

**STATE OF HAWAII  
UNIVERSITY OF HAWAII  
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 conferences, 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.

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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 Manoa 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, special events, and conferences. 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:

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**OFFICE OF THE DEAN**

Under the general direction of the Chancellor, 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 insure 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, International Programs, and the Conference Center offerings, 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 Chancellor 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, entrepreneurship, 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.

### **CONFERENCE CENTER**

Under the general direction of the Dean, provides a program to meet the needs of the University of Hawai'i at Mānoa in the area of organizing and managing conferences, institutes and symposia.

The Conference Center provides services to organizations in the following priorities:

- University of Hawai'i
- State and municipal governments; and
- Community groups whose activities are consistent with and have an affinity with the University of Hawai'i

The functions of the Conference Center are as follows:

- Program Development: identifying speakers and other resource people and scheduling;

- Marketing: developing and printing promotional material and handling all mailings;
- Budgeting and Accounting: assisting in developing a pre-meeting budget; managing the conference and institutes accounts; managing all purchasing for conferences and institutes;
- Conference Management: coordinate meeting registration; making travel and lodging arrangements; making all logistical arrangements; program evaluation; preparing final reports; and
- Facilitating and promoting the 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 (PAE), 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.).