

STATE OF HAWAI'I  
UNIVERSITY OF HAWAI'I  
UNIVERSITY OF HAWAI'I AT MĀNOA  
OFFICE OF THE PROVOST  
**OFFICE OF THE VICE CHANCELLOR FOR STUDENTS**

FUNCTIONAL STATEMENT

**OFFICE OF THE VICE CHANCELLOR FOR STUDENTS – Org Code: MAVCS**

**INTRODUCTION:**

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, enrollment management, and student life programs of the University of Hawai'i at Mānoa.

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.

Interaction with other UHM Vice Chancellors – The VCS works with the Vice Chancellor for Academic Affairs and the Assistant Vice Chancellor of Undergraduate Education on 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 Business and Finance 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.

**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.
- Oversees responsibilities for enrollment management programs in areas including recruitment, admission, financial aid and scholarships, registration, student records, and orientation.

### **ADMINISTRATIVE SERVICES OFFICE – Org Code: MAASVS**

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.
- Share 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.

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**OFFICE OF THE DEAN OF STUDENTS**

FUNCTIONAL STATEMENT

**OFFICE OF THE DEAN OF STUDENTS – Org Code: MADNST**

The Dean of Students reports directly to the Vice Chancellor for Students and is responsible for several Student Affairs programs. This office has oversight for the day to day operations of Counseling & Student Development, Judicial Affairs, Mānoa Career Center, Student Housing Services, Student Life & Development, and University Health Services.

**MAJOR FUNCTIONS OF THE OFFICE OF THE DEAN OF STUDENTS**

- Provides leadership to direct relevant campus programs and departments that promote students' intellectual and interpersonal development.
- Promotes partnerships between the formal academic experiences and the educational experiences which contribute equally outside of the formal classroom environment.
- Provides leadership relative to professional development, support, mentoring and counseling for student services personnel.
- Fosters collaboration among units. Provides opportunities for cross-training and customer service training for all employees within student services.
- Oversees student affairs faculty actions related to promotion, tenure and evaluation.
- Establishes common priorities that support the mission of the division to improve student life. Develops mechanisms and support for improvements in student life.
- Formulates, develops, implements and evaluates policies and regulations pertaining to student life, especially those related to alcohol and drug use, student conduct and student residences.
- Plans for a vibrant and lively campus life.
- Consults regularly with the Associated Students of the University of Hawai'i and the Graduate Student Organization and other student groups as appropriate.
- Establishes a student culture where diversity is encouraged and where students learn to respect differences, take responsibility for their actions, and exercise leadership.
- Researches, evaluates, develops and recommends policies and procedures for Student Affairs and for other related services that impact students.
- Represents the university in the community on matters pertaining to student personnel programs and activities.

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**STUDENT LIFE & DEVELOPMENT**

FUNCTIONAL STATEMENT

**STUDENT LIFE & DEVELOPMENT – Org Code: MASLD**

The Office of Student Life & Development reports to the Associate 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 meet 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 Life & Development are fulfilled through five core functions: program or service administration; organizational advising and support; facility operations; organizational training and development; and staff efficacy and 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 repairs; 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 and 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 outcomes; 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.

Student Life & Development is comprised of four sections reporting to the Director and described below. Each section contributes to the fulfillment of the department's mission by performing a differential ratio of the five core functions described earlier with a specialized focus as illustrated below.

#### **STUDENT LIFE BUSINESS SERVICES – Org Code: MABSSL**

- Budget development, preparation, maintenance, and variance.
- Financial accounting including revenue and cash deposits, purchasing, bond payments, and audits.
- Personnel recruitment, processing, payroll, and records management.
- Building management including facility use, property management, building security, and project management for new construction and renovation projects.
- Facility maintenance and repair.
- Universal debit card program including service development & design, operating process system design, training and development of end users.
- Divisional food service program including contract management and oversight.
- UPASS student transportation program including contract management and oversight.
- Alternative funding resource development.

