

AMERICAN SAMOA COMMUNITY COLLEGE



Divisional Assessment SPR 2014

Student Services

Divisional Assessment SPR 2014

Student Services

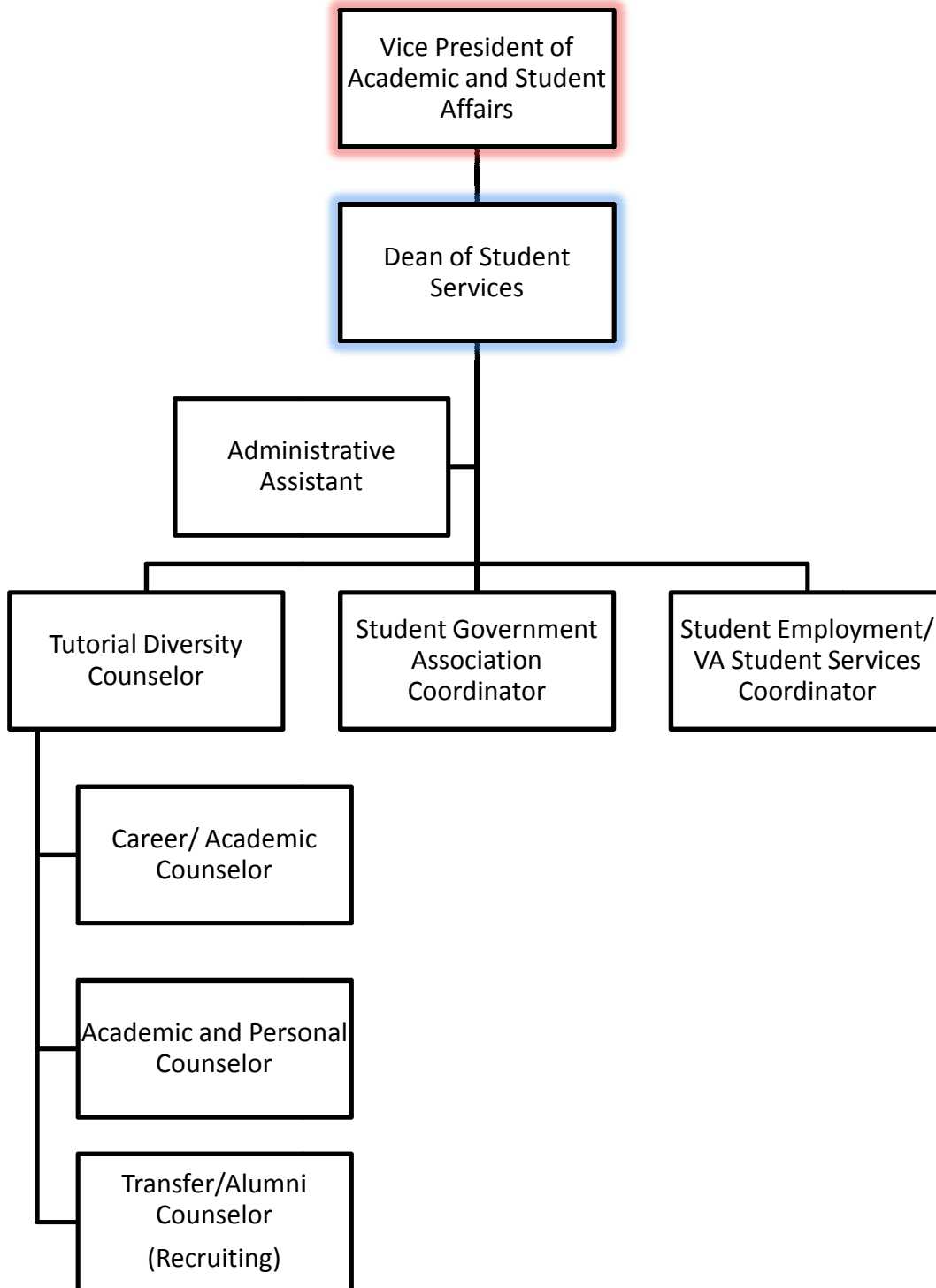
Student Services Mission

The mission of the Student Services Division is to support the educational pursuit of all students attending ASCC characterized by a concern for high quality services, student access, learning, progress, and success.

Student Services

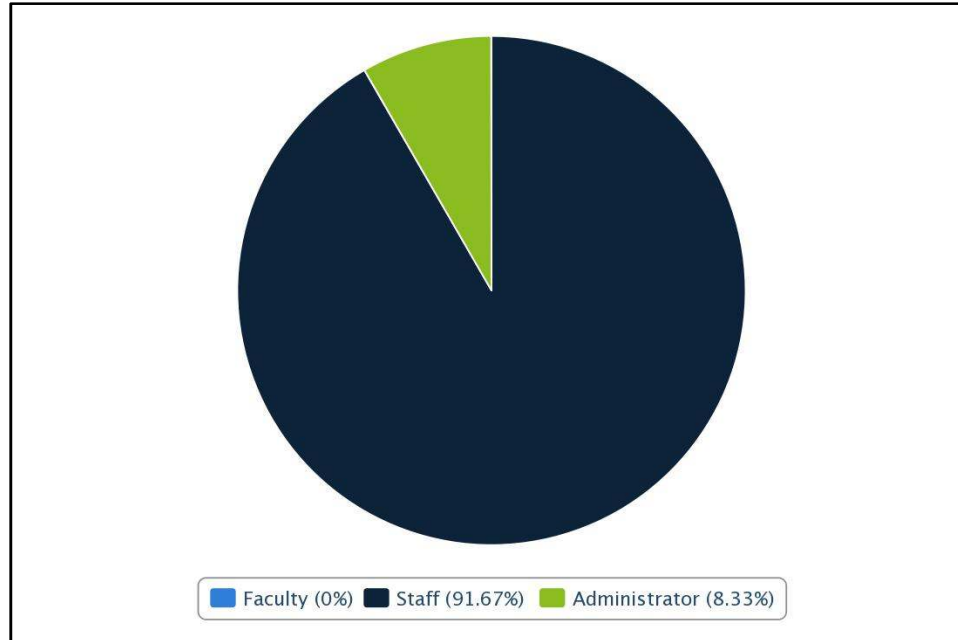
Dean	Dr. Emilia Sabado-Le'i
Tutorial Diversity Counselor	Dr. Repeka Nu'usa
Student Government Association Coordinator	Maxine Tuiolemotu
Student Employment/ VA Services Coordinator	Fualaau Lancaster

Student Services 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 Student Services Division is to support the educational pursuits of all students attending ASCC through an active concern for high quality services, student access, learning, progress, and success
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- The mission of the Student Services Division is to support the educational pursuits of all students attending ASCC through an active concern for high quality services, student access, learning, progress, and success. The following programs and services are provided by the Student Services Division to help students meet their educational, transfer, career, and personal goals.
- All students attending ASCC are served and treated with respect. Ensure that ASCC is in full compliance with federal laws, regulations in accordance with Title 38, U.S.C. and US Department. of Veterans Affairs guidelines governing eligible educational benefits recipients attending ASCC.
- The mission of the Student Services Division is the support the educational pursuit of all students attending ASCC characterized by a concern for high quality services, student access, learning, progress, and success.
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Student Services

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- "To support the educational pursuits of all students attending ASCC through an active concern for high quality services, student access, learning, progress, and success"
- The mission of the Division of Student Services (DOSS) is to support the educational pursuits of all students attending ASCC through an active concern for high quality services, student access, learning, progress, and success.
- The mission of the Student Services Division is to support the educational pursuits of all students attending ASCC through an active concern for high quality services, student access, learning, progress, and success.

