

ASCC Program Review: Finance

Please indicate your status.

	Faculty	Staff	Administrator	Standard Deviation	Responses
All Data	0 (0%)	21 (100%)	0 (0%)	9.9	21

3. List the outcomes for your Dept/Prog/Div: (Lisi mai Matāti'a Ausia (Vaega poo Tikeri) mo lau matagaluega/polokalama/Vaega:)

Text Responses

Better reports and now how of the job

Division: To improve and update the Finance Standard Operating Procedures (SOP) on an annual basis.

- (1) The Finance Division will update all of our finance policies and operating procedures to ensure that all of our internal controls are in place
 - a. Special Testing will be done unannounced
 - b. Review our SOP to ensure that it is aligned to our Governance Manual Policy
 - c. Conduct internal and institutional training
- (2) The Finance Division will meet its closing deadlines
 - a. Closing Tracking Report will be monitored monthly
 - b. Monthly Reports will be prepared every month by the 15th
- (3) The Finance Division will improve sending out daily and weekly order status updates to all originators
- (4) The Finance Division will improve in tagging and keeping track of ASCC's inventory and properties.
- (5) The Finance Division will increase its Bookstore overall revenues. Aiming to hit \$650,000 this fiscal year
 - a. Textbook orders must be purchase on time to ensure that all of our textbooks are available to ensure sales
- (6) The Finance Division will decrease ASCC's Student Accounts Receivable by 30% and will continue to analyze our AR Aging monthly
 - a. Weekly collections, documentations, and filing will be monitored
 - b. Research on how we can have our bills on the credit reports

Our outcomes for our department, increase sales every year from the year before in Bookstore to assist with the revenue.

Minimize our Prepayment.

To meet monthly closing deadlines

To reduce outstanding Order Prepayments

To implement WASP Fixed Asset Tracking System

To increase sales

To reduce collections by at least 30% and disburse students financial aids and applicable student services on a timely manner.

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

To get supplies to help everyone continue their job.

Our outcomes support the institution's mission. The SOP's are tied to the policies and procedures of ASCC. It also links to providing high quality programs and services to student learning. With SOP's being implemented and executed, students will be able to receive better education, transfer to higher learning and workforce.

Our mission also fulfills the mission of ASCC by continuing to serve our grantors & students, as well as preparing reports on-time and safeguarding assets of ASCC.

Our division outcome supports the Institution's Mission by providing high quality services:

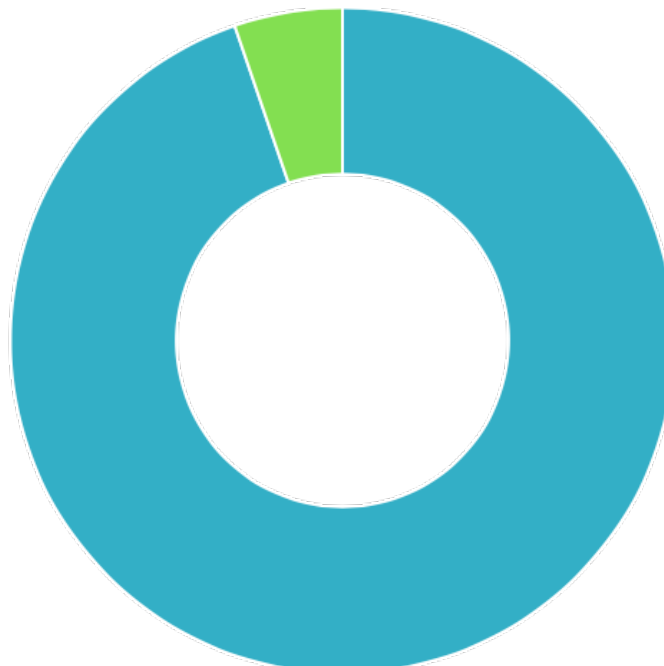
1. Review and update SOP – this allows our finance team to analyze and assess our operating processes if it's effectively supporting the institution.
2. Meet Deadlines – It is important for our finance team to meet our deadlines for this affects the decision making of our institution
3. Send out Daily and weekly order status – Communication is vital for our institution therefore keeping all stakeholders within institution updated in regards to the status of their purchase requests assists in their day to day planning for the success of their division/department/program operation
4. Improve Tagging of ASCC's inventory – This enforces accountability of all resources of our institution.
5. Increase Bookstore Revenues – having additional fiscal resources for our institution assists in the financial stability and health
6. Reduce Student AR Aging – finance team must improve collection efforts for steady cash flow to the institution

To help students to meet the criteria's of a higher University or to join the military.

Our mission is to develop high performance organization-one that earns the respect of the federal grantors for our ability to timely file required reports, for management to receive monthly financial reports, to safeguard assets of ASCC, and timely disbursement of student's Pell Grants. Our outcome as noted above do support the institutions mission by providing financial reports and other services needed to keep the institution running smoothly as much as possible and for those in decision making position to make sound decisions for the development and to fulfill the institutions' mission.

1a. Does the prog/dept/div 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 aogā o aoaoga ma tautua?)

	Yes (loe)	No (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	18 (94.74%)	1 (5.26%)	0 (0%)	8.26	19



● Yes (loe)
 ● No (leai)
 ● don't know (leiloa)

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

Text Responses

Every year we update our SOP with things we learned to make the job better.

The finance division does conduct an evaluation of instruction & services through budgetary reports, following & approving services through planned purchases, month end closing reports, as well as fixed assets inventory

Yes, the finance division undergoes a period evaluation through our annual audit and regular review of our current SOP

Recently we had our meeting about fix assets and then our SOPs, and were able to review it and revised some of its process

Our department on a monthly basis provide updates of what has been accomplished based on our division outcomes.

2. How does your dept/prog/divsupport student learning and achievement? (E faapefea ona lagolago e le tou matagaluega/polokalama/vaega aoaoga ma tulaga ausia a tagata aooga?)

Text Responses

We have training sessions through-out each year to help us learn more about our jobs.

The finance division fully supports student learning and achievement by ensuring there's sufficient and available funds for ASCC to operate and cater to the needs of the students who are involved with tutoring services, work study and other programs in ASCC as well as to the faculty and staff.

The finance division support student learning by providing service and support to all division, department, and programs

We make sure that we have the books available for the students before the semester starts, in addition we try our best to help the students in any way we can by selling school supplies, beverages and apparel.

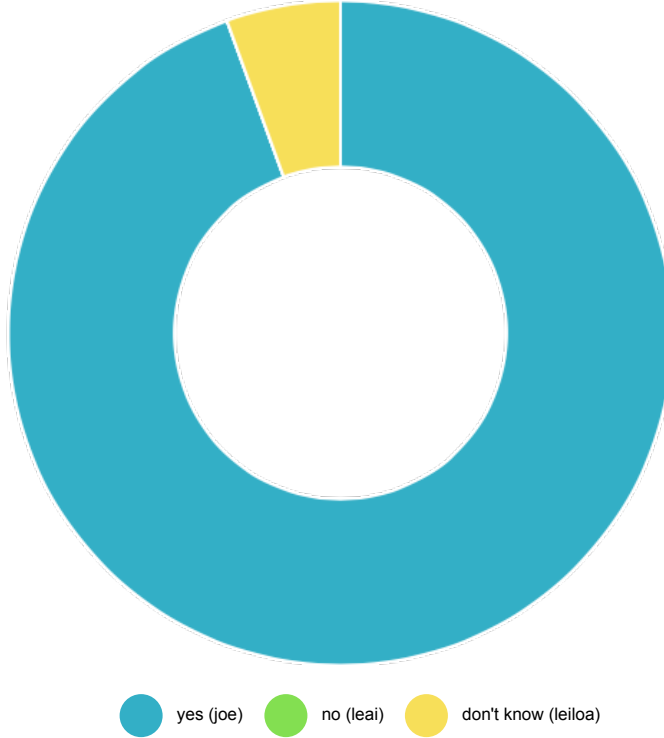
Our dept supports student learning and achievements by keeping up with our outcomes and that is to meet our deadlines for monthly closing, to ensure that orders are received on a timely manner to support the work of faculty, staff and especially for the students.

3. Check the following used for evaluating the effectiveness of the dept/prog/div: Please explain how each is used. (Togi ripoti na faaogā i le iloiloga o le aogā o la outou vaega. Faamolemole faamatala pe faapefea ona faaoga ia ripoti taitasi.)

	Yes	No	Please explain:	Standard Deviation	Responses	Weighted Average
Annual Reports (Ripoti faaletausaga: Ioe pe Leai, Faamolemole faamatala.)	16 (94.12%)	1 (5.88%)	0 (0%)	7.32	17	1.06 / 2
Quarterly Reports (Ripoti faalekuata. Ioe pe Leai, Faamolemole faamatala)	16 (94.12%)	1 (5.88%)	0 (0%)	7.32	17	1.06 / 2
Bi-weekly Reports (Ripoti tai lua vaiaso. Ioe pe Leai, Faamolemole faamatala.)	19 (100%)	0 (0%)	0 (0%)	8.96	19	1 / 2
Student Learning Outcomes (Agavaa Ausia Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	9 (52.94%)	8 (47.06%)	0 (0%)	4.03	17	1.47 / 2
Institutional Strategic Plan (Fuafuaga Faataatia Kolisi. Ioe pe Leai, Faamolemole faamatala)	16 (94.12%)	1 (5.88%)	0 (0%)	7.32	17	1.06 / 2
Performance Evaluation (Iloiloga o Galuega Faatino. Ioe pe Leai, Faamolemole faamatala)	17 (89.47%)	2 (10.53%)	0 (0%)	7.59	19	1.11 / 2
Program Review (Iloiloga o Polokalama. Ioe pe Leai, Faamolemole faamatala)	15 (88.24%)	2 (11.76%)	0 (0%)	6.65	17	1.12 / 2
Course Evaluation (Suesuega o Mataupu. Ioe pe Leai, Faamolemole faamatala)	6 (35.29%)	11 (64.71%)	0 (0%)	4.5	17	1.65 / 2
Student Satisfaction Survey (Suesuega Lotomalie Tagata Aooga. Ioe pe Leai, Faamolemole faamatala)	6 (35.29%)	11 (64.71%)	0 (0%)	4.5	17	1.65 / 2
Fact Sheets (Pepa o Faamatalaga Moni. Ioe pe Leai, Faamolemole faamatala)	6 (35.29%)	11 (64.71%)	0 (0%)	4.5	17	1.65 / 2
Other Evidence (Nisi faamaumauga. Ioe pe Leai, Faamolemole faamatala)	7 (41.18%)	10 (58.82%)	0 (0%)	4.19	17	1.59 / 2
						1.3 / 2

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	17 (94.44%)	0 (0%)	1 (5.56%)	7.79	18



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

Text Responses

I'm seeing more tools to help with what I do.

