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

MAJOR FUNCTIONS OF THE OFFICE OF THE DEAN OF STUDENTS

- Provides leadership to direct relevant campus programs and departments that promote students’ intellectual and interpersonal development.
- Promotes partnerships between the formal academic experiences and the educational experiences which contribute equally outside of the formal classroom environment.
- Provides leadership relative to professional development, support, mentoring and counseling for student services personnel.
- Fosters collaboration among units. Provides opportunities for cross-training and customer service training for all employees within student services.
- Oversees student affairs faculty actions related to promotion, tenure and evaluation.
- Establishes common priorities that support the mission of the division to improve student life. Develops mechanisms and support for improvements in student life.
- Formulates, develops, implements and evaluates policies and regulations pertaining to student life, especially those related to alcohol and drug use, student conduct and student residences.
- Plans for a vibrant and lively campus life.
- Consults regularly with the Associated Students of the University of Hawai‘i and the Graduate Student Organization and other student groups as appropriate.
- Establishes a student culture where diversity is encouraged and where students learn to respect differences, take responsibility for their actions, and exercise leadership.
- Researches, evaluates, develops and recommends policies and procedures for Student Affairs and for other related services that impact students.
- Represents the university in the community on matters pertaining to student personnel program and activities.
The Office of Student Life & Development reports to the Associate Vice Chancellor for Students and pursues as its primary mission the provision of a spectrum of involvement and learning opportunities for students through innovative programs and quality services which promote leadership, life skills, and personal development while enhancing campus life. In fulfilling this mission, the Office of Student Life & Development pursues two basic goals: 1) to provide co-curricular programs and learning opportunities which contribute to the quality of life for students by meeting their intellectual, social, recreational, physical, emotional and moral development needs; and 2) to promote leadership and self-direction among those students who become involved in managing student life activities on campus or who assume an active partnership role in campus governance. Inherent in pursuing these two goals are a product outcome and a process outcome, both of equal importance. Through the delivery of services and programs (the product) that meet the developmental needs of the general student population, the Office of Student Life & Development involves students in organizational governance (the process) that fosters the development of personal and organizational leadership.

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

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

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

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

**Organizational Training & Development** is another core function that is delivered via instruction in both classroom and out-of-classroom settings. This function includes such tasks as researching existing literature, websites, and journals on assigned training topics; formulating learner outcomes; designing instructional methods and materials to achieve learner outcomes; delivering instruction and training; and evaluating instructional methods and materials to refine and improve training.

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

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

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

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

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

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

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

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

STUDENT RECREATION SERVICES – Org Code: MASRSL

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

OFFICE OF THE VICE CHANCELLOR FOR STUDENTS

OFFICE OF THE DEAN OF STUDENTS

MĀNOA CAREER CENTER
Org Code: MAMCC

Student Services Specialist, PBD, #80661 1.00
Secretary II, SR14, #11046 1.00
IT Specialist, PBA, #78604 1.00

CAREER SERVICES
Org Code: MACSCD

Specialist Type Faculty: 4.00
#70072, #82701, #88125, #88325
Student Services Specialist, PBB, #81434 1.00

COOPERATIVE EDUCATION
Org Code: MACECD

Specialist Type Faculty #88117 1.00
Specialist Type Faculty: 2.00
#82642, #82644
Office Assistant IV, SR10, #46550 1.00

STUDENT EMPLOYMENT SERVICES
Org Code: MASECD

Student Services Specialist, PBB, #81481 1.00
Student Services Specialist, PBB, #78605 1.00
Student Services Specialist, PBA, #80463T 1.00 T