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

- Students are knowledgeable of services offered by Student Services. II. The community is well-informed about services and programs offered through the Student Services Financial Aid Outreach program. III. Student Services employs a process to update the student handbook in conjunction with the ASCC General Catalog to include all student policies and rules. IV. Students are well informed by Student Services on issues regarding the student body. V. Students are well informed about a vast array of extracurricular activities planned by Student Government Association held on ASCC campus.
- More students and parents are aware of the preparations in transitioning to any colleges on/off island, especially financial aid process.
- The tutoring program provides quality instructional support to all currently enrolled students who have identified a need for instructional assistance outside the regular classroom experience. The Student Services Tutoring Program offers tutorial assistance to help students improve their chances to succeed in their courses and attain personal and academic goals. Tutorial services are available as both one on one assistance as well as small group sessions. Our goals are: 1. To help students reduce classroom failure rates 2. To improve ASCC student retention 3. To develop a positive attitude toward learning 4. To develop effective study habits 5. To develop self-confidence 6. To increase the student's understanding of the subject matter and 7. To achieve student learning outcomes from Institutional to Degree programs to the course level.
- Served and provided quality customer service to all VA students. Certified and processed eligible VA students to regional offices on timely manner. Students as well as ASCC are paid by the US. Dept of Veterans Affairs on time. Requested information on VA students by VA regional offices are responded to on time.
 - Student are knowledgeable of services offered by Student Services - The community is well-informed about services and programs offered through the Student Services Financial Aid Outreach program - Student Services employs a process to update the student handbook in conjunction with the ASCC General Catalog to include all student

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policies and rules - Students are well informed by Student Services on issue regarding the student body - Student are well informed about a cast array of extracurricular activities planned by Student Government Association held on ASCC campus

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- STUDENT SERVICES EXPECTED OUTCOME (S) Expected Outcome 1. Student are knowledgeable of the services offered by Student Services Expected Outcome 2. The community is well informed about services and programs offered through the Student Services Financial Aid Outreach program Expected Outcome 3. Student Services employs a process to update the student handbook in conjunction with the ASCC General Catalog to include all student policies and rules Expected Outcome 4. Students are well informed by Student Services on issues regarding the student body Expected Outcome 5. Students are well informed about a vast array of extracurricular activities planned by Student Government Association held on ASCC campus
- Division of Academic and Student Affairs Student Services Expected Outcomes (Institutional Learning Outcomes: Communication, Job Skills, Life Skills) I. Students are knowledgeable of services offered by Student Services. • Counseling (Counselors: RNuusa, MLagafuaina, KSauafa; • VA Student Services/Student Employment Training Center (SETC) (FLancaster II. The community is well-informed about services and programs offered through the Student Services Financial Aid Outreach program. • Outreach Personnel/Mana'o III. Student Services employs a process to update the student handbook in conjunction with the ASCC General Catalog to include all student policies and rules. • SGA – Mtuiolomotu IV. Students are well informed by Student Services on issues regarding the student body. • Counseling;VA Student Services/Student Employment Training Center (SETC) V. Students are well informed about a vast array of extracurricular activities planned by Student Government Association held on ASCC campus. • SGA
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- The DOSS expected outcomes are as follows: 1. Students are knowledgeable of services offered by Student Services. 2. The community is well-informed about services and programs offered through Student Services Financial Aid Outreach program. 3. Student Services employs a process to update the student handbook in conjunction with the ASCC General Catalog to include all student policies and rules. 4. Students are well-informed by Student Services on issues regarding the student body. 5. Students are well-informed about a vast array of extracurricular activities planned by Student Government Association held on ASCC campus.
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Student Services

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

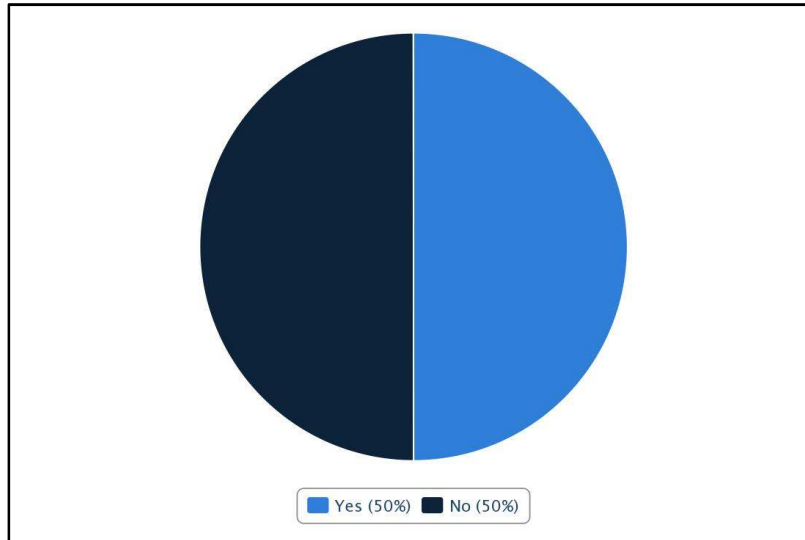
- Student Services mission and outcomes support the institution's mission by providing educational support to all students with high quality quality services, student access, learning, progress, and success. In addition, a Transfer Counselor assists students in the transfer process to institutions of higher learning along with assistance to applications to applications to respective government and private businesses. All students are informed of all student services-related activities through the student letter published bi-weekly and the Student Government Calendar of Activities that is published on a semester basis.
- I strongly believe that our mission has supported the institution throughout our services to the students as well as the community. We help prepare, develop, and guide our students in order for them to succeed.
- Our mission and outcomes/goals support the institution's mission since our main goal is to provide the best quality of education and services to students of ASCC in order to achieve their goals and to contribute to their community. Our mission supports the institution's mission because we provide services to the students in helping them become successful in their educational or personal goals.
- Since ASCC is an Open admissions institution, it's also a service member opportunity college (SOC)member. New or students transferring from off islands, eligible for VA benefits may continue their pursuit of higher education, specified degree program without interruption at ASCC.
- Student Services mission and outcomes supports the ASCC Mission which is top provide 'High Quality programs and services'to assist students in achieving their educational goals, through Student Services programs such as counseling, academic tutoring, scholarships, student activities. Such programs and services that would assist them in completed their educational pursuit to receive degrees & certificates here at ASCC.
- The institution mission intends to meet the needs of all students regardless of ability. The Student Services division seeks ways to better meet the needs of these students; whether it be educational, emotional or physical. As students venture to find for themselves bright futures, we offer assistance with school assignments and more, thus preparing them for higher institutions, to enter into the workforce and other opportunities in life. Not limited to such, with goals of improving student retention, classroom failure rates and increasing student understanding, the Student Services division works hand in hand with programs offered by the institution to ensure student success.

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- Student Services supports the ASCC mission by providing quality services to ensure all students attending our American Samoa Community College (ASCC) are granted equal access to learning opportunities, programs or activities that will enable students to achieve their educational goals here at ASCC, successfully transfer to pursue college degrees and to contribute to the social, cultural, political, economic, technological, and environment well-being of American Samoa.
- The Student Services mission supports the institutions mission because it provides high quality services like counseling, tutoring and assistance with scholarships and disability services and it provides student access to information they need, helps them with their academic performance and personal goals.
- Both provide/prepare ALL students to meet and achieve their educational, transfer, career and personal goals, while creating a safe, supportive environment which fosters higher quality learning.
- Various services are offered to support the educational pursuits of all ASCC students, and thus fulfill the mission of DOSS while supporting the institution's mission. Such services include: Counseling, Tutorial, Financial Aid Outreach, Student Employment, and Veteran's Educational Assistance.

