Aloha and Welcome to Hawai‘i Community College

This handbook serves as a reference to answer questions you may have as a member of the Hawai‘i Community College (Hawai‘i CC) family. It will acquaint you with the people and services that will play an important role in your career at Hawai‘i CC.

Hawai‘i CC has three campuses: Upper Campus (shared with the University of Hawai‘i at Hilo--UHH), Manono campus, and the Hawai‘i Community College—Pālamanui. All have dedicated, hardworking, and friendly faculty and staff.

Hawai‘i Community College embraces the concept of Kauhale, which traditionally means the Hawaiian village. Kauhale is an ‘ohana of administrators, faculty, staff, students, their families, and the Hawai‘i Island community that contributes measurably to the success of our college's mission, vision, and outcomes. Kauhale maximizes the "community" in our mission through dialogue, planning, innovation, and assessment across traditional college divisions and units. Kauhale enables all members of the college ‘ohana to recognize and celebrate our own individual skills, knowledge, and experiences as well as the skills, knowledge, and experiences of others. Kauhale unites all components of Hawai‘i Community College into an “academic village without walls” for the overall success of our learners, the learners’ communities and their families, in the spirit of E ‘Imo Pono (seeking excellence).

http://www.hawaii.hawaii.edu/

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I. ABOUT HAWAI’I COMMUNITY COLLEGE

A. Mission Statement
Hawai’i Community College promotes student learning by embracing our unique Hawai’i Island culture and inspiring growth in the spirit of “E ‘Imi Pono.” Aligned with the UH Community Colleges system’s mission, we are committed to serving all segments of our Hawai’i Island community. http://www.hawaii.hawaii.edu/about/

B. Vision Statement
To promote student learning, Hawai’i Community College will emphasize the knowledge and experience necessary for students to pursue academic achievement. As lifelong learners, the students will become productive and engaged citizens capable of meeting the complex challenges of a global community.

C. Institutional Learning Outcomes
Hawai‘i CC has three Institutional Learning Outcomes:
• Our graduates will be able to communicate effectively in a variety of situations.
• Our graduates will be able to gather, evaluate and analyze ideas and information to use in overcoming challenges, solving problems and making decisions.
• Our graduates will develop the knowledge, skills and values to make contributions to our community in a manner that respects diversity and Hawaiian culture.

As masters of our disciplines and life-long learners, we continue to increase our knowledge in those disciplines. We recognize the privilege and the responsibility that our knowledge and skills provide us to practice open, critical thinking and to proceed with intellectual integrity.

As facilitators of learning, faculty members and instructional staff recognize our learners as being competent, caring, and positive contributing members of our local and global communities. We engage our learners in a learning environment full of curiosity, critical thinking, creative application, and academic integrity. In recognizing the imbalance of power, this learning environment is free of discrimination, harassment, and exploitation. We evaluate our learners' work fairly and facilitate their continued self-assessment. We respect our learners' confidentiality. We are role models for our learners, demonstrating standards of personal integrity, intellectual pursuit, effective communication, social interaction, and work ethics.

As colleagues among faculty members and instructional staff, we respect our colleagues as educators, with knowledge and skills in their respective disciplines. We support and defend the freedom of inquiry of our associates. In collegial interactions, we promote collegial support and mentoring, avoiding discrimination, harassment, or coercion.

As faculty members, we work collaboratively with one another and with our administrators in
the shared governance of our College.

As employees of the University of Hawai‘i, we avoid using our employment for political purposes or personal gain. We carry out our responsibilities and recognize the limitations set in our contract regarding such matters as intellectual property, additional employment, academic responsibility, and gifts.

As members of the community, we have the rights and obligations of all citizens. When speaking or acting as a private citizen, we ensure it is clear that we are expressing a personal judgment.

As knowledgeable and skilled members of the community, we provide assistance guidance, and leadership as appropriate in improving our local and global community.

D. History, Facts, and Figures

Hawaii Community College’sroots are deeply established in the tradition of vocational education. It began as an area vocational school in 1941, with five technical programs housed in borrowed facilities in Hilo. At that time, it was called Hawai‘i Vocational School. As technology changed and expansion of industry brought changes and new demands in employment opportunities, the college responded by initiating new vocational programs to serve the community’s needs. Currently, Hawai‘i CC has 29 vocational programs. Most of these programs offer students the options of completing Associate in Science, Associate in Applied Science degrees and/or Certificates of Completion, Competence, or Achievement. These programs attest to the continued importance of vocational education in the college’s mandate.

The original Hawai‘i Vocational School had undergone a series of rather rapid changes and it became Hawai‘i Technical School in 1956. The school’s administration was transferred from the Department of Education to the University of Hawai‘i System in 1969 and, soon after that, the name was changed again to the one it bears today—Hawai‘i Community College.

No history of Hawai‘i CC would be complete without a discussion of its proximity to and close relationship with the University of Hawai‘i at Hilo (UHH). In July, 1970, Hawai‘i CC became a part of the University of Hawaii at Hilo (UHH). This arrangement lasted for twenty years and had a profound impact on the college’s identity and its primary focus at that time was to provide vocational training programs and developmental education.

On July 20, 1990, the Board of Regents approved the separation of Hawai‘i CC from UHH. This established two distinct entities: Hawai‘i CC and the “new” UHH. Hawai‘i CC became the seventh Community College in the University of Hawai‘i Community College (UHCC) System. It redefined its mission and is a fully-functioning community college serving the citizens of the Island of Hawai‘i.

Since the beginning, Hawai‘i CC has not just undergone repeated changes in name, location, and administration, but it has also broadened its curricular focus. Its scope now includes pre-professional and general education studies that lead to an Associate in Arts degree in Liberal Arts. These programmatic developments allow students to complete lower division course work near home and then transfer successful credits to a four-year institution. Other changes have benefited
students with special needs: a) students requiring developmental education can take courses to develop their skills, and b) English language learners can receive language supported instruction.

Hawai‘i CC serves the community by providing in-service training for professionals in the technical areas affiliated with its vocational programs. It has broadened its service area by adding satellite programs and short-term courses in West Hawai‘i and Waimea. In 1990, it began broadcasting educational programming to West Hawai‘i through the Hawai‘i Interactive Television Service (HITS/ITV). More recently, statewide access has been added for instruction and administrative meeting purposes through the use of polycom equipment or interactive video conferencing technology. In addition, Hawai‘i CC now offers many of its courses online so that students anywhere in the world are able to enroll and participate in its courses.

In June 1996, the Board of Regents (BOR) also established three University Centers. The center on Hawai‘i Island that served the west side of the Island was the University of Hawai‘i Center, West Hawai‘i (UHCWH). Administrative responsibilities for the UHCWH were transferred to Hawai‘i CC in July 1997. In the fall of 2015, the campus was relocated from Kealakekua to North Kona and renamed Hawai‘i Community College – Pālamanui.

Hawai‘i CC has over 100 faculty who are assisted by over 30 administrative and support staff. Special programs are in place to assist disabled, Native Hawaiians, applied technical education students, and all other students who require general counseling, career and job development counseling assistance, and other support services.

E. Campus Maps http://www.hawaii.hawaii.edu/about/campus-maps
F. College Organization

- Chancellor
- Vice Chancellors and Directors
- Deans
- Division & Department Chairs
- Departments/Programs/Units

(The official Hawaiʻi CC organizational chart can be viewed online at: http://uhcc.hawaii.edu/OVPCC/budget/organizational.php)

II. COLLEGE GOVERNANCE

A. Academic Senate

By Charter with the University of Hawaiʻi Board of Regents, the Academic Senate plays an active part in the governance of the College. The Hawaiʻi CC Academic Senate is a Senate of the whole, which means that all BOR-appointed faculty are members with the rights of voice and vote. Senate meetings are important to the college, faculty, and students because curriculum and college policies and procedures are discussed and decisions are made by the faculty at these meetings. The Academic Senate has a Chair, Vice Chair, Secretary, Executive Committee, and several standing and ad hoc committees. The Academic Senate meeting dates, meeting agenda and supporting materials, the Senate Charter, and standing committee membership, etc. are found at the Senate’s web site, http://blog.hawaii.edu/hawccsenate/. Check your email for announcements and other pertinent information relevant to the Academic Senate.
B. **College Council**

The Hawaiʻi CC College Council is a college-wide group that represents all functional areas of the college. The College Council serves as a vehicle for dialogue and consultation on college-wide matters, which include budget, strategic planning, facilities, community relations, and fundraising. The College Council is a recommending body to the Administration on issues that affect the entire college and is not governed by other bodies. Approved minutes can be found on the Council’s web page: [http://blog.hawaii.edu/hawcccollegecouncil/](http://blog.hawaii.edu/hawcccollegecouncil/)

C. **Student Government**

Hawaiʻi CC has a student government whose President, Vice-President, Secretary, Treasurer, and Senators are elected yearly by the student body. The Student Government President is also a member of the College Council and he/she, or a representative is also a member of several other college committees.

