

OFFICE OF PLANNING AND POLICY

Functional Statement

The Office of Planning and Policy is a system-wide academic support office with responsibility for: (1) managing University-wide planning and providing planning support, (2) coordinating policy development and analysis, and institutional assessment; (3) providing institutional research services, (4) providing administrative data processing and information support services; and (5) coordinating university-wide development and use of telecommunications technology.

The office supports the Office of the President and facilitates the work of the President's line administrative officers through provision of administrative computing support services and accurate and timely information for planning and management purposes. The office is responsible for managing University-wide planning including developing, overseeing, and monitoring implementation of the Master Plan, monitoring and revising the Strategic Plan and Agenda for Action, coordinating University planning with the Hawaii State Plan, managing the State Higher Education Functional Plan, coordinating campus academic development planning, and providing planning support. The office coordinates the use and development of telecommunications, computers, and information systems, including interactive and closed circuit television, using the Hawaii Interactive Television System. In addition to these internal responsibilities, the office plays a major role in supporting Board information and policy needs.

Specific functional responsibilities include:

- Managing University-wide planning, including monitoring and revising the Strategic Plan and Agenda for Action, and coordinating and monitoring Master Plan implementation
- Coordinating University planning with the Hawaii State Plan
- Managing the State Higher Education Functional Plan process
- Handling liaison with state planning task forces
- Coordinating the University-wide Academic Development Planning process
- Developing and implementing an interface between the system-wide planning and budgeting processes
- Supporting planning at the campus level
- Developing and executing planning policies and guidelines
- Developing and coordinating a systematic consideration of policy and preparing major policy studies and legislative reports
- Coordinating system-wide institutional assessment, carrying out major assessment programs, and supporting campus and program-based assessment programs
- Formulating Board and executive policies across the full array of University activities
- Providing policy interpretation and guidance
- Making accurate and timely information and data analyses relating to students, enrollments, courses, curricula, degrees, etc., available to University decision-makers for planning and management purposes
- Conducting institutional studies and preparing analytical reports on a wide range of subjects including, for example, workload, financial planning, outcomes, student progress, etc.

- Providing decision support designed to improve the integration of planning and budgeting
- Developing and utilizing computer-based analyses that facilitate timely preparation of routine reports and responses to ad-hoc queries
- Assisting users with data interpretation and manipulation
- Managing selected University-wide student services operations
- Establishing and maintaining data element definitions and policy standards
- Providing administrative data processing services and managing administrative information systems
- Handling all technical support requirements associated with administrative computing
- Providing user training and support services for administrative computing
- Developing strategic plans, programs, and policy guidelines for the acquisition and operation of telecommunications, computers, information systems, and instructional technologies.
- Developing and coordinating University-wide use of interactive, closed circuit television for educational purposes, including the use of the Hawaii Interactive Television System (HITS).

PLANNING

Responsible for providing executive leadership, directing and managing system-wide planning including the University Mission Statement, Master Plan, and Strategic Plan; monitoring progress and accomplishments related to major planning documents; developing the Environmental Context Paper, Planning Assumptions, and Agendas for Action used as the foundation for the biennium budget development process; coordinating campus academic development planning; serving as the State higher education functional plan managing unit; serving as the University planning liaison with State agencies; directing planning and policy initiatives that serve to link planning and budgeting and to link campus goals with system goals; serving as the chief planning unit responsible for University planning analyses, and policy development, monitoring, and refinement of major University planning policies; and handling system-wide tuition policy schedule preparation. This function requires working closely with campus units, the vice presidents, chancellors, president, and Board of Regents.

System-wide Planning

1. Provide planning support essential for the development, coordination, and implementation of the system-wide planning effort. Assist the Council of Senior Executives by coordinating the system review of program actions requiring Board approval.
2. Develop the analytical framework that links the planning and budgeting processes and facilitates priority-setting and execution at a campus-wide level; develop initiatives to link university-wide planning responsibilities with resource management and allocations.
3. Research and consult with university-wide constituents on emerging issues in higher education at the national, state, and local levels; assist with the identification, analysis, and development of responses to planning issues facing the university; prepare background and issue papers for the University Executive Council and Council of Senior Executives; conduct research and institutional comparisons; prepare studies, reports, and briefing papers.
4. Provide support for the monitoring, reporting and revision processes associated with the Hawaii State Plan, the Hawaii State Priority Guidelines, the State Higher Education Functional Plan, the Master Plan, the Strategic Plan, and Agendas for Action.

