

DIVISION OF STUDENT SERVICES:

Assessments of Support Services



May 1, 2025

American Samoa Community College



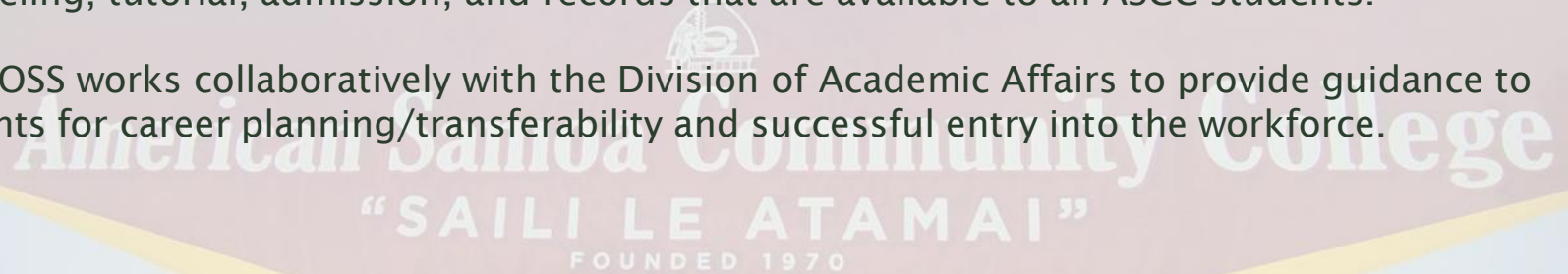
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MISSION

The mission of the Division Student Services (DOSS) is to support the educational pursuits of all students attending ASCC through the provision of high-quality services, student access, and learning support. The DOSS provides information and services in financial aid resources, library, counseling, tutorial, admission, and records that are available to all ASCC students.

The DOSS works collaboratively with the Division of Academic Affairs to provide guidance to students for career planning/transferability and successful entry into the workforce.



OUTCOMES

Outcome 1:

Students will receive academic and administrative services to support the DOSS/ASCC mission.

Outcome 2:

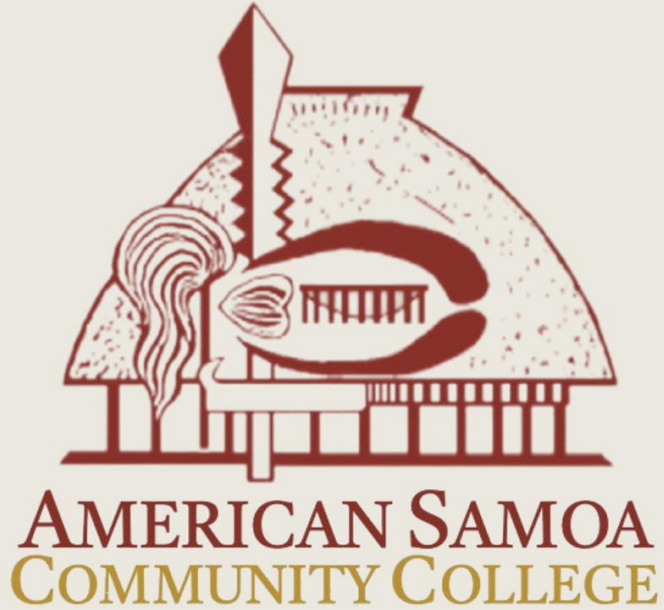
DOSS possesses a combined Standard Operations Procedures (SOP) Manual which is reviewed every year for improvement to efficiently and regularly serve ASCC stakeholders.

Outcome 3:

Students are aware of, and participate in the various support services offered by DOSS contributing to their educational pathways to success.

Outcome 4:

Students complete all administrative and other pertinent student activities within the period of time scheduled for each term.



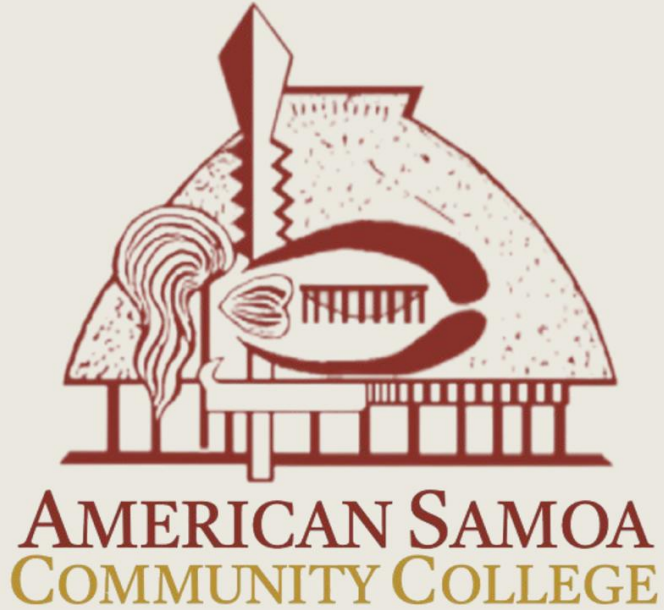
01

ADMISSIONS OFFICE

Mrs. Elizabeth Leuma

MISSION

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.



02

FINANCIAL AID OFFICE

Mrs. Shanell Tilo

MISSION

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.



03

LIBRARY SERVICES

Mrs. Faailoa Afalava

MISSION

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.



04

RECORDS OFFICE

Mrs. Sifagatogo Tuitasi

MISSION

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).



05

STUDENT GOVERNMENT ASSOCIATION (SGA)

Mrs. Falaileato Suiaunoa

MISSION

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).



06

STUDENT SUPPORT AND LEARNING SERVICES (SSLS)

Mrs. Estell Levu-Saelua

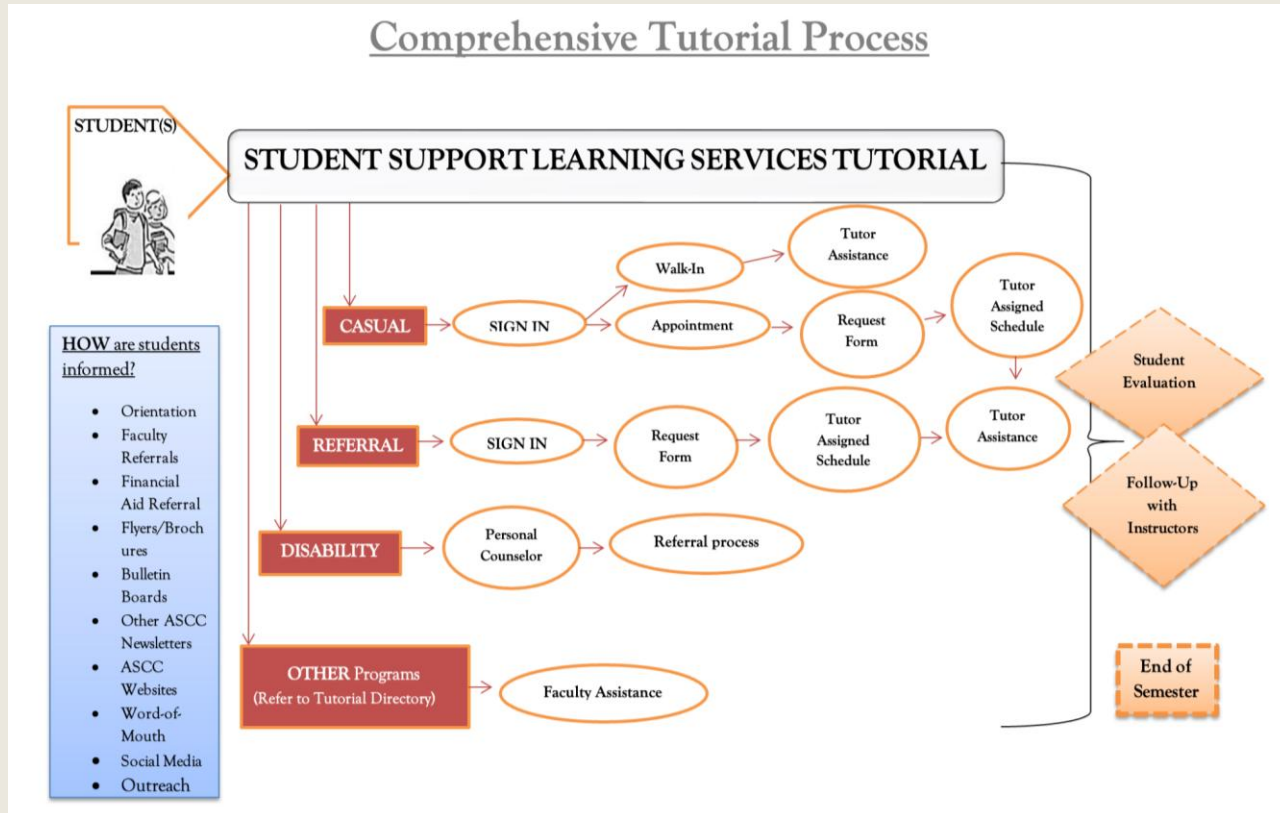
MISSION

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.

