

STATE OF HAWAI'I  
UNIVERSITY OF HAWAI'I  
UNIVERSITY OF HAWAI'I AT MĀNOA  
**OFFICE OF THE VICE PROVOST FOR STUDENT SUCCESS**

FUNCTIONAL STATEMENT

**OFFICE OF THE VICE PROVOST FOR STUDENT SUCCESS (OVPSS) – Org Code: MAVCS**

The Office of the Vice Provost for Student Success (OVPSS) provides leadership for the planning, direction, coordination, and executive management of all student service areas under the auspices of the Vice Provost for Student Success (VPSS) including student services administration; responsibility for the planning, direction, development, coordination, and management of programs aimed at increasing student well-being, and academic and co-curricular success at the University of Hawai'i at Mānoa. The Vice Provost for Student Success (VPSS) serves as the senior student officer and policy advisor to the Provost in assigned areas and is also a member of the Mānoa Cabinet and the Provost's Council.

The VPSS has the authority to oversee and develop programs to serve students; develop, promulgate and enforce student policies; and to take actions to improve student services. The VPSS interacts with other UHM Vice Provosts, Deans, Directors and governance representatives from student, faculty, staff and Native Hawaiian governance groups. VPSS works with the Vice Provost for Academic Excellence and other administrators on academic advising, tutoring, and other issues as appropriate to ensure the optimal delivery of student services. The VPSS works with the VPEM to strategize on enrollment practices, and ensures the enrollment marketing/branding aligns with student initiatives and programs. The VPSS works with the Chief Business Officer 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 VPSS works with Manoa CARES and the Office of Institutional Equity and Title IX to build on feedback and continuously improve services to students.

The VPSS provides leadership and strategic direction for the following units and programs:

Administrative Services

Office of the Dean of Students

Student Co-Curricular Services

- Onboarding activities
- Student Life and Development
- Mānoa Career Center
- University Health Services
- Student Residential life
- Counseling and Student Development
- Student Conduct
- Children's Center

Student Diversity and Inclusion

- KŌKUA (Disability Services)

Office of Multicultural Student Services  
College Opportunities Program  
Women's Center  
LGBTQ+  
Veteran Student Services  
Graduate Professional Access Program  
Health Careers Opportunities Program  
Federal & State Granted Programs

#### Student Academic Success

Mānoa Academic Advising (Mānoa Advising Center, Mānoa Transfer Coordination Center, Pre-Health/Pre-Law Advising, Student Athlete Academic Services)  
First Year Programs  
Learning Academy (including Learning Assistance Center & Online Learning Academy)  
Office of Civic and Community Engagement (including Service Learning & Hawaii Pacific Islands Campus Compact)  
Commencement

Specific OVPSS responsibilities include the following:

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

admission, financial aid and scholarships, registration, student records, and orientation.

### **OFFICE OF THE DEAN OF STUDENTS**

The Dean of Students reports directly to the VPSS and is responsible for supporting assigned student success initiatives and programs.

Major functions include:

1. Provides leadership to direct relevant campus programs and departments that promote students' intellectual and interpersonal development.
2. Promotes partnerships between the formal academic experiences and the educational experiences which contribute equally outside of the formal classroom environment.
3. Provides leadership relative to professional development, support, mentoring and counseling for student services personnel.
4. Fosters collaboration among units. Provides opportunities for cross-training and customer service training for all employees within student services.
5. Oversees student affairs faculty actions related to promotion, tenure and evaluation.
6. Establishes common priorities that support the mission of the division to improve student life. Develops mechanisms and support for improvements in student life.
7. 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.
8. Plans for a vibrant and lively campus life.
9. Consults regularly with the Associated Students of the University of Hawai'i and the Graduate Student Organization and other student groups as appropriate.
10. Establishes a student culture where diversity is encouraged and where students learn to respect differences, take responsibility for their actions, and exercise leadership.
11. Researches, evaluates, develops and recommends policies and procedures for Student Success and for other related services that impact students.
12. Represents the university in the community on matters pertaining to student personnel programs and activities.
13. New student programs including summer freshmen orientation, parent and family orientation, transfer student orientation.

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

The Administrative Services Office supports the Vice Provost for Student Success and provides administrative support to all of the units reporting to the Vice Provost for Student Success.

Major functions include:

1. Formulates annual operating budgets and develops allocations to the operating units.
2. Develops expenditure plans and maintains expenditure controls, which require analyzing program needs to determine variances and the recommendation to the resolution of these variances.
3. 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.
4. Maintains accounting records.
  5. Plans, organizes, coordinates, and reviews all personnel management and EEO/AA functions for student services units.
  6. Shares responsibility for enforcement of the campus equal employment opportunity policies among student services units.
  7. 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.
  8. Manages the Queen Lili'uokalani Center for Student Services.

