MEMORANDUM

TO: Virginia S. Hinshaw  
Chancellor, University of Hawai‘i at Mānoa

VIA: Reed Dasenbrock  
Vice Chancellor for Academic Affairs

FROM: Peter Tanaka  
Interim Dean, Outreach College

SUBJECT: Proposed Reorganization of Outreach College

SPECIFIC ACTION REQUESTED:

I request your approval of the reorganization of Outreach College (OC) to move the Conference Center Unit to Auxiliary Enterprises.

RECOMMENDED EFFECTIVE DATE:

Upon your approval.

ADDITIONAL COST:

No additional costs are associated with this reorganization.

PURPOSE:

The Conference Center has been identified as one (1) of OC’s “money losing non-credit programs” (Outreach Subcommittee report dated March 12, 2009), which reflects the deficit in the program’s special fund account. The UH Mānoa Budget Workgroup’s directive to stop the bleeding prompted this request for a formal reorganization. Currently, the Conference Center has been constrained in its use of its revolving fund. Auxiliary Enterprises, by contrast, operates a Commercial Enterprises revolving fund, which would provide Conference Center the flexibility and support to expand its services and thus, revenue-generating capability.

BACKGROUND INFORMATION:

Pursuant to Administrative Procedure A3.101 University of Hawai‘i Organizational and Functional Changes, dated March 2008, reorganizations that: a) do not have an impact on BOR Policy and/or laws; b) do not create, eliminate, or significantly change responsibility of programs reporting directly to the Board or President; c) do not incur significantly additional expenses; or d) do not have significant programmatic impact on the University, may be approved under delegated authority (APM, A3.101, Part 3b).
As part of the UH Mānoa Budget Workgroup's review of the programs in Outreach College (OC), the recommendation to move Conference Center to Auxiliary Services was put forth with the intent of creating a better, more fiscally balanced unit. The rationale was that "Auxiliary Services should be better equipped to run the Conference Center program," since "Conference Center operations and management is a purely business function, which, if well managed, could produce significant income to UHM" (Outreach Subcommittee report dated March 12, 2009).

**ACTION RECOMMENDED:**

I request your approval of the reorganization of Outreach College to move the Conference Center Unit to Auxiliary Enterprises.

**ATTACHMENTS:**

- Current Organizational Charts and Functional Statement for Outreach College
- Current Organizational Charts and Functional Statement for Auxiliary Enterprises
- Proposed Organizational Charts and Functional Statement for Outreach College
- Proposed Organizational Charts and Functional Statement for Auxiliary Enterprises
- Attachment 3 – Allocated and Authorized BJ/BT Positions Impacted by the Reorganization
- Copies of letters and responses from Mānoa Budget Office, Mānoa Finance & Accounting, Mānoa Human Resources
- Copies of letters to union and Senate Executive Committee

**APPROVED/DISAPPROVED:**

[Signature]

Virginia S. Hinshaw
Chancellor, University of Hawai'i at Mānoa

[Date]
Proposed Organizational Charts and Functional Statements
For Outreach College
OFFICE OF THE CHANCELLOR

OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS

OUTREACH COLLEGE
OFFICE OF THE DEAN

ADVISORY COUNCIL

CREDIT PROGRAMS
NON-CREDIT PROGRAMS
COMMUNITY PROGRAMS
INTERNATIONAL PROGRAMS

OFFICE OF ACADEMIC SUPPORT & SERVICES

STUDENT SERVICES
ADMINISTRATIVE SERVICES
COMMUNICATION SERVICES

Grand total FTE by fund:
General Funds = 3.00
(B) Special Funds = 40.00
(W) Revolving Funds = 1.00

APPROVED:

Virginia S. Hinshaw, Chancellor

Date: 3-4-09
STATE OF HAWAII
UNIVERSITY OF HAWAII AT MANOA
OUTREACH COLLEGE
OFFICE OF THE DEAN
ORGANIZATION CHART
CHART II

OFFICE OF THE CHANCELLOR

OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS

OUTREACH COLLEGE OFFICE OF THE DEAN
Dean #89080 (1.00FTE) (B)

Secretary III SR16 #10110 (1.00FTE) (B)

Associate Dean #89128 (1.00FTE) (B)

Secretary II* SR14 #24871 (1.00FTE)

CREDIT PROGRAMS
NON-CREDIT PROGRAMS
COMMUNITY PROGRAMS
INTERNATIONAL PROGRAMS
OFFICE OF ACADEMIC SUPPORT & SERVICES

* To be redescribed

General Funds = 1.00
(B) Special Funds = 3.00

APPROVED:

Virginia S. Hinshaw, Chancellor

Date: 11-4-09
OUTREACH COLLEGE
OFFICE OF THE DEAN

COMMUNITY PROGRAMS

Specialist, S5, #82299 (B) 1.00
Assistant Specialist, S3, #83558 (B) 1.00
Junior Specialist, S2, #82714 (B) 1.00
Secretary II, SR14, #15637 (W)** 1.00
Secretary II, SR14, #13864 (B)**

*To be abolished
**To be redescribed

(B) Special Funds = 3.00
(W) Revolving Funds = 1.00

APPROVED:

Virginia S. Hinshaw, Chancellor

Date: 11-24-09
STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
OUTREACH COLLEGE

MISSION STATEMENT

Our mission is to extend the resources of the University of Hawai'i and its Mānoa campus by providing access to quality lifelong learning opportunities, including public service activities, to the citizens of the entire State as well as to national and international communities. By developing and implementing year-round (fall and spring semesters, summer session, and non-regularly scheduled) programs to meet the needs of our community, and by utilizing emerging distance learning technologies to reach a greater audience, we will be able to help students develop as responsible citizens capable of achieving individual goals, participating in the economic growth of the State, and contributing to a democratic society.

- Develop and implement education outreach through credit and non-credit professional and personal development programs, and cultural and scholarly symposia, and other activities.

- Coordinate and implement outreach activities of the various academic departments on the Mānoa campus; provide them with administrative, curricular, and fiscal support services involving general, special and revolving fund accounts.

- Collaborate with our University and System units, administrative as well as academic, government agencies, professional organizations, community groups, and the business community in order to be responsive to state needs by means of the maximum utilization of resources and the coordinated delivery of services.

- Regularly assess lifelong needs, programs, services, and performance to ensure quality and relevance.

- Serve as an advocate for the needs of nontraditional, adult and distant students and support faculty with tools, technical resources, mentoring, and training services that ensure the development of responsive educational programs, including distance learning.

- Administer the academic affairs of students who have been admitted to the University but who are not candidates for a degree.

- Participates in fund raising for and on behalf of the College.
STATE OF HAWAI‘I
UNIVERSITY OF HAWAI‘I
OUTREACH COLLEGE

FUNCTIONAL STATEMENT

The Outreach College of the University of Hawai‘i at Mānoa extends the resources of the University of Hawai‘i and its Mānoa campus by providing access to quality lifelong learning opportunities, including public service activities, to the citizens of the entire State as well as to national and international communities. It develops and implements year-round programs to meet the needs of its target populations, and, by utilizing emerging distance learning technologies it reaches a greater audience. Through its programs, the Outreach College assists students in developing as responsible citizens, capable of achieving individual goals, participating in the economic growth of the State, and contributing to a democratic society.

The Outreach College is intended to be entrepreneurial in approach and collaborative in designing academic programs to meet the diverse and ever-changing needs of the local, national, and international communities. It is focused on outreach for and on behalf of UH Mānoa. It is to be largely funded through revenues (tuition and/or fees) generated through the offering of credit and non credit courses, institutes and special events. While the Outreach College is to be self-sufficient, the University’s support, through its general funds, may also be required to ensure efficient, responsive, and accountable administrative support to the College’s programs as well for providing credit programs to which the University has made community commitments (e.g., teacher education program on the neighbor islands).

The strategy of the Outreach College will be to meet market demands in the local community and beyond through strong collaboration and support of the Mānoa academic units. It will also create exciting, experimental, flexible, user-friendly, and customized programs to meet the diverse needs of ever-changing student populations as well as to reach out to the various external constituencies to market Mānoa’s academic programs. The key to the Outreach College is collaboration-matching expertise and knowledge of Mānoa’s academic programs with the local, national and international markets and providing support to Mānoa’s academic units so that they may continually enhance their programs. While Outreach College will be responsible for programming the courses during the summer and evening and for brokering Mānoa academic programs outside the campus proper, a portion of the net revenues generated will be shared with the programs responsible for their success. This strategy is designed to encourage programs to act entrepreneurially and to provide them with rewards for doing so.

The Outreach College will work with the Mānoa units to provide responsive programming and scheduling, marketing services, support through grants and contracts, and linkages to new markets for Mānoa’s programs. As such, it is the focal point for distance and outreach education. It will also provide intensive and other enhanced academic experience for the Mānoa student-undergraduate, graduate, professional, unclassified, or visiting, etc.

The functional statements are listed as follows:

Office of the Dean .................................................. Page 3
Advisory Council .................................................. Page 4
Credit Programs .................................................. Page 5
Non-Credit Programs ............................................. Page 5
Community Programs ............................................. Page 6
International Programs .......................................... Page 6
OFFICE OF THE DEAN

Under the general direction of the Vice Chancellor for Academic Affairs, University of Hawai‘i at Mānoa, plans, organizes, directs, evaluates and controls the programs of the Outreach College. Represents the College in community meetings and other events.