#### **STUDENT EVENTS & CAMPUS LIFE SERVICES – Org Code: MASESL**

- Organizational advising and program/fiscal support for Campus Center Board, Activities Council, Board of Publications, Ka Leo O Hawai'i, Hawai'i Review, Broadcast Communication Authority, KTUH-FM campus radio station, and videocast UH Productions.
- Organizational training and development for Campus Center Board, Activities Council, Board of Publications, Ka Leo O Hawai'i, Hawai'i Review, Broadcast Communication Authority, KTUH-FM campus radio station, and videocast UH Productions.
- Student employee training and development.
- Advertising sales development and oversight.
- Publications operations including billing, accounts receivables, and circulation.
- Meeting and event services including sales/event planning, reservations & scheduling, production setups, equipment upkeep & inventory, onsite program coordination, and event evaluation.
- Service administration of student operated services including computer lab, lounge, graphics, gamesroom, and ticket and information.
- Service liaison for contracted vendors including American Savings Bank, UH Federal Credit Union, automated teller machines, barbershop, Subway, dental hygiene, and UH Bookstore.

#### **STUDENT INVOLVEMENT & LEADERSHIP DEVELOPMENT PROGRAMS – Org Code: MASISL**

- Organizational advising and program/fiscal support for Associated Students of the University of Hawai'i, Graduate Student Organization, and Student Activity & Program

Fee Board.

- Organizational training & development for Associated Students of the University of Hawai‘i, Graduate Student Organization, and Student Activity & Program Fee Board.
- Leadership education and development (credit classes; workshops and training for student volunteers, student organizations, and students; organizational consultation).
- New student programs including summer freshmen orientation, parent and family orientation, transfer student orientation.
- Registered Independent Organizations (resource liaison, program consultation, benefits advising, annual organization registration and orientation, hazing awareness training).

#### **STUDENT RECREATION SERVICES – Org Code: MASRSL**

- Organizational advising and program/fiscal support for Recreational Sports Programming Council, SAFC Mānoa Maniacs, and recreational services policy board.
- Organizational training & development for Recreational Sports Programming Council, SAFC Mānoa Maniacs, and recreational services policy board.
- Organized recreational play including registration and signups, and recruitment and training of officiating crews.
- Informal recreational play including gyms, fitness centers, facility management, equipment inventory and maintenance, and recruitment and training of student staff.
- Recreational equipment rental.
- Recreational Wellness and Leisure programs including Teams Course, crafts, dance and performance arts, fitness, personal wellness, outdoor land and water recreation, class registration and signups, instructor recruitment and support, and recruitment and training of student instructors.

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**MĀNOA CAREER CENTER**

FUNCTIONAL STATEMENT

**MĀNOA CAREER CENTER – Org Code: MAMCC**

The Mānoa Career Center reports to the Associate 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.

**CAREER SERVICES – Org Code: MACSCD**

- 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.
- 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.
- Promotes the University of Hawai'i at Mānoa at and through career fairs and recruitment opportunities.
- Maintains a close relationship with the University of Hawai'i Alumni Association and utilizes alumni to assist students in career decision-making and networking.
- Conducts evaluative assessments on programs and services offered to ensure support of the University of Hawai'i mission, specifically in student learning, retention, and recruitment.
- 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.

**COOPERATIVE EDUCATION – Org Code: MACECD**

- 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.
- Administers cooperative education & internship opportunities in coordination with academic units.
- 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.

**STUDENT EMPLOYMENT SERVICES – Org Code: MASECD**

- Interactive database for the purpose of employment processing, student and employer tracing, job posting, and student referrals.

- 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.
- Administers the Federal Work Study Program, Job Location & Development, and other federal programs as appropriate.
- Assists all campus employers in filling student assistant positions.
- Works with Enrollment Management to ensure coordination of employment components of financial aid packages.



