

American Samoa Community College

Spring | 16

Divisional Assessment
Bookstore



American Samoa Community College
FY 2016 Divisional Assessment
 Bookstore

Bookstore

4. Explain how your mission and outcomes support the institution's mission (Faamatala le sootaga ma le lagolagoina o la tou manulauti ma matati'a ausia o le Manulauti a le Kolisi):

Text Responses

TEAMWORK
We here at the bookstore work toward to ensure that our student's feel safe and welcomed when they enter our establishment. We provide a knowledgeable staff that can help student's with their much needed items and books, because we believe that the student is the center of our establishment. Therefore we cater to their needs.
With the bookstore we provide mostly for student and the entire workforce needs. Example with the textbooks, office supplies and students needs with school and also to our other departments.
Our Mission supports the students with their Education books and material for the success of the Educational goal.

5. Please check/mark how your Department/Program/Division's Mission link to ASCC's Mission (Faamolemole faailoa mai pe faapefea ona fesootai le manulauti a lo outou matagaluega/polokalama/vaega ma le manulauti o le Kolisi):

	Yes (Ioe)	No (Leai)	Please explain and provide evidence (Faamatala):	Standard Deviation	Responses	Weighted Average
Transfer to institutions of higher learning:	3 (60%)	2 (40%)	0 (0%)	1.25	5	1.4 / 2

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	Yes (Ioe)	No (Leai)	Please explain and provide evidence (Faamatala):	Standard Deviation	Responses	Weighted Average
(Faauauau atu i iunivesite ma aoaoga maualuluga atu):						
Successful entry into the workforce (Faamanuiaina i galuega):	3 (60%)	2 (40%)	0 (0%)	1.25	5	1.4 / 2
Research and extension in human and natural resources; (Saililiga ma le faalautega I mataupu tau tagata ma punaoa faalenatura):	2 (40%)	3 (60%)	0 (0%)	1.25	5	1.6 / 2
Awareness of Samoa and the Pacific (Silafia o Samoa ma le Pasefika):	2 (40%)	3 (60%)	0 (0%)	1.25	5	1.6 / 2
						1.5 / 2

1a. Does the Department/Program/Division conduct/undergo a periodic evaluation on the effectiveness of instruction and services? (E faatino ni suesuega faavaitau a le matagaluega/polokalama/vaega e iloilo ai le aoga o aoaoga ma tautua?):

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (40%)	2 (40%)	1 (20%)	0.47	5

1b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

We only meet when the need arises.
Since ive been here there were quite a few evaluations that had taken place.
Through evaluation their we will see our progress or standard level we are at.
We service as the provider for the books and school materials.

2. How does your Department/Program/Division support student learning and achievement? (E faapefea ona lagolago e le tou matagaluega/polokalama/vaega aoaoga ma tulaga ausia a tagata aooga?):

Text Responses

SERVE THE STUDENTS WITH GOOD MANNERS AND A BETTER SMILE
We provide the required texts and office supplies that the student's need to use in their classes.
The Bookstore provides all books needed for any class, including supplies for any projects and we are always stocked with anything needed.
We provide textbooks for the use of students and faculty for their learning to more affordable and reliable.

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Our department makes sure the books are in on time for the students each Semester

3. Check the following used for evaluating the effectiveness of the Department/Program/Division: Please explain how each is used. (Togi ripoti na faaaogā i le iloiloga o le aogā o la outou vaega. Faamolemole faamatala pe faapefea ona faaaoga ia ripoti taitasi.):

	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Annual Reports (Ripoti faaletausaga: Ioe pe Leai, Faamolemole faamatala.)	4 (80%)	1 (20%)	0 (0%)	1.7	5	1 / 1
Quarterly Reports (Ripoti faalekuata. Ioe pe Leai, Faamolemole faamatala)	4 (80%)	1 (20%)	0 (0%)	1.7	5	1 / 1
Bi-weekly Reports (Ripoti tai lua vaiaso. Ioe pe Leai, Faamolemole faamatala).	4 (80%)	1 (20%)	0 (0%)	1.7	5	1 / 1
Student Learning Outcomes (Agavaa Ausia Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	2 (40%)	3 (60%)	0 (0%)	1.25	5	1 / 1
Institutional Strategic Plan (Fuafuaga Faataatia	3 (60%)	2 (40%)	0 (0%)	1.25	5	1 / 1

