

American Samoa Community College

Spring | **16**

Divisional Assessment

Financial Aid Office



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FY 2016 Divisional Assessment
Financial Aid Office

Financial Aid Office

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

Our department provides the fund for students who are qualified to be able to enjoy the high quality of education provided by our institution.

The mission of the Financial Aid Office (FAO) is to ensure that all eligible individuals benefit from federal financial assistance for education beyond high school. Promoting and assuring higher education access and opportunity are the basic principles of Federal Student Aid. By supporting the promise of postsecondary education, we uphold its value as a force for greater inclusion in our society and for the continued vitality of American Samoa as a territory of the United States of America.

For students who are not able to afford the level of higher education after high school, our team stand ready to accommodate the needs of those student so they can be able to enjoy the quality of college education.

Our outcomes supports the institution's mission of student's achieving their educational goals by ensuring that financing a student's education is NOT a barrier to completing one's degree program here at ASCC.

The mission of the Admission, Registrar and Financial Aid Offices is to ease enrollment procedures, increase overall student enrollment and retention, and provide all information, services, and assembling financial resources that are available to and/or needed by students of ASCC. In addition, the offices will insure the accuracy, integrity, and security of the academic records and offer as many opportunities for financial aid as possible to support an eligible student in completion of a degree at ASCC. We will strive to provide quality service to students, faculty, staff, alumni, and other constituents of the college community. This service will also include the progression of students through the academic arena such as testing, admission, registration, degree planning, and graduation. Further, the office will provide timely response to requests for transcripts of current and former students, provide particular emphasis toward processes related to academic records, academic progress, enrollment data, classroom support, academic certification, and oversight of Academic Policy in regards to the integrity of the degrees and certificates offered by the ASCC.

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- Ensuring that all eligible individuals benefit from federal financial assistance for education beyond high school. - assisting students with financial aid process for easy and effective education

Provide assistance to students without aid and unable to begin or continue education at ASCC.

By supporting the promise of post secondary education, for greater inclusion in our society that all eligible individuals benefit from federal financial assistance for education.

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: (Faauauau atu i iunivesite ma aoaoga maualuluga atu):	8 (100%)	0 (0%)	0 (0%)	3.77	8	1 / 2
Successful entry into the workforce (Faamanuiaina i galuega):	7 (88%)	1 (13%)	0 (0%)	3.09	8	1.13 / 2
Research and extension in human and natural resources; (Sailiiliga ma le faalauteleaga I mataupu tau tagata ma punaoa faalenatura):	4 (50%)	4 (50%)	0 (0%)	1.89	8	1.5 / 2
Awareness of Samoa and the Pacific (Silafia o Samoa ma le Pasefika):	4 (50%)	4 (50%)	0 (0%)	1.89	8	1.5 / 2
						1.28 / 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	6 (75%)	1 (13%)	1 (13%)	2.36	8

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

Text Responses

n/a

Yes. But for our office, it is a monthly meeting of each staff member's status on their work and the need of improvements to better serve our students.

FAO Monthly Staff Meeting is conducted to gather feedback of services and to improve services moving forward.

N/A

we have staff Monthly meetings and also annual evaluation.

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

We encourage students to do good in school in order for them to qualify for financial aid assistance. The better the grades, the longer you are qualified for financial assistance. But failing and having low grades minimizes the chance of qualifying for financial aid assistance.

We acknowledge those who are eligible for financial aid to maintain a good GPA throughout his/her journey through college life. Once a student drop his/her GPA, then the student wouldn't be eligible for financial assistance. This is how we support student learning and achievement.

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By offering the maximum eligible aid to students to cover most (if not all) costs associated with their degree program. Relieving students of this stress and barrier to education fosters a better learning environment to ensure student learning and student achievement.

Without Financial Aid its difficult for a student to continue their education

Financial Aid Department support by providing information in forms of outreach. Also assisting the student with their financial Aid issues.

