MEMORANDUM

TO: Board Secretary Pepper Shiramizu
FROM: Rodney Sakaguchi
SUBJECT: NOTIFICATION OF REORGANIZATION FOR THE OFFICE OF STUDENT SERVICES AND OFFICE OF UNIVERSITY RELATIONS, UNIVERSITY OF HAWAII AT HILO (UHH)

Enclosed for the information of the Board of Regents is a copy of a reorganization approved on November 30, 1994 for the UHH Office of Student Services and Office of University Relations. The purpose of the reorganization is explained in the accompanying executive summary. Also enclosed is a transmittal memorandum to you from Vice Chancellor Torigoe.

If there are any questions regarding this matter, please call Vice Chancellor Torigoe at 933-3446.

Attachment
c: Vice Chancellor Torigoe
    Kerwin Iwamoto
December 2, 1994

MEMORANDUM

TO: The Honorable Mazie Hirono
   Lt. Governor, State of Hawai‘i

FROM: Edgar Torigoe
       Vice Chancellor, Administrative Affairs

SUBJECT: Notification of Change in Organization - University of Hawai‘i at Hilo, Office of Student Services and University Relations

Enclosed for your information and files are copies of the executive summary, organizational charts and functional statements of the above-mentioned reorganization that was approved by the Senior Vice President and Chancellor on November 30, 1994.

Please replace the respective organization charts and functional statements on file with the new material.

If you have any questions, please call me at 933-3446.

Enc.

c: UH-Hilo Personnel Office w/o enc.
   UH Budget Office w/o enc.
EXECUTIVE SUMMARY

UNIVERSITY OF HAWAI'I AT HILO
OFFICE OF STUDENT SERVICES
STUDENT ACTIVITIES

REORGANIZATION REQUEST

Since its opening in 1976, the Campus Center of the University of Hawai‘i at Hilo (UHH) has been assigned only one professional staff person, with an additional professional staff added in 1993. Increasing programs, services and facility use has led to several consultant and accreditation reports that have clearly stated a need for more staff. The Association of College Unions - International guidelines for staffing of operations similar to the UHH’s shows that we have been severely understaffed.

The current OSS organization does not include a professional staff for development and administration of a volunteer services program. This request for reorganization is to provide additional staff to the Campus Center to ensure meeting institutional objectives as stated in the UHH Academic Development Plan and in the WASC reaccreditation report.

The additional staff will increase the UH Student Services Specialist III’s (Campus Center/Student Activities Coordinator) effectiveness by reducing the day-to-day workload to enable focus on the long range needs of the facility and programs. Given the need to develop alternative resources to meet increasing student, campus and community needs, the reorganization will allow the Campus Center/Student Activities Coordinator to pursue and generate these alternatives.

Funding for this position comes from State G-funds. The proposed reorganization results from the transfer of a UH Student Services Specialist I, position no. 80475, from University Relations to Student Services, Student Activities.

Office space is available in the Campus Center with basic office equipment also provided.
UNIVERSITY OF HAWAI'I AT HİLO
REORGANIZATION OF THE OFFICE OF STUDENT SERVICES
STUDENT ACTIVITIES

I. Introduction

Student Activities (Campus Center) is one unit of the University of Hawai'i at Hilo’s (UHH) Office of Student Services (OSS). The Campus Center is represented by a facility as well as programs and services.

The facility, a focal point for the UHH, consists of large and small meeting rooms, lounges and open lobbies, an art gallery, a game room, an information booth, a dining hall, and outdoor lanais. Year-round, students, faculty, staff and the general community are regular users of the facility. The Campus Center also houses Campus Health Services, the Women's Center, Career Placement and, Arts and Sciences General Advising. These programs are independent of the Campus Center.

The programs and services offered by the Campus Center include the UHH Student Association, the Student Activities Council, the Ke Kalahea (student newspaper), the Kanilehua (student literary and arts magazine), the Gallery, intramurals and clubs and organizations.

It is the purpose of the Campus Center to provide a place and programs to enhance the campus' student life. These programs provide students with an opportunity to practice and experience social, communication, problem solving and leadership concepts and theories learned in the classroom.

II. Existing functions and organizations.

The current organization of the Campus Center, under OSS, has two full-time professional staff, a UH Student Services Specialist III, position no. 80880, hereafter referred to as Campus Center/Student Activities Coordinator, and a UH Student Services Specialist, position no. 96400F (not established due to budget considerations), hereafter referred to as Student Life Programmer. In addition, there is one full-time temporary clerical position, Clerk Typist II, position no. 45197.

