

Division of Student Affairs

New Employee Handbook



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HILO

Division of Student Affairs

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Introduction

The Department of Student Affairs (DSA) Professional Development Committee is served by volunteers to develop and facilitate professional development activities for DSA staff. The committee organizes and promotes activities, speakers, and workshops two or three times during the academic year on topics to facilitate a healthy and efficient workplace for DSA staff. At the end of each academic year, the committee organizes a two-day retreat for DSA staff featuring workshops speakers and collaborative activities. The committee members come from all divisions within student affairs and serve for at least two years.

Members 2015-2016

Chair, Jake Picus, Director New Students Program

Leomi L. Bergknut, Student Leadership Development Coordinator

Kurt dela Cruz, Senior Advisor

Shana Kaneshiro, Financial Aid Counselor

UH Hilo Administration



Chancellor, Donald Straney (<http://hilo.hawaii.edu/chancellor/>)

Chancellor Straney maintains university policies as he oversees a diverse population of students who are engaged in a wide range of liberal arts and professional programs, as well as a number of carefully selected graduate programs. He has a Council of Vice Chancellors, an Executive Council, the native Hawaiian Hanakahi Council and other advisory committees. He has the highest leadership responsibility for the immediate operational management and governance of his organizational units.

Vice Chancellors at UH Hilo



[Matthew Platz, Vice Chancellor for Academic Affairs](#)

The Vice Chancellor for Academic Affairs advises and assists the Chancellor and provides leadership to the academic and academic-related units of the university. Among the many responsibilities of the position, the Vice Chancellor oversees academic planning, academic program review, and curriculum development and maintains liaison with other campuses of the University of Hawai'i system and with such external groups as the Legislature of the State of Hawai'i.

[Marcia Sakai, Vice Chancellor for Administrative Affairs](#)

The Vice Chancellor for Administrative Affairs serves as chief administrative officer to the Senior Vice President, University of Hawai'i, and Chancellor, University of Hawai'i at Hilo. Responsibilities include providing executive leadership, policy formulation, operational management and non-academic affairs program management in administrative affairs such as planning, budget, fiscal, human resources, environmental safety and health, computer center, and theater.



[Gail Makuakane-Lundin, Interim Vice Chancellor for Student Affairs](#)

The Vice Chancellor for Student Affairs provides vision, leadership, direction and accountability for non-instructional and co-curricular activities, programs and services that contribute to student development, learning and success. Her role is to focus on enhancing the student experience at UH Hilo, as well as ensuring that the student perspective is accounted for and heard by administration in their decision-making.

What Does the Vice Chancellor for Student Affairs Do?

A member of the Chancellor's senior leadership team, the Vice Chancellor for Student Affairs provides vision, leadership, direction and accountability for non-instructional and co-curricular activities, programs and services that contribute to student development, learning and success. Her role is to focus on enhancing the student experience at UH Hilo, as well as ensuring that the student perspective is accounted for and heard by administration in their decision-making.

At this time, Gail has identified the following goals and priorities to emphasize:

- Provide effective vision, leadership, oversight, direction and management for the [Division of Student Affairs](#) during a time of fiscal challenge;
- Lead efforts to gradually improve the access, engagement and retention of first-year students, as well as improve graduation rates, in particular for Native Hawaiian and other historically underserved students;
- Build and sustain stronger partnerships and collaborations between Academic Affairs and Student Affairs in support of initiatives to enhance student success;
- Provide leadership for effective enrollment management planning and implementation so as to meet University strategic priorities and fiscal goals;
- Serve as an advocate for policies and programs to enhance the student experience, foster student learning/development, and encourage student involvement;
- Serve as a consultant/resource for faculty and administrators on issues of student-related policies, student intervention and student support, etc.;
- Identify and secure opportunities to increase student residential hall capacity, and improve the quality of student life at UH Hilo;
- Serve as a liaison with the University of Hawai'i System and with other UH campuses on student life issues.
- Play an integral role in public relations, local outreach and development efforts to increase UH Hilo's positive impact in the community.

Source: <http://hilo.hawaii.edu/uhh/vcsa/index.php>

Vision, Mission & Operating Principles of Student Affairs

VISION

The Division of Student Affairs strives to become an exemplary community of higher education professionals who inspire and empower students to achieve their academic goals and life dreams.

MISSION

The Division of Student Affairs, as an integral contributor to the mission of UH Hilo, provides quality activities, programs and services that facilitate the academic success of students and cultivate their holistic development as citizens and leaders of diverse and global communities.

OPERATING PRINCIPLES

1. Focused on student learning, engagement and development as central to our purpose.
2. Committed to sustaining an inclusive campus climate and to ensuring equitable access and opportunity for all students.
3. Passionate about what we do, who we serve, and making a positive difference in students' lives.
4. Guided by integrity, honor, courage, excellence and the aloha spirit in all that we do.
5. Dedicated to forging genuine collaborations and coalitions in support of our work.
6. Informed by evidence-based analysis, both quantitative and qualitative, in our planning and decision-making.
7. Continually open to leveraging technology and other strategies that increase efficiency effectiveness and excellence.
8. Accepting of both accountability and responsibility in our work and our professional relationships.
9. Sensitive to our need to expend fiscal, facility, human and other resources in a manner that promotes sustainability.
10. Engaged continually in active learning to expand our individual and collective capacities.

Drafted: 11.13.08

Revised: 11.14.08 & 12.2.08 after review by Student Affairs Leadership Council

Revised: 12.22.08 after Division of Student Affairs comment period

Endorsed: 1.7.09 by Chancellor's Cabinet

Update 9.4.15

The Division of Student Affairs

Admissions Office

The mission of the Admissions Office is to recruit potential students, process and evaluate applications, admit qualified students, and assist in enrolling students into the University of Hawai'i at Hilo.

Services Provided:

- Recruit potential students
- Process and evaluate applications
- Admit qualified students
- Assist enrolling students in the University of Hawai'i at Hilo

Advising Center

The mission of the University of Hawai'i at Hilo Advising Center is to promote student learning by assisting students in the development of educational plans and that are compatible with their career/life goals. Students are empowered to take responsibility for their own decisions. The Advising Center delivers high quality advising in a caring, personalized atmosphere and also provides timely and accurate academic resources, materials and information to the campus community.