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.)	6 (75%)	2 (25%)	0 (0%)	2.49	8	1 / 1
Quarterly Reports (Ripoti faalekuata. Ioe pe Leai, Faamolemole faamatala)	6 (75%)	2 (25%)	0 (0%)	2.49	8	1 / 1
Bi-weekly Reports (Ripoti tai lua vaiaso. Ioe pe Leai, Faamolemole faamatala).	8 (100%)	0 (0%)	0 (0%)	3.77	8	1 / 1
Student Learning Outcomes (Agavaa Ausia Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	5 (63%)	3 (38%)	0 (0%)	2.05	8	1 / 1
Institutional Strategic Plan (Fuafuaga Faataatia Kolisi. Ioe pe Leai, Faamolemole faamatala)	4 (50%)	4 (50%)	0 (0%)	1.89	8	1 / 1
Performance Evaluation (Iloiloga o Galuega Faatino. Ioe pe Leai, Faamolemole faamatala)	7 (88%)	1 (13%)	0 (0%)	3.09	8	1 / 1

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	Yes (Ioe)	No (Leai)	Please Explain	Standard Deviation	Responses	Weighted Average
Program Review (Iloiloga o Polokalama. Ioe pe Leai, Faamolemole faamatala)	5 (63%)	3 (38%)	0 (0%)	2.05	8	1 / 1
Course Evaluation (Suesuega o Mataupu. Ioe pe Leai, Faamolemole faamatala)	3 (38%)	5 (63%)	0 (0%)	2.05	8	1 / 1
Student Satisfaction Survey (Suesuega Lotomalie Tagata Aoga. Ioe pe Leai, Faamolemole faamatala)	4 (50%)	4 (50%)	0 (0%)	1.89	8	1 / 1
Fact Sheets (Pepa o Faamatalaga Moni. Ioe pe Leai, Faamolemole faamatala)	3 (38%)	5 (63%)	0 (0%)	2.05	8	1 / 1
Other Evidence (Nisi faamaumauga. Ioe pe Leai, Faamolemole faamatala)	3 (38%)	5 (63%)	0 (0%)	2.05	8	1 / 1
						1 / 1

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

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	7 (88%)	0 (0%)	1 (13%)	3.09	8

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

Text Responses

Being able to learn from past mistakes makes up better improvement for future work to be done.

Any work done by an individual or a group of individual can always be improved in some ways. What needed to be done or ideas that

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can help a workplace move faster and effectively is done during the evaluation so by the time we get back to our workplace, these actions are practiced thus showing a lot of improvements from before.

Revised procedures in administering Title IV between FAO and Finance Office based on continuous monthly evaluation of our services, as discussed in monthly staff meetings.

n/a

NA

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

Being able to turn in work on time and not having to deal with the corrections that will take up a lot of time and energy to complete.

Handling and serving our student in a timely manner. Being able to serve any other student that is not under your list.

Less batch processing for the entire award year, speedy batching of all eligible students before mid-semester mark.

NA

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	0 (0%)	6 (75%)	2 (25%)	2.49	8

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

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Text Responses

I just started working this semester with ASCC.

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

n/a

Significant Achievements include first ever attendance to College Board Institute Training, of which ASCC received first hand Tax training with regards to FAFSA filing.

student enrollment increase

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
All Data	6 (75%)	1 (13%)	1 (13%)	2.36	8

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

Text Responses

Our department work closely with the Finance Office. We communicate to ensure that both of our work flow smoothly and that each student receives their financial funds in a timely manner.

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Feedback from Tutorial center help to shape decision-making on students' Satisfactory Academic Progress (SAP) Appeals.

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	7 (100%)	0 (0%)	0 (0%)	3.3	7

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

Text Responses

Without our SOPs, we would be jumping from one thing to another. It is important to follow our SOPs for proper procedures and processing of a students document.
 updated where necessary and communicated to staff via monthly staff meetings.

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	6 (86%)	0 (0%)	1 (14%)	2.62	7

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

Text Responses

Everything and anything we do is documented and kept on record for if we encounter any problem in the future, we go back to our files and see where the source of the problem is.

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All documentations for decisions rendered on FAO policies and procedures are archived electronically in office shared files, as well as hard copies in FAO.

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

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	8 (100%)	0 (0%)	0 (0%)	3.77	8

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

Text Responses

We have enough personnel watching over our department and keeping a steady flow of work even if it's our busiest day.

We have a full 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	8 (100%)	0 (0%)	0 (0%)	3.77	8

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

Text Responses

Each person in our department has a unique set of skills to complete whatever task that is needed to be done.

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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	7 (88%)	0 (0%)	1 (13%)	3.09	8

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

Text Responses

n/a
 constantly working with HR to ensure all documentations for personnel are on record.

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 lenei vaega i le malu puipua 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	8 (100%)	0 (0%)	0 (0%)	3.77	8

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

Text Responses

Everything is confidential and we do not share information of one student to another.
 FERPA reminders are communicated to staff on a monthly basis.

