

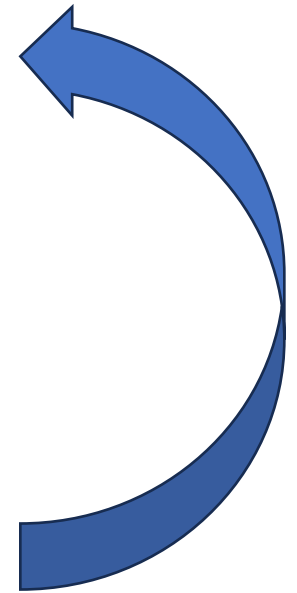
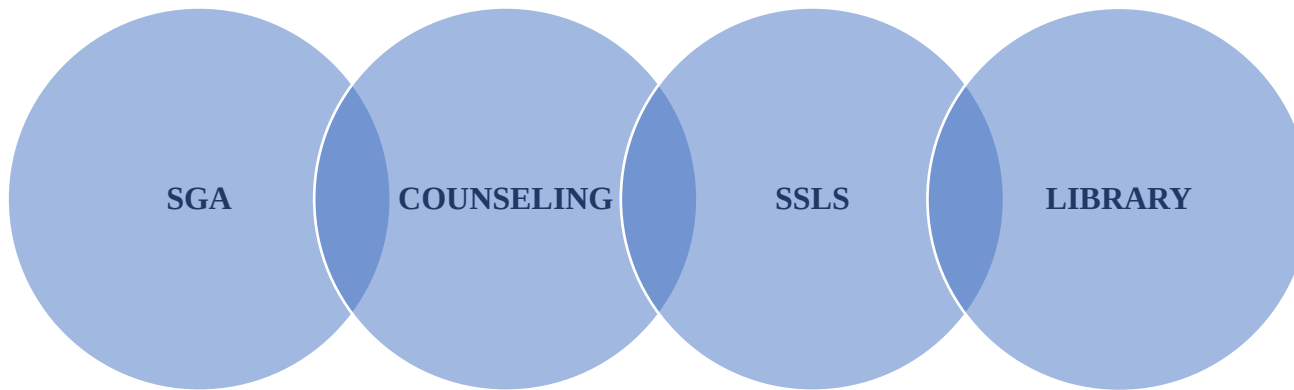


MAY 1, 2025

ASSESSMENTS OF SUPPORT SERVICES

DIVISION OF STUDENT SERVICES
AMERICAN SAMOA COMMUNITY COLLEGE

DIVISION OF STUDENT SERVICES
SERVICE DIAGRAM



ADMISSIONS

MISSION/PURPOSE

The Admissions Office is dedicated to providing accessible, efficient, and transparent admissions services to prospective students, transfer students, and early college applicants. Our goal is to facilitate the initial steps of the student journey, ensuring accurate evaluation and timely communication to promote student success and retention.

Core Functions, Processes, and Services

- Application Processing:
 - Manage application for new, returning, early admissions and dual enrollment students.
 - Evaluate and verify application data, including transfer credits and eligibility criteria.
 - Collaborate with academic departments and other student services to ensure seamless onboarding for incoming students.
- Placement Test & Advising:
 - Facilitate Placement tests, including advising on test schedules and procedures.
 - Participate in the creation and ongoing review of placement test policies and advisory committees.
 - Ensure Placement align with college standards and support academic success
 - Collaborate with the appropriate academic departments to interpret test results for placement decisions and registration.
- Transfer Credit Evaluation:
 - Review transcripts from other institutions to evaluate transfer credits for equivalency
 - Collaborate with academic department to ensure credit articulation and equivalency
 - Maintain up-to-date transfer credit files and ensure compliance with accreditation standards.
- Recruitment & Outreach:
 - Conduct targeted recruitment activities during fall and Spring semesters.
 - Develop and implement strategies to attract prospective students through recruiting events, information sessions, and outreach campaigns.
- Data & File Management:
 - Maintain current and accurate student's files, including application data, placement test results, and transfer evaluations.
 - Ensure all files are compliant with FERPA and other privacy regulations.
- Professional Development:
 - Selected Staff members attend campus, deferral, and national professional's meetings, workshops, and conferences to stay current on best practices, technology updates and regulatory compliance
 - Staff participate in ongoing training on college admissions policies, technology systems, and FERPA regulations to enhance service quality.

Key Processes & Services Provided

- Application Intake & Review
 - New and Returning Students

- Student Documents Up to date.
- Placement Testing and Advising
- Transfer Credit Evaluation
- Student Outreach & Recruitment
- Admissions Guidance
- Reporting and Compliance (Enrollment, Placement test data, Demographics)
- Data management & File Maintenance
- New Student Orientation

In-Service Training/Workshops

- DOSS Annual Training/Conference
- Faculty Orientation
- Leadership Training

Professional Organizations (memberships)

- **AACRAO** – American Association of Collegiate Registrars and Admissions Officers
- **PACRAO** – Pacific Association of Collegiate Registrars and Admissions Officers

Goals /Objectives

- Better Performance: Ensure students are fully aware of admissions requirements, deadlines, and process.
- Completed Goals: All students admitted with documents received and accounted for to facilitate enrollment
- Current Goals:
 - Implement electronic application system streamlining processing.
 - Implement digital placement test
 - Develop comprehensive student assessment to evaluate and improve admissions experience.
- Long Term Goals:
 - Transition to a paperless, digital workflow that benefits students and staff.

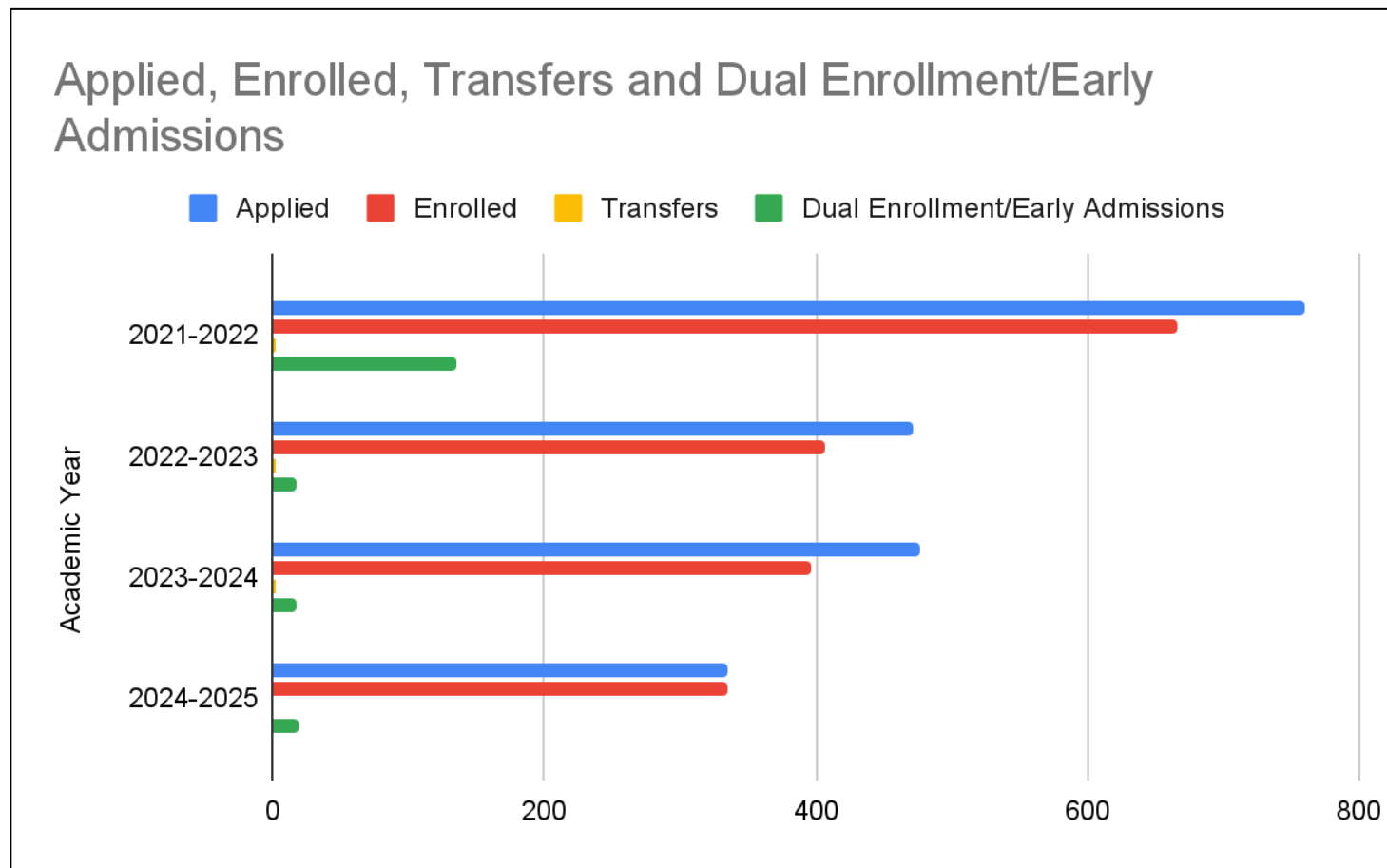
Department Strengths

- Experienced staff with expertise in admissions, customer service and outreach.
- Collaboration with departments

Areas for Improvement

- Training: Enhance staff training in application management, use of technology systems, and customer service skills to improve efficiency and service quality.
- Improved Data collection and analysis
- Data:

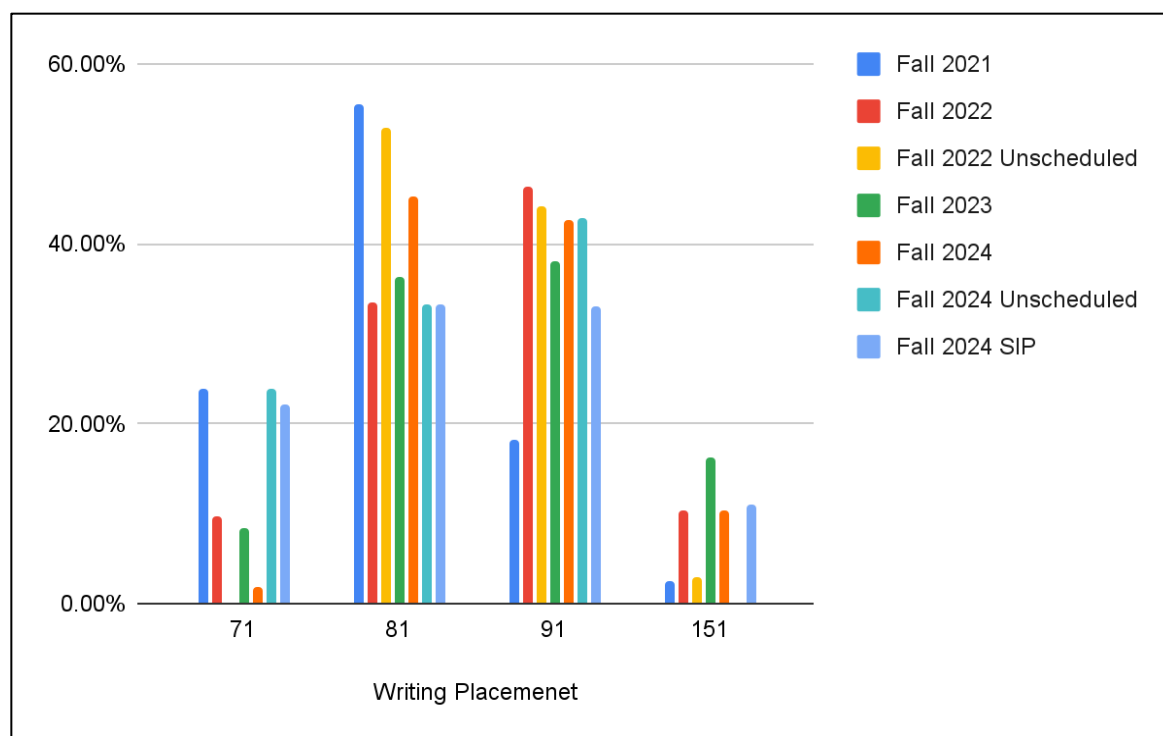
The following chart visually illustrates our enrollment trends over the past 5 years, based on the applications received by the admissions office. This data includes all applicants such as transfer students and those admitted through dual enrollment or early admissions.



Placement Testing: Fall Semester Results

- The following charts visually represent the distribution of student placements based on their performance on the Fall semester placement tests. Each percentage shown reflects the proportion of students in each placement category relative to the total number of students who took the test that semester. Since the number of students varies each semester, these percentages provide a snapshot of where students most likely place during that specific period.
- Please note that the data provided is exclusively Fall Semesters in the Last 5 years. While we recognize all data is important, we chose to focus on Fall because it typically has the highest number of applicants, which allows a more comprehensive understanding of student placement





* For Math, this chart visually represents the distribution of students' scores across different semesters. Since the raw numbers vary significantly. With a large majority of students placed into the MATH 80 category, a chart provides a clearer visual comparison than raw numbers alone

Math Placement	Fall 2021 Placement	Fall 2022	Fall 2022 Unscheduled	Fall 2023	Fall 2024	Unscheduled 2024	SIP 2024
80	95.22%	94.57%	100%	95.60%	94.70%	95.45%	100%
90	4.78%	4.35%	0	2.20%	2.30%	4.55%	0
151	0	1.09%	0	2.20%	3.03%	0	0

Outreach Activities & Outcomes

2024 Highlights

- High School Outreach Visits - conducted 7 visits, reaching approximately 300 students across the following high schools:
 - Samoana High School
 - Fa'asao Marist High School
 - Leone High School
 - Kanana Fou High School
 - Manumalo Academy
 - Fagaitua High School
 - Tafuna High School
- Samoana High School Classroom Outreach:
 - Reached 241 Graduating Seniors
 - Outcome: Contributed to 14 students enrolling in the dual enrollment program for Fall 2024
- Community Outreach:
 - Set up information booths at EOB and Laufou for 2 hours with an average of 15 visitors per event.
 - Outcome: A total of 12 applicants utilized the service to apply and submit applications and required documents.
- Fa'asao Marist School Outreach:
 - Reached 235 students, distributed 32 applications, and received 3 completed so far.

2025 Highlights

- Galuega Faifaatasi Outreach Initiative:
 - Reached 712 graduating Seniors, distributed 326 applications, and received 25 completed to date.
 - Gained relationship with High School counselors
 - Schools involved: Fagaitua HS, Samoana HS, Leone HS, Tafuna HS, Iakina Adventist Academy, Manumalo Academy, South Pacific Horizon, Samoa Baptist, Fa'asao Marist.

* Although a position for outreach and recruitment existed in prior years, the recent creation of a dedicated role has greatly improved our ability to focus on these activities, as now one person is solely responsible for outreach and recruitment. Therefore, data from the previous years will not be available at this time, but will can be provided upon request.