- Provides leadership to the College.
- Establishes program priorities.
- Oversees the development and evaluation of programs which are consistent with the mission of the College.
- Coordinates Mānoa course offerings on and off campus, including University Centers. Develops new programs, courses, and instructional initiatives in cooperation with University units and the Outreach College’s programs. Works and coordinates with these same units in developing and/or modifying both credit and non-credit courses of instruction, events, and conferences.
- Provides leadership and cooperation in distance learning and outreach for the University of Hawai‘i at Mānoa.
- Directs staff and program coordinators to assure that functions and missions assigned to the College are carried out.
- Sets internal policy for the College.
- Establishes policies and procedures based on Board of Regents and University of Hawai‘i’s policies.
- Represents the College in meetings of the Deans and Directors and in other administrative activities such as legislative hearings, meetings with internal and external agencies to solve College problems, and at events in which the College is a participant.
- Manages the College’s funds (General, Special, and Revolving funds) to assure the solvency of its operations and programs.
- Participates in fund raising for and on behalf of the College.
- Validates the academic content of courses of instruction to ensure conformance with University policy. For instruction and institutes in the Credits Programs, collaborates with the University’s college’s, schools, departments, institutes and programs which propose and approve their courses and instructors. For Non-Credit Programs, Community Programs, and the International Programs, this office verifies the course and program content with the program coordinators.
Reviews and verifies the academic qualifications of faculty and instructors in all programs of instruction in conjunction with the appropriate academic unit in the University or within the Outreach College.

Coordinates scheduling, logistical and administrative support for instruction within the Outreach College and between the University administrators and the Outreach College’s academic support staff.

Supports University of Hawai‘i at Mānoa units in helping to monitor and meet accreditation requirements.

**ADVISORY COUNCIL**

The Advisory Council provides counsel and guidance to the Dean on the setting of policy, on program planning, and on all other activities of the College. Areas of interest for the Council will include, but will not be limited to, outreach distance learning, fund raising, liaison with academic programs, and relations with the wider community. The Council also assists the Dean in the assessment and evaluations of College programs.

The Council will consist of members representative of University colleges, departments, students, alumni, and other community organizations. Members of the Council are appointed by the Vice Chancellor for Academic Affairs for the University of Hawai‘i at Mānoa. When needed, the College Advisory Council will create subcommittees to deal with specific concerns.

**CREDIT PROGRAMS**

Under the general direction of the Dean, offers credit courses and programs during days and evenings throughout the year, including two terms of the summer session. Offerings are regularly approved University courses as well as any new or experimental courses proposed by academic units and approved by the University. The Outreach College offers credit courses for special programs; targeted student populations; on-campus accelerated credit programs; and outreach programs through the University Centers on neighbor islands. In addition, coordinates all distance learning credit activity for the Mānoa campus. Specific functions for the Credit Programs include:

- Collaborate/negotiate degree program offerings to ensure degree requirements;
- Coordinate courses and registration with Academic Support Services;
- Provide special institutes and courses during the summer (e.g., archaeology on-site courses, historic preservation institutes, etc.) and accelerated credit courses throughout the year;
- Oversee marketing of courses;
- Ensure the quality of instruction through orienting instructors to different modes of delivery and evaluation of courses and instructors;
- Provide administrative support to instructors; including the ordering of textbooks, duplication of course materials and dissemination to sites; and the processing of fiscal documents, e.g., contracts, travel, memoranda of agreement, purchase orders, rental agreements for off-campus classrooms;
- Monitor courses, serving as ombudsman between students and instructors/departments;
Monitor budget for each credit program; and

Facilitate and promote the use of distance technology in course development and delivery.

**NON-CREDIT PROGRAMS**

Under the general direction of the Dean, offers both professional and special programs scheduled throughout the year--fall, spring, and summer terms. These courses are primarily in continuing lifelong education for professional, personal and career development, personal enrichment, and community interest. The program determines the courses and programs to be offered, acquires and manages resources that support the programs, develops courses and curricula, reviews qualified instructors, develops course and information materials, initiates employment contracts and related forms, schedules the classes, and facilitates their delivery through traditional and non-traditional methods, including distance learning technologies, publicizes the programs, procures and distributes textbooks, assists in the conduct of registration, counsels and advises instructors and students, and monitors and evaluates programs.