Key Functions, Processes, and Services provided



Comprehensive Student Support and Services Provided

- 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.

NOTE: See APPENDIX A

Comprehensive Student Support and Services Provided

- 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.

Comprehensive Student Support and Services Provided

- 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.
-

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.
 - Student Assessment of Services Survey collection and review (*See APPENDIX B*)
- 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.

Professional Development Opportunities Offered/Provided

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

Goals and Objectives

- 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.

Goals and Objectives: 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.

Goals and Objectives: 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.

Goals and Objectives: 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

- Offers free one-on-one and group tutoring in key subject areas including math, writing, and general education courses.
- Provides walk-in, appointment-based, sit-in, and online tutorial services to accommodate student schedules and learning styles.
- Assists a wide range of students
- Dedicated Staff and Peer Tutors: Staff and peer tutors are trained, academically qualified, and committed to student success.
- Active Campus Engagement: Conducts monthly outreach activities and participates in student-related events and ceremonies such as graduations.
- Supports student learning with computer lab access and digital tools, and is working to expand online tutorial platforms.
- Assists with college, financial aid application, scholarships, ASVAB, and SAT prep, and offers guidance for dual enrollment students.
- We are young and able, we work collaboratively with different departments and not only limited to Financial aid with SAP appeals.
- Maintains partnerships with faculty and departments to ensure aligned academic support.

Areas Needing Improvement

- **Enhanced Online Tutorial Services:** Expand and improve virtual learning support to accommodate remote or tech-savvy learners.
- **Increased Student Awareness and Engagement:** Strengthen outreach so more students know about and utilize available services.
- **Data Tracking and Outcome Assessment:** Develop stronger tools to track student usage and measure the effectiveness of tutoring services.
- **Training for students with differing needs:** Provide ongoing professional development for tutors in supporting students with disabilities and varying learning styles.
- **Space and Resource Upgrades:** Improve physical spaces for a more comfortable and functional learning environment.

APPENDIX B: Student Assessment of Services

Satisfaction Survey

1. Have you heard about the free tutorial services provided by SSLS
2. Have you ever attended the free tutoring services?
3. Was there ever a time you felt the need for tutoring?
4. Do you know someone who needs tutoring with their classes?
5. Do you see yourself utilizing the tutoring services?

Survey Results

Fall 2024 - A total of 100 students responded to the Questions.

Have you heard about the free tutorial services provided by SSLS

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

Have you ever attended the free tutoring services?

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

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
- 35% of the students did not feel the need to attend the tutorial services

Do you know someone who needs tutoring with their classes?

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

Do you see yourself utilizing the tutoring services?

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

Survey Results

Spring 2025 - A total of 100 students responded to the Questions.

Have you heard about the free tutorial services provided by SSLS

- 42% of the students have heard of the Tutorial Services we provide.

Have you ever attended the free tutoring services?

- 24% of the students have never attended the tutorial services we provide
- 21% of the students who filled out the survey have attended.

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

- 22% of the students who took the survey have felt the need for tutoring
- 35% of the students did not feel the need to attend the tutorial services.

Do you know someone who needs tutoring with their classes?

- 38% of the students know someone who is in need of tutoring
- 25% of the students marked "No" on the survey.

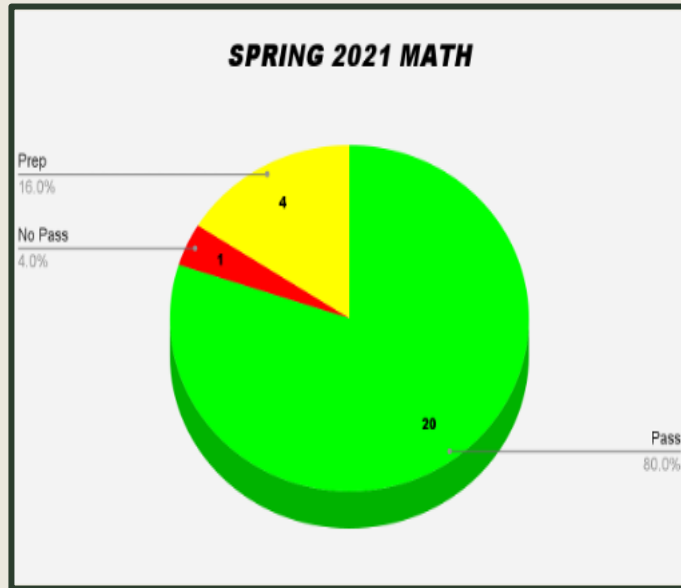
Do you see yourself utilizing the tutoring services?

- 38% of the students do not see themselves utilizing our services
- 65% of the students see themselves taking advantage of tutoring we provide.

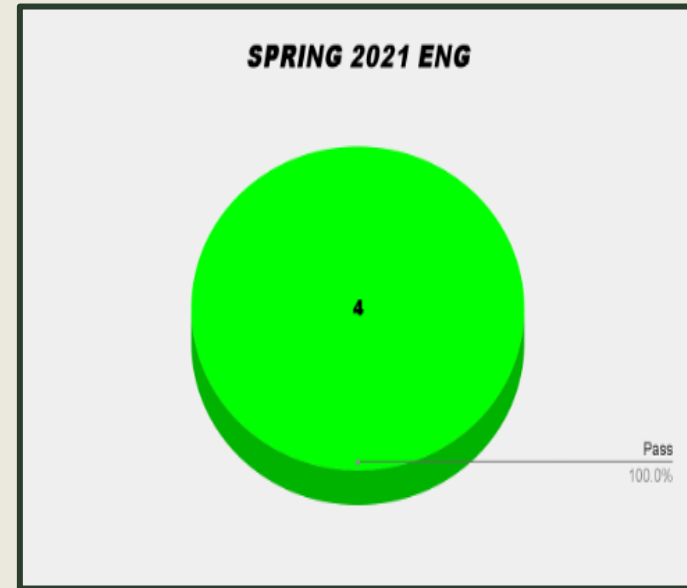
APPENDIX A:

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.