Services Provided:

- Serve as primary advisor for "General" or undecided students
- Update publications related to Advising.
- Communicate advising matters via the 'ohana listserv.
- Meet with students who been re-admitted after being dismissed and assist them. "Strategies for Success"
- Work with the New Student Orientation Program to plan and carry out orientation, advising and registration each semester and collaborate with faculty to facilitate placement testing.
- Plan and conduct development sessions for new and continuing faculty and peer advisors and serve as a resource to faculty advisors.
- Refer students to campus resources related to their needs.

Campus Center

The UH Hilo Campus Center is a catalyst for leadership, social, cultural, educational and recreational development of the student population through co-curricular activities, programs and services. The Campus Center serves as a laboratory for citizenship by developing socially responsible leaders who become effective forces for change in our communities. Programs and services emphasize the worth of service to the community and a sense of responsibility for active leadership.

Services Provided:

- Advise, support and train chartered student organization (CSO) officers

- Support and advise Registered Independent Student Organizations (RISO)
- Manage the Campus Center facility
- Manage and support programs and services for students
- Student, faculty and staff identification cards
- Manage the Game Room and cyber-café...da Lava Tube in the Lava Landing
- Information booth for the entire campus

Campus Recreation

The Campus Recreation Department enhances the quality of life and builds the campus community by educating and encouraging participation in activities that promote healthy lifestyles, social interactions, and leadership skills. The Campus Recreation Department creates an atmosphere that encourages individuals to develop life-long involvement in recreational activities and is dedicated to meeting the changing needs of a diverse community by offering quality structured and informal recreational opportunities.

Services Provided:

- Student Life Center Activities – for membership rates for staff and students visit <http://hilo.hawaii.edu/rec/center/membershiprates2.php>
- Intramural Sports
- Lifeguard & First Aid Training – for employees and students
- Outdoor EdVenture Activities

Center for Global Education and Exchange

The first priority and fundamental mission of the Center for Global Education and Exchange is to internationally develop all aspects of the collegiate experience to assure that students are successful as future leaders in the greater world community. This critical mission is advanced by expanding the global reach of UH Hilo by advocating for all students, engaging faculty, and enriching the campus community by enhancing international education programs, and expanding campus diversity. By providing quality study abroad and student exchange choices the center fosters the development of the student's global perspective.

Services Provided:

- Promote study abroad for UH Hilo students
- Develop exchange agreements with international universities
- Welcome and support exchange students from other countries
- Help promote cultural exchange and intercultural education on campus

Counseling Services, Student Health & Wellness Programs

The mission of the Counseling Center is to provide, to a variety of modalities and programs, timely, caring, and knowledgeable assistance to students in areas of personal growth and educational/career development. To provide consultation to faculty and to assist and better understand and deal effectively with student situations of concern.

Also to assist perspective University of Hawai'i at Hilo students in understanding the options available in academic programs that are appropriate to their career and educational goals.

Services Provided:

- Academic success counseling
- Career exploration and counseling
- Counseling outreach to academically high risk students
- Consultation to faculty and staff
- Educational planning counseling
- Long-term and short-term psychotherapeutic counseling
- Sexual harassment complaints, consultation and counseling

Dean of Students

The Dean of Students Office in Student Affairs is responsible for holding students accountable for violations of university policy, which are described in the Student Conduct Code. Through the disciplinary process, the office promotes personal responsibility and encourages honesty, integrity, civility, and respect among our students. The disciplinary process is designed to be an educational one through which individuals or groups recognize their mistakes, take responsibility for them, and learn from them.

All members of the University of Hawai'i at Hilo community have the right to pursue educational endeavors as part of the institution's fundamental purposes of teaching, learning, and research. Students have the responsibility to maintain standards of personal integrity that are in harmony with the educational mission of the University; to respect the rights, privileges, and property of others; and to observe University policies as well as national, state and local laws.

Disability Services

The mission of the University Disability Services Office is to provide services and support to students, faculty and staff with disabilities at the University of Hawai'i at Hilo. These services include review of assessments, and providing reasonable accommodations designed to assure that these individuals can succeed in a least restrictive environment. In addition to serving as an advocate for disabled members of the campus community, the office also provides consulting on facilities development, educational and awareness programs, and provides general support for all diversity activities at the University of Hawai'i at Hilo

Services Provided:

- Disability review and referral for assessment
- Provision of accommodation
- Disability counseling
- Faculty and staff development
- Policy review and implementation
- Campus and community disability resource

- Diversity club advisor

Financial Aid Office

The University of Hawai'i at Hilo Financial Aid office provides guidance and financial aid to students who are unable to pursue their education without such help. Guidance is provided through individual and group consultations, publishing information and public information sessions. Financial aid programs are administered in accordance with policies and guidelines established by the institution, the State and Federal government to assure that there is reasonable and equitable distribution of the limited funds available and that priority is given to those students with legitimate and demonstrated need.

Services provided:

- Information on financial aid to prospective and current students
- Student assistance in the application process for financial aid
- Outreach to high schools on financial aid opportunities
- Financial aid processing and distribution to students
- Financial aid loan counseling
- Scholarship application information to students
- Financial aid reports and information to state and federal government

Intercollegiate Athletics

The Office of Intercollegiate Athletics supports the academic mission of the University of Hawai'i at Hilo while fostering connections with the UH Hilo community and beyond. It does so by providing men and women the opportunity to pursue a quality baccalaureate education while building character and developing leadership, teamwork and other lifelong skills. In support of our mission, the Intercollegiate Athletics is guided by the following values:

1. Excellence – All student athletes, administrators, coaches, staff and volunteers are expected to hold themselves to high standards of integrity and performance on-and-off the field, to ethical behavior, and to sportsman-like conduct, as well as to understand that winning is not the same thing as excellence.
2. Diversity – UH Hilo is uniquely positioned to provide higher education access opportunities to students from the State of Hawai'i and beyond and is especially sensitive to ensuring that men and women have equitable access to athletic participation opportunities; further, the diversity of our student-athletes will be leveraged purposely to enhance the student educational experience
3. Honor – We encourage a strong work ethic among our coaches, staff and student athletes, and emphasize the importance of respecting self and others, taking personal responsibility for one's actions, and actively demonstrating an aloha spirit at all times to colleagues, teammates, students, community members and fans.
4. Resourcefulness – The investment of resources from the University, from the State and from our donors and supporters will be cultivated responsibly and managed carefully with an eye to sustaining a long-term future for our athletic programs and maximizing participation for as many students as possible. In addition, resources will be used to minimize institutional liability and promote student health and safety to the best of our ability.