The functions described above apply to the following distinct programs and other programs to be developed in response to market demands:

- Accelerated Non-Credit Course Program: Regularly scheduled (three-times-a-year) non-credit course offerings on campus;

- Non-Credit Special Program: A program of non-credit courses and activities that do not fit the regularly scheduled program;

- Continuing Education for Professionals Program: A program that provides a series of non-credit programs for professionals to stay abreast of changes in their field of employment;

- Small Business Management Program: A program designed to meet the continuing education needs of the small business community, which offers practical management training opportunities for the development of managerial skills; and

- Certificate Programs: Programs are provided to meet community demand and have been provided in real estate, entrepreneur-ship, and management.

**COMMUNITY PROGRAMS**

Under the general direction of the Dean, provides a variety of community programs and services geared to the needs and interests of diverse groups throughout the State and the Pacific Basin such as:

- Cultural and aesthetic education for lifelong enrichment activities--dance, drama, literary, film, and music events presented throughout the academic year and summer in cooperation with University faculty, state agencies, and other organizations;

- Experimental and on-going programs, throughout the year in oratory, music, dance, drama, and film that will enhance the individual's opportunity to gain reliable knowledge and further cultivate an appreciation for the arts; and
- Resources for the communities of the neighbor islands for cultural, economic and social development.

The following services are also provided to ensure successful execution of the various programs:

- Negotiation of service contracts to enable contractors to perform at their optimum while protecting the interests of the University;

- Location of suitable facilities and venues for events and classes held in connection with events;

- Cooperative links with credit and non-credit programs and courses in the Outreach College to utilize various artists and performers contracted by the Community Services unit;

- Identification of community needs in the area of community services and identification of potential funding and providers that can be brought together to present these events; and

- Preparation of educational materials at the elementary, secondary and college levels for workshops and educational presentations that are connected with the main events put on by the Community Services Office.

- Facilitation and promotion of the use of distance technology in course development and delivery.

**INTERNATIONAL PROGRAMS**

Under the general direction of the Dean, this program offers primarily (but not limited to) non-credit offerings in the area of Second Language Acquisition (English as a Second Language), seminars, and special classes for foreign students. The Office:

- Conducts intensive courses in English to provide foreign students with intensive instruction in English and American culture, with emphasis on oral communication;

- Conducts special English programs, both short and long term, to meet the unique needs of students from foreign educational institutions or businesses desiring to learn English while experiencing American culture;

- Conducts international programs to give professionals abroad exposure to current American perspectives and practices in their areas of study or profession, such as social work, teaching ESL, or business practices; and

- Facilitates and promotes use of distance technology in course development and delivery.

**OFFICE OF ACADEMIC SUPPORT SERVICES**

Under the general direction of the Assistant Dean of the College, provides for the administrative support of the College through several units: Student Services, Administrative Services, and Communication Services. The major functions of the Office of Academic Support Services are:

- Coordinates the financial management of programs, including the preparation of expenditure plans, financial statements and reports, the
- Maintenance of accounting records, and the processing of purchase orders, contracts and other fiscal documents;

- Provides financial planning for the College, including the analysis and preparation of the budget and recommendations on revenue and expenditure flow;

- Submits the College budget to the Dean;

- Manages the personnel functions of the College;

- Reviews the financial implications of program policies and operations and recommends courses of action to the Dean;

- Coordinates the development and implementation of procedures for the provision of student academic support services for all students enrolled in the Outreach College’s on and off campus courses, and the delivery of orientation and advising services;

- Administers academic advising for the Outreach College’s students, reviewing student academic records and taking academic actions in compliance with campus policies; and

- Provides efficient and responsive administrative support to the Outreach College’s programs, including communication systems, college admission eligibility and registration, marketing, record-keeping, distance learning technology, and other services as needed.

**STUDENT SERVICES**

Under the general direction of the Assistant Dean for Academic Support Services, provides advising, admission and records services to the Outreach College’s students.

Advising services includes:

- Academic advising and orientation of unclassified graduate and undergraduate students, and those who are taking year-round courses from the Outreach College;

- Handling academic problems and actions for UH Mānoa unclassified students and those taking the Outreach College’s classes;

- Developing orientation for new instructors in the College;

- Maintaining grade reporting system;

- Managing student records for credit and non-credit courses offered through the Outreach College;

- Trouble-shooting student eligibility problems and referring them to the proper office for action; and

- Carrying out student-related research for the rest of the College, using the student and registration records.

Admission and Records services include:
- Developing information support services, providing accurate and timely information about programs, institutes, public events and course schedules;

- Determining admissions eligibility and residency status of students registering for courses delivered through the Outreach College;

- Coordinating room schedules for classes and working with the University scheduler at other times to provide facilities for College courses and events

- Maintaining registration services, including telephone, web-site, on-site and walk-ins; and

- Managing all admissions, residency and registration records required by University policy.