The Dean of the Office of Student Services, position no. 89134, supervises the Campus Center/Student Activities Coordinator.

The Campus Center/Student Activities Coordinator is responsible for the following programs as well as supervision of the Student Life Programmer and this transferred position:
- University of Hawai‘i at Hilo Student Association (UHHSA)
- Student Activities Council (SAC)
- Board of Student Publications (BOSP)
  - Ke Kalahea (student newspaper)
  - Kanilehua (student literary & arts magazine)
- Registered clubs and organizations

Responsibilities include:
- Facility management
- Mandatory student fees funds principal investigator
- Student Life program development
- Health and wellness programming
- Volunteer services program
- General administration

The Student Life Programmer is responsible for the following programs:
- Student leadership development
- Intramural coordination
- Health and awareness
- Leisure programs
- Resident Life programming liaison

Oct, 1994
III. Proposed Functions and Organization

The proposed reorganization transfers one full-time UH Student Services Specialist I, position no. 80475, hereafter referred to as the Volunteer Services Coordinator/Administrative Assistant, from University Relations to be under the supervision of the Campus Center/Student Activities Coordinator in Student Services, Student Activities.

The following program responsibilities, as a result of Federal, State and system initiatives, will be assigned to the Volunteer Services Coordinator/Administrative Assistant.

- Develop, organize, implement and evaluate a campus/community volunteer service program
- Serve as UHH contact for Campus Compact

The following administrative responsibilities, currently assigned to the Campus Center/Student Activities Coordinator will be reassigned to this new position:

- Serve as staff support to the Campus Center Advisory Committee and the Board of Student Publications
- Assist in developing, interpreting and updating procedures manuals for Campus Center use, including scheduling and reservations, information and gameroom operations and Campus Center student employment training
- Support and assist with campus-wide events such as commencement ceremonies and new student orientation
- Assist in developing, implementing and supervising data gathering related to Campus Center use, student fee reviews, student satisfaction surveys and other related areas as needed

Current informational visitation tours responsibility of the transferred position will be separated. Tours to dignitaries will continue to be performed by University Relations. This will usually be done by the Director. Student visitation tours will be performed by this position in conjunction with the UH-Hilo Ambassador program that will move to Student Services along with this position.

IV. Principal assumptions

The UHH has been designated as the primary undergraduate campus of the UH System. As such, it is essential that a stimulating and attractive co-curricular student life program exists to complement the students' academic life. Studies have indicated that an active student life program can lead to increased student retention.

The University, as part of its mission, seeks to develop more than the academic potential of a student. It is the intent of the UH, as with any higher education institution, to promote learning and experiences that will enable students to participate fully and positively in society to maintain, strengthen and improve our democratic society. An expanded student life program will increase the University's capability to provide a viable laboratory for that learning and experience for its students.

V. Reasons for the proposed reorganization

a) Conditions or factors prompting the change in organization

As the result of Federal, State and system initiatives there is a need for a volunteer services coordinator to develop and manage a UHH volunteer service program. Currently UHH does not have a position that is responsible for this service.

Increased emphasis in Campus Center/Student Activities has necessitated another
professional position to assist the Campus Center/Student Activities Coordinator in the areas listed in section III above.

b) Why and how the present organization is inadequate to meet the new requirements and program demands

The current organization places an inordinate amount of responsibilities and tasks on the Campus Center/Student Activities Coordinator, which results in program effectiveness being jeopardized. The current staffing level and organization is inadequate to meet the demand for additional student needs. There is no professional staff to administer the volunteer service initiative. This initiative reflects the growing commitment made by an increasing number of higher education institutions across the nation. This is in response to 1993 Federal legislation, and in Hawai‘i, the UH System’s commitment to volunteerism and service training.

VI. Nature of the proposed reorganization

a) Division and/or redistribution of functions

In addition to developing and administering the volunteer service program, this transferred position will assist the Campus Center/Student Activities Coordinator with administrative duties related to day-to-day facility, fiscal, program and personnel functions in areas other than Student Life. This will allow the Campus Center/Student Activities Coordinator to focus more on planning, policy and procedures development, and meeting long-term needs of the Campus Center/Student Activities.

Given the current workload of the Campus Center/Student Activities Coordinator, new program development is low in priority compared to other demands. This transferred position will be able to assume the responsibility of new program development in the volunteer service area.

b) Benefits to be realized in effectiveness and efficiency

Since there is no position actively administering the volunteer service program, benefits realized will be immediate. The current assignment of responsibilities and tasks to the Campus Center/Student Activities Coordinator is ineffective and inefficient. In attempting to meet the daily requirements and the special needs that occur throughout the day, much energy and long hours are expended to keep from falling too far behind.