International Student Services

The office assists international students in clarifying and attaining their personal and academic goals while complying with the regulations pertaining to their immigration status. The International Student Services Office serves as an interface between UH Hilo and international students in order to facilitate communication, understanding and appreciation between them. Ultimately the goals of international education are to advance learning and scholarship and to increase intercultural awareness, understanding and competency in a global community.

Services Provided:

- Orientation for new international students
- Advising, consultation and workshops on immigration matters, including employment
- Scholarship information and certification
- Official certification of U.S. Department of Homeland Security documents
- Assistance with UH Hilo's academic and other policies and procedures
- Counseling support and referrals for personal issues
- Global education programming, such as United Nations Day and International Nights
- Supervisor of the Becoming Culturally Aware Project (BCAP)

Kipuka – The Native Hawaiian Student Center

The mission of Kipuka is to provide a “home” on campus for all Native Hawaiian students that ensures their success at the University of Hawai'i at Hilo and encourages them to give back to the Hawaiian community. Also, to increase the number of Native Hawaiian students entering and completing post secondary education, to develop their leadership potential, and to increase the number of Hawaiian leaders in professional fields and in the community.

Services Provided:

- Academic and personal support services
- Academic advising, career and financial aid counseling
- University 101 and Hawaiian Leadership language and culture classes
- Statewide dissemination of program information
- Recruitment of Native Hawaiian students
- Leadership development experiences
- Community service projects
- Tutoring
- Computers and printers
- Peer Mentoring
- Assistance with Financial Aid (especially scholarships designated for Hawaiians)
- Advocacy for all Native Hawaiian students at UH Hilo.

Minority Access and Achievement Program (MAAP)

The Office of Minority Access and Achievement Program provides academic and personal support through counseling, academic advising, career exploration, assistance with financial aid, and scholarships to underrepresented groups on the UH Hilo campus.

Services Provided:

- Personal, academic, and career counseling and advising
- Peer assistance program
- Mentoring program for first-year freshmen students
- Cultural/social events and field trips
- Financial aid information
- UNIV 101 Freshman Experience Seminar class for special students
- Advocacy for special needs and issues regarding underrepresented groups

Na Pua No'eau

Na Pua No'eau was established for the purpose of increasing educational enrichment opportunities for Hawaiian children in grades kindergarten through 12th grade. Outreach centers have been established in Maui, Kaua'i, O'ahu, Moloka'i, Lana'i and the west side of the Island of Hawai'i. For further info visit: <http://nnp.uhh.hawaii.edu/>

National Student Exchange (NSE)

The National Student Exchange seeks to expand opportunities to students by enabling them to attend any of the over 200 participating colleges and universities for up to one academic year while paying resident tuition. Students are encouraged to access different courses, unique programs, field studies, and internships or to investigate graduate programs, professional schools, and career options. Through the NSE program, students can widen their educational horizons, broaden perspectives and enhance personal growth by living in a different geographic and cultural setting.

Services Provided:

- Program information and materials
- Advising for both incoming and outgoing students
- Registration and enrollment assistance
- Orientation for incoming NSE students
- Social and cultural activities for incoming students
- Liaison with the central National Student Exchange Office

New Student Orientation Program

The New Student Orientation Program enhances the educational experience of students by helping them make connections through New and Transfer Student Orientation. Through diverse orientation programming, new and transfer students are welcomed to engage in their new educational setting as they begin their college career.

Services Provided

- Orientation for new and transfer students

Office of the Registrar

The University Registrar supports the academic goals of the University of Hawai'i at Hilo by providing quality services to the University and external constituencies in the areas of Records and Registration.

Services Provided:

- Maintain academic records
- Plan and conduct class registration
- Process transcripts
- Certify enrollment
- Graduation application processing and certification
- Research and reporting

Student Employment Services

The Student Employment Services mission is to promote the career development and related life planning skills of UH Hilo students and alumni, and to provide access to experiential learning and employment opportunities so that students may test career alternatives, gain “real-world” experience and pursue their career goals. The Student Employment Services administers two major programs: Career Services and the Student Employment Program.

Services Provided:

- Job Fairs
- Resume Writing, Interviewing, and other job-search workshops
- Specialized workshops on a variety of career issues
- Online listings for on-Campus and Off-Campus Jobs & Internships
- Student Employment Program administration
- Career Exploration Resources
- Career Counseling & Advising (in conjunction with the counseling center)
- Employer Services

Student Medical Services

The mission of Student Health Service is to provide services that promote and maintain the health of students through limited ambulatory nurse practitioner services, health promotion and public health services.

Services Provided:

- Health history form for all new entering students
- Family Planning
- First-aid treatment with referral to physician
- Women health services

- TB test for all new faculty and students
- Immunizations, HIV testing
- Campus Consultant

Student Support Services Program

The mission of the Student Support Services Program (SSSP) is to increase the retention and graduation rates of students who come from disadvantaged backgrounds (i.e., low-income, first-generation college students and students with disabilities) so that they may move on to participate fully in their community's economic and social life. SSSP is a federally funded TRIO program.

Services Provided:

- Tutoring and basic study skills
- Freshman year experience seminar
- Academic advising
- Financial aid admissions and scholarship counseling
- Career and personal guidance
- Auxiliary aids and services for students with disabilities
- Academic enrichment workshops
- Social and cultural enrichment activities

Upward Bound

To assist low income and first-generation college bound program participants in acquiring and/or developing the skills and motivation to complete a four-year college degree. Upward bound is another federally funded TRIO program and their website is: <http://hilo.hawaii.edu/academics/ub/>.

