

AMERICAN SAMOA COMMUNITY COLLEGE



Divisional Assessment SPR 2014

Admissions, Registrar and Financial Aid

Divisional Assessment SPR 2014

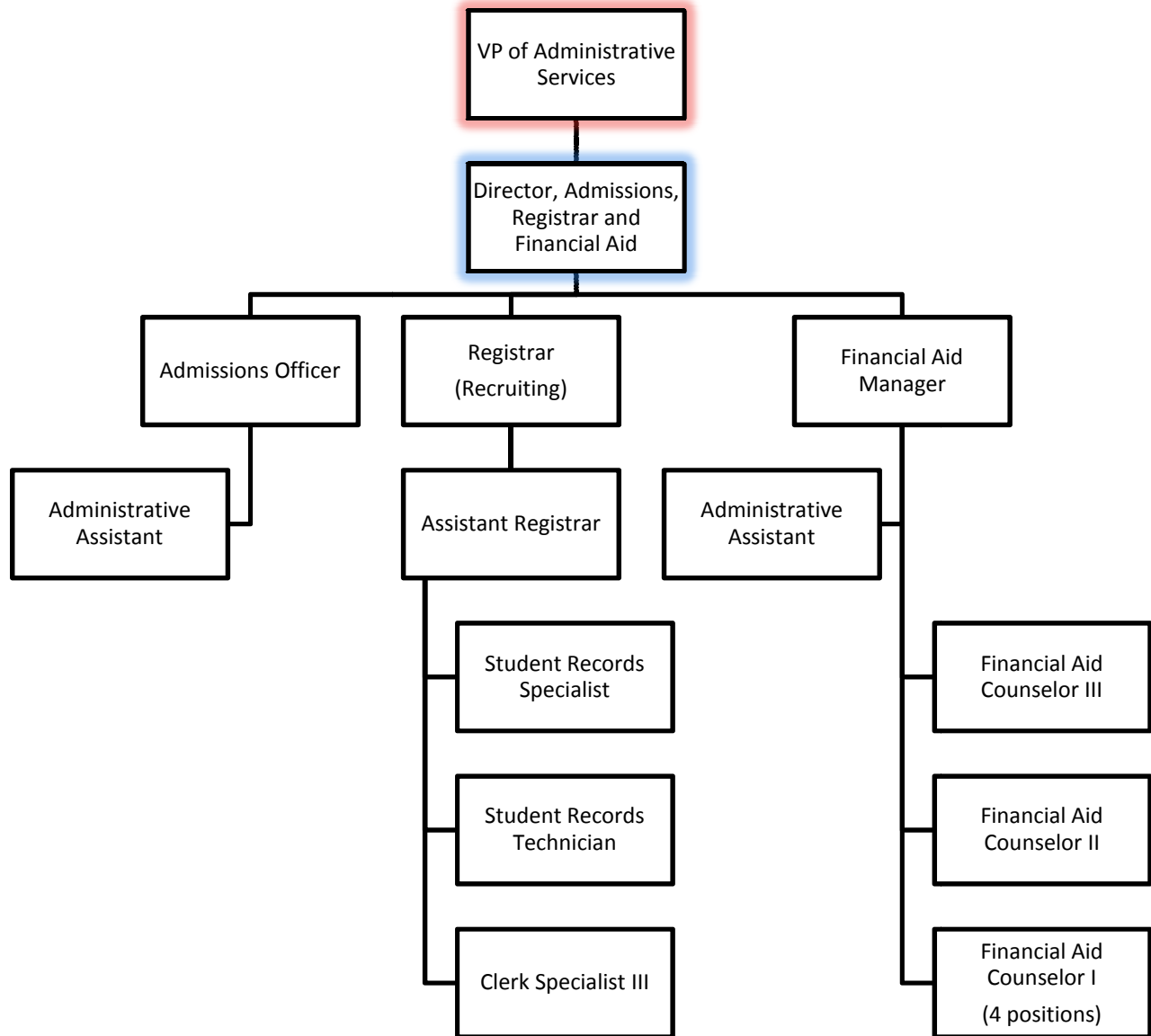
Admissions, Registrar and Financial Aid

**Admissions, Registrar and Financial Aid
Mission**

ARFAO Administration

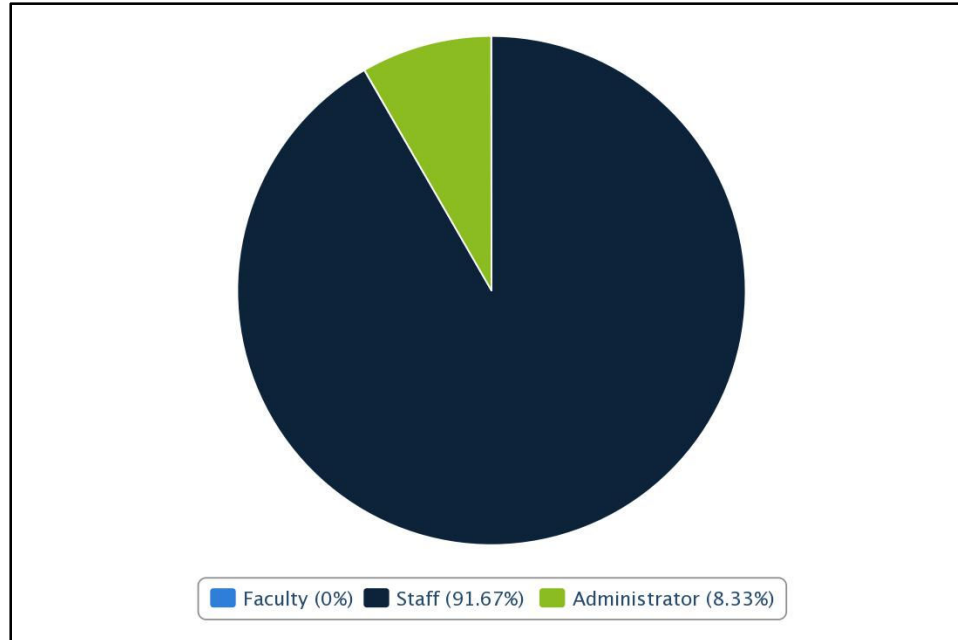
Director	Sifagatogo Tuitasi
Admissions Officer	Elisapeta Leuma
Assistant Registrar	Maina Galea'i
Financial Aid Manager	Peteru Lam Yuen

Physical Facilities Maintenance Organizational Chart



1. DEPARTMENT/PROGRAM /DIVISION DATA

1) Status of participants in this division that completed survey:



2) Please type in the purpose or mission statement for this Dept/Prog/Div:

- 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.
- Admissions office most important mission statement is to ease enrollment procedures, and to provide quality services to the students.
- The mission of the Admission, Registrar and Financial Aid Offices is to ease 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

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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 student 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.