ADMINISTRATIVE SERVICES

Under the general direction of the Assistant Dean for Academic Support Services, provides support in budget, fiscal operations, accounting and reporting, personnel, and program and institute administration. Computer-support (software) programs for all administrative services (budget, fiscal, accounting and reporting, and personnel) are developed and operated in conjunction with the College’s Communication Services.

Budgeting Services include:

- Preparation of biennial and annual budgets;
- Budgetary controls; and
- Preparation of quarterly expenditure plans.

Fiscal Services include:

- Supervision of administration personnel in the College’s business office;
- Procurement functions;
- Cashiering functions;
- Payroll functions;
- Internal fiscal controls; and
- Investment management.

Accounting and Reporting services include:

- The Outreach College’s accounting and reporting system;
- Preparation, analysis, and review of quarterly and periodic financial statements;
- Accounts management;
- Disbursement accounts receivable functions;
- Information analysis for financial management; and
- Property inventory and control.

Personnel services include:

- Recruitment;
- Hiring;
- Classification and reclassification of positions;
- Pre-auditing of personnel documents prior to submission to the University Office of Human Resources or Disbursing.
- Ensures compliance with collective bargaining contracts, Civil Service and other State and Federal laws and rules, and University policies pertaining to College employees and hires; and
- Maintenance of personnel record and personnel actions forms for College employees and hires;
- Advice on immigration, visas, and international agreements.

Administrative services to programs and institutes include:

- Fiscal and administrative coordination with external units;
- Administrative support to institute and program coordinators/principal investigators with budgets and applications for contracts and grants.
- Work with the Office of Research Services (ORS), and granting agencies on procedures for administering and reporting of grants;
- Negotiation of contracts and agreements, including service agreements for housing, travel and transportation as needed; and
- Analyses of program viability/profitability, cost containment, and fiscal management.

COMMUNICATION SERVICES

Under the general direction of the Assistant Dean for Academic Support Services, promotes the mission of the Outreach College through all forms of media. These include print, radio, television, and all other electronic telecommunications. The major functions of the unit are:

- Produces informational and advertising materials for media dissemination, including contracted media and marketing services, to publicize and market the College’s educational and community programs;
- Develops, maintains, and improves computer and electronic media networks to meet the Outreach College’s educational, administrative and fiscal needs. These include the establishment and maintenance of hardware systems; purchase, installation, updating and replacement of software.
programs; and the development (creation) of software programs, such as databases, necessary to meet the particular needs of the College;

- Responsible for the local area communication network for the Outreach College, which consists of its computer network and software programs for administration, fiscal, accounting, and general communications;

- Assists in the development of distance education via electronic media, with courses offered through Web and the Internet.

- Assists in maintaining and updating the Phone-Assisted Enrollment System (PA'E), which was first created for Summer Session credit registration; and

- Coordinates programs with appropriate University communications units (External Affairs and University Relations, Information Technology Services, etc.).

APPROVED:

[Signature]

Virginia S. Hinshaw, Chancellor

Date: 11-21-89
Proposed Organizational Charts and Functional Statements
for Auxiliary Enterprises
OFFICE OF THE CHANCELLOR

OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION, FINANCE & OPERATIONS

CAMPUS SERVICES

AUXILIARY ENTERPRISES
Dir of Auxil & Comm Ent, #89251 (B) 1.00
Secretary III, SR16, #13644 (B) 1.00

ADMINISTRATIVE SERVICES
See Chart V-c1d

AUXILIARY SERVICES
See Chart V-C1b

BOOKSTORE SYSTEM
See Chart V-C1c

BUSINESS DEVELOPMENT
Comm & Aux Enterprises Officer, PBC, #80781 (B) 1.00
Dept Bookstore Mgr, PBB, #81034 (B) 1.00
Dept Bookstore Mgr, PBB, #81850 (B) 1.00

CONFERERCE CENTER
Educational Sp, PBB, #89697(W) 1.00

Special Funds (B) = 6.00
Revolving Funds (W) = 1.00
**Pending Establishment: #77856 (pseudo #94354F) (B)

APPROVED:

Virginia S. Hinshaw, Chancellor
Date: 11-4-09
INTRODUCTION

Provides leadership and coordination in planning, developing, and directing activities relating to UH Manoa Auxiliary Services, the UH Bookstore System, Administrative Services, and systemwide Business Development.

MAJOR FUNCTIONS

DIRECTOR OF AUXILIARY ENTERPRISES

Plans, organizes, directs, and controls UH Auxiliary Enterprises programs which include: Systemwide business development and commercial enterprise opportunities, administrative services, support services, Manoa campus auxiliary services, systemwide bookstores on eight campuses, and other retail facilities or concessions, both on and off campus.

1. Establishes overall policies, ensures that effective management methods and appropriate financial controls are used.

2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.

3. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Auxiliary Enterprises matters.