### **STUDENT CO-CURRICULAR SUCCESS – Org Code: MADNST**

The Student Co-curricular Success programs include the following:

Onboarding activities  
Student Life and Development  
Mānoa Career Center  
University Health Services  
Student Residential life  
Counseling and Student Development  
Student Conduct  
Children's Center

### **ONBOARDING ACTIVITIES**

To support and foster student success, various onboarding initiatives and activities (New Student Orientation, first day of the academic year kick off, student mentoring program, etc.) are developed and implemented to enhance growth and engagement in the campus community.

### **STUDENT LIFE AND DEVELOPMENT – Org Code: MASLD**

The Office of Student Life and Development reports to the OVPSS 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 and 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 and 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 and 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 and 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 follows:

**Student Life Business Services – Org Code: MABSSL**

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

**Student Events & Campus Life Services – Org Code: MASESL**

1. 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.
2. 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.
3. Student employee training and development.
4. Advertising sales development and oversight.
5. Publications operations including billing, accounts receivables, and circulation.
6. Meeting and event services including sales/event planning, reservations & scheduling, production setups, equipment upkeep and inventory, onsite program coordination, and event evaluation.
7. Service administration of student operated services including computer lab, lounge, graphics, and ticket and information.
8. Service liaison for contracted vendors including American Savings Bank, UH Federal Credit Union, automated teller machines, Subway, dental hygiene, and UH Bookstore.

**Student Involvement & Leadership Development Programs – Org Code: MASISL**

1. Organizational advising and program/fiscal support for Associated Students of the University of Hawai'i, Graduate Student Organization, and Student Activity and Program Fee Board.
2. Organizational training and development for Associated Students of the University of Hawai'i, Graduate Student Organization, and Student Activity and Program Fee Board.

3. Leadership education and development (credit classes; workshops and training for student volunteers, student organizations, and students; organizational consultation).
4. Registered Independent Organizations (resource liaison, program consultation, benefits advising, annual organization registration and orientation, hazing awareness training).

#### **Student Recreation Services – Org Code: MASRSL**

1. Organizational advising and program/fiscal support for Recreational Sports Programming Council and recreational services policy board.
2. Organizational training and development for Recreational Sports Programming Council and recreational services policy board.
3. Organized recreational play including registration and signups, and recruitment and training of officiating crews.
4. Informal recreational play including gyms, fitness centers, facility management, equipment inventory and maintenance, and recruitment and training of student staff.
5. Recreational equipment rental.
6. 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.

#### **MĀNOA CAREER CENTER - Org Code: MACSCD**

The Mānoa Career Center 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 through three units.

#### **Career Services – Org Code: MACSCD**

1. Provides comprehensive and progressive individual and group career counseling to enable students to make appropriate decisions and choices.
2. 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 Excellence, and Research and Scholarship support programs as appropriate.
3. Develops, implements, and evaluates career programs to increase student awareness of, and participation in, employment and career services programs.
4. Assists students and alumni in matters related to careers, vocations, and employment by maintaining a career library, job announcements, and credential file.
5. Promotes UH Mānoa at and through career fairs and recruitment opportunities.
6. Maintains a close relationship with the University of Hawai'i Alumni Association and utilizes alumni to assist students in career decision-making and networking.
7. 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.
8. Participates in research and remains updated in current employment trends and

- issues through local, regional, and national associations.
9. Coordinates with Student Academic Success and Enrollment Management for the provision of Service Learning opportunities to students.

**Cooperative Education– Org Code: MACECD**

1. Facilitates student work-based learning through progressive career development programming and collaborative partnerships with a spectrum of employers, community, faculty, and staff.
2. Articulates the relationship between academic studies and work-based learning through programming, counseling, and policy recommendations.
3. Administers cooperative education and internship opportunities in coordination with academic units.
4. 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**

1. Interactive database for the purpose of employment processing, student and employer tracing, job posting, and student referrals.
2. 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.
3. Serves as advocate for students in employment matters.
4. Administers the Federal Work Study Program, Job Location & Development, and other federal programs as appropriate.
5. Assists all campus employers in filling student assistant positions.
6. Works with Enrollment Management to ensure coordination of employment components of financial aid packages.

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

The University Health Services reports to the VPSS and oversees all health and wellness-related services for students through six units. Major functions include:

**Administrative Support – Org Code: MAASHW**

1. 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.
2. Maintain student and patient health records.
3. 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.