D. **Collective Bargaining: Faculty and Staff Unions**

All full-time and part-time faculty and staff (except casual hires) are, by state law, represented by a union. Get to know your campus representative (see your unit head), and read the current copy of your negotiated contract.

HGEA website: [https://www.hgea.org/](https://www.hgea.org/)

UHPA website: [https://www.uhpa.org](https://www.uhpa.org)

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| UHPA          | Unit 07 Faculty |

III. **IMPORTANT DOCUMENTS AND RESOURCES**

A. **Accreditation Self Evaluation Report**

[http://hawaii.hawaii.edu/accreditation/](http://hawaii.hawaii.edu/accreditation/)

Hawaiʻi CC is fully accredited by the Western Association of Schools and Colleges, Accrediting Commission for Community and Junior Colleges (ACCJC). A comprehensive review is conducted every six years with the most recent review being completed in 2012-2013. The reviewers commended the faculty and staff for their dedication, and noted that we go beyond our normal roles in trying to make Hawaiʻi CC viable and responsive to the students and the community.

B. **Annual Review and Budget Process**


The purpose of the Annual Review and Budget Process (ARBP) is to identify, plan, and budget for actions and resources necessary to sustain and improve the College’s programs and units.
C. Assessment

http://hawaii.hawaii.edu/files/assessment/

Assessment is the process of gathering and information/data on student learning and services for the purposes of evaluating and improving the learning environment. Assessment is the responsibility of everyone employed by Hawai‘i CC. (HAW Policy 5.202).

http://hawaii.hawaii.edu/ovcadmin/admin-manual

- **Outcomes** - All instructional programs and non-instructional units are responsible for the development, revision and assessment of program learning/unit outcomes.
- **Program/Unit Review** - Instructional programs and non-instructional units are responsible for submitting Annual Reports.
D. College Catalog

http://hawaii.hawaii.edu/catalog/

The college catalog provides general information about Hawaiʻi CC, its programs and services, and summarizes the major policies and procedures relevant to students. The information contained in the catalog is updated annually but may not be current due to ongoing improvements within courses, policies and/or procedures. For further information, students should consult with the appropriate department or unit. The catalog was prepared to provide information and does not constitute a contract.

E. Hawaiʻi CC Integrated Planning Documents

http://hawaii.hawaii.edu/ieap/

Hawaiʻi CC uses several components to plan for, support, evaluate, and improve student success. Each planning component provides evidence for Hawaiʻi CC to continuously modify and sustain process improvement, which ensures institutional effectiveness. The integration of the planning components also provides a means for Hawaiʻi CC to determine the effectiveness of meeting its mission and providing higher education opportunities in response to the needs of the community.

Hawaiʻi CC’s Strategic Plan is aligned with the UH and UHCC systems’ strategic plans, all of which chart the course for the direction of Hawaiʻi’s public postsecondary education in response to changing academic, workforce and economic needs.

The Academic Master Plan (AMP) provides a vision and direction for Hawaiʻi CC to meet anticipated educational needs in fulfillment of its mission. The development of the AMP integrates Hawaiʻi CC’s strategic planning and comprehensive program review processes. The AMP drives the Resource Master Plan (RMP) and, as appropriate for specific objectives, the Technology Master Plan (TMP).

IV. STUDENT SERVICES

A. Student Organizations—ASUH and AFSA

Contact: Student Life Coordinator, 934-2732

Hawaiʻi CC offers a wide range of student-lead programs, services, and activities to meet the social, educational, cultural, and recreational needs of the campus community. The Associated Students of University of Hawaiʻi- Hawaiʻi Community College (ASUH-Hawaiʻi CC) and the Association for Student Activities-Hawaiʻi CC (AFSA-Hawaiʻi CC) are both Chartered Student Organizations (CSOs) for Hawaiʻi CC students only. ASUH- Hawaiʻi CC represents all students of the College. Its principal responsibilities include research into campus and academic issues and problems; sponsoring programs of interest that benefit students; and participation in Hawaiʻi CC policy-making and student services. All Hawaiʻi CC students pay a student government and a student activity fee to fund these programs and activities.
1. **Student Center–Kauwaʻa Center (Student Lounge)**
   Bldg. 379-15 (Manono Campus)
   Phone: 934-2733
   The Student Center complements the academic programs of study by planning and promoting extracurricular activities that reflect, support, and provides an extension of the academic efforts in the classrooms and laboratories. The function of the Student Center is to offer an enhancement of the overall educational student experience through the development of, exposure to, and participation in, social, cultural, intellectual, instructional, recreational, and governance programs. It serves as a partner to sustain Hawaiʻi Community College’s mission in the delivery of a quality education and stimulates life-long learning for all students.
   The Kauwaʻa Center provides a student lounge for students to relax, drink coffee/tea, and to participate in recreational activities.
   RIOs are Registered Independent Organizations or student clubs that are officially registered and recognized by the campus. RIOs are recognized and subsidized by the Student Council. [http://blog.hawaii.edu/riohawaii/](http://blog.hawaii.edu/riohawaii/)

2. **Student Life Coordinator (SLC)**
   Bldg. 379A-Room 1A (Manono Campus)
   Phone: 934-2732
   In 2007, Hawaiʻi CC received authorization to staff a permanent SLC position. The duties of this position include advising CSOs, serving as a counselor, assisting RIOs with the registration process, providing the student body with opportunities for leadership development, and overseeing the alignment of Hawaiʻi CC policies with UH System policies.

B. **The Career and Job Development Center (CAJDC)**
   Bldg. 379-1A (Manono Campus)
   Phone: 934-2731
   The Career and Job Development Center (CAJDC) is a resource available for all Hawaiʻi CC students. The CAJDC provides assistance with: career exploration, career assessments, career decision making, job search, resume writing, interview preparation, and on and off campus employment opportunities. Services are provided through both individual and workshop appointments. These services are also provided for classes. Faculty members are encouraged to include assignments in their curriculum that utilize the resources available in the Career and Job Development Center.

C. **Hāʻawi Kōkua Program**
   Bldg. 388-106 (Manono Campus)
   Phone: 934-2725
   The Hāʻawi Kōkua Program promotes equal opportunity for individuals with disabilities to gain the maximum benefit from their educational/learning experience so that they are able to participate fully in their regular courses and activities at Hawaiʻi CC.
The Hāʻawi Kōkua staff provides support and classroom accommodations to students with disabilities. The program complies with Section 504 of the Rehabilitation Act by providing assistance with accommodations, such as: administering placement tests; coordinating priority registration, sign language interpreters, readers, and note takers; enlarging text, handouts and exams; and making special testing arrangements.

D.  I Ola Hāloa  
Bldg. 380-34 (Manono Campus)  
Phone: 934-2600  
http://www.hawaii.hawaii.edu/humd/iolahaloa/welina.html  
I Ola Hāloa started its second five-year Title III grant from the U.S. Department of Education in October 2004. Its ultimate goal is to strengthen the College to better service the native Hawaiian community by providing outreach to rural districts, strengthen the Hawaiian Studies Associate in Arts (AA) degree, and create campus-wide interdisciplinary course offerings for multiple degree programs.