2. PERSONNEL DATA

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

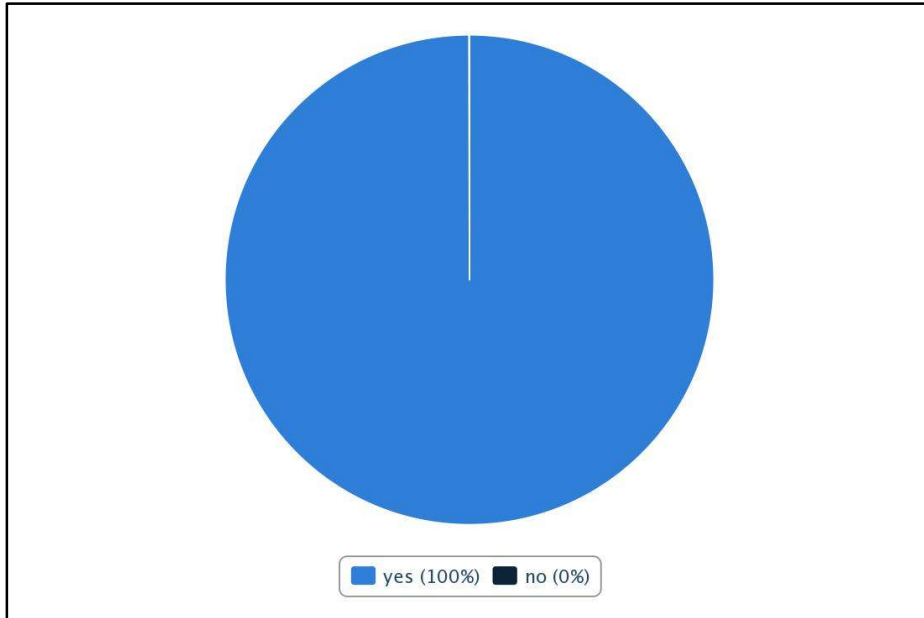


If "no", please explain:

Comment summary:

- Need to fill Vacant positions = 1 comment
- Need Career counselor = 2 comments
- Need Alumni Counselor = 1 comment
- Additional Counselor = 1 comment
- Need more tutors = 1 comment
- Student Employment Coordinator = 2 comments

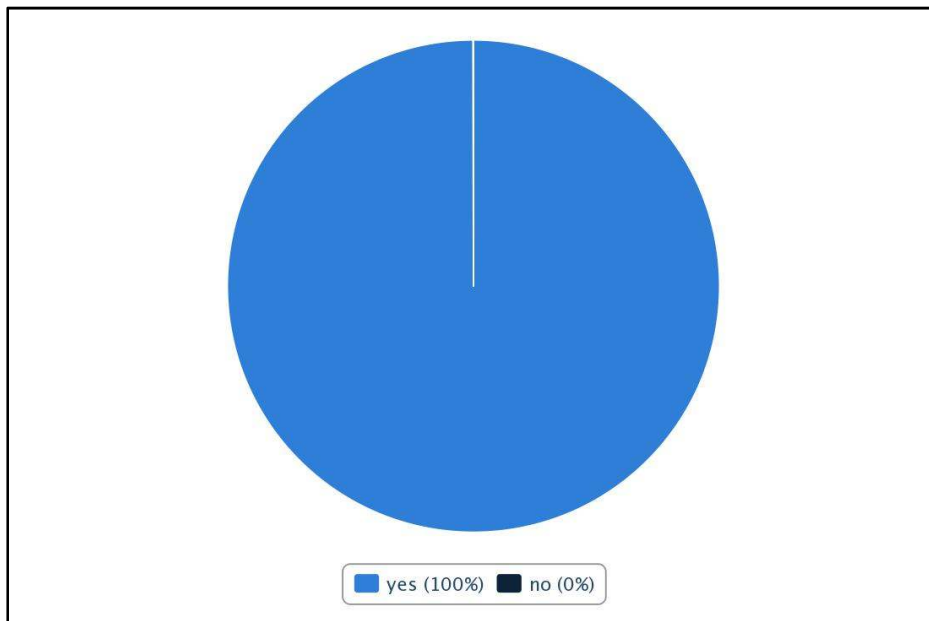
Do personnel possess all specialized skills or credentials required to support the Dept/Prog/Div?



If "no", please explain:

NO COMMENTS

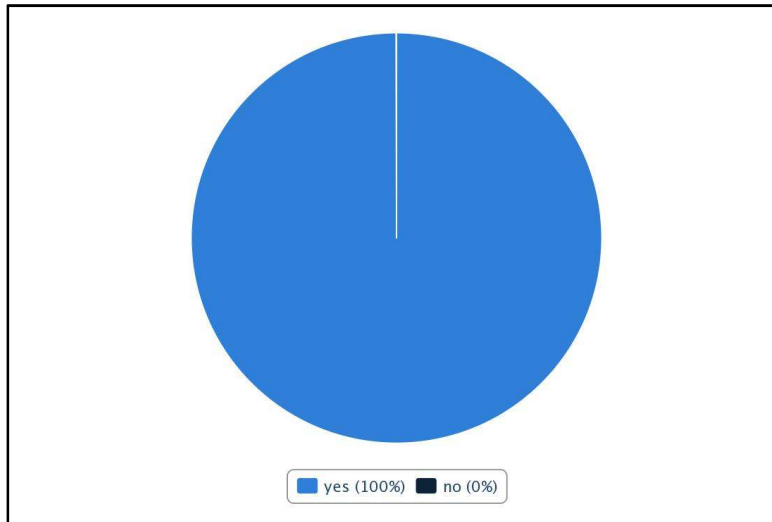
Are all proper documentation (degrees, certificates, etc.) on file continuously updated?



If "no", please explain:

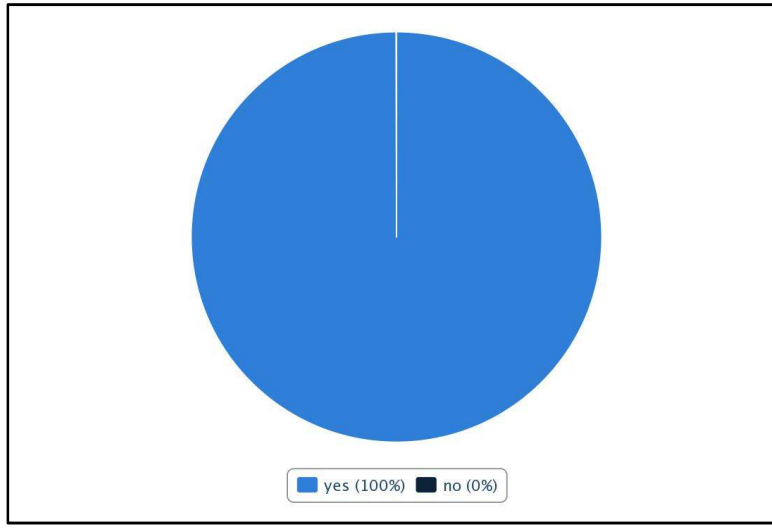
- I hope so!

