

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS

FUNCTIONAL STATEMENT

INTRODUCTION

- A. Overview of the Office: The Office of the Vice Chancellor for Students provides leadership for the planning, direction, coordination, and executive management of all student service areas under the auspices of the Vice Chancellor for Students (VCS) including student services administration and student life programs of the University of Hawai'i at Mānoa.
- B. Authority: The VCS has the authority to oversee and develop programs to serve students, develop and promulgate student policies, and to take actions to improve student services and climate of the campus.
- C. Interaction with other UH M Vice Chancellors: The VCS works with the VCAA and the Associate Vice Chancellor of Undergraduate Education and Assistant Vice Chancellor of Enrollment Management on enrollment management, provision of academic advising, tutoring, and other issues as appropriate to ensure the optimal delivery of student services. The VCS works with the Vice Chancellor for Administration, Finance, and Operations to conduct regular space evaluations to ensure that services are provided at the locations that are most accessible to students and that overall use of space is maximized. The VCS works with the Campus Advocate office to build on feedback and continuously improve student services.

II. MAJOR FUNCTIONS OF THE OFFICE OF THE VICE CHANCELLOR FOR STUDENTS

The Office of the Vice Chancellor for Students has the following responsibilities:

- Develops and coordinates a campus-wide student development philosophy that drives all of the facets of student services.
- Creates an environment of seamless student services.
- Provides leadership and support to student services faculty and staff.
- Consults regularly with the Associated Students of the University of Hawai'i and the Graduate Student Organization and other student groups as appropriate.
- Implements ways of attracting and training a staff of high quality.
- Oversees fundraising and grant writing functions for student services.
- Conducts research, assessment, and performance measurement functions for student services.
- Identifies and acts upon student priorities to improve student life.
- Serves as an advocate and promoter for students within the management structure of the University of Hawai'i at Mānoa, the University of Hawai'i System, and the outside community.
- Coordinates deadlines for student services to ensure maximization of staff time and ease of access by students.
- Ensures the provision of high quality, comprehensive student support services.
- Develops mechanisms and support for improvements in student life.
- Plans for a vibrant and lively campus life.
- Conducts evaluations of student services and programming.
- Serves as the chief decision-maker for program, budget, and personnel for all units of the University of Hawai'i at Mānoa's student services and efficiently manages all funds collected or utilized for student services.
- Conducts assessment and evaluation of student services and implements continuous quality improvement and implements and oversees a formal program review process.
- Provides information technology support for all units within student services.
- Provides information and assistance to students through the Kiosk.
- Redesigns processes in support of electronic delivery of services.
- Provides opportunities for cross training and customer service training for all employees within student services.
- Oversees responsibilities in statutory compliance areas such as the Americans with Disabilities Act, discrimination, and 504 compliance areas.

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MANOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS
ADMINISTRATIVE SERVICES OFFICE

FUNCTIONAL STATEMENT

The Administrative Services Office supports the Vice Chancellor for Students and provides administrative support to all of the units reporting to the Vice Chancellor for Students. It has the following responsibilities:

- Formulates annual operating budgets and develops allocations to the operating units.
- 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 services, by reviewing and preparing procurement and payment documents for compliance to policies and procedures, as well as accuracy.
- Maintains accounting records.
- Plans, organizes, coordinates, and reviews all personnel management and EEO/AA functions for student services units.
- Shares responsibility for enforcement of the campus equal employment opportunity policies among student services units.
- 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.
- Manages the Queen Lili'uokalani Center for Student Services.

STATE OF HAWAII
UNIVERSITY OF HAWAII
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS
STUDENT LIFE & DEVELOPMENT

FUNCTIONAL STATEMENT

The Office of Student Life & Development reports to the Vice Chancellor for Students and pursues as its primary mission the provision of a spectrum of involvement and learning opportunities for students through innovative programs and quality services which promote leadership, life skills, and personal development while enhancing campus life. In fulfilling this mission, the Office of Student Life & Development pursues two basic goals: 1) to provide 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; 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. Inherent in pursuing these two goals are a product outcome and a process outcome, both of equal importance. Through the delivery of services and programs (the product) that meets the developmental needs of the general student population; the Office of Student Life & Development involves students in organizational governance (the process) that fosters the development of personal and organizational leadership.

The mission and goals of the department of Student Leadership & Development are fulfilled through five core functions: program or service administration; organizational advising & support; facility operations; organizational training & development; and staff efficacy & renewal as described below.

Program or Service Administration is a core function that involves the coordination and oversight of programs and services offered by the department. This function includes such tasks as the continuous analysis of service/program operations to improve operational efficiency and effectiveness; the development of scope of service/program changes to respond to assessed needs; supervision of service or program operations; the development of systematic marketing to promote use of program or service; the assessment of service or program for customer use, satisfaction, and cost benefits; the identification and analysis of preventive maintenance and repair of service area or program needs; and the administration of vendor contracts applicable to service area or program.