COUNSELING

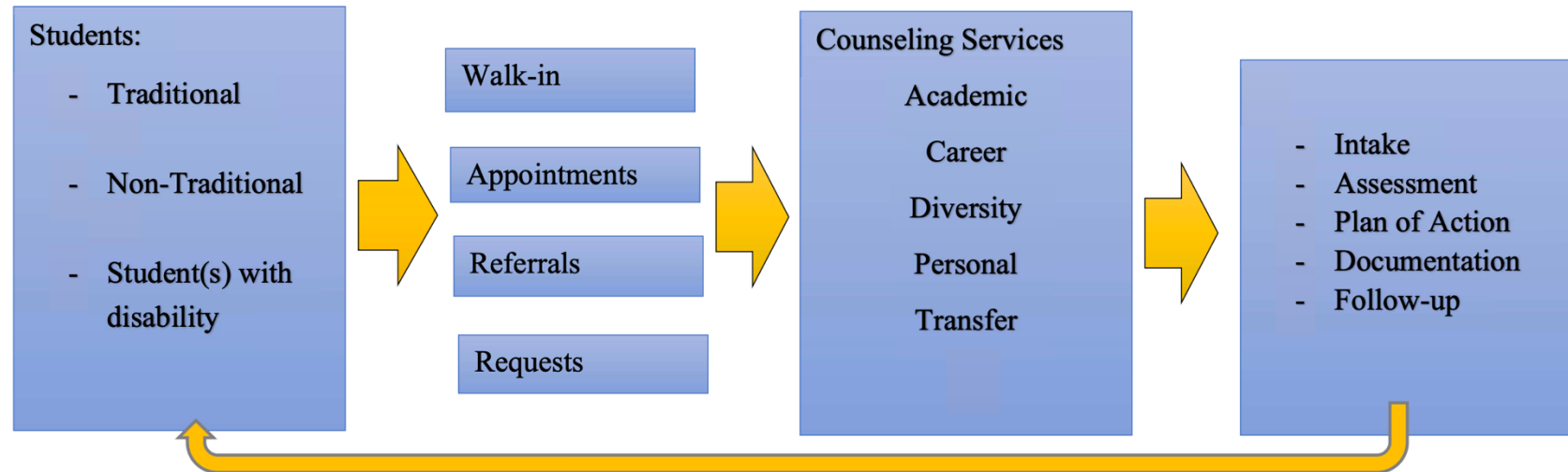
MISSION/PURPOSE

The counseling services assist students in understanding their educational options for transfer and career preparation. The counseling services' aim is to support students in their educational journey by assisting with major and career exploration, helping to select courses, understand their educational plan, reviewing the requirements necessary to transfer or graduate with a Certificate or Associate's Degree.

Counseling services' goal is to provide quality and exemplary services to students in collaboration with academic instruction and other student support services on campus. Counseling services provides services in support of the Division of Student Services and the College's mission. Academic advising and guidance counseling is available to all enrolled students requiring assistance in their student success pathway.

Comprehensive Counseling Services Student Process

"Fostering Learning, Challenging the Mind."



HOW students are informed:

- Social Media
- New Student Orientation
- Brochures
- Flyers
- Bulletin Boards
- Word of Mouth
- Email
- Outreach
- SGA Activities
- ASCC Website
- Referrals
- Counseling

Location: Multi-Purpose Center

Contact Info:

Phone : 699-9155 ext. 0002, 0003, 0006, 0007

Email:

a.panama@amsamoa.edu ext. 0002

l.pereira@amsamoa.edu ext. 0003

g.maneiau@amsamoa.edu ext. 0006

s.sitagatatinitali@amsamoa.edu ext. 0007

Examples of Collaborative Efforts are Listed Below:

- Participate in training for Academic Advising process by Registrar and Records office staff.
- Maintain collaboration with SPED transition meetings for students with disabilities (High School outreach).
- Provide training to faculty during Faculty orientation.
- Participate in and assist with the registration process/advising.
 - 100% manual process;
- Serve as members of the...
 - General Curriculum Committee
 - Assessment Committee
 - Core Assessment Curriculum Committee
 - Faculty Senate
 - Staff Senate
 - Placement Advisory committee
- Participate in outreach efforts with Admissions, SGA, Financial Aid and TED Senior night.

Department-Specific Professional Development Opportunities Offered/Provided by the Department

Counseling services has not been able to attend any recent professional development training off-island but participates in the college's professional development training when it is required.

In-Service Training/Workshops

- DOSS Annual Training/Conference
- Faculty Orientation
- Leadership Training
- Accreditation Webinar training.

Professional Organizations (memberships)

- Researching ideal professional organizations to apply – NACADA and ACA.

Key Functions, Processes, and Services Provided by the Counseling Services Office:

The Counseling Services Office has several functions other than Advising and Counseling. The Counseling Services Office includes several specific services with different functional roles.

1. Registration
 - Assistance to students, faculty, and advisors (faculty/staff)
 - Manual register/schedule student courses (add/drops/withdrawals)
 - Participate in registration committee meetings
2. Academics
 - Schedule CLP courses for the academic school year (Dean of Academic Affairs Office)
 - Maintain faculty role as instructors for CLP courses
 - Catalog review and presentation (biennially) Curriculum committee
 - Core Assessment Curriculum Committee member
3. Graduation
 - Assist Dean of Student Services with graduate's meetings
 - Host graduation Awards banquet
 - Hold graduation practice and assist with reciting of graduate's names (commencement day)
 - Attend graduation committee meeting
4. Peer Mentors Club (Student recruitment effort/SGA club rally)
5. Participate in Disciplinary Hearings (student discipline & complaint/grievance cases)
 - Ensure due process is transparent with appropriate solution
 - Referral to counseling services (assist with solution process)
6. Maintain FERPA policies of student information
7. Maintain NON-PELL Work – study program (application, timesheets, summary report to Finance Office)

Goals and Objectives of the Counseling Services Office

- Performance Objectives (Assessment)
 - Continue to Administer Counseling services survey to assess areas for performance improvement of services.
 - Ensure the Counseling services compile and maintain quality and quantitative student data and ongoing services as provided to assist with informed and effective academic advising and counseling outcomes.
- Completed Goals
 - Navigate and utilize MOODLE for all CLP courses (Technology resource)
 - Online Self-Service is accessible for all counselor to assist with Academic Advising

- College Life Planning (CLP 99 / CLP 150A) a curriculum Required course for all new students (Developmental and Gateway)
- Current Goals
 - Update current survey for the Counseling Services Office.
 - Review and update SOPs for Counseling Services
 - Order new edition textbook for CLP courses
- Long-term Goals
 - Streamline processes (i.e., paperless, electronic forms, online services, etc.).
 - Determine additional options for professional development (online or in-person) for all staff members.
 - Research professional associations /organizations and apply for membership
 - Develop Counseling Services web page for students (Information of services, announcements, etc.)

Other strengths include:

1. Willing to go beyond the call of service.
2. Great customer service – courteous and helpful.
3. Support the campus community (i.e., faculty, staff, students).
4. Provide information and service to parents and community members regarding counseling on campus
5. Down to earth attitude and sense of humor in the workplace.
6. Student friendly and a very understanding

Areas Needing Improvement Opportunities

- Determine specific training needed for each staff member, as well as training for the team.
- Potential motivational training sessions for staff
- Develop effective Service Outcomes for counseling services
- Making sense of data (quality data with meaningful analysis)
- Standardized Institutional guidelines and processes / templates to input data

Summary of Academic Advising and Counseling

- In-house service includes...
 - New, Continuing and Returning students
- The Advising and Counseling of students is provided during...
 - Registration (Priority registration, A/D, Withdrawals)
 - Referrals (Faculty, Staff, Support services, community, etc.)

- Personal Counseling
- Transfer processes to colleges
- CLP courses offered (academic school year)

Between 2021 and 2025

Academic Advising and Counseling (Registration process)	2021 Advised & Counseled	2022 Advised & Counseled	2023 Advised & Counseled	2024 Advised & Counseled	2025 Advised & Counseled
Fall semester	85	182	232	252	148
Summer session	100	41	87	89	
Spring semester	74	112	72	68	
		COVID/online services			
Transfer students / processed					
Fall semester	15	14	15	14	
Summer session	5	MOODLE services	0	2	
Spring semester	14	4	0	2	5
		COVID/ online services	Continue with MOODLE services		
ANNUAL TOTALS	293	353	406	427	153

Popular Researched & Acceptance Letter from the following Universities: F2021 – F2024

UH Manoa	3
Chaminade	
South Utah University	
UH West Oahu Kapolei	2
South Oregon University	
Washington State Univ.	
Cal State/LA, SF	
UH HILO	
Missouri Valley	
UW Seattle	1
Dixie State University	1
College in Canada	
BYU Provo	1
UNLV	
UC Irvine	

FINANCIAL AID

MISSION/PURPOSE

The mission of the Financial Aid Office is to ensure students have access to and are successful in higher education by assisting them and their families in applying, obtaining, and making the best use of all financial resources they are eligible to receive.

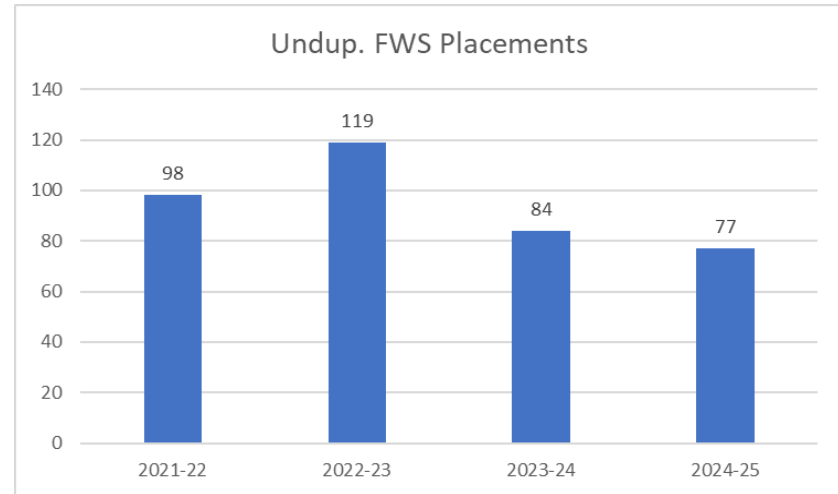
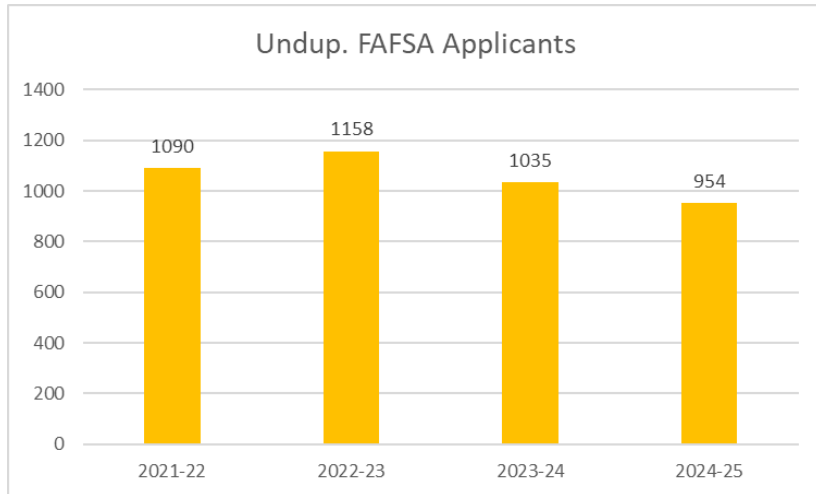
Through outreach initiatives, we support incoming students in successfully transitioning to the American Samoa Community College. Furthermore, we contribute to the institution's transfer and retention efforts by providing financial literacy workshops and guidance to our continuing students to help make their academic endeavors attainable and to help make better life and financial decisions beyond ASCC.

While complying with Federal, State, and Institutional regulations and guidelines, the financial aid office ensures equity and consistency in the delivery of funds to students.

Recommendation 1 (I.B.6): *Strengthen disaggregation of learning outcomes and achievement for subpopulations of students.*

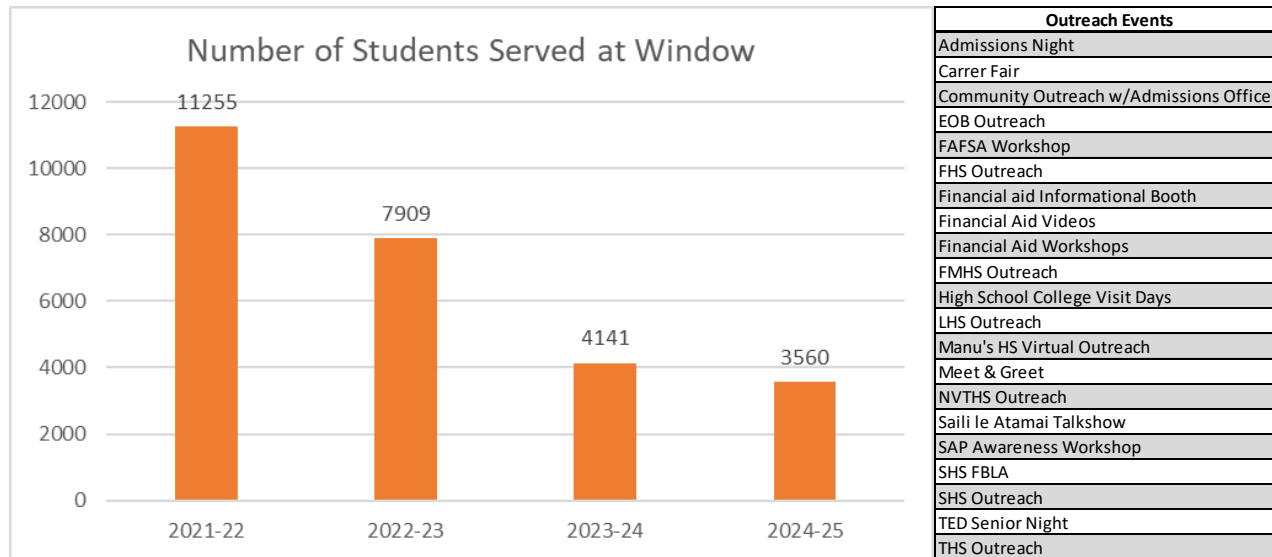
- Monthly data collection includes service counts disaggregated by activity (ex, office visits, FAFSA completions, FWS Placements).

Semester	Total Served Sem.	Reporting Month	Total Students Seen	Batch Status/Clearance	FAFSA Status/Clearance	Attendance Forms	Federal Work-Study	Withdrawal Forms	See Counselor(s)	Copies of Documents	V1 Forms/Income Clarification	SAP Appeal	Graduate Clearance	Virtual Counseling	Other
2021FA	6614	8/2021	1832	170	1287	1	0	0	165	71	138				
		9/2021	2113	194	169	1237	85	32	212	76	108				
		10/2021	1122	334	221	167	107	13	167	35	78				
		11/2021	988	333	191	186	98	5	118	25	32				
		12/2021	559	162	292	4	31	0	30	19	21				
2022SP	4064	1/2022	1641	53	654	583	111	0	156	25	27	28	4		
		2/2022	822	5	44	357	253	6	72	31	45	7	2		
		3/2022	770	526	23	0	128	0	0	23	13	5	0	39	13
		4/2022	442	195	38	0	2	0	0	27	30	7	0	115	28
		5/2022	389	101	99	0	0	0	0	12	38	4	0	61	74
2022SU	577	6/2022	71	18	1	0	0	5	1	0	9	3	0	34	
		7/2022	506	191	226	0	0	5	30	31	17	2	4		
2022FA	4119	8/2022	1368	134	941	0	96	3	60	62	54	17	1		
		9/2022	1218	37	112	821	105	19	38	47	37	1	1		
		10/2022	720	0	181	200	74	19	80	31	42	2	1		
		11/2022	550	38	157	163	56	13	54	28	36	4	1		
		12/2022	263	6	154	6	1	0	25	13	20	3	35		
2023SP	2597	1/2023	653	9	466	0	48	1	62	14	7	22	24		
		2/2023	1263	16	32	831	276	22	47	6	11	13	9		
		3/2023	386	44	48	149	14	20	77	17	10	5	2		
		4/2023	174	14	74	52	0	4	24	1	3	1	1		
		5/2023	121	2	40	16	1	0	23	4	1	1	33		
2023SU	1193	6/2023	806	2	288	405	4	2	55	10	18	16	6		
		7/2023	387	28	118	126	7	10	61	10	22	4	1		
2023FA	2538	8/2023	738	2	479	0	73	3	76	44	52	9	0		
		9/2023	472	45	103	0	140	35	73	45	27	2	2		
		10/2023	653	23	232	0	156	34	128	39	37	3	1		
		11/2023	472	14	237	104	15	60	22	18	1	1	0		
		12/2023	203	2	100	37	0	18	5	3	2	36	0		
2024SP	949	1/2024	346	3	181	0	57	1	57	19	4	7	17		
		2/2024	192	11	46	0	14	18	67	9	8	4	5		10
		3/2024	127	5	32	0	28	16	21	2	1	0	2		20
		4/2024	79	5	7	0	24	1	13	3	2	0	2		22
		5/2024	205	0	15	0	22	0	10	2	1	0	48		107
2024SU	654	6/2024	416	1	193	0	0	5	26	14	3	5	11		158
		7/2024	238	17	47	0	10	7	7	4	2	0	5		139
2024FA	2868	8/2024	1179	1	555	0	60	0	38	28	18	6	6		467
		9/2024	839	3	160	0	83	18	65	34	36	2	2		436
		10/2024	278	8	137	0	10	11	64	10	22	2	0		14
		11/2024	286	9	113	0	13	5	52	13	9	1	0		71
		12/2024	286	9	113	0	13	5	52	13	9	1	0		71
2025SP	692	1/2025	421	0	240	0	94	0	42	12	5	5	15		8
		2/2025	86	7	29	0	0	15	23	3	5	0	2		2
		3/2025	68	5	35	0	0	12	6	5	0	1	1		3
		4/2025	117	5	56	0	6	4	17	7	10	1	4		7
		5/2025	0												