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:

- 1 CLP course
- One

Degrees, Coursework and other publications:

- Doctoral, Masters in Educational Administration, Bachelor of Science in Education (B.S.Ed);
Doctoral Thesis published.
- Master of Public Administration
- A.S. in Accounting
- Associate Degree
- Associates of Arts in Education Bachelors of Education
- Ph.Ed - Teaching and Learning M.Ed - Elementary Education / Multicultural Education B.S -
Public Administration
- AS Criminal Justice BA Political Science / Administration of Justice MPA Master of Public
Administration

Other qualifications not listed in previous question:

- Close to 40 years of service for the American Samoa government and 30 years of it within the
Student Services.
- S.L.A. Center English Peer Tutor ASCC Class of 2013 Cum Laude

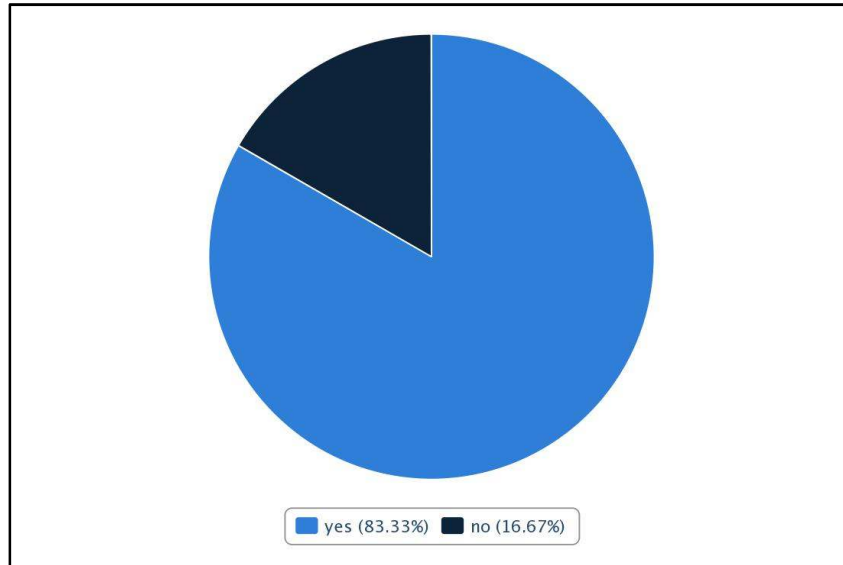
Student Services

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

- Deans and Directors, Student Government Association, 411 Student Newsletter, International Club Club, Peer Mentor, You Are Not Alone (YANA), ASCC Grants Council committee member, ASCC In-House Scholarship Board Chairperson, ASCC Alumni Scholarship Board member,, McDonald American Samoa Scholarship Board member, Screening Brief Intervention and Referral to Treatment (SBIRT) Policy Steering Committee member(ASG-DHSS;
- Secretary of our ASCC Matai Alumni Association
- Business Ambassadors of ASCC Phi Theta Kappa International Honor Society
- standard II standard IV
 - Member of Self-Evaluation team for Standard II. Student Services for ACCJC WASC Standards - Data Committee representative for Student Services
- License Minister - American Samoa Assemblies of God Sunday School Superintendent - Cornerstone English AOG Board Member - Le Fesoasoani Corporation
- Self Study Committee
- Standard 2B Self-Study Committee Standard 4A Self-Study Committee Faculty Senate

4. STAFF DEVELOPMENT

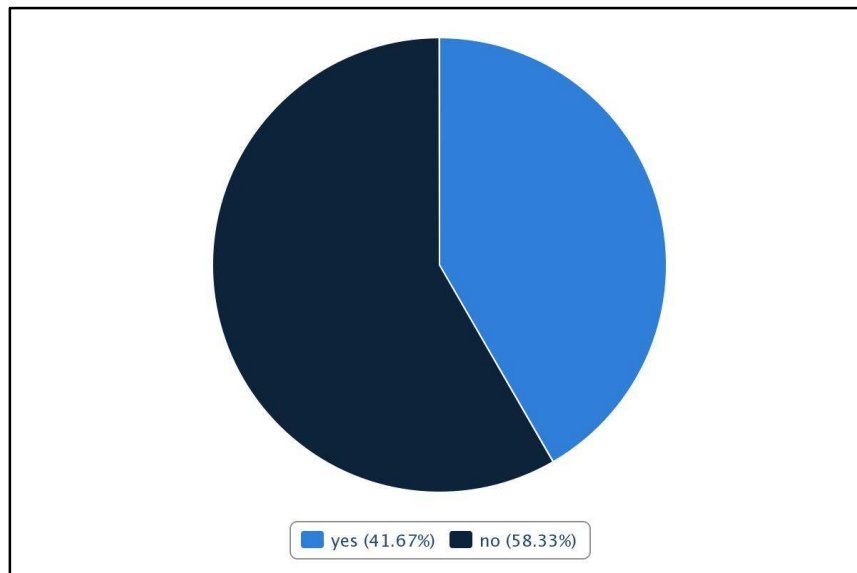
Does the evidence exist to show that faculty/staff in this Dept/Prog/Div have involved themselves in in-service training and other professional development?



If "no", please explain:

- Most of the time.
- majority of the time, individual staff (on their own time) are required to keep abreast of information/issues/other concerns pertaining to their perspective area(s)

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

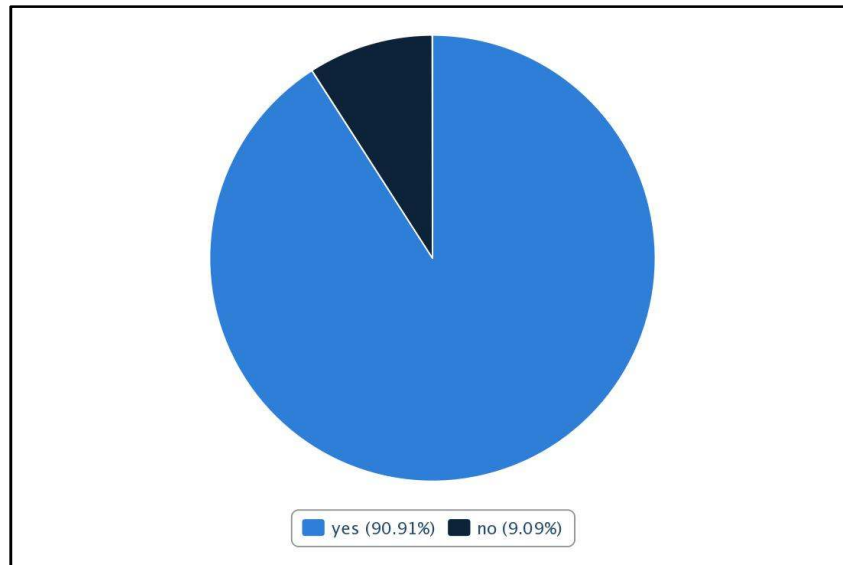


If “yes”, please explain:

Comment summary:

- Counselor Training = 1 comment
- Career, personal, transfer and diversity = 1 comment
- Limited budget = 2 comments

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

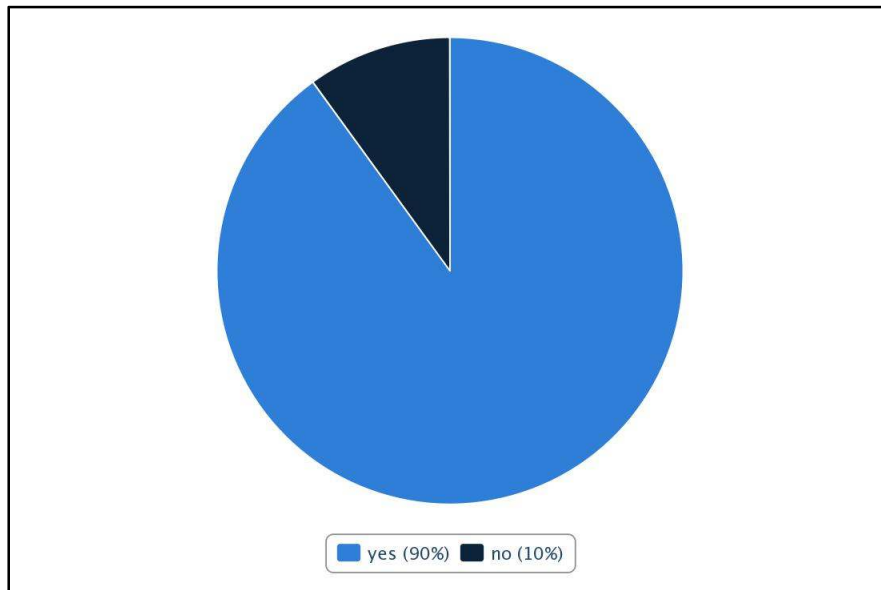


5. FACILITIES, EQUIPMENT and BUDGET

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

- Student Learning Assistance(SLA)Center located at the cafeteria building, and SLA Annex located in the building next to the Gymnasium (previously occupied by GEAR Up office; Counselors offices located in the cafeteria; Student Government Association Coordinator office and VA Student Services/Student Employment & Training Center (SETC) located alongside the cafeteria building; Dean and Administrative assistant located in the cafeteria building.
- SLAC Annex building (old Gear-up building)that has its own bathrooms and half a kitchen.
- S.L.A. Center offices and labs are clean and well-kept.
- office
- VA/Student Employment Center
- All offices located in the cafeteria building, building next to the ASCC Gym.
- The SLA center consists of two rooms occupied by office space and computer labs.
- Offices
- Student learning Assistance Center Student Learning Assistance Annex Offices by Cafeteria Dean's office (Cafeteria area)
- Offices, 2 labs.

