

STATE OF HAWAI'I  
UNIVERSITY OF HAWAI'I  
COMMUNITY COLLEGE SYSTEM  
WINDWARD COMMUNITY COLLEGE

FUNCTIONAL STATEMENTS

Provides a post-secondary education program in liberal arts, career and technical education.

- ◊ Offers liberal arts course work, which leads to an Associate degree and lower division preparation for baccalaureate degrees.
- ◊ Offers career and technical course work, which leads to certificates and an Associate degree.
- ◊ Offers continuing education and community service programs of both the non-credit and credit variety.

**OFFICE OF THE CHANCELLOR**

The Office of the Chancellor is responsible for the orderly and proper functioning of Windward Community College. This Office is responsible for directing all aspects of the College's administration and development to fulfill its mission.

Within the established policies and procedural guidelines of the University of Hawai'i and applicable Federal and State statutes, the Office of the Chancellor oversees the management and operations of the College in the following functional areas:

- ◊ Curriculum and Instruction
- ◊ Library and Media services
- ◊ Student affairs, including admissions and records, academic and career counseling, student activities, financial aid, and job placement
- ◊ Finance, accounting, and budgeting
- ◊ Personnel transactions and records
- ◊ Physical plant and grounds, including parking and security
- ◊ Continuing Education and Training
- ◊ Community Services

Additionally, the Office of the Chancellor is responsible for the following functions:

- ◊ Issues campus policies and guidelines governing the activities of the College.
- ◊ Approves the hire, tenure, promotion, leave, and termination of personnel.
- ◊ Submits the recommended biennial and supplemental budgets.

- ◊ Liaise with other University campuses, post-secondary education institutions within the service area of the College, agencies such as secondary and trade schools, community groups, and State and County officials or representatives.
- ◊ Advises the Vice President of Community Colleges on matters of campus and system-wide concern.
- ◊ Facilitates the staff development program.
- ◊ Coordinates effective institutional research to promote effective, evidence-based decision-making for the College.
- ◊ Develops and coordinates an effective marketing plan for the College.
- ◊ Coordinates the campus marketing plan with the UH System wide marketing plan.

**ACADEMIC AFFAIRS**

The Office of Academic Affairs is directly responsible for all of the functions concerned with credit instruction, and academic support services. This includes the following:

- ◊ Evaluates instructional programs consistent with the College's Strategic Plan.
- ◊ Develops and coordinates all new credit-bearing instructional program proposals and reviews on-going instructional programs.
- ◊ Evaluates outcomes of instructional programs.
- ◊ Coordinates personnel action in relation to hiring, tenure, leaves, promotion, and termination of faculty and staff within the program areas.
- ◊ Prepares the instructional and academic support budget and allocations, and controls expenditures.
- ◊ Coordinates the development and periodic review of the instructional components of the College's Strategic Plan, Perkins Plan for Career and Technical Education, and related accreditation reports.
- ◊ Coordinates with other University units on faculty personnel matters that may have system-wide implications.
- ◊ Develops curriculum and innovations in learning and teaching.
- ◊ Publishes the College catalog, course schedules, and regulates course offerings.
- ◊ Coordinates extramural grant proposal development.
- ◊ Coordinates all learning assistance center (Ka Piko) activities.
- ◊ Administers institutional computing services.
- ◊ Administers regular credit summer session and Early College High School programs.

**Instructional Divisions (I and II)**

Each instructional division is responsible for the development, supervision, and improvement of instruction and curricula of selected disciplines, which comprise that division. This includes the following:

- ◊ Supervises the division curriculum and instruction.
- ◊ Coordinates the preliminary scheduling, classroom assignments, and development of the catalog descriptions for courses and programs.
- ◊ Provides clerical assistance as may be required by faculty in support of instruction.

- ◊ Prepares reports and conducts program evaluations and reviews.
- ◊ Updates related educational plans.
- ◊ Assists, supervises and develops special projects related to expertise within the disciplines.
- ◊ Plans budget and reviews expenditure of disciplines within the Division.