University Student Housing

The mission of the Student Housing Program is to provide housing options to students requesting accommodations while attending the University of Hawai'i at Hilo. The program strives to provide an environment that complements a student's individual educational goals and promotes growth and development opportunities that enhance the collegiate experience. The Student Housing Program also provides facilities that are clean, safe, well maintained, reasonably priced, attractive, comfortable and conducive to study. The program also strives to ensure that food service is high in quality, nutritious, and reasonably priced in addition to meeting the expectations and preferences of residents.

Services Provided:

- Academic year housing

- Programs and activities
 - Staff training and development
 - Community development
 - Food services
 - Building maintenance
 - Amenities and services
 - Conference and summer program housing
 - Coordinate off-campus special housing units.
- The website <http://hilo.hawaii.edu/housing/offcampus/> a resource for students looking for off-campus accommodations.

Women's Center

The Women's Center is here to help students, provide leadership and empowerment, create a safe environment on campus, bring up issues others don't want to talk about and provide resources for all students. The Women's Center is celebrating 20-Years of service and empowerment to students on the UH Hilo campus. Come and visit us, we are in Student Services Center E-224!

Resource: <http://hilo.hawaii.edu/studentaffairs/>

UH Hilo 2011-2015 Strategic Plan

<http://hilo.hawaii.edu/strategicplan/>

Mission

'A'ohe pau ka 'ike i ka hālau ho'okahi/ One learns from many sources!

The purpose of our university 'ohana/family is to challenge students to reach their highest level of academic achievement by inspiring learning, discovery and creativity inside and outside the classroom. Our kuleana/responsibility is to improve the quality of life of the people of Hawai'i, the Pacific region and the world.

Vision for 2020

E lawe i ke a'o a mālama, a e 'oi mau ka na'auao/ Those who take their learnings and apply them increase their knowledge!

We will be acclaimed as a university community that works together across disciplines and diverse perspectives to prepare student scholars to thrive, compete, innovate and lead in their professional and personal lives. We will engage every student in applied learning that links theory with practice, connects to the distinctive natural and cultural environments of Hawai'i, and promotes skilled participation in a global society

Who We Are

The University of Hawai'i at Hilo is a public university with a comprehensive portfolio of distinguished undergraduate programs, complemented by select graduate and professional degrees that seek to improve the quality of life of the people of Hawai'i Island and state.

We are committed to excellence in higher education and learning with aloha. We inspire our students to explore, investigate and discover, through the cultivation of innovation, creativity, and critical thinking. Our faculty and students undertake research activities that enhance both our students' learning and our university's contribution to academia and society.

We seek to reflect Hawai'i, its people, history, cultures, and natural environment, and to embody the concept of a 'Hawaiian university'. As a member of the University of Hawai'i system, we embrace our responsibility to serve the indigenous people of Hawai'i and to kāko'o/support Hawai'i's indigenous language and culture.

What We Stand For

- Access to education: We provide access to higher education while holding high expectations for all students and providing support for their success.

- Learning from many sources: We offer an engaging atmosphere-of-learning where knowledge is created and shared, values and wisdom are preserved, and individuals can learn from one another. Learning occurs not only in the classroom, but also in the laboratory, in the field, in the studio, through performance and presentation, in partnerships with our community, and in our everyday lives.
- Excellence in teaching and scholarship: We value the integration of teaching with scholarship, connecting instruction with research, service, and professional experiences that empower our students to achieve their academic and career goals. We strive for excellence in teaching by promoting effective and innovative teaching methods that have a positive impact on student learning, while also seeking the advancement of scholarship in its own right.
- Student-faculty interaction: We recognize the value of dialogue, discussion and debate between and among students and their faculty, fostered by quality student-faculty engagement and collaboration, and out-of-class experiences.
- Diversity and cultural infusion: We celebrate different people, their backgrounds and history, and the unique cultural mosaic of Hawai'i that brings the feel of a global community to our local campus.
- Stewardship of the natural and cultural environment: We respect the 'āina/land and appreciate the many lessons it has to teach. We work in partnership with the community to study, protect, preserve and sustain the unique cultural and natural environment of Hawai'i Island.
- Community partnerships and economic impact: We are dedicated to our role as a major economic and knowledge-based resource for the Island, state and region. We work in partnership with local government and agencies, businesses, non-profit groups, alumni, and other educational institutions to create a positive impact on our students, local community and economy.

Goal 1: Provide learning experiences and support to prepare students to thrive, compete, innovate and lead in their professional and personal lives

We will prepare students to contribute positively to their communities and a globally competitive workforce. We will instill an entrepreneurial confidence in students by fostering their ability to think critically, develop ideas, and act on those ideas. We will develop and support student scholars throughout their university careers, from admissions to graduation.

Goal 2: Inspire excellence in teaching, research and collaboration

We will promote intellectual and creative freedom in support of excellence in teaching and research. We view teaching and research as complementary scholarship activities that have a significant impact on our students, our university and our broader community. We will foster a culture and organizational structure that value and support innovation in teaching. We will enhance our research infrastructure and administration to better support research scholarship across the broad range of disciplines represented

by our faculty. We will promote innovation through interdisciplinary and inter-service collaborations across the university.

Goal 3: Foster a vibrant and sustainable environment within which to study, work and live.

We will work to ensure that our facilities and infrastructure meet the developing needs of our residential, commuter, and distance learning students as well as our employees. Our aim is to develop an attractive and sustainable physical, technical, and organizational infrastructure that engenders a greater sense of pride in UH Hilo as a vibrant and welcoming institution of higher education.

Goal 4: Cultivate, sustain and reflect a diverse, multicultural university that is rooted in the indigenous history of Hawai'i.