- Provide assistance to students, and ensure that all eligible individuals benefit from federal financial assistance for continue education 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.
- 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 FSA. By supporting the promise of post-secondary education, we uphold its value as a force for greater inclusion in our society and for the continued vitality of American Samoa as a U.S. territory.
- TO SERVE & ASSIST THE FINANCIAL NEEDS OF STUDENTS.
- 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.
- The mission of the Financial Aid Office (FAO) is to ensure that all eligible students benefit from federal financial assistance for education beyond high school. Promoting and assuring higher education access and opportunity are the basic tenets of the student financial assistance administration. By supporting the promise of post secondary education, we uphold its value as a force for greater inclusion in our society and for the continued vitality of American Samoa as a U.S. Territory.
- The Financial Aid Mission is to provide Financial Aid services and assistance that are accessible to students.
- The mission of the Financial Aid Office (FAO) is to ensure that all eligible individuals benefit from federal financial assistance for education beyond high school. Promoting and assuring higher education access and opportunity are the basic principles of Federal Student Aid. By supporting the promise of postsec-ondary education, we uphold its value as a force for greater inclusion in our soci-ety and for the continued vitality of American Samoa as a territory of the United States of America.

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- 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.

3) List the outcomes for your Dept/Prog/Div:

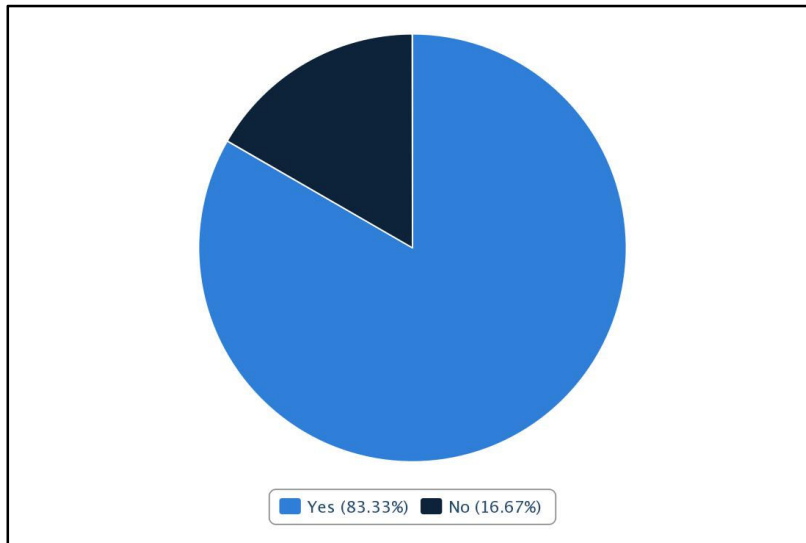
- 1. Students enjoy ARFAO's extended hours of operation to adequately meet student needs and create greater operational efficiency and reduce turn-around time. 2. Students ARFAO needs are addressed in a timely manner. 3. ARFAO possesses a combined Standard Operating Procedures Manual which is reviewed every year for improvement to efficiently and regularly serve ASCC stakeholders. 4. Students complete all admissions and financial aid applications within the period of time scheduled for each term.
- To meet students needs and complete all admissions and financial aid applications within the period of time scheduled for each term.
- 1. Students enjoy ARFAO's extended hours of operation to adequately meet student needs and create greater operational efficiency and reduce turn-around time. 2. Students ARFAO needs are addressed in a timely manner. 3. ARFAO possesses a combined Standard Operating Procedures Manual which is reviewed every year for improvement to efficiently and regularly serve ASCC stakeholders. 4. Students complete all admissions and financial aid applications within the period of time scheduled for each term.
- Promote consumer information concerning financial aid programs expenses, eligibility criteria, award procedures and student rights and responsibilities.
- 1. Students enjoy ARFAO's extended hours of operation to adequately meet student needs and create greater operational efficiency and reduce turn-around time. 2. Students ARFAO needs are addressed in a timely manner. 3. ARFAO possesses a combined Standard Operating Procedures Manual which is reviewed every year for improvement to efficiently and regularly serve ASCC stakeholders. 4. Students complete all admissions and financial aid applications within the period of time scheduled for each term.
- STUDENTS ARE ABLE TO ATTEND COLLEGE AND FURTHER THEIR EDUCATION THROUGH FINANCIAL AID. OUR JOB IS TO ASSURE THE STUDENT IS ELIGIBLE AND QUALIFIED FOR FINANCIAL 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.
- -Help students apply for their Financial Aid Application -Determine Financial Aid awards -Provide Financial Aid counseling -Offer Federal Work-Study resources to help eligible student earn funds for their educational expenses...
- Clear and effective communication Continuous improvement Customer focus Ethics and integrity Mutual respect Professionalism Resourcefulness Staff development Teamwork

4) Explain how your mission and outcomes support the institution's mission:

- Supports in providing services that fosters successful student learning.
- To maintain permanent academic records for current and former students, and statistical reporting.
- Promoting and assuring higher education access and opportunity are basic tenets of the student financial assistance administration
- ARFAO's mission and outcomes support the institution's mission of providing support services to its students to achieve all their educational goals.
- WITHOUT THE STUDENTS WE HAVE NO INSTITUTION.
- eligible students are financed and supported by our job to secure funds to fund their education so they can achieve an higher education.
- The American Samoa Community College (ASCC) is providing high quality services that will enable students to achieve their educational goals, and we (FAO) provide financial assistance in support of student learning.
- The Financial Aid Mission supports the institutions mission by providing financial assistance opportunities that will enable students to achieve their educational goals and to contribute to the social, cultural, political, economic, technological, and environmental well being of American Samoa.
- By supporting the promise of post-secondary 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. Our mission helps to ensure that student learning is not hindered due to students financial obligations with ASCC.

2. PERSONNEL DATA

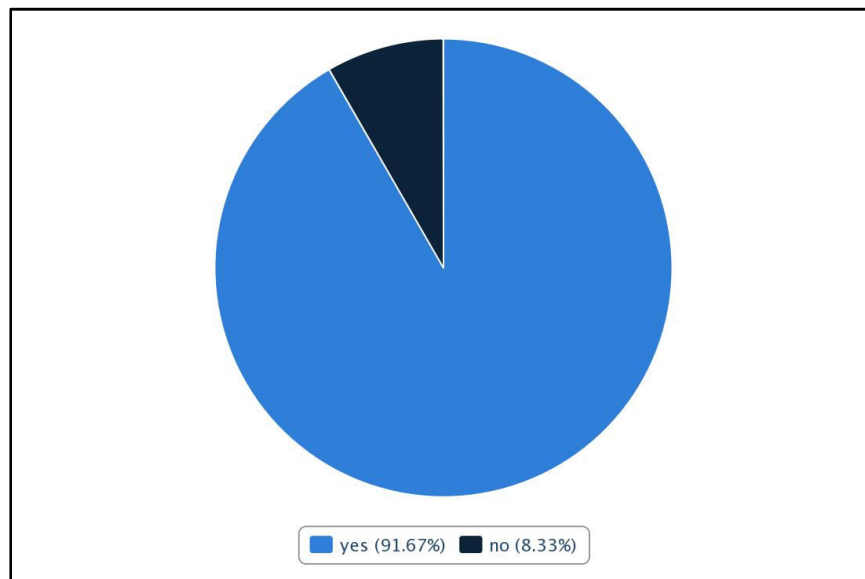
Is the number of personnel adequate to support your Dept/Prog/Div?