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	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Kolisi. Ioe pe Leai, Faamolemole faamatala)						
Performance Evaluation (Iloiloga o Galuega Faatino. Ioe pe Leai, Faamolemole faamatala)	5 (100%)	0 (0%)	0 (0%)	2.36	5	1 / 1
Program Review (Iloiloga o Polokalama. Ioe pe Leai, Faamolemole faamatala)	4 (80%)	1 (20%)	0 (0%)	1.7	5	1 / 1
Course Evaluation (Suesuega o Mataupu. Ioe pe Leai, Faamolemole faamatala)	2 (40%)	3 (60%)	0 (0%)	1.25	5	1 / 1
Student Satisfaction Survey (Suesuega Lotomalie Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	2 (40%)	3 (60%)	0 (0%)	1.25	5	1 / 1
Fact Sheets (Pepa o Faamatalaga Moni. Ioe pe Leai, Faamolemole faamatala)	3 (60%)	2 (40%)	0 (0%)	1.25	5	1 / 1

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	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Other Evidence (Nisi faamaumauga. Ioe pe Leai, Faamolemole faamatala)	2 (40%)	3 (60%)	0 (0%)	1.25	5	1 / 1
						1 / 1

1a. Have evaluation processes resulted in recent/continuous improvements? Please explain (Na mafai ona fa'aauau faaleleiga ona o faaiuga mai iloiloga?)

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	0 (0%)	1 (20%)	1.7	5

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

IT HELPS THE EMPLOYEE
Do not know.
With evaluations randomly happening, there is a better chance at an improvement in our department. As it does keep us aware and prepared to always be ready and expect the unexpected.

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Evaluations improved the way we process the way we do things and follow procedures.

2. What outcomes did these improvement help achieve? Please explain (O a ni matāti‘a na mafai e nei faaleleiga ona ‘ausia? Faamolemole faamatala):

Text Responses

EVERYTHING

Not applicable.

With the evaluation the percentage in improvement had increased within the year. Everyone is more aware and are always ready.

The operations procedures.

3a. Where there any recommendations from the previous Divisional Assessment (2015) that were not completed/acted on in the past year? (Na iai ni fautuaga mai le Suesuega a le Vaega e le‘i mafai ona faia i le tausaga talu ai?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	1 (20%)	1 (20%)	3 (60%)	0.94	5

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

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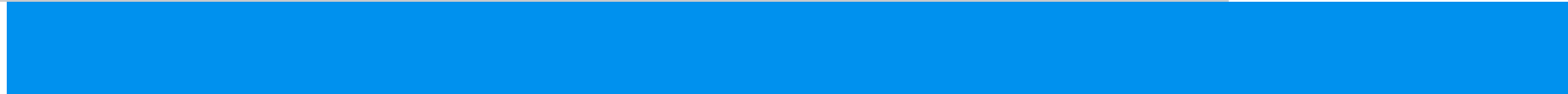
OUR MISSION AND VISION NEEDS TO DISPLAY ON WALLS FOR PEOPLE TO SEE WHY WE ARE HERE
Do not know.
Everything was done properly and completed.
I'm a new hired



4. List significant achievements made to this Department/Program/Division over this past year (Lisi mai ni matāti'a na ausia e le polokalama/matagaluega/vaega i le tausaga talu ai?):

Text Responses

NA
None.
I am a new hire and have yet to comprehend the achievements that happens this year that have happened in the past year. Maybe by the end of the year I will be more aware of the significant achievements.
Standing alone as an Enterprise.