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



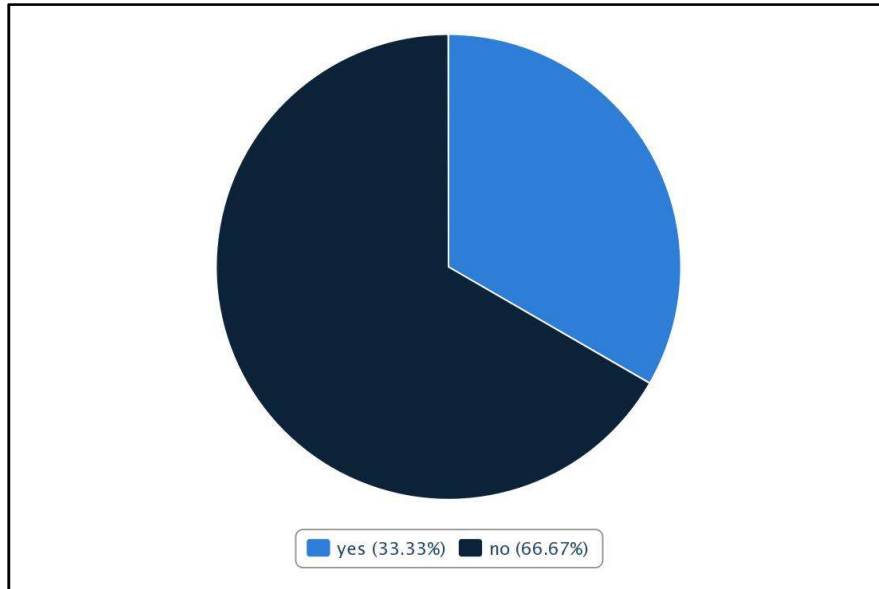
If "no", please explain:

- Due to increase in students' usage of services, both SLA requires a larger room/facility; SGA officers and representatives do not have a designated room/office for meetings and other activities required for them to have for such meetings and or other activities - they have to put in a facility request for a classroom and are able to meet only when the classrooms are not in use and usually at lunchtime; Student Services offices are scattered and or located on various areas and or inside other facility, e.g. cafeteria, which makes it very difficult for students to use and or know where the services are located.

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

- computers, printers, xerox (still waiting for one Xerox machine from VP ASA for the SLA Annex; power point, laptops (5 from GEAR Up);
- Computers in our S.L.A. Center Lab are adequate and helpful for our students.
- computer/xerox machine
- Adequate equipment such as computers, printers,
- Tables, chairs, computers, office desks etc, are all adequate.
- computers, printers, scanners, fax machines I am new to the division and I believe we have adequate equipment on hand.
- Computer lab at both Student Learning Assistance Center and Annex are sufficient to help all students seeking help.
- Computers, PA system, projector, copy machines, printers. All adequate.

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

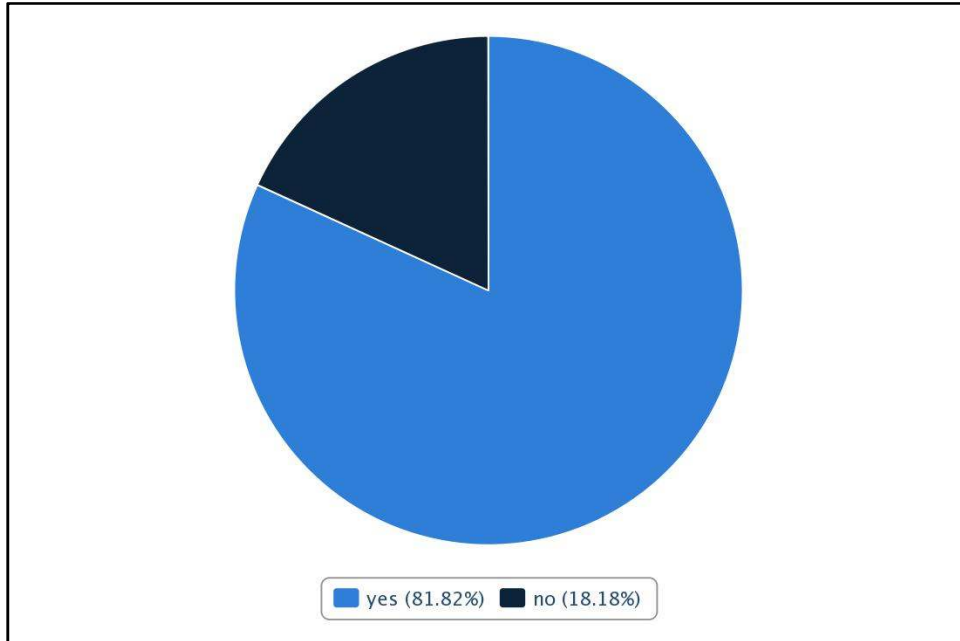


If so, please list and explain:

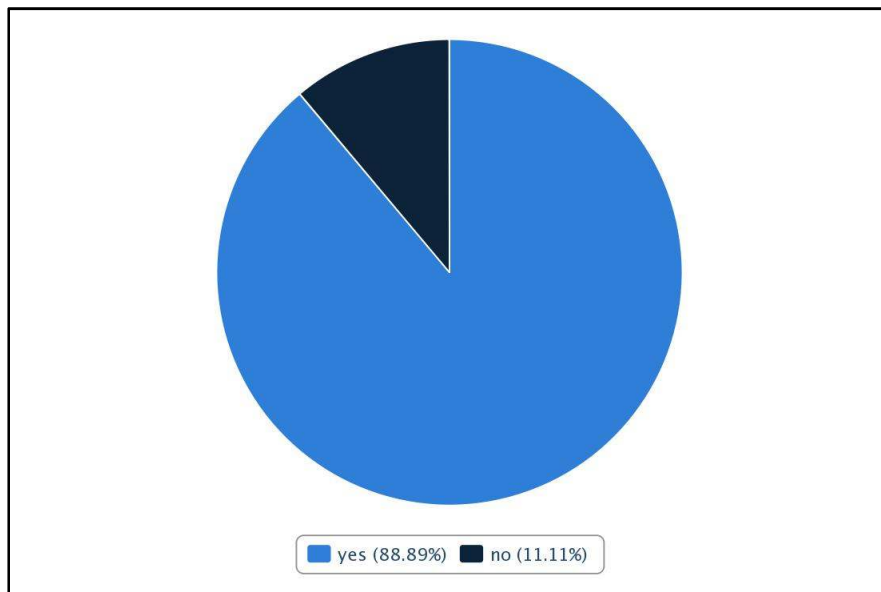
Comment summary:

- Replacement of old office equipment = 2 comments
- Copier for SLAC = 1 comment
- Vehicle for Outreach = 1 comment
- Direct Line to contact parents in SLAC = 1 comment
- Intramurals Lecture Hall = 1 comment
- Upgraded Technology = 2 comments