A lot of reports have been completed on a timely basis, cross trainings, and travel trainings have been implemented and the division is improving.

- Findings from the audit report have helped improve our finance division processes. An example is the reconciliation of our prepayment account. This was a recommendation and finding previously noted by our audit reports. But by implementing our revised and updated Monthly Prepayment Reconciliation SOP, has addressed this recommendation. Another example was from the 2014 division assessment. One on one interview was conducted with our finance staff. This was get additional feedback and we found that our area of receiving needed assistance. The finance management team gathered together to discuss this very dire issue of our finance team and came up with a possible solution to assist in decreasing the receiving team's load and this is to utilize the delivery services of our vendors. We found that by implementing this solution, it assisted in streamlining of our receiving process and decreasing the work load for our staff members.

Yes, I know that our employee performance evaluation is very helpful in the overall development of that employee as well as their participation as a team member in ensuring that our goals and outcomes are achieved... or closed to it.

The evaluation has helped point out the area in which we need to improve in our daily work tasks and the students as well.

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

Makes my job a little easier.

The main outcome which is to improve our SOP's.

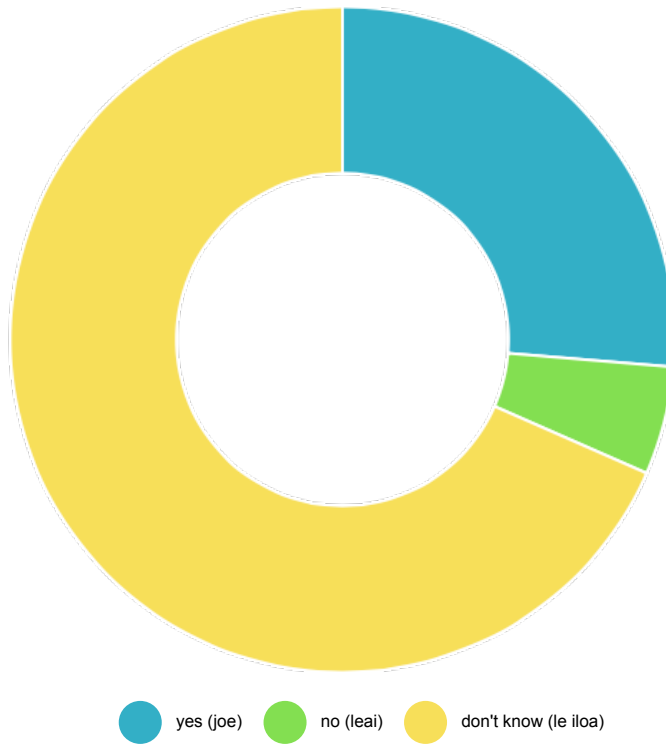
These improvements assisted our team to meet our monthly closing deadlines.

Our outcomes regarding our prepayment reduction, this had been a major challenge as there were too many outstanding orders that needed to come in to meet programs et.al. our goal to reduced has been a success in that by working on this daily has seen reductions in outstanding orders been received on a regular basis and goods needed are received to achieve the needs of specific programs, classrooms, labs, administration et.al.

The Prepayment Report has reduced.

3a. Where there any recommendations from the previous Divisional Assessment (2014) that were not completed/acted on in the past year? (Na iai ni fautuga mai le Suesuega a le Vaega e le'i mafai ona faia i le tausaga talu ai?)

	yes (joe)	no (leai)	don't know (le iloa)	Standard Deviation	Responses
All Data	5 (26.32%)	1 (5.26%)	13 (68.42%)	4.99	19



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

Text Responses

Dont remember any recommendations from last year's assessment. There were too many assessments.

One recommendation that was not implemented was the need for assistance for our Property Management

As far as I know any recommendations (if any) from divisional assessment that were not completed last year would have been dealt with and taken care of if it is applicable to the Finance Division.

Yes, we have closed most of the previous outstanding PO that were open.

Reserving funds.

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

Text Responses

We are more focused on accountability.

We were able to pay all our liabilities. Our revenues exceeded our expenditures. Complete the audit without staying after-hours with an unqualified opinion. Our reports were completed. We were able to train ASCC in regards to some of our SOP's. Havent received any complaints from the Faculty. We were able to go through our fixed asset inventory. The employees were happy.

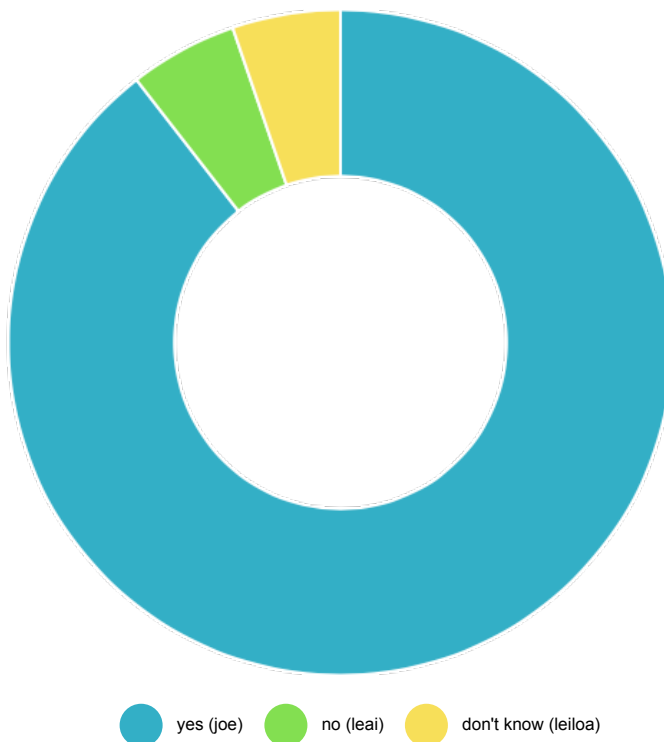
Received no financial findings in our FY2014 audit report

We were able to meet our goal, which is our outcome and that is to increase our revenues.

For Finance Division we were able to accomplished one of our prior outcomes to have a campus wide training on complete Process of Procuring goods and services for ASCC as well as campus wide training on Travel what is allowable, what is expected from each travelers to ensure that all are in compliance with policies and procedures as well as federal requirement.

1a. Does your dept/prog/div recognize and implement feedback from faculty and staff in decision making for continuous improvement to the institution? (E amanaia ma faaaoga 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	17 (89.47%)	1 (5.26%)	1 (5.26%)	7.54	19



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

Text Responses

Our SOPs come from us, so that in a way is that you're listing.

Our division works hand in hand with Deans, Directors, faculty and staff in regards to their budget for personnel and operating expenses.

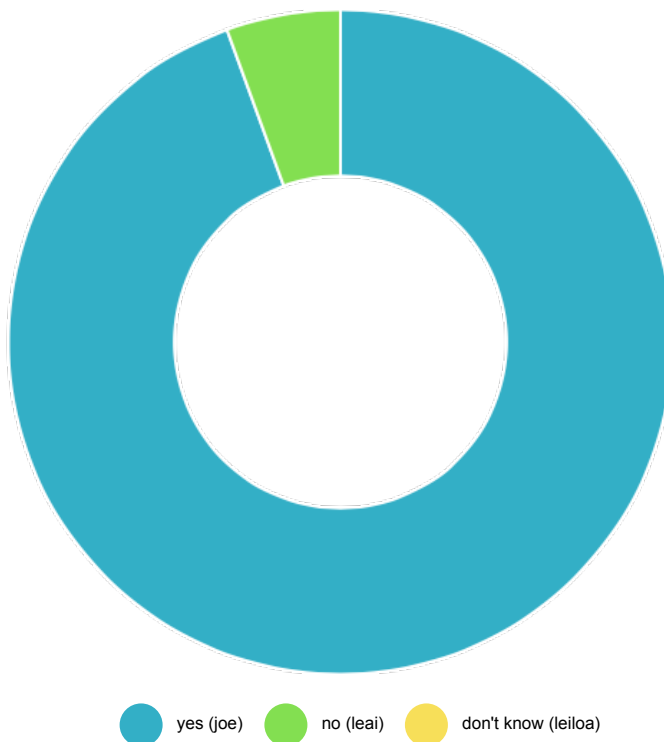
The feedback from our staff is how we analyze, review, and improve our SOPs.

Within the book store we take our customers very serious and whenever we are advised to change or do something to improve our book store we make sure to look deep into it, sometimes we use it at times we don't but well always try and find another way so that way both our customers and us are satisfied.

