

**STATE OF HAWAI'I  
UNIVERSITY OF HAWAI'I  
UNIVERSITY OF HAWAI'I AT MANOA  
STUDENT AFFAIRS**

**FUNCTIONAL STATEMENT**

The University of Hawai'i provides a large number and wide range of support services and co-curricular programs that create a campus environment conducive to student development, learning, and achievement of academic goals. A primary function of the Office of Student Affairs is to enhance students' educational experiences through services, activities and programs supplementary to their academic coursework and essential for an enriched student life. The objectives of Student Affairs are to support, enrich, and broaden students' educational experiences.

**OFFICE OF THE VICE PRESIDENT FOR STUDENT AFFAIRS**

The Office of the Vice President for Student Affairs provides leadership and general coordination for all student affairs services, programs and activities of the Manoa campus of the University of Hawai'i and for the implementation and coordination of student affairs policies and programs of the University of Hawai'i system. The Vice President for Student Affairs serves as the primary advocate of students and assures that the quality of student life and co-curricular programs are developed and sustained at the highest possible level. The Vice President for Student Affairs serves as a consultant to the University President on matters of student life on all campuses throughout the University of Hawai'i System.

The Office of the Vice President for Student Affairs:

- Provides leadership to assure high standards of service and continued improvements in student affairs services and programs.
- Recommends and implements policies for student affairs programs and services, staff development and related matters in accordance with University priorities.
- Develops means for improving articulation among all campuses of the UH system.
- Develops means for improving the quality of student life at UH-Manoa.
- Provides means for representing the views and needs of the chartered student organizations to the University administration and the Board of Regents.
- Provides for evaluation of student affairs programs and services, including activities related to accreditation of the institution and its programs.
- Provides for relevant institutional research on students and student life.
- Implements ways of attracting and retaining a staff of high quality.
- Provides interpretation and implementation of existing personnel policies; participates in the formulation of personnel policies affecting student affairs staff; and shares responsibility for enforcement of the campus equal employment opportunity policies.
- Provides for efficient management of all funds that are assigned to the Office of Student Affairs.
- Represents the views and needs of student affairs and the University in the general community, the State Legislature, and at national and international levels as appropriate.

- Serves as the chief decision maker for program, budget, and personnel for all units of the UHM Office of Student Affairs.

### **OFFICE OF ADMINISTRATIVE SERVICES**

The Office of Administrative Services is responsible for budgeting, preparing financial reports, purchasing, personnel and payroll and other functions relating to the fiscal aspects of the Office of Student Affairs. Under the general direction of the Office of the Vice President for Student Affairs, Administrative Services provides assistance to all its programs in fiscal and personnel matters. Administrative Services serves as the liaison between the Office of the Vice President for Student Affairs and the University Budget Office, Contracts and Grants Management Office and other central administration units.

The Office of Administrative Services performs the following:

- Formulates annual operating budgets and develops allocations to the operating departments.
- Develops expenditure plans and maintains expenditure controls which require analyzing program needs to determine variances and the recommendation to the resolution of these variances.
- Serves as the purchasing office for Student Affairs. Reviews and prepares procurement and payment documents for compliance to policies and procedures as well as accuracy. Also maintains all accounting records.
- Plans, organizes, coordinates and reviews all personnel management and EEO/AA functions including the daily transactions dealing with such matters.
- Serves as the divisional resource unit responsible for the implementation of all official personnel policies and procedures, monitoring and maintenance of all personnel records and other required documents.
- Serves as the liaison between various central administration offices and Student Affairs departments.
- Provides other staff support as required by the Office of the Vice President for Student Affairs and other administrators.