If "no", please explain:

- Short of man power if thing are not automated otherwise # of employees is adequate if everything is on-line.
- Need 2 additional personnel to support the data entry, recruitment, and reports for the Admissions side.

Do personnel possess all specialized skills or credentials required to support the Dept/Prog/Div?



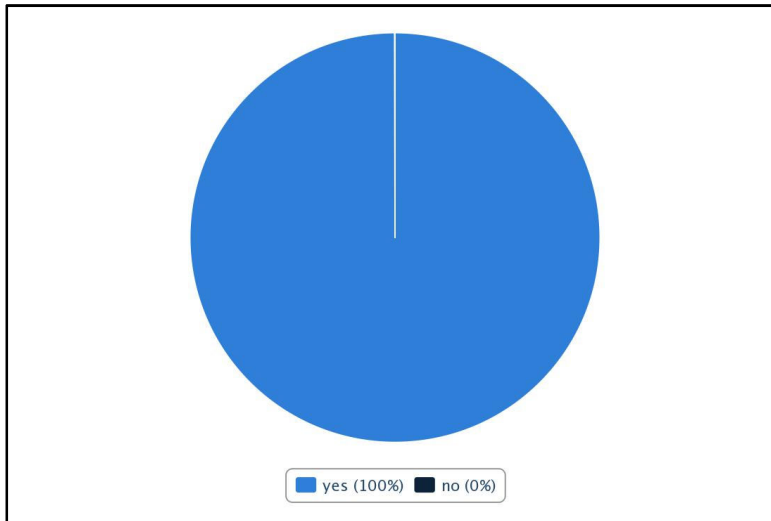
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If “no”, please explain:

- MORE TRAINING

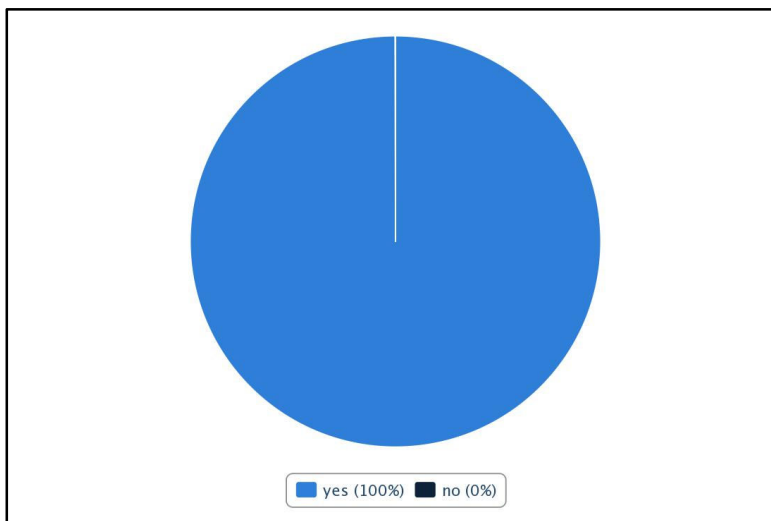
Are all proper documentation (degrees, certificates, etc.) on file continuously updated?



If "no", please explain:

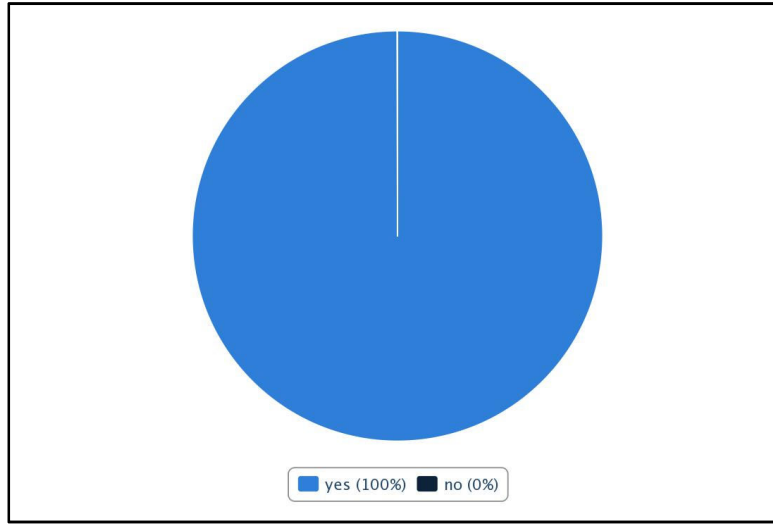
- No answers

Are all personnel in this Dept/Prog/Div? careful in protecting the security, confidentiality and integrity of student information according to FERPA?



3. FACULTY ROSTER

Are you a Full time or Part time employee?



Number of Courses you teach:

- n/a

Degrees, Coursework and other publications:

- N/A
- A.S. Automotive Mechanic Technology/ Automotive Body Repair
-

Other qualifications not listed in previous question:

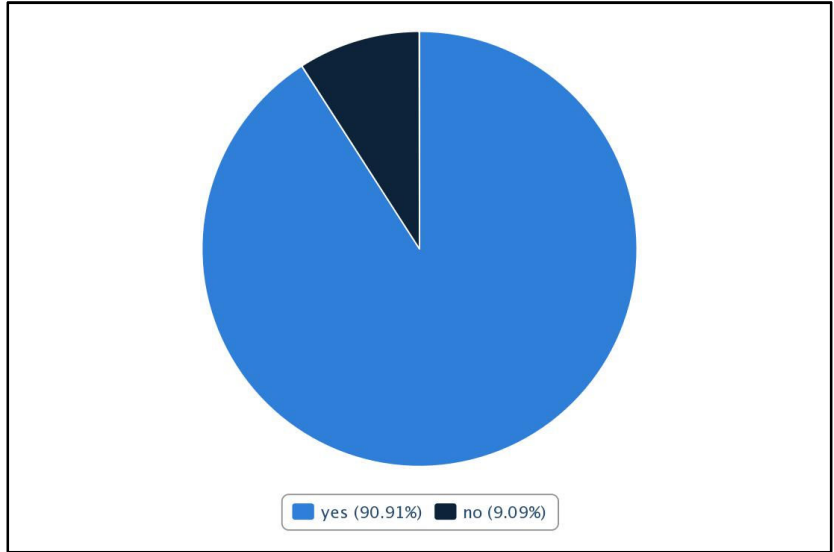
- n/a

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

- ALUMNI ETC...
- N/A
- NA
- ASCC Alumni Association, Member
- ASCC Appreciation Day Committee