**Health Education and Promotion – Org Code: MAHPHW**

1. Offers public health education programming.



2. Assesses campus health and students' health needs, perceptions, and behaviors.
3. Utilizes peer education and service learning to deliver health education programming.
4. Performs outreach such as small group and health fairs and in-house counseling and information dissemination.
5. Operates a health resource center.
6. Operates services for the prevention and treatment of substance abuse among students.
7. Provides referrals to psychological counseling or medical services through a well-developed referral process.
8. 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.
9. Provides health counseling/education/prevention in such areas as nutrition and body image, alcohol/other drug use, responsible sexuality, tobacco, and wellness/stress reduction.
10. Provides clinical training and teaching opportunities in Health Services.
11. Provides practicum and internship opportunities and assistance with student projects.

**Medical Staff – Org Code: MAMSHW**

1. Provides primary care medical services to students by appointment and through walk-in medical care.
2. Operates specialty clinics such as Women's Health, Sports Medicine, Physical Therapy, Dermatology, Nutrition, and STD screening, and anonymous HIV testing.
3. Provides consultation and campus policy development on public health risks.
4. Trains students in health professions and assists with research projects.
5. Performs public health functions of disease prevention, surveillance, reporting, and control.

**Nursing Staff – Org Code: MANSHW**

1. Provides health care services to students by appointment and through walk-in medical care.
2. Provides immunizations, TB tests, travel advice, and physical exams.
3. Performs health clearance for all entering students.
4. Provides 24/7 Nurse Line and Triage Services.

**Laboratory – Org Code: MALBHW**

1. Provides laboratory services.

**Pharmacy – Org Code: MAPHHW**

1. Operates a pharmacy.

**STUDENT RESIDENTIAL LIFE - Org Code: MASHS**

The Student Residential Life Office reports to the VPSS 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 Residential Life Office supports residential life through its student housing services administration and residential life, and operations units.

#### **Administration – Org Code: MAADSH**

1. Ensures that the housing program is compliant with all applicable federal, state and local laws, and Board of Regent and University policies.
2. Conducts assessments of housing expenditures, evaluates services, and directs the development of comprehensive and dynamic financial plans intended to support department goals and mission.
3. Develops expenditure plans and maintains expenditure controls, requiring analyses of program needs to determine variances and makes recommendations for cost reductions/increases.
4. 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.
5. Exercises budgetary oversight for delegated accounts.
6. Interprets UH payroll policies and procedures and ensures departmental compliance.
7. Serves as the collections unit. Establish and oversee policies and procedures to prevent and resolve account receivables in the student and conference housing programs.
8. Oversees the residential food service program including contract management and oversight.
9. Coordinates and reviews all personnel management and EEO/AA functions for department.
10. Monitors and maintains all official personnel records and other required documents.
11. Keeps abreast of technological innovations to improve efficiency, effectiveness, and quality of services for residents.
12. Develops focused marketing strategies to increase desired customer response.
13. Collaborates with appropriate University departments and programs to evaluate and revise policies and procedures to ensure programmatic compliance, efficiency, and effectiveness.
14. Reviews and evaluates various means by which information is disseminated to stakeholders and takes necessary measures to improve information flow.
15. Ensures that the management of assignments and conference housing programs are compliant with federal, state and local laws, and University policies.
16. Administers housing applications, student and conference housing contracts, and room assignments in close coordination with external departments such as Enrollment Management, Financial Aid Services and Scholarships, Athletics, Cashier's Office, and KOKUA program.
17. Coordinates with and provides information to Enrollment Management and collaborates on the development of the Enrollment Management Plan.
18. Collaborates with various University offices to promote a quality living-learning environment that will foster and enhance student growth.
19. Develops/implements training programs for staff development, efficiency, and effectiveness.

## **Residential Life – Org Code: MARLSH**

1. Promotes independent living, responsibility, community standards, and academic commitment through the operation of well-maintained, clean, and safe housing for students.
2. Spearheads promotion of community and student development through human issues education, faculty involvement, and leadership programs.
3. 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.
4. 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.
5. Develops/implements training programs for staff efficiency and effectiveness.
6. Provides special initiatives to build recruitment and retention programs for diverse student populations in coordination with the Office of Student Diversity and Inclusion.
7. Collaborates with various campus offices to promote a greater understanding of, and appreciation for, different cultures amongst residents.
8. 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.
9. Develops training and marketing materials to promote student leadership development.
10. Provides opportunities to create and conduct academic-based leadership development courses.
11. Collaborates with various University offices to promote a quality living-learning environment that will foster and enhance student communication.
12. Creates programming that promotes a sense of belonging.
13. Develops, plans, and implements highly effective residential life activities and other co-curricular social and educational events.
14. Oversees development and training of student paraprofessionals.
15. Enforces community standards guidelines and performs behavioral interventions in accordance with student development theory and University policy.
16. Establishes dedicated graduate student housing to attract and retain top graduate and professional students.
17. Advises and supports leadership development, implements community standards, and promotes self-governance through residence hall councils.
18. Coordinates proactively with the Department of Public Safety and the Honolulu Police Department, as appropriate, to provide a safe environment for residents.
19. 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.
20. Develops and implements programming to support new students in their transition into the University of Hawai'i at Mānoa.
21. Develops and implements programming to support transfer students in their transition to the University of Hawai'i at Mānoa.