### **OFFICE OF THE DIRECTOR OF STUDENT EQUITY, EXCELLENCE AND DIVERSITY**

The major functions of this office are to advocate and provide programs that promote educational equity and excellence for students and groups that have been underrepresented and underserved in higher educational institutions. At the University of Hawai'i, these students and groups are students from ethnic minority groups, adults returning to education, persons with disabilities, women, academically talented as well as academically underprepared and disadvantaged students. As the only public institution of higher education in the State, the University of Hawai'i is committed to helping these students advance in their pursuit of higher education at Manoa. The University is strongly committed to the pursuit of equity, diversity and excellence.

The Office of the Director of Student Equity, Excellence, and Diversity:

- Facilitates the development, implementation and coordination of policies and programs that promote equity and excellence for special student populations who are underrepresented and underserved at the Manoa campus and the University of Hawai'i system.

- Administers the following programs and activities: Center for Adults Returning to Education, College Opportunities Program, KOKUA, Operation Kua'ana, Operation Manong, Women's Center, Minority Student Programs which includes the Hawai'i Opportunity Program in Education and the Regents and Presidential Scholarship Program.
- Prepares proposals and conducts research and training programs on student services, teaching and learning relevant to the recruitment and success of minority students, non-traditional students, women, persons with disabilities, and academically talented students.
- Assists in coordinating programs and activities of the various colleges and units at Manoa, system-wide, lower education and the State that promote educational excellence and equity for various student populations that are underserved and underrepresented in higher education.
- Coordinates minority student programs and activities administered by various units on the Manoa campus and systemwide. Monitors programs and policies that impact on minority student access and success.

### **CENTER FOR ADULTS RETURNING TO EDUCATION**

Major functions of the Center for Adults Returning to Education include services for veterans, senior citizens, and for all adult students returning to school after an interruption of their formal education.

#### **Returning adult students program:**

- Serves as a "welcome office" for adults returning to formal education after an absence of a year or more; provides information and referral, orientation, skills building workshops and other ongoing support services.
- Conducts outreach to other campuses in the University system and to the community-at-large, providing support for transfer students, students new to the campus, and to low-income students.
- Provides direct assistance and technical advice on policies and services.
- Sponsors special projects in the local and State community that will benefit Hawai'i's adult student population.

#### **Veterans program:**

- Serves as a liaison between the Department of Veterans Affairs and the University in assisting veterans fulfilling degree requirements.
- Serves as certifying agent for eligible veterans.
- Provides resource and referral information for veterans concerning special campus services.

#### **Senior citizens program:**

- Responds to senior citizens by advising them with application, selection of courses, and registration.
- Issues tuition waivers and audit passes to eligible students.
- Serves as liaison between the senior citizen student and the University.

- Conducts outreach to the community-at-large.
- Provides advice and support for the on-campus senior citizen group.

### **COLLEGE OPPORTUNITIES PROGRAM**

The major function of the College Opportunities Program is to recruit, screen, select and prepare high risk Hawai'i residents for a successful first year on the Manoa campus. Students may be without high school diplomas, may have been denied regular UHM admission, may be in need of a structured residential college experience, or may be disadvantaged, non-traditional or ethnically underrepresented on the UHM campus. Selected students must be committed, entering first-year undergraduate with potential and a desire to earn a baccalaureate degree.

The College Opportunities Program conducts the following programs and services:

- Conducts a residential summer orientation and instructional program to provide the student the opportunity to develop those learning skills, attitudes and familiarizations with the campus that are necessary for success during the first year.
- Coordinates student support services during the first year to monitor performance and improve student retention.
- Provides supportive services to returning students or those with academic difficulties through a Minority Student Retention Service.
- Establishes on-going evaluation processes, reports outcomes and effectiveness of program goals and services.
- Facilitates students' entry and adjustment within the higher education environment by providing a required residential living experience on campus and encouraging involvements in campus life activities.
- Administers the Health Careers Opportunity Program for disadvantaged and non-traditional undergraduate students pursuing health, medical or allied health careers in providing in-kind management, office space and clerical support.