1a. Does your Department/Program/Division recognize and implement feedback from faculty and staff in decision making for continuous improvement to the institution? (E amanaia ma faaoga e tou matagaluega/polokalama/vaega manatu tuuina mai e faiaoga ma tagata faigaluega i faaiuga fai mo le fa'aauau o le faaleleia o le Kolisi?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (100%)	0 (0%)	0 (0%)	1.89	4



1b. Please explain (Fa'amolemole fa'amatala):

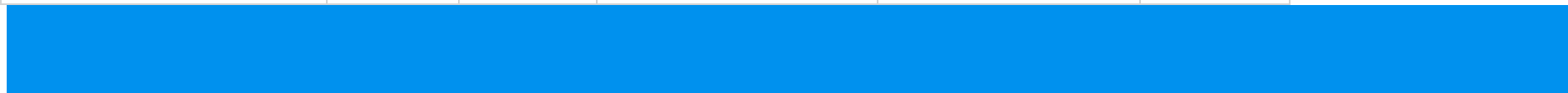
Text Responses

The bookstore manager takes suggestions from other higher members.
As a department that is officially on its own, although we make the last decision for anything pertaining to the bookstore, we are always open to any words of advice.
This is the first our department answer directly to the VP of Adm. and Finance. We would recognize and implement feedback from Faculty and staff for continuous improvement to the Institution.



2a. Are Department/Program/Division SOPs and decisions regularly communicated to staff/faculty? (E masani ona logo atu i tagata faigaluega/faiaoga faaiuga ma faagasologa (SOP) a le Vaega/Matagaluega/polokalama?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	0 (0%)	1 (20%)	1.7	5



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2b. Please explain (Fa'amolemole fa'amatala):

Text Responses

THEY HAVE TO FOLLOW THE SOP
We email faculty members if there has been a change in the edition for their textbooks. We notify faculty members when their textbooks arrive.
I am not so sure, but I am pretty sure they always decide what is best for this college

3a. Are the decisions systematically documented and archived? (E faasolosolo lelei le faamauina ma le teuina o faaiuga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (60%)	1 (20%)	1 (20%)	0.94	5

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

PEOPLE HAVE TO KNOW WHAT THERE DECISION ARE
Do not know.
Any decision that is made is always being noted within the system. Although there are a variety of departments, we all fall under one umbrella and that is how we work as a team.
We do have minutes for our meetings

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1a. Is the Number of personnel adequate to support your Department/Program/Division? (O fetau le fuainumera o tagata faigaluega mo le lagolagoina o lau matagaluega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	1 (20%)	0 (0%)	1.7	5

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

We are now fully staffed.
We are a small department so what we have is more than enough.
As of now we are fully staff

2a. Do personnel possess all specialized skills or credentials required to support the Department/Program/Division? (Ua iai i tagata faigaluega agavaa poo tomai tau aoga o loo manaomia i le lagolagoina o le polokalama?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (60%)	1 (20%)	1 (20%)	0.94	5

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2b. Please explain (Fa'amolemole fa'amatala):

Text Responses

We need more training on using our POS system. We staff members need to be allowed to go to CAMEX and NACS to receive training. We are the one's doing the job. I would like to earn my CCRA certificate.

Yes they do.

3a. Are all proper documentation (degrees, certificates, etc.,) on file and continuously updated? (O atoatoa faamaumauga (tikeri, tipiloma...) i faila ma faaauau faaopoopoga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	1 (20%)	0 (0%)	1.7	5

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

HRO has updated records on me for sure.

Everything in the system is updated.

All files of our employees are updated with the HR department

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4a. Are all personnel in this Department/Program/Division careful in protecting the security, confidentiality and integrity of student information according to FERPA? (O faaeteete tagata faigaluega i leni vaega i le malu puipuia o faamatalaga uma e tusa ma tulafono a le Kolisi, Faigamalo faalotoifale, feterale?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (50%)	1 (25%)	1 (25%)	0.47	4

4b. Please explain (Fa'amolemole fa'amatala):

Text Responses

NOT EVERYONE HAVE TRAINING AND SOME PEOPLE DONT KNOW WHAT FERPA IS
I know some of us have been trained in regards to FERPA but I don't know about the others.
any information given that are confidential are kept as that.

5. Does your Department/Program/Division effectively use its personnel to achieve its mission? (O faaoga tataua e lau matagaluega/polokalama/vaega au tagata faigaluega ina ia 'ausia ai lana manulauti?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	0 (0%)	1 (20%)	1.7	5

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5b. Please explain how it can be improved: (Faamolemole faamalamalama mai i lalo pe faapefea ona faaleleia.)