Campus-Based Planning

1. Serve as a resource person to campuses; provide training and guidance on planning to University personnel.
2. Provide support for program development and evaluation at the campus level such as academic/educational development plans, new program proposals, and review of established programs; and ensure that campus program proposals/evaluations are consistent with University guidelines.

Liaison with State Agencies

1. Prepare legislative reports, studies, and testimony.
2. Work closely with other state agencies to ensure that University plans are consistent with State priorities; serve as liaison with other state agencies in the development of their functional plans.

Planning Related Policies

1. Prepare responses to international, national, and local inquiries and ad-hoc requests to the Board of Regents, State Postsecondary Education Commission, and the President of the University of Hawaii on University and State educational policies and practices.
2. Formulate planning policy statements, recommendations for action, and guidelines for implementation; provide policy interpretation and guidance; provide analyses of a wide variety of policy issues spanning academic affairs, budget, fiscal, and personnel matters.

ASSESSMENT AND POLICY

This function involves: providing overall, high-level leadership, management, and coordination of system-wide institutional assessment; supporting campus and program-based assessment programs; developing and coordinating a systematic consideration of policy with the staff of the Office of Planning and Policy, campus officers, the Vice Presidents, Chancellors, President, and Board of Regents; and administering and overseeing selected university-wide student services operations and the associated budget.

Specific institutional assessment and evaluation functions include: developing and monitoring implementation of the Board of Regents and executive policies relating to assessment; managing and coordinating research studies such as historical enrollment patterns and institutional comparisons; overseeing assessment programs such as those for entering and exiting undergraduate students; supporting campus and university-wide assessment programs; being the University-wide source of expertise and chief spokesperson on issues relating to assessment; preparing testimony and legislative-mandated reports on assessment to the state legislature; and providing management information for University-wide planning, policy analysis, research and information sharing.

Specific policy functions include: assisting with executive level policy analysis and administration for the University of Hawaii system; assisting the Vice Presidents, President and Board of Regents with the formulation of Board and executive policies across the full array of University activities; preparing executive studies and reports; monitoring, evaluating, and handling policy interpretations and guidance across University campuses; responding to queries and ad hoc requests; and handling project management for the preparation of background and issue papers.

Specific system-wide student service operational functions include: administering, coordinating, and monitoring the Coordinated Admissions Program Information System, the student tracking systems, and the senior citizens' non-credit tuition subsidy program; handling project management coordination and liaison responsibilities for the development of a new system Student Information Management System; and administering student services budget responsibility assigned to the Office of Planning and Policy.

INSTITUTIONAL RESEARCH

Responsible for developing and preparing institutional analyses, reports and other similar support services to the University at the direction of the Director of Planning and Policy. Generally, these services include the analysis and dissemination of informational reports and studies, special ad-hoc studies, resource needs analysis and forecasting, and analytical support for the University's academic and financial planning processes.

Information Services: Major Functions

1. Designing systematic reports, developing formats, defining terms, summarizing and analyzing data to be distributed to University administrators and campus personnel as part of the management and planning support studies (MAPS) and the UH Fact Sheet.
2. Researching key changes in programs, course offerings, and other required information, and updating master code and lookup tables used in the generation of systemwide reports from data housed in administrative databases.
3. Designing and developing automated reports or new data administration computer systems by using the latest computer technology, and working with the Management Systems Office (MSO) to streamline data retrieval, access and reporting.
4. Collecting, summarizing, analyzing and responding to information needs as required by University administrators, planners and staff, as well as responding to information needs of external agencies, such as other State departments, federal agencies for comprehensive information requirements such as IPEDS, special legislative requests to the University, and requests from the private sector.
5. Researching the latest computer software and hardware and their applicability to benefit IRO staff; acquiring and installing the software in staff computers; and training the staff in the use of updated equipment and/or software.
6. Coordinating and conducting workshops, training sessions and committees to facilitate the dissemination of information and information analysis to UH administrators and campus/program directors and their staffs as part of the University's overall management program.

Analytical Services: Major Functions

1. Researching and preparing analyses, supported by charts and graphic displays, for management and planning support reports, and special reports as required, including assessment reports.
2. Researching, identifying and defining key data elements required for universitywide data use and analysis, developing policies and procedures required to systematize data across campuses, and disseminating information on definitions, scope and use of these data elements.
3. Developing and utilizing analytical techniques to support the University's institutional and campus-level planning process, including: simulated models and other tools such as enrollment projection models, financial planning models, budget models; quantitative unit activity and resource indicators analyses; workload measures; program efficiency measures; quantitative program review indicators; and student progress and outcomes analyses.
4. Researching systemwide indicators, and developing analytical data and studies on the factors affecting University programs; and researching and summarizing the external benefits directly or indirectly attributable to University programs.
5. Providing analytical support, training and consultation to campuses in academic and financial planning and analysis and the utilization of analytical techniques and systems; and providing technical support and consultation in the training and dissemination of computer models and statistical techniques as required for operations and strategic planning.