### **HAWAI'I OPPORTUNITY PROGRAM IN EDUCATION (HOPE)**

This office is responsible for obtaining private sector support (for mentors and financial contributions for operating costs and scholarship funds), liaison to "I Have a Dream" Foundation, planning programs, monitoring student progress and implementing activities with the schools and parents. Projects for participants during the entire time period (grade 3 until college graduation.) are:

- Administers the Hawai'i Opportunities Program in Education (HOPE) in providing educational activities for minority at-risk children in various special needs public schools, liaison with private support groups and provides college financial scholarship support.
- Provides a mentoring program. Mentors will come from business or community volunteers as well as college or upperclass students. The mentors will provide one-to-one or small group support for participating HOPE students.
- Provides for an enrichment and support program. Scheduled enrichment and support program will include tutorials, Saturday and summer programs, part-time jobs or internships, field trips, role model speakers bureau and special campus events.
- Conducts monitoring of students and program assessment. Regular and systematic monitoring of student progress will provide necessary information to assure the student

is meeting academic objectives. Evaluation and assessment of the HOPE program will be conducted periodically.

- Provides for a parental involvement and training program. This component includes activities that will provide training and support for parents and/or guardians to encourage their children to actively participate in school activities and to prepare for college and careers.
- Coordinates a resource development and college scholarship program. This program is designed as a partnership between the University, the school and the private sector. Resources from the private sector for programs require coordination and development.

### **KOKUA PROGRAM**

The KOKUA Program is the primary campus unit responsible for providing direct academic access services to UHM students with disabilities. Services may also be provided to faculty and staff, depending on individual circumstances and capacity of the program to extend beyond the primary audience. KOKUA provides technical assistance to all other campus units on matters of disability access.

The KOKUA Program:

- Promotes equal access to a college education for students with disabilities.
- Provides support services needed by disabled persons (students, faculty and staff).
- Expedites coordination and referral among other campus units and outside agencies serving disabled individuals.
- Advises on the needs and expectations of disabled persons and assists in developing policies and programs to insure access and full participation.

### **OPERATION KUA'ANA**

The goal of Operation Kua'ana is to increase the enrollment and graduation rates of Hawaiian students at Manoa. Services include writing workshops, study groups, tutorials, and other enrichment activities. Operation Kua'ana works cooperatively with the Center for Hawaiian Studies.

The major functions of Operation Kua'ana are:

- Provides programs and activities that promote camaraderie and fellowship among students of Hawaiian ancestry at the University, perpetuating the true meaning of aloha and 'ohana.
- Conducts recruitment activities to increase the enrollment of Hawaiian students at the University. Statewide recruitment activities are conducted at schools, community college campuses, and community sites.
- Provides retention activities at the Manoa campus such as writing, computer and research workshops, tutoring, study groups and assistance with financial aid and graduate school applications.
- Serves as speakers bureau and role models for Hawaiian students.
- Coordinates with programs that serve Hawaiian students in the community as well as various units within Manoa and systemwide.

## **OPERATION MANONG**

Operation Manong provides part-time employment, training and multicultural field experience, tutorials and other support activities to University students while assisting minority students in public schools and at the University. The goal of Operation Manong is to recruit and retain Filipino students and other underrepresented minority students.

Operation Manong services for minority students include the following:

- Administers the Pre-Freshman Enrichment Project (PREP) which is a summer academic enrichment program with year-long follow-up activities for 7th through 12th grade students. Project curriculum includes science, math, computer and cultural enrichment components.
- Provides retention services through one-to-one tutorial and buddy-buddy programs. This includes a tracking system to follow Filipino students enrolled at UHM in an effort to provide proactive academic advising.
- Provides tutorial assistance, academic/college counseling, personal counseling and campus tours to public high school students of under-represented ethnic groups.
- Administers the Transfer Project which is designed to assist students of underrepresented ethnic groups transferring from the community colleges to UHM.
- Provides tutorial assistance, cultural awareness and recreational activities to underrepresented students at public elementary and intermediate/middle schools through early intervention.