#### Academic Support Unit

The Academic Support Unit, which provides academic and technological support services, is comprised of Ka Piko (Learning Assistance Center), Computing Services, Library, Media Technology Services, and Instructional Development Services.

#### Ka Piko (Learning Assistance Center)

Ka Piko provides the following academic support for students:

- ◊ In-person and online tutoring.
- ◊ Develops and coordinates the tutor training series and maintains tutoring certifications.
- ◊ Tracks student usage and evaluates efficacy of Ka Piko services.
- ◊ Manages physical resources for student success, including materials for tutoring and testing, textbooks, and other learning resources.
- ◊ Provides test proctoring services for placement, course make-up, accommodations, and distance education.
- ◊ Provides access to and assists students with using computers, printers, and other computer hardware.
- ◊ Assists in the configuration, deployment, and management of computing devices used by students.
- ◊ Produces guides and tutorials to familiarize students with useful technologies and address frequently asked questions.
- ◊ Develops learning resources and other study-skill building materials and workshops.

#### Computing Services

Computing Services is responsible for planning, implementing, managing, and supporting the College's information technology infrastructure. This includes the following:

- ◊ Implements and maintains computers, printers, and related peripherals in classrooms, labs, and faculty and staff offices.
- ◊ Provides wired and wireless network connectivity throughout the campus.

- ◊ Develops and manages network services such as telecommunications (VoIP), data storage, file sharing, print accounting, software metering, online backup, and Web hosting for the institution.
- ◊ Develops and maintains information systems which include system analysis, systems design, application programming, systems testing, and system installation.
- ◊ Develops and implements appropriate information security policies, procedures, and tools to protect system and network resources and to maintain the confidentiality of sensitive information.
- ◊ Provides help desk services, usage guides, technology training, and faculty and staff mentoring.
- ◊ Contributes information technology perspectives and expertise to cross-functional planning efforts and projects.

### Library

The Library provides services which foster information literacy; enhances teaching and learning; and develops, organizes and maintains resources that support diverse perspectives and styles of learning.

- ◊ Provides reference, information literacy instruction, resource sharing, document delivery, and circulation services.
- ◊ Selects, acquires, organizes, preserves, and provides intellectual and physical access to library materials in a wide range of print and non-print formats.
- ◊ Provides business services, including student printing accounts, billing and fines, and patron registration.
- ◊ Maintains the Library Services Platform to facilitate library users' access to library collections.
- ◊ Monitors and assesses the materials fund expenditure plans, contractual arrangements, and approval plans.
- ◊ Maintains a repository of official and unofficial records that document the history of the College and its community.
- ◊ Develops, maintains, and implements plans for materials preservation; disaster preparedness and recovery; and continuity of operations.

Media Technology Services

Media Technology Services plans, implements, and manages the educational technology for the College. This includes the following:

- ◊ Maintains a basic resource of equipment and supplies: facilities for production services: and general technical support for classroom and distance learning activities.
- ◊ Manages conference and event technology needs.
- ◊ Conducts demonstrations to familiarize faculty and staff with available technology to enable effective operation of the equipment.
- ◊ Assists program heads in the formulation of budget requirements and matters related to instructional technology.
- ◊ Provides help desk services for media technology.

Instructional Development Services

Instructional Development Services supports the integration of instructional technologies into College curriculum to foster effective, efficient and responsive learning environments for students. This includes the following:

- ◊ Provides information, advises, and assists faculty on various instructional methodologies utilizing multimedia and online technologies for more effective learning.
- ◊ Liaise with faculty, staff and educational agencies for the interchange of ideas and resources involving instructional systems technologies, including workshops, institutes, projects, or research.
- ◊ Enhances learning outcomes in the classrooms through the development of faculty and staff resources, provides technology training, and coordinates skilled staff utilizing multimedia technology in the design and development of instruction.