I know that it is encouraged and not suppressed, however there does not seem to be enough avenue or specific arena for a lack of a better term to have this readily available for staff members to give feedback.

2a. Are Dept/Prog/Div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	17 (94.44%)	1 (5.56%)	0 (0%)	7.79	18



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

Text Responses

We have training days which further explain our SOP.

Our CFO emails our SOP out to the staff and faculty.

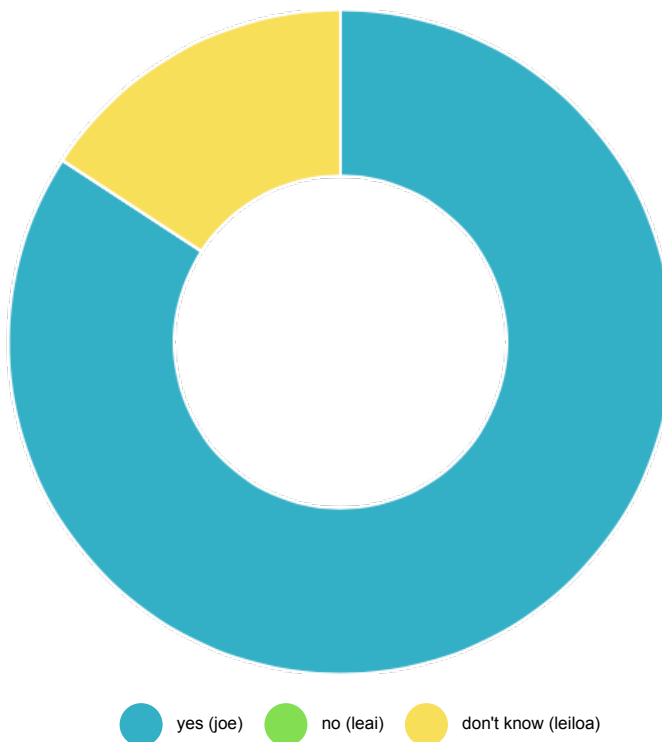
It is communicated through emails, staff meetings, and managers meetings.

We have our monthly meetings to discuss the SOP.

For our dept we encouraged and have regular Manager's meeting where SOPs are updated and then disseminate to the rest of our staff .. we also have in place set dates when we have surprised assessment done randomly to see if SOP's are being followed and understood by each staff as well as managers in our dept.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	16 (84.21%)	0 (0%)	3 (15.79%)	6.94	19



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

Text Responses

Yes with someone taking notes with sign in sheets.

Management & CFO meets every month, our administrative assistant, keeps all the minutes manually and electronically. Financial decisions are archived in our storage room as well as in our datatel system.

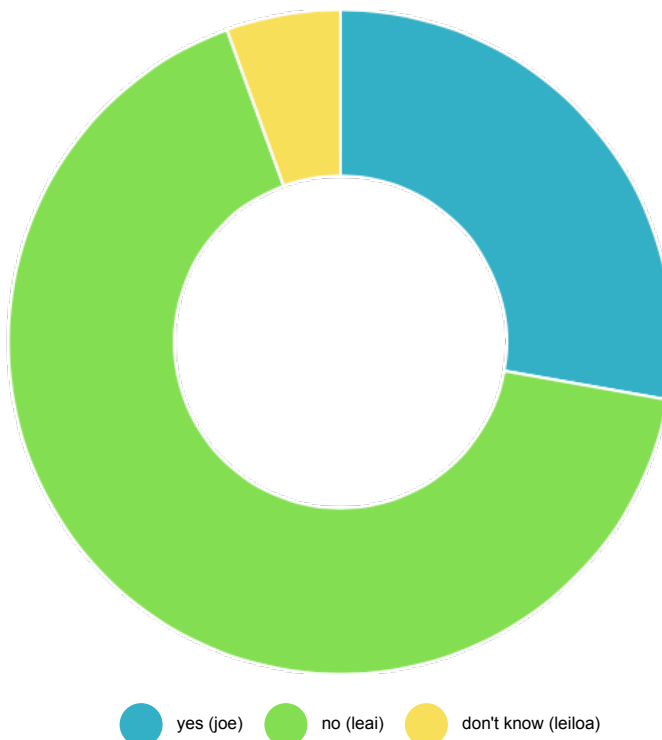
There minutes for our manager's meetings. These shared with our managers and their staff.

Because each division has a part to play and most of the time things run smoothly within our Business department.

We document and file all reports.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (27.78%)	12 (66.67%)	1 (5.56%)	4.55	18



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

Text Responses

Right now all of us are doing more than 1 job. We are multitasking, sometimes more...

We have enough personnel in our division, the only department that would probably need help is our property & management, in order to execute our institutional inventory and other procurement aspects.

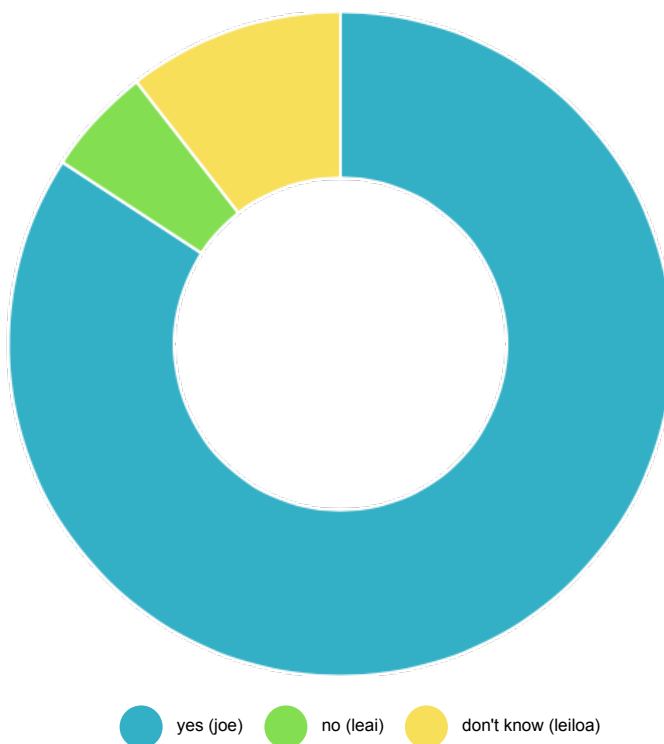
There is a need for a full time Property Management Personnel that have separate duties from receiving

There are times where we are short so one has to stretch their time to cover for the other person.

We need at least two more in our dept. The Property Management/fixed assets side is not properly manned (meaning there is no one specifically doing that job) so it is only taken up when other personnel are able to or have the time to do this vital function for ASCC assets. equipment, tools, fixed assets

2a. Do personnel possess all specialized skills or credentials required to support the Dept/Prog/Div? (Ua iai i tagata faigaluega agavaa poo tomai tau aoga o loo manaomia i le lagolagoina o le polokalama? Ioe pe Leai pe Ou te le iloa.)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	16 (84.21%)	1 (5.26%)	2 (10.53%)	6.85	19



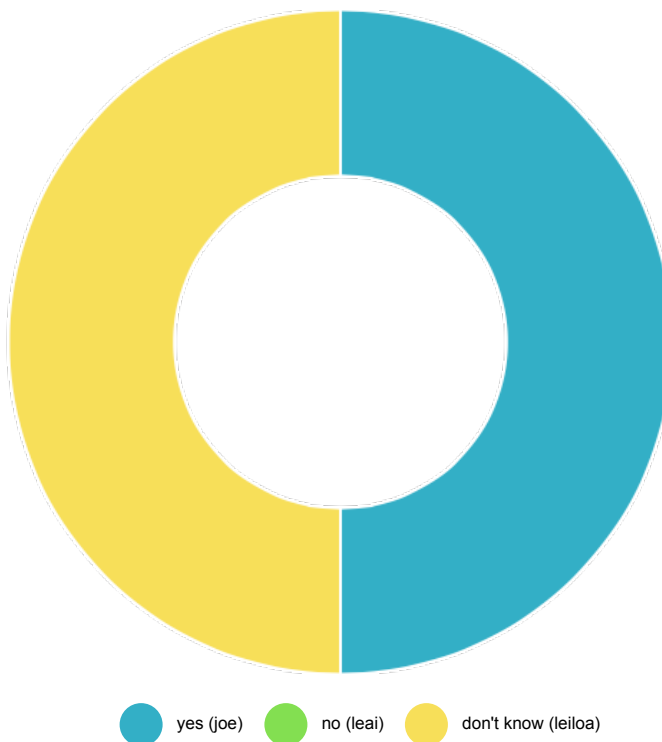
2b. Please explain: (Fa'amolemole fa'amatala)

Text Responses

- Yes we come from many fields and it works.
- I am only speaking on behalf of our department not the whole division.
- Yes, since working for ASCC I was able to get good training verbally and on hand from the personnel.
- i doubt any of us would be sitting where we are today if CFO didnt believe we weren't adequate or lacked the potential to exceed her expectations as an employee.
- All our personnel are qualified employees with educational credentials.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	9 (50%)	0 (0%)	9 (50%)	4.24	18