Organizational Advising & Support is a form of counseling and offering educational assistance to students in groups. This form of educational assistance involves assessing student and organizational needs; and instructing and counseling students to develop their interpersonal and leadership skills to work effectively in organizational or team settings. This also involves articulating and advocating the needs and interests of students to the University and conversely, representing, supporting, and communicating the University's mission, institutional needs, and policies to students and student groups. Additionally, this core function involves providing fiscal oversight and program coordination for activities and programs offered by assigned student groups.

Facility Operations is a core function that involves the oversight of facility management and maintenance of the Campus Center, Hemenway Hall, and other related student life facilities (e.g. student publications, buildings, intramural sports and recreational leisure facilities, etc.). This function includes analyzing facility operations; developing short-range and long-range plans for preventive maintenance and repair; monitoring and directing the renovation, expansion and repair projects for facilities including replacing equipment and furnishings; and administering maintenance contracts for major mechanical systems including air conditioning, electrical system, gas & water systems, elevators, etc. This also requires that facility operating hours are adhered to, that facilities and services are properly prepared for opening and closing, and that proper controls are in place for facility security, key access, etc. to assure the safety and maintenance of buildings, grounds, and persons.

Organizational Training & Development is another core function that is delivered via instruction in both classroom and out-of-classroom settings. This function includes such tasks as

researching existing literature, websites, and journals on assigned training topics; formulating learner outcomes; designing instructional methods and materials to achieve learner outcome; delivering instruction and training, and evaluating instructional methods and materials to refine and improve training.

Staff Efficacy & Renewal is a core function that promotes continuous staff development to enhance individuals' effectiveness in serving students with intentionality and efficacy. This function acknowledges the need to develop those professionals who serve and develop students.

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS
CENTER FOR CAREER DEVELOPMENT AND STUDENT EMPLOYMENT

FUNCTIONAL STATEMENT

The Center for Career Development and Student Employment reports to the Vice Chancellor for Students and oversees all workplace and employment functions for students. They work to ensure a successful transition into the workplace through student employment opportunities, career development activities, internships, cooperative education, and career services.

- Provides comprehensive and progressive individual and group career counseling to enable students to make appropriate decisions and choices.
- Develops and implements intervention programs for the purpose of career development awareness, academic retention during participation in work-based learning, and acquisition of professional practices as it relates to career planning. Collaborates with Enrollment Management/Academic support programs as appropriate.
- Administers and maintains a comprehensive, seamless, user friendly, student, employer, and job interactive database for the purpose of employment processing, student and employer tracking, job posting, and student referrals.
- Facilitates student work-based learning through progressive career development programming and collaborative partnerships with a spectrum of employers, community, faculty, and staff.
- Articulates the relationship between academic studies and work-based learning through programming, counseling, and policy recommendations.
- Ensures compliance of programming with University, state, and federal laws and regulations in the employment arena including but not limited to equal employment opportunity, labor law, civil rights legislation, and federal program guidelines.
- Serves as advocate for students in employment matters.
- Develops, implements, and evaluates career programs to increase student awareness of, and participation in, employment and career services programs.
- Assists students and alumni in matters related to careers, vocations, and employment by maintaining a career library, job announcements, and credential file.
- Administers the Federal Work Study Program, Job Location & Development, and other federal programs as appropriate.
- Assists all campus employers in filling student assistant positions.
- Promotes the University of Hawai'i at Mānoa at and through career fairs and recruitment opportunities.
- Works with Enrollment Management to ensure coordination of employment components of financial aid packages.
- Maintains a close relationship with the University of Hawai'i Alumni Association and utilizes alumni to assist students in career decision-making and networking.
- Administers cooperative education & internship opportunities in coordination with academic units.
- Conducts evaluative assessments on programs and services offered to ensure support of the University of Hawai'i at Mānoa mission, specifically in student learning, retention and recruitment.
- Partners with the University and business community to develop a comprehensive career/life planning approach to prepare a skilled, civically responsible workforce that will meet the changing needs of the workplace.
- Participates in research and remains updated in current employment trends and issues through local, regional, and national associations.
- Coordinates with Undergraduate Education and Enrollment Management for the provision of Service Learning opportunities to students.

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS
STUDENT EQUITY, EXCELLENCE, AND DIVERSITY

FUNCTIONAL STATEMENT

The Office of Student Equity, Excellence, and Diversity reports to the Vice Chancellor for Students and promotes diversity, supports minority students, and promotes access at the University of Hawai'i at Mānoa.