4. STAFF DEVELOPMENT

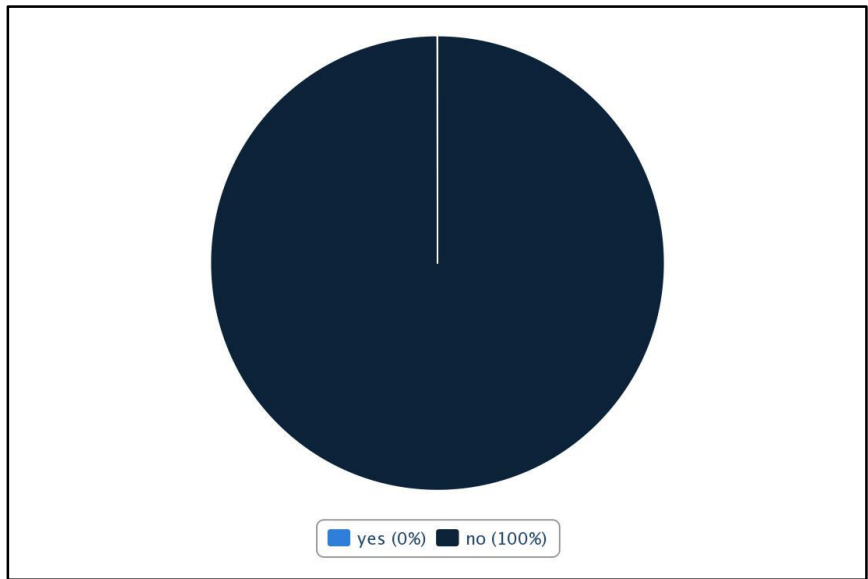
Does the evidence exist to show that faculty/staff in this Dept/Prog/Div have involved themselves in in-service training and other professional development?



If "no", please explain:

- No Answers

Are there any unmet needs for professional development among personnel in this Dept/Prog/Div?



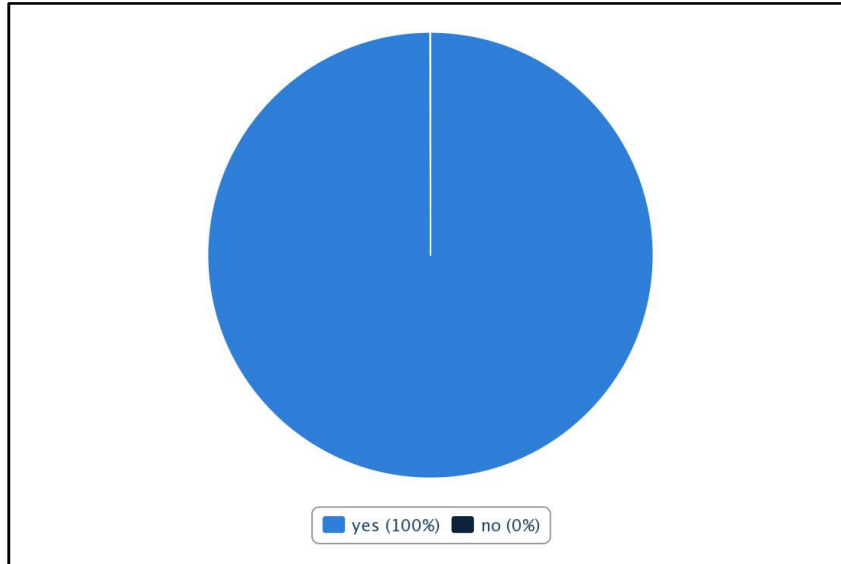
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If “yes”, please explain:

- No answers

Are faculty/staff evaluated on an annual basis by the immediate supervisor (i.e.: Director, Dean, Vice President)?

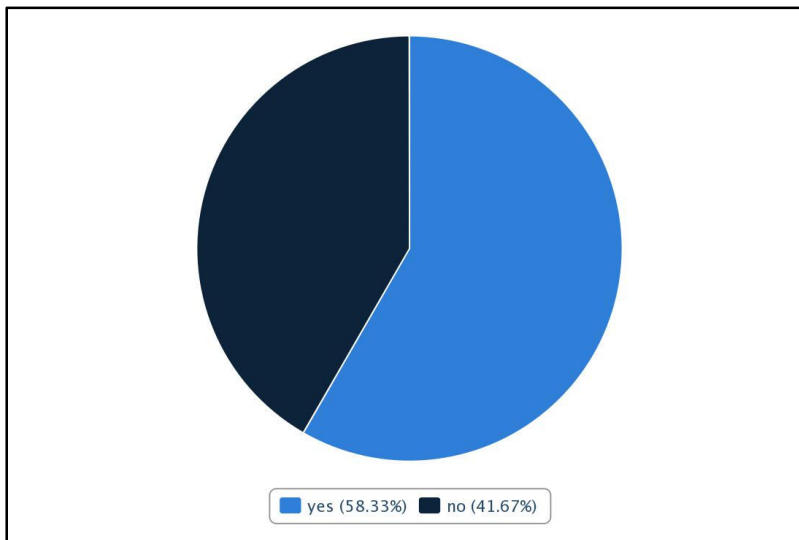


5. FACILITIES, EQUIPMENT and BUDGET

Briefly describe the facilities occupied by this Dept/Prog/Div (i.e., classrooms, offices, labs, etc.)

- Well maintained newly renovated facility.
- None
- Admission Office has 2 AC, the other AC is not working for 3 month's now.
- ARO side: 3 offices occupied by the Director, Admission Officer, and the Assistant Registrar; 1 archive room; 6 staff cubicles; service window, and service counter. FAO side: 7 offices occupied by the Financial Aid Manager and 6 financial aid counselors; service counter
- SMALL, CRAMPED, NOT CONDUCTIVE TO COUNSELING STUDENTS
- WE CAN USE A MUCH MORE SPACIOUS AREA TO PERFORM OUR DUTIES.
- 7 Offices
- Each counselors have their own office but our storage or archive it's in one of the classroom (RM7)...
- N/A
- office next to room 7.

Are all facilities adequate to support the mission of your Dept/Prog/Div?



If "no", please explain:

Summarized comments:

Financial Aid Office – Need more space (privacy issue/ FERPA compliance) = 3 comments
Minor adjustments to service window = 1 comment

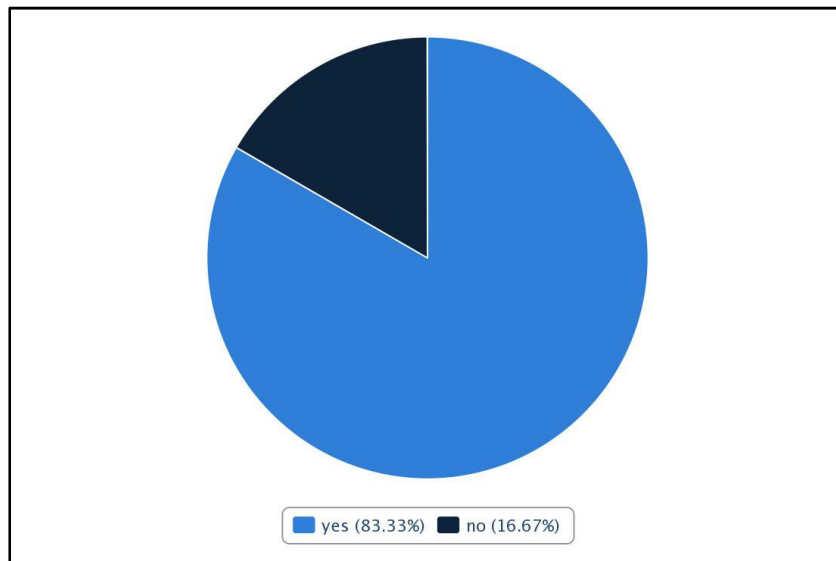
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Briefly describe current equipment used by this Dept/Prog/Div and indicate whether it is adequate or inadequate.

