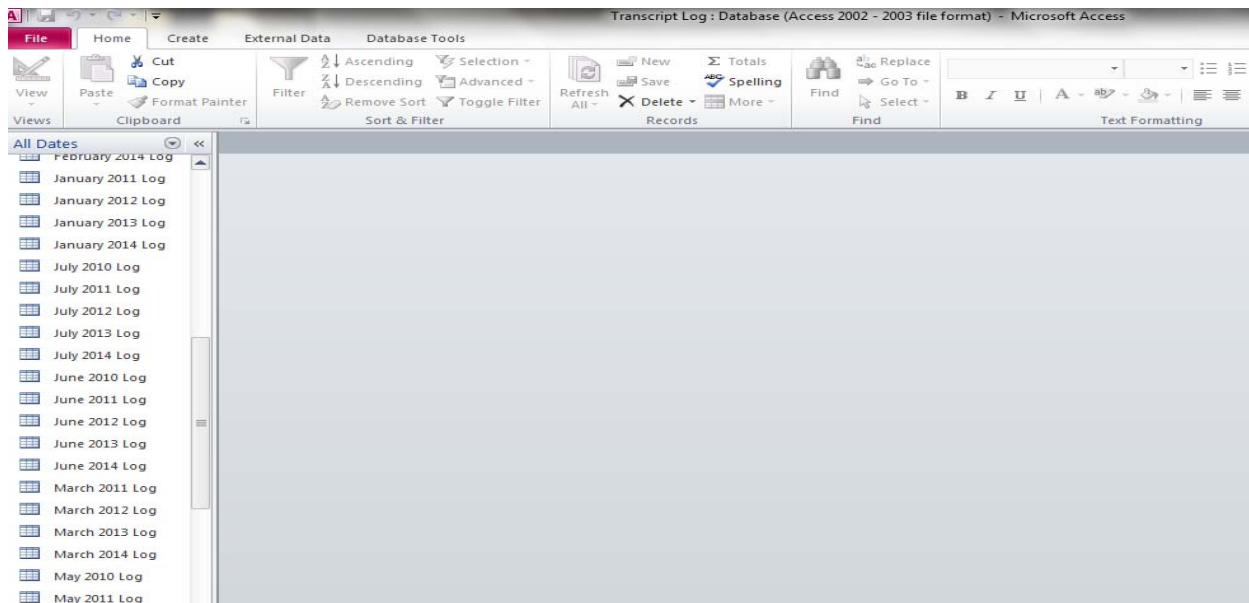
Procedures:

24. INITIAL LOGGING – processed by the **Administrative Assistant**

a. Go to



b. Access the shared Microsoft Access “Transcript Log” folder



- c. Open the respective log for the current month and year - once open – please enter the required information based on what is noted on the transcript request form;
- d. Initial logging is completed

When Completed transcript requests are received from the Director of ARFAO, stamp, seal, and affixed signature on each page of the transcript. The **Administrative Assistant** will be responsible for the following:

- 25. **Enveloping** – will be based on the request (official/unofficial);
 Official transcripts – MAKE sure to seal the envelope

Unofficial transcripts – DO NOT seal the envelope

2. **Distributing** - based on what is noted by student on the transcript request form (mail, pick-up, etc.)
3. **Logging** – Final logging of the completed transcript

FINAL LOGGING – Completed by the Administrative Assistant

- a. Go to the shared folder



- b. Update “Current Status” of transcript request
- c. Make sure to include any additional information in the “NOTES” column
- d. File the completed “Transcript Request” form in the student file.

Staff Assigned	Current Status	Date Corrected	Type	Purpose	Request To	Rec'd Method	Release Method	Status	Date	NOTES
upu	COMPLETE	03/27/2014	Official Tran.		Student	Walk-In	P/Up	p/up by Renell	03/28/2014	Release to Renel Loa
upu	COMPLETE	03/07/2014	2 Officials	Transfer	Student	Walk-In	Mail	Mailed	03/07/2014	Mail to UH-West Oahu
upu	COMPLETE	03/24/2014	Official Tran.	Off-Isle. Requ	Argosy	Mail	Mail	Mailed	03/25/2014	Mail to Argosy University
upu	COMPLETE	03/25/2014	Official Tran.	Off-Isle. Requ	Argosy	Mail	Mail	Mailed	03/25/2014	Mail to Argosy University
upu	COMPLETE	03/17/2014	Official Tran.	Off-Isle. Requ	Argosy	Drop-Off By	P/Up	p/up by Pele	03/17/2014	

