

AMERICAN SAMOA COMMUNITY COLLEGE

**STUDENT SERVICES  
PROGRAM REVIEW**

FALL 2008

FIRST CYCLE DRAFT FOR DISCUSSION

**STUDENT SERVICES PROGRAM REVIEW**

**FIRST CYCLE**

**FALL 2008**

**Department:** Dean of Student Services

**Director:** Dr. Emilia S Le'i

**Staff Summary:**

**Admissions and Records**

- 1 Registrar
- 1 Clerk Specialist V
- 1 Clerk Specialist IV (vacant)
- 2 Clerk Specialist III
- 1 Records Assistant
- 1 Data Entry Clerk

**Admissions Office**

- 1 Admissions Officer
- 1 Assistant to the Admissions Officer

**Counseling/College Life Planning**

- 1 Counseling Coordinator/Diversity & Tutorial Counselor
- 1 Personal Counselor
- 1 Academic Counselor
- 1 Career Counselor

**Financial Aid Office**

- 1 Financial Aid Officer
- 1 Administrative Assistant
- 5 Financial Aid Counselors

**Student Government Association**

- 1 Student Government Advisor

**School-to-Work Program**

- 1 Coordinator

**Student Employment/VA Student Affairs Office**

- 1 Coordinator

**Department Mission:**

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

Inherent to this mission are Student Services' following responsibilities:

1. To acquire and maintain accurate and updated information on all students in accordance with the Family Rights and Privacy Act (FERPA) of 1974;
2. To increase and improve enrollment procedures and retention programs;
3. To plan and prepare student activities and enforce policies pertaining to students;
4. To provide academic, career and personal counseling to the total student population;
5. To offer a College and Life Planning curriculum for students to succeed in the academic courses;
6. To place and provide work-study experience to students within the college, public and private sectors; and
7. To assist with financial support to continue college on- and off-island.

**Department Goals:**

**Goal 1: To assess, collect and analyze data regarding the effectiveness of services by Student Services.**

- a. Develop and instrument and process to collect data on services provided to students.

- b. Implement the assessment process and analysis of data collected.
- c. Share data findings with instruction, administration and other areas of the college.
- d. Use data findings for planning and improvement of services.

**Goal 2: To increase and improve recruitment and retention strategies.**

- a. Establish a Retention and Recruitment Committee.
- b. Review data on enrollment, retention, probation, suspension and graduate rates and develop strategies to improve these areas.
- c. Follow-up on ASCC graduates.
- d. To expand and integrate technologically with other divisions for collection and sharing of data and to improve services based on this data.

**Goal 3: To promote character development, personal and professional growth, and life-long learning in a diverse global community.**

- a. Develop and collaborate with Academic Affairs on activities to support and enhance personal and professional growth and lifelong learning.
- b. Update the College website for academic and student services information and support so it will be more accessible to students.
- c. Provide student workshops such as academic/career development, leadership, communication, suicide prevention and HIV awareness.

**Department Objectives for 2008-2009 (To be used by President Galea'i for annual evaluation):**

*(measurable outcomes being developed by Dean for 2008-2009 department evaluation)*

**To which of the following Student Learning Outcomes does Student Services contribute?**

**1. Communication Skills**

Speaking and Writing

- *Speak and write clearly to a variety of audiences*
- *Use oral and written skills to organize, deliver and evaluate*
- *Use interpretation and evaluation of information received through different media*
- *Illustrate, compose, edit and justify sources*

Reading

- *Comprehend, interpret and evaluate information received through different media*
- *Understand and appreciate the meaning of literary expression*

Listening

- *Follow instructions, procedures and guidelines effectively*
- *Provide and express meaningful and productive feedback*
- *Demonstrate active responsiveness to presenting issues and situations*

**2. Job Skills**

Transferable

- *Apply knowledge and skills to assigned jobs or tasks (computer skill, communication skills, math skills, reading skills, etc.*

Adaptive

- *Demonstrate important work qualities (promptness, dependability, initiative, etc.*
- *Develop insights into human experience and apply to personal, occupational or social relationships*
- *Recognize relevance of career choices of life-long learning*

Job Specific

- *Apply specific job skills and abilities to perform given tasks/projects effectively and efficiently*
- *Apply acquired knowledge and skills to real work situations*
- *Preparation for employment or increased competency in current occupation*

### 3. *Life Skills*

#### *Personal Responsibility*

- *Develop and apply ethical decision making in real life situations*
- *Develop a positive self-concept*
- *Understand a sense of responsibility*
- *Understand and value life-long learning*
- *Understand, demonstrate, and promote good health choices and practices*

#### *Respect and Diversity*

- *Recognize and respect the perspective of others*
- *Contribute to the solution of interpersonal problems, issues or concerns*
- *Value cooperation/collaboration*
- *Develop an awareness of diverse attitudes, values and beliefs*
- *Demonstrate responsibility in being an active and contributing citizen of American Samoa, the Pacific Region and the world*

#### *Problem Solving*

- *Know and apply the importance of persistence, amount of work and time allocated in addressing tasks*
- *Identify and assess real or potential problems and formulate effective solutions or options*
- *Formulate strategies and ideas and accept and use the ideas of others in solving problems*
- *Select, organize and effectively utilize appropriate resources*

#### *Using Technology*

- *Utilize electronic media to communicate, locate and retrieve information*
- *Apply technology to locate, interpret, organize and present information*

## **INPUTS FOR PROGRAM REVIEW**

### I. Facilities

1. Are department facilities adequate for current programs? No
2. Are facilities clean? Yes

3. Is facility maintenance adequate? Yes
- .
4. Is lighting is adequate? Yes
- .
5. Are there any safety hazards? Most departments are not aware of safety hazards.
- .
6. Are facilities accessible to students and staff with disabilities? Admissions and Records and Financial Aid are not accessible.
- .
7. Are washing and restroom facilities nearby and accessible for both sexes? Yes

## II. Equipment

1. Do you have the equipment necessary to fulfill your responsibilities adequately? In general, the departments have adequate equipment.
2. What additional equipment do you need? Financial Aid needs additional copiers and printers.
3. Is the equipment adequately maintained? It is difficult to get adequate service from local vendors.
- .
4. Is all equipment recorded on the procurement inventory and tagged with ASCC identification? Yes
- .
5. Are there any safety hazards with the current equipment? Unknown
6. Is the equipment accessible for employees with disabilities? Most equipment is accessible.
7. Do you have adequate access to supplies or repairs to keep equipment functioning? Supplies are adequate; repairs depend on local vendors.