SPRING 2021

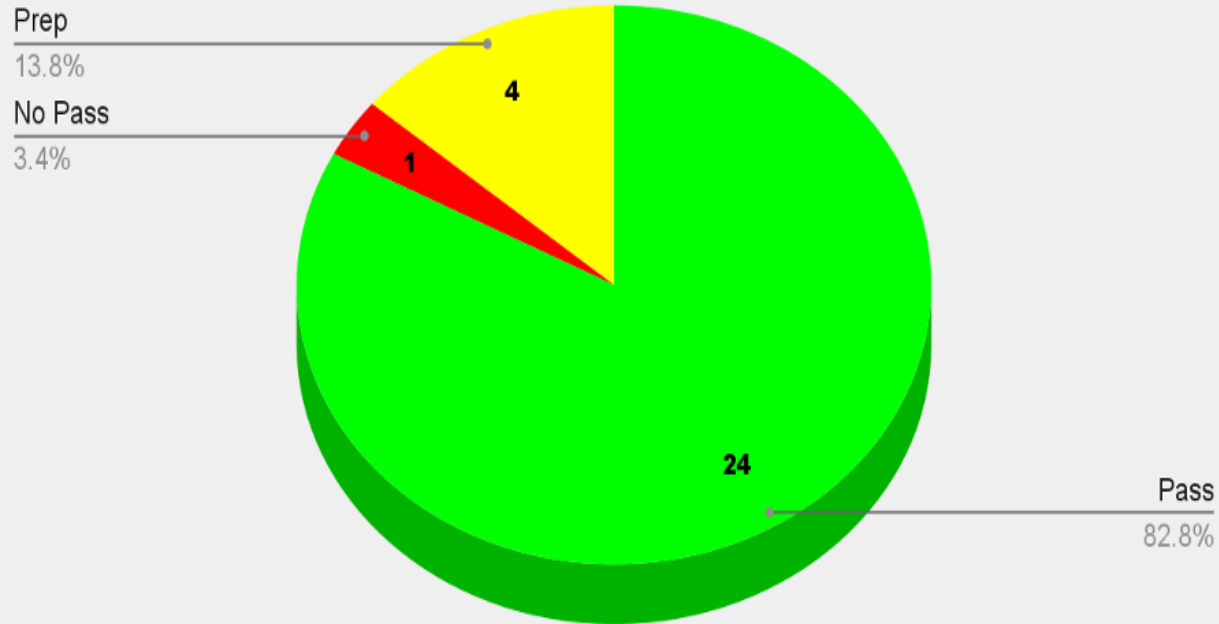


57 sessions were conducted for Math Tutorials

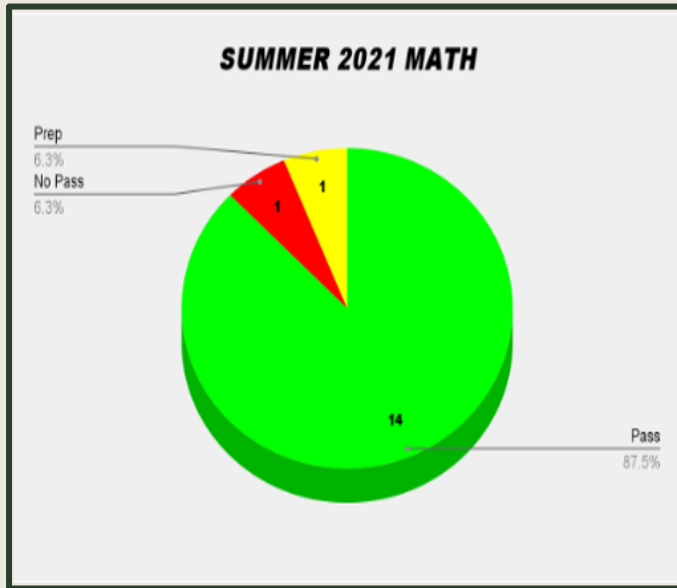


32 sessions were conducted for English Tutorials

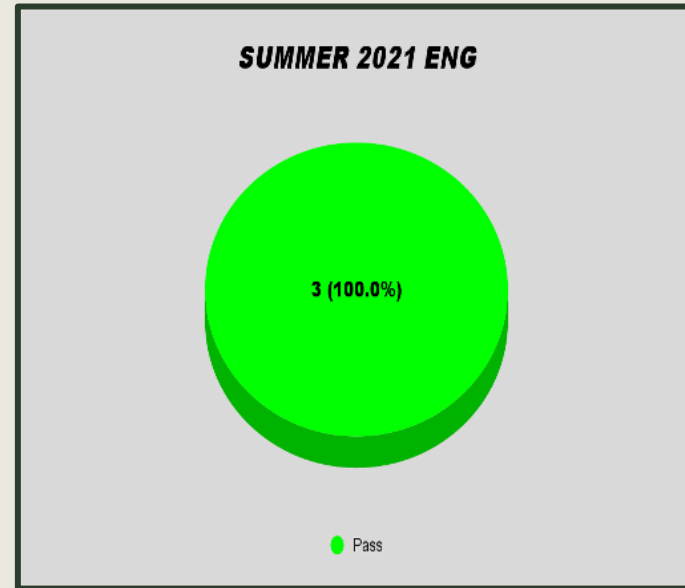
OVERALL DATA FOR SPRING 2021



SUMMER 2021

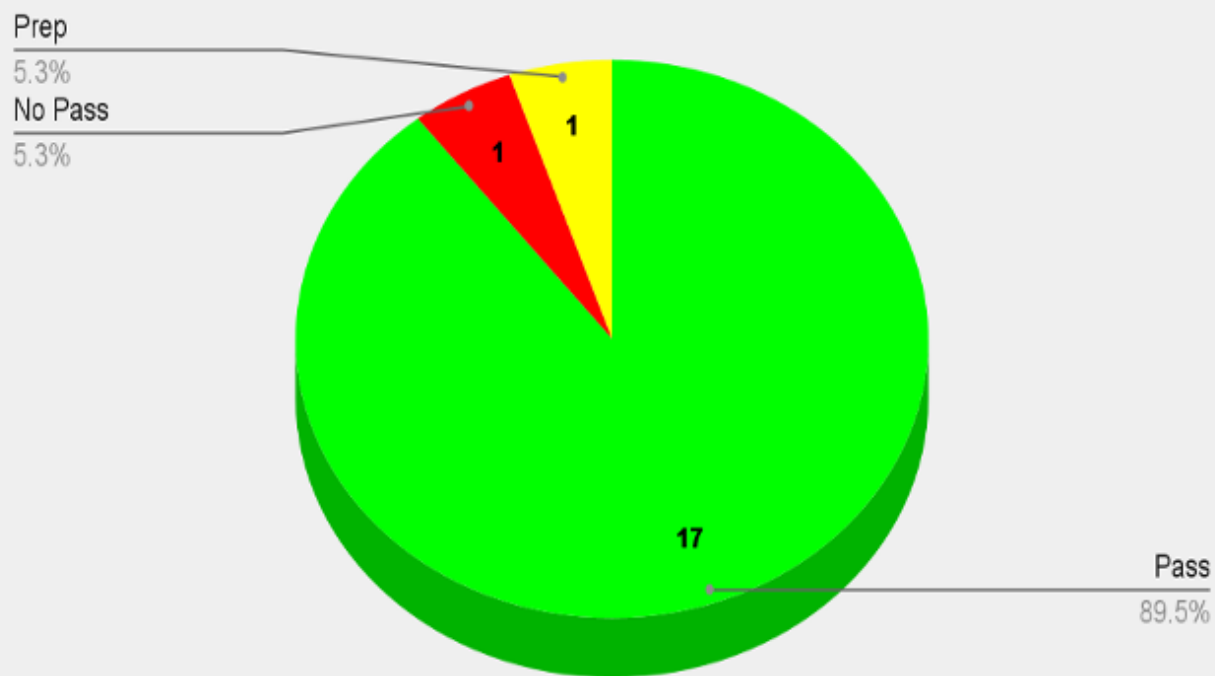


36 sessions have been conducted for Math Tutorials

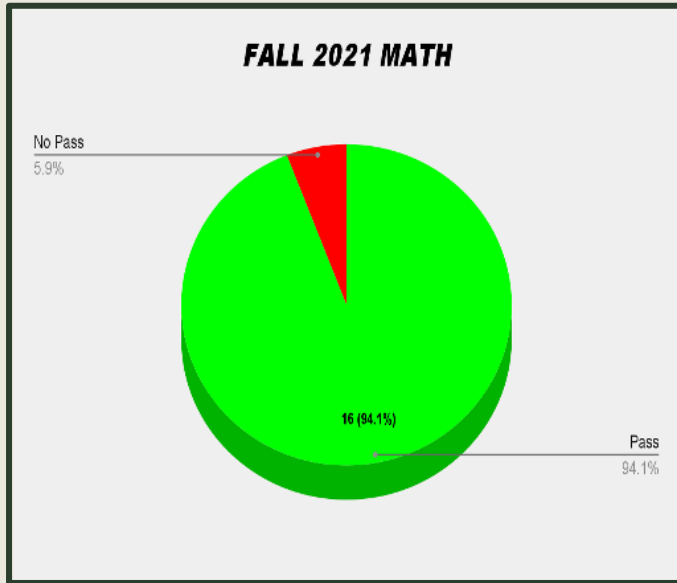


4 sessions were conducted for English Tutorials

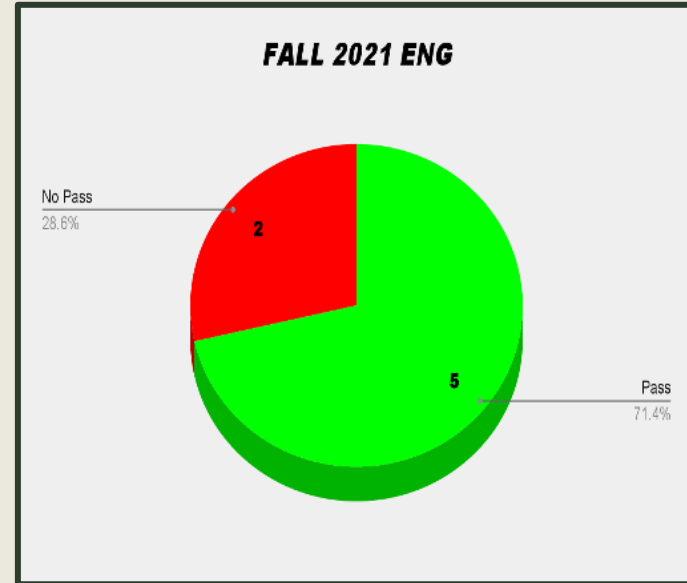
OVERALL DATA FOR SUMMER 2021



FALL 2021

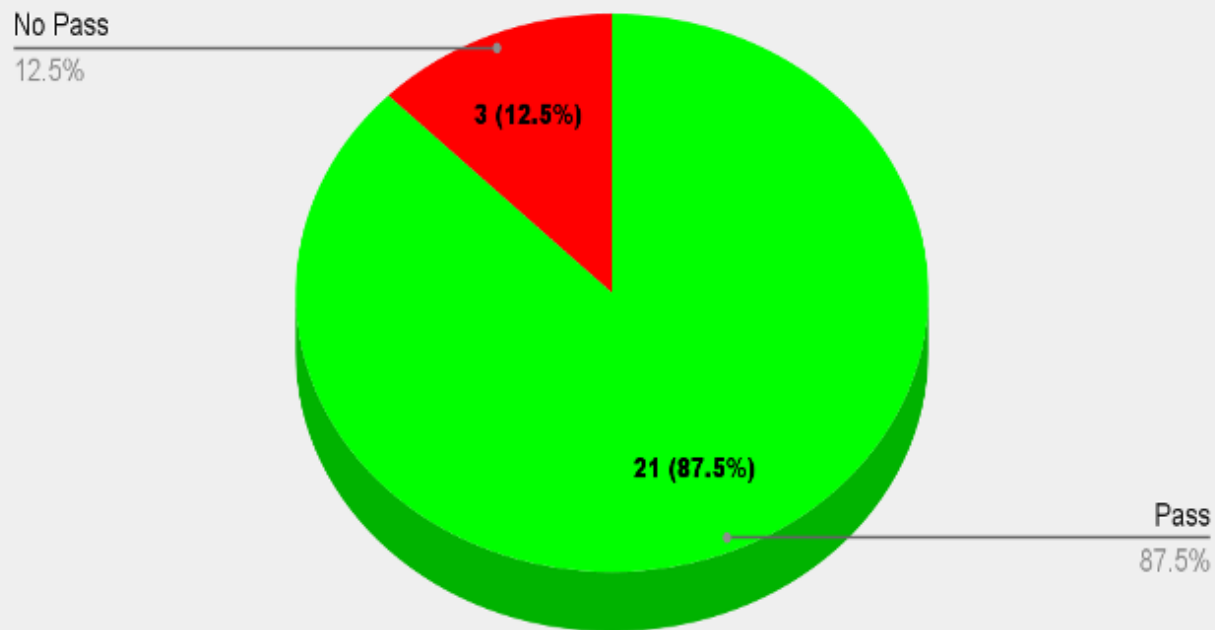


70 sessions have been conducted for Math Tutorials

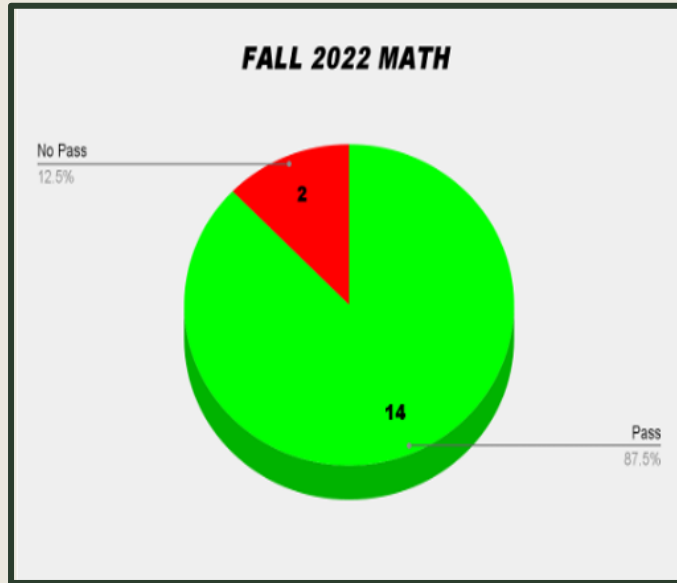


21 sessions were conducted for English Tutorials

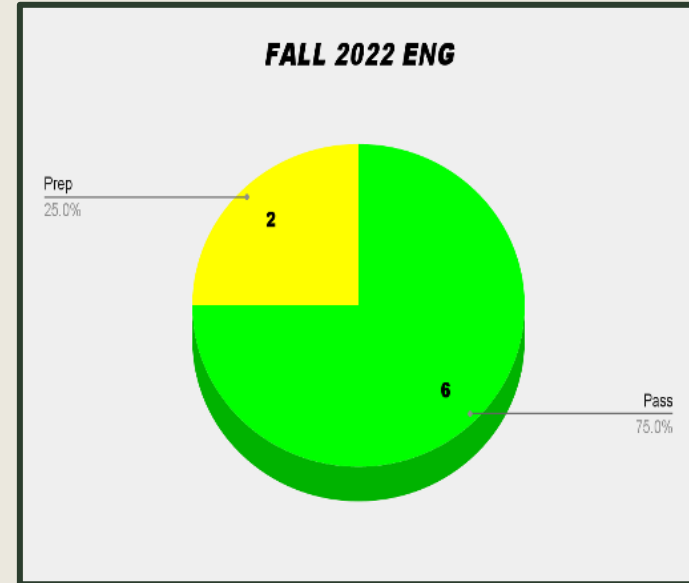