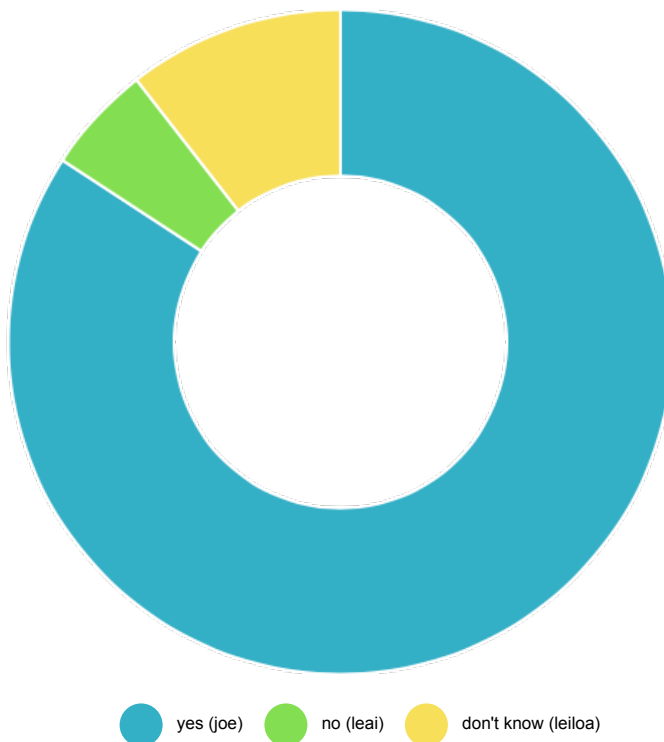
3b. please explain: (Fa'amolemole fa'amatala)

Text Responses

- I would expect so because I submit mine to HRO
- This is not for our office, this is applicable to HRO
- Yes, since working for ASCC I was able to get good training verbally and on hand from the personnel.
- All documents received from HRO are copied and filed away in employee files
- Human Resources department has all records our our staff

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	16 (84.21%)	1 (5.26%)	2 (10.53%)	6.85	19



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

Text Responses

- That's one thing we had in our training is confidentiality and everyone is aware of it.
- I can only answer for myself. I am careful in confidentiality purposes in regards to FERPA. As far as other personnel, I wouldn't know if they are!
- This is very important and our staff are reminded about keeping the confidentiality of student and employee information.
- Things happen on campus very often now and the security's aren't present.
- Yes, all the documents are kept in filing cabinets in the office, electronic copies are in the Financial System accessed with assigned password, and copies are released only to ASCC personnel for their records and verification.

5. Does your dept/prog/div effectively use its personnel to achieve its mission? (O faaaoga tatau e lau matagaluega/polokalama/vaega au tagata faigaluega ina ia 'ausia ai lana manulauti?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	19 (100%)	0 (0%)	0 (0%)	8.96	19

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

Text Responses

It would further improve with giving us more employee training and equipment we need.

I cant answer for other, but i know i am placed at the right department in order to achieve our mission.

Each person has there part to play, and one is trained, taught and some are just super smart. so therefore when one is able to complete there task others burden will be a little lighter than usual.

Our limited personnel is being effectively used and placed thus far that we are able to fulfill our mission.

Yes, all the staffs in my department have their assigned responsibilities to contribute to the daily operation in order to receive the required material and supplies to conduct all the learning programs offered by ASCC to the community of American Samoa.

Are you a full time or Part Time employee?

	Full Time	Part Time	Standard Deviation	Responses
All Data	18 (100%)	0 (0%)	9	18

Number of Courses you teach:

Text Responses

NOT APPLICABLE

0

NA

n/a

0

Degrees, Coursework, and or Publications

Text Responses

I have a proper degree that fits my job description

BS in Accounting

CPA Courses

AA Liberal Arts

NA

n/a

Other Qualifications not listed in previous question:

Text Responses

Years in the military & years in my field.

I also have great qualifications that fits my job description

NA

n/a

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

Text Responses

Im involved in Accreditation and Review subcommittees.

SDA Pathfinder Club Director

Iakina SDA Board Member

Member of IPECC

Member of TCO Subcommittee

Member of President Advisory Committee

Board Member of the Asia Pacific Fiduciary Investment Organization

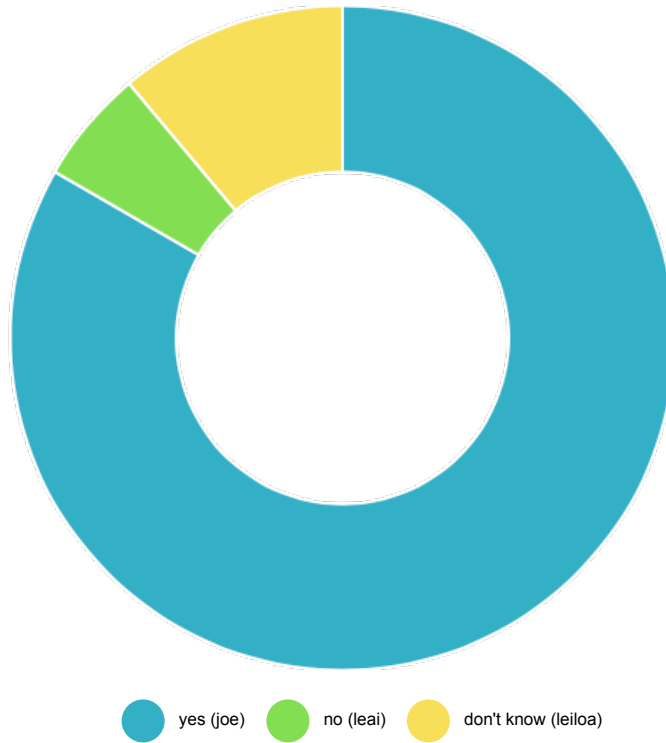
Church Choir member, Total Cost of Ownership committee, Physical Facilities committee review

I am a current student, taking courses to get a Business management degree.

n/a

1a. Have faculty/staff in the dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	15 (83.33%)	1 (5.56%)	2 (11.11%)	6.38	18



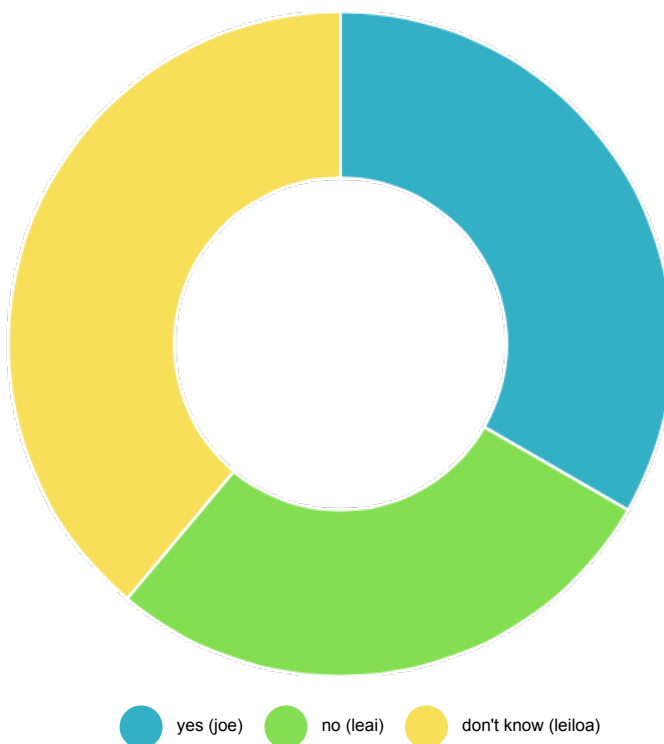
1b. If "yes", please list evidence: (Afai e "loe" faamatala mai pine faamau o iai.)

Text Responses

- Our SOP I was asked to be the instructor for this.
- Our staff were involved in in-service training but not all went on off-island professional development.
- 2014 Annual Finance Training (Uploaded Compliance Assist Quarterly Report)
- 2014 Annual Finance Training (Uploaded Compliance Assist Quarterly Report)
- Attend off-island training on Federal Procurement Institute to ensure that current Federal Procurement Circulars and Uniform Guidance are understood and followed to be in compliance at all time.
- Yes, our department have in place our Annual Training and we get to participate in training off island, for example I was able to attend the National Association Education for Procurement this year in Atlanta, Georgia from May 10-May 15, 2015.

2a. Are there any unmet needs for professional development among personnel in this Dept/Prog/Div? (O iai ni manaoga tau aoaoga e le'i faia mo le afaigaluega a lau matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	6 (33.33%)	5 (27.78%)	7 (38.89%)	0.82	18



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

Text Responses

Safety

Im not really sure if there are unmet needs.

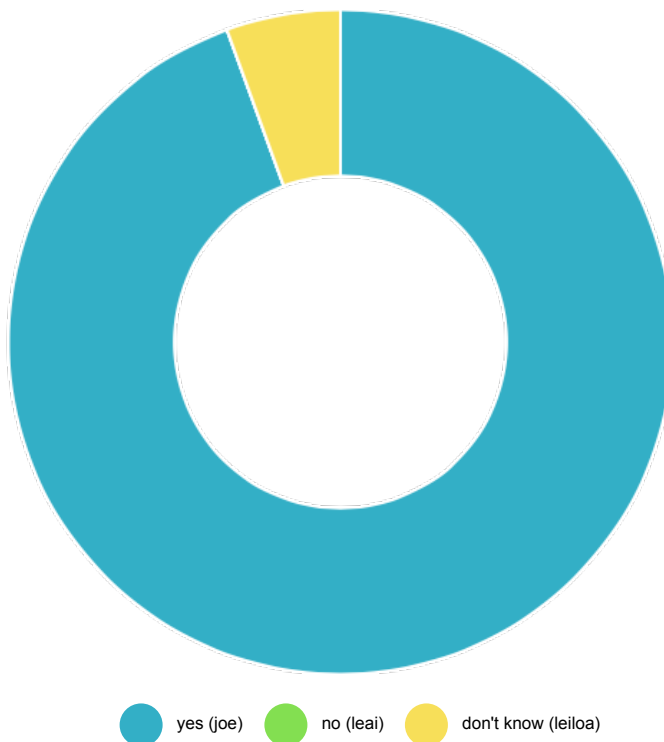
our receivers need to go on a training

All needs have been met.