### 8. Equipment summary:

a. Number of computers	28
b. Number of printers	17
c. Number of copiers	7

- d. Number of vehicles 0
- e. Number of ASCC cell phones 1
- f. Other major items 1 scanner

III. Materials

1. Do you have adequate supplies and materials? yes
2. What additional supplies and/or materials do you need? N/A
3. Do you have adequate research or resource materials to support your office? Yes
4. What additional research or resource materials do you need? Career information.
5. Can employees with disabilities adequately use the current materials? Yes

IV Staff Qualifications and Capacity

1. Are the employees in the department duly qualified to fulfill their particular responsibilities? Employees are qualified.
2. Does the staff have appropriate work experience in their respective fields?  
Yes
3. If applicable, so the staff has required licensing or certification? Yes, most staff has appropriate degrees for their level of responsibility.

V. Professional Development

1. Is the Personnel Manual available to all staff? Yes



2. Is there adequate communication from supervisors and other divisions/departments, including sharing of pertinent data, reports, surveys and needs assessments? Yes, staff is satisfied with the level of communication
3. Is adequate in-service or local training provided? Yes
4. What opportunities are provided for off-island professional development?  
Some opportunities are available for off-island professional development. Financial Aid requests annual participation in regional and national professional meetings.
5. Do employees have the opportunity to visit other post-secondary institutions? Opportunities are available on a limited basis, when combined with other travel.
6. Does the administration support professional development activities for your department? Yes
7. Are department meetings held regularly? Yes
8. Are guidelines for procedures and relevant information presented in a timely and consistent manner? Yes

## VI. Priorities for Improvement

Please list the three most important changes that should be made to your department to improve operations:

1. Each department stated that current space is not adequate. Student Services will be housed in the proposed new multi-purpose building, but no date has been

set for construction. (Approximately half of the required construction funds are currently available. The new Facilities Master Plan will include concrete plans and timelines for the multi-purpose building.

2. Given that Student Services will continue to be housed in temporary quarters for a time, offices are in need of minor renovation to assure privacy when dealing with confidential student issues and must be surveyed for potential safety hazards.

3. While Student Services departments recognize that they contribute to the achievement of SLOs, they feel removed from the process (except for the CLP classes). Student Services staff need to become more active participants in the college's SLO dialogue and development.

4. Additional Student Satisfaction Surveys must be developed and administered to a reasonable sample of first and second year students annually to supplement the information gained from the Graduating Student Survey. The new information will help inform planning throughout the year for student activities and for overall student services.

## **PROGRAM OPERATION**

1. Student Services Dean (SSD)
2. Admissions and Records Office (ARO)
3. Admissions Office (AO)
4. Financial Aid Office (FAO)
5. Counseling Services Office (CSO)
6. College and Life Planning (CLP)
7. You Are Not Alone (YANA)
8. Student Government Association (SGA)
9. VA Student Affairs (VA)
10. School-to-Work Program (SWP)
11. Student Employment (SE)

**Summary of Input Measures**

<b>SGA</b>	<b>VA</b>	<b>SWP</b>	<b>SE</b>	<b>SSD</b>	<b>ARO</b>	<b>AO</b>	<b>FAO</b>	<b>CSO &amp; CLP</b>	<b>YANA</b>
<b>Facilities:</b>									
Adequate Space				N	N		N	N	N
N		N	N						
Clean				Y	Y		Y	N/A	N/A
Y	Y	Y	Y						
Adequately Maintained				Y	Y		Y	N/A	N/A
Y	Y	Y							
Adequate Lighting				Y	Y		N	Y	N/A
Y	Y	Y	Y						
Free of Hazards				?	?		N	Y	N/A
Y	?	Y	?						
ADA Accessible				Y	Y		N	Y	N/A
Y	Y	Y							
Restroom nearby				Y	Y		Y	Y	N/A
Y	Y	Y							
<b>Equipment:</b>									
Adequate				Y	Y		N	Y	N
Y	Y	Y	Y						
Need more				Y	Y		Y	Y	Y
Y	N/A	N	N						
Properly inventoried				Y	Y		Y	Y	N/A
Y	Y	Y							
Safety Hazards				Y	?		Y	Y	N/A
Y	Y	N							
ADA Accessible				Y	Y		N	N/A	N/A
Y	Y	Y							

Adequate Supplies	Y	Y	Y	Y	Y	N	N	Y	N/A
Adequate Repairs	Y	N	Y	N	N	N	N	Y	N/A
Number Computers	2	1	2	1	28*	10	7	4	0
Number Printers	2	1	1	1	17*	3	4	4	0
Number Copiers	1	1	1	1	7*	1	1	1	0
Number Vehicles	0	0	0	1	0*	0	0	0	0
Number cell phones	0	0	0	0	1*	0	0	0	1
Other	0	0	0	0	1*	1	0	0	0

\*total for Student Services

**Materials:**

Adequate supplies	N	Y	Y	Y	Y	Y	Y	Y	Y
Adequate materials	N	Y	Y	Y	Y	?	N	N	N
More needed	Y	Y	N	N	Y	N/A	Y	Y	Y
ADA accessible	N/A	?	Y	Y	?	?	N	N/A	N/A

