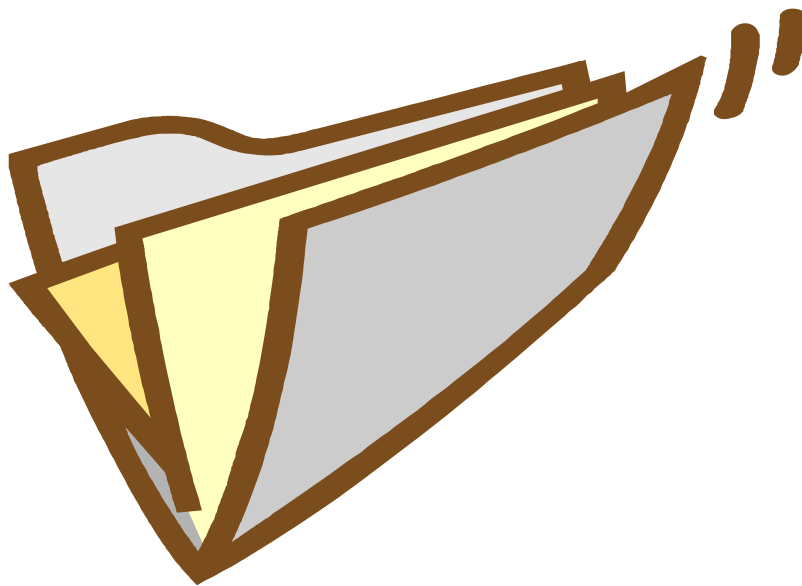


CREDENTIAL FILE GUIDE



Center for Career Development & Student Employment
Queen Lili'uokalani Center for Student Services
2nd Floor, 212
(808) 956-7007

CHECKLIST FOR ESTABLISHING AND USING A CREDENTIAL FILE

- ☐ 1. Read the **Overview of Credential File Services** on page 2.
- ☐ 2. Complete the **Credential File Registration and Authorization Form** (Attachment 3). Decide on the type of credential file you wish to have (open or confidential). Please be advised that specific rules apply to each.

Open File:

- Do not sign the waiver of access for confidential letters statement on the Credential File Registration.
- Inform your authors that their letters must contain a statement clearly authorizing you to view the letter. Any letter without such a statement will be considered confidential and returned to the author.
- An Open file can **hold only OPEN letters, which contain an access statement.**

Confidential File:

- Sign the waiver of access for confidential letters statement on the Credential File Registration and Authorization form.
- Inform your authors to send letters directly to Career Development & Student Employment (CDSE). If you hand carry the letter or receive a copy, the letter will be considered OPEN and returned to your author for inclusion of the access statement. Also, if any letter contains an access statement from the author, it will be considered OPEN.
- A Confidential file can **contain both CONFIDENTIAL and OPEN letters.**

- ☐ 3. Submit the required registration fee. Make checks payable to University of Hawai'i.
- ☐ 4. Request letters of recommendation from professors, employers, and others. Inform them of how you will use the letter (i.e. application to graduate/professional school, employment, etc.). Provide your authors with the **Instructions For Authors of Credential Letters form** (Attachment 1) and indicate the type of letter you have selected (confidential or open). Extra copies of this form can be obtained at CDSE or online at: <http://cdse.hawaii.edu>.
- ☐ 5. Prior to submitting a request to send your file, call, email, or stop by CDSE to find out which letters have been received.
- ☐ 6. When all letters requested are received (file is complete), notify the office in writing by using the **Request for Forwarding Credential File** form (Attachment 2), or send a letter with similar information, to tell us where you wish your letters to be sent and which letters to include. Extra copies of this form can be obtained at CDSE or online at: <http://cdse.hawaii.edu>.
- ☐ 7. Submit the applicable processing fee(s) per each request. Make checks payable to University of Hawai'i.

Note: Incomplete or illegible requests may cause delays in forwarding your letters. Please insure that the information on your request form is complete and correct. In addition, be aware of significant deadlines to permit timely processing. **In order to ensure confidentiality and to maintain security of files, requests to forward your letters by phone, fax, or email will not be accepted.**

OVERVIEW OF CREDENTIAL FILE SERVICES

What is a Credential File?

A credential file is a collection of original letters/documents of appraisal (i.e. letters of recommendation) solicited by the student or alumnus from professors and others who can provide a professional evaluation or recommendation of your performance potential. Only **original** letters and documents or those certified to be true copies are placed in a credential file. A file usually contains letters from 3-5 individuals.

Purpose:

Credential files are generally used for applying for admission to graduate or professional schools and in connection with applications for fellowships, grants and other awards. They are also utilized in support of efforts to secure teaching and other academically related employment. The CDSE office will act as a repository for credential files of eligible University of Hawai'i at Manoa (UHM) students and alumni who require this service in their search for a career opportunity.