ADDITIONAL STUDENT SUPPORT SERVICES

Tutorial Services

SOP #		Responsibility:	Tutorial Coordinator and staff
Title:	Comprehensive Tutorial Process	Policy:	Standard II, Student Services Mission Statement
Scope:	Student Services	Review Date:	March, 3, 2014

Description:

The Comprehensive Tutorial Process is used as a means for students to obtain tutorial services provided by the Student Learning Assistance Center and Annex. The comprehensive tutorial process provides accessible information to fulfill the academic needs of the entire student body of ASCC.

Procedures:

1. Students are informed through different mediums, namely
 - New Student Orientation
 - The 411 Newsletter
 - Referrals by faculty or departments
 - Flyers
 - Brochures
 - Bulletin boards
 - Other ASCC newsletters
 - Word-of-mouth
 - Outreach
 - ASCC website
 - Facebook: ASCC 411 Newsletter
 - Gmail: ascc411newsletter@gmail.com
 - Catalog
2. Students identify what subject they need tutorial assistance with;
 - a. For *English* tutorials, students will go to the Student Learning Assistance Center.
 - b. For *math and all other subjects*, students will go to the Student Learning Assistance Center Annex.
3. From there the student will identify which of the following categories they fall under;
 - a. Urgent:

- Students who need urgent assistance will sign in and receive staff assistance.
- b. Casual:
Students, who walk-in will sign in, fill out a request form, a tutor will be assigned and then the student will receive tutorial assistance.
 - c. Referral:
Students referred by instructors or counselors will sign in, a tutor will be assigned, then the student will receive tutorial assistance.
 - d. Disability:
Students with disabilities will sign in, fill out a request form with a counselor, the counselor will refer the student to the tutorial center, and then the student will receive tutorial assistance.
 - e. Other Programs:
Students who are in need of assistance in subjects that the Student Learning Assistance Center does not cover, they will sign in, be referred to the appropriate department/program, then the student will receive faculty assistance.
The list of departments/programs on the comprehensive tutorial process are Business, Samoan Studies Institute, Trades and Technology Division, Language and Literature, College Accelerated Preparatory Program, Adult Education Literacy and Extended Learning, Community and Natural Resources, Area Health Education Center, Veteran Affairs and Louis Stokes Alliance for Minority Participation.
4. At the end of the semester, the tutorial coordinator will follow up with instructors and compile a student evaluation report.

Student Government Association (SGA)

SOP #	SG100	Responsibility:	SGA Coordinator and members
Title:	Student Government Association/Calendar of Activates	Policy:	Standard IIB. 1-4 SS Mission Statement SS Outcome I, IV
Scope:	Student Services	Review Date:	June 15, 2015

Description:

The Student Government Association is meant to represent all areas of campus and provide a voice for the student body. SGA will provide quality services and activities to students to encourage and allow all students to engage and experience activities, programs, and events that take place on campus. In addition, an SGA Handbook of information on ASCC student- related rules, regulations, and policies, and an Identification Card (ID) is also provided.

Procedures:

1. A Calendar of Activities is created by the Student Government Association officers and members and submitted for approval by the Dean of Student Services, Vice President of Student Academic & Student Affairs and the ASCC President.
2. Once the Calendar has the required signatures of approval, the SGA officers and members meets and starts the planning and organizing of each activities.
3. The SGA calendar is sent through email to the faculty and staff for their information of the dates that is being scheduled by the SGA activities. This is for any campus activities the faculty or staff planned to minimize and or to avoid conflict with the SGA activities. Furthermore, to know the dates the facilities being reserved by the SGA.
4. Activities are also submitted to the 411 Student Newsletter which is then included the college’s website for students and community, and sometimes the local media, T.V. or the newspaper.
5. SGA officers fill out Facility Request form to reserve facilities and rooms, including but not limited to the gymnasium or Lecture Hall, for the whole semester to assure activities will take place as planned and scheduled in the Calendar.
6. Forms are routed for the required signatures.
 - a. The forms are sent through email by the ASCC President secretary to Faculty and staff to inform them of reserved facilities by the SGA.