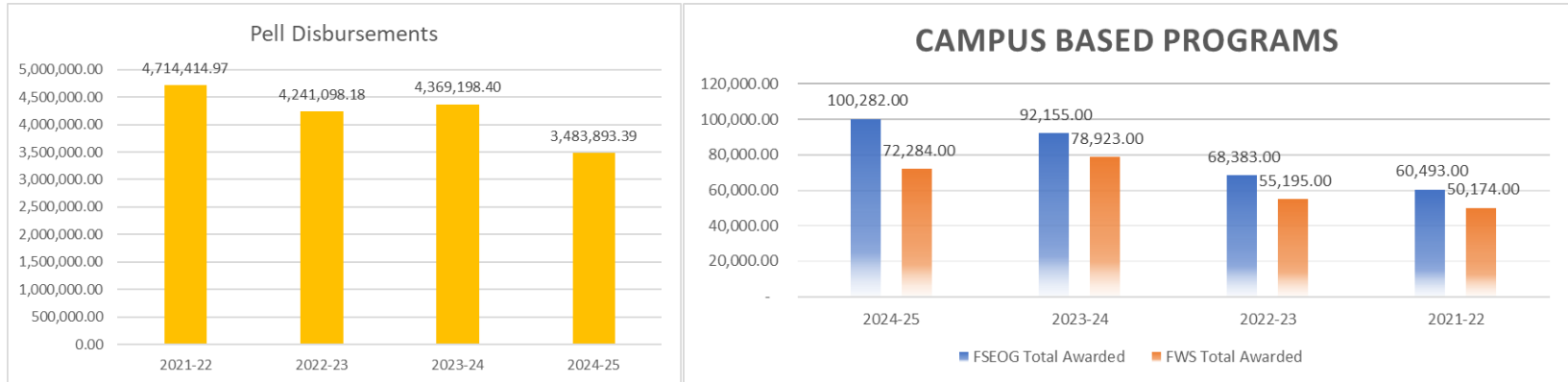
Recommendation 2 (II.C.2): *Strengthen the use of assessment data to continuously improve student support programs and services.*

- Service usage data - number of students served at the window, and outreach events are being systematically recorded.



Outreach Events
Admissions Night
Carrer Fair
Community Outreach w/Admissions Office
EOB Outreach
FAFSA Workshop
FHS Outreach
Financial aid Informational Booth
Financial Aid Videos
Financial Aid Workshops
FMHS Outreach
High School College Visit Days
LHS Outreach
Manu's HS Virtual Outreach
Meet & Greet
NVTHS Outreach
Saili le Atamai Talkshow
SAP Awareness Workshop
SHS FBLA
SHS Outreach
TED Senior Night
THS Outreach

- Financial Aid participation and outcomes, including Pell disbursements, Campus-Based allocations, are reviewed monthly to inform resource allocation.



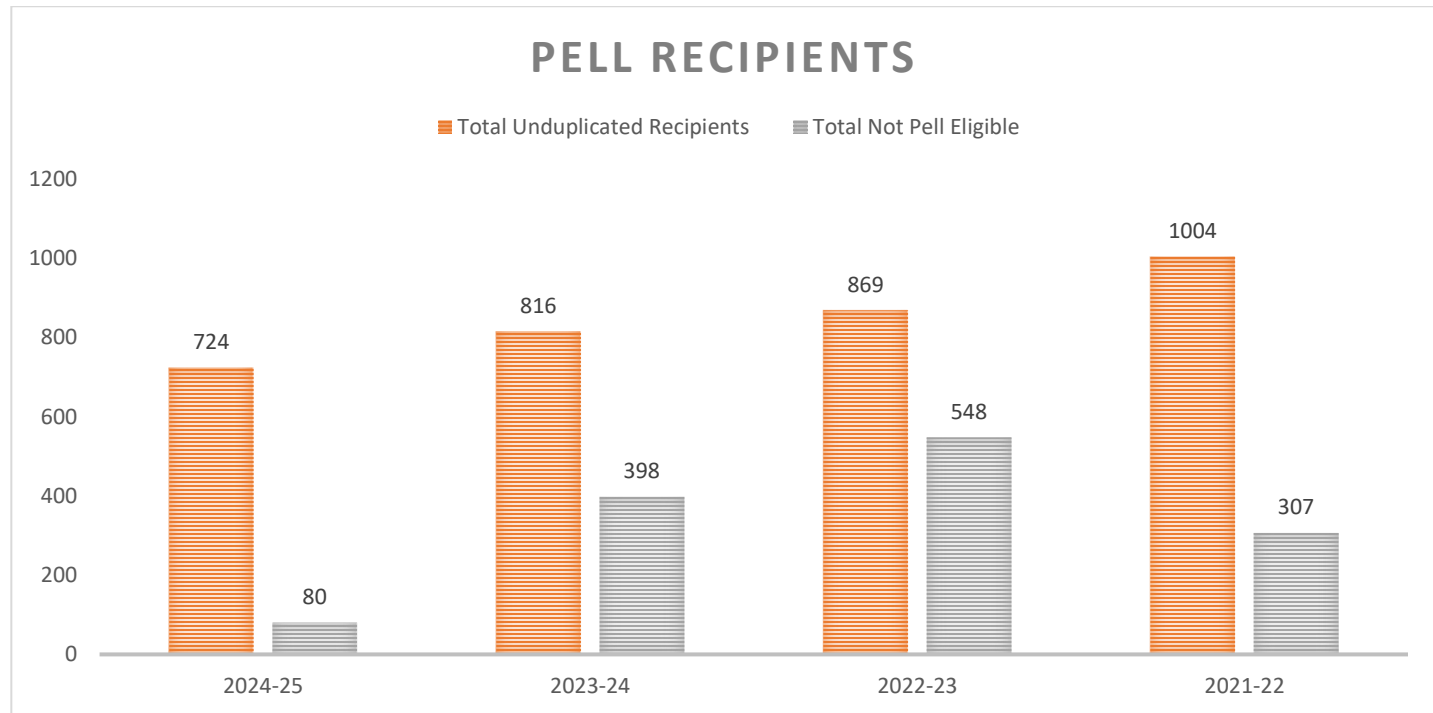
Recommendation 3 (II.C.8): *Update provisions for securing and backing up all student records.*

- Security Cameras placed in financial aid record keeping area
- WHAT OTHER DATA PROVIDES SUPPORT AND DOCUMENTATION OF SERVICES?
 - Surveys - Student Satisfaction, Federal Work-Study

Timestamp	Please indicate your reason for visiting or contacting the Financial Aid Office.	I have met with, or been seen by	Have you experienced difficulty reaching the right person to answer your question(s) and/or concern(s)?	Please indicate difficulties you may have experienced.	Please rate the Knowledge Level of the Financial Aid Personnel.	Have you visited ASCC's website to find information about Financial Aid?	How useful did you find the information about Financial Aid programs, policies, and application procedures?	Please rate the ability of Financial Aid Staff in meeting your needs.	Financial Aid Staff member(s) were friendly and welcoming	I feel I was treated respectfully and with professionalism.	Please rate the quality of the service you received.	I received my financial aid in a timely manner.	Please rate the Financial Aid Office Facility.	Please rate the location and accessibility of the Financial Aid Office.	I would return to the ASCC Financial Aid Office and recommend others.	I prefer to be contacted by:	What is your primary source of information about Financial Aid?	What changes would you recommend for the Financial Aid Office?
10/26/2023 14:15	Batch	Shanel Tilo	No		Excellent	Yes	Excellent	Excellent	Excellent	Excellent	Satisfied	Agree	Needs Improvement	Convenient	Agree	Email	Financial Aid Staff	None
10/26/2023 14:38	Submit Documents	Lorelei "Lola" Abilasa	No		Average	No		Average	Average	Neutral	Not Applicable	Needs Improvement	Convenient	Disagree	Email	Family / Friends	N/A	
10/26/2023 18:00	Submit Documents	I didn't get their name	No		Excellent	No		Excellent	Excellent	Excellent	Satisfied	Agree	Appealing	Convenient	Agree	Email	Financial Aid Staff	None they were chill
10/26/2023 20:30	Verification	Lefemo "Pier" Siaki	No		Excellent	No		Excellent	Excellent	Excellent	Satisfied	Agree	Appealing	Convenient	Agree	Email	Financial Aid Staff	NONE
10/27/2023 8:32	Satisfaction Academic Progress (SAP)	Lorelei "Lola" Abilasa	No		Excellent	Yes	Excellent	Excellent	Excellent	Excellent	Satisfied	Agree	Appealing	Convenient	Disagree	Email	Workshops / Presentations	I don't think there's nothing to change for the Financial Aid Office
10/27/2023 9:16	Submit Documents	I did not meet or see anyone	Yes	While filling out for the Tax Returns I went by the financial aid office so many times and they kept sending me to the MPC, whenever I went to the MPC the people there always tell me just don't fill it out and when I went back to the financial aid for clarification if it really is okay they still send back to the MPC. Until I met someone at the MPC who was a much better help.	Average	Yes	Excellent	Average	Average	Average	Satisfied	Agree	Needs Improvement	Convenient	Agree	Email	Financial Aid Staff	The people in front at the window need better manner in assisting new students who are new to applying for financial aid.
10/27/2023 9:17	Free Application for Federal Student Aid (FAFSA)	Feldins "Mine" Lexu	Yes	worker at the front window not being able to answer questions I have about my status or about my financial aid	Average	Yes	Average	Average	Excellent	Excellent	Neutral	Agree	Appealing	Convenient	Disagree	Email	Family / Friends	improve of knowledge on certain information about the status or financial aid
10/27/2023 9:23	Batch	Lorelei "Lola" Abilasa	No		Average	No		Average	Excellent	Excellent	Satisfied	Agree	Needs Improvement	Convenient	Agree	Email	Financial Aid Staff	I want to know what batch number I'm in
10/27/2023 10:07	Verification	Tasi "Danielle" Lang	No		Excellent	No		Excellent	Excellent	Excellent	Satisfied	Agree	Appealing	Convenient	Agree	Email	Family / Friends	fast service, respectfully
10/27/2023 10:19	Free Application for Federal Student Aid (FAFSA)	Lorelei "Lola" Abilasa	Yes	It's hard to get an email back from my counselor	Average	No		Average	Average	Neutral	Agree	Needs Improvement	Convenient	Disagree	Email	Financial Aid Staff	the people in the front desk to smile more and being more welcoming.	
10/27/2023 10:31	Eligibility Status	Lorelei "Lola" Abilasa	Yes	Wasn't very helpful. I asked for other options so I can be eligible for financial aid and I was told there is nothing I can do. It wasn't until one of the students mentioned another option, that's when I proceeded to try this, after taking that other option I am now eligible for financial aid. I made sure I explained why I was eager to get this to work, however, the person I was in contact with wasn't very helpful.	Excellent	No		Average	Average	Neutral	Not Applicable	Needs Improvement	Convenient	Agree	Email	Family / Friends	Thank you for your hard work, and God Bless.	
10/27/2023 12:08	Submit Documents	Ollia-Laumua Hollister	No		Poor	No		Average	Poor	Neutral	Agree	Needs Improvement	Convenient	Agree	Email	Financial Aid Staff	Idk	
10/27/2023 12:32	parents tax 2021	Lorelei "Lola" Abilasa	No		Poor	No		Average	Excellent	Excellent	Unsatisfied	Disagree	Appealing	Convenient	Disagree	Email	Other	Smile
10/27/2023 15:37	Batch	Lorelei "Lola" Abilasa	Yes	no comment	Excellent	Yes	Excellent	Excellent	Excellent	Excellent	Satisfied	Agree	Appealing	Convenient	Agree	Walk-in	Financial Aid Staff	no comment
10/28/2023 14:32	Free Application for Federal Student Aid (FAFSA)	Ollia-Laumua Hollister	No		Excellent	No		Excellent	Excellent	Excellent	Satisfied	Agree	Appealing	Convenient	Agree	Walk-in	Financial Aid Staff	None
10/28/2023 18:07	Batch	Lorelei "Lola" Abilasa	No		Excellent	Yes	Excellent	Excellent	Excellent	Excellent	Satisfied	Agree	Appealing	Convenient	Agree	Email	Family / Friends	No Changes
10/29/2023 21:56	Federal Work-Study	Feldins "Mine" Lexu	Yes	The person in charge of serving us students, always ask for a reason why we're visiting the office. Sometimes, when we give out our exact reason why we're there, that person serving us chases us back stating that we are not supposed to be there and give out many other excuses. I believe that this is not a good way of serving people.	Average	No		Average	Average	Average	Satisfied	Agree	Appealing	Convenient	Agree	Email	Financial Aid Staff	Please serve with a smile & serve everyone equally.
10/30/2023 7:03	Verification	Lorelei "Lola" Abilasa	No		Average	No		Average	Excellent	Excellent	Neutral	Disagree	Appealing	Convenient	Agree	Email	Financial Aid Staff	None
10/30/2023 10:42	Verification	Tasi "Danielle" Lang	No		Excellent	Yes	Average	Excellent	Excellent	Excellent	Satisfied	Disagree	Needs Improvement	Convenient	Disagree	Email	Social Media	to please let us know when or how are we gonna get our financial aid because some of us don't know if we got our financial aid or not.