OVERALL DATA FOR FALL 2021



FALL 2022

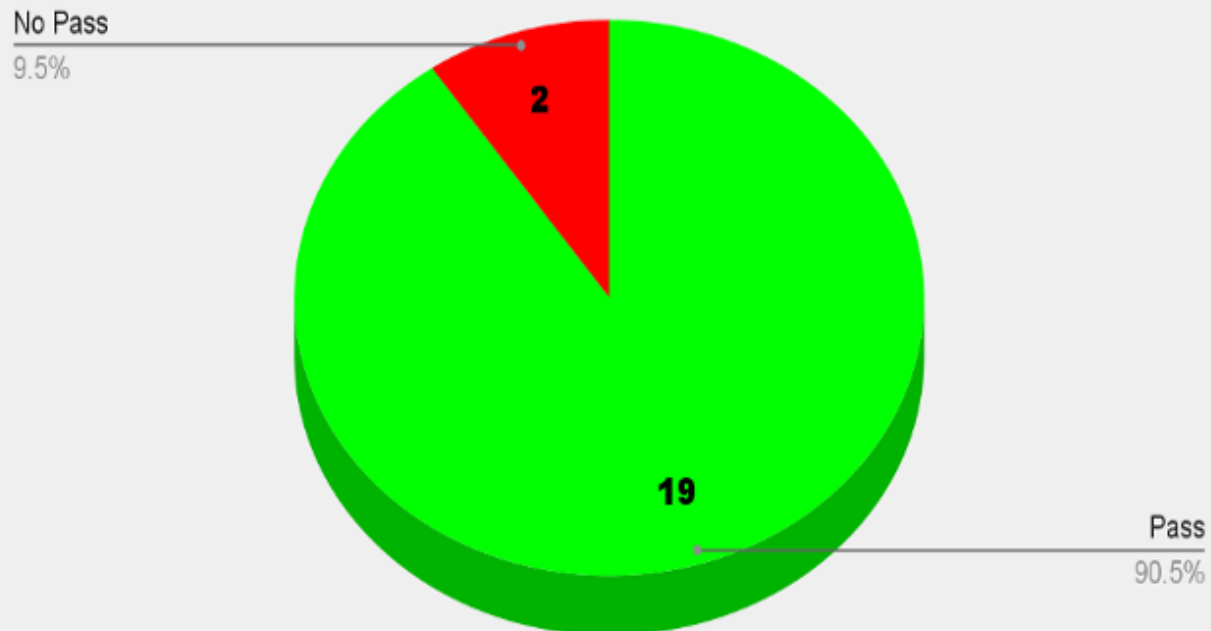


33 sessions have been conducted for Math Tutorials

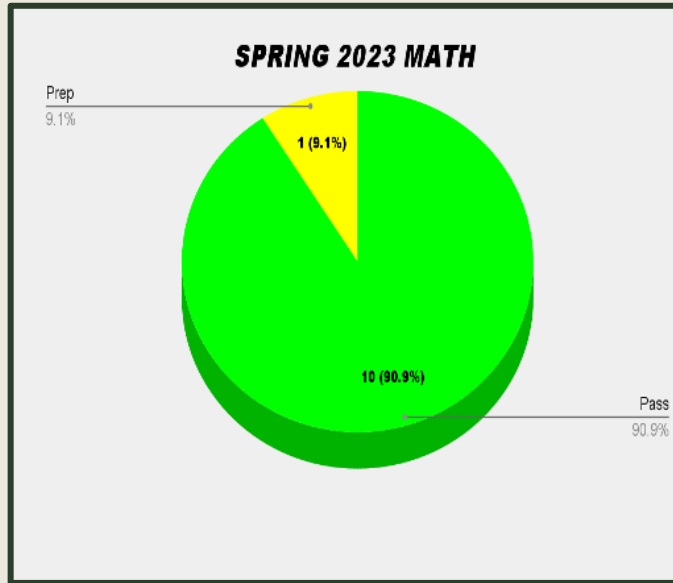


46 sessions were conducted for English Tutorials

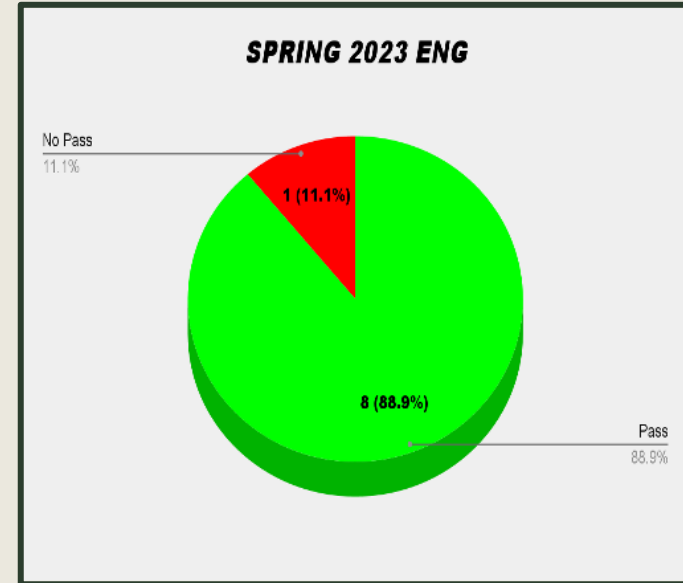
OVERALL DATA FOR 2022 FALL



SPRING 2023

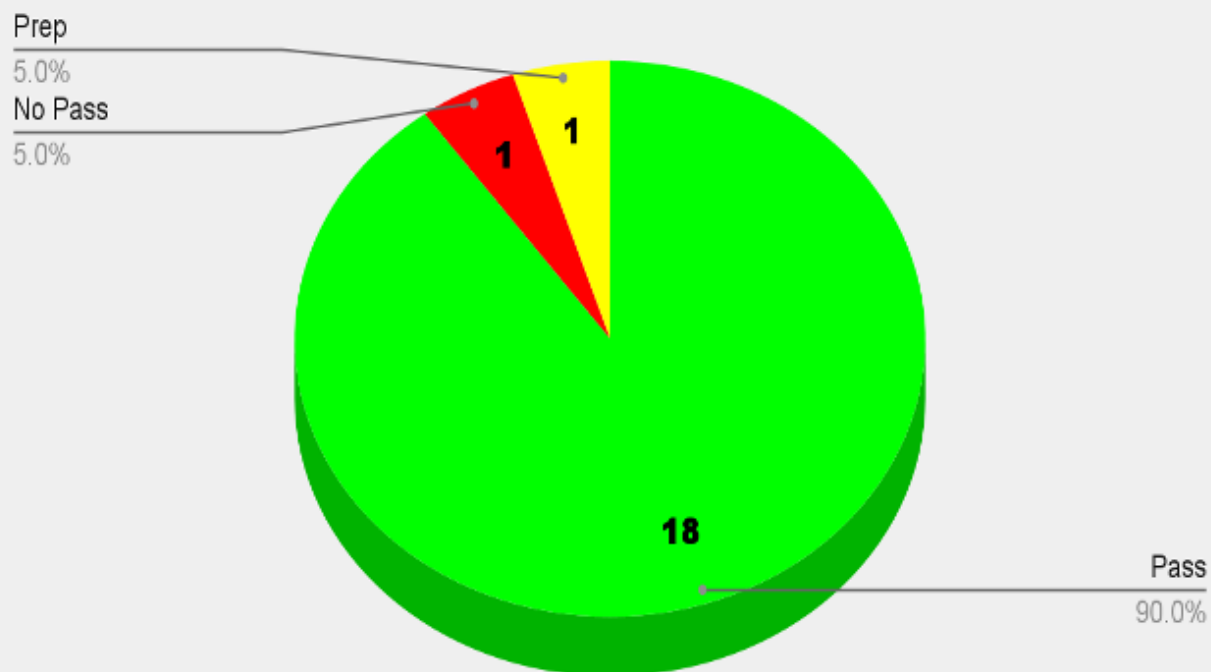


88 sessions have been conducted for Math Tutorials

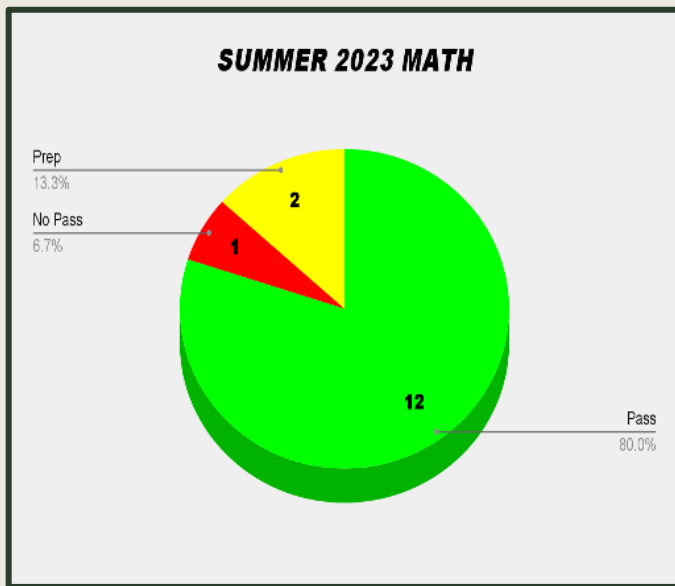


46 sessions were conducted for English Tutorials

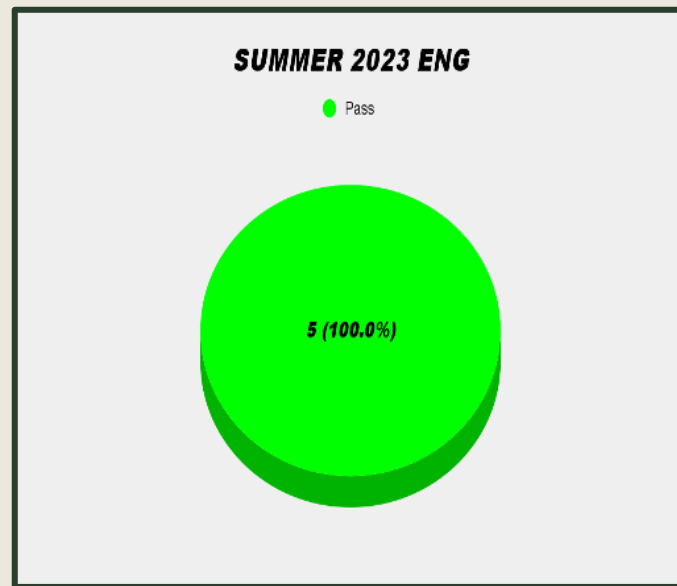
OVER ALL DATA FOR SPRING 2023



SUMMER 2023

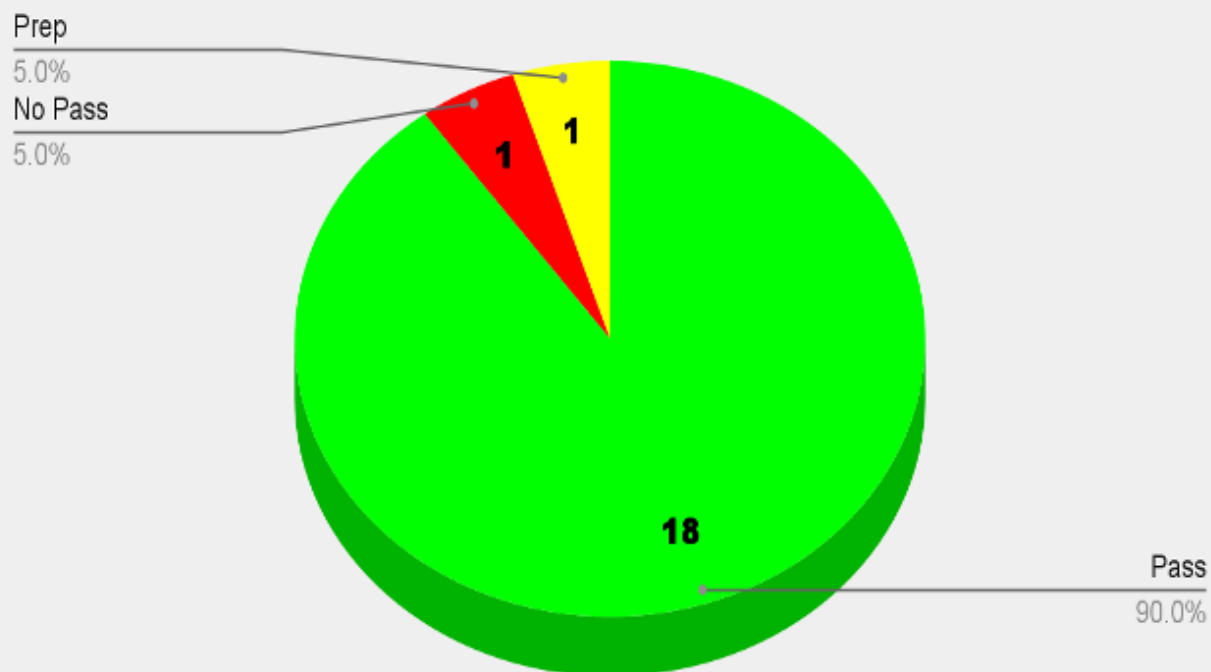


20 sessions have been conducted for Math Tutorials

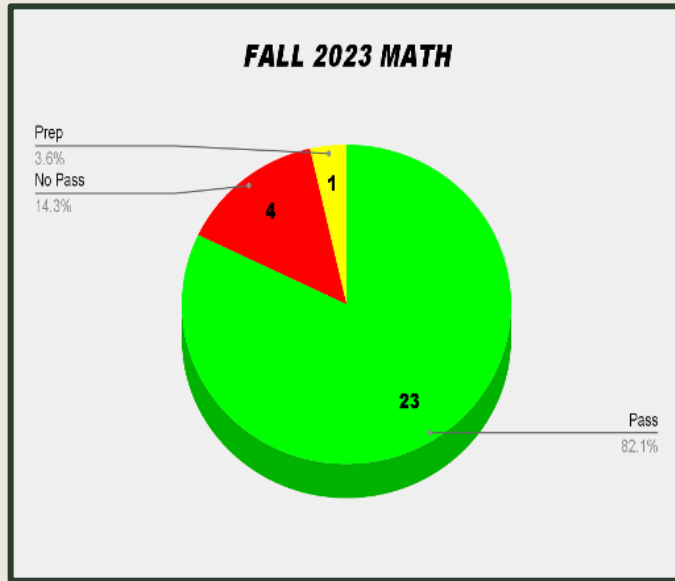


5 sessions were conducted for English Tutorials