Student Government Association (SGA)

SOP #	SG101	Responsibility:	SGA Coordinator and members
Title:	SGA Activities	Policy:	Standard IIB. 1-4 SS Mission Statement SS Outcome I, IV
Scope:	Institution	Review Date:	June 15, 2015

Description:

The Student Government Association is meant to represent all areas of campus and provide a voice for the student body. SGA will provide quality services to the student body to encourage and allow all students to engage and experience activities, programs, and events that take place on campus. In addition, an SGA Handbook of information on all ASCC student-related rules, regulations, and policies and an Identification card (ID) is also provided.

Procedures:

1. The Student Government Association members meet to discuss on budgeting each activities they have on their calendar of activities.
2. The SGA submit the budget for approval by the Dean of Student Services, Vice President of Academic and Student Affairs and the ASCC President.
3. Once the Budget has been approved, copies are forwarded to the Dean of student services, the vice president and the ASCC Presidents office. Also a copy is submitted to the Chief Financial officer. The SGA then work on invoices of materials and supplies for each activity.
4. A purchase requisition is filled out with attached invoices to be routed for all of the required signatures, then to the Business office, and finally to the Procurement Office for materials to be picked up and delivered to the SGA office.

Student Government Association (SGA)

SOP #	SG102	Responsibility:	SGA Coordinator and SGA Members
Title:	SGA Club Sponsorship	Policy:	Standard IIB. 1-4 SS Mission Statement SS Outcome : I, IV
Scope:	Student Services	Review Date:	June 15, 2015

Description:

The Student Government Association provides annual club sponsorship in financing clubs activities. Sponsorship is open to any ASCC clubs or organization that is either under the Student Government Association membership or academic departmental clubs.

Procedures:

1. A Club/Organization will write a letter of proposal to the Student Government Association requesting funding to assist the club with their activities planned out for the current semester. A 110erox copy must also be provided to the Dean of Student Services.
2. The Dean of Student Services makes the final decision on approving the requested funding from the club. The Dean may also change the requested fund by increasing or decreasing the amount.
3. If approved by the Dean of student services, a Purchase Requisition (PR) form is filled out with letter from the club attached and routed for the proper signatures, the Dean of Student Services, Vice-President of Academic & Student Affairs, and the President. The check will be under the name of the club advisor only.
4. The PR is then forwarded to the business office to complete the process and for the last step.
5. Once the check is ready, the Business Office contacts the SGA Coordinator and in return the SGA Coordinator notifies the club to pick up their check.

Student Government Association (SGA)

SOP #	SG103	Responsibility:	SGA Coordinator and members
Title:	Student Handbook	Policy:	Standard IIB. 1-4 SS Mission Statement SS Outcome: I, IV
Scope:	Student Government Association	Review Date:	June 15, 2015

Description:

The Student Government Association employs the process to update the student handbook in conjunction with the ASCC General Catalog to include all student policies and rules.

Procedures:

1. The Student Government Association officers and representatives meet at the end of every spring semester to revise and update the Student Handbook.
2. Information in the handbook is updated every two years to coincide with the ASCC General Catalog.
3. A draft is submitted to the Dean of Student Services for final approval.
4. The approved Student Handbook goes to the printer for copies.

(The printers submit an invoice printing cost and a Purchase Requisition form is filled out with the invoice attached and routed for required signatures for payment).

Student Government Association

SOP #	SG104	Responsibility:	SGA Coordinator and members
Title:	Intramurals	Policy:	Standard IIB. 1-4 SS Mission Statement SS Outcome: I, IV
Scope:	Student Government Association	Review Date:	June 15, 2015

Description:

The Student Government Association provides students Intramurals sports annually.

Procedures:

- 26. The Student Government Association officers and members coordinate with the Chairperson of the Physical Education Department to discuss Intramural activities in Volleyball, Basketball and Rugby.

- 27. The student government association and the chairperson of the physical education agree to coordinate and organize the intramural games by providing referees, facility and students from P.E. classes to form teams and compete.

- 28. The SGA members recruit teams by posting flyers throughout campus, 411, Facebook and by word of mouth.

- 29. The SGA will provide monetary award and consolation prizes.