- All personnel have desktop computers; 8 printers
- NEED WORKING FAX MACHINE, MORE PRINTERS
- INADEQUATE
- N/A
- Heavy Duty Copy-Machine - we can use it for printing, emailing, and scan students documents...
- We use the DATatel system, EDexpress software and EDconnect (USDOEd required software systems to use), Dell XP computers, and 1 Tera backup. Our computers are mostly old ones and need to be updated to be in compatible with new updates that the USDOEd comes up with every year. The system always crashes and when this happens, we lose our files. We purchased a 1Tera backup from MIS but it doesnt save our data for all the years in our system. Need something with more space.

Are additional facilities or equipment required to support this Dept/Prog/Div?



If so, please list and explain:

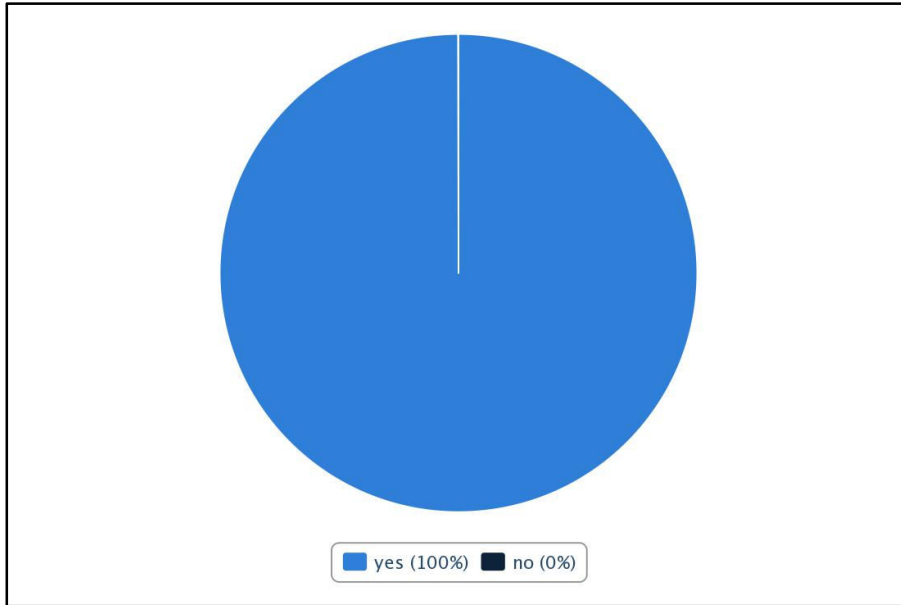
Summarized comments:

- AC = 1 comment
- PA System = 1 comment
- More space = 3 comments
- More Privacy = 1 comment
- New/ better computers for system Financial Aid is required to use = 1 comment

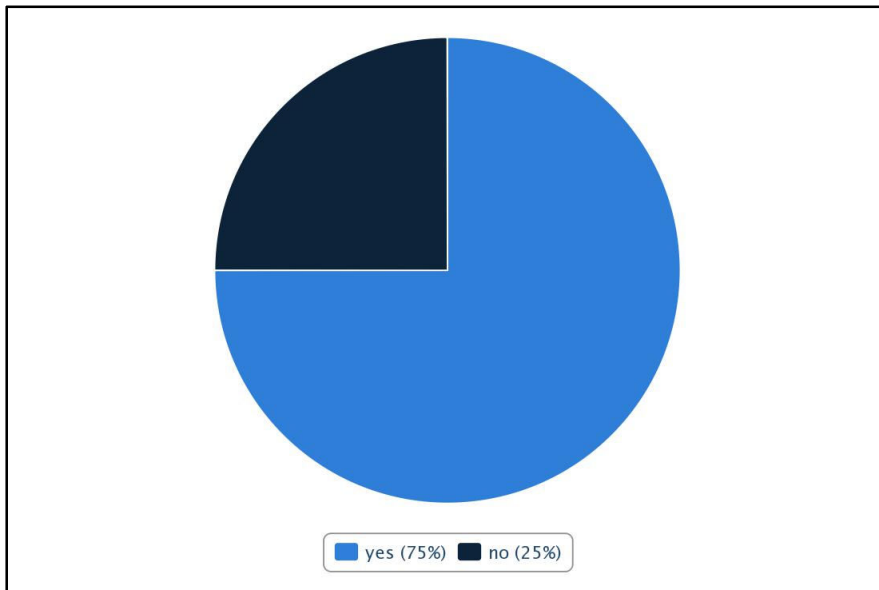
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Does the institution operate and maintain physical facilities that are adequate to serve the needs of this Dept/Prog/Div?



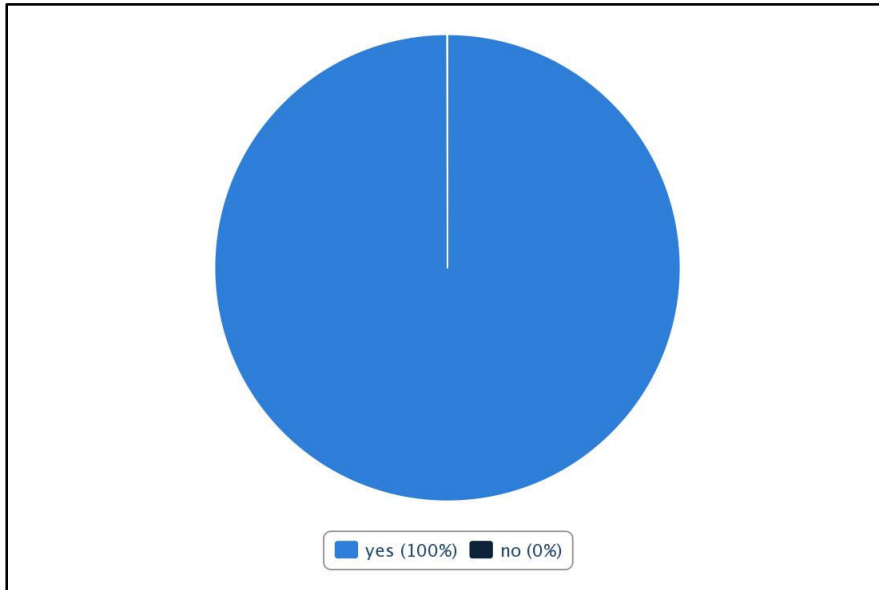
Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this Dept/Prog/Div?