AUXILIARY SERVICES

Plans, organizes, directs, and controls the activities of the following Auxiliary Services programs — Duplicating Services, Campus Mail Services, Faculty Housing, Food Services, Parking Services, and Transportation Services, in accordance with established policies.

1. Establishes overall policies, ensures that effective management methods and appropriate financial controls are used.

2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.

3. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Auxiliary Services matters.

DUPINGATING & MAIL SERVICES

Responsible for the daily operations of the Duplicating & Campus Mail sections.

1. Establishes goals and objectives, and directs the daily operations of the Duplicating & Campus Mail programs.

2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.

3. Provides support to other Auxiliary Services programs as needed.

DUPINGATING

Responsible for providing efficient, low-cost reprographic services and capabilities through its central facility and satellite copy machine sites.

1. Provides duplicating services to campus users.

2. Provides a centralized service for copy machine maintenance and acquisition.

3. Issues, evaluates, and controls departmental allocations for reprographic services.
4. Researches technological advances and implements feasible changes.

**MAIL SERVICES**

Provides daily mail pickup and delivery services to Manoa campus departments on a timely, cost-efficient basis.

1. Picks up, sorts, and delivers intra-campus, incoming, outgoing, and state messenger mail.

2. Issues, evaluates, and controls departmental allocations for mail services.

3. Develops and maintains delivery point barcode (Zip + 4) database for Manoa campus departments.

4. Keeps abreast of United States postal service rules and regulations concerning non-profit mailers.

5. Offers a variety of methods to ship mail and parcels.

6. Provides mailbox rental services.

**FACULTY HOUSING & FOOD SERVICE**

Advises and participates in the development, sale, and mortgage loan assistance of faculty housing properties. Responsible for the daily operations of the Faculty Housing & Food Service sections.

1. Establishes goals and objectives, and directs the daily operations of the Faculty Housing & Food Service sections.

2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.

3. Provides support to other Auxiliary Services programs as needed.

**FACULTY HOUSING**

Provides self-sustaining faculty housing program to assist new faculty members with low-cost, temporary housing during their period of adjustment to local economic conditions. Provides faculty housing units for sale to faculty members.

1. Manages rental agreements for all faculty housing apartments. Operates and maintains the apartment unit rentals.

2. Provides for the acceptance, evaluation, and processing of requests for housing, reviews and approves assignments of leases in accordance with University policies.

3. Conducts preventive maintenance programs, major renovations, and replacement of furniture and equipment, and custodial and grounds maintenance to improve the physical quality of faculty housing, and provides security of the apartments in order to make the faculty housing complex safe and livable.

4. Provides mortgage loan assistance to eligible faculty members interested in purchasing faculty housing units through the University.

**FOOD SERVICE**

Responsible for satisfying the nutritional needs of the University community by providing choices of products at the lowest possible cost that are high in quality, and with the best possible services.
1. Administers the food service contract for the Manoa campus. Develops contract specifications focusing on the quality of menus, the manner of service, the economy of prices, and merchandising that provides optimal customer satisfaction.

2. Monitors the food service contractor to insure adequate delivery of service, in compliance with the provisions of the contract and applicable codes and ordinances.

3. Serves as liaison with the University community, and ensures customer satisfaction in all aspects of the food service program.

PARKING & TRANSPORTATION

Responsible for the daily operations of the Parking & Transportation sections.

1. Establishes goals and objectives, and directs the daily operations of the Parking & Transportation sections.

2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.

3. Provides support to other Auxiliary Services programs as needed.

PARKING

Responsible for orderly parking and traffic flow on the Manoa campus in accordance with the applicable parking regulations as approved by the Board of Regents.

1. Provides for the allocation and sale of available campus parking spaces to various users on an equitable basis.

2. Repairs and maintains parking areas, participates in the planning of additions and improvements to existing parking areas on campus.

3. Provides emergency repairs for the Manoa campus.

4. Develops and enforces parking regulations and controls vehicular traffic on campus.

5. Provides and manages an appeals process for people contesting parking citations for violating parking regulations on campus.

6. Provides parking-related services for special events held on campus such as sporting events, charity functions, concerts, etc.

TRANSPORTATION

Provides for the rental, purchasing/leasing, preventive maintenance, and repair of University vehicles.

1. Administers services related to the operation of a central motor pool and garage on campus.

2. Prepares specifications and bid proposals for the purchase of motor vehicles based on users' requirements and vehicle replacement program.

3. Conducts preventive maintenance and repairs on vehicles.

BOOKSTORE SYSTEM

Plans, organizes, directs, and controls University of Hawaii Bookstores located at various campuses throughout the University of Hawaii system.