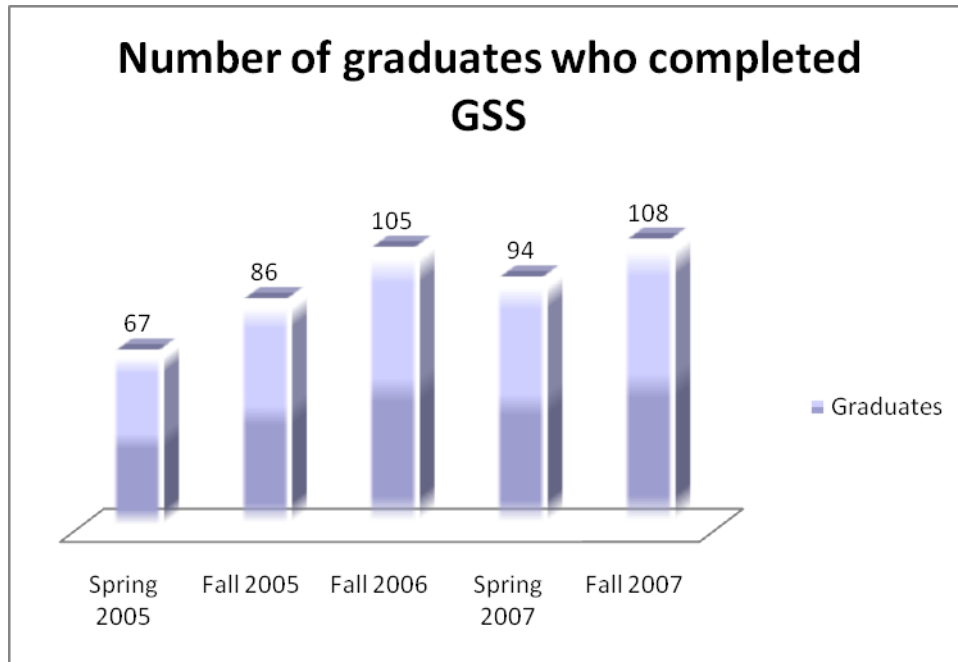
**Staff Qualifications:**

Qualified employees				Y	Y	Y	Y
Y	N/A	Y	Y				
Appropriate work experience				Y	Y	Y	Y
Y	Y	N/A	Y				
Licensing/certification				Y	Y	Y	Y
N/A	N/A	N/A	Y				

**Professional Development**

Personnel Manual available				Y	N	Y	Y
N/A	Y	Y	Y				
Adequate communication				Y	Y	Y	Y
Y	Y	Y	Y				
In-service/local training				Y	Y	Y	Y
Y	Y	Y	Y				
Off-island training				Y	Y	N	Y
N/A	Y	N/A	?				
Visit other colleges				Y	Y	N	N
N/A	Y	Y	N/A				
Professional development options				Y	Y	N	N
Y	Y	Y	Y				
Regular department meetings				Y	Y	?	Y
Y	Y	Y	Y				
Appropriate guidelines available				Y	Y	Y	Y
N/A	Y	Y	Y				

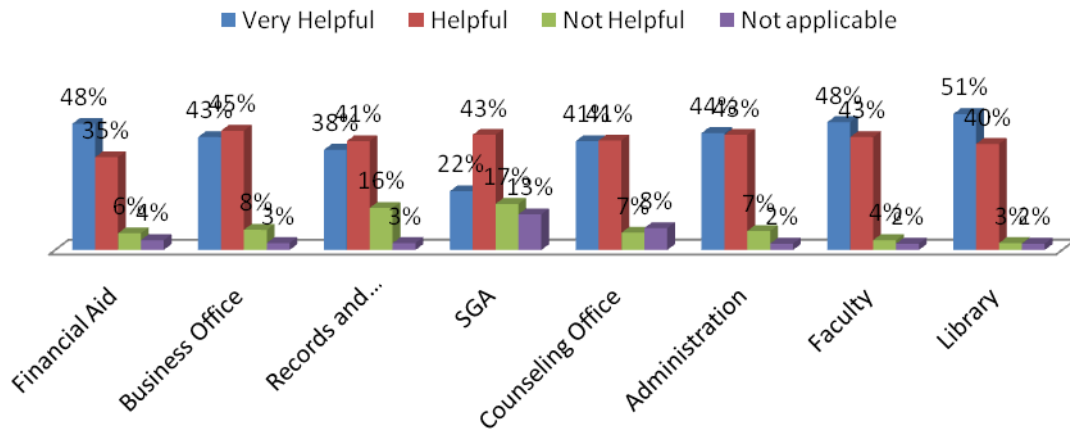
## OUTPUT MEASURES



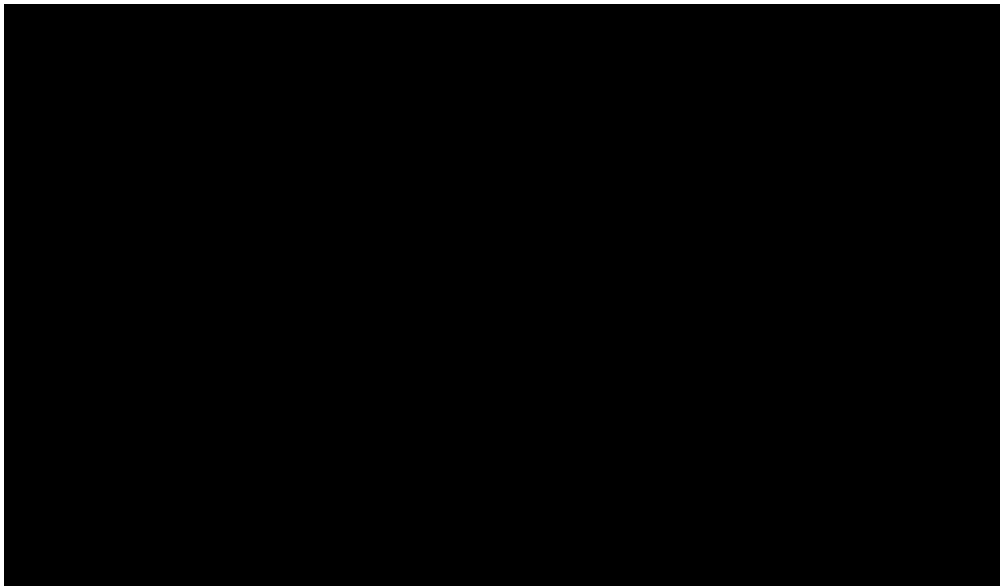
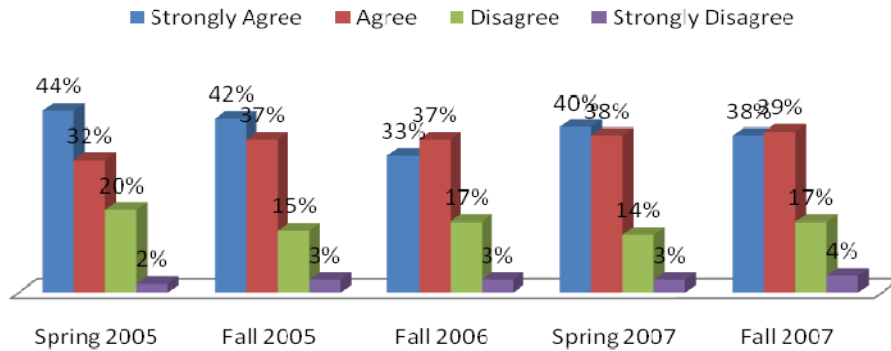
RATINGS ON STUDENT SERVICES DIVISIONS TAKEN FROM GRADUATE SATISFACTION SURVEYS FROM 2005 TO 2007.  
SATISFACTION SURVEYS FROM 2005 TO 2007.