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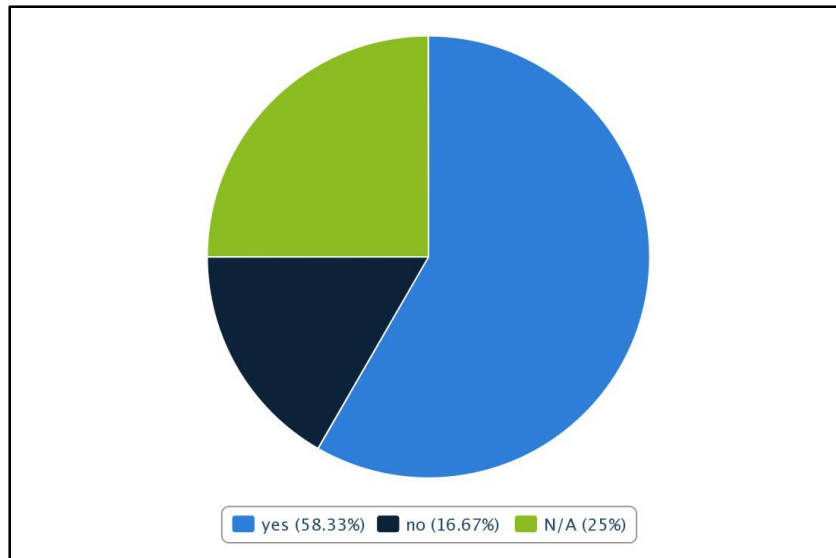
Are the physical facilities accessible to persons with disabilities?



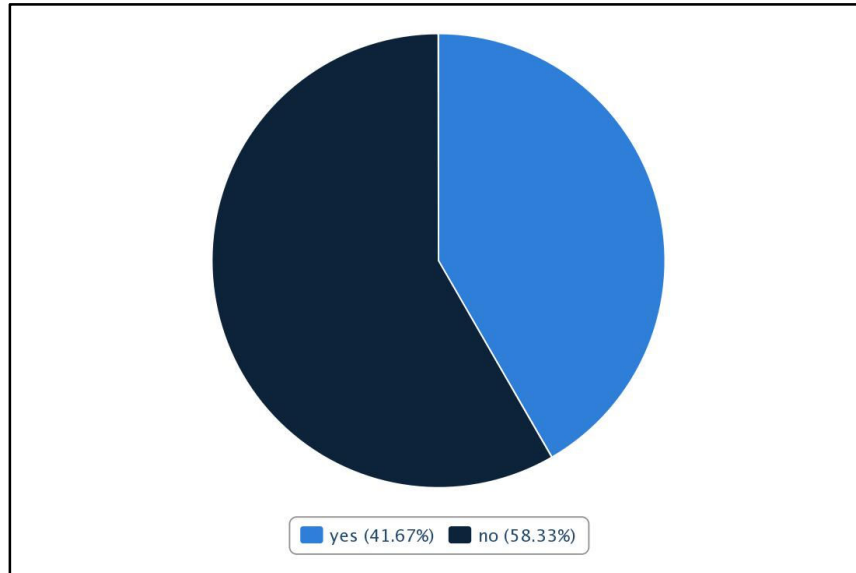
If "no", please describe below what is needed to make your area accessible.

- No answers

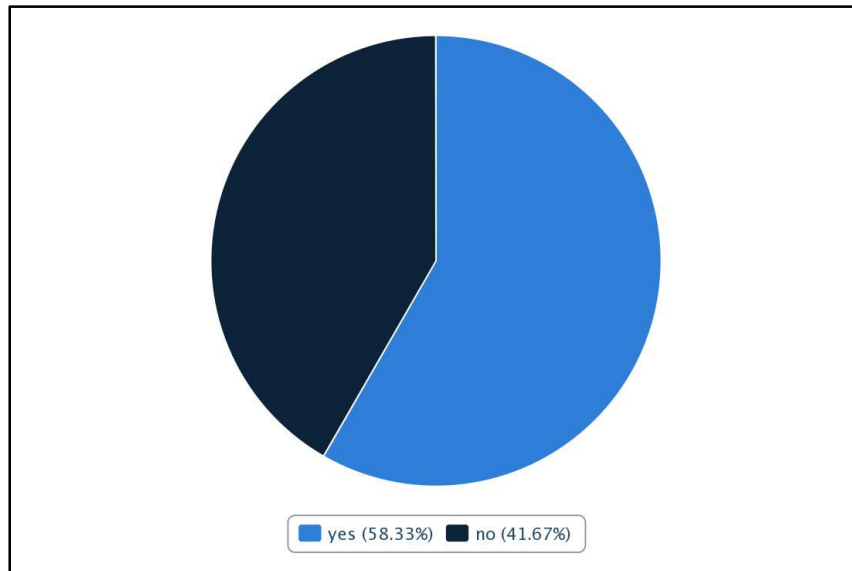
Is there equipment used by this Dept/Prog/Div similar to that used in the workplace or at a higher level institution?



Is the budget information available to this Dept/Prog/Div?



Is adequate financial support available to meet the needs of this Dept/Prog/Div?



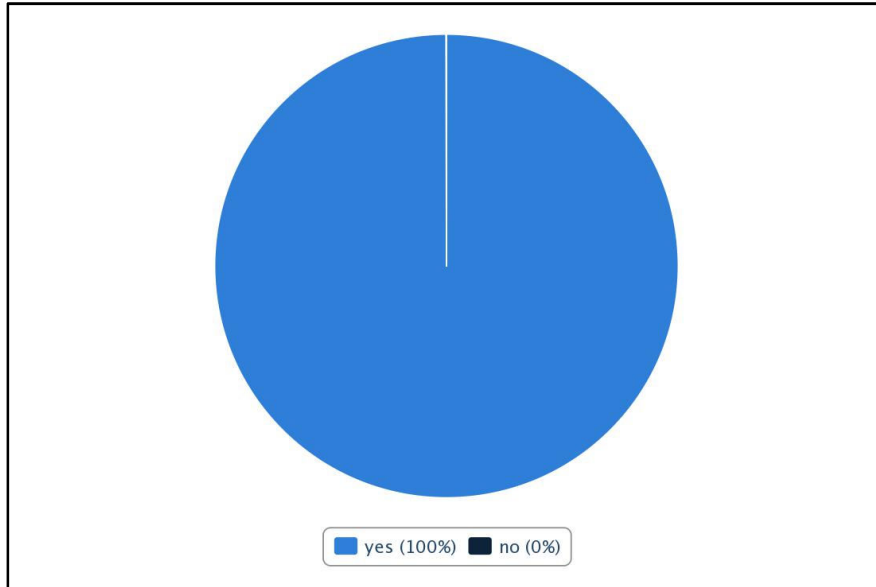
If "no", please explain:

Summarized comments:

- Need more funding for supplies needed for operations = 4 comments
- Need more funding for off island training = 1 comment

6. TECHNOLOGY and LIBRARY

Are Web enhancements and other technology used to improve student learning and services (i.e. Compliance Assist, Datatel, Moodle, Webmail, Smart Board Applications etc.)?