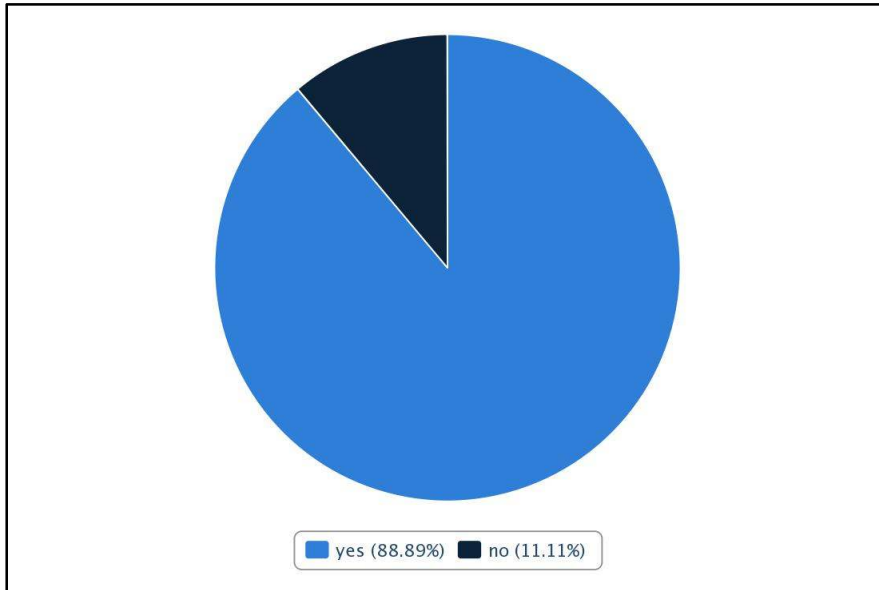
Does the institution operate and maintain physical facilities that are adequate to serve the needs of this Dept/Prog/Div?



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



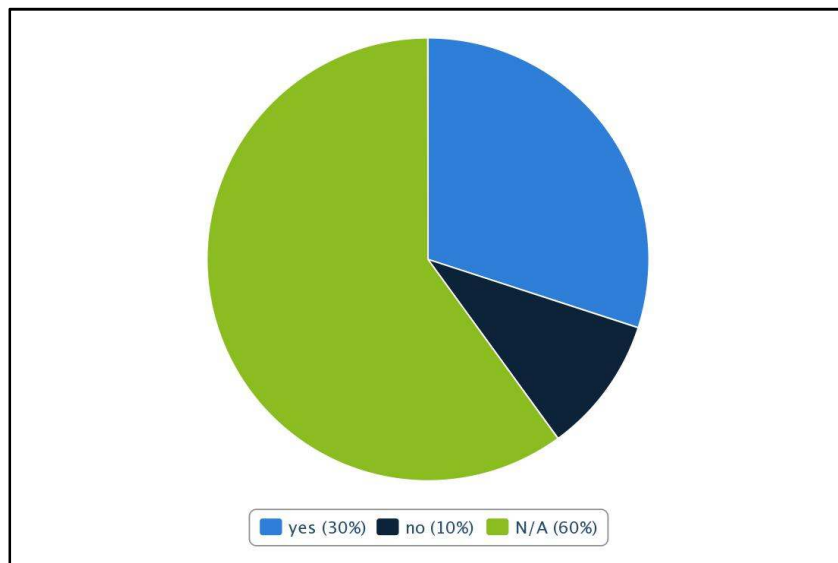
Are the physical facilities accessible to persons with disabilities?



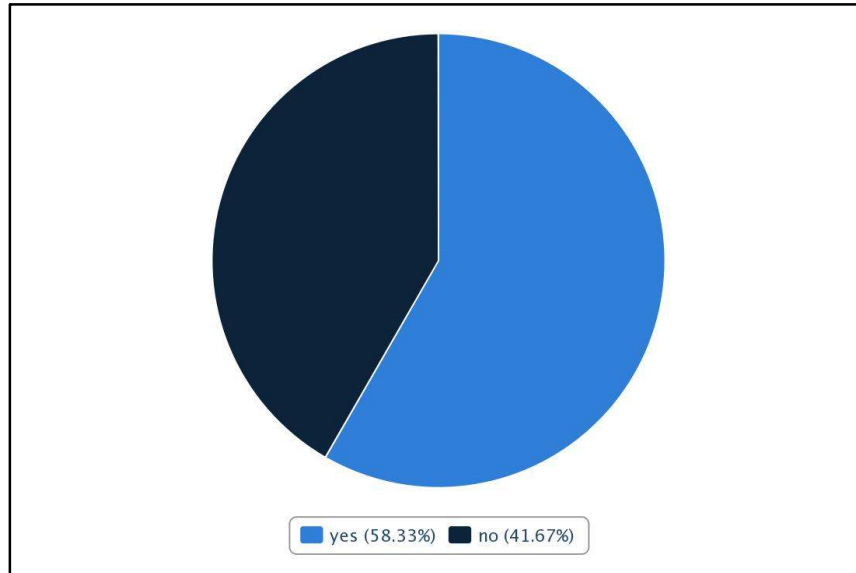
If "no", please describe below what is needed to make your area accessible.

- walkway, for persons with disabilities, is being renovated to make it 100% in compliance.
- There is a ramp in front of our office, however, it needs to be widened and the cement smoothed out in order for a wheelchair to be accessible.
- partial met in a sense that there are still areas that are not accessible to ALL students w/ disabilities or ADA compliance

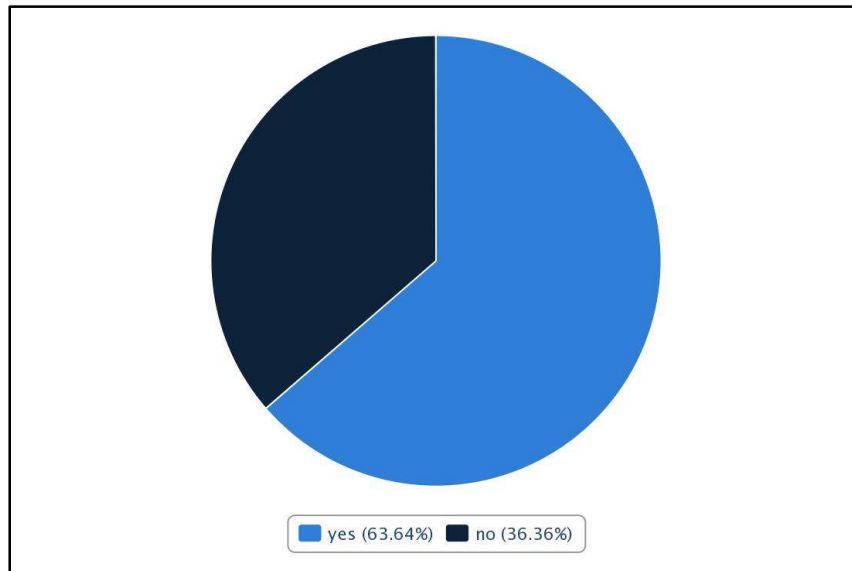
Is there equipment used by this Dept/Prog/Div similar to that used in the workplace or at a higher level institution?