	Financial Aid	Business Office	Records and Admissions	SGA	Counseling Office	Administration	Faculty	Library
<b>Very Helpful</b>	48%	43%	38%	22%	41%	44%	48%	51%
<b>Helpful</b>	35%	45%	41%	43%	41%	43%	43%	40%
<b>Not Helpful</b>	6%	8%	16%	17%	7%	7%	4%	3%
<b>Not applicable</b>	4%	3%	3%	13%	8%	2%	2%	2%

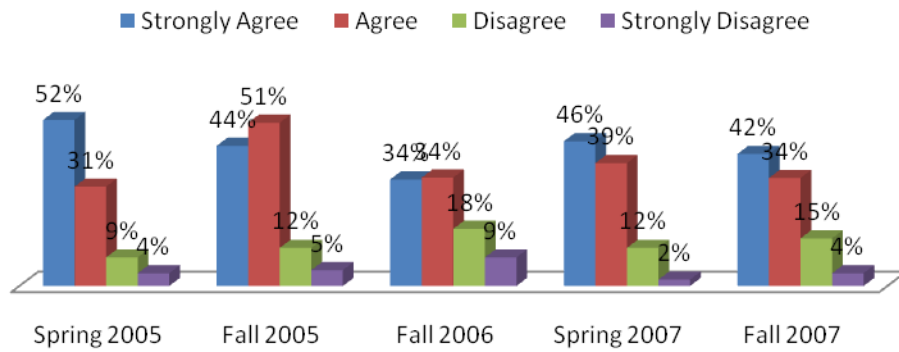
## Graduate Satisfaction Ratings for Student Services Division



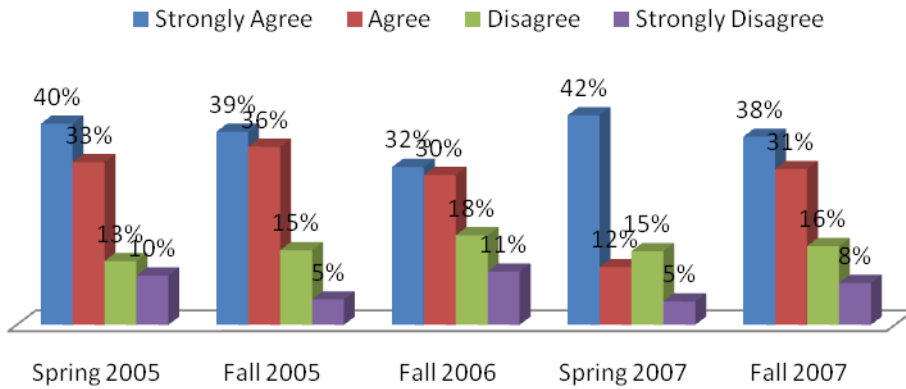
## Student Activities and College Environment



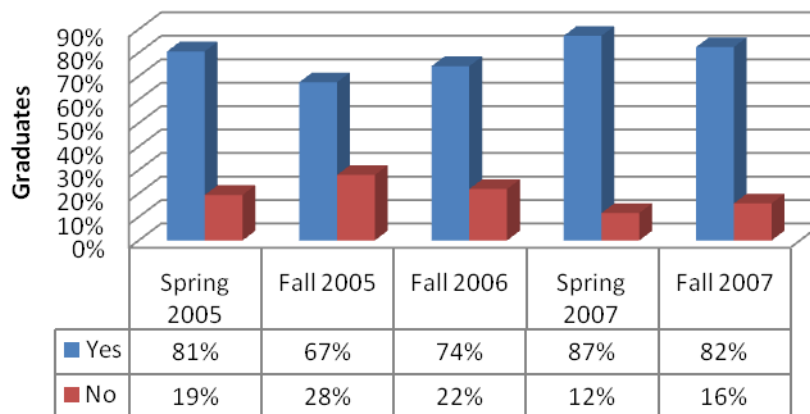
## Counseling and Tutoring meet student needs