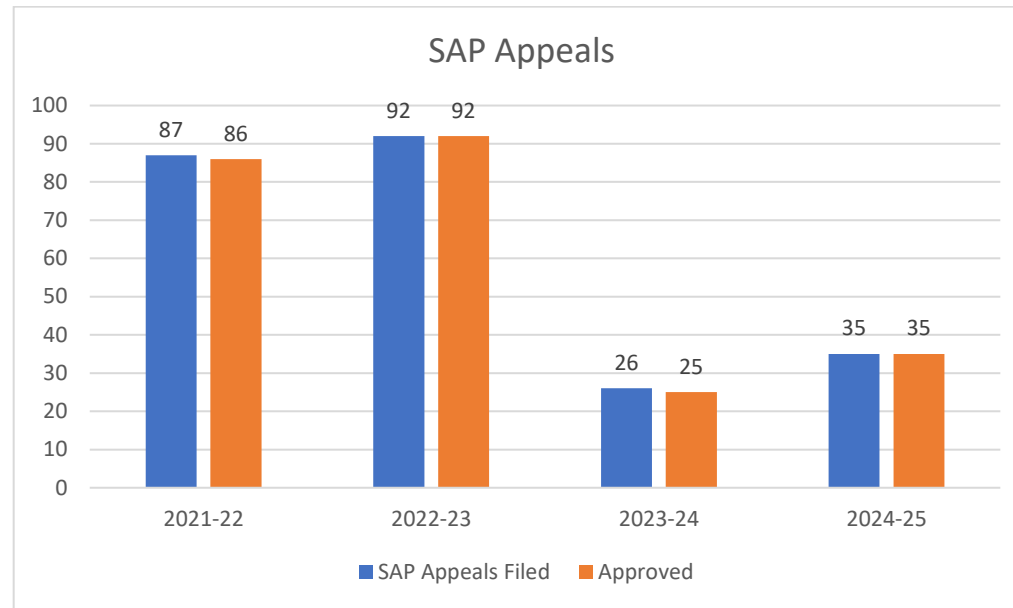
Timestamp	Email Address	How satisfied are you with your overall experience in the FWS program?	How would rate the communication between the Financial Aid Office and students regarding work-study opportunities?	How satisfied are you with the support and guidance provided by your work-study supervisor?	How satisfied are you with your work schedule and flexibility in balancing work with your academic commitments?	Does your work-study job relate to your field of study or major?	How beneficial do you find your work-study job in gaining skills relevant to your major or future career?	How closely does your work-study job align with your academic or professional goals?	How satisfied are you with the process of applying for and securing a Federal Work-Study position?	Do you feel the compensation from your work-study job is fair for the work you perform?	Would you recommend the Federal Work-Study program to other students?	What improvements, if any would you suggest for the Federal Work-Study program?
12/2/2024 10:24	a.tupua@amsamo.a.edu	5	Excellent	5	5	Strongly agree	Very beneficial	Very Closely	5	Strongly agree	Definitely	Nothing, your doing a excellent job for my perspective. Appreciate the hard work your office, and keep up the great work. Stay blessed and happy holidays.
12/2/2024 11:10	n.siona@amsamoa.edu	5	Good	5	4	Agree	Somewhat beneficial	Somewhat Closely	5	Agree	Definitely	Non
12/2/2024 11:23	a.mareko@amsamoa.edu	5	Excellent	5	5	Strongly agree	Very beneficial	Neutral	5	Strongly agree	Definitely	No improvement, just perfect
12/2/2024 11:29	l.takitaki@amsamo.a.edu	5	Good	5	5	Strongly agree	Very beneficial	Very Closely	5	Agree	Definitely	Flexible Work Options: Allow more remote or off-campus work opportunities to accommodate diverse schedules and needs.
12/2/2024 11:50	m.tuipala@amsamoa.edu	5	Excellent	5	5	Strongly agree	Very beneficial	Somewhat Closely	5	Strongly agree	Definitely	
12/2/2024 11:55	n.faleafa@amsamo.a.edu	5	Excellent	5	5	Agree	Somewhat beneficial	Somewhat Closely	5	Agree	Definitely	
12/2/2024 13:24	p.lauofo@amsamo.a.edu	4	Good	4	5	Strongly agree	Very beneficial	Very Closely	4	Strongly agree	Definitely	
12/3/2024 8:37	m.sagote2@amsamoa.edu	5	Good	5	5	Strongly Disagree	Somewhat beneficial	Neutral	5	Strongly agree	Definitely	Job relate to my major, please...I request to be in MIS instead if possible.
12/3/2024 9:04	h.tavale@amsamo.a.edu	5	Excellent	5	5	Strongly agree	Very beneficial	Very Closely	5	Strongly agree	Definitely	There is nothing to be improved
12/3/2024 13:19	t.williams3@amsamoa.edu	5	Fair	5	5	Neutral	Very beneficial	Very Closely	5	Strongly agree	Definitely	no improvements, everything is perfect and efficient in all the right ways.
12/4/2024 15:36	salavea.rosalia@gmail.com	5	Excellent	5	5	Strongly agree	Very beneficial	Very Closely	5	Agree	Definitely	
12/6/2024 9:15	t.fanene3@amsamoa.edu	4	Good	5	5	Agree	Somewhat beneficial	Somewhat Closely	4	Agree	Probably	
12/6/2024 9:19	c.roberts2@amsamoa.edu	4	Good	5	5	Strongly agree	Somewhat beneficial	Very Closely	4	Strongly agree	Definitely	
12/6/2024 9:21	roselive08@gmail.com	3	Fair	3	4	Agree	Somewhat beneficial	Neutral	4	Neutral	Probably	
12/6/2024 10:25	faateletoaititi1305@gmail.com	5	Fair	5	5	Strongly agree	Very beneficial	Very Closely	5	Strongly agree	Definitely	
12/6/2024 10:42	maxtautalaitaua@gmail.com	5	Good	5	5	Agree	Very beneficial	Very Closely	5	Agree	Definitely	prolly provide more welcoming environment to the students who are willing to work and apply equality and fairness between students.
12/16/2024 8:57	shakiel.alava@gmail.com	5	Excellent	5	5	Strongly Disagree	Very beneficial	Very Closely	5	Strongly agree	Definitely	Nothing! It's perfect!

- Service Log - number of students served at the window, workshops and financial aid applications processed
- Financial Aid Disbursement Records - total Grants disbursed, number of students awarded, FWS placements
- Retention and Persistence Rates of financial aid recipients vs. non-recipients



- Satisfactory Academic Progress (SAP) Reports — data showing how many students meet SAP requirements after receiving financial aid

- Appeal Success Rates — how many financial aid appeals were filed and approved



- Workshops and Outreach Logs — attendance data for financial literacy workshops, FAFSA nights, etc.

○ **HOW CAN YOU ACCOUNT FOR THE SERVICES DOSS PROVIDES AND THE OUTCOMES OF THESE SERVICES?**

- Annual Program Reviews



**AMERICAN SAMOA
COMMUNITY COLLEGE**

**2024 Divisional Program Review
Financial Aid Office**

AMERICAN SAMOA COMMUNITY COLLEGE



American Samoa Community College
Institutional Effectiveness & Advancement Division

2024 Program Review Action Plan Template

This template is used to document action plans as a closure of the Program Review process. These questions are to be completed after the department has reviewed its Program Review Summary.

1. What would you identify as priorities for your program as a result of your Program Review?

- Improve student access and outreach by increasing awareness of financial aid opportunities by strengthening marketing and communication strategies (social media, workshops, community outreach).
- Streamline application and processing times by reviewing and updating processes to reduce delays in application reviews and award notifications.
- Enhance customer service by utilizing student satisfaction surveys to gather feedback and address concerns.
- Increase financial literacy programs by offering workshops and online resources to help students understand loans, budgeting, repayment, and avoiding debt.
- Strengthen compliance and reporting to ensure operations align with federal, state, and institutional regulations.
- Regularly audit files and processes to maintain accuracy and eligibility verification.
- Improve data tracking and assessment by utilizing data to identify trends in student aid usage, award amounts, default rates, and service gaps.

2. How do these priorities align with your department's mission and outcomes?

Each priority contributes directly or indirectly to;

- Ensuring access to higher education.
- Supporting student success and retention.
- Providing financial literacy and guidance.
- Maintaining compliance and equitable fund delivery.
- Improving operational efficiency and service quality.

Please see next page.

3. How can your department address these priorities?

By focusing on process improvements, community engagement, professional development and data-driven decision-making. Please see next page.

- Measuring service impact through student satisfaction survey & FWS Surveys
 - Tracking participation through logs of students seen at the financial aid service window.
 - Mapping financial aid service to outcomes: Financial aid outreach/advising → FAFSA completion → Awarded → Retention/Persistence gains.
 - Collaboration with interdepartmental efforts
- **WHAT MECHANISMS ACCOUNT FOR MILESTONE ACHIEVEMENTS ON THE PATHWAYS TO STUDENT SUCCESS?**
- Placement – FAFSA completion rates
 - Developmental – Data on Pell recipients enrolled in developmental courses
 - Gateway – Data on Pell recipients enrolled in gateway courses
 - Program – Monitor SAP and award based on enrollment
 - Graduation – Aid recipients vs non-recipients and financial literacy outreach participation
 - Transfer – number of aid recipients transferring to other Institutions of Higher Learning

LIBRARY

MISSION/PURPOSE

American Samoa Community College Library, the (LRC) Learning Resource Center, is a center where educational information resources are provided for the lifelong learning needs of the total college population and these are bibliographical, physical and intellectual.

Examples of Collaborative Efforts

- Assist students with research and accessing information for assignments and coursework.
- Provide access to library resources, including computers, materials, and databases, to support student learning.
- Collaborate with faculty by providing materials that meet the curricular needs of the college.
- Offer library tours and orientations to students and faculty.
- Provide a comfortable study environment for students and community members.
- Participate in the American Samoa Library Consortium to allow patrons to view collections of other libraries.

In-Service Training/Workshops

- DOSS Annual Training/Conference
- Faculty Orientation
- Leadership Training
- Evacuation Chair Training
- EBSCO Host Database Training

Key Functions and Services Provided by the Library

- Circulation Desk Services:
 - Check out materials.
 - Issues new library cards.
 - Collects payments for fines, computer print outs and copy machine.
 - Provide access to laptops and Chromebooks for checkout.
- Reference Desk Services:
 - Assist patrons in acquiring resources.
 - Provides computer usage for assignments, research, email, typing, Moodle, and printing.
 - Offer access to the OPAC (Online Public Access Catalog).
- Special Collections:
 - Maintain a Special Collection for Samoan and Pacific Islands materials.
 - Archive Samoan newspapers, Pacific journals, and ASCC newsletters.
- General Collection:
 - Provides access to General Collection materials and computers.
 - Provides computer usage for assignments, research, email, typing, Moodle, and printing.
 - Provides access to Newspaper collection

- Education Resource Center:
 - Provide computer usage for assignments and typing.
- Colleague/Datatel within the Library
 - Post and update holds on patrons with fines
- Other Services:
 - Color printing.
 - Extended hours.
 - Tours for students and faculty.
 - Student and Faculty user surveys.
 - Assist courses with space to hold class sessions when needed.

Goals and Objectives

- Provide reading materials to assist students with research.
- Enable students to check out library laptops.
- Provide a comfortable environment for studying and research.
- Provide technology for student use.
- Archive Samoan newspapers and ASCC publications.

Department Strengths

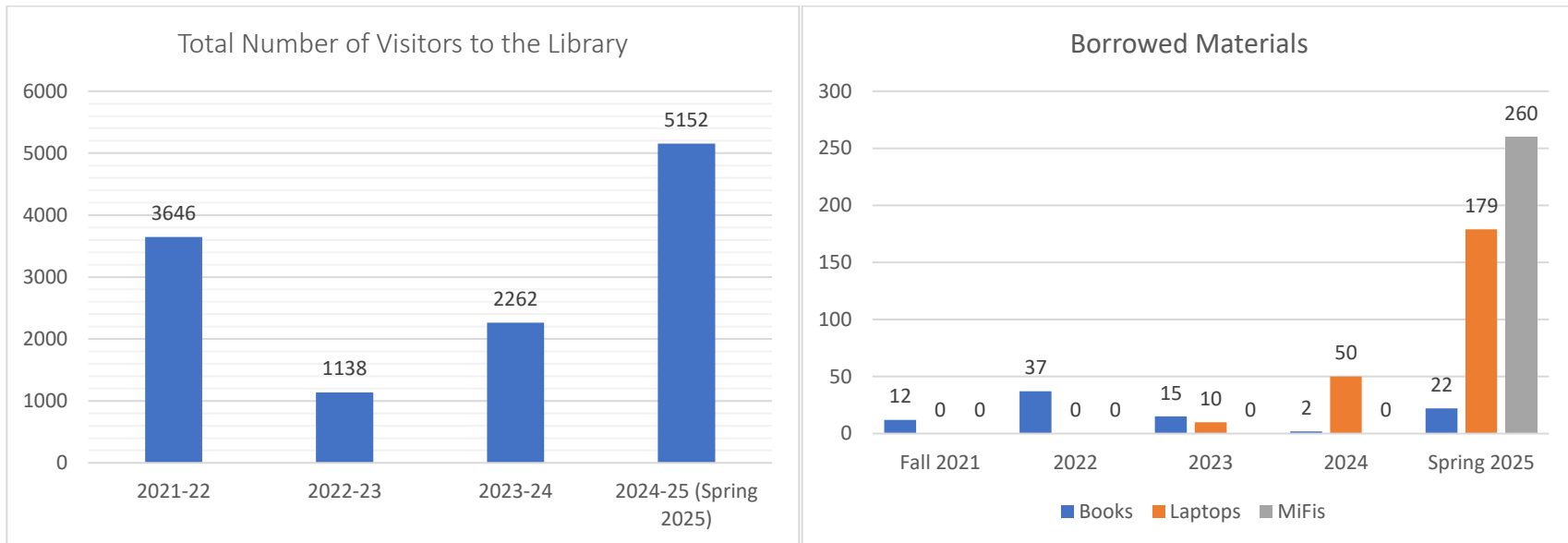
- Library Staff are always available to assist patrons (i.e., faculty, staff, students, and community members).
- Library provides a variety of materials and resources including Laptops and MiFi's for checkout and in house use.
- All library staff members are able to work at any workstation in the library.

Areas Needing Improvement

- Provide more opportunities for professional development in the Library.
- Funds to acquire updated resources (books, textbooks, software, etc.).
- Facility Expansion

Total Number of Visitors to the Library

2021-22	2022-23	2023-24	2024-25 (Spring 2025)
3646	1138	2262	5152



Borrowed Materials

	2021(Fall 2021)	2022	2023	2024	2025 (Spring 2025)
Books	12	37	15	4	22
Laptops			10	50	179
MiFi's					260
Totals	12	37	35	54	461

RECORDS

MISSION/PURPOSE

The Records Office, through a commitment and collaboration with instruction and other student service areas, provides continuous exemplary service to students, staff, and administration while upholding the College's policies and procedures. The Records Office is committed to protecting and maintaining the student's academic record.

The Records Office is dedicated to the College's mission to "provide quality service." We strive to provide exceptional service and academic information to our constituents (i.e., prospective/current/former students, faculty and staff members, and community members).

Examples of collaborative efforts are listed below:

- Assisted with self-service implementation of and training for students and advisors.
- Maintain a professional relationship with office staff members and constituents (i.e., current/former students, faculty, and staff).
- Assist students with their academic records as they progress toward their educational goals.
- Provide training on Advising to faculty and staff members.
- Participate in and assist with the registration process.
 - 100% manual process; 0% Self-Service
- Serve as a resource for academic regulations, policies, and procedures.
- Provide information related to academic records to students, faculty, staff, and advisors.

Department-Specific Professional Development Opportunities Offered/Provided by the Department:

Staff members of the Records Office attend campus, federal, and national professional organization meetings, workshops, and conferences. Attendance and participation are important to keep up to date with regulations, best practices, technology, and changes, as well as to have the opportunity to network with other colleagues within the profession.

In-Service Training/Workshops

- DOSS Annual Training/Conference
- Faculty Orientation
- Leadership Training

Professional Organizations (memberships)

- **AACRAO** – American Association of Collegiate Registrars and Admissions Officers
- **PACRAO** – Pacific Association of Collegiate Registrars and Admissions Officers
- **WAVES** – Western Association of Veterans Education Specialists

Ongoing staff training occurs as needed with the office with various software especially Colleague/Datatel. Staff members complete FERPA training.

Key Functions, Processes, and Services Provided by the Records Office:

The Records Office has several distinct functions not encapsulated by the department title. The Records Office is comprised of several specific units with different functional roles. These units are:

4. Registration
 - Assistance to students, faculty, and advisors (faculty/staff)
 - Process schedule changes (add/drops/withdrawals)
 - Provide advising to students
5. Academic Records
 - Transcripts
 - Academic programs
 - Grades, academic renewal
 - Records/Document management
 - Confidentiality of student academic records
6. Academic Calendar
 - Assist the Office of the Dean of Academic Affairs
7. Degree Audit (maintenance and updates)
8. Graduation
 - Degree and Certificate Program Evaluations
 - Course substitutions
 - Degree and Certificate deficiencies
 - Posting of credentials to academic records
6. Verify and Certify Eligibility (Veterans Affairs)
7. Course Roster Certification (Census)
8. Faculty and Instructional Support
1. Student Data and Follow-Up
2. Colleague/Datatel within the Records Office
 - Test new upgrades to existing technologies
 - Identify and report problems with SIS
 - Ensure functionality of the system from Records Office staff
3. Academic Probations, suspensions
4. Verify and certify graduates
5. FERPA (Family Educational Rights and Privacy Act)

6. Veterans Affairs (VA)
7. Transcripts (Incoming and Outgoing)
 - Post evaluated credit to student academic records (external coursework, AP exams, Prior Learning Credit, and Credit by Exam).
8. IPEDS
 - Complete Fall Enrollment, Completions, 12-month Enrollment, Graduation Rates, and Outcome Measures Surveys

Goals and Objectives of the Records Office:

- Performance Objectives (Assessment)
 - Administer an efficient registration to deliver the College's curriculum according to its policies and regulations.
 - Ensure the College maintains accurate academic personal and enrollment records for its entire student population, both past and present, and provide access to data derived from these records only when appropriate.
- Completed Goals
 - Processed all course registrations.
- Current Goals
 - Implement electronic certification (census) roster in Self-Service.
 - Update the Records module in the Colleague system.
 - Develop a Student Services assessment survey for the Records Office.
- Long-term Goals
 - Streamline processes (i.e., paperless, electronic signatures, etc.).
 - Determine additional options for professional development (online or in-person) for all staff members.
 - Enhance electronic communication utilizing communications management via Colleague/Datatel.
 - Research academic records (data mining) for potential graduates and notify students of options for completing a degree or certificate.