MANAGEMENT SYSTEMS OFFICE

FUNCTIONAL STATEMENT

The Management Systems Office is a systemwide office responsible for providing centralized administrative information systems (fiscal, student, human resources, and budget) and support services including, but not limited to:

Data base and security administration, teleprocessing, networking and data communications, DEC VAX systems and operations.

Personal computer/workstation support, training, management information, and decision support.

Information technology research and development with the aim of effectively utilizing technology to enhance the quality of the information systems computing environment.

Administrative Information Systems Support

- Works with key operational units to define data processing requirements regarding the major information systems on the IBM mainframe computer and develop solutions/plans for present/future needs.
- Provides systems analysis and feasibility studies on request.
- Designs and develops computer programs and documentation.
- Maintains administrative information systems applications including production of routine management information reports.
- Trains users in the use of the various information systems.
- Provides computer program maintenance.
- Provides applications support in the areas of system design, programming products evaluation/testing/implementation and related training.
- Analyzes management information requirements and develops computer program specifications.
- Recommends data definition policies and standards.
- Assists users in accessing data files and developing necessary reports.

Technical Support

- Operates and maintains minicomputer systems.
- Monitors performance of administrative computer systems and modifies configuration and workload as needed.
- Establishes computer utilization procedures and recommends policies.
- Implements and maintains computer hardware and software packages.
- Maintains a central data base.
- Maintains the on-line teleprocessing environment.
- Maintains and manages machine-readable program libraries.

- Controls security of on-line systems, data bases, physical facilities and backup tapes.
- Conducts research and development of new products.
- Installs and troubleshoots computer terminals and data transmission equipment, and maintains the data communications network.
- Provides technical staff training and technical assistance to the MSO staff and users.
- Serves as the liaison to the UH Computing Center.

User Support

- Provides training, technical services, and a quarterly newsletter to a selected group of administrative users sharing a computer system.
- Assists users of the DEC VAX computer systems and/or personal computers in reviewing their requirements and determining specific solutions which best meet their present and future needs; recommends acquisition of new software by MSO as appropriate.
- Coordinates and conducts demonstrations and information sessions as required.
- Conducts training in the use of various minicomputer software packages and maintains training records of users and staff.
- Assists in testing software packages prior to release.
- Coordinates MSO forms design and ensures standardization.
- Provides training to end users on UH-developed information systems.
- Provides data entry services to convert source documents into machine readable form.
- Coordinates computer report schedules.
- Secures necessary computer time and resources.
- Prepares and submits computer jobs into the computer.

OFFICE OF INFORMATION TECHNOLOGY

Functional Statement

The Office of Information Technology is responsible for developing strategic plans, programs and policy guidelines for the acquisition and operation of telecommunications, computers, information systems and instructional technologies for the University.

Specific functional responsibilities include:

- Coordinating and monitoring policy and project planning; including the coordination of the computer resources of the Management Systems Office, UH Computing Center, and the campuses.
- Coordinating system-wide use and development of interactive and closed-circuit television for instruction, research and community service, including the coordination, development and use of Hawaii Interactive Television Systems (HITS) for University outreach purposes.
- Working in cooperation with campus officials, creating a unified data and video communications network for the UH system with "gateways" to library facilities and national and international networks.
- Facilitating faculty access to appropriate research and training activities and instructional technology; disseminating information about computers, information and telecommunication innovations and technology.
- Providing leadership and serving as the University's technical expert in liaison for telecommunications, acquisitions and on such projects as the selection, installation, implementation and management of University telephone systems.
- Providing guidance in the integration of various new and existing information and telecommunication technology, for example, developing a plan for low-cost, high-quality computer-aided printing publishing capabilities for all University campuses for use by both the administration and faculty.
- Serving as a liaison among University senior executives and campus administrators on issues relating to telecommunications, computers and information systems.
- Chair and provide leadership for the University Advisory Committee on Computers and Telecommunications and the University Coordinating Council for HITS.
- Develop effective functional relationships with state, national, and international organizations and institutions.