We value diversity as central to our mission and essential for effective participation in an increasingly global society. We seek to cultivate an inclusive community of people with varied characteristics, ideas, cultures, and world-views where our students, faculty, and staff celebrate difference and respect tradition. We especially embrace our responsibilities to the indigenous people of Hawai'i. We root our identity in this indigenous heritage and reflect the rich mix of Native Hawaiian, Asia-Pacific, local, national, and international cultures that embody the diversity of Hawai'i. We will foster cross-cultural awareness to promote an intellectual and social environment that challenges all of us to learn and grow.

Goal 5: Strengthen UH Hilo's impact on the community, Island and state of Hawai'i through responsive higher education, community partnerships, and knowledge and technology transfer.

We will expand upon our existing partnerships with other education providers on Hawai'i Island and within the UH system to help prepare students for higher education and offer programs that address critical workforce needs. We will also seek to formalize and elevate our role as a significant economic and knowledge resource for the Island by collaborating with public and private agencies to promote knowledge and technology transfer.

Goal 6: Facilitate organizational excellence through continuous innovation, responsible resource development, and effective communication

We will work to improve our planning, financial and human resource management, and accountability, demonstrating our commitment to the state of Hawai'i. We will ensure that our employees experience a collegial and enjoyable working environment that is exemplified by effective communication, clear processes and procedures.

Visit <http://hilo.hawaii.edu/strategicplan/> to learn more about the UH Hilo Strategic Plan Priority and Action Goals.

Campus Services

Athletics

What's a Vulcan?

In 1966, the University officially adopted "Vulcan" as their nickname.

Vulcan is the Roman god of Fire and Volcanoes. He was an important member of the pantheon of the Romans. The Vulcan festival, Volcanalia, is held in Italy on August 23, each year. Vulcan is the patron god of artisans and blacksmiths. He was the son of Jupiter and Juno and his home was in the heart of Mount Etna. He fashioned Jupiter's magical thunderbolts and Cupid's arrows. His forge was thought to be the source of volcanic activity.

Vulcan's Greek counterpart is Hephaestus, the God of Destructive Terrestrial Fire and Volcanic Fire. He was the divine inventor and builder of magical things. From Vulcan, we receive the term Vulcanization. This is the treatment of rubber to give it certain qualities, such as strength, elasticity, resistance to solvents, and rendering it impervious to moderate heat and cold.

Men & Women Athletic Events:

Tickets are available at a discount price for UH Hilo Faculty and Staff.

Visit <http://hiloathletics.com> for the athletics schedule and ticket rates.

Campus Security

The Campus Security office is located on the main campus in the Auxiliary Services Building #300, Room 104, phone (808) 974-7911 and information on campus security and services are located at www.hilo.hawaii.edu/auxsvc/security/ .

Emergency Call Boxes and Blue Light Phones

The University has dispersed throughout the campus yellow emergency call boxes and blue light telephones for student and faculty use in the event of an emergency and/or the need for assistance. Utilizing the emergency phone requires depressing the red button on the call box and this will place a call directly to Campus Security.

Campus Security Escort Program

UH Hilo offers a Campus Escort Program seven days a week between the hours of 6:30 pm and 11:30 pm. The program is available to ensure the safety of individual students, faculty and staff members. If someone feels uncomfortable about walking across the University Campus for any reason, they may contact the Security

Department at (808) 974-7911 and they will be escorted to their requested on-campus destination.

Dining Services

Information on meal plans, announcements for upcoming events, sustainability and local first efforts can be located at www.uhcampusdining.com or Facebook by searching for "[UH Hilo Campus Dining](#)."

Employees with a faculty/staff ID from Campus Center can use their ID card as a "meal card" and gain bonus points to purchase more food products. Visit the Sodexo Campus Services office in the Campus Center Dining Hall for further info.

Hours of Operation: (may differ during summer session)

Campus Center Dining Hall

- ☐ 7 am-3pm, Monday-Friday

Hale Kehau Dining Hall

- ☐ 11am-1pm (Lunch)
- ☐ 5pm-8pm, Monday-Friday (Dinner)
- ☐ 10:30am-12pm, Saturday & Sunday (Brunch)
- ☐ 5pm-6:30pm, Saturday (Dinner)
- ☐ 5pm-7pm, Sunday (Dinner)
- ☐ 9pm-Midnight Sunday-Thursday (Munchies)

Da' Cube

- ☐ 9am-2pm, Monday-Thursday
- ☐ 9am-1:30pm, Friday

Deja Brew Coffee

- ☐ 7:30am-8pm, Monday-Thursday
- ☐ 7:30am-2pm, Friday

Contact Campus Security 24/7: 974-7911 or On-Campus Direct: Ext. 7911. If it's an emergency, Dial 9-1-1.

Campus Security

http://hilo.hawaii.edu/auxsvc/security/CampusSecurityPolicies_CleryAct.php

Emergency Operations Plan – read the section in this handbook that includes additional resources.

http://hilo.hawaii.edu/uhh/hr/new_employee.php

Emergency Notification Types

<http://hilo.hawaii.edu/uhh/ehso/TypesofEmergencyNotification.php>

Student Medical Services

Faculty and Staff can obtain a TB test at the student health services at Campus Center; however, due to a national shortage of the TB serum it is highly advisable to contact the office ahead of time at (808) 932-7369,

Human Resources

The University of Hawai'i at Hilo's Human Resources Office, under the supervision of the Vice Chancellor for Administrative Affairs, develops and administers the university's policies, rules, regulations, and contracts as it relates to all human resource transactions and authorizes appropriate actions as delegated.

- Online resources and information with human resources are available at <http://hilo.hawaii.edu/uhh/hr/>.
- New Employee information to help you to move, set up, live and enjoy Hilo, with links to Google maps, the Yellow Pages, Hawai'i Visitor's Bureau and more are available at http://hilo.hawaii.edu/uhh/hr/new_employee.php.

Parking & Transportation Info

Campus Parking

A UH Hilo parking permit is required to park a vehicle on campus starting the first day of class from 6:00 am to 4:00 pm during the Fall and Spring semesters. Parking applications are available at the UH Hilo Parking Office located at Auxiliary Services Building #3ass.00, Room 101. Permits are sold on a first-come, first-served basis. To obtain a permit, the following items are required:

1. A completed parking permit application
2. A current vehicle registration

3. A valid driver's license
4. A owner's waiver (if the driver is different from the vehicle owner)

Bring the above items to the Parking Office with payment. The parking application and owner's waiver are available online at <http://hilo.hawaii.edu/auxsvc/parking/> with other additional information or call (808) 932-7001.