## **WOMEN'S CENTER**

The Women's Center provides advocacy programs that serve women students, staff and faculty. It offers a resource library, cultural activities, referrals and programs that respond to special concerns of women.

The Women's Center is a gathering place for women. It is governed by a volunteer collective composed of women students, staff, faculty and community members. The major functions of the Center include:

- Provides space for women to work and meet and network.
- Serves as a referral office by providing information and assistance to women on academic, personal and public policy issues.
- Plays an advocacy role by addressing women issues and rights.
- Maintains a resource library.
- Sponsors cultural and educational events.

## **OFFICE OF THE DEAN OF STUDENTS AND STUDENT SERVICES**

The functions of the Office of the Dean of Students and Student Services extend over two major categories: (1) Administrator for Student Affairs programs, and (2) Dean of Students.

The Office of the Dean of Students and Student Services administers Student Affairs programs and reports directly to the Office of the Vice President for Student Affairs. This office serves as the liaison between the Office of the Vice President for Student Affairs and the programs under this office.

In addition, this office serves as chief judicial officer for the campus in regard to the Student Conduct Code and the Academic Grievance Procedure.

**The Office of the Dean:**

- Organizes and coordinates student services, especially in relation to the BOR chartered governance organizations, the registered student organizations, intramural sports, the Campus Center Complex, career counseling and placement, personal (psychological) counseling, the Learning Assistance Center, study abroad, foreign students, the National Student Exchange program, new student orientation, the freshman success course, volunteer community service, employment of students on and off campus (including co-op education), health care and counseling, the residence hall system, and a care program for children of students, faculty and staff.
- Provides the review for all faculty actions relating to promotion, tenure, and evaluation.
- Supervises the Student Advocate (in support of sexual harassment prevention) and the program on Creating Options for a Rape-free Environment.
- Drafts position papers, proposed policies and procedures, and legislative testimony.
- Assists in preparation of legislative proposals and testimony and monitors possible impact of legislation on the University.
- Facilitates and supervises staff development.
- Facilitates and oversees special projects.
- Serves as hearing officer for discrimination complaints involving students.
- Serves on the Academic Procedures Committee.
- Administers the Student Conduct Code.
- Serves as an ombudsman.
- Serves as acting Vice President for Student Affairs in the absence of the Vice President.

**CO-CURRICULAR ACTIVITIES, PROGRAMS AND SERVICES**

Co-curricular Activities, Programs and Services pursues two primary objectives: (1) to provide co-curricular programs, services and learning opportunities which contribute to the quality of campus life for students by meeting their intellectual, social, recreational, physical, emotional, and moral development needs; and (2) to promote leadership and self-direction among those students who become involved in managing student life activities on campus or who assume an active partnership role in campus governance.

The office pursues a product outcome and a process outcome, both of equal importance. Through the delivery of services and programs (the product) which meet the developmental needs of the general student population, this office involves students in organizational governance (the process) which fosters the development of personal leadership.

The efforts of Co-curricular Activities, Programs and Services are focused among the following five functions:

- Administers and manages the departmental personnel and administrative support systems to effectively serve the University community and provide quality co-curricular programs.



- Manages the services and facilities to ensure and promote a positive climate and community environment which supports institutional and personal development needs through the provision of services, conveniences, and amenities in the University community center complex and facilities.
- Provides Student Leadership Development to broaden opportunities for students to become self-directed and to improve their abilities to work effectively within organizational settings.
- Provides co-curricular programs and learning opportunities which contribute to the quality of life for students by meeting their intellectual, social, recreational, physical, emotional, and moral development needs.
- Provides opportunities to articulate the needs, goals, concerns, role, interests, and causes of both the students and other University community members to each other and to advocate on behalf of one to the other in the process of institutional governance and management.
- Through the Intramural Sports Program, provides opportunities for students, faculty, and staff to participate in sport and recreation activities as often as their time and interests permit. Objectives of the Program point toward the development of the total individual by means of two types of objectives—immediate and remote. The immediate objectives deal with the habits, knowledge, attitudes, and worthy use of leisure time while attending the University and the remote objectives are concerned with the extension of these traits throughout one's lifetime.
  - Provides a competitive program consisting of sport activities where participants enter individually or as teams in meets, leagues, and tournaments, and play according to specific schedules.
  - Administers an informal recreation program which emphasizes self-motivated, impromptu recreation. The emphasis and purpose of this is recreational free play.
  - Provides basic equipment usage in sport activities for use by participants both on and off campus by means of a free check-out system.