Student Government Association

SOP #	002	Responsibility:	SGA Coordinator and members
Title:	Student Government Sign-in/surveys	Policy:	Standard II.B
Scope:	Student Services	Review Date:	August 31, 2015

Description:

The Student Government Association is meant to represent all areas of campus and provide a voice for the student body. SGA will provide the best services to students to encourage or allow all student to engage and experience activities, programs, and events that take place on campus and within ASCC. Also, providing students with a handbook of information on ASCC rules, regulations, and policies that govern our community. Furthermore, offering Identification card for the whole ASCC.

Procedures:

1. The Student Government Association will provide a sign-in sheet to record total students participated in the activities.
2. The SGA will also provide a survey for students to assure the activities are in satisfaction or not. Also, students will provide suggestions of how to better the activities or what other activities they want to see that SGA does not have in their calendar of activities.
3. The SGA secretary will be responsible in issuing out surveys during the activities.
4. The SGA treasurer will be responsible in the sign-in and issuing out ticket meals to the students.
5. The SGA secretary will collect the surveys and sign-in and compile to make a report on the findings and share the information with the SGA members on their next available meeting.
6. All members of SGA, executives, sophomore and freshmen will discuss the information from the surveys and find the best solutions to meet the satisfaction of the student body to assure student centeredness is met.

Student Government Association

SOP #	002	Responsibility:	SGA Coordinator and members
Title:	Divisional Assessment	Policy:	Standard I, II.B, III
Scope:	Institution	Review Date:	February 26, 2014

Description:

The Student Government Association is meant to represent all areas of campus and provide a voice for the student body. SGA will provide the best services to students to encourage or allow all student to engage and experience activities, programs, and events that take place on campus and within ASCC. Also, providing students with a handbook of information on ASCC rules, regulations, and policies that govern our community. Furthermore, offering Identification card for the whole ASCC.

Procedures:

1. The Student Government Association members meet to discuss on budgeting each activities they have on their calendar of activities.
2. The SGA submit the budget for approval by the Dean of Student Services, Vice President of Academic Affairs and the ASCC President.
3. Once the Budget has been approved, a copies are forwarded to the Dean’s, Vice President and the ASCC Presidents office. Also a copy is submitted to the Chief Financial officer. The SGA then work on invoices of materials and supplies for each activity.
4. A purchase requisition is filled out and routed for the required

Signatures and then final destination is to the Business office and procurement office for picking up the materials and dropping off at the SGA office.

Student Services

SOP #	SS- 002	Responsibility:	(Dean of Student Services) re to Transfer Counselor
Title:	ASG Scholarships & Student Loans	Policy:	Standard II
Scope:	Institution	Review Date:	

Description: ASG Scholarships and Student Loan applications are offered every semester to prospective graduates of ASCC as a means of providing them with financial assistance as they transfer to 4-yr universities off island. The ASG Scholarships and Student Loan Applications for ASCC graduates are made available every semester and is offered in the Student Services office.

Procedures:

1. **The Dean of Student Services approves the official date/schedule for the availability of ASG Scholarships and Student Loans applications to be offered to all ASCC prospective graduates**
2. **Once the schedule of availability is approved, ASG Scholarships and Student Loans application information is then announced to the student body via 4-1-1 Newsletters, flyers, bulletin boards, etc**
3. **Students interested in applying may stop by and provide a copy of his/her unofficial transcript to the Student Services office to screen his/her eligibility to meet criteria for scholarship/ student loans**
4. **Students that are eligible to apply are provided a scholarship application and criteria requirement listing**
5. **Once application is completed, Scholarship applications are compiled and organized by the Dean of Student Services**

6. Memo listing is addressed to ASG Financial Aid Program of names of applicants that are eligible and meet criteria and requirements of scholarships/ student loans. Memo listing is drafted by the Dean of Student Services
7. Memo listing of names is forwarded to the Vice President of Academic and Students Affairs for review and approval
8. Memo listing is sent to the ASG Compiled scholarship applications is then forwarded to ASG Financial Aid/ DOE Scholarship office
9. ASG Scholarships and Student Loans selection of recipients is finalized by the ASG Scholarship Board

Student Services

SOP #	SS- 0003	Responsibility:	Counselor – Transfer or Program Director of Counseling
Title:	In House Scholarships	Policy:	Standard II
Scope:	Institution	Review Date:	

Description: In House Scholarships are offered every semester as a means of providing financial assistance to students. In House Scholarships is only for one semester and that students must apply every semester. There is no monetary award but is credited towards student’s account in the Business Office.