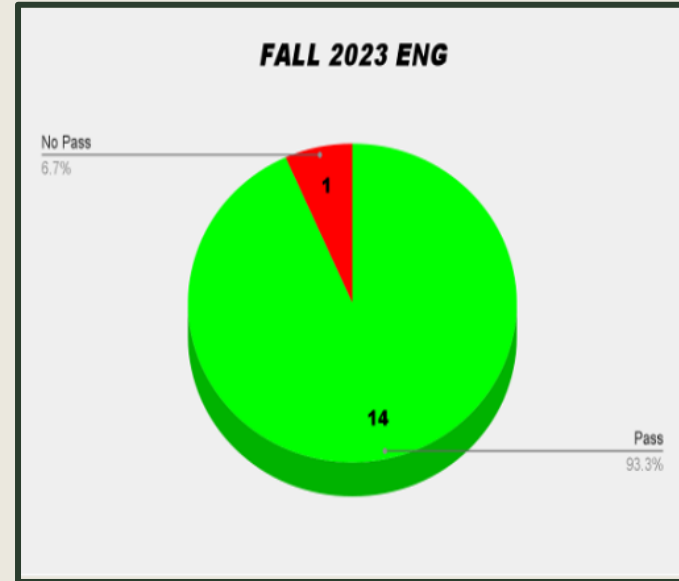
OVER ALL DATA FOR SPRING 2023



FALL 2023

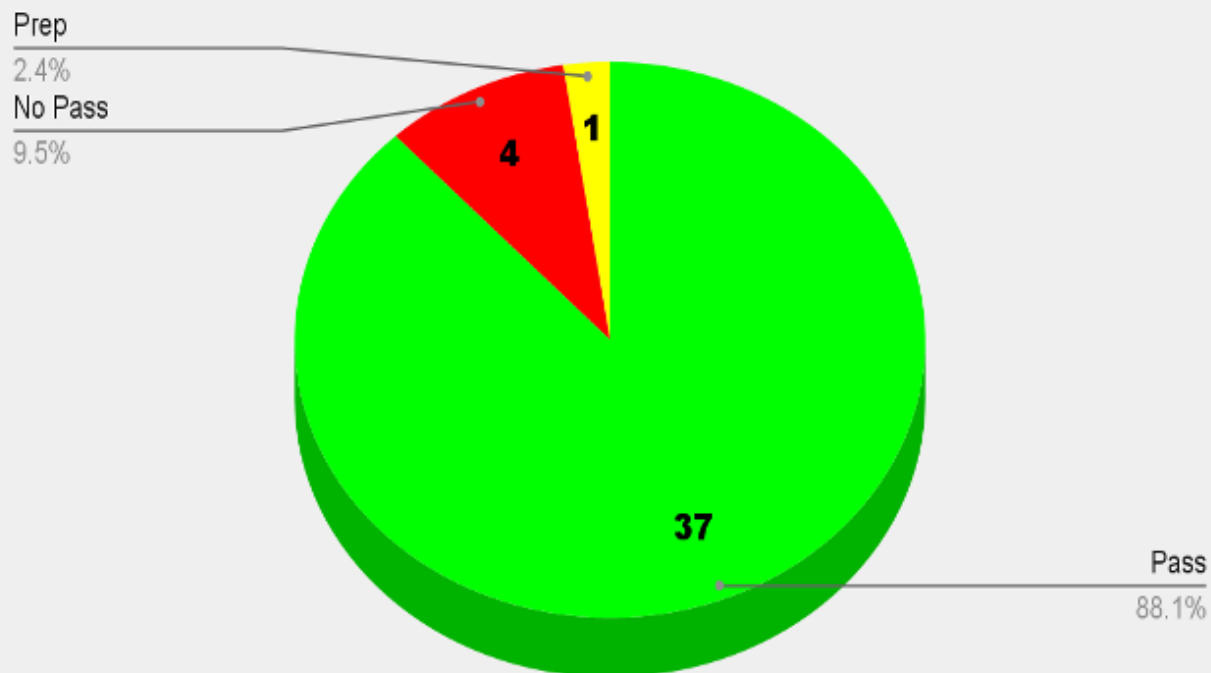


67 sessions have been conducted for Math Tutorials

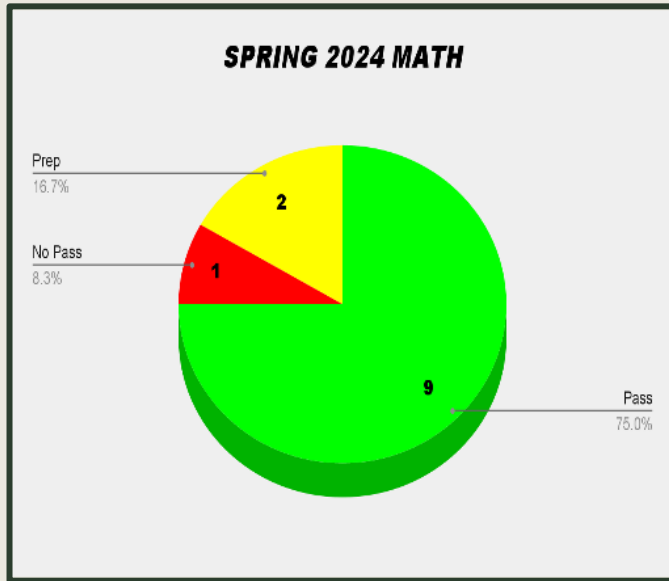


50 sessions were conducted for English Tutorials

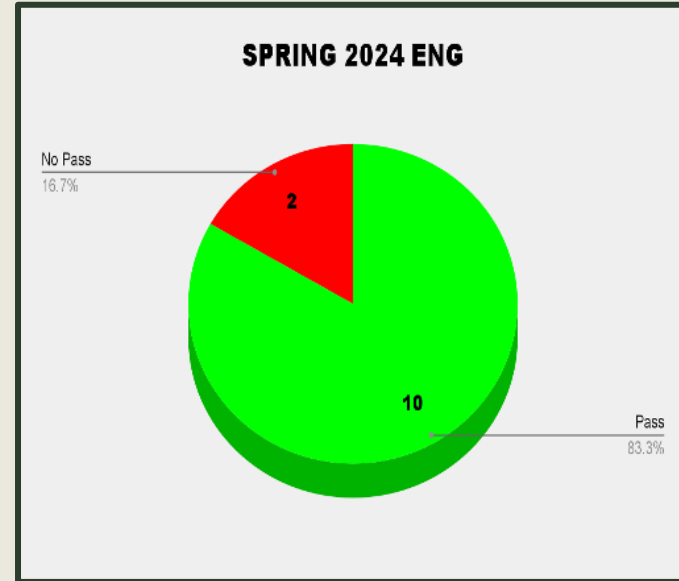
OVERALL DATA FOR FALL 2023



SPRING 2024

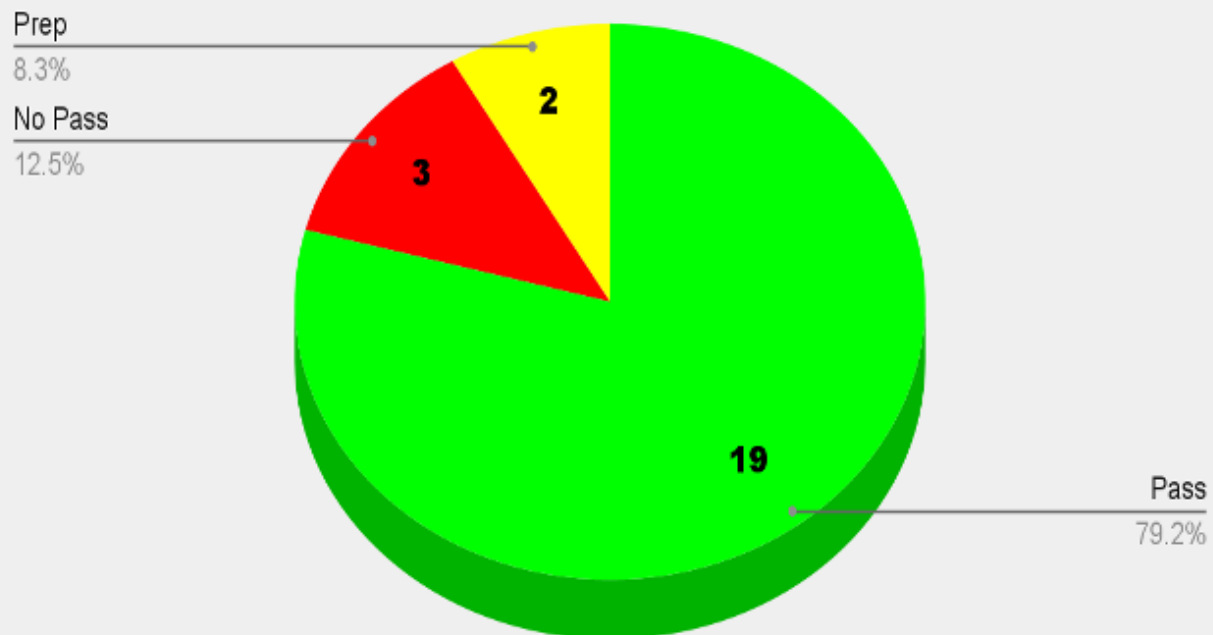


78 sessions have been conducted for Math Tutorials

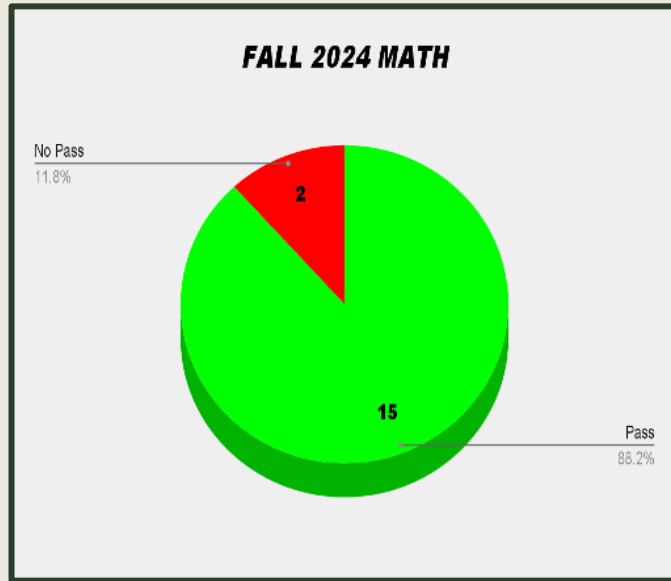


55 sessions were conducted for English Tutorials

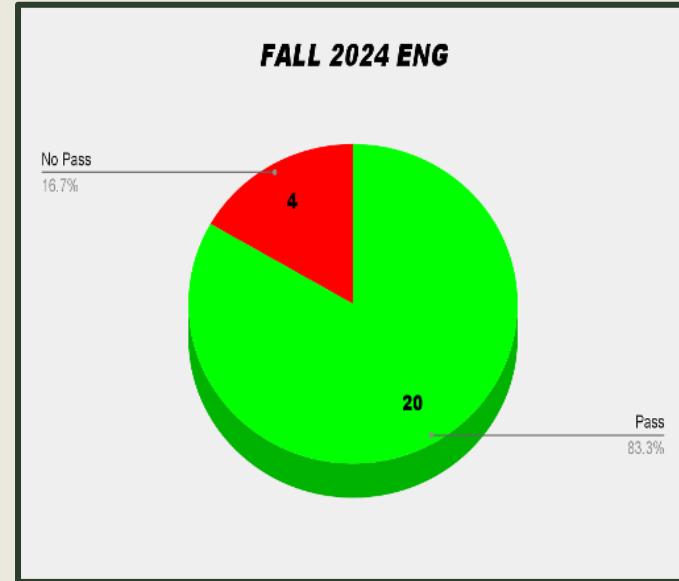
OVERALL DATA FOR SPRING 2024



FALL 2024

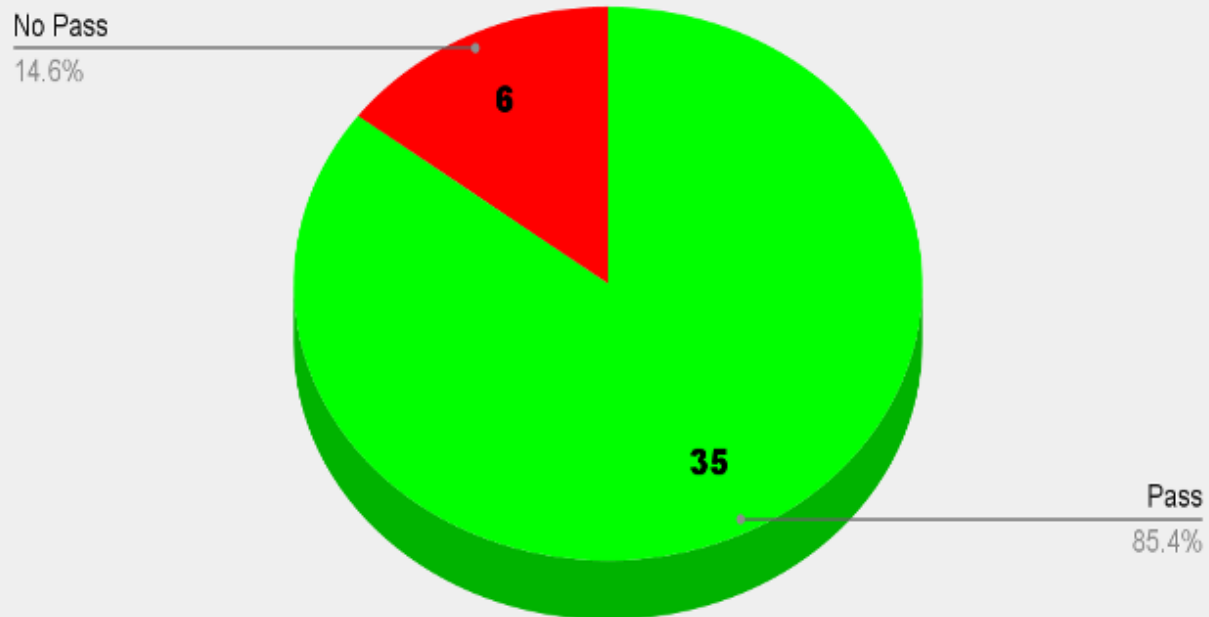


57 sessions have been conducted for Math Tutorials



70 sessions were conducted for English Tutorials

OVERALL DATA FOR FALL 2024