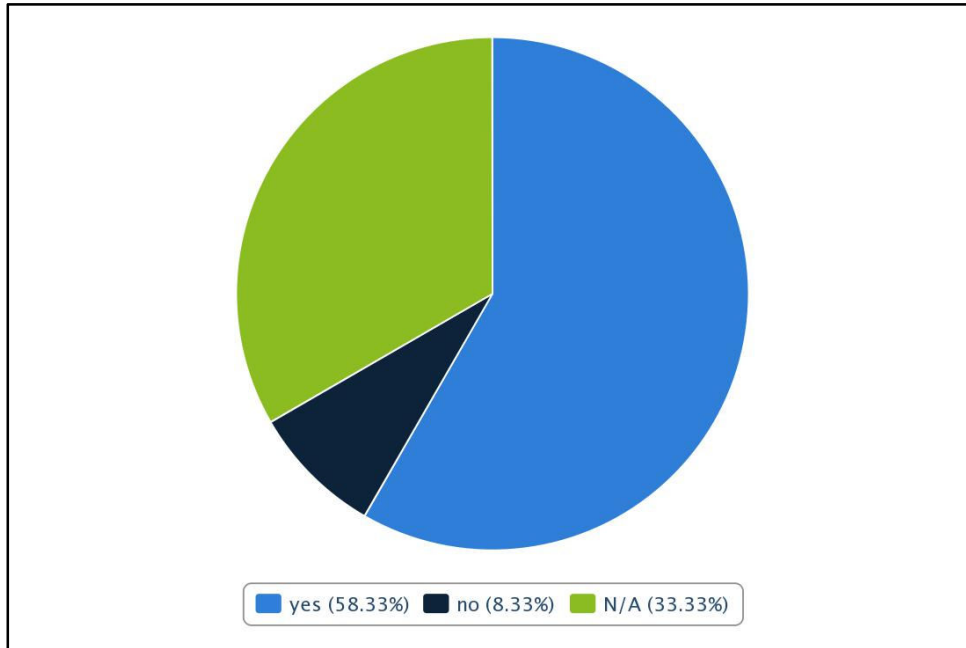
If "yes", please list or if "no", please explain:

- Moodle, Smart Board Applications
- datatel, webmail
- Compliance Assist, Datatel, Webmail, WebAdvisor
- Smart Board apps Are Added to almost every classroom. Moodle is being used in some courses in the college. email is being used to contact students when they can't be reached by any other means.
- N/A

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Is the library available and accessible to students (day, evening, online) at their time of need?

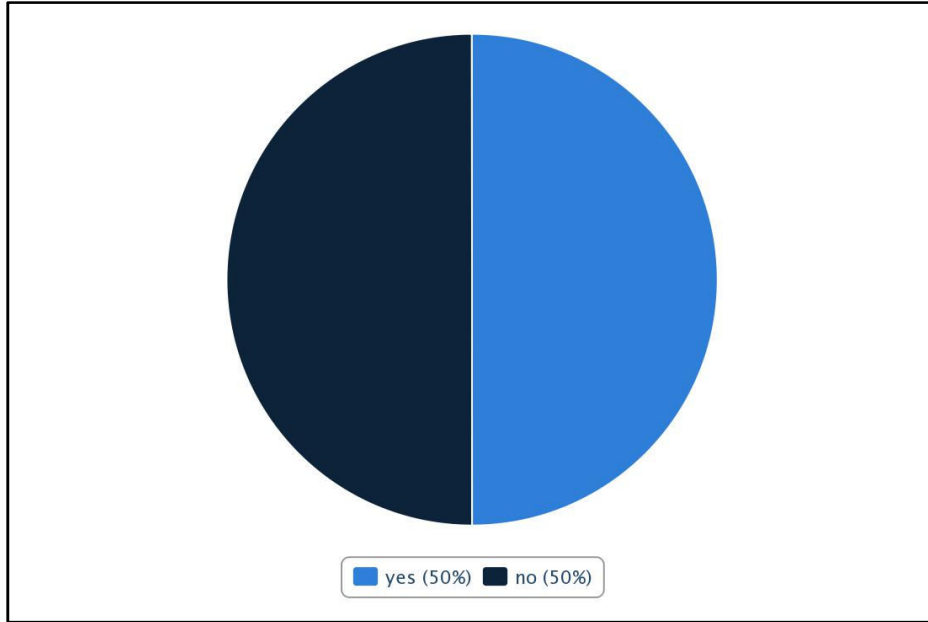


If "no", please explain:

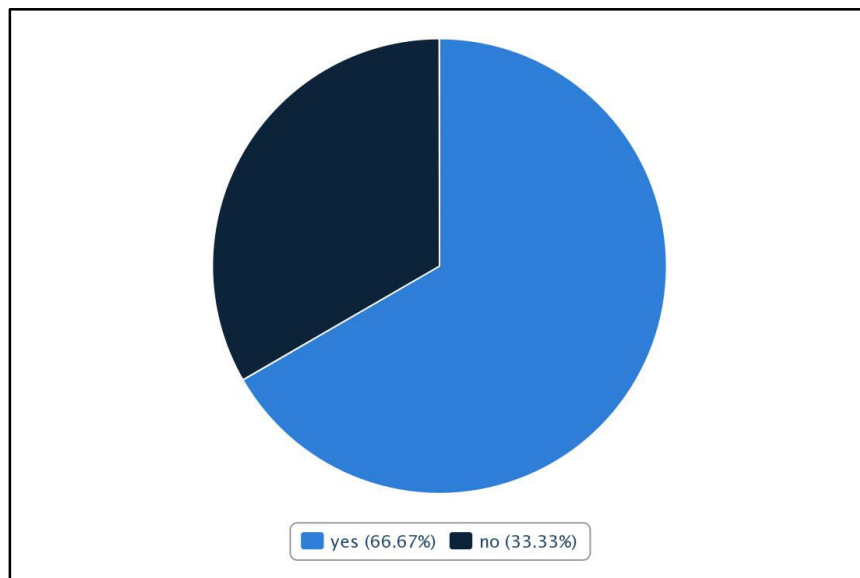
- All day and maybe some Evenings. If we were to open the Library up to 10 PM, it would help out a lot of students who don't have the access to some materials and resources.

6. EVALUATION AND IMPROVEMENT

Is there evidence that the effectiveness of instruction and services are periodically evaluated?



Are research-based evaluation processes (e.g., surveys, interviews, analysis of data) used for assessing this Dept/Prog/Div?