Text Responses

IN A BETTER WAY
Everyone is used to accomplish our goals and missions.
To achieve its mission we all work as a team and get things done.
Just continue serving our students with respect.

Are you a full time or Part Time employee?

	Full Time:	Part Time:	Responses
All Data	5 (100%)	0 (0%)	5

Number of Courses you teach:

Text Responses

NONE
0
N/A

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Degrees, Coursework, and or Publications:

Text Responses

NONE
0
N/A

Other Qualifications not listed in previous question:

Text Responses

NONE
AA degree in Liberal Arts and Education
N/A

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

Text Responses

NONE
None
N/A

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1a. Have faculty/staff in the Department/Program/Division involved themselves in in-service training and other professional development? (Na auai le afaigaluega o le matagaluega/polokalama/vaega i ni aoaoga a’o galulue ma isi aoaoga auā le alualu i luma?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	0 (0%)	1 (20%)	1.7	5

1b. If "yes", please list evidence (Afai e “Ioe” faamatala mai pine faamau o iai.):

Text Responses

THEY HAVE TO JOIN EVERY SINGLE TRAINING
I attended NACS in 2015 but I would like to attend again and receive my CCRA certificate as well.
Training Orientation Clearances Two week training
Our department with Finance usually have our quarterly professional development.

2a. Are there any unmet needs for professional development among personnel in this Department/Program/Division? (O iai ni manaoga tau aoaoga e le’i faia mo le afaigaluega a lau matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (40%)	3 (60%)	0 (0%)	1.25	5

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2b. Please explain (Fa'amolemole fa'amatala):

Text Responses

A BETTER SERVICE AND COMMUNICATION AND A BETTER SMILE

I would like my CCRA certificate

3a. Are faculty/staff evaluated on an annual basis by the immediate Supervisor (i.e., Director, Dean, Vice-President, Chairperson, etc.)? (O iloilo galuega faatino faaletausaga mo faiaoga/tagata faigaluega e le Ta'ita'i (e pei o Taitaifono, Faatonu, Matua o le saofaiga, Sui-Peresitene.):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	0 (0%)	1 (20%)	1.7	5

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

During staff evaluation

Yes they are and it could be at any time.

Yearly Evaluation

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4a. Are evaluations consistent and completed in a timely manner as documented in ASCC policies? (O mulimulita'i iloiloga o galuega faatino e tusa ma tulafono a le Kolisi Tuufaatasi?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (100%)	0 (0%)	0 (0%)	2.36	5

4b. Please explain (Fa'amolemole fa'amatala):

Text Responses

IT HELP US ALOT
We complete ours on a timely manner.
They keep you updated before having an evaluation.
Our department do it as soon as is due

1. Briefly describe the facilities occupied by your Department/Program/Division (i.e., classrooms, offices, labs, etc.)? (Otooto mai se faamatalaga o ituaiga fale/potu o faaoga e lau matagaluega/polokalama/vaega e iai potu aoga, ofisa, potu su'esu'e, ma isi):

Text Responses

GOOD BUT WE NEED A ELECTRONIC DOOR WITH A RAM
It is a small office with a continued leaking problem. When there are heavy rains, water leaks from the ceiling,

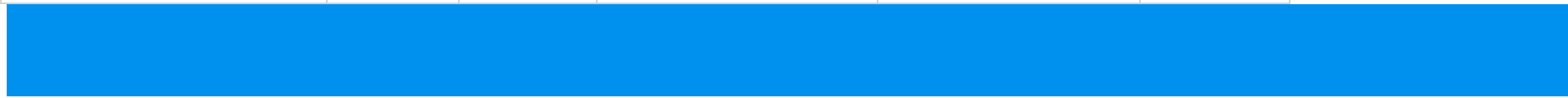
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we have had the ceiling cave in at times. This has resulted in a loss of thousands of dollars in merchandise that has been wet and destroyed because of this issue. We have learned from the previous occupants that the leaking ceiling nothing new. It is an old issue that needs to be addressed. The bookstore is also a SAFETY HAZARD with only one door in and out.
Classrooms, Main offices, Lab, and for any project.
Bookstore
We have the bookstore located in the front of the College. It set up like a retail store.