Department Strengths:

The Records Office's strength lies in the staff's knowledge, skills, and commitment. We have nearly 30 years of college experience. Individually and department staff members are committed to providing a range of services to students, as well as assisting faculty and staff members from other areas. All members monitor office practices and recommend changes and corrective actions as needed.

Other strengths include:

- Good customer service – courteous and helpful.
- Support the campus community (i.e., faculty, staff, students).

- Provide information and service to parents and community members regarding enrollment verifications, registration, records, transcripts, etc.
- Good attitude and sense of humor in the workplace.
- Friendliness of staff.

Areas Needing Improvement:

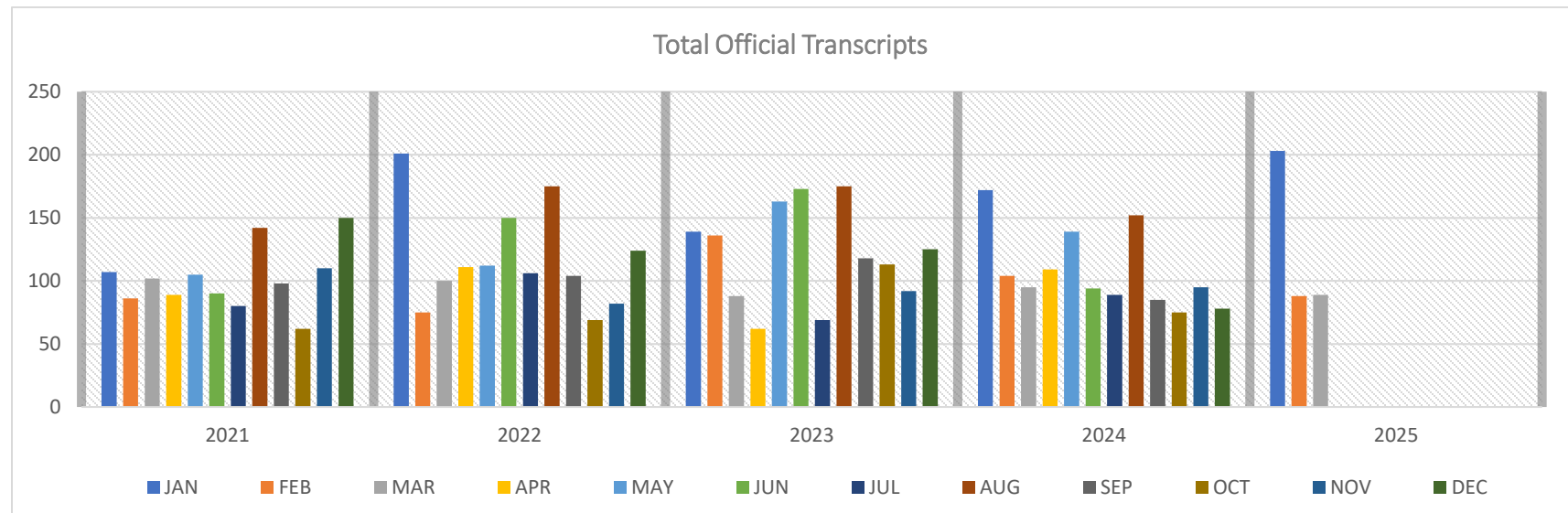
- Training Opportunities
 - Determine specific training needed for each staff member, as well as training for the team.
 - Potential training may include records management, Colleague/Datatel training updates, and regulations related to postsecondary education.
- Improve Critical Thinking Skills
 - Evaluate work to determine ways to improve quality and efficiency.
 - Develop foresight by determining outcomes of a records-related process.

Summary of Official Transcripts Processed (In-House)

- In-house service
- A student requests an official/unofficial transcript in person through the following steps:
 - Completes a transcript request form.
 - Clears any college financial obligations with the Finance Office.
 - Submits appropriate payment (per request) to process transcript.
- The Records Office completes the following steps:
 - Processes the official transcript using Colleague/Datatel.
 - Prints the official/unofficial transcript on secure transcript paper.
 - Prepares the official/unofficial transcript for mailing or pick up.
 - Sends the official/unofficial transcript through U.S. mail.

- Between 2021 and 2025,

	2021	2022	2023	2024	2025
JANUARY	107	201	139	172	203
FEBRUARY	86	75	136	104	88
MARCH	102	100	88	95	89
APRIL	89	111	62	109	
MAY	105	112	163	139	
JUNE	90	150	173	94	
JULY	80	106	69	89	
AUGUST	142	175	175	152	
SEPTEMBER	98	104	118	85	
OCTOBER	62	69	113	75	
NOVEMBER	110	82	92	95	
DECEMBER	150	124	125	78	
ANNUAL TOTALS	1221	1409	1453	1287	380



Between March 2024 and March 2025, the number of indicated institutions for off-island transcript requests:

Alaska University	1
American InterContinental University	5
American Military University	5
Andrews University	1
Arizona State University	9
Big Bend Community College	1
Brigham Young University Hawaii	3
BYU Idaho (Pathway)	2
Capella University	1
Central Washington University (Des Moines)	1
Citadel Graduate College	1
Collin College	1
Colorado Technical University	2
Columbia Southern University	2
CPA Examination Services	1
Doane University	1
Eastern New Mexico University	1
Eastern Western University	2
El Paso Community College	1
Embry-Riddle Aeronautical University	1
Florida Agricultural and Mechanical University	1
Fort Hays State University	2
Franklin University	1
George Mason University	1
Grand Canyon University	5
Green River Community College	1
Harvard T.H Chan (School of Public Health)	1
Hawaii Pacific University	1

Seattle University	1
Seminole State College Athletics	1
South Puget Sound Community College	1
South University	7
Southern Community College	1
Southern New Hampshire University	10
Southern Oregon University	8
Southern Utah University	4
Sparta College	1
Texas A & M University Central Texas	1
Thomas Edison State University	1
Trinity Law School	1
Union Adventist University	4
University of Alaska Anchorage	1
University of Alaska Fairbanks	1
University of Arizona	2
University of Arizona Global Campus	1
University of Arizona Global Campus	1
University of California - Irvine	1
University of Hawaii @Hilo	5
University of Hawaii @Manoa	24
University of Hawaii @West Oahu	5
University of Hawaii at Leeward	1
University of Illinois Chicago	1
University of Kentucky	1
University of Maine - Fort Kent	1
University of Maine- Puenque- Isle	1
University of Maryland Global Campus	9

Institute: Honolulu Community College	1
Liberty University	5
Los Medanos College	1
Louisiana State University of Alexandria	1
Mesa Community College	1
Mississippi State University	1
Mt. San Jacinto College	1
Naval Postgraduate School	3
Northwest University	2
Oakland University	2
Oceania University of Medicine	1
Oklahoma City College	1
Oklahoma City Community College	3
Pacific Horizon School	2
Pacific Lutheran University	3
Park University	1
Pennsylvania College of Technology	2
Redwood City School District	1
Sacramento City College	1
Salt Lake Community College	1
San Antonio College	1
Schools of Public Health Application Service	1

University of Nebraska Omaha	1
University of Nebraska, Lincoln	1
University of Nevada, Las Vegas	1
University of North Texas	1
University of Phoenix	23
University of Puget Sound	1
University of Texas at San Antonio	2
University of Texas of Tyler	1
University of Utah Tech	1
University of Virginia	1
University of Washington	1
Utah Tech University	4
Utah Valley University	1
Valor Christian College	1
Villa Maria College	1
Virginia Common Wealth University	1
Walden University	3
Washington State University	5
Wayland Baptist University at American Samoa	13
Wayland Baptist University at Hawaii	2
Weber State University	1
Western Governors University	24
Yale University - Law School	1
TOTAL TRANSCRIPTS REQUESTS:	91

STUDENT GOVERNMENT ASSOCIATION (SGA)

MISSION/PURPOSE

The Student Government Association, through a commitment and collaboration with instruction and other student service areas, provides 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 with scheduled dates.

The Student Government Association is dedicated to the College's mission to "provide quality service." We strive to provide exceptional service and activities to our constituents (i.e., prospective/current/former students, faculty and staff members, and community members).

Examples of collaborative efforts are listed below:

- Host College Visit Days on campus with other academic and DOSS departments (admissions, financial aid, counseling services, library and student support and learning services).
- Maintain a professional relationship with office staff members and constituents through email communication, social media posts and on campus printed materials.
- Host career fairs each semester to cater to the future employment or internship needs of our students, faculty and staff. Providing local American Samoa Government agencies, private and non-profit organizations to participate.
- Host Miss American Samoa Community College Scholarship Pageant to reward students with academic scholarships while also including local MASI organizations and businesses to collaborate.
- Host Gubernatorial and Congressional Forums open to campus community members as well as local community
- Participate in and assist with the registration process through providing Student Identification Cards (all students, faculty and staff, including Dual Enrollment students and AELEL students)
- Collaboration with 11 student-led clubs throughout the semester on different organized events.

Department-Specific Professional Development Opportunities Offered/Provided by the Department:

Student Government Association Coordinator attends campus professional organization meetings, workshops, and conferences.

Attendance and participation are important to keep up to date with regulations, best practices, technology, and changes, as well as to have the opportunity to network with other colleagues within the profession.

In-Service Training/Workshops

- DOSS Annual Training/Conference
- Faculty Orientation

Professional Organizations (memberships)

- ASGA – American Student Government Association

Key Functions, Processes, and Services Provided by the Records Office:

The Student Government Association has several distinct functions not encapsulated by the department title. The Student Government Association comprises several specific units with different functional roles. These units are:

1. Registration
 - Assistance to students, faculty, and advisors (faculty/staff)
 - Provide Students, Faculty and Staff Identification Cards
2. Create the SGA Calendar of activities/events for approval and distribution
3. Graduation: Support Graduation Banquet and Ceremony
4. Host elections each semester open to all students to elect new officers and freshmen and sophomore representatives.
5. Update and maintain the student handbook annually.

Goals and Objectives of the Records Office:

- Performance Objectives (Assessment): coordinate and facilitate a diverse array of events throughout the semester to provide student clubs and the general student body with student life events.
 - Completed Goals: successfully completed events each semester.
 - Current Goals: continue to develop goals and objectives for each semester of events.
 - Long-term Goals
 - Streamline processes (i.e., paperless, electronic signatures, etc.).
 - Determine additional options for professional development (online or in-person) for all staff members.
 - Enhance electronic communication utilizing digital social media and printed materials.

Department Strengths:

The Student Government Association's strength lies in the student servant leadership, skills, and commitment. SGA Coordinator and student members are committed to providing a range of services to our general student population, as well as faculty and staff members from other areas to further develop academic and leadership skills. All members monitor office practices and recommend changes and corrective actions as needed through documentation from the secretary and treasurer.

Other strengths include:

- Good customer service – courteous and helpful
- Support the campus community (i.e., faculty, staff, students)
- Provide a semester's worth of scheduled events for the campus community to attend and participate in
- Good attitude and sense of humor in the workplace
- Friendliness of staff

- Provide students with a career fair to allow them to seek out potential career, internship and paid opportunities in the American Samoa Government, private and non-profit sectors.
- Re-establishing the Miss ASCC Scholarship Pageant to provide scholarships and further development of the Miss ASCC as a student ambassador and face of the college.

Areas Needing Improvement:

- Increasing participation with events catering to the general student population and not only official student led clubs.
- On campus facilities to host more intramural sporting and cultural events.
 - No gym, no field - outdoor facilities
- Increased budget to provide more innovative events.
- Budget for travel to conference and team building activities.

STUDENT SUPPORT AND LEARNING SERVICES (SSLS)

MISSION/PURPOSE

To support the educational pursuits of all students attending ASCC through an active concern for high-quality services, student access, learning, progress, and success.

The Student Support and Learning Services (SSLS) supports the college's academic mission by providing free tutoring and computer services to assist all ASCC students with their academic needs. SSLS provides consultation, scheduling, and tutorial services for the diverse populations of educationally underserved, challenged, traditional, or non-traditional students to achieve their educational goals.

Tutoring: To enhance students' learning and develop effective study habits, the tutoring program provides instructional support to all ASCC students. The Tutorial Services offer tutorial assistance in mathematics and writing to improve and increase students' chances of succeeding in their general education courses. Services are available for walk-ins, appointments, referrals, and one-on-one assistance and/or small group sessions.

Student Computer Lab (SCL): The Student Computer Lab provides computer usage and printing assistance for ASCC students. The SCL provides opportunities for students to research online information and provides online access to academic services. In addition, the SCL provides access to direct guidance from lab assistants.

Comprehensive Student Support and Services Provided by SSLS

- ≠ SSLS supports the academic mission of ASCC by promoting access, learning, and student success.
- ≠ Provides free tutoring and computer services to help students achieve their academic goals.

Passing Rate	
Academic Year	Overall Data
2021-22	90%
2022-23	93%
2023-24	89%
2024-Present	85%

- ≠ Offers tutorial support in Math and English through appointments, walk-ins, referrals, sit-ins, and online sessions.
- ≠ Conducts monthly outreach programs to engage and support students in their academics.
 - In class
 - Informational booths
 - Meet and greet (Admission and Student Government Association activities)
 - Faculty and Student Orientation
 - Admission and Financial Aid Night
 - Placement Test period
 - Refer to surveys at the end of Student Support and Learning Services (SSLS) report.
- ≠ Provides assistance with college and scholarship applications, ASVAB preparation, SAP appeals, SAT preparation for dual enrollment students, and financial aid support.
- ≠ Supports students with disabilities both in the classroom and in the office.
 - In the last five years, there was only one student requesting assistance from SSLS. In collaboration with the Counseling Services, the student received tutoring for Math and have passed.
- ≠ Serves a wide range of students, including recent graduates, working adults, and those needing extra academic support.

- € Encourages the development of effective study habits and independent learning.
- € Staff go beyond assigned duties by supporting graduation events, decorating, and helping with student activities.
- € Collaborates with faculty and advisors to guide students through academic policies and the registration process.
- € Committed to comprehensive, student-centered support that helps all students succeed.