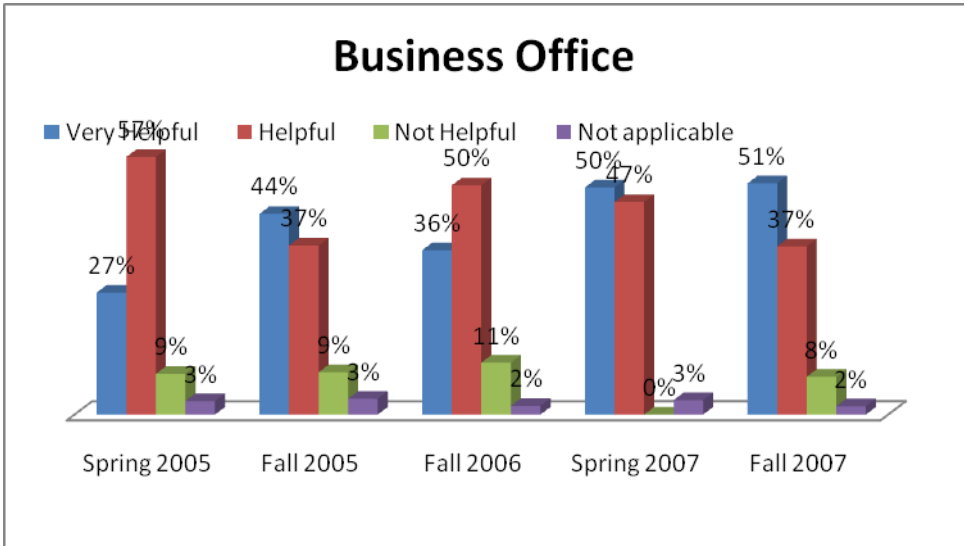
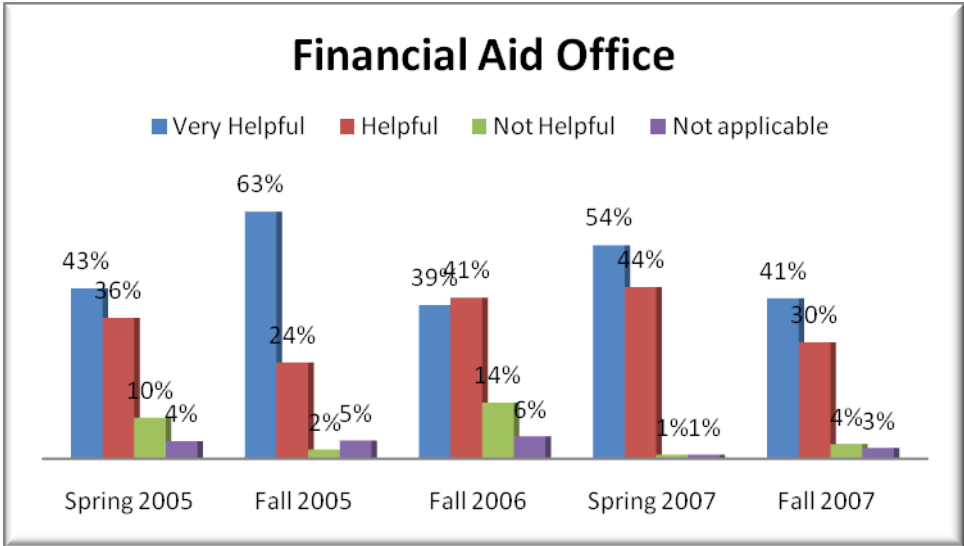
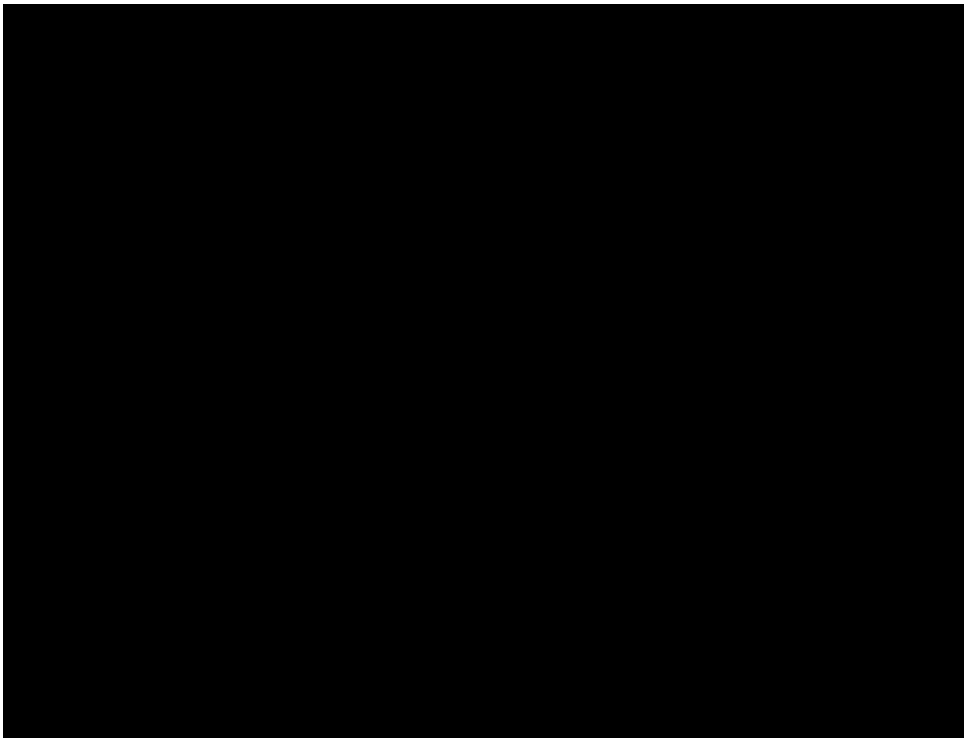
## Support Services meet Student Needs

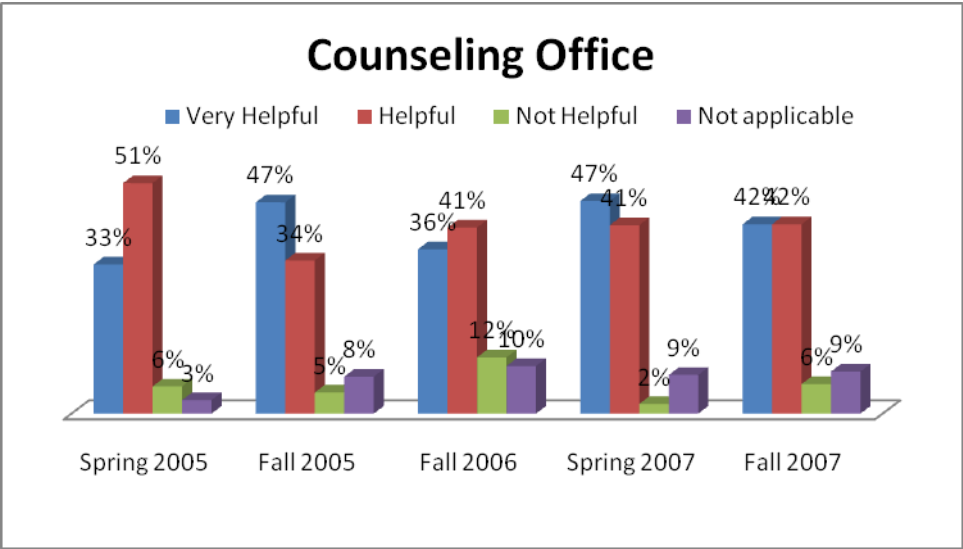
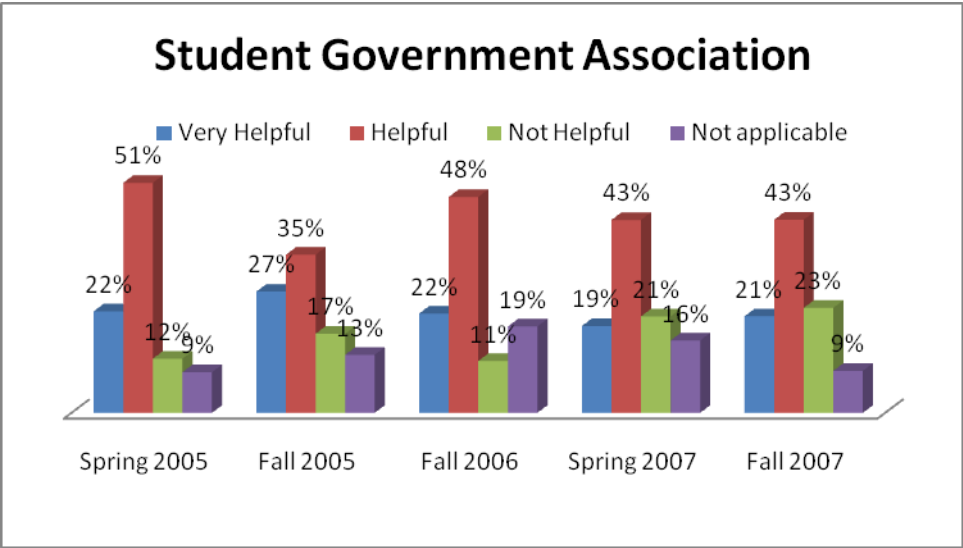
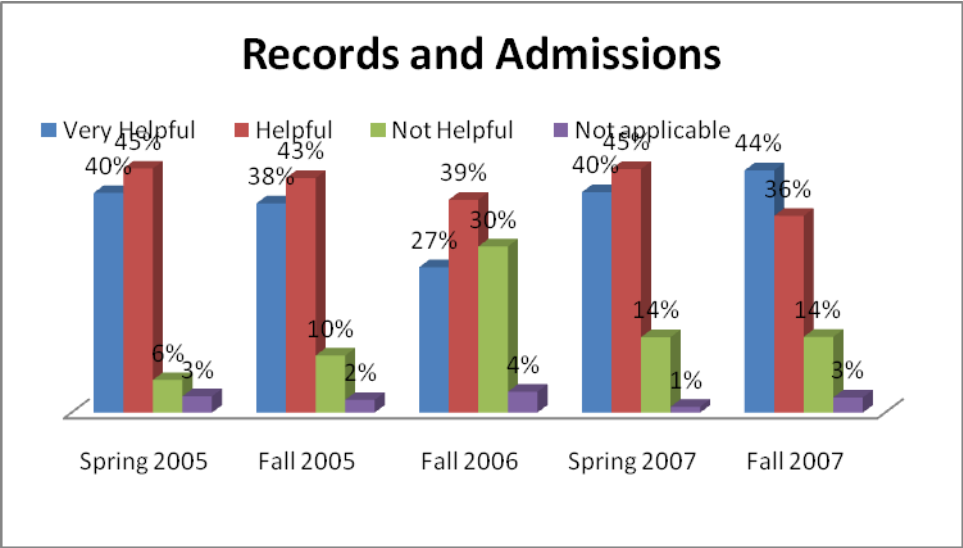