- Initiates and continues a faculty conversation on how to adapt the mainstream to embrace diversity and mandated access and accommodate different learners.
- Provides programs that promote educational equity for needs and interests of Native Hawaiian and other under-represented minorities on campus.
- Assists in coordinating programs and activities of the various colleges and units at Mānoa, lower education, and the state to promote educational excellence and equity for various student populations that are under-served and under-represented in higher education.
- Recruits, screens, selects, and prepares high-risk Hawai'i residents for a successful first year on the Mānoa campus.
- Administers summer academic enrichment programs and follow-up activities for under-represented minority students.
- Provides transfer assistance to under-represented minority students.
- Provides tutorial assistance, cultural awareness, and recreational activities to under-represented students at public elementary and intermediate/middle schools through early intervention programs.
- Provides training, advocacy, and outreach for under-represented groups and women.
- Supports the Manoa Commission on Diversity, Commission on Disability Access, Commission on LGBTI, and other diversity committees that impact student diversity.
- Coordinates with Native Hawaiian Academic Services on recruitment and advocacy programs for Native Hawaiians.
- Provides peer tutorial and mentoring programs to promote proactive academic advising for under-represented minority students.
- Offers retention services for minority programs participants during the second semester.
- Provide academic support services to students with disabilities as mandated by federal and state laws, policies, and procedures.
- Operates academic support services for under-represented minorities on campus, including Filipinos, Southeast Asians, Samoans, lesbian, gay, bisexual, and transgender students (LGBT), and female students.
- Administers and delivers support programming for specific scholarship programs.
- Provides comprehensive, customized, and confidential disability access services to students with disabilities.
- Provides technical assistance on federally mandated "equal access" by students with disabilities to faculty, staff, and administration.
- Oversees the administration of the Children's Center to provide training opportunities for the development of competent professionals and quality integrated child care services in compliance with BOR established guidelines.
- Provides spaces with an atmosphere of acceptance, respect, and assistance that administers a comprehensive range of education, programming, and information for marginalized communities.
- Provides programming to support welfare recipients to work on campus as a part of their public assistance.
- Administers programs for senior citizens attending classes.
- Provides assistance to welfare recipients in navigating the University and State Department of Human Services offices to support their educational pursuits.
- Operates programming to prevent sexual assault and relationship violence among students.
- Provides support services and advocacy for under-represented minorities on campus.
- Provides support services and advocacy for female students, faculty, and staff through a resource library, cultural activities, referrals, and programs that respond to special concerns of women.
- Provides support services and advocacy for LGBT students, faculty and staff through a resource library, cultural activities, referrals, and programs that respond to specific concerns of LGBT people.
- Provides support services and advocacy for Native Hawaiian students.
- Provides support services and advocacy for other populations as needed.

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS
COUNSELING

FUNCTIONAL STATEMENT

The Office of Counseling reports to the Vice Chancellor for Students and oversees all counseling-related services for students.

Counseling

- Provides personal counseling services.
- Provides crisis response.
- Provides psychiatric consultation services for students to promote the development of intellectually, emotionally, and physically mature individuals.
- Provides clinical training and teaching opportunities in Counseling Services.
- Serves as a clinical internship and practicum site.
- Makes appropriate referrals for career counseling to Center for Career Development and Student Employment.
- Works closely with residential life to provide on-site emergency coverage.
- Works closely with Health and Wellness education to provide workshops, outreach, and educational opportunities for the campus.

Testing

- Administers tests for clinical assessment purposes.

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS
HEALTH AND WELLNESS

FUNCTIONAL STATEMENT

The Office of Health and Wellness reports to the Vice Chancellor for Students and oversee all wellness-related services for students.

Physical Health

- Provides health care services to students through walk-in medical care.
- Operates specialty clinics such as Women's Health, Sports Medicine, Physical Therapy, Dermatology, Nutrition, STD screening, and anonymous HIV testing.
- Provides immunizations, TB tests, travel advice, physical exams.
- Provides consultation & campus policy development on public health risks.
- Trains students in health professions and assists with research projects.
- Performs health clearance for all entering students.
- Offers public health education programming, flu shots, etc.
- Provides Red Cross and other first aid training to students, faculty, and staff.
- Performs public health functions of disease prevention, surveillance, reporting and control.
- Provides laboratory services.
- Operates a pharmacy.