2a. Are all facilities adequate to support the mission of your Department/Program/Division? (O talafeagai fale/potu aua le lagolagoina o le manulauti a lau matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (60%)	2 (40%)	0 (0%)	1.25	5



2b. Please explain (Fa'amolemole fa'amatala):

Text Responses

NOT ENOUGH BUDGET
It is a small office with a continued leaking problem. When there are heavy rains, water leaks from the ceiling, we have had the ceiling cave in at times. This has resulted in a loss of thousands of dollars in merchandise that has been wet and destroyed because of this issue. We have learned from the previous occupants that the leaking

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ceiling nothing new. It is an old issue that needs to be addressed. The bookstore is also a SAFETY HAZARD with only one door in and out.
yes.
Our store is good.

3a. Does the Institution operate and maintain physical facilities that are adequate to serve the needs of this Department/Program/Division? (O faaoga ma tausi e le aoga ni fale/potu e talafeagai e tautuaina le mana’oga o le matagaluega/polokalama/vaega.):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (60%)	1 (20%)	1 (20%)	0.94	5

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Still small and we here at the bookstore NEED a BIGGER space.
they are pretty fair.

4a. Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this Department/Program/Division? (O faia e le kolisi ni gaoioiga mo se siosiomaga maloloina, saogalemu, ma malupuipua mo leni matagaluega/polokalama/vaega?):

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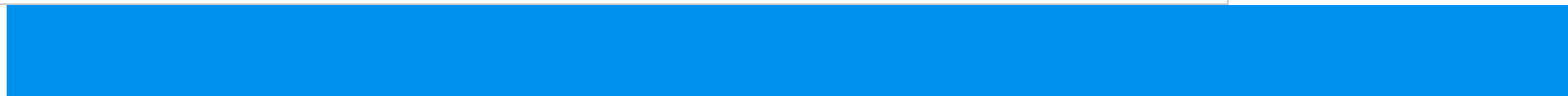
	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	1 (20%)	0 (0%)	1.7	5



4b. Please explain (Fa'amolemole fa'amatala):

Text Responses

NO SAFETY DOOR NO RAM NO BATHROOM
They try as best as they can I GUESS.
We are treated as the rest although we stand on our own now.



5a. Are the physical facilities accessible to persons with disabilities? (O faigofie ona faaaoga potu/fale e tagata o iai manaoga faapitoa?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (60%)	2 (40%)	0 (0%)	1.25	5



5b. If no, please describe below what is needed to make your area accessible (faamolemole faamatala mai i lalo atu mea e moomia e faafaigofie ai ona faaaoga):

Text Responses

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A BETTER ONE
No we need a ramp and automatic doors.
We do have a rail right by the store for the accessibility of a disable person.

6a. Are additional facilities required to support the Department/Program/Division? (O iai ni fale /potu faaopoopo o moomia e lagolago ai le matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (40%)	3 (60%)	0 (0%)	1.25	5

6b. If so, please list and explain (Afai o lea, faamolemole lisi i lalo ma faamalamalama mai):

Text Responses

NEED A BETTER BIGGER SPACE
A bigger store with storage space for merchandise and office space for the bookstore manager and cashiers.
Everyone lends a helping hand to any department in any way

1. Briefly describe current equipment used by your Department/Program/Division and indicate whether it is adequate or inadequate (Ootoo mai meafaigaluega o loo faaoga i le taimi nei e lau matagaluega/polokalama/vaega ma faailoa mai poo talafeagai pe leai):

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Text Responses

NOT ENOUGH
POS system, tag label machine, dolphins.
Technology wise, we were using a cash register while we wait for our system to be set up. Now we are using the computer which had our system installed recently.
All registers and technology that we are using at the moment works pretty good.
We do have all the Equipment that is need, the POS, computers, printer, etc.