Need to have more staff development for other staff members and not just those that work under grants. Most of the time its the same personnel that go off to training and some that work indirectly for those particular grants are not given this opportunity.

3a. Are faculty/staff evaluated on an annual basis by the immediate Supervisor (i.e. Director, Dean, Vice-President, Chairperson)? (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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	17 (94.44%)	0 (0%)	1 (5.56%)	7.79	18



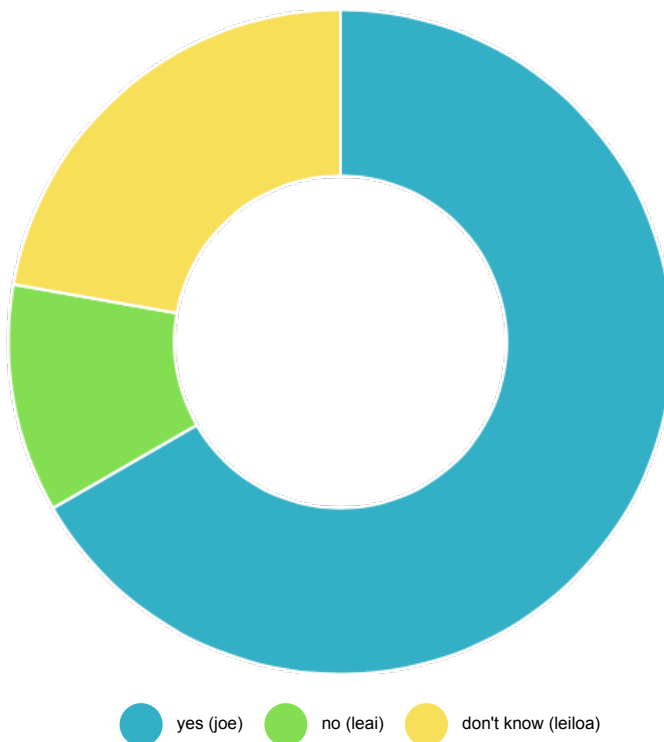
3b. Please explain:

Text Responses

- We have an evaluation every year
- We are evaluated on an annual basis, especially for increments.
- Yes, we have our Annual Performance Evaluation on the day staffs were hired
- yes, evaluations are done annually by immediate Supervisor
- when performing annual assessment for increment.

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 (joe)	no (leai)	don't know (leiloa)	Responses
All Data	12 (66.67%)	2 (11.11%)	4 (22.22%)	18



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

Text Responses

This is an important eval so we try to get it in early

Not on a timely manner from HR

Yes, it is a must for ASCC staffs/faculty to improve service for the community

yes. evaluations are consistent and completed in a timely manner per ASCC Policies.

We follow evaluations and when they are due.

1. Briefly describe the facilities occupied by your Dept/Prog/Div (ie. classrooms, offices, labs, etc.,)? (Ototoo 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

It's nice but needs work.

Our office has a lot of Rats and we have wires on top of our heads which are hazardous and unsafe. Our cubicles are not safely attached and drilled to the floor.

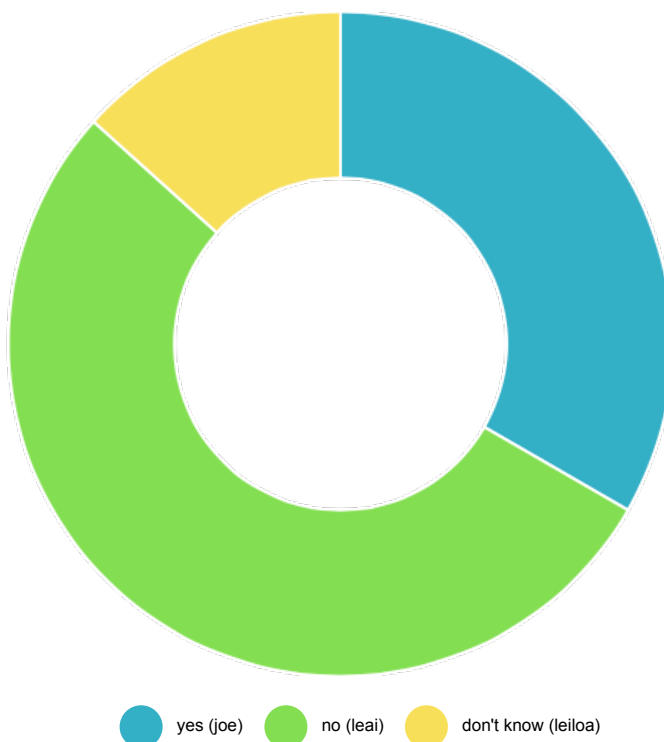
We are located at in front of the college.

Facilities for our finance division have a rodent problem. We urgently need to resolve this ongoing issue. In addition, we have an ongoing issue of water leakage as well.

Office building/Storage type setting specifically for receiving and disbursement of goods and services for all of ASCC.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	5 (33.33%)	8 (53.33%)	2 (13.33%)	2.45	15



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

Text Responses

We adapt to it, we're used to it

Needs a lot of renovation, especially our building and needs an exterminator

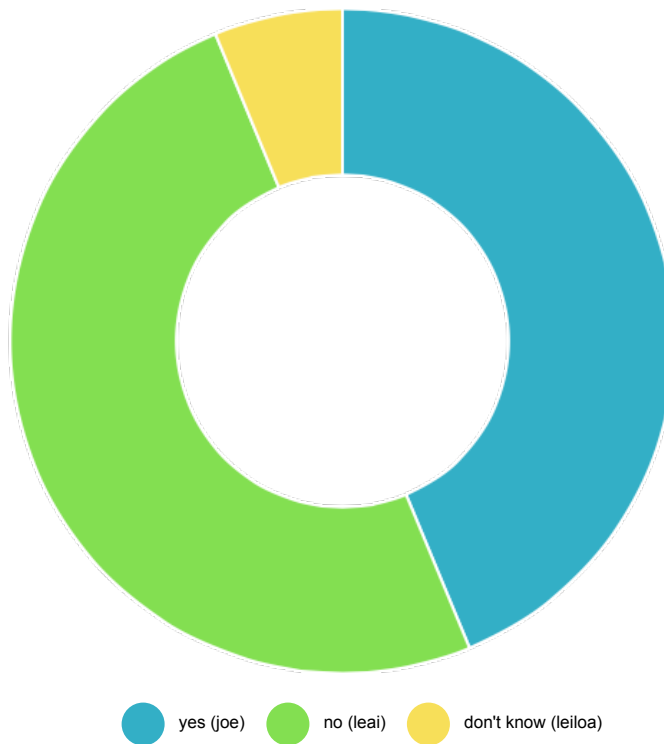
ASCC le Book Store is located right in front of ASCC and we should promote ASCC, and in order for us to do so we need a whole lot of space. There are a lot of things that we should have in the book store that we don't like a kitchen so we can have our own café, further more we only have one exit.

Some but not all, there are some facilities that needed to be upgrade to ensure that their goal is met on a safe and environmentally safe area.

i wouldn't say adequate, only because rodents tend to appear out of nowhere disturbing our workspace as well as our personal space. It is an ongoing issue and hopefully we receive some assistance, because it is totally distracting.

3a. Does the institution operate and maintain physical facilities that are adequate to serve the needs of this dept/prog/div? (O faaaoga ma tausi e le aoga ni fale/potu e talafeagai e tautuaina le mana'oga o le matagaluega/polokalama/vaega. Ioe pe Leai poo le Ou te lē iloa)

	yes (joe)	no (leai)	don't know (leiloa)	Responses
All Data	7 (43.75%)	8 (50%)	1 (6.25%)	16



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

Text Responses

We always contact PFM when some things wrong and they always come.

Maintaining the facilities is not really good. The janitors need to really clean the offices. They are only dumping trashes in the mornings and no sweeping, nor mopping. The facilities should be kept nice and clean.

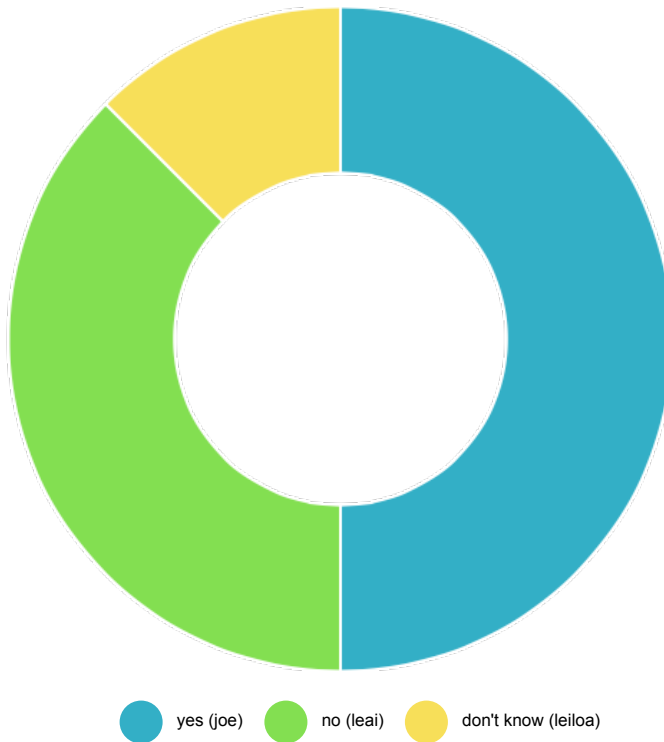
honestly, i know PFM does attempt to get the job done, but whats important to the originator/dept requesting service...may not be important to PFM at the time. idk if it is there Manpower thats needed, but something needs to be done.