Eligibility:

The Credential File service is available to classified students and graduates (alumni) of the University of Hawai'i at Manoa.

What's the difference between "OPEN" and "CONFIDENTIAL LETTERS"?

1. **OPEN** or accessible letters are those that the student/alumnus may review. Open letters must contain a statement signed by the author indicating that the author has given permission to the student/alumnus to review the letter. The statement should be similar to the following:

"The undersigned authorizes (name of individual) access to this document and further authorizes the UHM CDSE office to make it available to (him/her) upon request."

2. **CONFIDENTIAL** or closed letters are those that the student/alumnus may not review. In order to include confidential letters in a credential file, the student/alumnus must sign a waiver of access statement. Letters must be mailed or delivered directly by the author to the CDSE office. The student/alumnus may not "handle" the confidential letter.

When should I request letters of recommendation to be sent to CDSE?

Letters of recommendation are best obtained from professors and others while you are still in school. Letters should be appropriate to the use intended; for example, comments about intellectual ability, diligence, research capability, and teaching skills are generally relevant to academic type positions. Letters obtained at each significant step in your academic career are particularly appropriate. Lastly, be advised that letters predating its current use by a number of years may have lost some of its value as a credential.

Fees:

UHM students and alumni who request the credential file service with CDSE will be charged according to the following fee schedule. Request(s) must be accompanied with appropriate fees and checks or money orders made payable to: **UNIVERSITY OF HAWAII**.

Registration Fee (effective July 1, 2000) \$15

- To activate your file for 5 years starting from the current year that the payment was received.

Standard Processing Fee \$3

- For each request (up to 5 requests will be processed per day and no more than 5 letters per request). All requests will be processed within 5 working days.

Additional Processing Fee \$3

- For each additional letter processed beyond the 5 letter maximum per request.

Extension Fee \$5

- To extend life of credential file for another 5 years from the current year of expiration.

NOTE: NO REFUNDS on registration and extension fees. A dishonored check will result in a service charge and a hold on your MyUH account record.

Submitting Requests to Forward Your Credential File Letters/Documents:

The CDSE office will forward the credential file only when the candidate submits a written and signed request for the file to be forwarded to prospective employers or schools, or when a request is received from an appointing officer. The request should specify a specific individual or office along with the name of the organization and the address to which the file will be sent.

NOTE: Requests by telephone, facsimile or email will not be accepted.

Usually schools and potential employers ask for only 3 letters, but up to 5 letters may be sent. If the candidate doesn't specify which letters to be sent, CDSE will send 5 of the most recent letters on file.

NOTE: A maximum of 5 requests will be processed per day for each registrant. You may submit more than 5 requests; however, the maximum to be processed per day will be 5.

Requests for forwarding your credential file can be accepted only for letters on file at the time the request is received. The office does not "hold" requests until all letters requested are received (file is complete). In the event that additional letters are received after a set of credentials has been sent, the registrant is required to submit a new and separate request to have the additional letters sent.

Credentials are normally forwarded from the CDSE office through the Campus Mailroom. The CDSE office will not process credential files by facsimile.

Academic Transcripts and Resumes:

Transcripts of college work are not included in credential files housed in the UHM CDSE office. If transcripts are required, they must be ordered directly from the UHM Cashier's office and other institutions attended. In addition, credential file services do not include the reproduction and sending of resumes and similar documents. It is recommended that candidates provide a copy of their resume directly to prospective employers.

How long will my credential file be kept?

Beginning July 1, 2000, the CDSE office will maintain a credential file for 5 years starting from the current year of registering for file services. After 5 years, a credential file will be destroyed. Please note, however, that alumni may extend the life of a file by making a specific and written request prior to the file being destroyed, or re-establish a new file at any time. The appropriate fees will be assessed.

Future Policy Changes:

Any changes in the rules and regulations governing the Credential File Service will supersede previous regulation and will affect all existing files regardless of the date of establishment.