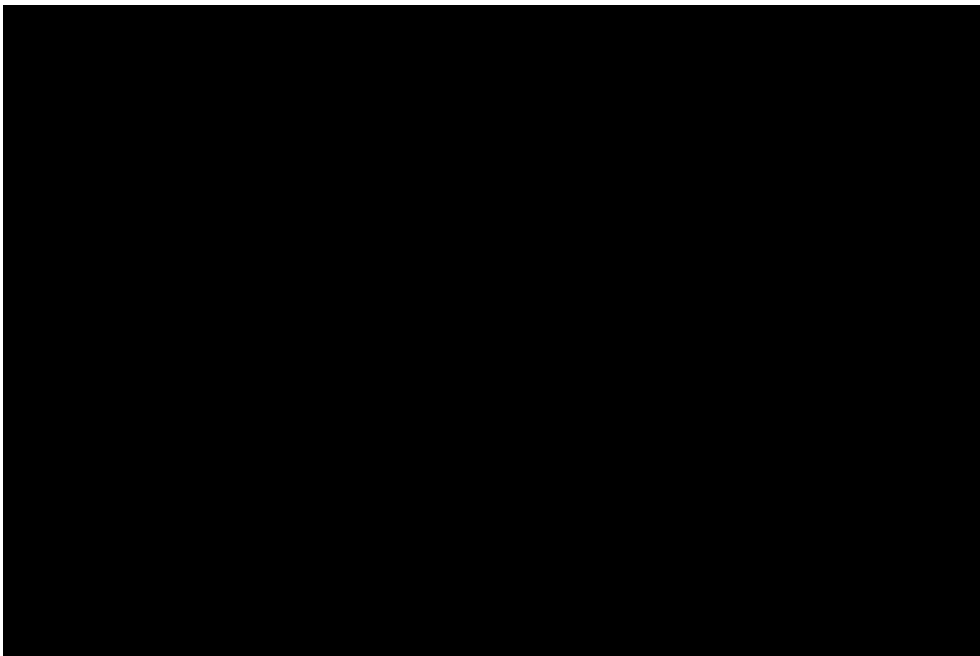
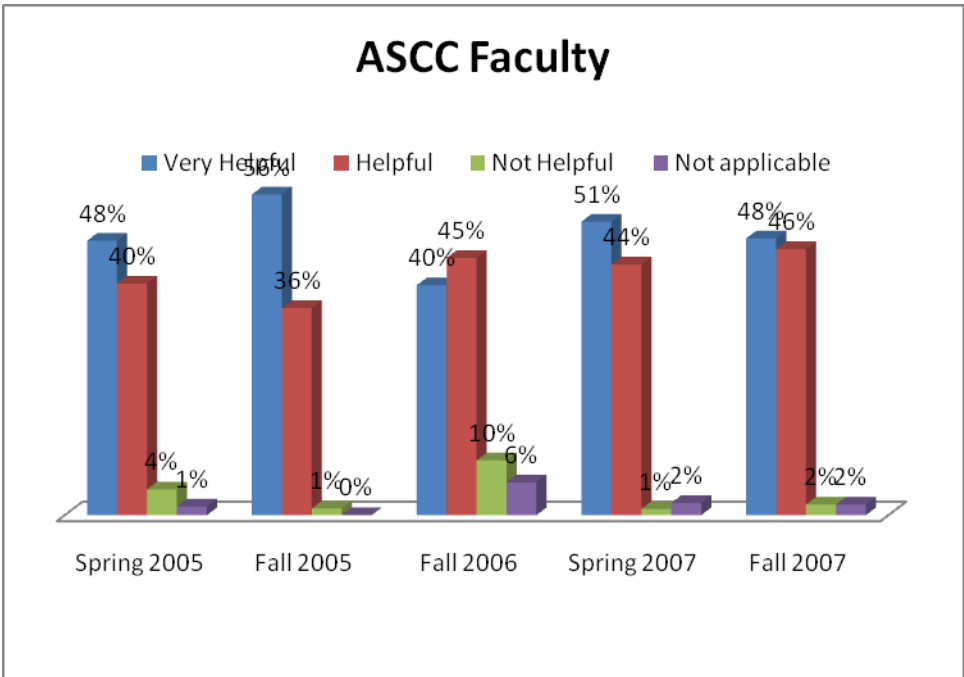
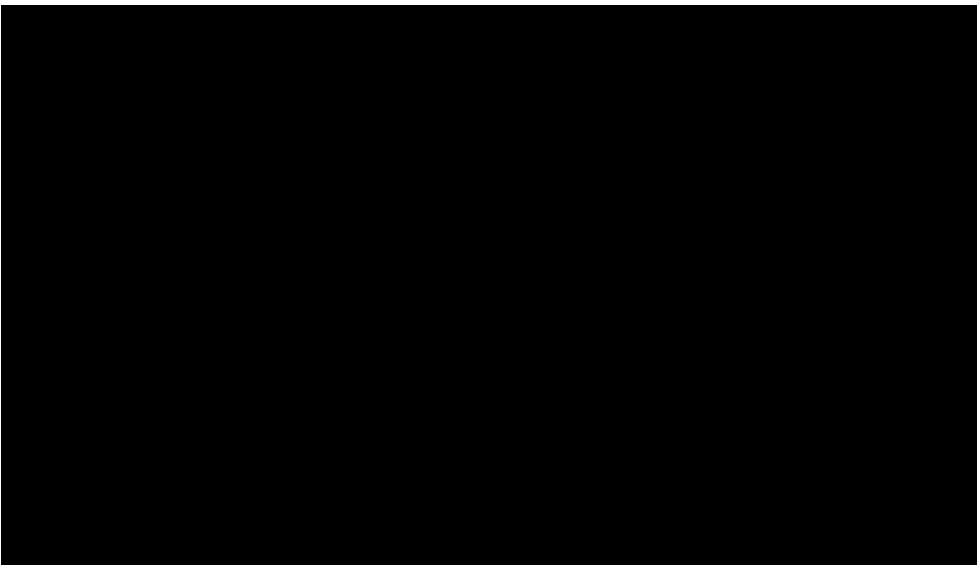
## Counseling services