- ◊ Produces print and digital learning objects for instruction.
- ◊ Supervises and operates the central duplicating services.

**STUDENT AFFAIRS**

The Office of Student Affairs is responsible for planning, implementing, and evaluating those supportive student services which are designed to complement the instructional programs of the College, thus enabling students to benefit more fully from their college experiences. This includes the following:

- ◊ Implements University and campus policies affecting the general welfare of students.
- ◊ Plans and supervises admissions, registration and student record services; financial aid administration and counseling; academic advising services; co-curricular activities; job placement services; and the alumni affairs programs.
- ◊ Creates and maintains all official student records.
- ◊ Assists students in their adjustment to college by understanding their needs, interests, and their pursuit of personal self-development.
- ◊ Assist students in meeting the costs associated with enrolling at the College.
- ◊ Assist students in determining their academic and career goals and advises them regarding educational requirements.
- ◊ Advise student organizations in the conduct of activities and supervises the expenditure of mandatory student activity and publication fees in accordance with approved budgets and University policies, through the co-curricular program.
- ◊ Assist special needs students, such as the academically underserved, disabled, veterans and non-native speakers, receive the necessary services.
- ◊ Assist students interested in transferring to another 2-year community college or 4-year college or university.



Admissions and Records

This office is directly responsible for the student admission, registration, and academic record functions of the College. This includes the following:

- ◊ Coordinates all activities associated with receiving applications, admitting, and registering students for college.
- ◊ Manages the student information systems data.
- ◊ Disseminates consumer information regarding academic programs and admission requirements to prospective students.
- ◊ Assures all grades issued by instructors are properly recorded and students are properly notified.
- ◊ Maintains accurate records of all students and certifies course completion/evaluation.

Guidance and Counseling

This office is directly responsible for the guidance and counseling functions of the College. This includes the following:

- ◊ Provides pre-college information, testing, and orientation of new students.
- ◊ Provides outreach services to underrepresented populations.
- ◊ Provides career guidance services.
- ◊ Provides academic advisement and transfer evaluation services.
- ◊ Provides appropriate services to students.

Financial Aid

This Office is directly responsible for the student financial aid functions of the College. This includes the following:

- ◊ Supervises and manages the delivery of financial aid services to students seeking such assistance.
- ◊ Maintains accurate records of financial aid transactions.
- ◊ Reviews and disseminates information to prospective students, while complying with Federal and State statutes.
- ◊ Administers the Hawaii Nutrition Employment and Training (HINET) program, which is designed to assist eligible students in non-credit workforce training programs and credit Career and Technical Education (CTE) programs granting degrees or certificates; and remove barriers and provide students with access to education and skills training opportunities so they can earn a living wage and achieve financial independence.

Special Student Services

This Program is directly responsible for providing support services to identified student populations, which is funded through external means. This includes the following:

- ◊ Administers the peer tutorial program, including the selection, training, and supervision of tutors.
- ◊ Extends special assistance to students with disabilities, including those who are learning disabled, for whom testing services are coordinated with cooperating agencies.
- ◊ Collaborates with Ka Piko to provide and conduct additional study skills and personal development workshops.

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- ◊ Administers the Return-to-Academics program (RAP) for students on academic probation by providing assistance in designing an individual educational and support program with the intention of returning to good academic standing.
- ◊ Recruits underserved students and provides information on the College and its resources, including financial aid, career counseling, and special programs.

#### Childcare Center

The Childcare Center is a Hawaiian immersion childcare facility for infants and/or toddlers ages six months to 3 years old. The Center fosters a child-centered learning environment that enhances the growth of language and culture, while creating a safe space.