E.  Counseling, Advising and Support Services Center (CASSC)  
Bldg. 379-5A (Manono Campus)  
Phone: 934-2720  
www.hawaii.hawaii.edu/counseling/  
The Counseling, Advising, and Support Services Center (CASSC) is designed to help all students develop academic and personal skills in order to ensure success in college. Support services are available for students who are low income, academically under-prepared, displaced, and/or returning nontraditional students. Individual and/or group counseling is provided by appointment or on a walk-in basis. These services are also available at the Palamanui campus.

F.  International Students  
Bldg. 379-5A (Manono Campus)  
Phone: 934-2720  
www.hawaii.hawaii.edu/international-student/  
Hawai‘i CC welcomes international students. Students from other countries are offered services by the Division of Student Affairs (DSA). Information and assistance is provided regarding College regulations, immigration requirements, financial matters, and personal concerns. In order to avoid difficulty in handling course work because of language barriers, all students are required to take placement tests. Based on the writing test, students may be declared exempt from English as a Second Language (ESL) courses or they may be required to take developmental English classes.

G.  English as a Second Language (ESL)  
Contact: ESL Coordinator, 934-2588  
http://hawaii.hawaii.edu/tlc/ESL/  
The English as a Second Language Program (ESL) is intended to develop academic English proficiency for speakers of other languages. Courses are designed specifically to support degree seeking students in the areas of reading, writing, grammar, speaking, and listening skills. Placement is determined by the ESL COMPASS test, and course levels are divided into high,
intermediate, and advanced.

In order to align with the English courses designed for native English speakers, the ESL track of courses parallels pre-college level English (ENG) courses in name and number. All courses are semester length and carry three credits, with the exception of the reading courses, which are 4 credits.

H. STAR Advising Tool

Contact: Counseling Center, 934-2720

Access to STAR is available at https://www.star.hawaii.edu:10012/studentinterface/login.jsp

STAR is an online information and advising tool that enable users to view their progress towards graduation, check their grades and transfer credits, verify financial aid status, and check for academic and other types of holds, etc. STAR has a unique feature—What If Journey—that allows students to view how their coursework would transfer to another program at Hawaiʻi CC as well as to another program at any campus within the University of Hawaii system.

Information contained in STAR is intended for reference and advising purposes only and it is not recommended that students make decisions based on the reports available in STAR. For more information contact the Counseling, Advising, and Support Services Center or the Registrar in the Admissions and Records Office.

Faculty must apply for Star access by filling out the STAR Application Form. Once approved they may access the Faculty Advising tool by clicking on the STAR link, then clicking on “Advisor” on the bottom of the page.

I. Admissions and Records

1. Admissions:
   Phone: 934-2710
   http://www.hawaii.hawaii.edu/apply/

   Admission to Hawaiʻi Community College is based upon an "Open Door Policy." This means that any high school graduate, person who has earned a GED, or person 18 years of age or older who submits a completed application by the application deadline, can expect to be admitted to the college. Highly motivated and academically and/or vocationally talented high school students may apply for admission through the Early Admit/Running Start Programs. There may be additional criteria for admission to individual college programs.

2. Registration:
   Phone: 934-2710
   http://www.hawaii.hawaii.edu/admissions/

   Specific information regarding admission and registration can be found in the Hawaii Community College Catalog. Hawaiʻi CC students sign up for classes at early and regular registration. The dates are listed on the Academic Calendar in the Hawaiʻi CC Catalog.

3. Records:
   Phone: 934-2710
The Admissions and Records Office provides transfer credit evaluations, which allows students to transfer credits to Hawai‘i CC from other colleges. This office also provides transcripts that represent a compilation of all of a student’s coursework at Hawai‘i CC as well as coursework that has been transferred in from other campuses. Students are able to order a transcript, obtain assistance with transfer credit evaluations, and receive other services related to their academic record by calling the Admissions & Records.

V. POLICIES, PROCEDURES, AND INFORMATION

A. Academic Affairs and Student Affairs

The Hawai‘i CC Administrative Policies & Procedures Manual is online at http://hawaii.hawaii.edu/ovcadmin/admin-manual. There is a Table of Contents that provides links to the policies and procedures and an alphabetical index to policy titles is available at the end of the Table of Contents. It is important that faculty become familiar with policies within the Academic Affairs section found at http://hawaii.hawaii.edu/ovcadmin/admin-manual/haw5

1. Financial Aid Office and the Non-Attendance Report

   Phone: 934-2705
   http://www.hawaii.hawaii.edu/admissions

The Financial Aid Office mission is to assist current and prospective Hawai‘i CC students in funding their educational goals through quality customer service and efficient, timely, and accurate processing in accordance with Federal, State, University of Hawai‘i System and Institutional regulations, guidelines, policies, and procedures.

The Financial Aid Office requires attendance information to meet federal regulations governing the awarding and distribution of financial aid. **The regulation states that a student must attend at least one class session of each course for which the student receives Title IV funds.** Emails from the Financial Aid Office will be sent throughout the semester to the faculty for the last day of attendance for students who drop all Hawai‘i CC classes. **Please respond promptly.**

If Hawai‘i CC funds a student for any course(s) and the student is later deemed ineligible, the college is liable and must repay the funds. This liability could be substantial since many of our students receive over $10,000 in Title IV funds per academic year. The following procedures have been developed to document attendance and reduce the college’s exposure to this type of debt:

When submitting your final grades on your online Official Class Roster, you will also be required to submit information on the last day of attendance (LDA) for every student for which you submit a non-passing grade of “W”, “N”, “NC”, “F”, or “I/F”. This will allow Financial Aid to accurately process return to Title IV calculation.

2. Final Exam Schedule

   Exam sessions are two (2) hours in length, and are scheduled in the classroom where the class
regularly meets. The exam MUST be on one of the SAME day(s) that the class regularly meets. The final exam schedule can be found on the Registration Information webpage: 
http://www.hawaii.hawaii.edu/admissions/registration.php

If a student misses an exam period due to illness or other excused reason, it is the student's responsibility to notify the instructor and make arrangements to make up the examination.

Special testing accommodations are administered by the Hā’awi Kōkua program, which provides support to students with disabilities. **Phone: 934-2725**

The “Final Examinations” policy is HAW 5.504 and can be found in the online Policies and Procedures Manual, http://hawaii.hawaii.edu/ovcadmin/admin-manual/

**B. General Policies and Procedures**

1. **Unable to Report to Work**
   If you are unable to report to work or meet with your classes, call your immediate supervisor, Unit Head, Department and/or Division Chair. The staff will post a notice on the door of your classroom to inform your students of the class cancellation.

2. **Smoking and Food Policies**
   [http://www.hawaii.edu/smokingpolicy](http://www.hawaii.edu/smokingpolicy)

   Hawaiʻi state law prohibits smoking in classrooms, laboratories (including shops), conference rooms, offices, and bathrooms. At Hawaiʻi CC, there is no smoking allowed within 25 feet of any building. Effective as of January 2003, the University of Hawaiʻi system implemented a new Tobacco Products Policy in an effort to improve the working and learning environment of the University, and to protect faculty, staff, students, and visitors from secondhand smoke exposure while on UH campuses.

   According to the policy:
   - All interior space owned, rented, or leased by the university;
   - In building courtyards, breezeways, and terraces, on exterior stairways and access ramps, and outdoor dining patios, terraces, and lanais;
   - Within 25 feet of building entrances and exits.
   - Within 25 feet of air intake ducts and vents, and of operable windows of buildings;
   - Within 50 feet of designated pick-up and drop-off points for campus and public bus transportation;
   - Within the gates of the university’s outdoor sports and performing arts stadiums and arenas, including walkways, corridors, and seating areas; and
   - Any area that has been designated by the person having control of the area as a non-smoking area and marked with a no smoking sign.

   In addition, food and drink should not be consumed in classrooms (especially computer classrooms). (See the division office's secretary of the classroom that you are using for their policy on food and drinks.)
3. **Policy on Illicit Drugs and Alcohol**

   [http://www.hawaii.edu/policy/?action=viewPolicy&&policySection=ep&policyChapter=11&policyNumber=201](http://www.hawaii.edu/policy/?action=viewPolicy&&policySection=ep&policyChapter=11&policyNumber=201)

   Illicit Drugs: As prohibited by State law, faculty, staff and students are not permitted to be under the influence of, possess, manufacture, distribute, or sell illicit drugs at University-sponsored or approved events, on University property or in buildings used by the University for its educational or recreational programs. College knowledge of possession or use of illegal drugs on campus may subject those involved to investigation.