1. Establishes overall policies, ensures that effective management methods and appropriate financial controls are used.
2. Provides direction and leadership to subordinate managers in the development, implementation, and attainment of programmatic and financial goals and objectives.

3. Maintains liaison with University students, faculty, administrators, community groups, legislature, and other interested parties on Bookstore matters.

**University of Hawaii at Manoa Bookstore**

Responsible for the daily operations of the University of Hawaii at Manoa Bookstore.

1. Establishes goals and objectives, and directs the daily operations of the Manoa Bookstore, in accordance with the diverse needs of various colleges, schools, and departments of the Manoa campus.

2. Analyzes production, financial condition, quality of service, and directs the implementation of procedures to improve services.

3. Provides support to branch bookstores as needed.

**Computer Sales**

Responsible for the purchase and sale of a variety of computer hardware, software and peripherals to meet the academic needs of the University community. Provides for the repair, maintenance, and servicing of computers purchased through the Bookstore.

1. Plans, orders, merchandises computer hardware, software, and peripherals.

2. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.

3. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.

4. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

5. Provides services for repair, maintenance, and servicing of computer hardware sold through the Bookstore.

**Electronic Commerce**

Responsible for managing all business conducted through internet websites, including timely order fulfillment in the electronic sale of books and merchandise, and providing customer service, via the internet.

1. Provides for the timely fulfillment of orders generated via Bookstore related websites.

2. Obtains adequate supply of inventory or arranges for timely transportation of inventory from appropriate sources.

3. Responds to inquiries and concerns initiated by customers via electronic mail.

4. Coordinates marketing efforts to improve and expand electronic commerce.

**Medical Bookstore**

Responsible for the timely purchase and sale of medical textbooks and medical supplies needed by students.
1. Plans, orders, merchandises all required and optional medical textbooks and medical supplies for the University of Hawaii at Manoa, in accordance with the School of Medicine's unique problem based learning curriculum.

2. Arranges for used book buy-back, where students can sell books back at the end of each semester and the beginning of the Fall and Spring terms.

3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.

4. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.

5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

OPERATIONS

Receiving, Warehousing, Shipping, Custodial Services, and Cashiering.

Responsible for receiving, shipping, and storage of merchandise. Provides general operational support services. Supports and processes all sales, charges, and refund transactions for the entire Manoa campus store.

1. Provides receiving, verifying and tagging of incoming merchandise.

2. Stores merchandise in warehouse facilities or peripheral areas pending display or sale.

3. Provides for pickup, delivery or shipment of Bookstore items, both on and off campus.

4. Maintains cleanliness and good appearance of store and makes minor repairs.

5. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.

6. Makes arrangements for additional change fund, staffing, and supplies needed during peak periods.

7. Coordinates counting and depositing of all collections (i.e., cash, scholarship charges, departmental requisitions) with the Fiscal Office.

8. Plans, orders, and merchandises graduation announcements, caps and gowns.

SUPPLIES

Responsible for the timely purchase and sale of classroom, office, art and laboratory supplies. Provides souvenirs and gift items, and items for personal convenience.

1. Plans, orders, merchandises required classroom supplies, various forms of stationery, convenience items and services.

2. Sells emblematic souvenirs and sports clothing to promote school spirit and promote the University in general.

3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.

4. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.
5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

TEXTBOOKS

Responsible for the timely purchase and sale of text materials prescribed by faculty.

1. Plans, orders, merchandises all required and optional textbooks (except medical textbooks) for the University of Hawaii at Manoa, including the Outreach College, in accordance with academic schedules.

2. Arranges for used book buy-back, where students can sell books back at the end of each semester and the beginning of the Fall and Spring terms.

3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.

4. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.

5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

TRADEBOOKS

Responsible for the purchase and sale a variety of tradebooks and other merchandise for technical, supplementary, and recreational reading.

1. Plans, orders, merchandises a full line of study aids, reference materials, and various forms of recreational reading.

2. Plans, orders, merchandises all reference books and related materials as required.

3. Controls inventory to achieve appropriate turnover rate. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.

4. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds. Provides services for off-campus and outreach programs.

5. Stocks and displays merchandise, and maintains cleanliness of sales floor. Provides general clerical support for the entire store.

BRANCH STORES

Provide books and general merchandise at the University of Hawaii at Hilo and Community College campuses in a manner similar to the Manoa store, but adapted to the size and special characteristics of the individual campuses.

1. Provides assistance to all customers of the store, and operates cash registers to record various types of sales and refunds.

2. Counts and deposits all collections, including cash, scholarship charges, and departmental requisitions.

3. Purchases and provides for sale of all required textbooks in accordance with academic schedules for each campus.

4. Arranges for used book buy-back, where students can sell book back at the end of each semester and the beginning of the Fall and Spring terms.
5. Orients stock to the campus community, purchases and provides for sale of technical books, journals, periodicals, and literature for leisure reading.