Department-Specific Professional Development Opportunities Offered/Provided by the Department:

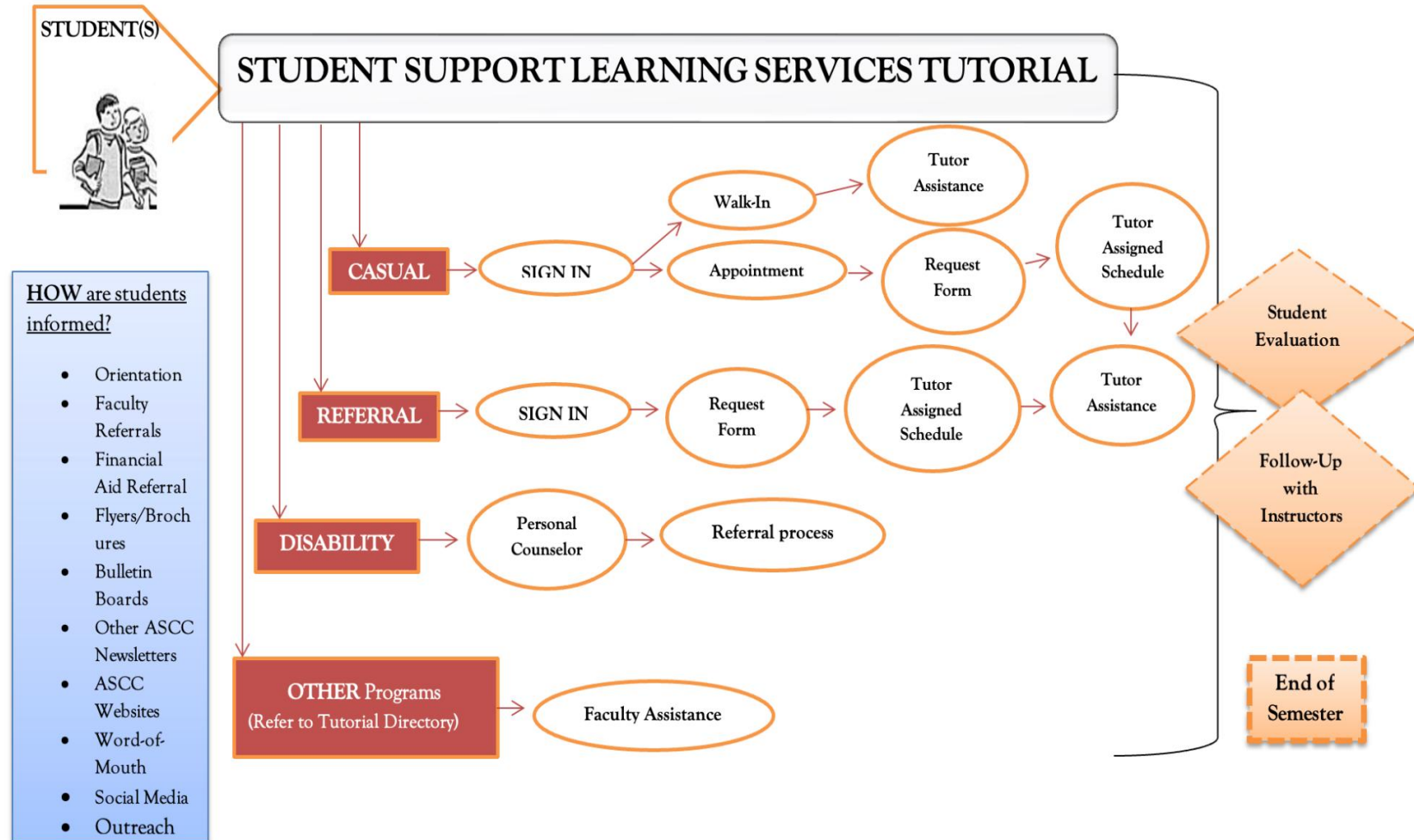
SSLS staff actively participate in campus professional development meetings, workshops, conferences, and training sessions facilitated by the Manager. This ongoing participation is essential for maintaining effective support services and staying informed about best practices in student success.

In-Service Training/Workshops

- € DOSS Annual Training/Conference
- € Faculty Orientation
- € Monthly training sessions conducted by the Manager

Key Functions, processes, and services provided by the Student Support & Learning Services:

Comprehensive Tutorial Process



Comprehensive End-of-Semester Process

☒ Data Compilation and Coordination

- ☒ Compile and review student data, including names and course enrollment records.
- ☒ Collaborate with the Records Office to verify and record Pass (P) or No Pass (NP) grades.

☒ Follow-Up with Students Receiving NP Grades

- ☒ Identify students who have received an NP grade and initiate follow-up communications.
- ☒ If the student is retaking the course, offer enrollment in tutoring services to support their academic improvement.

☒ Encouragement for Returning Students

- ☒ For students who have not re-enrolled, send a follow-up email encouraging them to return to school.
- ☒ Reinforce the availability of support services and assure them that SSLS is committed to assisting them in achieving academic success.

Goals and Objectives of the Student Support & Learning Services:

- ☒ Assist students in becoming independent learners.
- ☒ Identify the student's areas of concern.
- ☒ Refer students to effective study skills and techniques
- ☒ Help students reach a higher level of competence in particular subject areas.
- ☒ Encourage students to become active participants in the learning process.
- ☒ Aid in developing a positive approach toward learning.
- ☒ Provide a supportive and encouraging environment for students to learn independently.

Completed Goals:

- ☒ Helped students become independent learners.
- ☒ Identified and addressed areas of concern.
- ☒ Assisted students with SAP appeals and financial aid applications
- ☒ Provided effective study techniques and resources.
- ☒ Enhanced competence in specific subjects.
- ☒ Encouraged active learning and participation.
- ☒ Created a positive approach to learning.

- ⌘ Created a supportive and encouraging environment.
- ⌘ Offered practice opportunities to reinforce learning.
- ⌘ Improved academic performance and grades.
- ⌘ Clarified and applied instructor feedback.

Current Goals:

- ⌘ Increase student utilization of tutorial services.
- ⌘ To support students in completing their courses by providing focused academic assistance, reinforcing study skills, and addressing individual learning needs to ensure academic success.
- ⌘ Enhance outreach to encourage more students to seek assistance.
- ⌘ Continue to improve the effectiveness of tutoring strategies.

Long-term Goals:

- ⌘ Expand services to Lab 15 for wider access and support.
- ⌘ Private rooms/areas for tutorial sessions
- ⌘ Provide Disability Training for Tutors: Offer specialized training for tutors to better support students with disabilities, ensuring they are equipped with the necessary skills and knowledge to accommodate diverse learning needs and provide effective, accessible tutoring services.

Department Strengths:

1. Offers free one-on-one and group tutoring in key subject areas including math, writing, and general education courses.
2. Provides walk-in, appointment-based, sit-in, and online tutorial services to accommodate student schedules and learning styles.
3. Assists a wide range of students
4. Dedicated Staff and Peer Tutors: Staff and peer tutors are trained, academically qualified, and committed to student success.
5. Active Campus Engagement: Conducts monthly outreach activities and participates in student-related events and ceremonies such as graduations.
6. Supports student learning with computer lab access and digital tools, and is working to expand online tutorial platforms.

7. Assists with college, financial aid application, scholarships, ASVAB, and SAT prep, and offers guidance for dual enrollment students.
8. We are young and able, we work collaboratively with different departments and not only limited to Financial aid with SAP appeals.
9. Maintains partnerships with faculty and departments to ensure aligned academic support.

Areas needing improvement:

1. Enhanced Online Tutorial Services

Expand and improve virtual learning support to accommodate remote or tech-savvy learners.

2. Increased Student Awareness and Engagement

Strengthen outreach so more students know about and utilize available services.

3. Data Tracking and Outcome Assessment

Develop stronger tools to track student usage and measure the effectiveness of tutoring services.

4. Training for students with differing needs

Provide ongoing professional development for tutors in supporting students with disabilities and varying learning styles.

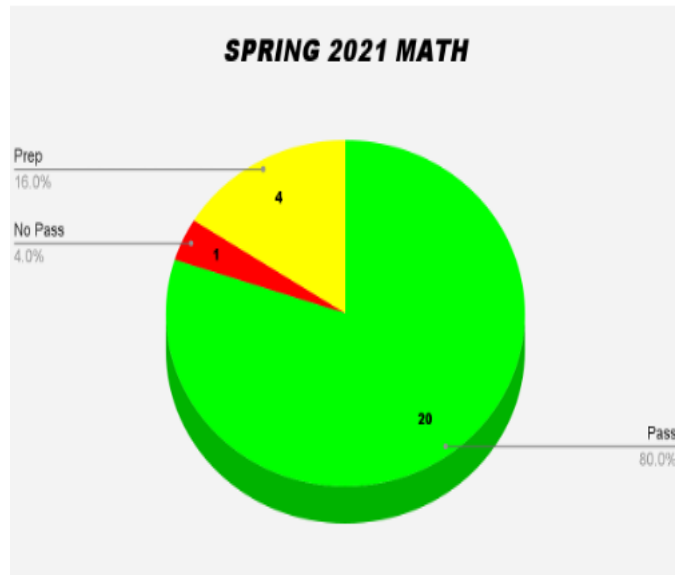
5. Space and Resource Upgrades

Improve physical spaces for a more comfortable and functional learning environment.

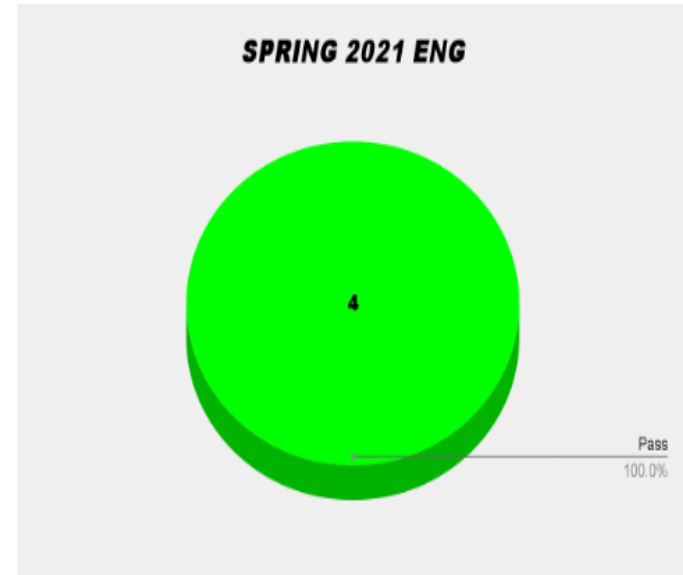
Overview of Service Data (2021-2024)

Chart Interpretation:

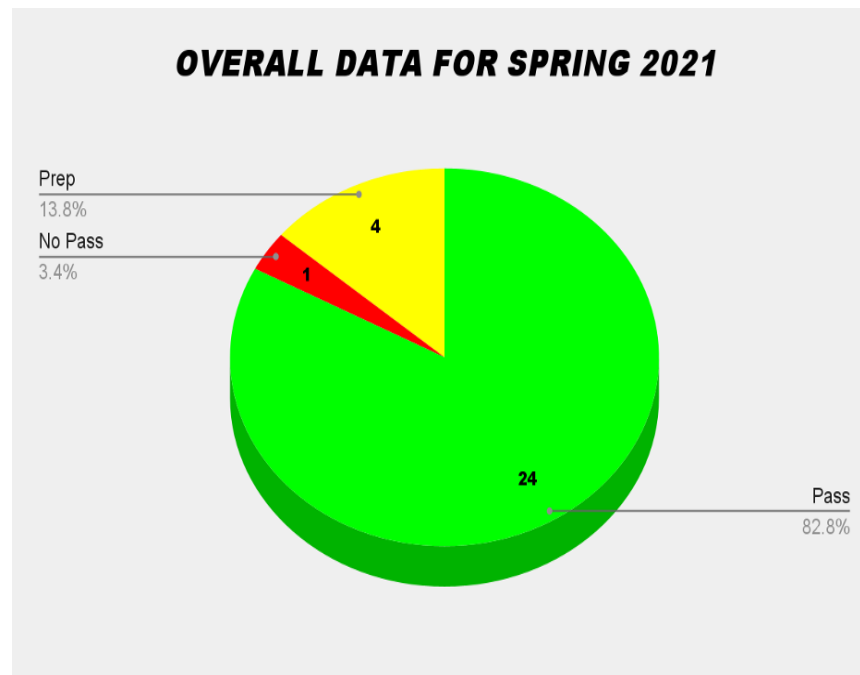
In the pie chart, the green segment represents the percentage of students who successfully passed their courses with the support of our tutorial services. The red segment reflects the percentage of students who did not pass despite receiving assistance. The yellow segment indicates students who received academic preparation through SSLS for upcoming coursework, ASVAB readiness, SAT preparation for dual enrollment students, and support with college and scholarship applications.

