

STATE OF HAWAI'I  
UNIVERSITY OF HAWAI'I  
UNIVERSITY OF HAWAI'I AT MĀNOA  
OFFICE OF THE PROVOST  
OUTREACH COLLEGE

**FUNCTIONAL STATEMENT**

**OFFICE OF THE DEAN – Org Code: MADNOR**

Under the general direction of the Provost, University of Hawai'i at Mānoa, this Office plans, organizes, directs, evaluates and controls the programs of the Outreach College. In addition to representing the College in community meetings and other events, this Office is also responsible for the following:

- Provides leadership to the College.
- Establishes program priorities.
- Oversees the development and evaluation of programs that 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 and standards. For courses and programs offered for credit, collaborates with the University's colleges, schools, departments, and institutes to offer and approve courses and instructors. For non-credit courses and programs, works with University's colleges and with external organizations and professional associations to offer courses and programs that meet educational demands and conform to University and professional standards.
- 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, within the Outreach College, or with external professional associations.

- 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 member representatives of University colleges, departments, alumni, and local business and community organizations. Members of the Council are appointed by the Vice Provost for Academic Excellence for the University of Hawai'i at Mānoa. When needed, the College Advisory Council will create subcommittees to deal with specific concerns.

### **CONTINUING & PROFESSIONAL PROGRAMS – Org Code: MAPROR**

Under the general direction of the Dean, this unit offers credit and noncredit continuing education and professional courses and programs throughout the year. With the goal of servicing student populations that cannot, or prefer not to, attend credit programs offered on campus during the regular Fall/Spring term schedules, this unit offers a broad spectrum of programs, including, professional masters programs, online undergraduate degree completion programs, noncredit certificate programs, and short-term noncredit courses and workshops. All credit offerings consist of approved UHM courses and are offered in partnership with UHM academic colleges. Noncredit offerings may be offered in cooperation with or independent of UHM academic units.

Specific functions for Continuing & Professional Programs include the following:

- Work with UHM academic units to determine the demand for continuing and professional programs and the design of such programs, including conformance to degree and accreditation requirements;
- Plan and manage the logistics of course and program offerings to ensure they are done in a highly professional manner;
- Establish and maintain relationships with organizations and firms in the local community to allow the College to offer programs that meet the community's educational needs;
- Coordinate the offering of courses and the registration process with Academic Support Services;
- Coordinate with Marketing Services on market research for and the promotion of courses and programs;
- 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, dissemination of course materials; and the processing of fiscal

documents, e.g., contracts, travel, memoranda of agreement, purchase orders, rental agreements for off-campus classrooms;

- Establish and monitor budgets for courses and programs; and
- Facilitate and promote the use of distance learning technologies in course development and delivery.

### **SUMMER SESSIONS – Org Code: MASMOR**

Under the general direction of the Dean, offers credit courses and special programs during the two summer terms with the dual goals of providing UHM students with options to meet their educational aspirations and providing visiting students with interesting opportunities that will attract them to UHM during the summer. Credit offerings consist of approved University courses and are offered in partnership with UHM academic colleges.

Specific functions of Summer Sessions include the following:

- Work with UHM academic units to determine the demand for summer courses that will facilitate student success;
- Coordinate the offering of courses and the registration process with Academic Support Services;
- Provide special institutes and courses during the summer, such as field study courses, science programs for pre-college students, study abroad programs for foreign students, and summer internships.
- Coordinate with Marketing Services on market research for and the promotion of summer courses and programs;
- Develop and coordinate special events on campus during the summer, such as, the Kids First! Film Festival, sustainability day, and social events for summer students and the community;
- Ensure the quality of instruction through orienting instructors to different modes of delivery and evaluation of courses and instructors;
- As needed, provide administrative support to instructors;
- Monitor courses, serving as ombudsman between students and instructors/departments;
- Plan and monitor the budget for summer courses and programs; and
- Work with Administrative Services to produce a final Summer Revenue Report by October 1 each year.

### **COMMUNITY PROGRAMS – Org Code: MACPOR**

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 – Org Code: MAINOR**

Under the general direction of the Dean, this program offers a range of programs for foreign students and visitors, primarily focused on, but not limited to, non-credit English language training. The Office of International Programs:

- 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 students and professionals from abroad exposure to current American perspectives and practices in their areas of interest, study or profession, such as social work, health care, teaching ESL, or business practices;
- Works with UHM academic colleges to deliver pathway programs for foreign students wishing to enter undergraduate and graduate degree programs; and
- Works with UHM colleges and departments to design and deliver short-term programs for groups of foreign visiting students and faculty.

## **MARKETING SERVICES – Org Code: MACSOR**

Under the general direction of the Dean, provides marketing services to the College spanning strategic marketing, market research, audience development, creative services, and community outreach. Also, provides support for and oversight of external communications. The major functions of the unit are:

- Works with the Dean's Office to develop marketing strategies for the College;
- Works with program units in the college to develop marketing strategies for current and planned programs;
- Produces informational and promotional materials for media dissemination, including contracted media and marketing services, to publicize and promote the College's educational and community programs;
- Oversees the Colleges web assets and develops social media strategies to ensure quality and adherence to College standards and governmental regulations, such as ADA requirements;
- Works with units within the College on the crafting of external communications;
- Reviews external communications to ensure quality and adherence to College standards; and
- Coordinates with appropriate University communications units, such as, External Affairs and University Relations, alumni associations, and Information Technology Services.

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**OFFICE OF ACADEMIC SUPPORT SERVICES**

**FUNCTIONAL STATEMENT**

**OFFICE OF ACADEMIC SUPPORT SERVICES – Org Code: MAAAOR**

Under the general direction of the Associate Dean of the College, provides for the administrative support of the College through several units: Student Services, Administrative Services, and Computer & Data 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 – Org Code: MASSOR**

Under the general direction of the Associate Dean of the College, 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 – Org Code: MAASOR**

Under the general direction of the Associate Dean of the College, 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.

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.

### **COMPUTER & DATA SERVICES – Org Code: MACDOR**

Under the general direction of the Associate Dean of the College, provide information technology support and data services to the College. The major functions of the unit are:

- Develops, maintains, and improves the College's computers and network infrastructure to meet the 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 of software database systems;



- Coordinates with the University's Information Technology Services unit where necessary for the maintenance of the College's information infrastructure and systems;
- Provides technical assistance to the College's staff in gathering, analyzing, and reporting data needed for operational and programmatic support;
- Liaisons with vendors of information systems purchased or leased by the College and provides technical support to the College for these systems;
- Assists in the development of distance education programs.