Wellness

- Assesses campus health and students' health needs, perceptions, and behaviors.
- Utilizes peer education and service learning to deliver health education programming.
- Performs outreach such as small group and health fairs and in-house counseling and information dissemination.
- Operates a health resource center.
- Operates services for the prevention and treatment of substance abuse among students.
- Provides referrals to psychological counseling or medical services through a well-developed referral process.
- Offers health insurance through a student insurance option, as well as tracks commensurate insurance options for international students and graduate assistants, including other units in the UH system.
- Provides health counseling/education/prevention in such areas as nutrition and body image, alcohol/other drug use, responsible sexuality, tobacco, and wellness/stress reduction.
- Provides clinical training and teaching opportunities in Health Services.
- Provides practicum and internship opportunities and assistance with student projects.

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS
JUDICIAL AFFAIRS

FUNCTIONAL STATEMENT

The Office of Judicial Affairs reports to the Vice Chancellor for Students and oversees all formal judicial affairs involving students.

- Upholds student's rights under the Family Educational Rights and Privacy Act.
- Compiles judicial violation statistics in accordance with relevant statutes.
- Works with both students who have been accused of violations of University of Hawai'i at Mānoa standards and the victims of such violations.
- Conducts fact-finding investigations and adjudicates disputes involving the student conduct code.
- Convenes the Academic Grievances Committee to adjudicate those grievances.
- Conducts fact-finding investigations and reports for student sexual harassment complaints.
- Conducts fact-finding investigations and reports for student discrimination complaints.
- Conducts fact finding and adjudication of student employment grievances.
- Educates students on community responsibilities and living as a member of a community.
- Works with Residence Life to train relevant staff on the judicial process and develop the student staff's confrontation, communication, and leadership skills.
- Educates incoming students about the University of Hawai'i at Mānoa Student Conduct Code.
- Develops and presents preventative and educational programs for all students regarding their rights and responsibilities.
- Develops and presents programs to assist students in their intellectual, ethical, and moral development.
- Conducts assessment efforts to evaluate benefits of the sanctions and educational programming for students.
- Coordinates with the Ombudsperson Office and Matsunaga Institute for Peace to ensure smooth operations in dispute resolution and appropriate division of roles between advocate and arbiter.

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS
RESIDENTIAL LIFE

FUNCTIONAL STATEMENT

The Residence Life Office reports to the Vice Chancellor for Students and works to challenge and support students within the context of a learning community, to recognize and define themselves as unique, evolving, and self-directed individuals who develop a value system for life-long learning and good citizenship. The Residential Life Office:

- Promotes independent living, responsibility, community standards, and academic commitment through the operation of adequate, clean, and safe housing for students.
- Spearheads promotion of community and student development through human issues education, faculty involvement, and leadership programs.
- Works with colleagues to direct, supervise, and lead a residential life program, blending student development theory with values inherent in the education mission of the university.
- Delivers high quality residence hall retention efforts, develops special housing initiatives, and plans/develops initiatives that support the academic mission of the University in residential communities.
- Develops/implements training programs for staff efficiency and effectiveness.
- Provide special initiatives to build recruitment and retention programs for diverse student populations in coordination with the Office of Student Equity, Excellence, and Diversity.
- Conducts needs assessment, evaluates activities, and directs the development of a comprehensive program intended to develop the leadership knowledge and skills of students and promote student involvement.
- Develops training and marketing materials to promote student leadership development.
- Provides opportunity to create and conduct academic-based leadership development courses.
- Works with The Office of Undergraduate Education to promote a quality living-learning environment that will foster and enhance student communication.
- Creates programming that promotes a sense of neighborhood belonging.
- Develops, plans, and implements highly effective residential life activities and other co-curricular social and educational events.
- Oversees development and training of the student residential assistants.
- Enforces community conduct guidelines and performs behavioral interventions in accordance with student development policy.
- Administers housing applications, housing contracts, and room assignments in close coordination with Enrollment Management.
- Performs repair and maintenance for student housing facilities.
- Coordinates with the Vice Chancellor for Administration, Finance, and Operations in the implementation of the Preventive Maintenance Plan for residence life facilities.
- Establishes dedicated graduate student housing to attract and retain top graduate and professional students.
- Manages maintenance for facilities in a manner that provides prompt and appropriate remediation to residents 24 hours a day.
- Coordinates and provides information to Enrollment Management and collaborates on the development of the Enrollment Management Plan.
- Advises and supports leadership development, implements community standards, and promotes self-governance through residence hall councils.
- Establishes an appropriate security presence and coordinates proactively with campus security and the Honolulu Police Department, as appropriate, to provide a safe environment for residents.
- Conducts residential orientation in coordination with the New Student Orientation and the Dean of Undergraduate Education to provide students the opportunity to develop learning skills, attitudes, and familiarization with the campus that are necessary for success during the first year.
- Develops and implements programming to support new students in their transition into the University of Hawai'i at Mānoa.
- Develops and implements programming to support transfer students in their transition to the University of Hawai'i at Mānoa.
- Assists students in identifying off-campus housing.