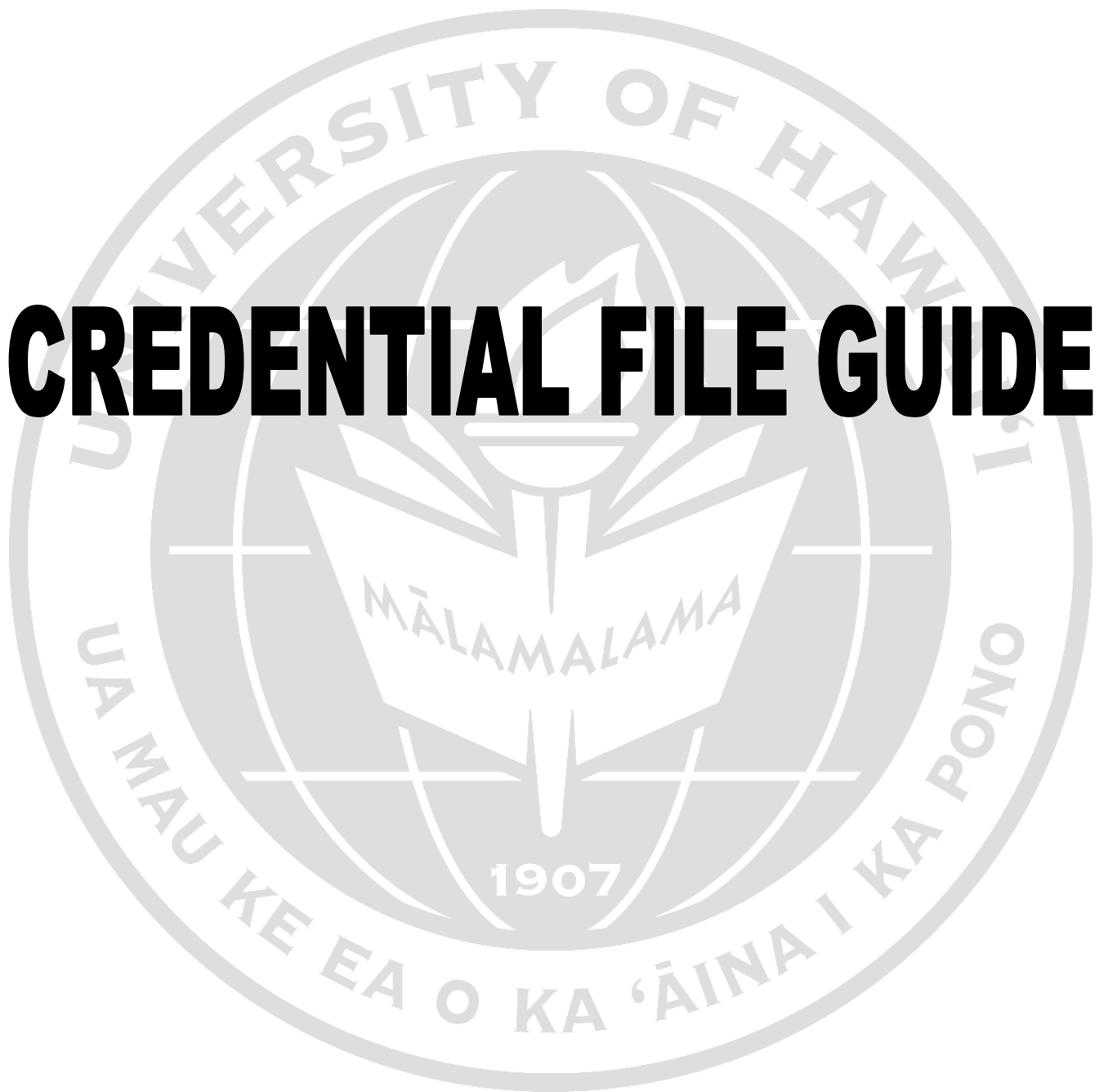


# CREDENTIAL FILE GUIDE



**MĀNOA**  
**career center**

UNIVERSITY OF HAWAII AT MĀNOA  
2600 Campus Road  
Queen Lili'uokalani Center for Student Services 212  
Honolulu, HI 96822-2205  
Phone: (808) 956-7007

## CHECKLIST FOR ESTABLISHING AND USING A CREDENTIAL FILE

- Read the *Overview of Credential File Services* on page 2.
- Complete the *Credential File Registration and Authorization* form (Attachment 5). 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 the Mānoa Career Center. 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.

- Submit the required registration fee (cash, check, or money order). Make checks payable to University of Hawai'i.
- 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 the Mānoa Career Center or online at: [manoa.hawaii.edu/careercenter](http://manoa.hawaii.edu/careercenter).
- Prior to submitting a request to send your file, call, email, or stop by the Mānoa Career Center to find out which letters have been received. The Mānoa Career Center will also send you email notifications when letters are received.
- 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 the Mānoa Career Center or online at: [manoa.hawaii.edu/careercenter](http://manoa.hawaii.edu/careercenter).
- 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 ensure 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 unless prior arrangements have been made.*

# 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 Mānoa Career Center will act as a repository for credential files of eligible University of Hawai'i at Mānoa (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 Mānoa.