2a. Are additional equipment required to support the Department/Program/Division? (O moomia nisi meafaigaluega e lagolago ai le matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (60%)	2 (40%)	0 (0%)	1.25	5

2b. If so, please list and explain (Afai o lea, faamolemole lisi mai ma faamalamalama.):

Text Responses

KITCHEN BATHROOM
A laptop with the mobile POS system on it so we are able to sell anywhere on campus or off campus.

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3a. Does the Department/Program/Division account for its equipment through regular inventory? (O mataitū lelei e le matagaluega/polokalama/vaega ana meafaigaluega, e ala i ana suega oloa faavaitau?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	0 (0%)	1 (20%)	1.7	5

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

We inventory our store merchandise every quarter.
Everything that is used, is included within any inventory
Procurement does a yearly Inventory for all the equipment, furniture, etc

4a. Does the Department/Program/Division account for preventive maintenance of its equipment? (O nofo tapena le matagaluega/polokalama/vaega aua le puipuiga ma le faaleleia o ana meafaigaluega):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (60%)	0 (0%)	2 (40%)	1.25	5

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4b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Do not know.

5a. Is the equipment used by this Department/Program/Division similar to that used in the workplace or at a higher level institution? (O tai tutusa meafaigaluega a le matagaluega/polokalama/vaega ma mea e faa'oga i falefaigaluega poo isi kolisi ma iunivesite?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (40%)	1 (20%)	2 (40%)	0.47	5

5b. Please explain (Fa'amolemole fa'amatala):

Text Responses

The POS system here at the bookstore is used in colleges all over the US.

6a. Is there a need to update/upgrade equipment for improvement of services? (O moomia ona siitia le tulaga o meafaigaluega mo le faaleleia o auunaga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2	2	1	0.47	5

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
	(40%)	(40%)	(20%)		

6b. Please explain (Fa'amolemole fa'amatala):

Text Responses

WE NEED TO UPDATE ALL NEEDS IN THE COLLEGE

One of the registers is more then 4 years old and needs to be upgraded, even our Server needs to upgraded and updated to the newest operating system.

1a. Is the budget information available to this Department/Program/Division? (O tatala le avanoa e maua ai ni faamaumauga o le Tala o le Tupe e ta'ita'i o matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (40%)	1 (20%)	2 (40%)	0.47	5

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Not on a daily basis.;

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I'm a new hire so basically I don't have access to our departments budget information

A copy is given and we also can go on Webinar

2a. Are faculty/staff involved in Department/Program/Division annual budget planning? (O 'auai faiaoga/'au faigaluega i le fuafuaina o le tala i le tupe faaletausaga a le matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	0 (0%)	3 (60%)	2 (40%)	1.25	5

2b. Please explain Fa'amolemole fa'amatala):

Text Responses

DO not know.

When we were with Finance our staff were not involve with the budget

3a. Does the Department/Program/Division provide guidance on budget processes, analysis, and preparation? (O ofo atu e le matagaluega/polokalama/vaega ni ta'iala o le faagaioiga o tala o tupe, iloiloga ma sauniga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2	0	3	1.25	5

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
	(40%)	(0%)	(60%)		

3b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Do not know.
Our Finance Department assist with the budget process.

4a. Is adequate financial support available to meet the needs of this Department/Program/Division? (O lava le lagolago tau tupe o faaavanoa atu mo matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (40%)	0 (0%)	3 (60%)	1.25	5

4b. Please explain (Fa'molemole fa'amatala):

Text Responses

Do not know.
The Bookstore generates an income

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5a. Does the Department/Program/Division effectively use its current financial resources to achieve its mission? (O faaaogā tatau e le matagaluega/polokalama/vaega ana alaga'oa tau tupe e ausia ai lana manulauti?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (60%)	0 (0%)	2 (40%)	1.25	5

5b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Do not know.
Everything is about our students

6a. Does the Department/Program/Division have any budget priorities to implement for continuous improvement to achieve its mission? (O iai ni faamuamua tau tala o le tupe a le matagaluega/polokalama/vaega o fia faatino mo le alualu pea i luma, ina ia ausia ai lana manulauti?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	3 (60%)	0 (0%)	2 (40%)	1.25	5

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6b. Please explain (Fa'amolemole fa'amatala):

Text Responses

Do not know

Our bookstore do a yearly students appreciation day.