GENERAL FUND FTE 15.00*
GENERAL FUND FTE (AUTH TEMP) 1.00

*Abolished position #88326 (1.00 FTE)
MĀNOA CAREER CENTER – Org Code: MAMCC

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

CAREER SERVICES – Org Code: MACSCD

- Provides comprehensive and progressive individual and group career counseling to enable students to make appropriate decisions and choices.
- Develops and implements intervention programs for the purpose of career development awareness, academic retention during participation in work-based learning, and acquisition of professional practices as it relates to career planning. Collaborates with Enrollment Management/Academic support programs as appropriate.
- Develops, implements, and evaluates career programs to increase student awareness of, and participation in, employment and career services programs.
- Assists students and alumni in matters related to careers, vocations, and employment by maintaining a career library, job announcements, and credential file.
- Promotes the University of Hawai‘i at Mānoa at and through career fairs and recruitment opportunities.
- Maintains a close relationship with the University of Hawai‘i Alumni Association and utilizes alumni to assist students in career decision-making and networking.
- Conducts evaluative assessments on programs and services offered to ensure support of the University of Hawai‘i mission, specifically in student learning, retention, and recruitment.
- Participates in research and remains updated in current employment trends and issues through local, regional, and national associations.
- Coordinates with Undergraduate Education and Enrollment Management for the provision of Service Learning opportunities to students.

COOPERATIVE EDUCATION – Org Code: MACECD

- Facilitates student work-based learning through progressive career development programming and collaborative partnerships with a spectrum of employers, community, faculty, and staff.
- Articulates the relationship between academic studies and work-based learning through programming, counseling, and policy recommendations.
- Administers cooperative education & internship opportunities in coordination with academic units.
- Partners with the University and business community to develop a comprehensive career/life planning approach to prepare a skilled, civically responsible workforce that will meet the changing needs of the workplace.

STUDENT EMPLOYMENT SERVICES – Org Code: MASECD

- Interactive database for the purpose of employment processing, student and employer tracing, job posting, and student referrals.
• Ensures compliance of programming with University, state, and federal laws and regulations in the employment arena including, but not limited to, equal employment opportunity, labor law, civil rights legislation, and federal program guidelines.
• Serves as advocate for students in employment matters.
• Administers the Federal Work Study Program, Job Location & Development, and other federal programs as appropriate.
• Assists all campus employers in filling student assistant positions.
• Works with Enrollment Management to ensure coordination of employment components of financial aid packages.
OFFICE OF THE CHANCELLOR

OFFICE OF THE VICE CHANCELLOR FOR STUDENTS

OFFICE OF THE DEAN OF STUDENTS

COUNSELING & STUDENT DEVELOPMENT
Org Code: MADRCL

Specialist and Director, #83151 1.00
Student Services Specialist, PBB, #81782 1.00
Student Services Specialist, PBB, #78966 1.00

COUNSELING SERVICES
Org Code: MACLCL

Specialist Type Faculty: 8.50
#70077, #82698, #84139, #85059, #85063, #88146
#70075 (0.50), #70081 (0.50), #70082 (0.50),
#85048 (0.50), #83635 (0.50)

TESTING
Org Code: MATECL

Student Services Specialist, PBB, #80632 1.00

STATE OF HAWAI‘I
UNIVERSITY OF HAWAI‘I
UNIVERSITY OF HAWAI‘I AT MĀNOA
OFFICE OF THE VICE CHANCELLOR
FOR STUDENTS
OFFICE OF THE DEAN OF STUDENTS
COUNSELING & STUDENT
DEVELOPMENT
ORGANIZATIONAL CHART
CHART IV-D

GENERAL FUND FTE 13.50*

*Abolished position #00746 (1.00 FTE)
COUNSELING & STUDENT DEVELOPMENT – Org Code: MADRCL

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

COUNSELING SERVICES – Org Code: MACLCL

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

TESTING – Org Code: MATECL

- Administers tests for clinical assessment purposes.
UNIVERSITY HEALTH SERVICES – Org Code: MADRHW

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

ADMINISTRATIVE SUPPORT – Org Code: MAASHW

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

HEALTH EDUCATION AND PROMOTION – Org Code: MAHPHW

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

MEDICAL STAFF – Org Code: MAMSHW

- Provides health care services to students through walk-in medical care.
- Operates specialty clinics such as Women's Health, Sports Medicine, Physical Therapy, Dermatology, Nutrition, STD screening, and anonymous HIV testing.
- Provides consultation and campus policy development on public health risks.
- Trains students in health professions and assists with research projects.
- Performs public health functions of disease prevention, surveillance, reporting, and control.
NURSING STAFF – Org Code: MANSHW

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

LABORATORY – Org Code: MALBHW

- Provides laboratory services.