No, we have the office working space but not enough storage space when we receive orders for each purchase all at the same time.

Job orders are not done on a timely manner. And if it is its only done when something happens or if someone of higher authority demands for it to get done.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	8 (50%)	6 (37.5%)	2 (12.5%)	2.49	16



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

Text Responses

Yes & No everything is fine except just a few. We need Fire extinguishers, smoke detectors and evacuation routes posted.

They need to really have a Facility maintenance plan

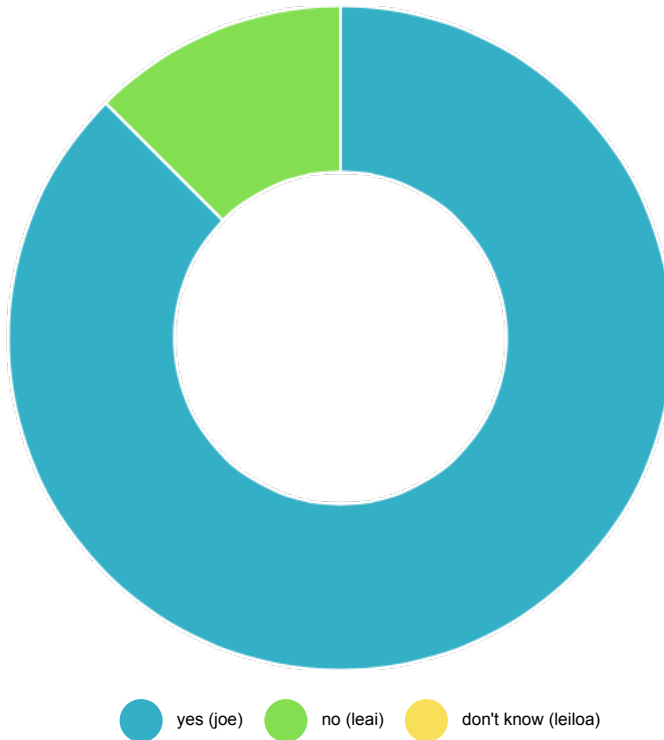
need to improve

The finance team have submitted a request for the safety issue of the A/C units that are located right above the window that serves our students. Our fear is that one day one of these A/C unit may come tumbling down upon a student. In addition, the gutter for the bookstore facilities are to be cleaned every week but we noticed that this is not being done. We are afraid that another stormy day may cause the ceiling of our bookstore to collapse and this time it may injure one of our employees

Like anywhere else it is not a perfect world, but the institution is always stepping in to ensure that the health and safety of its stakeholders are met by taking care of problems when it arose and to work at pro-actively improving its physical facilities.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	14 (87.5%)	2 (12.5%)	0 (0%)	6.18	16



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 faaoga)

Text Responses

Yes & No; We have wheelchair ramps but we don't have elevators or ramps to go to second floors to other offices

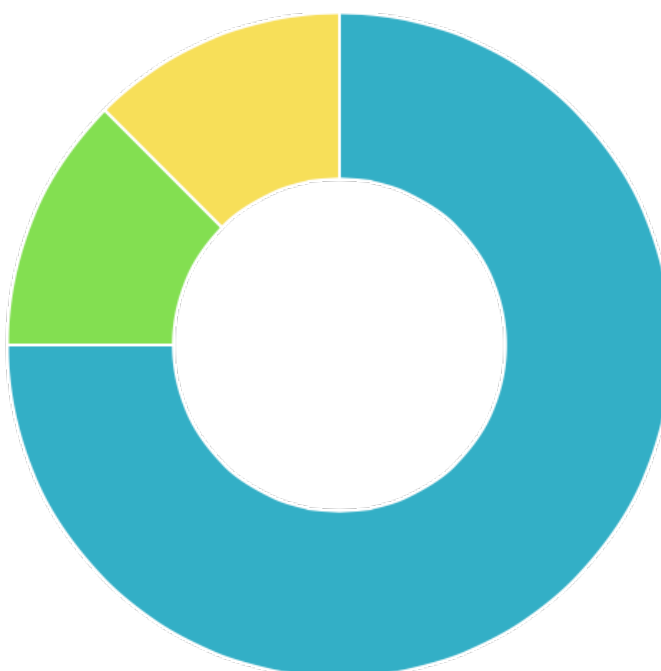
Our building has a top floor, the disability have no access to faculty and academic departments.

ASCC have ramps for people with disability which use wheel chairs and assistant to help them in the classrooms.

We need a ramp and our door needs to be electronically opened for the students.

6a. Are additional facilities required to support the Dept/Prog/Div? (O iai ni fale /potu faaopopo o moomia e lagolago ai le matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	12 (75%)	2 (12.5%)	2 (12.5%)	4.71	16



● yes (joe)
 ● no (leai)
 ● don't know (leiloa)

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

Text Responses

A game room for the student with actual games

We dont need additional facilities, we just need to renovate or change our office and have a clean and safe environment. Especially because its very OLD.

Not additional facilities but just more secured storage space

1) Administration Offices especially the Business Office needs to be housed in a bigger area because of the services they provide to ensure confidentiality, to provide privacy when meeting clients... it is too small an area for the amount of staff it houses.

2) The area where delivery vans and trucks pull in to deliver orders for the college is not safe and it is too close to students walking in to their classrooms. theres conference rooms to host staff meetings.

1. Briefly describe current equipment used by your dept/prog/div 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:)

Text Responses

Our vehicles are new not when I started it war a third-hand vehicle

Yes! we have all the equipment we need and they are adequate. We probably might need our own printers but its doable.

We have a lot. we have our printer our scanner and we also have our fax machine. We also have our POS system.

Computers

Laptops

Printers

Xerox Machine

Computers

Printers

Scanners

Borrowed Dolley

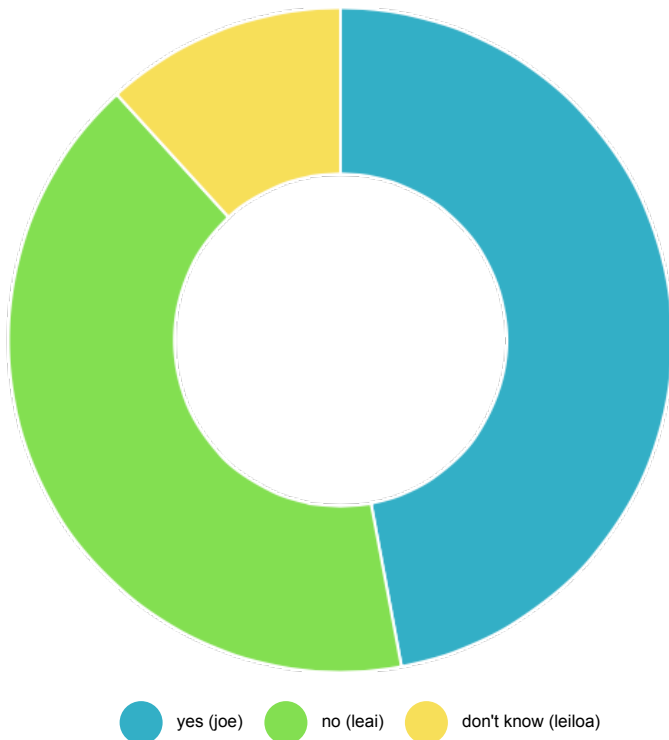
Flat Bed Truck

Small Truck

Our dept needs tools and equipment such as but are not limited to these; dolley, it needs a forklift to off-load orders delivered to us.

2a. Are additional equipment required to support the dept/prog/div? (O moomia nisi meafaigaluega e lagolago ai le matagaluega/polokalama/vaega?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	8 (47.06%)	7 (41.18%)	2 (11.76%)	2.62	17



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

Text Responses

- We needed a lift or a ramp for unloading heavy orders. I remember there was this heavy order we had to unload but it got away from us
- We have all the equipment we need.
- There is a need to update our Xerox Machine for it keeps breaking down.
- we could use more improved equipment for our division to function more effectively, but we make do with what we have, from my understanding- we dont have a budget...
- Printer/Scanner-need a separate machine for the receivers to print their reports.
- Computers-adequate, but need new computers.

3a. Does the div/dept/prog 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	17 (100%)	0 (0%)	0 (0%)	8.01	17

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

Text Responses

We have to or we have to pay for it

Yes and No. We've already implemented our fixed assets, but we are now in the process of implementing our individual inventory for the institution.

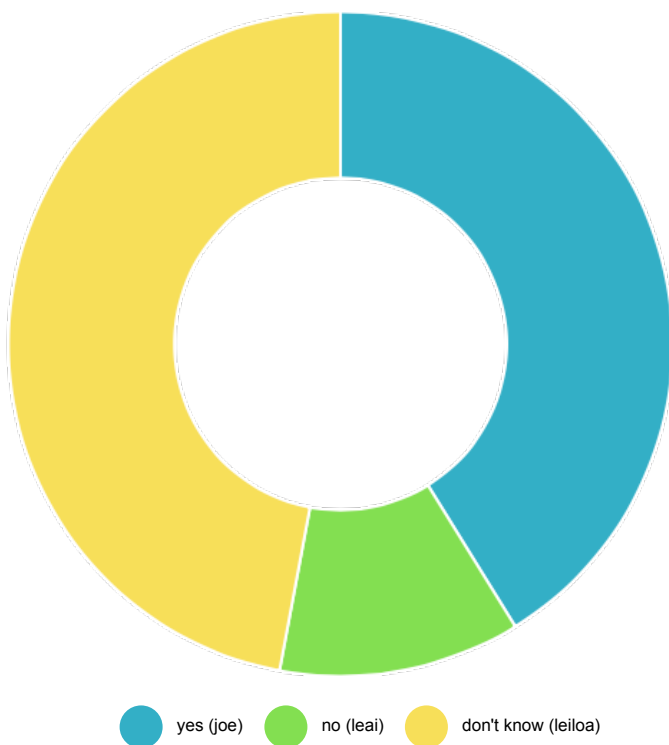
We just recently conducted an individual employee inventory.