Carpool Parking

A carpool pass is available at the Main Entrance kiosk and parking is available in designated carpool stalls. A university parking permit is required with two or more people upon entering campus. There is no charge for a carpool

Daily Parking is \$3.00. Visitors must buy a daily parking pass, good in all lots from the Main Entrance kiosk on Kawili Street, or at the Zone 6 Lanikaula Street entrance. Campus guest should see sponsoring University programs for validation stickers. Refunds, for short term visits, will be available if the pass is returned within ½ hour from the time of purchase.

Disability Parking

To park in a handicap stall on campus:

1. A State of Hawai'i Disabled Parking Placard and a personal ID card is required 24 hours/7-days a week, and
2. A University parking permit is also required

The parking maps identify handicap stall locations. Request for other campus accommodations should be submitted to the University Disability Services office at (808) 932-7623 or (808) 932-7002 (TTY).

Overnight Parking

Campus parking is closed from 12:00 midnight to 6:00 am, except in the Housing lots. Employees and students needing after-hours parking should contact the Parking Office for overnight authorization at (808) 932-7001.

Taxi Passes

The County of Hawai'i offers a flexible shared ride taxi program which is available for as little as \$2.00/coupon, not to exceed \$12.00 per week (6 coupons). Riders can obtain door-to-door transportation service within the urbanized area of Hilo and travel is limited to 9 miles. Taxi ride coupons are non-transferable.

Taxi ride coupons are available at Da Lava Tube in Lava Landing located on the second floor of Campus Center, at the Mo'ohau Bus Terminal in downtown Hilo and at the Mass Transit Agency.

The Hawai'i County Mass Transit Agency provides public transportation around the island on the Hele-On bus. There is a small fare to ride the bus for all island-wide scheduled routes.

- Bus schedules are available at the Campus Center Office 210 and for further info contact (808) 932-7365.
- Hele-On bus schedules for routes stopping at UH Hilo are at www.hilo.hawaii.edu/uhh/about/bussched.php
- Visit the Hawai'i County Mass Transit Agency bus information at <http://heleonbus.org>.

Student Life Center

The Student Life Center strives to provide an open and safe environment for recreation, learning and social interactions. To ensure that students will continue to have priority usage, memberships offered to the Student Life Center (SLC) is limited. Faculty and Staff can have membership at the SLC; however, membership is no longer available for spouse or domestic partners, alumni, and community members.

Membership plans are posted at the membership website posted above. There are memberships with several options:

- Yearly
- 6 months
- Monthly
- Early Bird Membership

Faculty and staff may register on-line at:

<http://hilo.hawaii.edu/rec/center/membership/classification.php>

The Student Life Center offers the following training at a minimal cost:

- Van driving training
- First Aid and CPR training
- Life Guard Certification with First Aid/CPR for the Professional Rescuer and Emergency Oxygen Administrator
- Wilderness and Remote First Aid

For further info contact 932-7611

Emergency Operations & Natural Disasters Info

The Emergency Operations Plan (EOP) shall provide the necessary guidance to organize and direct University of Hawai'i at Hilo's and Hawai'i Community College's operation in the event of an emergency and/or civil defense action that may be necessary (University of Hawai'i APM A-9.700, Plan for Emergency and Civil Defense Events).

Link to the UHH Emergency Operations Plan:

<http://www.uhh.hawaii.edu/emergency/>

In event of emergencies, the Emergency Operations Center (EOC) shall be opened and the members of the EOC staff shall report.

See "EMERGENCY OPERATIONS CENTER ORGANIZATIONAL CHART".

(<http://www.uhh.hawaii.edu/emergency/documents/EOCORGCHART.pdf>)

Notifications

The University subscribes to a "ConnectED" service which will contact individuals listed in the EOP via email, phone, and cell phone, in the event of emergency. Additionally, Hawai'i County Civil Defense (<http://co.hawaii.hi.us/cd/>) will contact the University directly in certain situations.

Information shall be passed along to the University community by means of email, website updates, and, in some situations, by phone and/or security personnel with bullhorns. News and information may also be passed on to local media for broadcast.

Note: UH is implementing a comprehensive system of emergency messaging called UH Alert (<http://www.hawaii.edu/alert/>).

Current capabilities include email, phone and SMS/text messaging for faculty and staff and email for students. Students, faculty and staff may now sign up online to receive alerts via these channels at <https://.hawaii.edu/alert/signup.php>.

Work is underway to extend SMS/text messaging capability to students.

Find out more at: <http://www.hawaii.edu/alert/>.

Emergency Notification and Synchronized Clock System is a campus-wide network in which every device will display a static "Day, Date and Time" synchronized to the Internet. During an emergency, the static display will turn into a rolling message announcing the nature of the emergency such as "Tsunami Warning," accompanied by a warning strobe and audio announcements originating from the master transmitter located at Campus Security.

Emergency Preparedness Information and links

In the event of emergency, the best safety measure is to be prepared. Knowing what to do before an emergency happens will allow you to react to the situation quickly and safely. One example could be the preparation of a disaster supply kit. The Federal Emergency Management Agency (FEMA) website lists the basic items in a disaster supply kit at www.fema.gov/plan/prepare/basiccket.shtm.

Water & Food

First aid supplies & Tools

Clothing, bedding, and sanitation supplies

Special items (important family documents, baby supplies, etc)

These items should be in an easy transportable container in case you need to evacuate to a shelter. Remember, food and other amenities may not be available at shelters. You need to be able to provide for yourself and your family for the first 72 hours.

Note: Hurricane season in Hawai'i typically runs from June to the end of November, but earthquakes, tsunamis (caused by local earthquakes or earthquakes in the pacific region), or other emergencies, can happen at any time.