With the addition of this transferred position, the UHH will benefit by:

- the addition of a volunteer service program which will increase the University community connection
- increasing the pool of students available to meet a variety of the University and community service needs
- developing a service/learning component, linking curricular and co-curricular efforts
- effectively administering the functions of the Campus Center including support to chartered student organizations and other UH-Hilo departments and units
- having timely responses to student, staff, faculty and community needs;
- accurately carrying out administrative directives
- increasing staff vitality

c) Clarification of operational relationships

Since the current organization of OSS does not reflect this position, this request for reorganization, placing the position as under the Campus Center/Student Activities Coordinator, ensures a clear definition of the position’s functions and relationships within the Student Activities unit of OSS.

Oct, 1994
d) Estimated cost of the proposal

Annual personnel cost for this position: $30,492. An additional $6,492 (difference between budgeted amount of $24,000) will be funded by OSS for this and future fiscal years.

e) Space/equipment availability

Sufficient office space is available in the Campus Center for this transferred position.

Basic office equipment has been provided by OSS and University Relations.

VII. Estimated effect on classification or status of positions

There will be no effect on other positions within OSS. This position and the Campus Center/Student Activities Coordinator's position will be submitted for redescription after approval of the reorganization.

VIII. Alternative courses of action

No other alternative course of action is appropriate. This action is needed to increase the institutional and legislative intent to increase the Campus Center's functional ability to serve students. This reorganization is required to meet that intent.

APPROVED:

[Signature]

EdgarTorigoe
Vice Chancellor for Administrative Affairs
FORMER ORGANIZATIONAL CHARTS
AND
FUNCTIONAL STATEMENTS
STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT HILO
OFFICE OF STUDENT SERVICES
STUDENT ACTIVITIES
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STUDENT SERVICES
DEAN, M6, #89134

STUDENT ACTIVITIES
UH STUDENT SERV SP III,
P9, #80880
UH STUDENT SERV SP,
#94600F

Approved By: [Signature]
Title: Senior V.P. & Chancellor
Date: 9-22-93

POSITIONS
GENERAL FUND - 2.0

STUD ACT0P04
CURRENT

OFFICE OF UNIVERSITY RELATIONS

As part of the Senior Vice-President and Chancellor's Office, concentrates on efforts towards the development of external college relations and developing and preparing effective publications and activities to promote University of Hawaii at Hilo.

OFFICE OF THE DIRECTOR

Responsible for development and preparation of effective publications and activities to educate and foster affirmative attitudes and acceptance of UHH and its role in higher education for the state. Responsible for marketing and promotion of UH Hilo throughout the state of Hawaii, mainland United States, and Pacific Rim countries.

Responsible for composition, makeup and distribution of a wide variety of public relations materials; coordinate with respective university executives, outside agencies, media, legislators and the community to implement programs and projects; monitor and evaluate progress and assess effectiveness. Responsible for governmental relations on behalf of UH Hilo and University of Hawaii system at the state legislature, county of Hawaii and federal government.

Maintain close and effective working relations and communication with university executives, Board of Regents, legislators, community agencies, media, and faculty, staff, students to coordinate the dissemination of information relating to UHH operations, programs, and activities.
CURRENT

OFFICE OF STUDENT SERVICES

Plans, organizes, budgets, directs, evaluates, and coordinates student services programs for students and prospective students of the University of Hawaii at Hilo.

OFFICE OF THE DIRECTOR

Plans, organizes, and directs activities related to the following:

* Recruitment, advising, counseling, evaluation, and selection of students for admission.
* Student financial aid program and financial counseling services.
* Student government and student activities, residence life, student clubs and organizations, health services, and veteran’s affairs.
* Personal, vocational and academic counseling and testing services.
* Career planning and placement services.
* Construction, maintenance, and management of residence halls and other facilities as necessary to carry out the functions of the Office of Student Services.
* Student registration, collection, and maintenance of student records, evaluation of records for graduation, and compilation, production, and presentation of analytical or related reports.
* Budgets for the expenditure of funds of the Office of Student Services.
* Diagnostic services and instructional support services.

EDUCATIONAL ASSISTANCE CENTER

Provides diagnostic services and academic guidance to entering students who appear to be unprepared, educational counseling to students experiencing academic difficulty, and activities.