1a. Is technology used to improve student learning and services? (O faaoga le tekonoosi e faaleleia ai aooga ma tautua mo tagata aooga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	1 (20%)	0 (0%)	1.7	5

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

NO GOOD SERVICE ON THE INERNET

We have computer labs but the smart-boards are not working.

On campus there are computer labs for students to use

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2. Check the following technologies sufficient to perform your duties:

	Available/Accessible (Avanoa/Faigofie ona maua)	Appropriate (Talafeagai)	Current (Tekonolosi o le taimi nei)	Standard Deviation	Responses	Weighted Average
ASCC Online Systems (Moodle, Compliance Assist, Colleague, Webmail, Website etc.) (Sisitema a le Kolisi Tuufaatasi (polokalama e fai ai vasega)	2 (40%)	3 (60%)	0 (0%)	1.25	5	1.6 / 3
Software (Microsoft Office, SPSS, CAD, Autodesk, etc.) (Poloklama tau komepiuta)	3 (60%)	2 (40%)	0 (0%)	1.25	5	1.4 / 3
Internet Connectivity (speed, etc.) (Fesootaiga tau initaneti)	0 (0%)	3 (75%)	1 (25%)	1.25	4	2.25 / 3
						1.71 / 3

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Other technologies used (Ma isi tekonolosi faaaoga):

Text Responses

UPDATED ONES

Nothing off the top of my head right now.

1. Are the following student support services available and accessible to students when needed? (O tatala avanoa ma faigofie ona maua auunaga nei e tagata aoga pe a mana'omia?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
Computer Labs (Potu Komepiuta)	4 (80%)	0 (0%)	1 (20%)	1.7	5	1.4 / 3
Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga):	3 (60%)	0 (0%)	2 (40%)	1.25	5	1.8 / 3
Financial Assistance (ex. Financial Aid, Work-Study, Scholarship, Deferred Payment Plans) (Fesoasoani Tau Tupe (ftg Fesoasoani Tau Tupe mai le Malo Tele, Polokalama Galue ma Aoga, Sikolasipi, Fuafuaga tau	4 (80%)	0 (0%)	1 (20%)	1.7	5	1.4 / 3

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
Pili Totogi Tolopō):						
Library (Faletusi):	5 (100%)	0 (0%)	0 (0%)	2.36	5	1 / 3
Academic Tutoring (Fesoasoani i meaaoga):	5 (100%)	0 (0%)	0 (0%)	2.36	5	1 / 3
Academic Advising (i.e., Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (fa'ata'ita'iga, Faamatalaga i le Upega, avanoa o faiaoga):	3 (60%)	0 (0%)	2 (40%)	1.25	5	1.8 / 3
Campus Life (i.e., Security, Extra Curricular, Co- Curricular, etc.) (Olaga Faakolisi: (fa'ata'ita'iga, Malu o le Kolisi, Mataupu/faatinoga faaopoopo ma isi):	4 (80%)	0 (0%)	1 (20%)	1.7	5	1.4 / 3
Admissions and Records (Application, Transcripts,	4 (80%)	0 (0%)	1 (20%)	1.7	5	1.4 / 3

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua, ma isi):						
						1.4 / 3

1a. Does your Department/Program/Division help to ensure safety awareness and emergency procedures for its personnel, students and community? (i.e., Fire extinguishers, evacuation plans, First-Aid, etc.) (O fesoasoani lau matagaluega/polokalama/vaega e faamautinoa le silafia o puipuiga ma faatinoga o gaoioiga aua faalavelave faafuase'i mo au tagata faigaluega, tagata aooga ma tagata lautele? (fa'ata'ita'iga, Fagu tineimu, fuafuaga faataatia mo le tuua o le nofoaga, Fesoasoani Muamua, ma isi):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	4 (80%)	1 (20%)	0 (0%)	1.7	5

1b. Please explain (Fa'amolemole fa'amatala):

Text Responses

NEVER BEEN IN A SINGLE SAFETY TRAINING

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We have fire extinguishers but we need a First Aid kit and other emergency resources.

We are all trained for any drill and we are prepared to act on it at any time.,