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



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



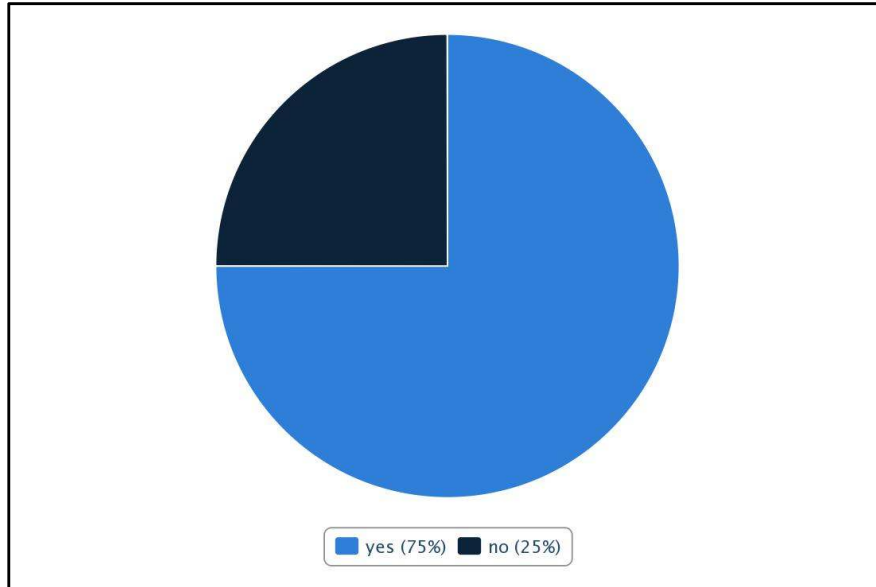
If "no", please explain:

Comment summary:

- Not enough for Professional Development = 1 comment
- Not enough money = 2 comments

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.)?



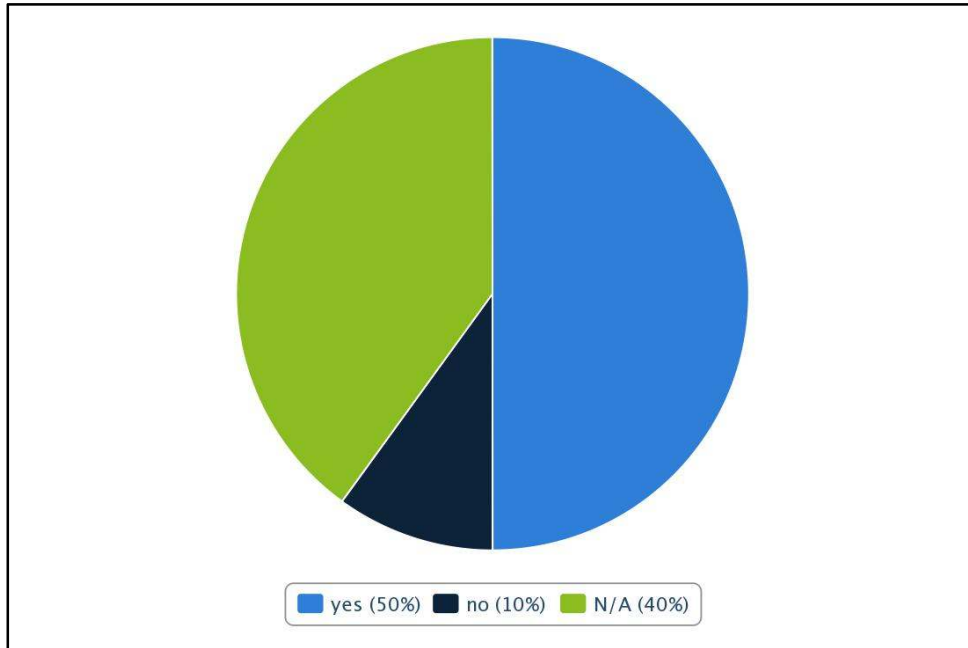
If "yes", please list or if "no", please explain:

Comment summary:

Accessibility needs:

- update current information = 1 comment
- some access to CA, no access to Datatel = 1 comment
- access to Webmail but not Smart Boards = 1 comment
- Special learning materials for the disabled students = 1 comment

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

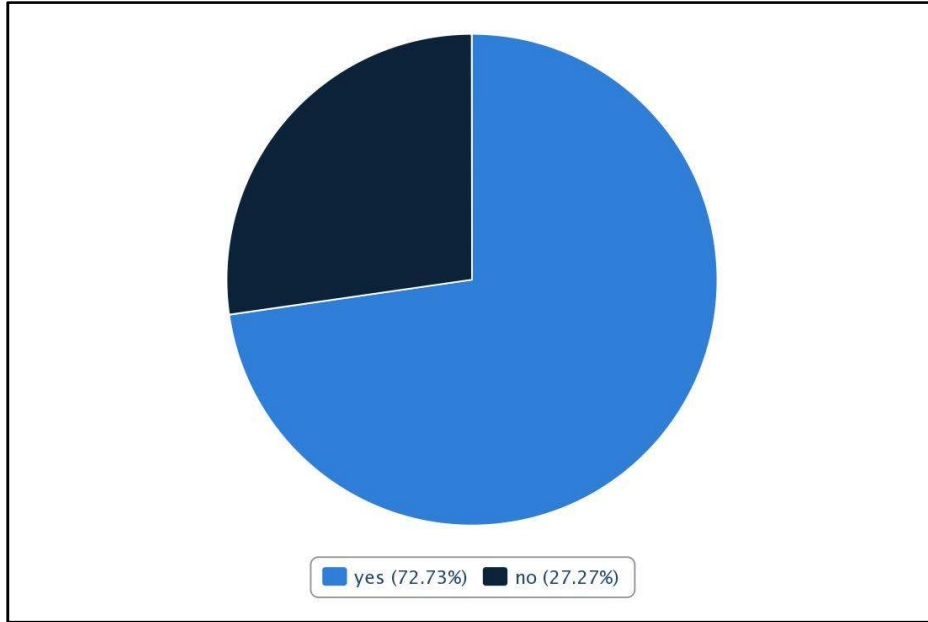


If "no", please explain:

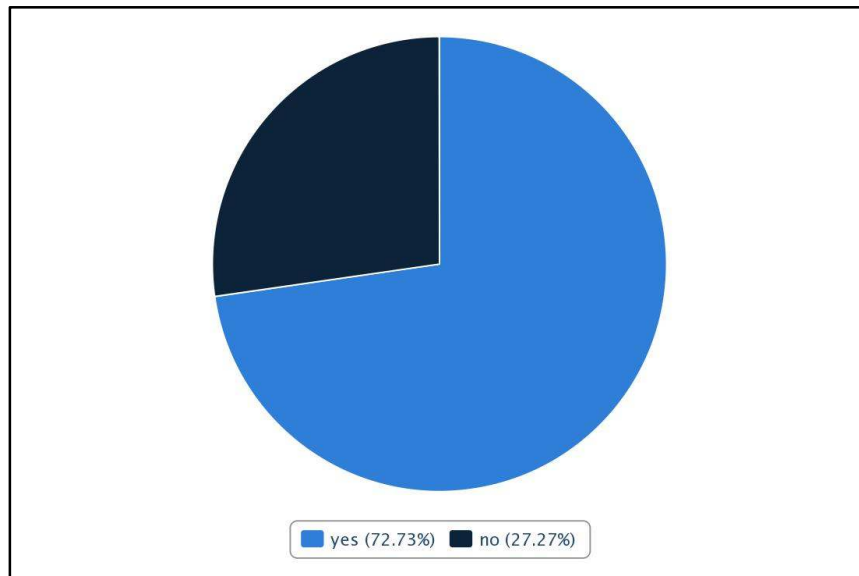
- only regular working hours, 8:00am-4:00pm.

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?