## **Student Residential Life Operations – Org Code: MAOPSH**

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

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

The Counseling and Student Development Center reports to the VPSS and oversees all counseling-related services for students through two units Counseling Services (Org Code: MACLCL) and Testing (Org Code: MATECL).

Major functions include:

1. Provides individual, group and/or couple's counseling for students to assist with mental health, personal or academic concerns through the development of increased self-awareness, knowledge and skills.
2. Provides crisis response.
3. Provides psychiatric consultation.
4. Serves as a APA accredited doctoral psychology internship and practicum site for advanced mental health professionals-in-training.
5. Works closely with Residential Life to provide on-site emergency response and training and support for both student and professional staff.
6. Works closely with the campus community to provide workshops, outreach, and training opportunities.
7. Provides personality and career assessment purposes as well as academic and certification testing.

### **STUDENT CONDUCT – Org Code: MAJDAF**

The Office of Student Conduct oversees all formal judicial affairs involving students.

1. Upholds students' rights under the Family Educational Rights and Privacy Acts.
2. Compiles conduct code violation statistics in accordance with relevant statutes.

3. Works with both students who have been accused of violations of UH Mānoa standards and the victims of such violations.
4. Conducts fact-finding investigations and adjudicates disputes involving the student conduct code.
5. Convenes the Academic Grievance Committee to adjudicate those grievances.
6. Conducts fact-finding investigations and reports for student discrimination complaints.
7. Conducts fact-finding and adjudication of student employment grievances.
8. Educates students on community responsibilities and living as a member of a community.
9. Works with Student Residential Life to train relevant staff on the judicial process and develops the student staff's confrontation, communication, and leadership skills.
10. Educates incoming students about the UH Mānoa Student Conduct Code and Academic Grievance Procedures.
11. Develops and presents preventative and educational programs for all students regarding their rights and responsibilities.
12. Develops and presents programs to assist students in their intellectual, ethical, and moral development.
13. Conducts assessment efforts to evaluate benefits of the sanctions and educational programming for students.
14. Coordinates with the Matsunaga Institute for Peace to ensure smooth operations in dispute resolution and appropriate division of roles between advocate and arbiter.
15. Supports the Office of Institutional Equity and Title IX by serving as an investigator or decision maker for formal Title IX investigations/cases.

#### **CHILDREN'S CENTER – ORG CODE: MACC**

The Children's Center at UH Mānoa provides child care services to student parents, faculty, and staff and provides training opportunities for the development of competent professionals in quality integrated child care services.

#### **STUDENT DIVERSITY AND INCLUSION – Org Code: MASEED**

The Office of Student Diversity and Inclusion promotes diversity, supports historically underrepresented and underserved students, and promotes access at the UH Mānoa through its various programs. Specific programs include the following:

KŌKUA (Disability Services)  
 Office of Multicultural Student Services  
 Veteran Student Services  
 Graduate Professional Access Program  
 Health Careers Opportunities Program  
 Women's Center  
 LGBTQ+  
 College Opportunities Program  
 Federal & State Granted Programs

The major functions include:

1. Implements policies and supports campus and outreach programs to encourage campus diversity, provide equal educational access, accommodations, and support for students throughout the academic preparedness and achievement spectrum.
2. Provides programs that promote educational equity for the needs and interests of traditionally underrepresented and underserved populations on campus. Administers pre-college and community-based programs to promote educational equity for the needs and interests of Native Hawaiians, Filipinos, Pacific Islanders, and other underrepresented students.
3. Provides direct services and supports programs at Mānoa, systemwide, in the DOE, and with community groups to promote access and success for student populations that are first-generation college students, underserved 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.
4. Provides student support services for equal access and success for students who are immigrants, first-generation, disabled, low-income, undocumented, gay/lesbian/bisexual/transgender, non-binary, student parents, women, veterans, immigrants, and from other historically underrepresented and underserved communities.
5. Provides a comprehensive range of services including administering the Health Careers Opportunity Program, Graduate Professional Access, and other programs to provide career and workforce development, research on diversity, and programs to overcome barriers to equal access.
6. Administers specific merit and need based scholarships that support equity and diversity.
7. Administers non-credit programs for senior citizens attending classes.
8. Supports the Mānoa Commission on Inclusion and Diversity, the SEED Inclusion, Diversity, Equity, Access, and Success (IDEAS) grants, and other activities relating to the university's strategic goals on equity, inclusion and diversity.