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Our office strictly enforces Ferpa to all our students. For confidentiality purposes

5. Does your Department/Program/Division effectively use its personnel to achieve its mission? (O faaoga tatau 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	8 (100%)	0 (0%)	0 (0%)	3.77	8

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

Text Responses

I like the way our department works. If one is out sick, another on is ready and able to take on the load and complete the task at hand for we were trained to do this type of work.

Training and tasks are delegated to staff where necessary to maximize personnel utilization of their skills and abilities.

Are you a full time or Part Time employee?

	Full Time:	Part Time:	Responses
All Data	8 (100%)	0 (0%)	8

Number of Courses you teach:

Text Responses

n/a

Not Applicable

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n/a

NA

NA

Degrees, Coursework, and or Publications:

Text Responses

AS - Criminal Justice

MA, BS, AA

AA-LAR

Other Qualifications not listed in previous question:

Text Responses

n/a

Not Applicable

Group Fitness Certification First Aid/CPR Certified Datatel Software System Training Achievement WASC Assessment 101

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

Text Responses

College Signing Day

Marketing Committee member Data Committee member Total Cost of Ownership Committee member Financial Resources

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Committee member Student Support Services Committee member Registration Committee member
 -CHURCH CHOIR - MINISTRY FOR WOMEN - YOUTH

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	8 (100%)	0 (0%)	0 (0%)	3.77	8

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

Text Responses

College Signing Day

Attend NASFFA, WASFFA, FSA and PACFFA Conferences. Complete online webcast and trainings; FSA Coach, USA Funds etc

College Signing Day

- FAO Annual In-Service Training/Workshops - PacFAA/NASFAA/FSA Professional Development-Training Workshops - FAO Annual Retreat - FSA Webinars

In-house training Web-training Off-island conference/training Summer institutes

In house training; Webinar training; Off-island conference/training Summer institute

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?):

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	0 (0%)	8 (100%)	0 (0%)	3.77	8

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

Text Responses

n/a

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 faaletausagea 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	8 (100%)	0 (0%)	0 (0%)	3.77	8

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

Text Responses

Our supervisor follows up on us with the status of our work.
 Annual Performance Evaluation
 ANNUAL EVALUATION

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?):

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (63%)	1 (13%)	2 (25%)	1.7	8

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

Text Responses

n/a

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

Text Responses

1 main office with 7 cubicles and 1 small office for Federal Work Study.

None

We have a one big office with seven cubicles and one small office for Federal Work Study.

Office with 7 workstations

NA

office space

offices

Show Less Responses

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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	4 (50%)	3 (38%)	1 (13%)	1.25	8

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

Text Responses

Our office is too small especially when we receive heavy traffic of students. There is no space to walk around.

Not Wheelchair accessible. Service window also has high risk of violation of FERPA when serving student due to hardship in hearing.

NA

3a. Does the Institution operate and maintain physical facilities that are adequate to serve the needs of this Department/Program/Division? (O faaaoga 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	6 (75%)	1 (13%)	1 (13%)	2.36	8

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

Text Responses

We maintain our own office and we also have Ina that comes in everyday to clean and take out the trash.

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Not Wheelchair accessible. Service window also has high risk of violation of FERPA when serving student due to hardship in hearing.

NA

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 lenei matagaluega/polokalama/vaega?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (71%)	2 (29%)	0 (0%)	2.05	7

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

Text Responses

Our trash is not to be filled with any kind of food, mainly because the institution is trying to prevent rat infestation.

Maintains cleanliness, and a smoke-free environment.

NA

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

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (63%)	3 (38%)	0 (0%)	2.05	8

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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

Not Wheelchair accessible. Service window also has high risk of violation of FERPA when serving student due to hardship in hearing.

Hallway not accessible for for wheel chair. (narrow and not wide enough)

Hallway and office space not wide enough for wheelchair.

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	4 (50%)	3 (38%)	1 (13%)	1.25	8

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

Text Responses

Just needs adjustments to current structures, versus building more structures. We already have limited space for building. Might want to reconsider such moves before congesting the campus with building structures.

Space for file cabinet to allow more office space for students.

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

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Text Responses

Computer Facsimile Machine Phone Printer

Computer Printer Fax

Computers, printers, fax machines, telephone lines, shredder.

we can use better office equipment such as computers (not outdated software.) FAX machines is much needed!!!

COMPUTER PRINTER FAX PHONE....ETC

Desk top computer Printer Fax nachine

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 (38%)	4 (50%)	1 (13%)	1.25	8

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

Text Responses

Need a printer for the Federal Work Study Office. There is no printer. I have to walk back and forth to the main office to print my papers.