   Alcohol/Intoxicants: The purchase, distribution, possession, or consumption of alcoholic beverages is regulated by State law. Faculty, staff and students are expected to know and abide by State law and by University rules and regulations governing the use and consumption of alcoholic beverages on campus. Refer to the Board of Regents policy and campus guidelines regulating the use and consumption of alcoholic beverages on campus.

4. **Policy on Pets on Campus**


   No pets, except service dogs, are allowed on the Manono Campus. (Policy Haw 2.100) A service dog is individually trained to do work or perform tasks for people with disabilities. Service dogs are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

C. **FERPA- Family Educational Rights and Privacy Act of 1974**

   1. As an employee of Hawai‘i CC, you are required to exercise caution whenever confidential records are handled. There are federal and state laws that protect the privacy of individuals and these laws ensure two rights:
      - the right of a person or student to view his/her own records and to take exception to items that he/she believes to be erroneous, and
      - the right of a person or student to have personally identifiable information protected from unwarranted outside scrutiny.
      
      FERPA guidelines are posted on the Counseling, Advising, and Support Services Center web page: [http://hawaii.hawaii.edu/counseling/advising-materials/](http://hawaii.hawaii.edu/counseling/advising-materials/)
      

   2. **Access to a Student’s Own Educational Records**

      Educational records that are directly related to a student (e.g. biographical data, grades, course work, and information related to a request for services) are maintained by the college.

   3. **General Guidelines Regarding Student’s Education Records or Any Other Confidential Material**

      - Exercise extreme caution in handling this type of material.
      - When in doubt, ask for clarification from your supervisor.
      - The institution could lose federal funding and receive sanctions if FERPA guidelines are violated.
D. Policy on Nondiscrimination, Equal Opportunity/Affirmative Action

http://www.hawaii.edu/offices/eeo

1. Hawai‘i CC is an equal opportunity/affirmative action institution and is committed to a policy of nondiscrimination on the basis of race, sex, age, religion, color, national origin, ancestry, disability, marital status, arrest and court record, sexual orientation, status as a covered veteran, national guard, victims of domestic or sexual violence, gender identity and expression, genetic information, citizenship, credit history, and income assignment. This policy covers admission and access to, and participation, treatment, and employment in Hawai`i Community College’s programs, activities, and services. With regard to employment, Hawai`i Community College is committed to equal opportunity in all personnel actions such as recruitment, hiring, promotion, and compensation. Sexual harassment and other forms of discriminatory harassment are prohibited under University of Hawai‘i policy.

Hawai‘i CC strives to promote full realization of equal opportunity through a positive, continuing affirmative action program in compliance with federal Executive Order 11246. The program includes measuring performance against specific annual hiring goals, monitoring progress, and reporting on good faith efforts and results in annual affirmative action plan reports. As a government contractor, Hawai`i Community College is committed to an affirmative policy of hiring and advancing in employment qualified persons with disabilities and covered veterans.

2. Resources and Filing Complaints

Students, employees, or applicants for admission or employment who believe that they have been discriminated against on the basis of a protected category may file a complaint with any of the individuals listed below. The process of addressing allegations of discrimination are described in the University of Hawai‘i Administrative Procedure A9.920, Discrimination Complaint Procedures for Employees, Students, and Applicants for Employment or Admission.

Students may also file complaints of discrimination with the U.S. Department of Education, Office for Civil Rights, 915 Second Avenue, Room 3310, Seattle, WA 98174-1099. Phone: 206-607-1600 FAX: 206-607-1601, TDD: 800-877-8339.

For more information on equal opportunity policies, complaint procedures, and available avenues of recourse for Hawai‘i Community College, contact:

<table>
<thead>
<tr>
<th>Students:</th>
<th>Jason Cifra</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Vice Chancellor for Student Affairs, Section 504</td>
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<tr>
<td></td>
<td>Coordinator and Title IX Deputy</td>
</tr>
<tr>
<td></td>
<td>Phone: (808) 934-2510</td>
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<table>
<thead>
<tr>
<th>Students with Disabilities:</th>
<th>Mari Giel</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Disability Service Provider</td>
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<tr>
<td></td>
<td>Phone: (808) 934-2725</td>
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</tbody>
</table>
E. Policy on Sexual Harassment and Sexual Assault


1. Title IX

http://hawaii.hawaii.edu/security/nine

Title IX is a landmark federal civil rights that prohibits sex discrimination in education. Hawai‘i CC faculty, staff, students, guests and visitors have the right to be free from all forms of sex/gender harassment, discrimination and misconduct, examples of which can include acts of sexual violence, sexual harassment, domestic violence, dating violence, and stalking. All members of the campus community are expected to conduct themselves in a manner that does not infringe upon the rights of others.

2. The University of Hawai‘i is committed to maintaining and promoting safe, respectful campus environments that are free from discrimination, harassment, and sexual violence. The University prohibits and does not tolerate sexual harassment, sexual assault, domestic violence, dating violence, and stalking. These forms of sex discrimination and sexual misconduct are prohibited by law and are serious offenses that violate the basic standards of behavior expected of members of the University community. Such conduct substantially interferes with a person’s civil rights to equal opportunity in employment, education, and/or access to University programs, activities and services, whether on- or off-campus. The University will take appropriate action to prevent sexual harassment, sexual assault, domestic violence, dating violence, and stalking.

3. Each campus implemented prevention and response procedures that include providing information on campus Title IX Coordinators and other designated personnel, law enforcement options, safety, interim measures, education and prevention services, and on- and off-campus resources. Each campus will investigate complaints in a manner that is equitable and reasonably prompt. Where appropriate, campuses will take prompt and effective steps (including disciplinary sanctions) to end the sexual misconduct, eliminate the
hostile environment, prevent its recurrence, and remedy its effects.

4. At the beginning of each academic year, all administrators, faculty, staff, and student employees are required to complete the Online Sexual Harassment Prevention Program at: http://training.newmedialearning.com/psh/uhawaii/choice.htm

F. Campaign Restrictions and Ethics Issues
   Visit the State Ethics Commission website:  http://www.hawaii.gov/ethics
   Phone:  587-0460

G. Other Policies and Procedures
   Hawai‘i CC’s most current policies can be found online in the Policies and Procedures Manual: http://hawaii.hawaii.edu/ovcadmin/admin-manual/.

   The Hawai‘i CC Catalog also contains policy statements concerning academic matters such as credit by exam, academic grievance procedures, grading, privacy rights for students, and other information. Review these regulations before negotiating contracts with your students.

VI. FACULTY FACTS AND INFORMATION

A. Statement on Professional Ethics
   All faculty and lecturers are responsible for understanding their professional and ethical responsibilities according to University of Hawai‘i Community Colleges Policy-- Statement on Professional Ethics (Faculty): UHCCP 5.211.

B. Class Rosters for Faculty
   Class rosters can be accessed through your MyUH Portal: https://myuh.hawaii.edu/cp/home/displaylogin
   Do not allow students to attend more than one class session without evidence of being registered. Please be certain that students attending classes are on the list. If a student’s name is not on the initial list, ask them to show you his/her class schedule, which should show enrollment in your class. Please check these carefully and check your roster frequently for the most up-to-date student registration. Report any discrepancies to the Hawai‘i CC Admissions and Records Office immediately as the class rosters are eventually used for student grade reports--anyone not on the roster will not get a grade.

C. Course Outline of Record
   According to campus policy, HAW 5.251, each course taught at the college has a Course Outline of Record (COR), which “is the official approved description of a course that contains common course elements taught regardless of who teaches the course or the modality that it is taught in. Modality includes: face-to-face, hybrid, or completely online methods of course delivery.

   The COR has a minimum number and standard list of elements that are used to develop a course syllabus. The standard list of elements in the COR is identified in HAW 5.251. The file of CORs for
each course is maintained by the VCAA’s office.