#### **KOKUA (DISABILITY SERVICES) – ORG CODE: MAKOKU**

The KŌKUA program facilitates equal access for students with disabilities. KOKUA serves undergraduate, graduate, and professional students with learning, physical, psychiatric, and other documented disabilities in accordance with federal and state laws, policies and procedures.

The major functions are:

1. Provides comprehensive, customized and confidential disability access services to students with disabilities.
2. Provides technical assistance on federally mandated “equal access” by students with disabilities to faculty, staff and administration.
3. Supports the Commission on Disability Access.

#### **OFFICE OF MULTICULTURAL STUDENT SERVICES – ORG CODE: MAMULT**

The Office of Multicultural Student Services provides recruitment, transfer outreach, and retention support for traditionally underrepresented and underserved students.

The major functions are:

1. Provides tutorial assistance, cultural awareness and recreational activities to underrepresented students at public intermediate/middle schools and high schools through early intervention programs.
2. Provides peer tutorial and mentoring programs to promote proactive academic advising for underrepresented students.
3. Operates academic support services for underrepresented undergraduate and graduate students on campus, including Filipinos, Southeast Asians, and Pacific Islander students.
4. Provides support services and advocacy for underrepresented students on campus.

#### **COLLEGE OPPORTUNITIES PROGRAM – ORG CODE: MACOP**

The College Opportunities Program (COP) is a statewide entry-level freshman program that recruits and prepares Hawai'i residents who may not meet the minimum requirements for admission to UHM, to be successful in college. COP administers a dynamic and intensive summer academic enrichment program for traditionally underrepresented students who are academically under prepared and economically disadvantaged. The program continues to provide personalized advising, support, and retention services until graduation.

#### **WOMEN'S CENTER – ORG CODE: MAWC**

The Women's Center provides support services, resources, and advocacy for students, faculty, and staff through retention-based programs, cultural activities, referrals, and student support services that respond to special concerns of women.

Major functions include:

1. Provides support services and advocacy for women, non-binary, and lesbian, gay, bisexual, transgender, and queer (LGBTQ) students, through a resource library, cultural activities, referrals, programs, and student support services.
2. Operates academic support services for women, non-binary, and LGBTQ+ students.
3. Provides programming to support students who are welfare recipients to work on campus as part of their public assistance.
4. Provides assistance to students who are welfare recipients in navigating the University and State Department of Human Services offices to support their educational pursuits.
5. Operates primary prevention programming to prevent sexual assault and relationship violence among students.

#### **LGBTQ+ - ORG CODE: MALGBT**

1. Lesbian, Gay, Bisexual, Transgender, Queer+ (LGBTQ+) Center works to maintain a safe and inclusive campus environment that is free from harassment and discrimination.
2. Empowers students to create healthy living-learning communities, enhance interpersonal growth, and celebrate academic achievement.
3. Supports the Commission on LGBTI Equality.

#### **VETERAN STUDENT SERVICES – ORG CODE: MAVTSS**

The Office of Veteran Student Services operates student services and academic support services to student veterans and military connected students.

The major functions are:

1. Provides support services and advocacy for student veterans and other military connected students through campus programming, educational workshops, and other special events related to specific concerns of these populations.
2. Provides assistance with GI Bill benefits, VA educational benefits, and other specialized services for student veterans and military connected students.
3. Provides technical assistance on issues related to student veterans and military connected students for faculty, staff, and administration.
4. Supports the UHM Student Veterans of America chapter.

### **GRADUATE PROFESSIONAL ACCESS PROGRAM**

The Graduate Professional Access Program promotes the success of first-generation, low income, and historically underserved students and prepares them for graduate education.

### **HEALTH CAREERS OPPORTUNITIES PROGRAM**

The Health Careers Opportunity Program provides an educational pathway to health careers at UH Mānoa. Students receive academic advising, individualized counseling, specialized programming, and other support services as they pursue health degree programs.