### ADMINISTRATIVE SERVICES

The Office of Administrative Services administers, coordinates, and supervises various administrative support services and activities of the College. This includes the following:

- ◊ Coordinates Capital Improvement Program (CIP) planning and maintains liaison between the College, contractors, State Department of Accounting and General Services, and the University of Hawaii Facilities Planning Office.
- ◊ Develops the biennial and annual budget.
- ◊ Develops the expenditure plan and maintains fund control.
- ◊ Provides for cashiering and disbursement of funds, certifies availability of resources and propriety of expenditures.
- ◊ Administers human resource management.
- ◊ Maintains facilities and grounds for preservation, safety, and health.
- ◊ Provides other auxiliary services such as the Bookstore<sup>1</sup>, food service, transportation services, vending machines, and mail services.

#### Business Office

This office is directly responsible for cashiering, procurement and disbursing, fiscal management, grant management, payroll, key/vehicle distribution, equipment inventory management and switchboard and mailroom operations. This includes the following:

- ◊ Collects and records payment for tuition, fees and fines; issues receipts; and credits proper account.
- ◊ Procures goods and services.
- ◊ Prepares contract specifications for acquisition of goods and services that require formal bidding.
- ◊ Prepares reimbursements in accordance with University policy for the payment of goods and services.
- ◊ Coordinates U.S. and campus mailing services.
- ◊ Maintains inventory control and record keeping of equipment, keys and State vehicles.

#### Human Resources

This section is responsible for the human resource management, record-keeping and personnel transactions for the College. This includes the following:

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<sup>1</sup>The Bookstore is a branch of and under the operational control of the UH Manoa Bookstore.

- ◊ Monitors the recruitment process to ensure compliance with established procedures and the Equal Employment Opportunity/Affirmative Action (EEO/AA) policy.
- ◊ Assists with position classification, pay administration, and contract interpretations.
- ◊ Administers workers' compensation, temporary disability insurance, and other employee benefit programs.
- ◊ Updates organizational charts.
- ◊ Provides on-campus student employment services.

#### Safety and Security

This section is responsible for the protection of college resources.

- ◊ Provides 24/7 security guard services, including security escort, and responding to emergency situations.
- ◊ Collects and maintains information related to federal crime reporting requirements.
- ◊ Oversees campus "Clery Act" compliance.
- ◊ Assists with traffic and crowd control.
- ◊ Provides or coordinates training in the area of safety and or security for the College.
- ◊ Works in conjunction with Campus Safety and Campus Security Authorities to support campus safety and security procedures.
- ◊ Serves as liaison to external law enforcement agencies.
- ◊ Receives and handles lost and found items.

#### Operations and Maintenance

This section is responsible for the maintenance of all facilities and grounds on campus. This includes the following:

- ◊ Performs custodial and groundskeeping services.
- ◊ Performs minor repairs and upkeep of physical plant facilities.
- ◊ Performs preventative maintenance program for College facilities and equipment.
- ◊ Conducts programs to maintain health, safety, and sanitation standards.

**CAREER AND COMMUNITY EDUCATION**

The Office of Career and Community Education, develops, promotes, and implements all non-credit and special credit instructional programs and college community activities. It also provides customized contract training in response to community needs. The Paliku Theatre and Hōkūlani Imaginarium are administered from this unit.

- ◊ Plans, develops, and administers the delivery of continuing education programs which includes non-credit courses, special credit programs, workshops for professional competencies improvement, and cultural exhibits and performances which are designed to enrich the Windward community.
- ◊ Works directly with community organizations, groups, and individuals in Windward, Oahu; various community advisory boards and planning committees; and representatives of business, industry, labor, and governmental agencies to assess the needs and interests in the College's instructional capabilities in order to establish appropriate educational programs.
- ◊ Provides personal enrichment workshops and professional development training to meet workforce and community needs.
- ◊ Prepares and executes the program's budget in accordance with University and State policies.
- ◊ Maintains data and files required for reporting and evaluating effectiveness of program.
- ◊ Plans, develops and coordinates the public relations activities within the prescribed University guidelines.
- ◊ Schedules community use of campus facilities in accordance with University policy.
- ◊ Operates the Fujio Matsuda Technology Training and Education Center at Windward Community College.
- ◊ Recruits temporary instructors for non-credit courses.