### **CAREER PLACEMENT SERVICES**

The Career Placement Services is an integral part of the educational process at Manoa. It prepares Manoa students and alumni for their future by developing and providing services related to planning and searching for rewarding careers. This office offers a wide array of services including the following:

- Assists UH-Manoa students and alumni in matters related to careers, vocations, and employment.
  - Provides career counseling and placement advice individually and in group settings.
  - Assists individuals in establishing appropriate and realistic career goals and in developing the skills required to implement these goals.
  - Conducts workshops and career related presentations.
  - Provides resume review/critique services.
  - Provides career employment referral service for students and alumni.
  - Links to a national computerized employment information and database programs.



- Coordinates a campus recruiting program and arranges for prospective employers to interview graduating seniors and alumni for local, mainland, and other overseas positions.
- Maintains a library of employer information and directories, job announcements, and various other career information resources.
- Provides information on employment needs and trends.
- Conducts relevant research and produces publications and reports.

### **COUNSELING AND STUDENT DEVELOPMENT CENTER**

The goal of the Counseling and Student Development Center is the development of intellectually, emotionally, physically, spiritually, ethically, mature individuals. The Center recognizes that all facets of growth are important and that each student is a unique individual with different needs and different reasons for enrolling at the University. The Center also recognizes that other members of the University faculty and staff are equally concerned about the development of students, and provide services and programs for students.

The Center is the locus for a coordinated group of services designed to assist students as it:

- Provides career counseling services to help students explore strengths and limitations, interests and values, and personality and skills; and to use this understanding in planning their academic and occupational careers.
- Provides personal counseling services to deal with such problems as lack of confidence, fears, low self-esteem, inability to get along with others, loneliness, not being able to cope with people and situations, and similar problems.
- Provides psychiatric consultation services when it is determined that such are needed.
- Provides educational counseling services through the Learning Assistance Center which offers programs, commercial materials and diagnostic services in developing more effective study habits and learning skills.
- Administers interests, values, personality, and ability tests as part of the counseling services provided to students. Also provides information materials on admission and certification examinations for national programs.
- Maintains a career resource library which provides both printed and computerized career information to assist students in making appropriate career decisions.
- Provides workshops, class presentations, lectures, and classes in a wide variety of personal development topics as part of its outreach program.
- Administers an intern training program which provides opportunities for supervised experience and training for graduate students in certain disciplines.

### **CHILDREN'S CENTER**

The broad functions of campus child care are to provide training opportunities for the development of competent professionals who plan to work with young children and to provide quality integrated child care services for University-affiliated families.

#### **The Children's Center:**

- Offers an observation and practicum site to students enrolled in University academic programs.
- Supports research programs and activities that enhance early childhood education programs in the State and throughout the University.
- Provides flexible child care services to attract and retain qualified non-traditional students.
- Provides full-time child care services to attract and retain qualified University faculty and staff.
- Offers an integrated child care program which accepts all children, including those with disabilities, whose needs can be adequately met by the program.
- Delivers child care services which represent the best of current practice as determined by State licensing regulations and national accreditation standards.
- Serves as a visitation site for early childhood professionals from Hawaii, the U.S. mainland and foreign countries.

#### **INTERNATIONAL STUDENT SERVICES**

International Student Services assists UHM students who wish to study overseas and non-immigrant students who are studying at UHM. This program works with faculty, support personnel, students, the wider Hawai'i community, and national and international institutions.