04

COUNSELING SERVICES

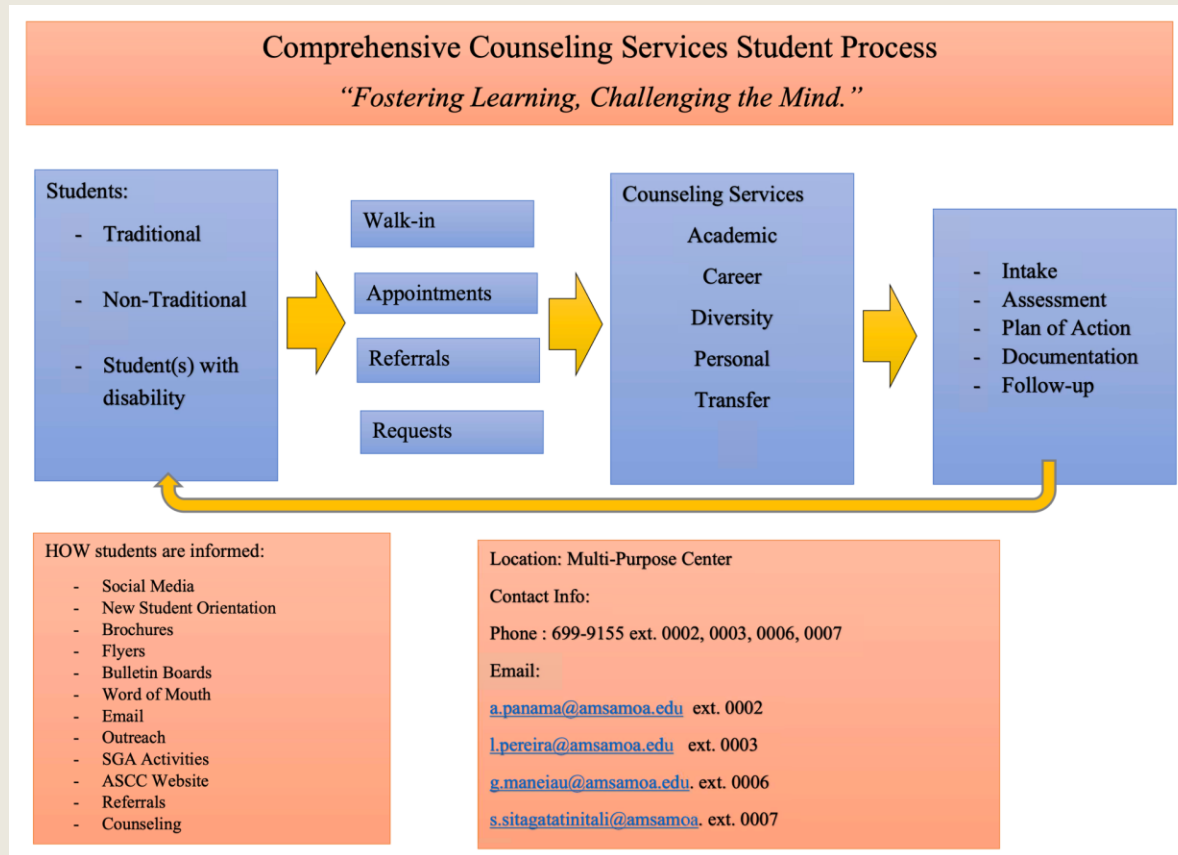
Ms. Annie Panama

MISSION

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



Examples of Collaborative Efforts

- 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.

Key Functions, Processes, and Services provided

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

- Registration
 - Assistance to students, faculty, and advisors (faculty/staff)
 - Manual register/schedule student courses (add/drops/withdrawals)
 - Participate in registration committee meetings
- 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
- 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

Key Functions, Processes, and Services provided

- Peer Mentors Club (Student recruitment effort/SGA club rally)
- 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)
- Maintain FERPA policies of student information
- Maintain NON-PELL Work – study program (application, timesheets, summary report to Finance Office)

In-Service Training/Workshops

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

Goals and Objectives

- 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.

Goals and Objectives: 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)

Goals and Objectives: Current Goals

- Update current survey for the Counseling Services Office.
- Review and update SOPs for Counseling Services
- Order new edition textbook for CLP courses

Goals and Objectives: 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.)

Department Strengths

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

Summary of Academic Advising and Counseling

- In-house service includes...
 - New, Continuing and Returning students
- The Advising and Counseling of students is provided during...
 - New, Continuing and Returning students
 - 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)

2021-2025 Data on Counseling/Advising

Academic Advising and Counseling	2021	2022	2023	2024	2025
Fall	85	182	232	252	148
Summer	100	41	87	89	
Spring	74	112	72	68	
		COVID/online services			
Transfer Students/ Processed					
Fall	15	14	15	14	
Summer	5	MOODLE services	0	2	
Spring	14	4	0	2	5
		COVID/ online services	Continue with MOODLE services		
ANNUAL TOTALS	293	353	406	427	153

Popular Researched & Acceptance Letter from Universities

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	