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**STUDENT EQUITY, EXCELLENCE, AND DIVERSITY**

FUNCTIONAL STATEMENT

**STUDENT EQUITY, EXCELLENCE, AND DIVERSITY – Org Code: MASEED**

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

- Implements policies and supports campus and outreach programs to encourage campus diversity, provide equal educational 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. Administers the Kua'ana Student Services program and partners with Nā Pua No'eau, Hawai'inuiākea School of Hawaiian Knowledge Native Hawaiian Student Services and other university, pre-college and community programs to promote educational equity for the needs and interests of Native Hawaiians.
- Provides direct services and supports programs at Mānoa, systemwide, lower education, and with community groups to promote access and success for student populations that are first generation college students, under-served and underrepresented in higher education, which include, but are not limited to: African Americans, Filipinos, Hispanic, Laotian and Vietnamese, Native American/Alaska Natives, Native Hawaiians, Samoans and other Pacific Islanders.
- Provides student support services for equal access and success of students with disabilities, low-income, gay/lesbian/bisexual and transgendered, student parents, women, disadvantaged students, and veterans.
- Provides a comprehensive range of services including administering the Health Careers Opportunity Program, Graduate Professional Access, Online Learning Academy, career and workforce development, and research on diversity and barriers to equal access.
- Administers specific merit and need based scholarships that support equity and diversity.
- Administer non-credit programs for senior citizens attending classes.
- Supports the Mānoa Commission on Diversity, Diversity and Equity Initiative, and other activities relating to the university's strategic goals on equity and diversity.

**CHILDREN'S CENTER – Org Code: MACC**

- Operates the Children's Center at University of Hawai'i at Mānoa to provide child care services to student parents, faculty, and staff.
- Provides training opportunities for the development of competent professionals in quality integrated child care services.

**COLLEGE OPPORTUNITIES PROGRAM – Org Code: MACOP**

- 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 underrepresented minority students.
- Offers retention services for minority programs participants during the second semester.

**KOKUA – Org Code: MAKOKU**

- Provides academic support services to students with disabilities as mandated by federal and state laws, policies and procedures.

- 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.
- Supports the Commission on Disability Access.

#### **OFFICE OF MULTICULTURAL STUDENT SERVICES – Org Code: MAMULT**

- Provides transfer assistance to underrepresented minority students.
- Provides tutorial assistance, cultural awareness and recreational activities to underrepresented students at public elementary and intermediate/middle schools through early intervention programs.
- Provides peer tutorial and mentoring programs to promote proactive academic advising for under-represented minority students.
- Operates academic support services for underrepresented minorities on campus, including Filipinos, Southeast Asians, and Samoans.
- Provides support services and advocacy for underrepresented minorities on campus.

#### **WOMEN’S CENTER – Org Code: MAWC**

- 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 lesbian, gay, bisexual, transgender, and queer (LGBTQ) students, faculty and staff through a resource library, cultural activities, referrals, and programs that respond to specific concerns of LGBTQ+ people.
- Supports the Commission on LGBTI.
- Operates academic support services for LGBTQ+ and female students.
- Provides programming to support welfare recipients to work on campus as part of their public assistance.
- 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.

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**COUNSELING & STUDENT DEVELOPMENT**

FUNCTIONAL STATEMENT

**COUNSELING & STUDENT DEVELOPMENT – Org Code: MADRCL**

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

**COUNSELING SERVICES – Org Code: MACLCL**

- 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 Mānoa Career Center.
- 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 – Org Code: MATECL**

- Administers tests for clinical assessment purposes.

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**UNIVERSITY HEALTH SERVICES**

FUNCTIONAL STATEMENT

**UNIVERSITY HEALTH SERVICES – Org Code: MADRHW**

The University Health Services reports to the Associate Vice Chancellor for Students and oversees all wellness-related services for students.

**ADMINISTRATIVE SUPPORT – Org Code: MAASHW**

- Provides administrative unit support services for department operations including, but not limited to, cashiering, insurance billings and a wide variety of personnel and fiscal matters.
- Maintain student and patient health records.

**HEALTH EDUCATION AND PROMOTION – Org Code: MAHPHW**

- Offers public health education programming.
- 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 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.