- Administers the Study Abroad Center which identifies and develops opportunities for UHM students to study abroad on academic year, semester and summer programs. The Center advises, selects and provides support services for students who wish to study abroad and for faculty who wish to take groups of students on study tours.
- Assists non-immigrant students with their immigration and adjustment status while attending UHM. Provides orientation, advising and counseling and a wide range of non-academic support services related to foreign students.

#### **SCHOOL AND COLLEGE SERVICES**

This office includes the School and College relations programs, orientation, freshman success and National Student Exchange Program.

- Provides high schools and community colleges in Hawai'i with current information on programs at UHM. Maintains a close working relationship with school administrators, counselors and teachers, and coordinates outreach recruitment visits and campus visits. Sponsors a principals forum and an annual workshop for intermediate, high school and community college counselors.
- Coordinates the neighbor island orientation program for new students entering UHM. Also works on the on-campus orientation programs for new and transferring students.
- Administers the freshman success course, IS 197. This entails recruiting and training faculty, scheduling classes, and maintaining a resource center.
- Administers the National Student Exchange Program through advising, processing and placing qualified UHM students at Mainland universities and colleges. Provides limited services for NSE participants attending UHM.

- Handles special projects which may be assigned to it by the Dean of Students.

### **STUDENT EMPLOYMENT AND COOPERATIVE EDUCATION**

The primary mission of Student Employment and Cooperative Education is to provide opportunities to students to learn while they earn. Through the On Campus, Off Campus, College Work Study and Cooperative Education programs students are able to explore, clarify and, when necessary, alter their career goals while earning income to help defray educational expenses.

A secondary mission is to assist the University of Hawai'i at Manoa in meeting labor needs. An elaborate recruitment system is in place which assists the Manoa campus in the recruiting and hiring of student assistants. A similar system is also available to public and private employers of the State and nation in their recruitment of students for part-time positions.

Student Employment and Cooperative Education provides services to three sets of clients; the students of the University, the University itself and the State of Hawai'i.

- Serves UHM students through its programs and serves students from other University of Hawai'i campuses through its On Campus Program.
- Assists all UHM employers in filling student assistant positions.
- Provides Hawai'i residents with career-oriented programs to assist them in achieving occupational goals.
- Encompasses a wide array of employment opportunities with an emphasis to develop career related internships through the Off Campus Program.
- Administers the Cooperative Education Program, a tri-part working relationship in which a college or university joins a student and a faculty member with an employer in a structured, academic relationship.
- Administers the College Work Study Program, the federal financial assistance awarded to UHM students with demonstrated need.

### **STUDENT HEALTH SERVICES**

The fundamental mission of Student Health Services is to provide primary medical care to the students at University of Hawai'i at Manoa and to promote good health practices among students by providing preventive clinical and educational services. Student Health Services responds to areas of high need with specialty services funded by grants and volunteer efforts. It assists in the provision of emergency care to the entire campus community.

To accomplish its mission, Student Health Services performs the following functions:

- Provides a general medical clinic that offers basic medical services. Conducts laboratory services with many tests being performed on site. Offers limited selection of over-the-counter and prescription medications at low cost.
- Performs a health assessment of all entering students and provides preventive clinical services.
- Develops, negotiates and promotes student health insurance plans.
- Provides education through peer counselors and trains students in health oriented disciplines, providing informational sessions on health service and specific health topics.

- Administers the Women's Health Clinic which provides clinical services, various testing and treatments, and counseling and educational services.
- Coordinates a resource center through the AIDS Education/Risk Reduction Program and provides education and prevention programs on HIV.
- Provides nutritional counseling.
- Provides emergency on-campus service and emergency care.
- Offers a Travel Clinic which advises and provides medical services for those who travel abroad.
- Provides sports medicine services.