### **FEDERAL & STATE GRANTED PROGRAMS – ORG CODE: MAFSGP**

Programs include:

Asian American Native American Pacific Islander - Serving Institutions (AANAPISI)  
Bridge to Hope  
Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP)  
Hawai'i Educational Talent Search (HETS)  
Mānoa Educational Talent Search (METS)  
Oceania  
Place-based Learning And Community Engagement in Schools (PLACES)  
Program for After-School Literacy Support (PALS)  
Senior citizen visitor program (Nā Kupunā)  
Student Parents at Mānoa (SPAM)  
TRIO/Student Support Services  
UH Systemwide Prevention, Awareness, and Understanding (PAU) Violence Program

### **STUDENT ACADEMIC SUCCESS - ORG CODE: MASAS**

The Office of Student Academic Success supports the student experience and academic success while at UH Mānoa. Specific programs and learning spaces include the following:

Student Success Center



#### Mānoa Academic Advising

- Mānoa Advising Center
- Mānoa Transfer Coordination Center
- Pre-Health/Pre-Law Advising Center
- Student-Athlete Academic Services

#### First Year Programs

#### Learning Academy

- Learning Assistance Center
- Online Learning Academy

#### Office of Civic and Community Engagement

#### Commencement

In addition, the Office of Student Academic Success is responsible for the management, oversight and daily operations of the Student Success Center at Sinclair and other support programs. The Student Success Center's goal is to improve the student experience by providing state-of-the-art, easy access to academic advising, campus services and modern spaces for studying and collaboration.

### **STUDENT SUCCESS CENTER**

The Student Success Center (SSC) oversees the management oversight and daily operations of Sinclair Library and other support programs provides a place for students to address individual needs with mentors, tutors, advisors, counselors, and/or professors. At the entrance to the center, the Information Concierge Desk has staff available to assist students in finding the help they need, including referral to other departments on campus, which support students in their academic work. In addition, the center hosts a number of academic advising and support partners. Generous study spaces with electrical power for personal devices are spread throughout the first floor. Group study rooms with media equipment are available for student use via online reservation.

### **MĀNOA ACADEMIC ADVISING – Org Code: MAADVI**

The Mānoa Academic Advising division is comprised of four campus-wide academic advising units that serve students in diverse populations as they work towards their academic goals: Mānoa Advising Center, Mānoa Transfer Coordination Center, Pre-Health/Pre-Law Advising Center, and Student-Athlete Academic Services. The advising units work with students who are exploring their major options, preparing for and transferring to UH Mānoa, pre-professional students working toward health and law programs, and student-athletes. These student populations pursue majors across the entire UH Mānoa campus and, thus, the Mānoa Advisors collaborate with colleagues across all academic units in order to support and advise students. Due to the distinct, independent, and unique functions of these offices, each unit has its own Director/Department Chair who oversees the day-to-day operations of its office.

The Director will coordinate the efforts, resources, and budget of the four units and will report to the Assistant Vice Provost of Student Academic Success. The Director works collaboratively with administrators, governance groups and school/college advisors to establish consistent campus-wide advising policies and practices to be implemented at both central consistent campus-wide advising policies and practices to be implemented at both central and school/college levels. As a campus-wide advising advocate, the Director has the responsibility to ensure the most effective student experience by improving campus-wide communication and

collaboration between central and school/college units; managing policies and procedures related to academic advising; ensuring consistency, integration and quality of advising; ensuring equitable access to advising for all students and representing academic advisors and their concerns to administration for consideration in campus decisions.

The Director has the authority to work with the Deans and Directors and the respective advising units in each of the schools/colleges as well as with units that provide campus-wide services, to discuss and propose campus-wide policies and practices; oversee the implementation and execution of campus-wide initiatives, coordinate advisor training and professional development, ensure accountability in conducting regular assessment of advising for continuous improvement, establish consistent execution of campus-wide policies in collaboration with the Mānoa Faculty Senate, Mānoa Staff Senate and Mānoa Deans, Directors and administrators.

### **Mānoa Advising Center – Org Code: MAMAC**

Mānoa Advising Center (MAC) provides advising for all Exploratory (undeclared) students in the following pathways: EX (Exploratory), EXAH (Exploratory Arts & Humanities), EXB (Exploratory Business), EXHS (Exploratory Health Sciences), EXSS (Exploratory Social Sciences), and EXST (Exploratory STEM). MAC is staffed by both academic advisors and peer advisors. MAC's mission is to assist students in finding the majors that best fit their interests, abilities, and goals and connect them to their majors as soon as possible in order to encourage active participation, involvement, and engagement. MAC operates as a college/school level advising office because it provides comprehensive services. MAC advisors are intentionally placed outside of any graduating college/school to serve as experts in understanding how to best support students to enter the over 100 majors offered at the University and are well positioned to present all potential majors options to students. MAC also serves declared students who are considering switching majors or who wish to weigh their options. MAC advisors serve as liaisons to the various majors offered on campus and provide targeted messaging, workshops, and a series of courses designed to assist students in major selection through self-reflection, awareness of identity, and career and major exploration. MAC students are required to fulfill mandatory advising every semester until they are in their declared major. Since MAC advisors are involved in connecting students to prospective majors, they are purposefully engaged in the broader campus community in order to best serve their students. They lead cross-campus programs and initiatives, including:

- Exploratory Program
  - UNIV 140, 240, 340, 440
- Mānoa Peer Advisor Program
  - UNIV 350, 450
- New Student Advising Online Workshop
- Mānoa Sophomore Experience

### **Mānoa Transfer Coordination Center – Org Code: MAMTCC**

The mission of the Mānoa Transfer Coordination Center (MTCC) is to facilitate the smooth transition of transfer students into UH Mānoa. MTCC supports transfer student success through collaboration with faculty and staff at University of Hawai'i Community College (UHCC) partner campuses, coordination of the Ka'ie'ie program, and providing advising support throughout the transfer process. The goal of these efforts is to advocate for transfer student

needs and to increase student access and completion at UH Mānoa. To learn more about Ka'ie'ie, visit [www.uhcc.hawaii.edu/kaieie](http://www.uhcc.hawaii.edu/kaieie).

Major Functions include:

1. Implement, manage, and market the Ka'ie'ie Degree Pathway Program at all seven partner UH Community College campus.
2. Manage caseload of Ka'ie'ie students at each CC campus.
3. Provide pre-transfer academic advising and planning for Ka'ie'ie and non-Ka'ie'ie students at assigned UHCC campuses who are preparing for transfer to UH Mānoa.
4. Advocate for transfer student needs on the UH Mānoa campus via participation in campus wide councils, boards and committees.
5. Represent UH Mānoa on the seven UHCC campuses and serve as a liaison between the campuses.
6. Represent UH Mānoa on UH System convenings related to transfer within the system including: Academic Advising and Transfer Network (AATN), Returning Students Workshops, UH Transfer Day system wide planning, STAR Pinning Workgroup, etc.
7. Provide transfer knowledge for UHM faculty and staff and support articulation and transfer efforts between UHM and partner campuses.
8. Connect UHM programs with UHCC colleagues to improve information flow, to support more accurate and timely advising for potential transfer students and to highlight transfer student needs.

### **Pre-Health/Pre-Law Advising Center – Org Code: MAHLAC**

The Pre-Health/Pre-Law Advising Center (PAC) is a walk-in resource open to the public for those interested in law, medicine, or other health fields (dentistry, occupational therapy, optometry, pharmacy, physician assistant, physical therapy, etc.). PAC advisors help students explore and clarify their career goals, plan appropriate course work, find opportunities to gain experience, apply to professional programs, review personal statements and résumés, provide mock interviews and hold workshops throughout the year.

Major functions include:

1. Create and provide resources and tools that provide advisees with accurate and relevant information.
2. Engage with advisees through individual advising, workshops and events.
3. Outreach to advisees through communication and events.
4. Help address common issues advisees face.
5. Provide various options and opportunities for students to develop professionally and personally and to achieve their professional goals.
6. Collaborate with organizations within and outside of the UHM campus that would benefit our students.

### **Student Athlete Academic Services – Org Code: MASAAS**

The mission of Student-Athlete Academic Services is to: Support the recruitment, retention and graduation of all student-athletes at UHM; Monitor academic eligibility, certification and prepare

documentation as mandated by the NCAA; Provide comprehensive support services to facilitate students' personal and academic growth and foster increased academic engagement, responsible citizenship, and leadership.

Major functions:

1. Provides mandatory advising for current student-athletes and functions as the primary advisor for all exploratory student-athletes. SAAS advisors collaborate with UHM's school/college/department advising office(s) to support the degree completion of each student-athletes. In addition, SAAS provides academic advising to prospective student-athletes.
2. Provides information about institutional policies and procedures and NCAA bylaws to student-athletes, coaches, faculty, and staff.
3. Monitors, documents, and supports student-athlete academic progress and eligibility according to NCAA bylaws and athletic conference policies and procedures.
4. Develops and implements a wide variety of targeted programs to support student-athletes and foster their holistic development.
5. Supports equity, inclusion, and diversity by integrating culturally responsible practices into services and programs.
6. Consults with coaches, athletic department staff, and faculty to advocate for the academic needs of student-athletes.
7. Supports student-athletes in creating and implementing personalized academic success plans.
8. Participates within the university community through service on campus-wide committees and within the broader advising community through professional organizations.
9. Develops, collects, and distributes assessments to analyze services and programs, which informs program development and advising approaches.