**MEDICAL STAFF – Org Code: MAMSHW**

- 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 consultation and campus policy development on public health risks.
- Trains students in health professions and assists with research projects.
- Performs public health functions of disease prevention, surveillance, reporting, and control.

**NURSING STAFF – Org Code: MANSHW**

- Provides health care services to students through walk-in medical care.
- Provides immunizations, TB tests, travel advice, and physical exams.
- Performs health clearance for all entering students.
- Provides Red Cross and other first aid training to students, faculty, and staff.

**LABORATORY – Org Code: MALBHW**

- Provides laboratory services.

**PHARMACY – Org Code: MAPHHW**

- Operates a pharmacy.

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**JUDICIAL AFFAIRS**

FUNCTIONAL STATEMENT

**JUDICIAL AFFAIRS – Org Code: MAJDAF**

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

- Upholds students' rights under the Family Educational Rights and Privacy Acts.
- Compiles conduct code 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 Grievance Committee to adjudicate those grievances.
- 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 and Academic Grievance Procedures.
- 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 Matsunaga Institute for Peace to ensure smooth operations in dispute resolution and appropriate division of roles between advocate and arbiter.
- Supports the Office of Title IX by serving as an investigator or decision maker for formal Title IX investigations/cases.

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**STUDENT HOUSING SERVICES**

FUNCTIONAL STATEMENT

**STUDENT HOUSING SERVICES - Org Code: MASHS**

The Student Housing Services Office reports to the Associate 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 Student Housing Services Office:

**OPERATIONS – Org Code: MAOPSH**

- Promotes independent living, responsibility, community standards, and academic commitment through the operation of well-maintained, clean, and safe housing for students.
- Provides leadership, direction, and guidance in the planning, design, and maintenance of the residence halls and grounds.
- Conducts assessments, evaluates activities, and directs the development of a comprehensive program of facility maintenance intended to support department goals and mission.
- Manages maintenance and custodial services for facilities in a manner that provides prompt and appropriate service to the residential community and workplace.
- Manages repair and maintenance program for student housing facilities to ensure provision of safe, well-maintained facilities for the residential community and workplace.
- Oversees the maintenance and landscaping of residential buildings and grounds.
- Coordinates and implements a Preventive Maintenance Plan for housing facilities.
- Works in partnership with campus groups to incorporate sustainability principles into the planning, design, operational, and educational framework of the housing programs.
- Provides leadership in developing and implementing a comprehensive environmental and energy policy in support of the University's strategic sustainability goals.
- Develops/implements training programs for staff efficiency and effectiveness.
- Responsible for space and inventory management of supplies, equipment and furniture.

**ADMINISTRATION – Org Code: MAADSH**

- Ensures that the housing program is compliant with all applicable federal, state and local laws, and Board of Regent and University policies.
- Conducts assessments of housing expenditures, evaluates services, and directs the development of comprehensive and dynamic financial plans intended to support department goals and mission.
- Develops expenditure plans and maintains expenditure controls, requiring analyses of program needs to determine variances and makes recommendations for cost reductions/increases.
- Serves as the purchasing unit for student housing, ensures funds are encumbered, reviews and prepares procurement and payment documents for compliance with policies and procedures, as well as accuracy.
- Exercises budgetary oversight for delegated accounts.
- Interprets UH payroll policies and procedures and ensures departmental compliance.
- Serves as the collections unit. Establish and oversee policies and procedures to prevent and resolve account receivables in the student and conference housing programs.
- Oversees the residential food service program including contract management and oversight.