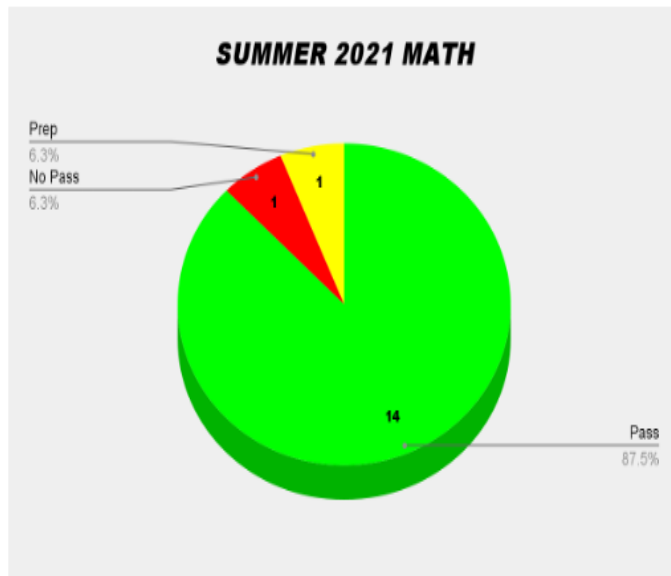


57 sessions were conducted for Math Tutorials

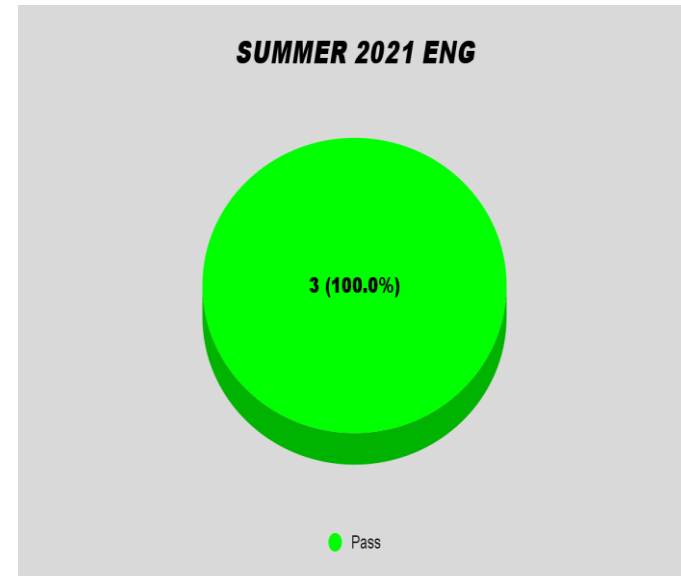


32 sessions were conducted for English Tutorials

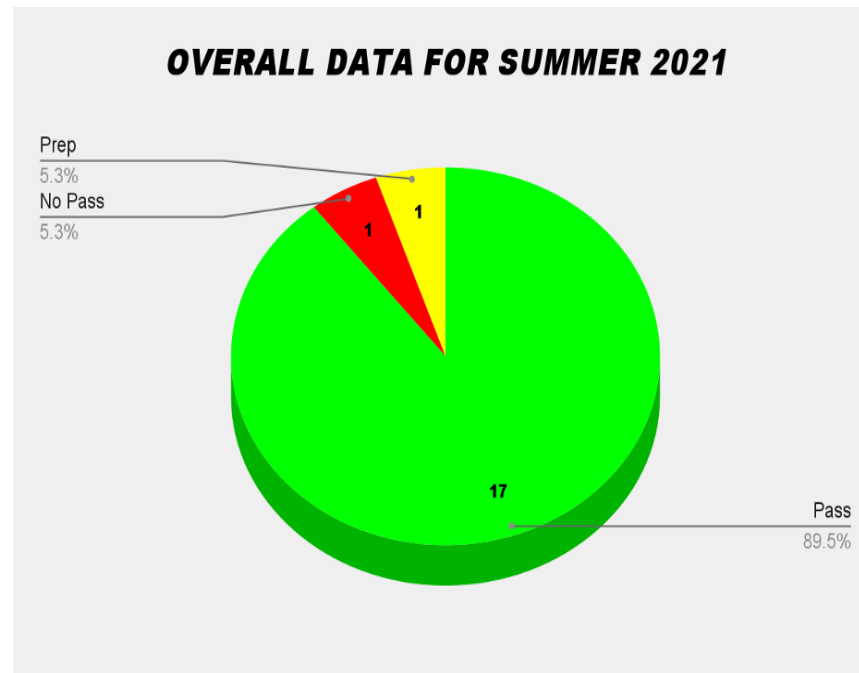


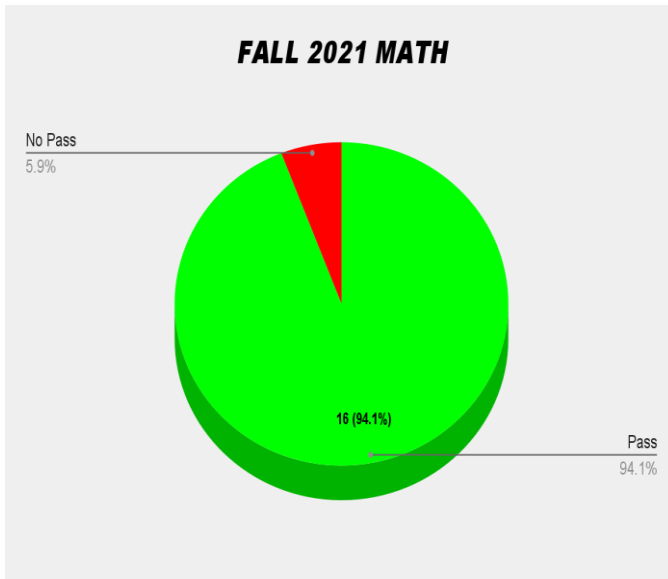


36 sessions have been conducted for Math Tutorials

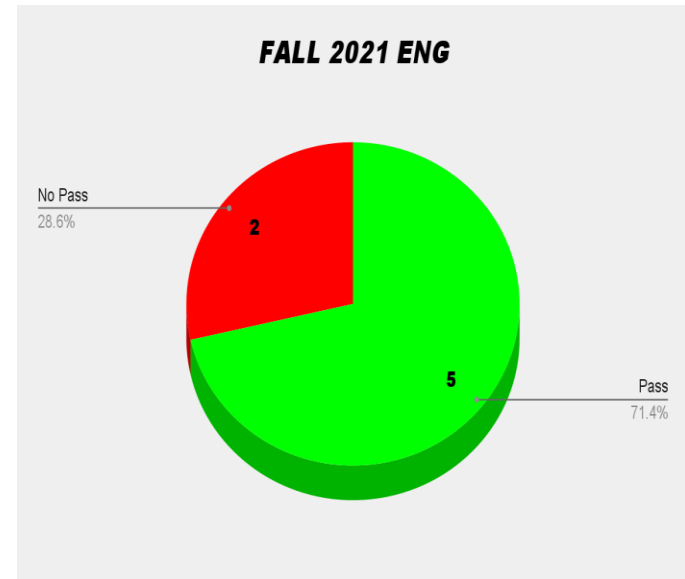


4 sessions were conducted for English Tutorials

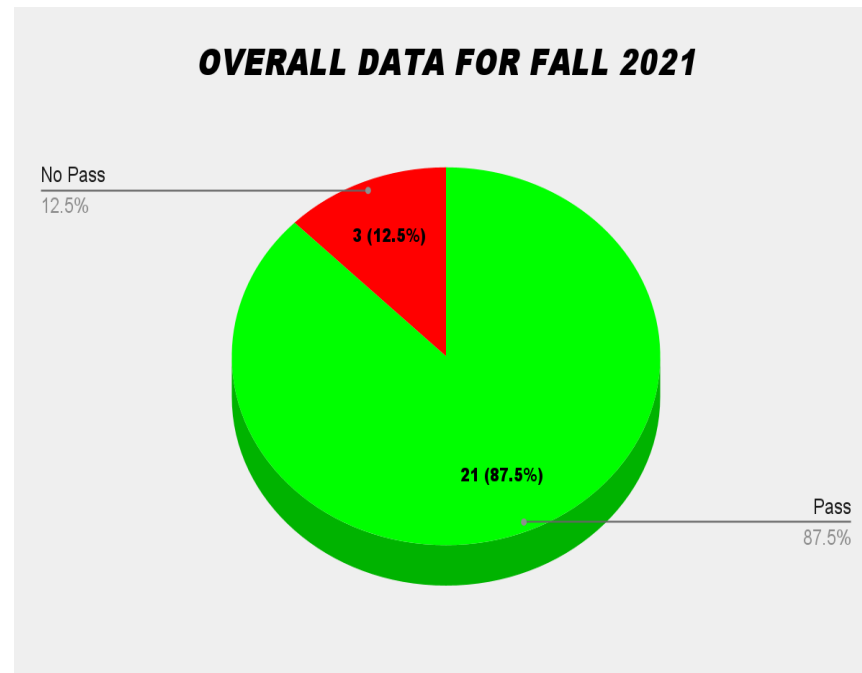


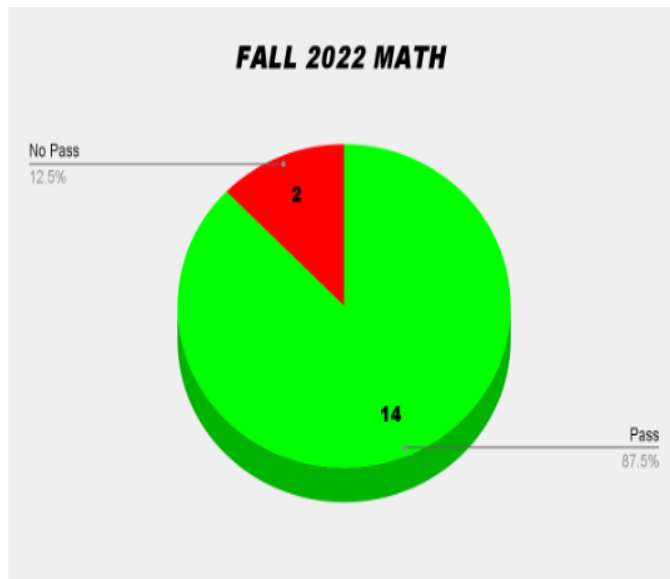


70 sessions have been conducted for Math Tutorials

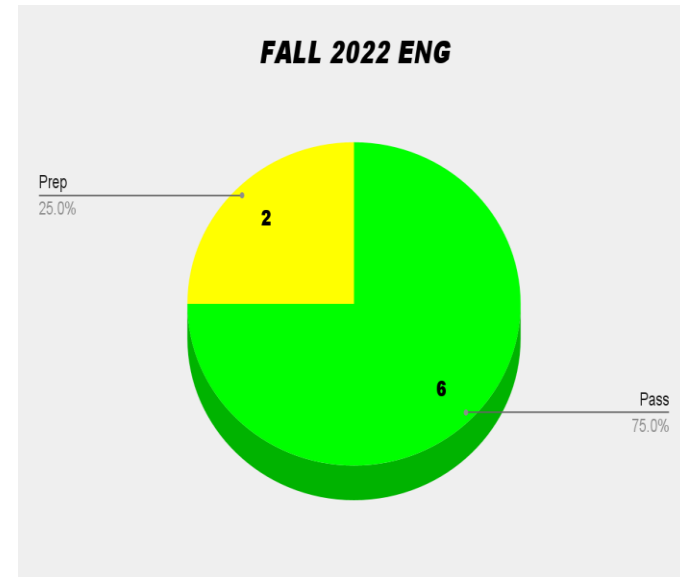


21 sessions were conducted for English Tutorials

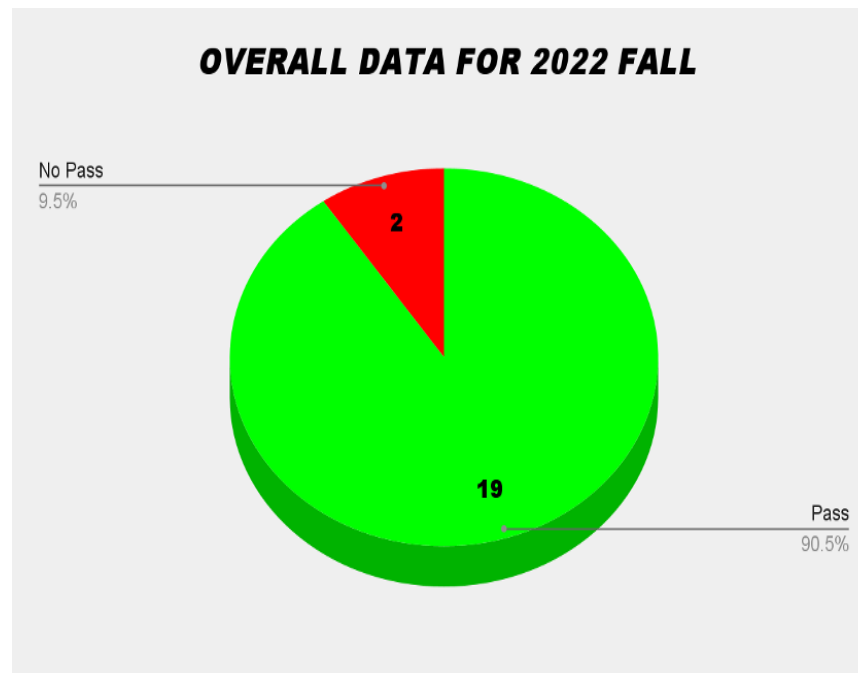


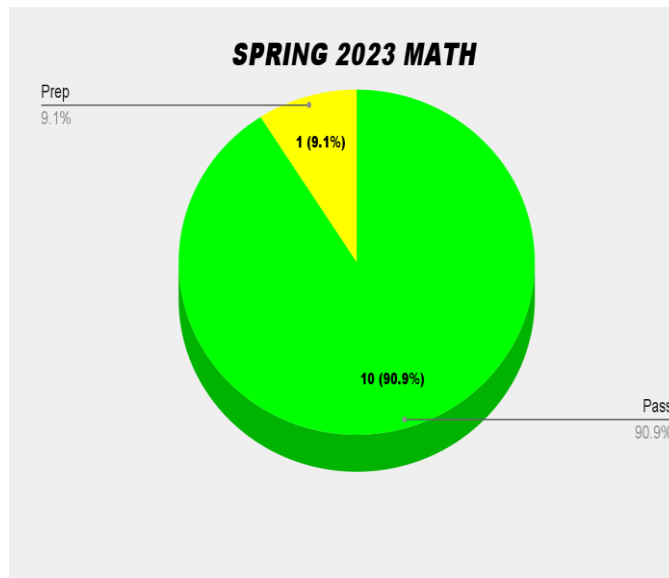


33 sessions have been conducted for Math Tutorials

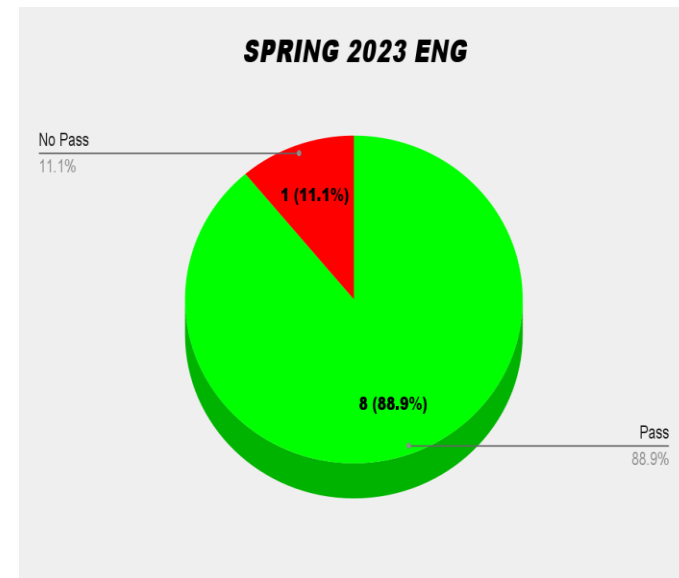


46 sessions were conducted for English Tutorials

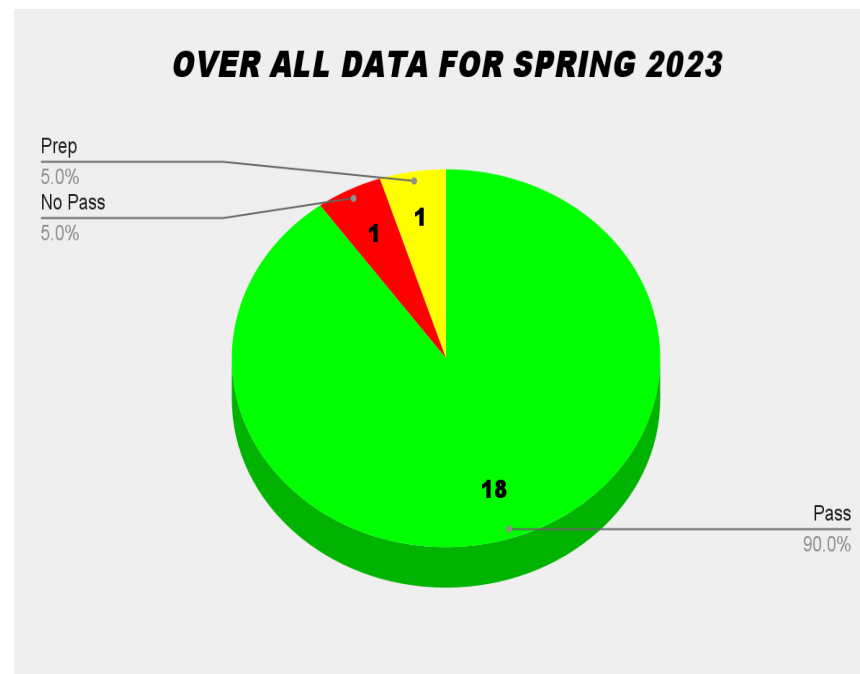


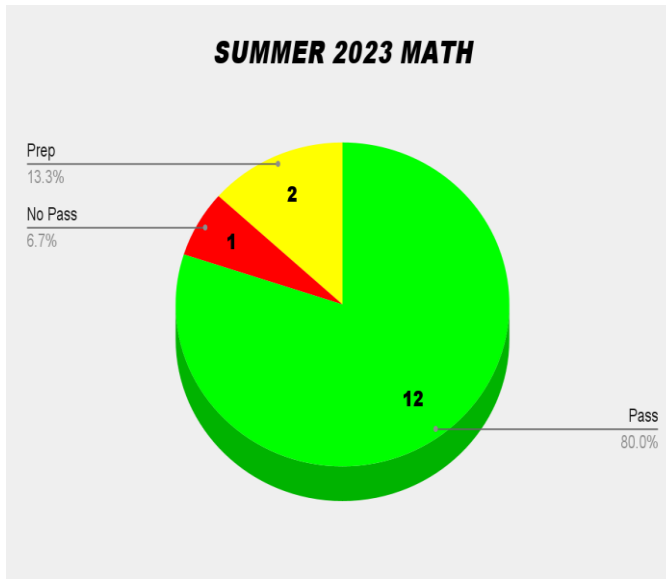


88 sessions have been conducted for Math Tutorials

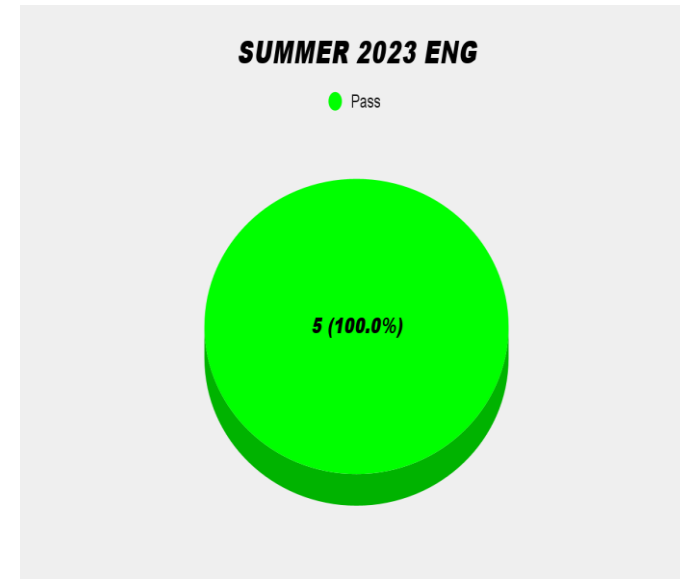


46 sessions were conducted for English Tutorials

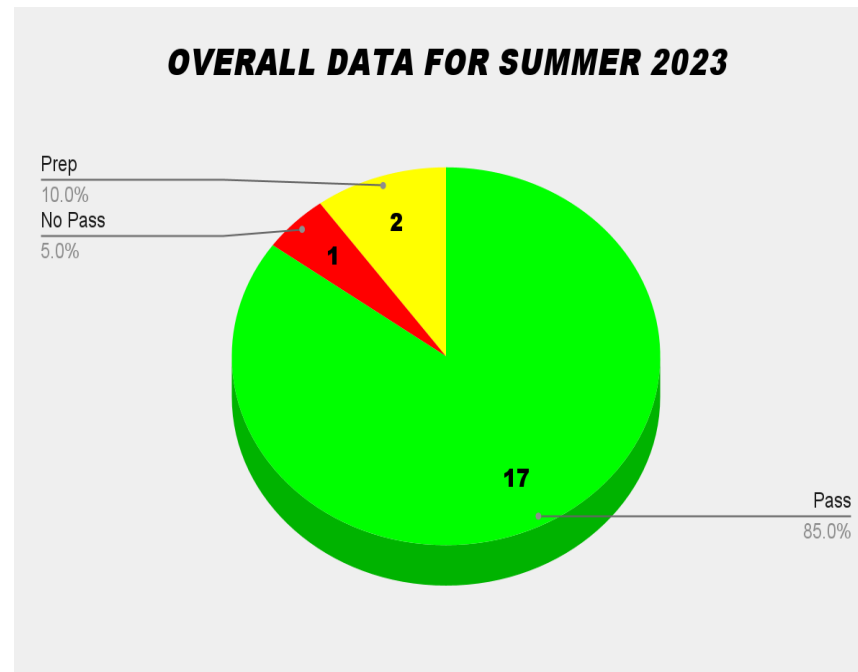


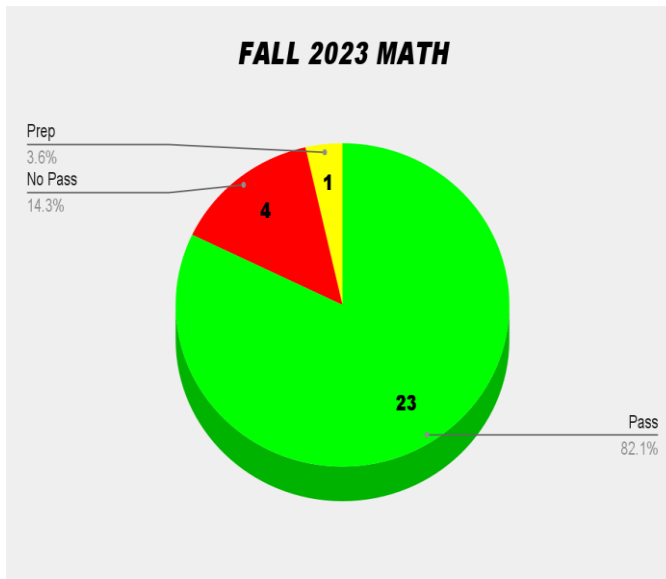


20 sessions have been conducted for Math Tutorials

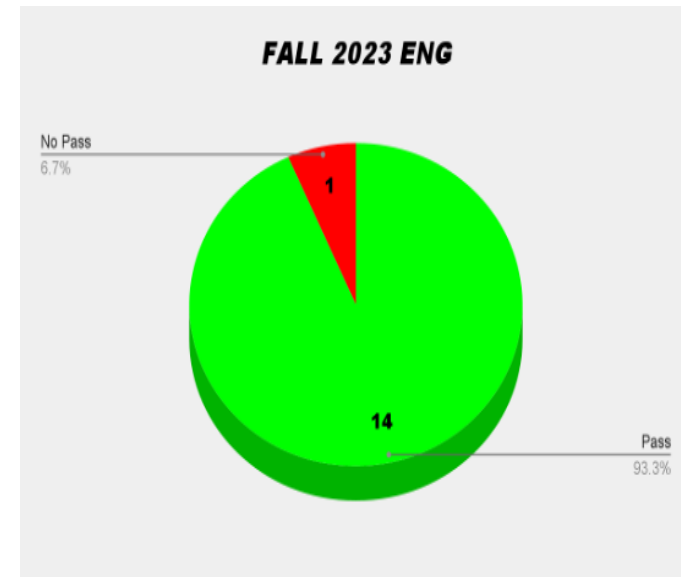


5 sessions were conducted for English Tutorials

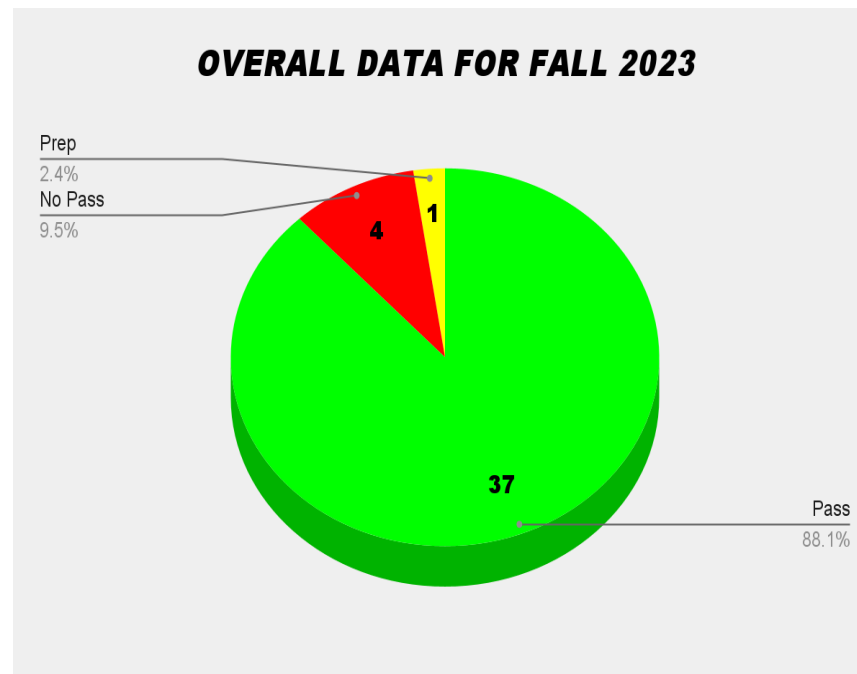


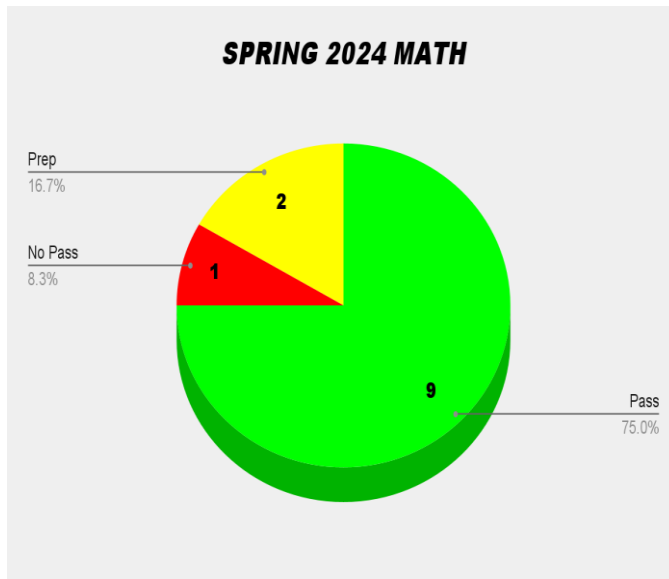


67 sessions have been conducted for Math Tutorials

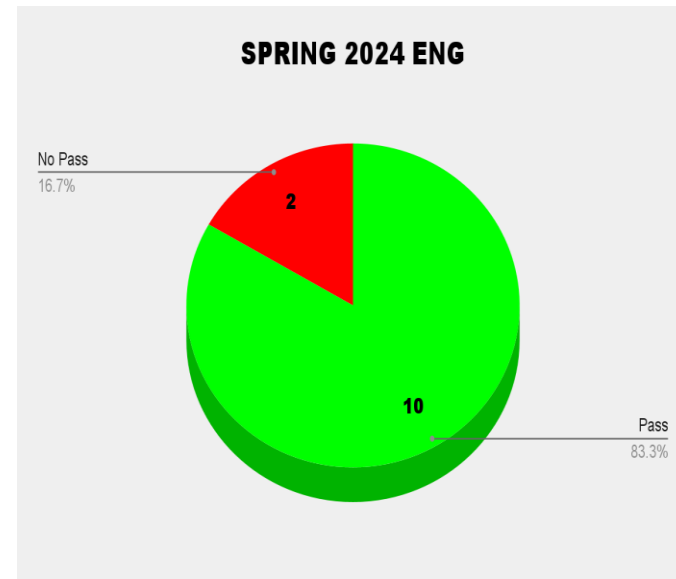


50 sessions were conducted for English Tutorials

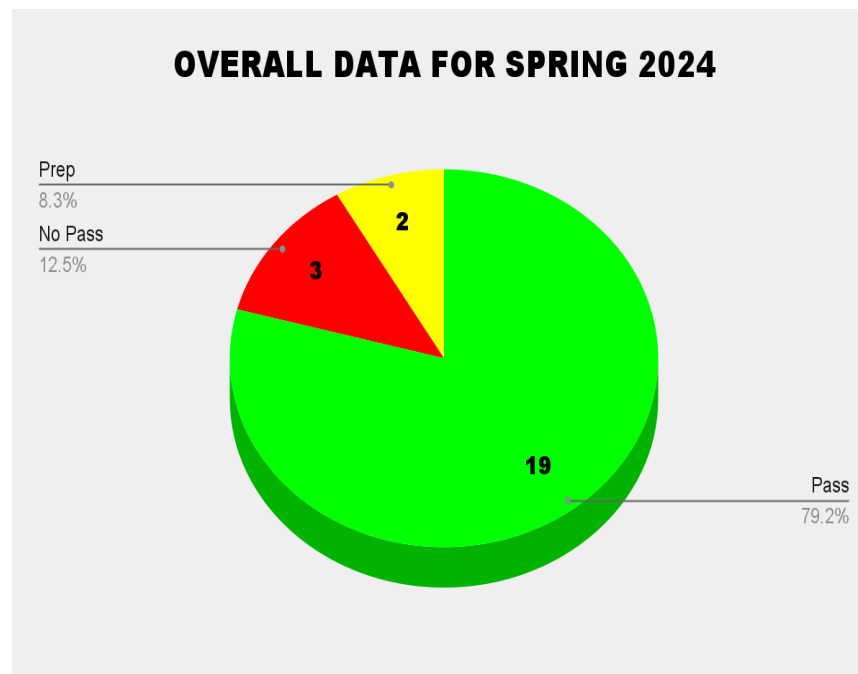




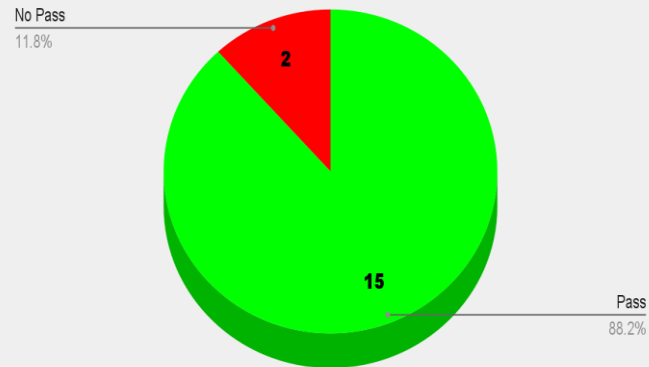
78 sessions have been conducted for Math Tutorials



55 sessions were conducted for English Tutorials

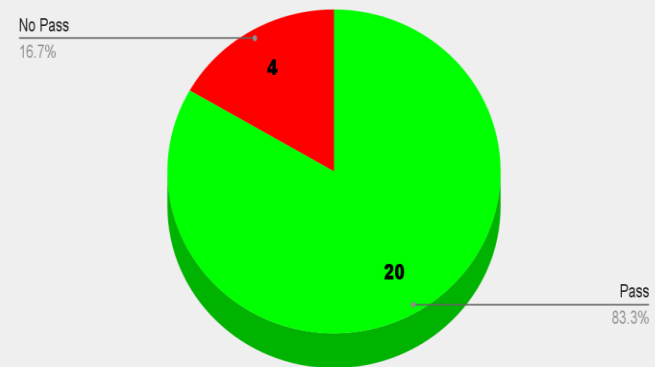


FALL 2024 MATH



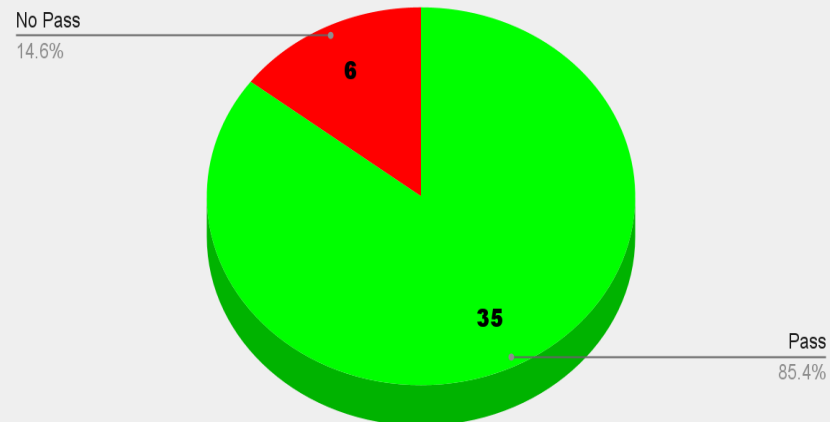
57 sessions have been conducted for Math Tutorials

FALL 2024 ENG



70 sessions were conducted for English Tutorials

OVERALL DATA FOR FALL 2024



Ice Cream Drive

This information is gathered from 100 selected students.

Questions:

1. Have you heard about the free tutorial services offered by SSLS?

42% of students never heard of the SSLS free tutoring program whilst 58% of students have heard about our tutorial program.