### **STUDENT HOUSING SERVICES**

Student Housing Services coordinates the student housing program and services on the University of Hawai'i at Manoa campus. This self-sustaining operation of the campus residential facilities furnishes an educational environment for residents and administers all aspects of business management combined with academic support services. Its objective is to create a safe, positive community including enrichment of intellectual and personal development of residents through staff support and programs. The off-campus housing services program is also maintained in this office.

The Student Housing Services Office:

- Provides an environment that is supportive of the academic mission of the University.
- Conducts related academic and educational programs which support the educational goals of students and the University.
- Offers opportunities for residents to participate in stimulating programs for social, cultural, recreational and interpersonal activities.
- Provides reasonably priced facilities which are safe, comfortable and well maintained. Also provides food service programs.
- Establishes guidelines for compatible and cooperative community living. Develops opportunities for group and individual growth and development.

### **OFFICE OF THE DIRECTOR OF UNIVERSITYWIDE STUDENT AFFAIRS/ ASSISTANT TO THE VICE PRESIDENT FOR STUDENT AFFAIRS**

The Office of the Director of Systemwide Student Affairs provides support to the Office of the Vice President for Student Affairs, leadership and general coordination for systemwide student affairs policy matters, and supervises Financial Aid Services and Admissions and Records at the Manoa Campus.

The Office of the Director of Systemwide Student Services:

- Facilitates the development, implementation and coordination of systemwide student affairs policies and programs.
- Administers and monitors systemwide student affairs programs including the State Higher Education Loan Program.

- Prepares issue papers, reports and studies on student affairs issues and provides advice and policy interpretation to University administrators on student related matters.
- Oversees the Financial Aid Services and Admissions and Records Office at the Manoa Campus.
- Oversees the student affairs institutional research program.
- Manages the Manoa Campus Student Services Building.
- Provides staff support for the Vice President for Student Affairs.

### **ADMISSIONS AND RECORDS**

#### **Admissions and Records:**

- Establishes policies and procedures for the admission and placement of students.
- Counsels students and admits them into the University through the implementation of established policies and procedures.
- Develops a master course schedule.
- Maintains an accurate data storage and retrieval system.
- Develops and maintains a computerized student information system.
- Counsels and provides information relating to admissions, residency, registration, student records and other related matters.
- Administers rules and regulations pertaining to residency (tuition) classification and establishes criteria by which equitable and consistent residency classifications are made.
- Develops an optimum mix of courses, instructors, physical facilities and time.
- Plans the registration process and evaluates the extent to which student demands are met and the efficiency of the registration method utilized. Examines alternative registration methods and recommends changes and improvements.
- Maintains academic and personal history records of all students enrolled at UHM. Establishes standards and operating procedures in creating and maintaining student records.
- Issues transcripts of academic records as requested by students and diplomas and certificates to graduates.
- Establishes standards and operating procedures to safeguard the confidentiality of records and to permit students accessibility to their own records.
- Maintains an accurate, up-to-date Course Master List.
- Develops and maintains a student information system to provide services more effectively.
- Provides liaison/technical support for all users of the student information system.

## **FINANCIAL AID SERVICES**

Financial Aid Services receives, awards and accounts for federal, state and private student aid funds administered by the University of Hawai'i at Manoa; provides information and assistance to prospective aid applicants; and advises and counsels aid recipients on relevant financial matters.

### **Financial Aid Services:**

- Identifies and secures appropriate student financial aid funds from federal, State and private sources.
- Awards and accounts for funds in conformance with applicable criteria, rules, regulations, accounting practices, and audit standards.
- Provides timely and accurate information to applicants regarding availability of funds, application procedures, need analysis methodologies, and awarding criteria.
- Advises and counsels aid recipients on a variety of financial aid matters.
- Assists in disbursing student aid awarded by non-University organizations.
- Advises on matters relating to policies and procedures affecting the availability and delivery of student financial aid.
- Prepares analytical studies and reports on a variety of topics related to the administration of student financial aid.