6. Purchases and provides for sale of required classroom supplies and a representative stock of supplementary materials, such as notebooks, pencils, binders, etc.

7. Purchases and provides for sale of health and comfort items, for the convenience of the campus community.

8. Provides for sale of computer hardware, software, and peripherals to support customer needs.

9. Stocks and displays merchandise, and maintains cleanliness of the store.

10. Determines strategies for markdown and movement of merchandise, and coordinates special sales and promotions.

11. Makes arrangements for additional change fund, staffing, and supplies needed during peak periods.

12. Provides for receiving, shipping, and storage of merchandise.

13. Responsible for return of unsold books, and other inventory control procedures.

14. Prepares and processes various administrative and fiscal data (i.e., payables, receivables, overtime requests, student payroll, etc.) through administrative office.

**ADMINISTRATIVE SERVICES**

Plans, organizes, directs, and controls administrative functions of Auxiliary Enterprises, including Advertising, Fiscal Services, Management Information Services, and Personnel.

**FISCAL SERVICES**

Responsible for Auxiliary Enterprises and designated units under the Office of the Chancellor, UH Manoa fiscal controls, financial reporting, non-retail procurement and budgeting.

1. Maintains an accounting system for all Auxiliary Enterprises units, based on and integrated with the University’s accounting system.

2. Prepares and analyzes financial and budget reports for all programs.

3. Establishes and enforces fiscal controls and procedures for cash and inventory.

4. Coordinates all audit activities with internal and external audits.

5. Coordinates physical inventory and monitors inventory control.

6. Coordinates investment of available cash.

7. Maintains fiscal records and files.

8. Processes all payments and operates imprest fund account.

9. Monitors non-retail procurement of materials and services, prepares all bid specifications, and administers all contracts for maintenance, lease rental, goods and services.

10. Processes all accounts receivables, reconciles statements and reports, and monitors credit memos.
11. Count and/or deposit all collections including, cash, scholarship charges, and departmental requisitions.

MANAGEMENT INFORMATION SERVICES

Responsible for the system development and maintenance, operations, technical support and management support in all areas of computerized management information systems.

1. Performs systems analysis, design, tests, installations and maintenance for all Auxiliary Enterprises units.

2. Designs, maintains and coordinates Auxiliary Enterprises websites.

3. Develops and controls production schedules for computerized functions for all Auxiliary Enterprises operations and projects.

4. Provides technical assistance, user training, and provides support for all Auxiliary Enterprises information system activities.

PERSONNEL

Administers personnel for Auxiliary Enterprises and designated units under the Office of the Chancellor, UH Manoa. Responsible for all matters related to recruitment, selection, benefits, classification, compensation, employee records, training, employee relations, and organization management.

1. Provides assistance in staffing analysis, and ensures that the recruitment and selection process is in accordance with personnel laws and procedures.

2. Administers benefits, leave accounting, and training for designated units. Provides technical advice on position classification matters, and processes classification and compensation transactions.

3. Maintains employee records, and handles all employee relations and grievance matters.

4. Provides technical advice and support in evaluation of organizational structure, and processing organizational changes.

BUSINESS DEVELOPMENT

Plans, organizes, directs, and controls business development functions of Auxiliary Enterprises. Researches feasibility of new retail business ventures and implements viable business opportunities. Conducts the advertising and public relations efforts for Auxiliary Enterprises through various media and coordinates promotional activities. Analyzes existing operations and develops plans to improve existing functions.

1. Meets with various company representatives and establishes plans for new business ventures.

2. Oversees management of various business ventures under the purview of the Business Development section.

3. Conducts a program of advertising, promotions, and public relations for Auxiliary Enterprises units through the use of various types of media.

4. Purchases and promotes emblematic merchandise that supports various University of Hawaii programs.
Provides a program to meet the needs of the University of Hawaiʻi at Manoa in the area of organizing and managing conferences, institutes and symposia. The Conference Center provides services to organizations in the following priorities: University of Hawaiʻi, State and municipal governments, and community groups whose activities are consistent with and have an affinity with the University of Hawaiʻi.

1. Program Development: identifying speakers and other resource people and scheduling.
2. Marketing: developing and printing promotional material and handling all mailings.
3. Budgeting and Accounting: assisting in developing a pre-meeting budget; managing the conference and institutes accounts; managing all purchasing for conferences and institutes.
4. Conference Management: coordinate meeting registration; making travel and lodging arrangements; making all logistical arrangements; program evaluation; preparing final reports.

APPROVED:

[Signature]

Virginia S. Hinshaw, Chancellor

Date: 11-4-09