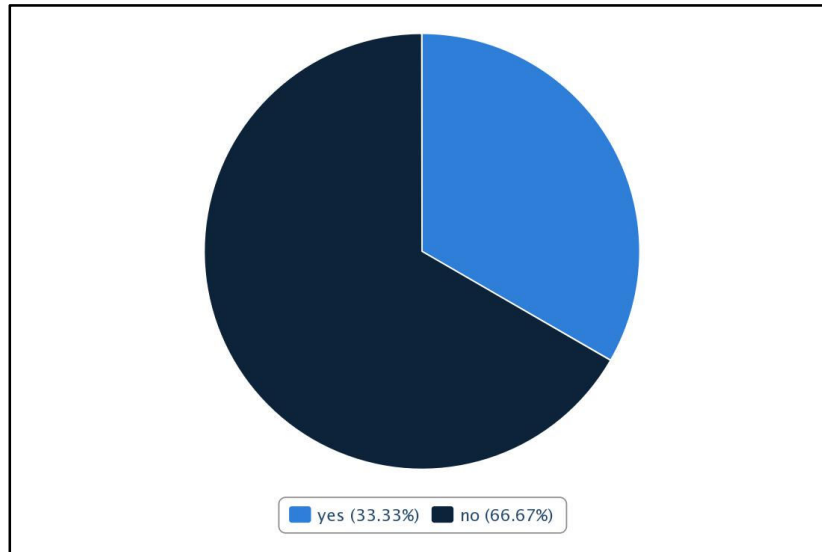
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Listed below are Institutional Surveys, Instruments, Data, and other processes for evaluating Dept/Prog/Div effectiveness. Please indicate which instruments are frequently used for evaluating effectiveness of this Dept/Prog/Div.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Weighted Average
Annual Reports	1 (9.09%)	1 (9.09%)	2 (18.18%)	6 (54.55%)	1 (9.09%)	11	3.45 / 5
Quarterly Reports	0 (0.00%)	1 (9.09%)	2 (18.18%)	7 (63.64%)	1 (9.09%)	11	3.73 / 5
Bi-Weekly Reports	0 (0.00%)	0 (0.00%)	1 (10.00%)	4 (40.00%)	5 (50.00%)	10	4.40 / 5
Student Learning Outcome Reports	2 (18.18%)	1 (9.09%)	2 (18.18%)	5 (45.45%)	1 (9.09%)	11	3.18 / 5
Institutional Strategic Plan	2 (18.18%)	1 (9.09%)	2 (18.18%)	6 (54.55%)	0 (0.00%)	11	3.09 / 5
Performance Evaluation	0 (0.00%)	0 (0.00%)	3 (27.27%)	7 (63.64%)	1 (9.09%)	11	3.82 / 5
Institutional Program Review	1 (9.09%)	1 (9.09%)	2 (18.18%)	6 (54.55%)	1 (9.09%)	11	3.45 / 5
Course Evaluation	2 (18.18%)	1 (9.09%)	2 (18.18%)	6 (54.55%)	0 (0.00%)	11	3.09 / 5
Student Satisfaction Survey	2 (18.18%)	1 (9.09%)	2 (18.18%)	6 (54.55%)	0 (0.00%)	11	3.09 / 5
Fact Sheets/ Books	1 (9.09%)	1 (9.09%)	4 (36.36%)	5 (45.45%)	0 (0.00%)	11	3.18 / 5
							3.44 / 5

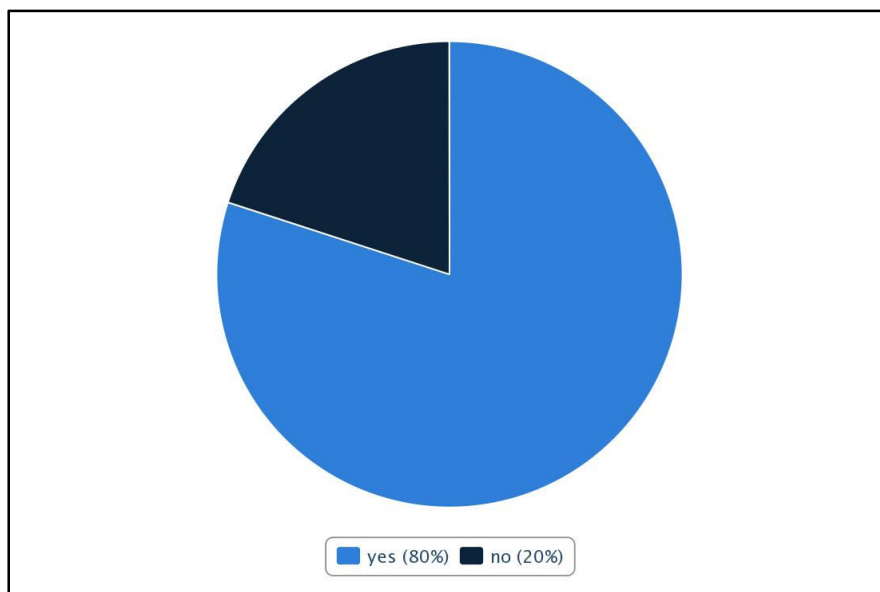
Does the use of evaluation processes result in continuous improvement in this (Dept/Prog/Div)?



If yes, describe some recent improvements that have come about in response to needs identified through these evaluation processes.

- There is an improvement in time of registration because there is also an online registration.

Does this Dept/Prog/Div identify expected outcomes; assess whether it achieves these outcomes; and provide evidence of improvement based analysis of those results?



What steps are taken when an outcome is not achieved?

- Meeting and planned how to achieve outcome with respective people.
- Talk it out with supervisors and try to get it fixed.
- 1. Meet with the office managers 2. Discuss and assess the outcomes 3. Provide solutions to ensure meeting the divisional outcomes
- NONE
- Continuous action plans within the division.
- re-evaluate outcome and take a different approach in order to meet student/institution needs

Provide an overview of significant results, honors, awards and milestones achieved, as well as enhancements made to this Dept/Prog/Div over the past three years.

- Over the past three years: 1. As reported in our End of Year report in 2013, accountability & productivity has improved as shown in our submitted bi-weekly reports. 2. Transcript turn around time has changed from 5 days to 1-2 day turnaround 3. Financial aid batching has been on schedule and due to the created CAPP sessions, the staff have diligently worked on getting the funds to CAPP students given that this is a different setup from regular students - this is an accomplishment. 4. Received the Audit report with 0 findings for the Financial Aid Office 5. 95% of Blackbaud student records are in Datatel system 6. Online registration is up and running with collaboration with the MIS department
- NONE
- 2013-2014 Accreditation (FAO - 0 Findings)
- Ensure that ASCC's Program Participation Agreement (PPA) is renewed. That was a lengthy and tedious process and it turned out very well. ASCC's PPA will expire in 2019. -successfully complete FISAP report in order for ASCC to keep receiving financial aid from the federal government -successful completion of Audit. Audit Report has NO FINDINGS for financial aid office. I think this is the first time ASCC FAO Audit has come out clean