Procedures:

10. The Dean of Student Services will schedule and announce the dates for the availability of In House scholarship applications
11. The In House Scholarships information is then announced to the student body via 4-1-1 Newsletters, flyers, bulletin boards, etc
12. Students interested in applying will stop by and provide a copy of his/her unofficial transcript to the Student Services office to screen his/her eligibility to meet criteria for scholarship before applying
13. Students eligible are provided a scholarship application and criteria requirement listing for application

14. Scholarship applications are compiled and organized by the Administrative Assistant to the Dean of Student Services
15. Compiled scholarship applications are reviewed by the In House Scholarship Committee (Financial Aid Rep, Finance Office Rep, CNR Chairperson, Faculty Rep, and Dean of Student Services)
16. Scholarship Recipient listing is finalized by In House Scholarship committee
17. Memo of In House Scholarship recipients is drafted by the Dean of Student Services and approved by the Vice President of Academic & Student Affairs
18. Memo of Scholarship recipients is then forwarded to the Finance Office to credit scholarship awardee towards recipient(s) accounts.
19. Scholarship Congratulatory letters are dispersed to Scholarship recipients

Student Services

SOP #	SS- 004	Responsibility:	Administrative Assistant
Title:	Job Order form	Policy:	Standard II
Scope:	Student Services	Review Date:	

Description: Job Order form requests are used as a means for staff personnel to request assistance from Department of Administrative Services for assistance with custodial or maintenance work in the workplace

Procedures:

1. Job Order request forms are provided from the Department of Physical Facilities and Maintenance Services to all staff personnel
2. Personnel requesting for job order will fill out the job order request form listing the details of their request(s)

- 3. Personnel requesting will forward their request form to Dean of Student Services office for approval**

- 4. After approval, personnel requesting will forward their job order forms to the Physical Facilities and Maintenance office for processing of job order request(s)**

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Student Services Division
Counseling Office
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APPENDIX

RESPONSIBILITY	DOSSSTAFF	SOP #	DOSS
		POLICY:	ANNUAL LEAVE
PAGE #	PAGE 120 OF 122	SCOPE	INTERNAL
TITLE:	GRANTING OF ANNUAL LEAVE	LAST REVIEWED/UPDATE DATE	4/20/2018 8:40 PM

PURPOSE: To provide guidance for employees to follow when requesting for leave of absence from the workplace, and to ensure that their leave is in compliance with all ASCC policies.

WHO ADMINISTERS THIS POLICY: The managerial personnel of DOSS will administer this policy and remain in close contact with Administrative Assistants of both Admissions and Financial Aid Offices to ensure efficient recording of employee leave requests are handled properly

POLICY:

1. ASCC Governance Policy Manual of 2008 section 4500.1, ANNUAL LEAVE: *ASCC encourages and requires each employee to take annual leave entitlement as paid time off away from work. ASCC does not provide vacation pay unless time is actually taken as time off from work, or upon separation..ASCC's leave policies are in accordance with ASCA Title 7, Chapter 12.*
2. ASCC Governance Policy Manual of 2008 section 4500.2, Granting of Annual Leave: *Annual leave must be requested and approved prior to its taking. Failure to secure prior approval may result in a charge to leave without pay and may result in disciplinary action against the offending employee. The ASCC application for leave must be completed three days before an employee may take leave. One day of approval is only allowed when the leave is justified.*

PROCEDURES:

- a. ARFAO employee fills out the ASCC Leave Form.
- b. Leave form must then be taken by employee to ASCC Human Resources Office to verify leave balance per HR records.
- c. Employee must give form to respective Administrative Assistant for the individual offices for leave forms to be logged into the Leave Spreadsheet for DOSS.
 1. Admin. Assistant will route the leave form and get all necessary signatures for approvals (or denials) of leave from the appropriate official.
 2. Admin. Assistant is responsible for tracking the leave form to ensure which office or official has the leave form and the current and most up-to-date status of the routing of leave.

- d. Once all signatures are gathered and leave form has been logged as complete, Admin. Assistant must scan and keep a copy of the approved (or denied) leave form and return the original leave request form to the requesting employee.

REFERENCE, RELATED POLICIES AND/OR DOCUMENTS:

4. American Samoa Community College, Governance Policy Manual 2008, Chapter IV Personnel Governance, Section 4500.1 and 4500.2