Our division does an annual inventory of all assets of the college

recently we conducted our own individual ascc employee inventory form- so that we, individually will be accountable for every item purchased by ASCC in our own workspace, from the Computer- down to the stapler.

4a. Does the div/dept/prog account for preventive maintenance of its equipment? (O nofo tapena le matagaluega/polokalama/vaega aua le puipuiga ma le faaleleia o ana meafaigaluega. Ioe pe Leai pe Ou te lē Iloa. Faamolemole faamalamalama mai.)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	7 (41.18%)	2 (11.76%)	8 (47.06%)	2.62	17



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

Text Responses

We do it to our vehicle to protect the investment

When we purchase our equipments, we are not aware of how to conduct preventive maintenance. We are assuming that its part of the warranty.

They should account for this but it is not done as there is no one person pin point to do this.

from my understanding, we try our best to maintenance our own equipment, if we're unable to fix it, then we call MIS or put in a service order for a local vendor for maintenance

Yes, to ensure it is properly working.

5a. Is the equipment used by this dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	12 (70.59%)	0 (0%)	5 (29.41%)	4.92	17



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

Text Responses

Our division almost has the same with our CFO but im not sure about the higher level institution similar to that used int he workplace

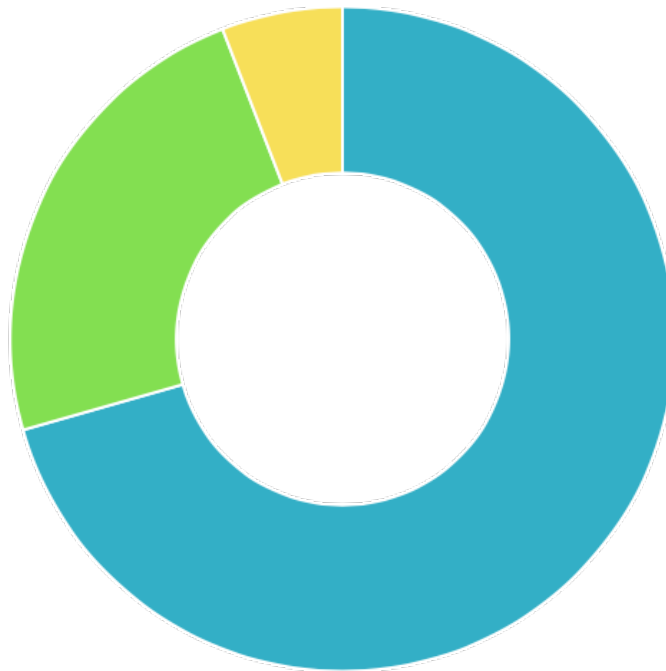
Since, I have not attended a University before I am they're similar.

It works for me so I guess it is.

This POS system can be found in other higher learning institutions off island.

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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	12 (70.59%)	4 (23.53%)	1 (5.88%)	4.64	17



● yes (joe)
 ● no (leai)
 ● don't know (leiloa)

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

Text Responses

maybe just the software to be updated

We have and it will be done in July 2015

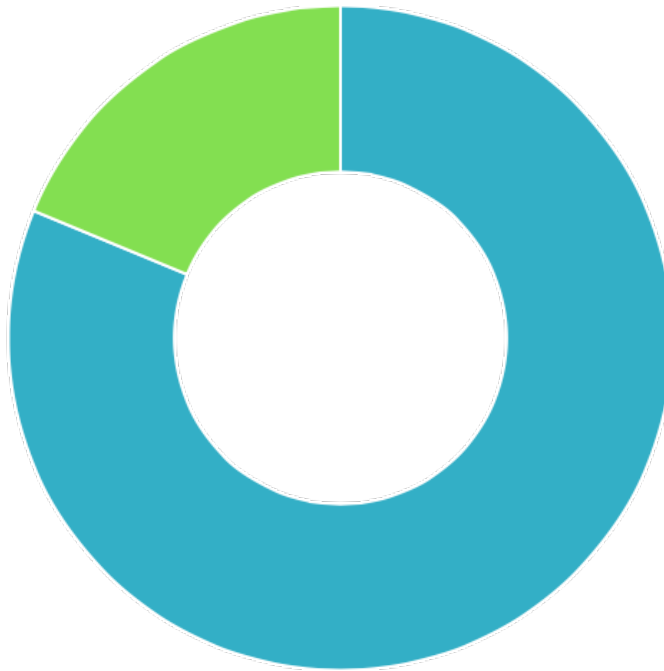
there will always be room for improvement, but is there a budget.

Yes, an Electronic System in which can connect buyers to most of the vendors, and buyers to the department, and also to the receiving side. A program similar to the ones I learned about when I attended the NAEP they have all these function in one program.

As long as they save cost

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	13 (81.25%)	3 (18.75%)	0 (0%)	5.56	16



● yes (joe)
 ● no (leai)
 ● don't know (leiloa)

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

Text Responses

webadvisor

We discuss this in our meetings.

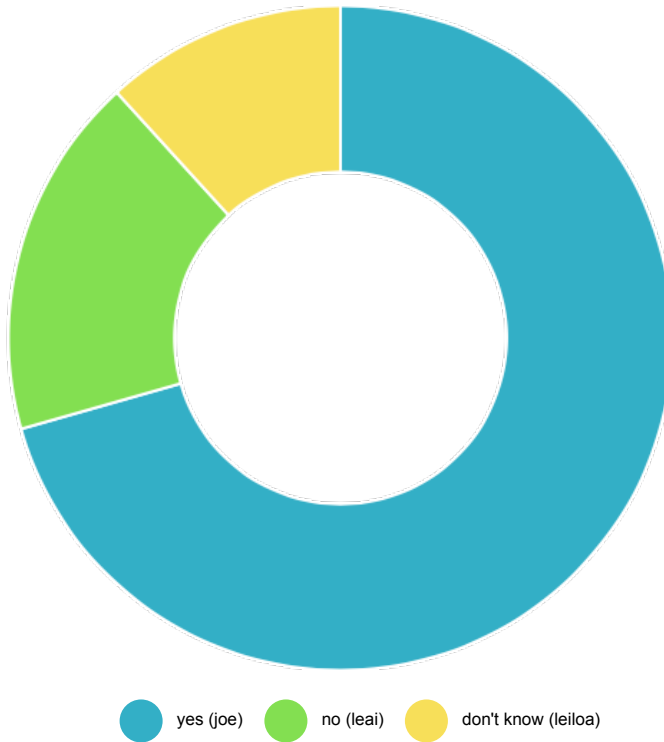
This is available through Web Advisor

GAM and CFO have the budget info- whether or not they want to communicate with us the specifics, it is totally up to them. CFO does let us know that we have no money, meaning funds are super tight right now, please dont provide a wishlist, but do let her know what we do need.

Our department knows all department's budget.

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	12 (70.59%)	3 (17.65%)	2 (11.76%)	4.5	17



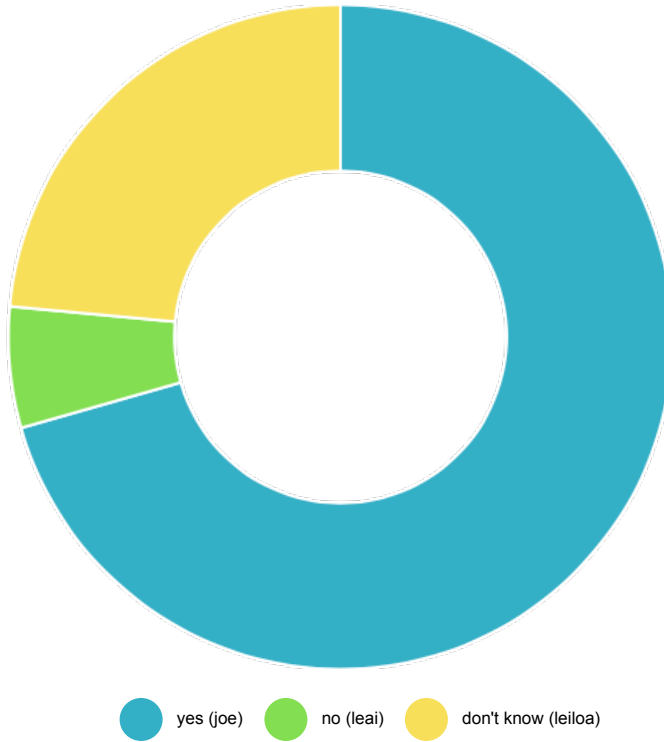
2b. Please explain: Fa'amolemole fa'amatala)

Text Responses

- not me
- budget process
- yes, our staff is involved in our budget planning
- I believe the managers and CFO are heavily involved in the annual budget planning-with the input of staff.
- Yes, we participate in planning purchases for daily operation supplies and equipments.