D. Course Syllabi and Course Learning Outcomes (CLOs)

One way to reach students early in a course is to put coursework and expectations in writing. Then discuss the course policies, requirements, tests and assignments as a class. Use this checklist to test the adequacy of your Syllabus:

- Your name, title, office number, office telephone, office hours, e-mail address, and where and how to leave messages
- Course by number, section, title, meeting days and times, room and building, number of credit hours
- Required course materials, including supplies and textbook(s); be sure to list the ISBN number and edition.
- Pre-requisite(s) and/or co-requisite(s) for the course
- Description of the course
- Course Learning Outcomes (CLOs)*
- Course goals or objectives
- Space for names and telephone numbers of at least two classmates
- Due dates for major assignments and location, date, and time of the final exam
- Reading assignment due dates
- Quiz and exam dates
- Dates, times and location(s) of excursions or other off-campus activities
- Grading standards and criteria
- Policy regarding N, F, I, and W grading criteria, if applicable
- Policy regarding academic dishonesty and plagiarism
- Hawaiʻi CC academic grievance policy (copies on file in Library)
- Policy on Student Conduct Code
- Policy regarding attendance
- Policy regarding late assignments
- Topics to be covered in sequence with dates, such as a Course Calendar
- Disability accommodations statement

*Course Learning Outcomes: Instructors are required to develop Course Learning Outcomes for each of their courses. Course Learning Outcomes describe the knowledge, skills, attitudes, and/or abilities that a student will be able to demonstrate at the end of a comprehensive unit of study. In addition, assessment of course learning outcomes and unit outcomes is a faculty responsibility. For more information on assessment, see the policy, HAW 5.202, “Assessment” and the Hawaiʻi CC Assessment web page http://hawaii.hawaii.edu/files/assessment/

E. New and Modified Courses

If you wish to propose a new course or modify an existing one, see your Division Chair for assistance as there is a structured step-by-step process to follow. There are special forms to fill out and an approval process that begins in the Division and continues on through the Academic Senate’s Curriculum Review Committee, the Vice Chancellor for Academic Affairs Office, and eventually, the Chancellor. Most of the forms are now completed, reviewed, approved, and signed online. Each step is vitally important for the success of your proposal, so it is recommended that you complete each step thoroughly.
New courses should be proposed in the fall for implementation the following fall semester. The deadline to submit course proposals to your Division Chair is usually in September. For the schedule, forms and more information, see http://www.hawaii.hawaii.edu/curricula/

F. Contract Renewal/ Tenure and Promotion/ Promotion (Dossier) and Self-Assessment
Probationary faculty are required to write a Contract Renewal Document (Dossier) after the first year of service, after the third year of service, and after the fourth year of service. The dossier written after the fourth year of service is the Tenure and Promotion dossier and is a comprehensive compilation of the service and activities provided over the first four years of service by the faculty member. These documents include copies, summaries, and a discussion of the peer, student, and administrator evaluations. The college provides annual workshops to assist with the planning and writing of these documents. In addition, due dates, guidelines, and required dossier attachments are provided on the Resources for Faculty and Staff webpage. Scroll down to “CONTRACT RENEWAL, TENURE AND PROMOTION” to view links for forms and guidelines. The forms and guidelines are updated annually.

Non Probationary faculty are required to write an annual Contract Renewal Document (Dossier). The college provides annual workshops to assist with the planning and writing of these documents. In addition, due dates, guidelines, and required dossier attachments are provided on the Resources for Faculty and Staff webpage. These guidelines and forms are also found under the “CONTRACT RENEWAL, TENURE AND PROMOTION” tab. These are updated annually.

Lecturers are also required to submit an annual evaluation document-- a Self-Assessment. A link to the policy (with guidelines) for this document is: Hawai‘i CC Policy 9.104 Evaluation of Lecturers

G. Faculty Evaluations
Faculty and lecturers are evaluated through their respective divisions and the Office of the Vice Chancellor for Academic Affairs (through their respective department and the Vice Chancellor for Students Affairs for Student Affairs faculty), and follow a prescribed system of evaluation as established by the University of Hawai‘i Board of Regents, the University of Hawai‘i Professional Assembly (UHPA), and campus policy (HAW 9.205 and HAW 9.204). Faculty normally participate in four levels of evaluation: Self, Student, Peer, and Administrative, depending on the goals and objectives of the evaluation process.

Throughout the year, under the sponsorship of the Staff Development Committee and the Vice Chancellor of Academic Affairs’ Office, informational and procedural workshops are held to assist with all levels and types of evaluation.

Campus faculty evaluation policies—HAW 9.204, Student Evaluation of Instructors and Lecturers and HAW 9.205, Peer Evaluation of Instructors and Lecturers—are important policies that you should familiarize yourself with. Any questions concerning level and/or types of evaluation should be discussed in detail with your Unit Head, Division Chair, Vice Chancellors, and/or your union (UHPA) representative.
H. Student Evaluations
The process for gathering student evaluations is described in HAW 9.204. Briefly:
- for probationary and non-probationary faculty, student evaluations are required for reappointment, tenure, and promotion purposes. An analysis of evaluation results should be included as part of the discussion of teaching effectiveness in your dossier;
- for lecturers, student evaluations are required for each course, each semester. Results need to be sent to your division or department chair after the end of each semester; and
- each semester, student evaluations are conducted online through the Course and Faculty Evaluation (eCAFE) system, administered through the University of Hawai‘i System, [http://www.hawaii.hawaii.edu/ecafe/](http://www.hawaii.hawaii.edu/ecafe/). For more information or if you have questions, consult with the Hawai‘i CC eCAFE contact person.

I. Copyright
Hawai‘i Community College respects the intellectual property rights of others. It is the responsibility of all members of the College community to make a good faith determination that their use of copyrighted materials complies with the United States Copyright Law. Copyright issues, guidelines, and interpretations are in a constant state of change as case law, litigation, and copyright infringement challenges increase in frequency.

Many instructors who upload content to a learning management system (i.e., Laulima) often believe that because the content is password-protected, copyright permission is not required. This is not true. Unlike publisher-created content from a vendor (who has already obtained the necessary permission), content that is uploaded by faculty members and others typically requires copyright permission.

For more information about copyright and instructional use of copyrighted materials, please go to the Instructional Technology Support Office web page [http://hawaii.hawaii.edu/itso/copyright.php](http://hawaii.hawaii.edu/itso/copyright.php); or call 934-2647. You can also view UH copyright info at Copyright@UH.

J. Paychecks
Pay days for faculty and staff are the 5th and the 20th of the month.

- If these dates fall on a weekend or holiday, payday is on the previous workday.
- Checks are directly deposited to your savings/checking account. Pay stubs are available online at: [https://www.hawaii.edu/payroll/paystub/gate](https://www.hawaii.edu/payroll/paystub/gate)

Because of paperwork and the ordinary problems associated with all large government agencies, new employees may not receive their first paycheck in the first pay cycle. You may have to wait until the second or third pay cycle to receive your first check. Please have patience, as the Personnel Office will expedite “official papers” as quickly as possible.
VII.  ACADEMIC SUPPORT

A.  Computer Services (formerly Academic Computing Unit- ACU)  Bldg. 387-105 (Manono Campus)
Phone:  934-2570
www.hawaii.hawaii.edu/computer-services

The Academic Computing Unit (ACU), under the Vice Chancellor for Academic Affairs (VCAA) provides Hawai‘i CC faculty and staff with technical support and maintenance of computer hardware/software and peripherals. ACU is also responsible for consultation(s) related to hardware and software purchases. Most Hawai‘i CC offices, Learning Centers, and a number of classrooms are equipped with computers and peripheral devices that are connected to the Internet through the University network. Additional computers are made available for faculty use in Division and Department workrooms.

For all computer needs, a Computer Services Work Request MUST be completed. Information about services can be found at:
www.hawaii.hawaii.edu/computer-services

To submit a work request, submit the request to ACU at the following e-mail address: hcchelpd@hawaii.edu . The request should include: the equipment that needs repair, the identification number (HAW XX-XXX) that is attached to the equipment, a summary of the problem, the contact person, and the contact phone number.