- Coordinates and reviews all personnel management and EEO/AA functions for department.
- Monitors and maintains all official personnel records and other required documents.
- Keeps abreast of technological innovations to improve efficiency, effectiveness, and quality of services for residents.
- Develops focused marketing strategies to increase desired customer response.
- Collaborates with appropriate University departments and programs to evaluate and revise policies and procedures to ensure programmatic compliance, efficiency, and effectiveness.
- Reviews and evaluates various means by which information is disseminated to stakeholders and takes necessary measures to improve information flow.
- Ensures that the management of assignments and conference housing programs are compliant with federal, state and local laws, and University policies.
- Administers housing applications, student and conference housing contracts, and room assignments in close coordination with external departments such as Enrollment Management, Financial Aid Services, Athletics, Cashier's Office, and KOKUA program.
- Coordinates and provides information to Enrollment Management and collaborates on the development of the Enrollment Management Plan.
- Collaborates with various University offices to promote a quality living-learning environment that will foster and enhance student growth.
- Develops/implements training programs for staff development, efficiency, and effectiveness.

#### **RESIDENTIAL LIFE – Org Code: MARLSH**

- Promotes independent living, responsibility, community standards, and academic commitment through the operation of well-maintained, 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 educational 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.
- Provides special initiatives to build recruitment and retention programs for diverse student populations in coordination with the Office of Student Equity, Excellence, and Diversity.
- Collaborates with various campus offices to promote a greater understanding of, and appreciation for, different cultures amongst residents.
- Conducts needs assessments, 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 opportunities to create and conduct academic-based leadership development courses.
- Collaborates with various University offices to promote a quality living-learning environment that will foster and enhance student communication.
- Creates programming that promotes a sense of belonging.
- Develops, plans, and implements highly effective residential life activities and other co-curricular social and educational events.
- Oversees development and training of student paraprofessionals.
- Enforces community standards guidelines and performs behavioral interventions in accordance with student development theory and University policy.
- Establishes dedicated graduate student housing to attract and retain top graduate and professional students.
- Advises and supports leadership development, implements community standards, and promotes self-governance through residence hall councils.



- Coordinates proactively with the Department of Public Safety and the Honolulu Police Department, as appropriate, to provide a safe environment for residents.
- Collaborates with New Student Orientation 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.

STATE OF HAWAII  
UNIVERSITY OF HAWAII  
UNIVERSITY OF HAWAII AT MĀNOA  
OFFICE OF THE PROVOST  
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS  
**ENROLLMENT MANAGEMENT**

FUNCTIONAL STATEMENT

**ENROLLMENT MANAGEMENT – Org Code: MAEM**

Under the leadership of the Assistant Vice Chancellor for Enrollment Management, enrollment management programs work together to provide seamless services to undergraduate students for recruitment, admission, financial aid and scholarships, registration, student records, orientation, and support in the transition to college life. It also supports the other units under the Vice Chancellor for Students. The unit has the following responsibilities:

- Develops campus enrollment goals and an enrollment management plan in consultation with the Vice Chancellor for Academic Affairs, the Assistant Vice Chancellor for Undergraduate Education, and the Dean of Graduate Education.
- Determines the most efficient use of university time and space resources to ensure maximum utilization in setting the master schedule.
- Establishes coordinated deadlines for admissions, financial aid, and housing in coordination with Residence Life.
- Manages the registration and student records system for the Mānoa campus including management of the Banner Student Information System for the Mānoa campus in consultation with the Vice Chancellor for Academic Affairs, the Assistant Vice Chancellor for Undergraduate Education, and the Dean of Graduate Education.
- Oversees the Recruitment and Admissions, Records, and the Financial Aid & Scholarship Services units. These units support the development and implementation of the campus enrollment plan.

**INFORMATION AND COMPUTER SERVICES – Org Code: MAITEM**

- Assists with implementing the student information system (SIS) and reporting systems, currently Banner and the Operational Data Store (ODS) respectively, as they relate to enrollment management units.
- Plans and implements necessary computer support for enrollment management units; identifies those areas which may require computerization and determines system specifications.
- Schedules, produces, and distributes reports containing course, student and enrollment information to UHM colleges, departments, and other interested offices and off-campus agencies.
- Provides statistical reports assessing the impact of policies and procedures on enrollment management units and other programs.
- Maintains inventory of computer related forms/equipment/supplies for data gathering and computer-generated output.
- Develops and maintains required IT programs and services needed to maintain institutional eligibility for Federal Financial Aid Programs.
- Reviews and evaluates the various means by which information is disseminated to students and the public; takes necessary measures to improve information flow.
- Prepares statistical and narrative information regarding UHM provided to publishers of college guidebook, etc.