3a. Does the dept/prog/div 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, iloiloga ma sauniga?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	12 (70.59%)	1 (5.88%)	4 (23.53%)	4.64	17



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

Text Responses

The CFO had already prepared the training
 Our managers provides us with this information
 yes, this is done annually.
 all the time, especially when it comes to Grants and the allowable items being purchased with the Grants.
 for transparency

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

	yes (ioe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	9 (52.94%)	3 (17.65%)	5 (29.41%)	2.49	17



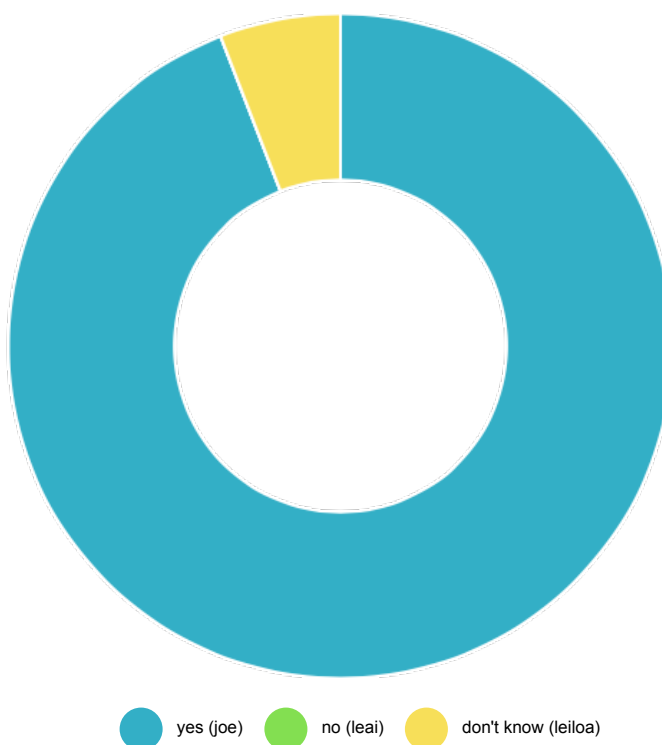
4b. Please explain: (Fa'molemole fa'amatala)

Text Responses

For now!
 We cant really do anything if the government cant provide more funds for ASCC
 Our division needs additional personnel but because of funding we are not able to fulfill this.
 Daily Reports are conducted on a regular day-today basis, and filed away in an orderly fashion.
 Budget cut
 More budget is need to provide the basic necessities for the staff, instead of having to use our own personal money to buy what we need and having others take it off our desks.

5a. Does the dept/prog/div 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 manulautī?)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	16 (94.12%)	0 (0%)	1 (5.88%)	7.32	17



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

Text Responses

We make due with what we have

yes, we work with what he have, and only purchase what we NEED.

Required

All activities and expenses are well reviewed and approved if its allowed on the program, if not, advice are provided through emails and phone calls to help the program knows why there was a hold on orders.

6a. Does the dept/prog/div 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 (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	6 (37.5%)	4 (25%)	6 (37.5%)	0.94	16



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

Text Responses

Budget priorities are met and implemented

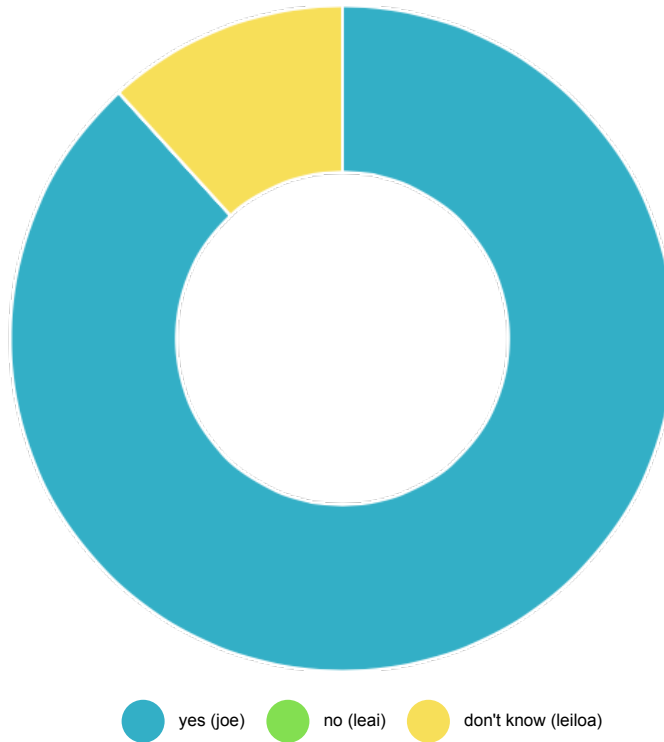
yes, our plan is to minimize receiving partial items from PO's, and also to minimize backorders

Depends on our cash position

required

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

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	15 (88.24%)	0 (0%)	2 (11.76%)	6.65	17



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

Text Responses

Makes thing easier

They have labs

We have labs available for them to use.

Times of technology

There are computer labs available around campus and CNR

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)	13 (76.47%)	2 (11.76%)	2 (11.76%)	5.19	17	1.35 / 3
Software (Microsoft Office, SPSS, CAD, Autodesk, etc..) (Poloklama tau komepiuta)	12 (70.59%)	2 (11.76%)	3 (17.65%)	4.5	17	1.47 / 3
Internet Connectivity (speed, etc.) (Fesootaiga tau initaneti)	7 (41.18%)	7 (41.18%)	3 (17.65%)	1.89	17	1.76 / 3
						1.53 / 3

Other technologies used:(Ma isi tekonolosi faaoga)

Text Responses

Internet too slow and keeps cutting out

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

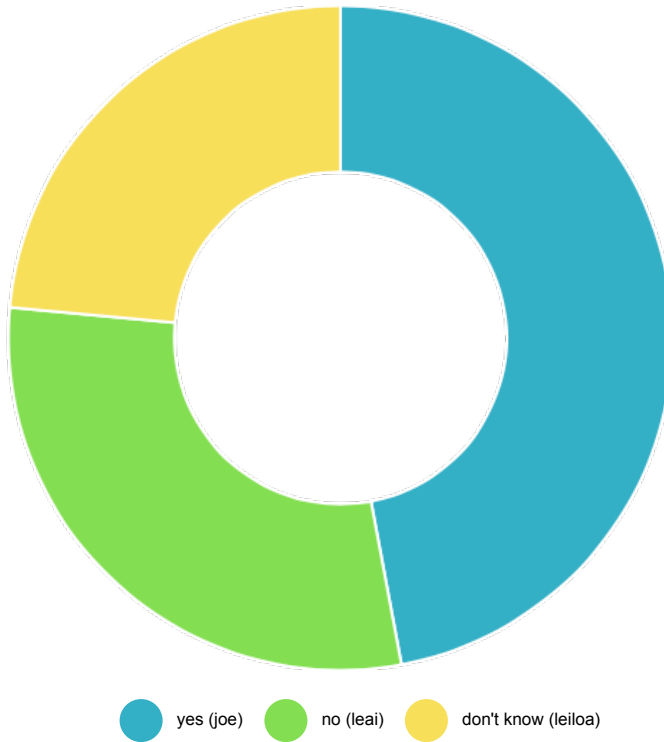
	Computer Labs (Potu Komepiuta)	Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga)	Financial Assistance (ex. Financial Aid, Work-Study, Scholarship, Deferred Payment Plans) (Fesoasoani Tau Tupe (ftg Fesoasoani Tau Tupe mai le Malo Tele, Polokalama Galue ma Aoga, Sikolasipi, Fuafuaga tau Pili Totogi Tolopō)	Library (Faletusi)	Academic Tutoring (Fesoasoani i meaaoga)	Academic Advising (ex. Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (ftg. Faamatalaga i le Upega, avanoa of aiaoga)	Campus Life (ex. Security, Extra Curricular, etc.) (Olaga Faakolisi: (ftg. Malu o le Kolisi, Mataupu/faatinoga faaopoopo ma isi)	Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua ma isi)	Responses
All Data	15 (93.75%)	14 (87.5%)	16 (100%)	15 (93.75%)	13 (81.25%)	13 (81.25%)	13 (81.25%)	14 (87.5%)	16



- Computer Labs (Potu Komepiuta)
- Counseling (All types of Counseling) (Faufautua (Soo se Ituaiga)
- 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)
- Library (Faletusi)
- Academic Tutoring (Fesoasoani i meaaoga)
- Academic Advising (ex. Online Information, Faculty Availability) (Faufautua i mataupu tau'ave (ftg. Faamatalaga i le Upega, avanoa of aiaoga)
- Campus Life (ex. Security, Extra Curricular, etc.) (Olaga Faakolisi: (ftg. Malu o le Kolisi, Mataupu/faatinoga faaopoopo ma isi)
- Admissions and Records (Application, Transcripts, etc.) (Ofisa Faaulufale ma Faamaumauga (Tusi talosaga, Faamaumauga aloaia o togi maua ma isi)

1a. Does your dept/prog/div help to ensure safety awareness and emergency procedures for its personnel, students and community? (ex. 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? (ftg. Fagu tineimu, fuafuaga faataatia mo le tuua o le nofoaga, Fesoasoani Muamua, ma isi)

	yes (joe)	no (leai)	don't know (leiloa)	Standard Deviation	Responses
All Data	8 (47.06%)	5 (29.41%)	4 (23.53%)	1.7	17



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

Text Responses

- We need evacuation Plan/training
- We need to up grade fire Extinguisher
- Provide each division with first aid kits and training
- Although we advocate the safety of our staff but we have never received any training in safety procedures for our personnel and students. There is no first aid kit in our office and also there is a need for additional fire, tsunami drills.
- this could be something that our office could use IN CASE of an emergency (Fire Extinguishers and First Aid Kit) there is an emergency evacuation plan on our wall.
- Safety is very important
- We have fire extinguishers in case of a fire.