It is acknowledged that individual circumstances dictate the priority of each request and that many requests cannot be anticipated ahead of time. In critical instances, ACU may be contacted by telephone at 934-2570, to report emergencies. In the case of emergencies, you are still required to submit a work request for the services required, even though the work may have been completed. Please allow sufficient time for the ACU staff to respond to your needs.

There are a number of “standard” software products that are installed on faculty and staff computers; most of these are made available through the UH system. The Microsoft Office suite (Word, Excel, Access, PowerPoint, etc.) is utilized to ensure uniformity among Hawai‘i CC Divisions/Departments and the offices of the Vice Chancellors and Chancellor. Individual Divisions/Departments are responsible for the purchase(s) of Microsoft Office and/or any other specialized software products that they may wish to utilize on networked/individual computers. All software will be reviewed by ACU, prior to purchase, to insure compatibility with existing systems.

ACU will make every attempt to provide basic instruction and support of “standard” hardware/software installations. In all other instances, it is the responsibility of individuals to learn their own software and hardware. Other training options are available and can be requested through your Division/Department, the Faculty and Staff Development committee, or the Office of Continuing Education and Training. Software licenses are required for all products installed on Hawai‘i CC computers with NO exceptions. ACU is not responsible for maintaining licenses for software installed by individuals and will advise Administration if copyright violations are suspected.

The installation of new or updated versions of instructional software, on networked server systems requires a significant amount of technical resources. Issues such as physical disk drive space limitations may preclude installation of some software packages. It is advised that faculty allow at least one-month prior notification of anticipated needs to ensure that ACU is able and
available to provide the service(s).

ALL software that is to be installed on a Hawai‘i CC server system MUST be submitted to ACU with an original or copy of:

- all manuals/technical information and/or documentation pertaining to installation of server(s) and/or workstations, as applicable;
- the Software License;
- the purchase order/requisition for purchase.

Software will not be installed without these items. Compatibility issues may be irresolvable and preclude the installation of certain packages. To minimize these instances, you are strongly urged to contact ACU prior to purchase of any software. If ACU is not given adequate notice for installations/upgrades of software packages, the completion of these requests may be deemed impractical and need to be delayed until a later time.

B. The Learning Center
Bldg. 334 (Main/Upper Campus) Phone: 934-2530 http://hawaii.hawaii.edu/tlc/

The Learning Center (TLC), located on the UH Hilo campus is part of the Academic Support Unit of Hawai‘i CC. It serves students and faculty of both Hawai‘i CC and the University of Hawai‘i at Hilo. Lab instructors coordinate the reading, writing, math, and English as a Second Language areas of the Center. These labs serve as an extension of classroom instruction. Faculty schedule lab times to use the instructional resources of the TLC. General services provided include the use of a multimedia classroom, access to computers and the Internet, tutoring, make-up testing, and independent study. TLC also offers employment opportunities for students as tutors and office assistants. All services support the objective of providing opportunities for students to excel in school.

TLC is located on the ground floor of the Mookini Library on the UH Hilo campus (the entrance faces the Kanaka‘ole Hall classrooms). Regular hours are 8:00 a.m. to 4:15 p.m., Monday through Friday, but are subject to revision as funds and staffing change. Services officially begin at the end of the second week of instruction and end on the last day of instruction.

The Learning Center at the Hawai‘i Community College– Pālamanui campus in West Hawai‘i co-exists with the library. This center offers one-on-one tutoring, a computer lab, placement testing, distance education test proctoring, and make-up testing. The center’s hours of operation are Monday – Friday 7:45 a.m. – 4:30 p.m. Contact the learning center’s manager for more information, 969-8830.

http://hawaii.hawaii.edu/palamanui/learning-resources/

C. Hale Kea Advancement and Testing Center
Bldg. 387 (Manono Campus) Phone: 934-2540
http://hawaii.hawaii.edu/halekea/

The Hale Kea Advancement and Testing Center (HKATC) on the Manono Campus provides placement testing, distance education test proctoring, make-up testing, and non-UH test proctoring for a fee. HKATC also provides a computer lab for students and an electronic classroom
for instruction. Tutors are available on a limited basis. The Center’s hours are Monday – Friday 8:00 a.m. to 4:15 p.m. and is also open on some occasional Saturdays.

D. Mookini Library
Bldg. 334 (Uh Hilo/Upper Campus)
Phone: 932-7286; 932-7296,
Librarian: Lari Ann Au- 932-7510
http://www.hawaii.hawaii.edu/library/
Hawai‘i CC and UHH share the Edwin H. Mookini Library, which provides a wide variety of informational services, library instruction for classes, maintenance of course reserves, and reference assistance. The library collection contains about 200,000 volumes (including 11,000 reels of microfilm), 1,600 subscriptions to periodicals and newspapers, U.S. and Hawai‘i State documents, and films/videos (some videos may be borrowed from UH Manoa). Requests can be made for new print and non-print items in your subject area, and other materials may be requested for transit from other libraries.
Each semester, the library distributes a schedule of its hours of operation for that particular semester. If you did not receive a schedule, check the library’s web page.
The Hawai‘i Community College-- Pālamanui Library co-exists with the learning center and is located at the West Hawai‘i campus. Library instruction for classes is available. The library’s hours of operation are Monday – Friday 7:45 a.m. – 4:30 p.m.

E. Hawai‘i CC Media Services
Building 386A-5 (Manono Campus)
Phone: 934-2563
This department is responsible for assisting faculty and staff in servicing of AV equipment, use of video equipment, audio/video tape duplication, and video production. It also assists in classroom emergencies related to problems with media technology. Click on the following links for the appropriate request form.
Media Work Order Request Form  Video Conferencing Request Form

F. Distance Education
Phone: 934-2647
http://hawaii.hawaii.edu/itso/
Hawai‘i CC offers distance education courses using online and interactive video (e.g., HITS and polycom) formats. Support, including training in the use of Laulima, is offered by the Instructional Technology Services Office (ITSO), which is part of the Academic Support Unit. If you have questions concerning student support, Laulima, etc. for distance education courses, contact the Instructional Technology Developer at the above number.

G. Hawai‘i Interactive Television System (HITS)
Library Rooms 344-350 (UH Hilo/Upper Campus)
Phone: 932-7328
UHH oversees the HITS studios, which allows courses to be taught between Hilo, West Hawai‘i and other sites around the State. For training or to ask for a tour of the facilities, either call the number listed above or check out http://hawaii.edu/its/hits
H. UH Hilo Graphics Service
Library Room 308 (UH Hilo/Upper Campus)
Phone: 932-7323
http://hilo.hawaii.edu/~graphics/
If you need to produce slides, transparencies, make a sign and/or poster, laminate, or have large copying jobs done, call Graphics Services for more information.

VIII. OTHER SERVICES

A. Office of Continuing Education & Training (OCET)
Bldg. 379A-3 (Manono Campus)
Phone: 934-2700
http://ocethawcc.org
The Office of Continuing Education and Training was established in 1992 to offer non-credit courses and programs. OCET offers diverse training programs and workshops coordinated under the following general headings. Call for more information.

1. Apprenticeship Program
Phone: 934-2692
The Apprenticeship Program provides instruction and support for many vocational training programs established with the Department of Labor and Industrial Relations. Evening and/or Saturday classes are offered for registered apprentices currently in the following trades: carpenter, electrician, plumber, pipe-fitter (refrigeration and air conditioning), mason, plasterer, tile setter, sheet metal worker, and roofer. Recruitment into these specific work skills programs are done by unions and other affiliated organizations that have established apprenticeship training programs in the State of Hawai‘i.

2. Intensive English Program (IEP)
Phone: 934-2697/2698
The Intensive English Program (IEP) provides English language preparation courses for international students seeking to continue education at a college or university as well as for individuals seeking to improve English language skills for professional or personal advancement. The IEP is accredited by the Commission on English Language Program Accreditation (CEA) and is a member of the American Association of Intensive English Programs (AAIEP).