PHARMACY – Org Code: MAPHHW

- Operates a pharmacy.
STATE OF HAWA'I
UNIVERSITY OF HAWA'I
UNIVERSITY OF HAWA'I AT MĀNOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR STUDENTS
OFFICE OF THE DEAN OF STUDENTS
JUDICIAL AFFAIRS

FUNCTIONAL STATEMENT

JUDICIAL AFFAIRS – Org Code: MAJDAF

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

- Upholds students’ rights under the Family Educational Rights and Privacy Acts.
- Compiles judicial violation statistics in accordance with relevant statutes.
- Works with both students who have been accused of violations of University of Hawai‘i at Mānoa standards and the victims of such violations.
- Conducts fact-finding investigations and adjudicates disputes involving the student conduct code.
- Convenes the Academic Grievance Committee to adjudicate those grievances.
- Conducts fact-finding investigations and reports for student sexual harassment complaints.
- Conducts fact-finding investigations and reports for student discrimination complaints.
- Conducts fact finding and adjudication of student employment grievances.
- Educates students on community responsibilities and living as a member of a community.
- Works with Residence Life to train relevant staff on the judicial process and develop the student staff’s confrontation, communication and leadership skills.
- Educates incoming students about the University of Hawai‘i at Mānoa Student Conduct Code.
- Develops and presents preventative and educational programs for all students regarding their rights and responsibilities.
- Develops and presents programs to assists students in their intellectual, ethical, and moral development.
- Conducts assessment efforts to evaluate benefits of the sanctions and educational programming for students.
- Coordinates with the Matsunaga Institute for Peace to ensure smooth operations in dispute resolution and appropriate division of roles between advocate and arbiter.
The Student Housing Services Office reports to the Associate Vice Chancellor for Students and works to challenge and support students within the context of a learning community, to recognize and define themselves as unique, evolving, and self-directed individuals who develop a value system for life-long learning and good citizenship. The Student Housing Services Office:

**OPERATIONS – Org Code: MAOPSH**

- Promotes independent living, responsibility, community standards, and academic commitment through the operation of adequate, clean, and safe housing for students.
- Develops/implements training programs for staff efficiency and effectiveness.
- Conducts needs assessment, evaluates activities, and directs the development of a comprehensive program intended to develop the leadership knowledge and skills of students and promote student involvement.
- Performs repair and maintenance for student housing facilities.
- Coordinates and implements a Preventive Maintenance Plan for residence life facilities.
- Manages maintenance for facilities in a manner that provides prompt and appropriate remediation to residents 24 hours a day.

**ADMINISTRATION – Org Code: MAADSH**

- Develops/implements training programs for staff efficiency and effectiveness.
- Provides special initiatives to build recruitment and retention programs for diverse student populations in coordination with the Office of Student Equity, Excellence, and Diversity.
- Conducts needs assessment, evaluates activities, and directs the development of a comprehensive program intended to develop the leadership knowledge and skills of students and promote student involvement.
- Develops training and marketing materials to promote student leadership development.
- Collaborates with various University offices to promote a quality living-learning environment that will foster and enhance student communication.
- Administers housing application, housing contracts, and room assignments in close coordination with Enrollment Management.
- Establishes dedicated graduate student housing to attract and retain top graduate and professional students.
- Coordinates and provides information to Enrollment Management and collaborates on the development of the Enrollment Management Plan.
- Assists students in identifying off-campus housing.

**RESIDENTIAL LIFE – Org Code: MARLSH**

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