FWS Federal Work Study does not have a printer. A trip is to be made to the other office to grab printed papers. This is time consuming.

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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	8 (100%)	0 (0%)	0 (0%)	3.77	8

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

Text Responses

We go green!

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	4 (50%)	2 (25%)	2 (25%)	0.94	8

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

Text Responses

We do our weekly checks with our equipment to see if they're working properly. Our office is busy every day so maintaining our equipment is very important to us to be able to serve the students.

accountability and consistent maintenance

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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 faaoga i falefaigaluega poo isi kolisi ma iunivesite?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (63%)	1 (13%)	2 (25%)	1.7	8

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

Text Responses

I know for a fact that these equipment are used because without it, it will be impossible for someone to complete their job.
 Need faster internet

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 auaunaga?):

	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	5 (63%)	3 (38%)	0 (0%)	2.05	8

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

Text Responses

n/a
 Need heavy duty and durable shredders, as well as upgrade in technology. Need a backup system for electronic files with adequate archival capacities.

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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	7 (88%)	1 (13%)	0 (0%)	3.09	8

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

Text Responses

We get a draw down of every fund that we award to the students. It also comes with the balance of what is left of the funds.

Web Advisor

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	3 (38%)	3 (38%)	2 (25%)	0.47	8

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

Text Responses

n/a

planning identifies office needs, then projection is made based on those needs, and then a budget is formulated based on office needs.

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 faagaoioiga o tala o tupe, iloiloa ma sauniga?):

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	2 (25%)	3 (38%)	3 (38%)	0.47	8

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

Text Responses

n/a

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 (25%)	5 (63%)	1 (13%)	1.7	8

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

Text Responses

n/a

Issues with inadequate "local" funding on professional development, membership, and training activities.

NEED MORE FOR OFFICE USE

5a. Does the Department/Program/Division effectively use its current financial resources to achieve its mission? (O faaogā tataua 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
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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	7 (88%)	1 (13%)	0 (0%)	3.09	8

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

Text Responses

In some cases, we have to exhaust out all our funds to receive more funding for assistance. But if we do not exhaust these funds, then we wouldn't get anymore funds to provide the financial assistance the student needs.

cost containment is always a priority

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 (43%)	0 (0%)	4 (57%)	1.7	7

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

Text Responses

n/a

Equipment and training is always a priority in order to maintain staff readiness in meeting office/college mission.

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

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses
All Data	8 (100%)	0 (0%)	0 (0%)	3.77	8

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

Text Responses

Projector is one technology that I know that is used by a lot of students to do their presentation.

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)	6 (75%)	2 (25%)	0 (0%)	2.49	8	1.25 / 3
Software (Microsoft Office, SPSS, CAD, Autodesk, etc.) (Poloklama tau komepiuta)	6 (75%)	2 (25%)	0 (0%)	2.49	8	1.25 / 3
Internet Connectivity (speed, etc.) (Fesootaiga tau initaneti)	4 (57%)	3 (43%)	0 (0%)	1.7	7	1.43 / 3
						1.3 / 3

Other technologies used (Ma isi tekonolosi faaaoga):

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Text Responses

n/a

internet is very slow

1. Are the following student support services available and accessible to students when needed? (O tatala avanoa ma faigofie ona maua auaunaga 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)	8 (100%)	0 (0%)	0 (0%)	3.77	8	1 / 3
Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga):	8 (100%)	0 (0%)	0 (0%)	3.77	8	1 / 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 Pili Totogi Tolopō):	8 (100%)	0 (0%)	0 (0%)	3.77	8	1 / 3
Library (Faletusi):	8 (100%)	0 (0%)	0 (0%)	3.77	8	1 / 3
Academic Tutoring (Fesoasoani i meaaoga):	8 (100%)	0 (0%)	0 (0%)	3.77	8	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):	7 (88%)	0 (0%)	1 (13%)	3.09	8	1.25 / 3

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	Yes (Ioe)	No (Leai)	Do not know (Leiloa)	Standard Deviation	Responses	Weighted Average
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):	7 (88%)	0 (0%)	1 (13%)	3.09	8	1.25 / 3
Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua, ma isi):	7 (88%)	0 (0%)	1 (13%)	3.09	8	1.25 / 3
						1.09 / 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 aoga 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	5 (63%)	3 (38%)	0 (0%)	2.05	8

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

Text Responses

It's common sense that we watch our for what we do especially with our surroundings. If we see an unsafe act, report it ASAP to the immediate supervisor and follow all instruction afterwards.

maintain cleanliness and clear walkways/hallways.

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