3. Workforce Development
OCET offers short term classes to develop the skills of individuals entering the workforce or to enhance the skills of incumbent workers. Training can range from half-day or one-day workshops to multiple-day conferences. Longer term certificate programs are also provided by OCET. In addition, OCET offers a variety of computer classes and also collaborates with credit programs to develop classes in specific fields of study.
B. Culinary Services

1. UH Hilo/Upper Campus Dining Services
   Phone: 932-7403
   http://hilo.hawaii.edu/depts/sodexo/
   http://www.uhhcampusdining.com/
   There are a few options for faculty and staff in finding favorite foods on the UH Hilo Campus. Menu selections can “entail just about every item you can imagine from Bento Boxes to freshly made sandwiches and salads, grill favorites, to smoothies.” Check the websites for more information. The following link is a map to Sodexo dining locations can provide morning, noon, or evening selections.

2. Culinary Arts Program– Manono Campus
   All food services on the Manono Campus are provided in conjunction with the College’s Culinary Arts Program. During the fall and spring semesters, faculty and staff are able to dine at the Cafeteria, Da Ohana Café, and the Bamboo Hale.
   a. Cafeteria (Dining Room, Bldg. 382-101)
      Phone: 934-2559
      Cafeteria-style food service is provided by students in the Culinary Arts Program. The Cafeteria is open from Tuesday to Friday, 10:45 a.m. - 12:30 p.m. Lunch menus change daily and hot meals include a choice of rice, pasta, or potatoes with a hot vegetable du jour, and tossed greens with house dressings. Sandwiches, salads and bentos are also available. In addition, there is a selection of baked goods, made fresh from the in-house bakery. “Short order” service is available from 9:00 a.m. - 12:30 p.m. when Da Ohana Corner Café (the Coffee Shop; below) is not in service. Phone-in and take-out orders are welcome.

   b. Da Ohana Corner Café (Coffee Shop, Bldg. 382-102)
      Phone: 934-2591
      Da Ohana Corner Café is located next door to the cafeteria and is open from Tuesday to Friday from 9:00 a.m. - 12:30 p.m. Featured are daily specials that incorporate locally grown and produced products. The menu includes many breakfast items in addition to a variety of fresh salads, sandwiches, and burgers. Local favorites such as loco moco, spam musubi, and bentos are also available. Da Ohana Corner Café is open during the fall semester and this “short order” service is provided during the spring semester and is open during the same hours as the adjacent cafeteria.

   c. Bamboo Hale (Gourmet Dining Room, Bldg. 382-107)
      Phone: 934-2591; reservations suggested; cash or checks only please.
      The Bamboo Hale is also located in Bldg. 382 and is currently providing culinary service with “Around the World” menus during the spring semester. The Bamboo Hale now specializes in themed cuisines from world-wide influences. Recent menus have focused on creative selections from: France, Portugal (with Italy), Morocco, Sweden, New England, Mexico, and
Brazil. The hours of operation are Tuesday through Friday in the Spring semester from 11:00 a.m.-1:00 p.m. with the last reservation at 12:20 p.m.

3. Hawai‘i Community College—Pālamanui Culinary Arts Program (Bldg. B)
   Phone: 969-8839
   The Culinary Arts program at the Hawai‘i Community College—Pālamanui campus offers luncheons to the public on Fridays from 11:30 a.m. – 1:30 p.m. The four or five course luncheons require reservations on the Monday of that week between 8:00 a.m. - 9:00 a.m. Seating of larger groups (up to 45 persons) is possible with reservations made well in advance. A Cafe Menu is also available on Tuesday, Wednesday and Thursday from 10:00am-12:00pm.

C. University of Hawai‘i Bookstore
   1. University of Hawai‘i Bookstore (UH Hilo/Upper Campus)
      Phone: 932-7394
      http://hilo.hawaii.edu/uhh/about/bookstore.php
      The University of Hawai‘i Bookstore is located on the UH Hilo/Upper Campus. General bookstore services include: sales of textbooks (both online and in person), related educational materials, convenience and personal items, clothing, and souvenirs. Regular hours are Monday – Friday, 8:00 a.m. – 4:30 p.m. Hours are extended at the beginning and end of each semester. Check the website or call the Bookstore for more information.

   2. Hawai‘i Community College—Pālamanui Campus
      Students can order their books online:
      http://www.bookstore.hawaii.edu/hilo/home.aspx
      or by calling: 1-800-842-6657

D. Health Services
   Bldg 336-212 (Uh Hilo/Upper Campus)
   Phone: 932-7369
   http://hilo.hawaii.edu/studentaffairs/health/
   Health services are provided by nurse practitioners at UH Hilo’s Student Medical Services (SMS) office. Services include medical care, prescriptions, first aid, health education, tuberculin tests, and immunizations. The Family Planning Clinic, located within the SMS, offers pelvic exams, contraceptive methods, and testing for pregnancy and sexually-transmitted diseases. Hilo Medical Center, located about four miles from campus, provides 24-hour emergency care.
   Insurance Notice: If students use their health insurance for any visit at SMS and if their insurance company requires a co-pay, they will be billed at the SMS for the amount of the co-pay. For more information visit the website or call the number listed above.

E. Child Care Services
   Bldg 3393 (Manono Campus)
   Phone: 934-2630
   The Children’s Center provides early education and care services for children 18 months to 5 years of age. The Center serves children of students, faculty, and staff from Hawai‘i CC and UH Hilo. The program and center is accredited by the National Association for the Education of Young Children. The staff offers a high quality developmental approach to early education while serving as a training
IX. CAMPUS COMMUNICATIONS

A. Mail

1. Campus Mail

All full-time faculty, staff, and lecturers have a mailbox in their Division Office. Haw-CC Pālamanui campus mailboxes are located in the copier room. Please check your mail regularly.

Note: It is recommended that important items should be mailed between the Pālamanui and Hilo campuses (instead of sent by campus mail). You can also make arrangements through the Chancellor’s Office to have the item hand carried and delivered if one of the administrators is traveling between campuses.

2. Outgoing Mail

Auxiliary Mail Service
Bldg. 300 (UH Hilo/Upper Campus)
Phone 932-7009
http://hilo.hawaii.edu/auxsvc/

You may include your personal mail (under 1 pound), properly addressed and stamped, with the “Outgoing Mail” picked up by someone from the Auxiliary mailroom. For mail 16 ounces (1 lb.) or over, the following procedures apply:

- All personal mail (Domestic, International, APO/FPO) 16 ounces or over has to be taken to the Auxiliary Services mailroom (Main Campus, Bldg. 300).
- A valid UH Hilo or Hawai‘i CC faculty/Staff/Student identification is required for the package to be mailed.
- All international mail requires the proper documents, which are available at the Auxiliary mailroom.
- Mail left at the Divisions, Programs, or Auxiliary Services mailroom without ID verification will be returned to the sender by the USPS.

B. Telephones

Switchboard:
Phone: 934-2500 (Hawai‘i CC, Hilo side)
Phone: 969-8800 (Hawai‘i CC, Pālamanui)
Phone: 932-7000 (UH-Hilo)

Telephone service uses Voice over Internet Protocol (VoIP) for Hawai‘i CC faculty and staff. For the Hilo side, telephone numbers begin with 934-xxxx. For Hawai‘i Community College—Pālamanui, telephone numbers begin with 969-xxxx. For UH Hilo, telephone numbers begin
with 932-xxxx. The user guide can be found at the web site:
http://www.hawaii.hawaii.edu/sites/default/files/assets/faculty-staff/docs/voip_user_guide.pdf

For Hawai‘i CC campus calls and Hawai‘i CC—Pālamanui campus calls, dial the 4-digit extension (last 4 digits of the phone number).

Note: the Prefix for the Hawai‘i CC Campus is “934” and the Prefix for Hawai‘i CC—Pālamanui Campus is “969”

For UH Hilo calls, dial 9 + 7 digit number
For Local calls, dial 9 + 7 digit number
For Oahu, Maui, Kauai, dial 9 + 7 digit number (1-808 is necessary)
For Molokai and Lanai, dial 9-1-808 + 7 digit number
For Mainland calls, dial 9-1-Area Code-XXX-XXXX
For International calls, dial 9-1-011-Country Code-City Code-XXX-XXXX
(Note: Not all phones can make international calls.)