**OFFICE OF ADMISSIONS – Org Code: MAOAEM**

- Conducts admissions presentations to high school students in Hawai'i and select schools in the Continental U.S. as well as Asia.

- Provides high schools and community colleges with current information on programs at UHM.
- Maintains a close working relationship with high school administrators, counselors, and teachers.
- Coordinates group and daily campus visits by prospective students to UHM.
- Sponsors annual workshops for high school counselors.
- Sponsors annual programs for prospective community college transfer students.
- Sponsors recruitment programs in the Neighbor Islands for prospective students and their families.
- Coordinates Mānoa's participation at college fairs in Hawai'i, the Mainland, and in Asia.
- Coordinates the Student Ambassadors program.
- Coordinates the Hoa Kako'o Shadowing program.
- Disseminates the recruitment mailings to prospective students.
- Produces recruitment literature and other recruitment materials.
- Provides telecounseling to prospective applicants and accepted students.
- Assists with activities to recruit students, including workshops, high school visits, college fairs, development of literature, etc.
- Consults with faculty to establish policies and procedures for the admission and placement of American and foreign students into UHM programs.
- Reviews transcripts, standardized test scores, and other supporting documents to determine admissibility of applicants.
- Counsels applicants, parents, and faculty regarding admissions requirements.
- Assists with implementing UHM's controlled growth policy.
- Evaluates prior college-level work from other U.S. institutions, foreign institutions, military service and schooling, Advanced Placement Program, College Level Examination Program, etc., to determine course transferability and course equivalency; consult with academic department when appropriate.
- Evaluates the effectiveness and efficiency of the means by which applications are solicited, reviewed, and acted upon.
- Continually assesses admissions standards and academic policies related to admission of students and transfer of coursework; recommends changes when appropriate.
- Determines the tuition status of all applicants and students.
- Counsels non-admitted students and assists them with options to enroll in other post-secondary institutions.

#### **OFFICE OF THE REGISTRAR – Org Code: MARGEM**

- In cooperation with College Deans, develops a master schedule of courses that is responsive to historical and projected enrollment patterns.
- Maintains an accurate up-to-date Course Master List. Provides quality control to insure consistency and accuracy among the Schedule of Classes, the Course Master List, and the UHM-1 Forms.
- Plans, coordinates, and administers the registration process. Evaluates the effectiveness and the efficiency of the registration procedures utilized.
- Plans, coordinates, and administers grade reporting for the fall and spring regular day semesters.
- Establishes, implements, and manages procedures for students petitioning to graduate.
- Maintains academic and personal history records of all students ever enrolled at UHM.
- Creates and maintains official academic records for all students in conformance with a standard of accuracy.
- Establishes procedures for creating and maintaining student records in accordance with accepted national standards, University rules and regulations, and Federal privacy regulations.
- Establishes procedures to safeguard the confidentiality of records in accordance with federal and state legislation (e.g., the Family Educational Rights and Privacy Act of 1974) and University policies and procedures.
- Provides current and past students with official documentation of their academic record including transcripts, verification of enrollment, and verification of degree.

- Administers Veteran's Administration benefits for all qualified veterans and/or dependents.

**FINANCIAL AID SERVICES – Org Code: MAFAEM**

- Conducts financial needs analysis for all admitted students/applicants.
- Provides oversight of scholarship programs and donors.
- Identifies and secures appropriate student financial aid funds from federal, state, and private sources.
- Awards and accounts for funds in conformance with applicable 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 students' aid reports on a variety of topics related to the administration of student financial aid.
- Maintains a close relationship with Mānoa Career Center to ensure coordination of employment components of financial aid packages.