## **LEARNING ACADEMY – Org Code: MALAC**

The Learning Academy provides students with support services to promote academic success.

### **Learning Assistance Center**

The Learning Assistance Center (LAC) applies a holistic approach in providing educational support services and programs to address students' needs in relation to achieving academic goals in a structured, collaborative learning environment designed to develop independent, effective learners. LAC services assist students in establishing effective strategies for studying independently and with others, adjusting learning approaches and behaviors to fit their unique needs, and developing a functional understanding of course content. LAC's tutors participate in continual training that develops their leadership and communication skills, and the ability to work effectively with the University's diverse population.

Major programs include:

- **Peer Tutoring** - Individual and small group content area tutoring.
- **Supplemental Instruction (SI)** - Weekly study group that focuses on collaboration and interaction facilitated by trained tutors to help students understand and apply course content with guidelines provided by the course instructor.
- **Housing Success Center** - Evening walk-in tutoring in the residential hall.

- **Academic Coaching** – A comprehensive service for students to improve their academic self-management and learning skills, and develop a strong sense of ownership in their success.

### **Online Learning Academy**

The Online Learning Academy (OLA) aims to support students from underrepresented groups to prepare for postsecondary education. With programs such as GEAR-UP and Talent Search, we combine efforts in creating ways of reaching students to 1) build college and career aspirations, 2) increase academic success, and 3) help close the educational gap among groups traditionally underrepresented in higher education by providing program-specific tutoring and relevant resources to succeed in their current courses. The following services are current OLA projects:

Major programs include:

- **Synchronous Tutoring** - Students receive one-to-one online tutoring. Certain GEAR-UP and Talent Search schools receive customized one-to-one tutoring.
- **Use of EdReady** – EdReady is a learning tool that creates a personalized pathway in learning math. It starts with a diagnostic exam that determines which mathematical concepts does the student know and which ones can he/she improve on.
- **End-of-Course (EOC) Exam Example Videos** – DOE schools give their students the State of Hawai'i's EOC exam to see how their students do compared to other Public Schools in Hawai'i. Our tutors create EOC videos using the DOC's sample problems and share it with Kea'au HS. HETS coordinator uploads the videos on their Google Classroom.
- **Mentoring** – OLA provides mentorship support by sharing their resumes and highlighting key points as templates.

### **FIRST YEAR PROGRAMS – Org Code: MAFYP**

The First Year Programs increases student engagement by bringing diverse groups of first-year students with similar interests together to study, learn, and build community through learning communities and first year experience coursework committed to supporting educational, developmental, and social needs.

Major functions include:

1. Manages the development of learning communities to improve the quality of the undergraduate academic experience.
2. Develops first year coursework to improve student success and retention.

### **OFFICE OF CIVIC AND COMMUNITY ENGAGEMENT – Org Code: MASL**

The Office of Civic and Community Engagement offers UHM students and community agencies the opportunity to engage in a partnership with the community through volunteer service. Major functions include:

1. Functions as a clearinghouse linking students interested in donating time and experience with volunteer agencies within the community.
2. Coordinates grants received for service learning, civic and community engagement.
3. Provides programming to coordinate and infuse volunteer programming into learning pedagogy.
4. Serves as the headquarters for Hawai'i/Pacific Islands Campus Compact, a membership organization of presidents and chancellors to promote civic engagement in higher education. Hawai'i/Pacific Islands Compact also provides opportunities for students to become members of AmeriCorps, a federal service program.
5. Managing the Civic and Community Engagement, Service Learning & Hawai'i Pacific Islands Campus Compact.
6. Strives to increase the institutional knowledge of student engagement on campus through research and reports.
7. Provides scholarships and internships for increased opportunities to develop students' leaderships and understanding of civic and community engagement in Hawai'i.

**Office of Civic and Community Engagement & Hawai'i Pacific Islands Campus Compact –  
Org Code: MASLCC (Non-Appropriated Funds)**

To support the civic engagement mission of Higher Education. Funding and training are obtained to incorporate service into courses; community organizations receive volunteers and outreach assistance, and students receive access to educational funding and service opportunities.

**COMMENCEMENT**

To support commencement related functions, the activities including the planning for and coordination of Mid-Year and Spring commencements, are developed and implemented in consultation with the Office of the Provost and the Office of the Vice Provost for Academic Excellence.