2. Have you ever attended the free tutoring services?

24% of the students who completed the survey have been tutored by SSLS whilst 76% of the students who completed the survey have never been tutored.

3. Was there ever a time you felt the need for tutoring?

22% Of students never felt the need for tutoring whilst a whopping 78% of students felt the need for assistance.

4. Do you know someone who needs tutoring with their classes?

38% of students have answered they did not know anyone who was in need of tutorial assistance. However, 62% of students knew someone who needed help.

5. Do you see yourself utilizing the tutoring services?

38% Of the students do not see themselves attending tutoring in the future. Whilst 62% of the students who took the survey see themselves attending tutoring services in the future.

SIGN IN Total:

We had a total of 107 students who signed during the Ice Cream Drive and 100 of the surveys were all answered.

February 13, 2025 Cupcake Therapy

This information is gathered from 100 randomly selected students.

This information is to assist the Tutorial Services of SSLS in ways we can improve, and improvise means of reaching certain students who might be in need of our services.

Questions:

1. Have you heard about the free tutorial services provided by SSLS

64% of the students have heard of the Tutorial Services we provide.

2. Have you ever attended the free tutoring services?

79% of the students have never attended the tutorial services we provide. However, 21% of the students who filled out the survey have attended.

3. Was there ever a time you felt the need for tutoring?

65 % of the students who took the survey have felt the need for tutoring, however, 35% of the students did not feel the need to attend the tutorial services.

4. Do you know someone who needs tutoring with their classes?

75% of the students know someone who is in need of tutoring, and 25% of the students marked “No” on the survey.

5. Do you see yourself utilizing the tutoring services?

35% of the students do not see themselves utilizing our services, however 65% of the students see themselves taking advantage of tutoring we provide.