The following are additional sources of information available on the internet:

- Hawai'i County Civil Defense Website (provides latest Civil Defense messages and various links)
http://www.hawaii-county.com/directory/dir_defense.htm
- Central Pacific Hurricane Center
<http://www.prh.noaa.gov/hnl/cphc/>
- Federal Emergency Management Website
<http://www.fema.gov/plan/index.shtm>
- National Weather Service (State of Hawai'i forecasts and severe weather announcements)
<http://www.prh.noaa.gov/pr/hnl/>
- Pacific Disaster Center
<http://www.pdc.org/iweb/pdchome.html>
- Pacific Tsunami Warning Center
<http://www.prh.noaa.gov/ptwc/>
Note: Not all earthquakes in the Pacific Region are listed and not all earthquakes generate tsunamis.
- US Geological Survey Latest Earthquakes Website
<http://earthquake.usgs.gov/eqcenter/recenteqsww/>

ABBREVIATIONS/ACRONYMS

AANAPISI = Asian American & Native American Pacific Islander-Serving Institution

ADM = Admissions

Admin = Administration, Administrative, Administrator

Assoc = Associate

Assoc VC = Associate Vice Chancellor

Asst = Assistant

Asst Dir = Assistant Director

Aux = Auxiliary

Bldg = Building

BO = Business Office

Bus = Business

CAFNRM = College of Agriculture, Forestry and Natural Resource Management

Career Dev Svcs = Career Development Services

CAS = College of Arts & Sciences

CC = Campus Center

CCECS = College of Continuing Education

CCRC = Campus Wide Curriculum Review Committee

CGEE = Center for Global Education & Exchange

CoBE = College of Business & Economics

CoP = College of Pharmacy

CSAV = Center for the Study of Active Volcanoes Center

DL = Distance Learning

DOS = Dean of Students

DSA = Division of Student Affairs

EEO/AA = Equal Employment Opportunity/Affirmative Action

EHSO = Environmental Health & Safety Office

ELI = English Language Institute

Exec Dir = Executive Director

FAO = Financial Aid Office

HISI = Hawai'i Island Senior Institute

HKM = Hale Kuamo`o

HR = Human Resources

HSG = Housing

HUM = Humanities

IFA = Institute for Astronomy

`Imiloa = `Imiloa Astronomy Center

K or EKH = Edith Kanaka`ole Hall

LGBTQ = Lesbian, Gay, Bisexual, Transgender & Questioning

LS = Life Sciences

MAAP = Minority Access & Achievement Program

MBRS = Minority Biomedical Research Support

MOP = Marine Option Program

MSB = Marine Science Bldg

NHERC = North Hawai'i Education and Research Center

NSE = National Student Exchange

NSP = New Students Program

OCT = Office of Campus Technology

Ofc Asst = Office Assistant

OIA = Office of Intercollegiate Athletics

OMKM = Office of Mauna Kea Management

ORS = Office of Research Services

PAC = Performing Arts Center

PACRC = Pacific Aquaculture and Coastal Resources Center

PISC = Pacific Island Student Center

Pharm = Pharmaceutical

Prof = Professor

Prog = Program

RCUH = Research Corporation of the University of Hawai'i

RDA = Rainbow Drive Annex

Recs = Records

Regis = Registration

RIMI = Research Infrastructure in Minority Institutions

SBDCN = Small Business Development Ctr Network

Sec = Secretary

SHO = Student Housing Office

SH&W = Student Health & Wellness

SL = Student Life

SLC = Student Life Center

Spec = Specialist

Srvcs(s) = Services

SSC = Student Services Center

SSSP = Student Support Services Program

STEM = Science, Technology, Engineering and Mathematics

STO = Science & Technology Bldg

VCSA = Vice Chancellor for Student Affairs

WC = Women's Center



Question/Concern About...

Contact:

<p>Academic advising <i>Degree requirements, students undecided about a major, etc.</i></p>	<p>Kainoa Ariola, Executive Director, Advising & Career Development Services 932-7776, kariola@hawaii.edu</p>
<p>Admissions <i>Admission requirements, procedures, etc.</i></p>	<p>Zach Street, Interim Asst. Director, Admissions Office 932-7446, zstreet@hawaii.edu</p>
<p>Alcohol & other drug education/prevention* <i>Reducing high-risk drinking & associated health risks</i></p>	<p>Dr. Sulma Gandhi, Director, Student Health & Wellness Programs 932-7458, sulma@hawaii.edu</p>
<p>Athletics <i>Intercollegiate sports, game schedules, student-athlete eligibility, etc.</i></p>	<p>Patrick Guillen, Director, Intercollegiate Athletics 932-7170, pguillen@hawaii.edu</p>
<p>Behavior/conduct of students <i>Disruption, drugs/ alcohol, sexual harassment/sexual assault, academic dishonesty, incivility, etc.</i></p>	<p>Dr. Kelly Oaks, Interim Associate Vice Chancellor for Student Affairs & Dean of Students 932-7472, koaks3@hawaii.edu</p>
<p>Campus & Community Service; Volunteer Activities</p>	<p>Ellen Kusano, Director, Campus Center 932-7365, ekusano@hawaii.edu</p>
<p>Career development services <i>Career assessment/exploration, job-search/interview preparation, resume development, graduate/professional school planning, etc.</i></p>	<p>Kainoa Ariola, Executive Director, Advising & Career Development Services 932-7776, kariola@hawaii.edu</p>
<p>Cheating <i>Plagiarism, academic dishonesty, etc.</i></p>	<p>Dr. Kelly Oaks, Interim Associate Vice Chancellor for Student Affairs & Dean of Students 932-7472, koaks3@hawaii.edu</p>
<p>Counseling* <i>Mental health, psychological/psychiatric concerns, suicidal ideation, depression, health relationships, etc.</i></p>	<p>Andrew Polloi, Clinical Team Leader for Counseling Services, Student Health & Wellness Programs 932-7464, polloia@hawaii.edu</p>
<p>Disabilities <i>Accommodation for students, obligations of faculty, laws/policies, etc.</i></p>	<p>Susan Shirachi, Director, Disability Services 932-7623, shirachi@hawaii.edu</p>
<p>FERPA <i>Privacy of student records, what information you can and cannot release about students, etc.</i></p>	<p>Chelsea Kay-Wong, Interim Registrar 932-7442, ckwong@hawaii.edu</p>
<p>Financial aid <i>Student loans, scholarships, grants, Pell, etc.</i></p>	<p>Sherrie Padilla, Director, Financial Aid Office 932-7451, sherriep@hawaii.edu</p>
<p>General Campus Information & Visitor Services <i>Campus Tours, Bike Share program, navigating campus, etc.</i></p>	<p>The University Concierge 932-7799, uhhilo@hawaii.edu</p>