**THE CAREER DEVELOPMENT & STUDENT EMPLOYMENT OFFICE RESERVES THE RIGHT TO
DENY SERVICES TO REGISTRANTS WHO MISUSE THE INTENT OF A CREDENTIAL FILE.**

**CENTER FOR CAREER DEVELOPMENT & STUDENT EMPLOYMENT**

UNIVERSITY OF HAWAI'I AT MANOA

2600 Campus Road ♦ Queen Lili'uokalani Center for Student Services 212 ♦ Honolulu, HI 96822-2205

Phone: (808) 956-7007

Attachment 1

INSTRUCTIONS FOR AUTHORS OF CREDENTIAL LETTERSRE: _____
Name of Student/Alumnus

The individual noted above has registered with the Career Development & Student Employment office for credential file services and is requesting the following type of letter:

- ☐ **Confidential:** The individual has provided a signed "Waiver of Access." Therefore, letters submitted for this file will be kept confidential. Career Development & Student Employment will accept confidential letters only if they come directly from the author. If you intend the letter to be kept confidential, send your letter with an **original signature & date** directly to our office: **DO NOT** have the individual deliver the letter.
- ☐ **Open:** The individual is requesting an "open" letter with an **original signature & date** be sent to our office. Therefore, your letter must include a clear statement indicating your intent to allow the subject access to the letter. A sample statement, preferably as the last paragraph before your signature, could read:

"The undersigned authorizes (Name of student/alumnus) access to this document and further authorizes the University of Hawai'i at Manoa Career Development & Student Employment office to make it available to him/her upon request."

-----cut here-----

Attachment 2

**CENTER FOR CAREER DEVELOPMENT & STUDENT EMPLOYMENT**

UNIVERSITY OF HAWAI'I AT MANOA

2600 Campus Road ♦ Queen Lili'uokalani Center for Student Services ♦ Honolulu, HI 96822-2205

Phone: (808) 956-7007

REQUEST FOR FORWARDING CREDENTIAL FILE

Please insure the following information is legible, correct, and complete. Incorrect, illegible, or missing data may cause delays in processing your credential request. No fax, email, or phone requests will be accepted. Maximum of 5 letters per request.

Registrant's Name: _____ SSN or UH ID: _____
Last First M.I.

Current Address: _____ Phone: _____ Email: _____

New address?

To:

Name: _____

Title/Department: _____

Employer/School: _____

Address: _____

Special Instructions:

Signature Date

FEES**Standard Processing: \$3**

No more than 5 requests will be processed per day and limited to 5 letters/request. Processed within 5 working days.

Additional Processing Fee: \$3

For each letter processed beyond the 5 letters per request.

For Office Use Only:

1/07

Registration fee: \$15

Extension fee: \$5

Attachment 3



CENTER FOR CAREER DEVELOPMENT & STUDENT EMPLOYMENT

UNIVERSITY OF HAWAI'I AT MANOA

2600 Campus Road ♦ Queen Lili'uokalani Center for Student Services 212 ♦ Honolulu, HI 96822-2205

Phone: (808) 956-7007

CREDENTIAL FILE REGISTRATION & AUTHORIZATION FORM

NAME: _____ SSN or UH ID: _____
Last First M.I.

CURRENT ADDRESS: _____ PHONE: _____

CELL/PGR: _____

PERMANENT ADDRESS: _____ EMAIL: _____

EDUCATION (completed or working toward):

	Bachelor's	Master's	Doctorate	Colleges or universities you attended
Degree	_____	_____	_____	_____
Major	_____	_____	_____	_____
Month/Year	_____	_____	_____	_____
Institution	_____	_____	_____	_____

TYPE OF FILE: Read the Credential File Guide and mark which type of file you are requesting to establish.

☐ **CONFIDENTIAL FILE** (can hold both confidential & open letters).

☐ **OPEN FILE** (can hold only open letters).

AUTHORIZATION TO RELEASE CREDENTIALS

I, the undersigned, have read, understand, and will abide by Career Development & Student Employment' policy and procedures concerning credential files and authorize the University of Hawai'i at Manoa Career Development & Student Employment office to release to employers or other institutions copies of letters and documents of evaluation and recommendation that have been filed on my behalf.

Signature of Student or Alumnus

Date

WAIVER OF ACCESS FOR CONFIDENTIAL LETTERS

If you wish to have **confidential letters** included in your file, **you must sign the following Waiver of Access statement.**

In accordance with Section 438 of the General Education Provisions Act (Title IV, P.L. 90-247, as amended), I hereby waive my "right of access" to confidential letters and documents now held and hereafter submitted to the University of Hawai'i at Mānoa Career Development & Student Employment office on my behalf.

I understand that the yielding of this "right of access" is a voluntary act on my part and that I will not be permitted to view or otherwise obtain the information contained in any confidential letters and statements or recommendation submitted on my behalf and further that ANY CONFIDENTIAL LETTERS OF REFERENCE OR RECOMMENDATIONS SUBMITTED ON MY BEHALF FOR INCLUSION IN MY FILES MUST BE SENT OR DELIVERED **DIRECTLY** TO THE CAREER DEVELOPMENT & STUDENT EMPLOYMENT OFFICE BY THE AUTHORS.

Signature of Student or Alumnus

Date