



December 1, 2021

**MEMORANDUM**

TO: David Lassner  
President, University of Hawai'i

FROM: Hae K. Okimoto *Hae K. Okimoto*  
Associate Vice President for Student Affairs

SUBJECT: Request to Increase Fee for Diploma or Certificate

**SPECIFIC ACTION REQUESTED:**

A fee increase for the cost of diplomas and certificates from \$15 to \$25 is being requested for the Community Colleges, UH Hilo and UH West Oahu.

**RECOMMENDED EFFECTIVE DATE:**

The requested effective date will be for those applying for Summer 2022 graduation.

**PURPOSE:**

The UH System is finalizing the contract for a new diploma vendor that will allow campuses to expand their offerings of diploma services and enable better quality of products and services. Currently, costs to purchase, process and mail diplomas to students exceed the amount collected for the diploma fee. The purpose of this request is to raise the fee to 1) cover the cost associated with diploma orders and 2) allow for the cost of mailing of diplomas to be included in this fee.

**BACKGROUND:**

The "Diploma Fee" for all 10 campuses was last increased in the Fall of 1995 from \$5 to \$15. However, UH Manoa was last approved for an increase from \$15 to \$30 in 2006, so they will not request an increase at this time and will re-examine it in the next academic year.

With annual increased costs from the vendor for its products and the cost of mailing as a result of an increase in postal fees, these costs have become unsustainable. Additionally, the current vendor has been providing substandard quality of products and services for many years and service has only gotten worse in recent years. As they cannot provide the level of service that current students and alumni expect, campuses have been advocating the UH System for some time to find a vendor that can provide better quality products and services, customer service, direct mailing services, as well as providing an electronic diploma delivery option.

We are finalizing the procurement of a new diploma vendor. They are able to supply the paper diplomas and covers, directly mail diplomas to students, provide an online portal where campuses and students will be able to track and monitor their orders, as well as produce certified electronic diplomas (CeDiplomas), which would be an asset especially for our international students so they may share their credentials digitally with potential employers. However, to cover the costs for these added services, a fee increase would be necessary.

By increasing the diploma fee, which is overdue since it has been over 25 years since the last request, our institutions will also be on par with the national average of the cost of diploma fees, which range from \$25-\$50.

ACTION RECOMMENDED:

Approval is requested to increase the fee to \$25 for each diploma or certificate for the campuses designated above.

Your approval of this request would be very much appreciated. I would be pleased to discuss this matter further if needed.

**APPROVED/DISAPPROVED:**

\_\_\_\_\_  
David Lassner, President

\_\_\_\_\_  
Date