General Education/graduation requirements	Kainoa Ariola, Executive Director, Advising & Career Development Services 932-7776, kariola@hawaii.edu
Global exchange	Todd Shumway & Carolina Lam, Director of Global Exchange 932-7489, shumway@hawaii.edu
Grades <i>Submitting grades, change of grades, etc.</i>	Chelsea Kay-Wong, Interim Registrar 932-7442, ckwong@hawaii.edu
Hawaiian student services <i>Tutoring, advising, advocacy, cultural events, computer lab, etc.</i>	Gail Makuakāne-Lundin, Director, Kipuka Native Hawaiian Student Center 932-7420, gailml@hawaii.edu
Housing & dining services* <i>Residence hall applications, residential life programs, board plans, etc.</i>	Miles Nagata, Executive Director, University Housing & Dining Services 932-7407, mnagata@hawaii.edu
International students <i>Assistant with transition to US, immigration matters, cross-cultural communication, intercultural education, etc.</i>	Jim Mellon, Director, International Student Services & Intercultural Education 932-7467, mellon@hawaii.edu
LGBTQ issues <i>Resources & referral regarding lesbian/gay/bisexual/transgender issues, gender identity, becoming an ally, coming out, etc.</i>	Vacant, Coordinator, Women's Center 932-7381,
Medical/physical health concerns* <i>Cold care, flu shots, immunizations, well-woman care, family planning services, medical services for students</i>	Heather Hirata, Assistant Director for Counseling Services, Student Health & Wellness Programs 932-7369, hiratah@hawaii.edu
Minority student support services <i>Peer mentoring, advising, tutoring, cultural events, etc.</i>	Ginger Hamilton, Director, Minority Access & Achievement Program/PALS 932-7463, gingerh@hawaii.edu
National Student Exchange (NSE) Program	Kadian Shaw, National Student Exchange Program Coordinator 932-7389, kshaw@hawaii.edu
New student programs & orientation <i>First Year Student Success Initiatives, Transfer Student Success Initiatives, Orientation, Living Learning Communities, etc</i>	Jake Picus, Associate Director for New Student Programs, 932-7384, jpicus@hawaii.edu
Off-campus housing <i>Referral services to available apartments, etc.</i>	John Oshima, Administrative Assistant, Office of the Vice Chancellor for Student Affairs 932-7469, joshima@hawaii.edu
Pacific Islander student services <i>Advising, advocacy, mentoring, cultural events, computer lab, student organizations, etc.</i>	Vidalino Raatior, Director, Pacific Islander Student Center 932-7795, raatior@hawaii.edu
Plagiarism <i>Cheating, academic dishonesty</i>	Dr. Kelly Oaks, Interim Associate Vice Chancellor for Student Affairs & Dean of Students 932-7472, koaks3@hawaii.edu

Psychological, psychiatric care* <i>Counseling for students, crisis intervention</i>	Andrew Polloi, Clinical Team Leader for Counseling Services, Student Health & Wellness Programs 932-7464, polloia@hawaii.edu
Records & registration <i>MyUH Portal, permits/overrides, class lists, STAR online graduation audit system, graduation, veterans' benefits certification, etc.</i>	Chelsea Kay-Wong, Interim Registrar 932-7442, ckwong@hawaii.edu
Recreation, intramural sports*	Tim Moore, Director, Campus Recreation Department 932-7610, tim.moore@hawaii.edu
Scholarships	Sherrie Padilla, Director, Financial Aid Office 932-7451, sherriep@hawaii.edu
Sexual harassment, sexual assault & domestic violence prevention* <i>Reducing interpersonal violence, promoting campus safety</i>	Dr. Sulma Gandhi, Director, Student Health & Wellness Programs 932-7458, sulma@hawaii.edu
Student employment	Randall Usui, Student Employment Coordinator, Career Development Services 932-7355, rusui@hawaii.edu
Student activities, student clubs/organizations, student government & Student Leadership Development	Ellen Kusano, Director, Campus Center 932-7365, ekusano@hawaii.edu
Student Support Services Program <i>Academic services for low-income, 1st generation college students and students with disabilities, including tutoring, advising, advocacy, etc.</i>	Janis Shirai, Assistant Director for SSSP, TRiO Student Success Programs 932-7473, janis@hawaii.edu
Study abroad	Carolina Lam, Director of Global Education 932-7488, cglam@hawaii.edu
Testing <i>Standardized tests such as GRE, GRE-Subjects, LSAT, Praxis, etc.</i>	College of Continuing Education and Community Services (CCECS) 974-7664, ccecs@hawaii.edu
Transfer credits	Lisa Amaral, Admissions Office 932-7446, egusal@hawaii.edu
Women's Center <i>Educational programs, lending library, advocacy, and services related to issues of gender and sexual orientation/expression</i>	Vacant, Coordinator, Women's Center 932-7381,
Not sure who to contact?	Marcia Tavares, Interim Secretary to the VC for Student Affairs 932-7445, marciaka@hawaii.edu

Asterisk (*) indicates services are available to Hawaii Community College students either at no charge or for a nominal student fee.

Division of Student Affairs (DSA) – Operational Organization Chart as of July 1, 2015



UNIVERSITY
of HAWAII
HILO

Updated July 1, 2015

This chart reflects operational relationships and working titles only. Official org charts are available on the web from <http://hilo.hawaii.edu/uhh/hr>

Note that not all staff/faculty positions are included on this chart. For a complete DSA directory, please call (808)932-7445