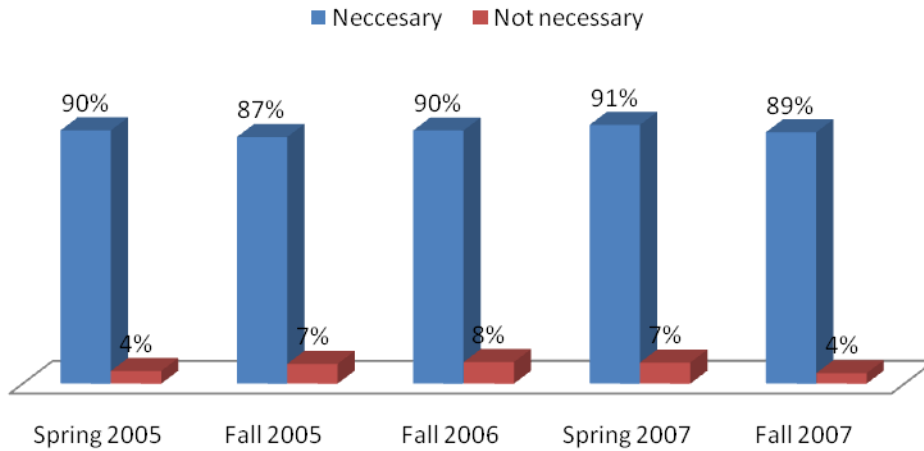




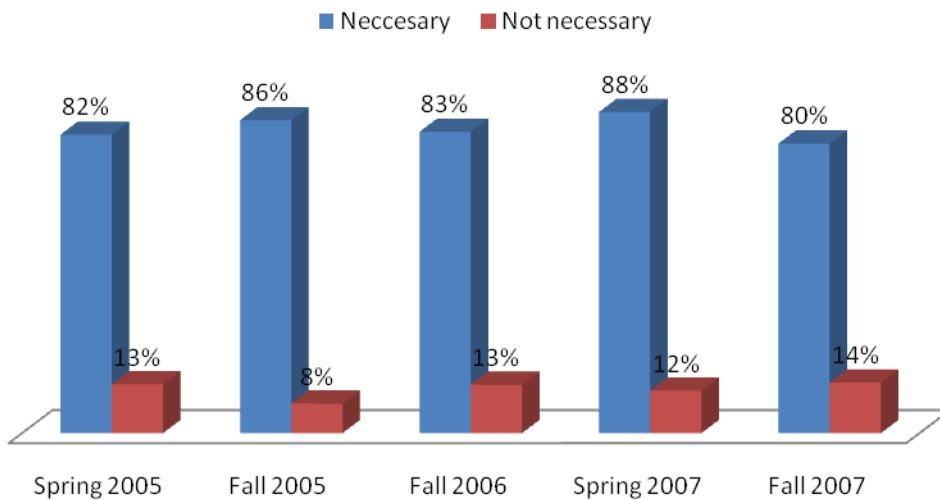




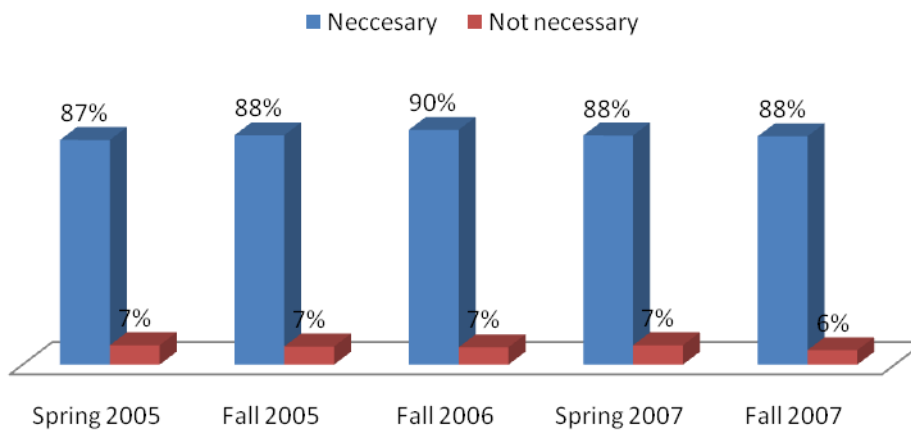
## Help students select courses which are appropriate to their educational goals