ADMISSIONS

* Handles correspondence from prospective students, gives information about the University and various programs, evaluates credentials, processes applications for admission, evaluates transfer credits, compiles admission statistics, and works with the Coordinated Admissions Program on a system-wide basis.
* Evaluates student’s academic progress to insure proper adherence to area requirements, credits earned, degree requirements met for all degree and certificate programs at the University of Hawaii at Hilo.
* Counsels students regarding admission and academic problems. Assists in academic advising. Determines residency requirements and maintains school and college relations program.
FOREIGN STUDENT ADVISING

Advises and assists in various areas, including academic, immigration, financial and health concerns, coordinates home and group hospitality; evaluates and determines admission of foreign students; maintains liaison with the U.S. Immigration Service; works with foreign student organizations; counsels foreign students with academic, personal and special problems.

STUDENT ACTIVITIES, STUDENT GOVERNMENT, AND CAMPUS CENTER

Supervises programming, facilities management and services at the Campus Center; acts in advisory and supportive roles to the student governments at the University of Hawaii at Hilo; responsible for budgeting and fiscal planning and serves as primary University of Hawaii at Hilo liaison with Board of Publications; fulfills responsibilities in carrying out policies, rules and procedures of the Campus Center Board; coordinates the orientation activities of new and transfer students.

RECORDS AND REGISTRATION

Oversees the registration for the University of Hawaii at Hilo, including reservation of physical facilities, schedules for advising, obtaining course cards; maintains liaison with Management Systems Office and faculty in matters relating to registration, and repository for all reports emanating from Management Systems Office, as well as other computer reports generated locally.

- Prepares schedule for final examinations.
- Supervises development of a computerized system of record-keeping and registration, as well as computerization of other areas such as financial aids and housing.
- Issues transcripts, maintains academic records of all students at the University of Hawaii at Hilo, sends grade reports, certifies grade point average for good driver claimants, attendance for Social Security Administration, as well as other organizations.
- Advises veterans on credits, courses and program adjustments as they relate to the various veterans' programs; certifies veterans for G.I. benefits and allowances; certifies students attendance for orphans and dependents of veterans; maintains cooperative relationships with the Veterans Administration and its local representative; and provides such other assistance as indicated.

FINANCIAL AIDS/EMPLOYMENT (ON-CAMPUS)

Handles matters involving all financial aids, including federal programs, National Direct Student Loan, Basic Economic Opportunity Grant, College Work-Study Program, Federally Insured Loan, state scholarships, and State Higher Education Loan Program, tuition waivers, general fund employment, and short term emergency loans.

COUNSELING AND TESTING

Counsels students with educational, vocational, and/or personal problems, including counseling of senior citizens and women returning to school; makes referrals to proper university of community resources as necessary; administers a variety of psychological tests and inventories; and administers the National Testing Program.
HOUSING

Coordinates the operation of the residence halls (Hale Kanilehua, Hale Kauanoe, Hale Aloha, Hale Kehau and Hale 'Ikena), including application and admission, setting and enforcement of policies, maintenance, budget, and supervision of the residents. Acts as liaison to off-campus housing units, including Adult Student Housing.

PLACEMENT AND CAREER DEVELOPMENT

Assists in identification of career objectives; provides employment information for use of students, faculty, and alumni; initiates program of placement services for students; assists in completing confidential vita for use by students, sets up files and resumes for distribution, acts in liaison capacity to promote establishment of contacts between University of Hawaii at Hilo and business and governmental sectors of community; promotes employment of University of Hawaii at Hilo graduates; supervises placement of students in part-time, off-campus employment; assists former students and promotes alumni activities.

HEALTH SERVICES

Provides emergency and first aid for all students at the University of Hawaii at Hilo; provides health counseling in such areas as family planning, birth control methods, alcohol and drug abuse, mental health, etc.; referral services to other agencies as indicated. Disseminates health information, such as availability of health insurance forms, and assists in processing of applications for health insurance; scheduling of chest X-rays, evaluates health forms and determines necessary follow-up; maintains confidential health files.

NATIONAL STUDENT EXCHANGE

Facilitates the exchange of students among institutions for a short-term educational experience at reduced tuition costs. Disseminates program information, screens potential applicants, processes in-coming and out-going applications, facilitates transition of exchange participants, and communicates with NSE Consortium and member institutions.
NEW ORGANIZATIONAL CHARTS
AND
FUNCTIONAL STATEMENTS
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Approved By: 
Title: Sr. Vice President and Chancellor
Date: 11/30/94

POSITIONS
GENERAL FUND - 3.0
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