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

**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 Mānoa Career Center to make it available to (him/her) upon request."*

**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 Mānoa Career Center. The student/alumnus may not "handle" the confidential letter.

## When should I request letters be sent to the Mānoa Career Center?

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.

## Academic Transcripts and Resumes:

Transcripts of college work are not included in credential files housed in the Mānoa Career Center. 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.

**Fees:**

UHM students and alumni who request the credential file service with the Mānoa Career Center 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 Hawai'i.

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.	
<i>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.</i>	

**Submitting Requests to Forward Your Credential File Letters/Documents:**

The Mānoa Career Center 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 unless prior arrangements have been made.*

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, the Mānoa Career Center 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 Mānoa Career Center through the Campus Mailroom which typically adds one to two days to the delivery time. The Mānoa Career Center office will not process credential files by facsimile.

**How long will my credential file be kept?**

Beginning July 1, 2000, the Mānoa Career Center office will maintain a credential file for 5 years starting from the current year of registering for file services. Credential files will be destroyed 5 years after expiration. 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.

**Emailed Requests?**

For those students and alumni who live off-island we do offer the ability to submit forwarding requests by email. A signed copy of the *Authorization for Emailed Forwarding Requests* form (Attachment 3) must be submitted to the Mānoa Career Center authorizing email requests and specifying from which email addresses such requests will be accepted. Payment for such requests must be submitted in the form of prepayment as described below.

**Prepayment:**

Prepayment service allows students and alumni with credential files to submit payment beforehand. These payments will be recorded in their file and may be applied to future costs for forwarding requests and credential file renewals. Prepayment is required for use of the emailed requests option and prepayment is nonrefundable. You may, at your option, apply some of the remaining balance towards renewing your credential file when you are notified of the files pending expiration. When submitting prepayment, please include the *Prepayment Request* form (Attachment 4).

**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 MĀNOA CAREER SERVICE RESERVES THE RIGHT TO DENY SERVICES TO REGISTRANTS WHO MISUSE THE INTENT OF A CREDENTIAL FILE.**



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**Attachment 1**

**INSTRUCTIONS FOR AUTHORS OF CREDENTIAL LETTERS**

RE: \_\_\_\_\_  
Name of Student/Alumnus

The individual noted above has registered with the Mānoa Career Center 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. The Mānoa Career Center 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 Mānoa Career Center to make it available to him/her upon request."*

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**Attachment 2**

**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. A maximum of 5 letters may be included per request.

Registrant's Name: \_\_\_\_\_ UH ID: \_\_\_\_\_  
Last First M.I.

Current Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
\_\_\_\_\_

To:  
Name: \_\_\_\_\_  
Title/Department: \_\_\_\_\_  
Employer/School: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Special Instructions:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_

FEES	
<b>Standard Processing:</b>	<b>\$3</b>
No more than 5 requests will be processed per day and limited to 5 letters/request. Processed within 5 working days.	
<b>Additional Processing Fee:</b>	<b>\$3</b>
For each letter processed beyond the 5 letters per request.	
<u>For Office Use Only:</u>	



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**Attachment 3**

**AUTHORIZATION FOR EMAILED FORWARDING REQUESTS**

If you wish to submit forwarding requests by email, please read over the terms of this arrangement as discussed in the credential file guide and complete the form below.

**NAME:** \_\_\_\_\_ **UH ID:** \_\_\_\_\_  
Last First M.I.

**EMAIL ADDRESSES AUTHORIZED:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I understand that by signing below I am authorizing the Mānoa Career Center to accept requests for credential file forwarding from the email addresses provided above. Forwarding requests from email addresses not included above will not be accepted. In addition, I understand that I will be required to provide prepayment to pay for requests made in this way and that I have read and understand the terms of both the email forwarding service and the prepayment service.

\_\_\_\_\_  
Signature of Student or Alumnus

\_\_\_\_\_  
Date

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



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**Attachment 4**

**PREPAYMENT REQUEST**

**Registrant's Name:** \_\_\_\_\_ **UH ID:** \_\_\_\_\_  
Last First M.I.

**Current Address:** \_\_\_\_\_ **Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_  
\_\_\_\_\_

**Prepayment Amount:** \_\_\_\_\_

**Payment Type:** Cash Check Money Order

**Office Use Only:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I understand that by submitting this request I acknowledge that I have read and understand the terms of the prepayment service as discussed in the credential file guide. Furthermore, I understand and acknowledge that money submitted for prepayment is non-refundable.

\_\_\_\_\_  
Signature of Student or Alumnus

\_\_\_\_\_  
Date

Registration fee: \$15

Extension fee: \$5



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**CREDENTIAL FILE REGISTRATION & AUTHORIZATION FORM**

**NAME:** \_\_\_\_\_ **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/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 the Mānoa Career Center's policy and procedures concerning credential files and authorize the Mānoa Career Center, a department of the University of Hawai'i at Mānoa, 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 Mānoa Career Center, University of Hawai'i at Mānoa, 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 MĀNOA CAREER CENTER.

\_\_\_\_\_  
Signature of Student or Alumnus

\_\_\_\_\_  
Date