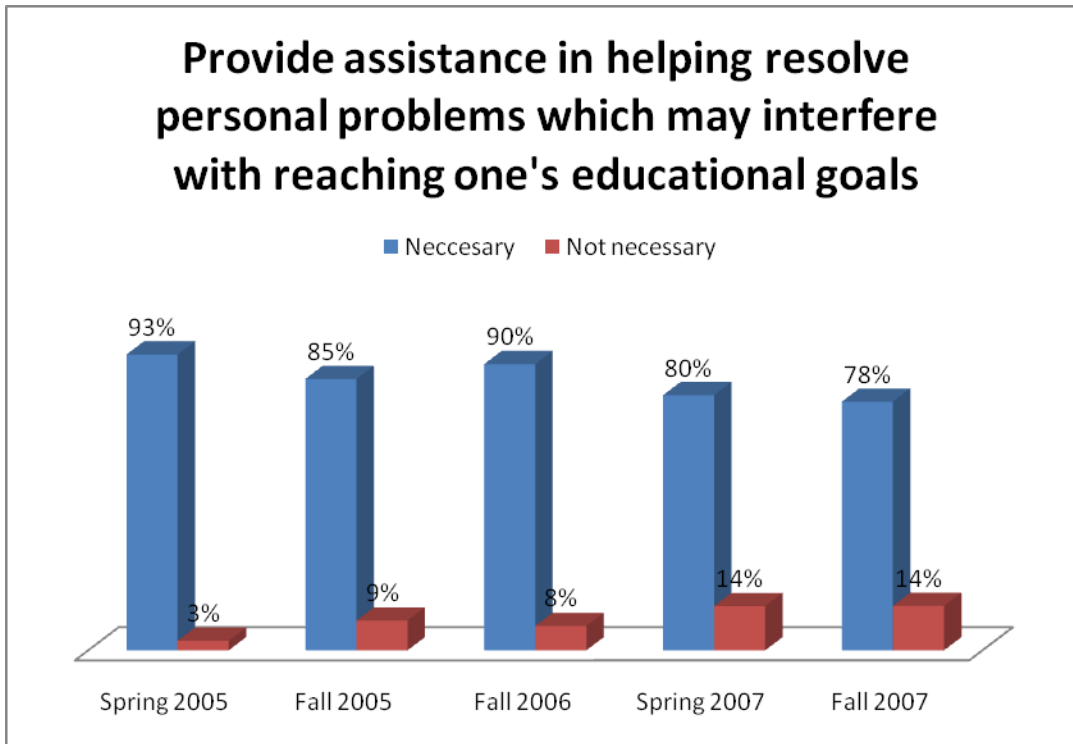


## Help students select a college off-island



## Increase students knowledge of academic opportunities leading to future careers





The Graduating Student Surveys indicate a significant drop in satisfaction in most areas in Fall 2006. The cause was most likely the closing of the auditorium for renovation into lecture hall and classrooms and the limiting of evening activities due to safety concerns. Student Services recommended that a number of “umbrella fales” (sheltered tables and benches) be constructed around campus for students. The cafeteria was painted and a TV provided for students. ASCC hired additional security and was able to reinstate some evening activities.

### **SUMMARY RECOMMENDATIONS**

Student Satisfaction Surveys need to be developed and administered periodically prior to graduation, with results disseminated more widely among the college community and specific recommendations attached to guide planning for improved student services.

The proposed multi-purpose building will enable Student Services to be housed in a central location, accessible to all students, and will provide more space and support for student activities.

Student Services needs to become a more active participant in the SLO process.

This report represents the first formal Student Services Program Review. A second cycle should be completed in 2009-2010, with specific attention to gathering additional data, disseminating reports more widely, and documenting how such data is used for institutional planning and the improvement of Student Services.

## STUDENT SERVICES PROGRAM REVIEW NOTES

This document represents the first formal Program Review of the Student Services Division of the American Samoa Community College. Previous reviews over the last six years have been a composite of quarterly and annual reports to the President, Graduating Student Surveys, budget planning meetings, Student Government Association meetings, student suggestions, planning for MIS upgrades to improve registration, registrar and financial aid functions, and numerous meetings of the Deans and Directors with the ASCC President. Some of this is documented in minutes or reports, but much is simply a product of the college's communication style that is rooted in Samoa's ancient tradition of discussion among the "chiefs" until consensus is reached and action can be taken.

The following are examples of actions that were taken after issues were identified, either by students, faculty or administration:

1. Students complained about the lack of a "student center" and limited space and opportunity for student activities, and faculty complained about student noise outside of classrooms, so the Dean of Student Services recommended that the ASCC Auditorium be open for student recreation and study. Ping pong and game tables were purchased; tables, chairs and couches were provided; and the auditorium became the student "hangout" between classes. As part of this effort to respond to student needs, the Student Services Division instituted flex-time to assure that resource staff were available to students from 7:30 am to 6:00 pm.
2. This arrangement worked well until 2006, when the auditorium was closed for renovation into a lecture hall and additional classrooms. The Graduating Student Survey of Fall 2006 showed a marked decline in student satisfaction. The long-term plan to accommodate student activities is the proposed multi-purpose building, but funds have not yet been secured for that project. The short-term solution to continue to provide students with a gathering place was to build 10 "umbrella" foles on campus and to add additional tables and chairs to the cafeteria. The gym was also open for more student sports when it was not in use for PE classes.
3. Coordination of student academic, financial aid and finance records was inefficient and prone to error because it had to be manually entered in each office. The first attempt to improve the situation was with Blackbaud software. While it improved Business Office functions, it did not meet the need for improving student records. The College is currently installed a Datatel upgrade that is expected to meet the academic, financial aid, and finance records needs and will also enable students to register for classes on-line, streamlining a process that is a trial for both students and faculty.
4. Several years ago, American Samoa experienced an epidemic of teen suicides. The college responded by creating YANA (You Are Not Alone), a crisis hotline

and counseling service that is open to ASCC students and all members of the community. YANA has been an active partner with other community social service and religious agencies in suicide prevention programs for high risk youth.

Although program changes and improvements in the Student Services Division have been driven by data, this data collection has not been formalized or analyzed to the extent that has been done for ASCC's Academic Program Review. The next Student Services Program Review, based on this preliminary review, will begin in the Spring of 2009.

## **APPENDIX:**

Program Review surveys from

- Student Services Dean
- Admissions and Records Office
- Admissions Office
- Financial Aid Office
- Counseling Services Office
- College and Life Planning
- You Are Not Alone (YANA)
- Student Government Association (SGA)
- VA Student Affairs
- School-to-Work Program