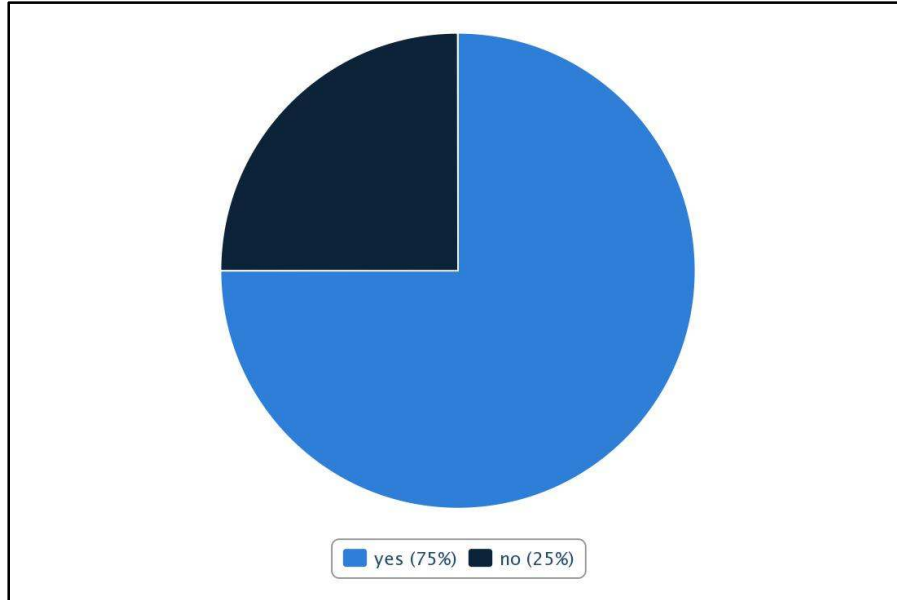
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Listed below are Institutional Surveys, Instruments, Data, and other processes for evaluating Dept/Prog/Div effectiveness. Please indicate which instruments are frequently used for evaluating effectiveness of this Dept/Prog/Div.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Weighted Average
Annual Reports	0 (0.00%)	0 (0.00%)	2 (20.00%)	5 (50.00%)	3 (30.00%)	10	4.10 / 5
Quarterly Reports	2 (18.18%)	0 (0.00%)	0 (0.00%)	6 (54.55%)	3 (27.27%)	11	3.73 / 5
Bi-Weekly Reports	2 (18.18%)	1 (9.09%)	0 (0.00%)	5 (45.45%)	3 (27.27%)	11	3.55 / 5
Student Learning Outcome Reports	0 (0.00%)	0 (0.00%)	3 (33.33%)	4 (44.44%)	2 (22.22%)	9	3.89 / 5
Institutional Strategic Plan	0 (0.00%)	0 (0.00%)	3 (42.86%)	2 (28.57%)	2 (28.57%)	7	3.86 / 5
Performance Evaluation	1 (10.00%)	0 (0.00%)	1 (10.00%)	5 (50.00%)	3 (30.00%)	10	3.90 / 5
Institutional Program Review	0 (0.00%)	0 (0.00%)	3 (37.50%)	3 (37.50%)	2 (25.00%)	8	3.88 / 5
Course Evaluation	0 (0.00%)	0 (0.00%)	2 (25.00%)	4 (50.00%)	2 (25.00%)	8	4.00 / 5
Student Satisfaction Survey	1 (9.09%)	0 (0.00%)	1 (9.09%)	7 (63.64%)	2 (18.18%)	11	3.82 / 5
Fact Sheets/ Books	0 (0.00%)	0 (0.00%)	3 (33.33%)	4 (44.44%)	2 (22.22%)	9	3.89 / 5
							3.85 / 5

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

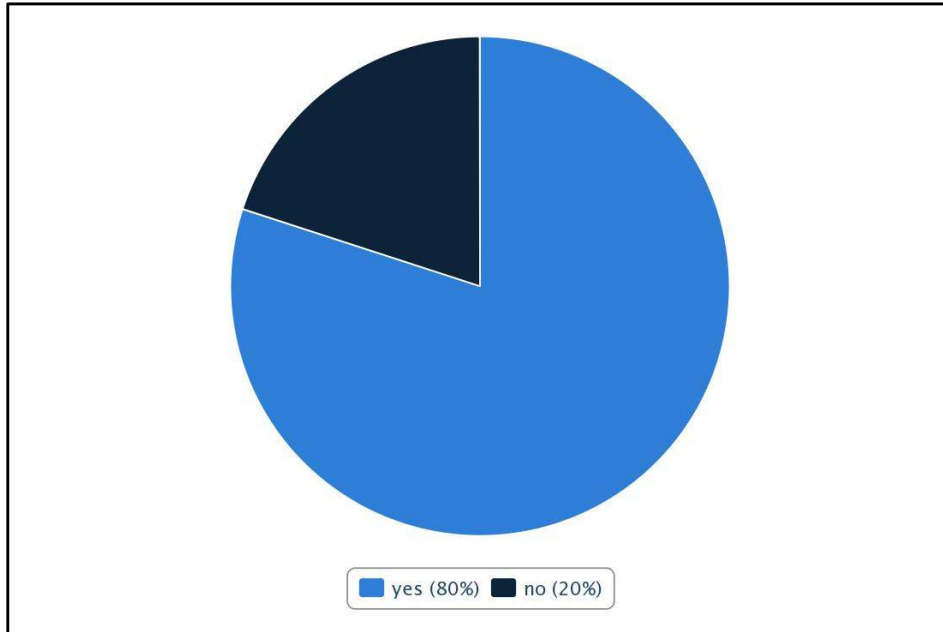


If yes, describe some recent improvements that have come about in response to needs identified through these evaluation processes.

- need to be more comprehensive for the total staff.
- In my area, more high school counselors are aware of our services and more students are also aware of what documents are needed in preparations of transitioning to college.
- Evaluation process results in providing continuous improvement with personnel in this Division by maintaining & continue growth in the area of accountability with personnels job responsibilities in carrying our the division mission and outcomes.
- When I peer tutored from 2011 to 2013, I was informed of the 'drop off' policy (students taking English courses who are required to have papers edited by SLA center were to drop their papers off and wait several hours until they can retrieve it. After editing, lead tutors would stamp and sign papers for confirmation that paper was brought to the center. Students were also able to sit in on their own free will, but that did not happen very often.) Just recently, I learned that a policy was already in place called "Referral". When teachers require their students to see tutors (and to get papers stamped for evidence that they did) they will have to fill out a referral form. This policy has eliminated unnecessary work for tutors, and has shown the difference between students who seek tutorial services because they are required, and those who seek it because of willingness to learn. Since employment, I have seen the importance of communication. Meetings are held either weekly or bi to discuss how we can better provide service for students. There are more tutors and peer tutors, as well as more computers available for student use. The center keeps improving, and I believe that there are more things we have yet to work on, but comparing the center today to when I first started, I would say this is best it has gotten. :)

- The SGA activities have changed to become more student body oriented instead of mainly club participation. 2. The 411 Newsletter has updated activities to include facebook and gmail. 3. The Counselors are more proactive in working with students and respective personnel who are assisting students.

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?

Comment summary:

- Divisional Outcomes are helpful to increased student participation = 1 comment
- Acquire assistance from the proper channels = 1 comment
- Meetings are held to find methods for improving and encouraging achievement of outcomes = 3 comments

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.

- Student Learning Assistance (SLA) Center established and an additional building/facility was added recently, the SLA Annex; 411 Student Newsletter has added a Facebook web page along with a g-mail address in order to reach more students; Students are asked to be on various committee members; Journalism Club and International Club established; Peer Mentors being renewed along with You Are Not Alone (YANA); YANA has been continuously included Samoa News' Community Bulletin Board section, published 6 days a week except on Sundays and holidays.
- More of our students are well aware of what is happening on campus and where to go for assistance in whatever issues they have due to our informative 411 newsletters. They are also aware of the many services that we provide. For instance our tutorial programs, financial aid, counseling, and SGA. According to our data, we have received more students utilizing our services over the past three years.
 - Student Services in the year of 2013 opened an Annex/ SLA Center extension to assist in carrying out a Comprehensive Tutorial for ASCC. - Student Services has over the past years continue to assist in recruiting scholarship and student loan 'transfer' students in receiving scholarships and loans to pursue their education mission in receiving their Bachelors degrees off-island.
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- Increase students participation in SS activities 2. SS continues with more awareness activities around campus 3. Students have more knowledge of existing activities