For Emergency calls, All phones are able to dial 911 or 9+911
For “800” numbers, dial 9-1-800 + 7 digit number

C. Newsletter

Hawai‘i CC Kauhale Newsletter
Bldg 378 (Manono Campus)
Phone 934-2506
http://blog.hawaii.edu/kauhale/

There is a monthly campus newsletter that is sent electronically. Information on meetings, campus and community events, and other campus news is in the newsletter. If you wish to place information in the newsletter, articles for submission must be received prior to the publication date. To submit an activity or article, check the website for more information.

D. E-Mail

To apply for an e-mail address, first check with your division/unit secretary to ensure that your information has been entered into Banner. Then go to the Hawai‘i CC homepage at http://hawaii.hawaii.edu/ and click on MyUH to get your username and establish your password.

E. Video Conferencing

Phone: 934-2563

Video Conferencing Request Form

Video Conference usage requires a room reservation and a request for media support assistance. For Hilo support, contact the Media Support Specialist, 934-2563. A Video Conference Request Form needs to be filled out and faxed or e-mailed to Media Design Neal Uehara,mailto:nealu@hawaii.edu.

At Hawai‘i CC—Pālamanui, reservations must be made with Joeanne Losario-Watson, Ph# 8803,
The following rooms are available for video conferencing:

Hawaiʻi CC Hilo has 12 Polycom rooms:
Manono 379-1 Kaneikeao; Manono 396A-1 STEM Center; Manono 388-101; Manono 388-102; Manono 388-103; Manono 379A-6A; Manono 379A-6B; Manono 383-201 Nursing; Manono 3393-104 Forest TEAM; UH Hilo/Upper Campus PB3-103; UH Hilo/Upper Campus 346-101; UH Hilo/Upper Campus 346-133

Pālamanui has 9 Polycom rooms:
PA 503-183 (D-183 Admin Conf. Rm.); PA 500-101 (A-101); PA 500-102 (A-102); PA 500-106 (A-106); PA 500-107 (A-107); PA 500-113 (A-113); PA 501-125 (B-125); PA 501-126 (B-126); PA 501-127 (B-127)

X. AUXILIARY SERVICES AND CAMPUS SECURITY

UH Hilo/Upper Campus: Bldg 300
Hawaiʻi CC Manono Campus: Log Cabin between 387 and 385A


All security problems, no matter how minor, are to be reported to the campus security office. Incidents should also be reported to departmental administrators. There is a list of emergency numbers posted in each classroom.

**UH Hilo/Upper Campus:** 932-7911
**Manono Campus:** 854-1420 (emergency) and 934-2760 (non-emergency)
**Hawaiʻi CC—Pālamanui Campus:** 854-7577 (cell # for emergencies during class and business hours only)

In Hilo, campus security for the UH Hilo/Upper Campus is in the Auxiliary Service Office, Bldg. 300. Campus Security on the Manono Campus is located in the log cabin between Bldg. 387 and Bldg. 385A. Guards are provided by a contracted security company, with foot and mobile patrols covering the UH Hilo Campus and a 24/7 walk-around patrol on the Manono Campus.

Emergency call boxes are located on both the UH Hilo and Manono campuses. Campus maps indicate the locations: [UH Hilo Upper Campus Map](http://www.hawaii.hawaii.edu/maps/uppercampus.html) (scroll down to find google map of UH Hilo call boxes) and [Manono Campus Blue Light Map](http://www.hawaii.hawaii.edu/maps/manono.html). All calls are answered by campus security. Campus security information and the Emergency Operations Plan can be found at [http://www.hawaii.hawaii.edu/security/](http://www.hawaii.hawaii.edu/security/). You can also go to the link and sign up to receive UH Alerts, either sent via text to your cell phone or to your email account.

A brochure on Hawaiʻi CC Campus Security and the Alcohol and Drug Policy is available at your division and/or the Chancellor’s office. Other information may be found at [Alcohol & Drug Policy Info](#)
B. Classroom Security/Locking Up
During the day, Campus Security is responsible for opening and locking up the common use areas and selected buildings and classrooms on the Manono Campus. Janitors on the UH Hilo Campus will open and lock buildings and classrooms. See your division office secretary for special arrangements or if you happen to find your classroom locked during the day. Please turn off the classroom and/or office lights when you leave and make sure to secure special equipment under lock and key, or return it to a safe and secure place.

C. Parking Permits—UH Hilo/Upper Campus only
Bldg 300, Room 101, Auxiliary Services (UH Hilo/Upper Campus)
Phone 932-7001
http://hilo.hawaii.edu/auxsvc/parking/
Parking permits are issued for staff and faculty (before students) on a first come, first served basis for the UH Hilo/Upper Campus. Go to the website above to download an application, or pick one up at the Auxiliary Services Office.

Employees who want a preferred zone should submit an application immediately, along with their payment. The following table lists the permit, cost, and zone locations. The website also has a map of the UH Hilo/Upper Campus with the zones indicated:

<table>
<thead>
<tr>
<th>Blue Permit</th>
<th>General Parking</th>
<th>Semester--$15</th>
<th>Academic year-$25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Permit</td>
<td>Preferred Parking</td>
<td>Semester--$35</td>
<td>Academic year-$60</td>
</tr>
<tr>
<td>Zone 2</td>
<td>Campus Center, Student Services Bldg, University Classroom Bldg, Bookstore</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zone 4</td>
<td>Old Gym, Music Dept., PB 1 to PB 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zone 5</td>
<td>College Hall, Marine Science Building</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zone 6</td>
<td>Life Sciences, College of Agriculture</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**“S”pecial (medical: Requires proof of disability)**

To park a vehicle on campus, the following are required to purchase a permit:

- Your valid driver’s license
- Current vehicle registration
- Owner’s waiver (if driver is different from vehicle owner)
- Completed parking permit application
- Verification of employment/enrollment (students)
Bring all of the above, along with your payment to the UH-Hilo Parking Office, Auxiliary Services Building Number 300, Room 101; 200 W. Kawili Street; Hilo, HI 96720-4091. Make checks payable to UH-Hilo.

Parking permits are required from 6:00 a.m. to 4:00 p.m. on class days in all zones, starting on the first day of instruction for the Fall and Spring semesters. Parking rules are enforced at all times, including proper use of handicap stalls and fire lanes. All permits are honored in the parking lot near the Athletic Complex.

All parking on the Manono Campus is open (except for designated/marked stalls), and does not require a permit. It is free.

At the Hawai‘i CC—Pālamanui Campus, all parking is open except in designated and marked stalls.

D. Emergency Procedures

http://hilo.hawaii.edu/emergency/

The Emergency Operations Plan (EOP) provides the necessary guidance to organize and direct University of Hawai‘i at Hilo’s and Hawai‘i Community College’s operations in the event of an emergency and/or civil defense action (University of Hawai‘i APM A-9.700, Plan for Emergency and Civil Defense Events). Please become familiar with the EOP by downloading and reading it from the web site listed above.

Human-caused hazards and natural hazards are covered by the EOP. Human-caused hazards include unlawful assemblies resulting in riots, labor strikes, large scale demonstrations, utility failures, chemical or radiological accidents, bomb and bio-terrorist threats, shooting incidents, fires, explosions, aircraft crashes, and others.

Natural hazards include emergencies such as storms, hurricanes, waterspouts, tornadoes, droughts, earthquakes, tsunamis and volcanic activity.

XI. QUICK REFERENCE PHONE NUMBERS

College Directory: http://hawaii.hawaii.edu/about/directory.

UH System Directory: UH system Directory

Quick Reference Phone Numbers
### Campus Security

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manono UH Hilo Campus</td>
<td>MC 387- Security Cabin</td>
<td>UC 300-103</td>
</tr>
<tr>
<td></td>
<td>854-1420 - Emergency</td>
<td>974-7911</td>
</tr>
<tr>
<td></td>
<td>934-2760 - Non-emergency</td>
<td></td>
</tr>
<tr>
<td></td>
<td>934-2751 Fax</td>
<td></td>
</tr>
</tbody>
</table>

### Administration

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chancellor</td>
<td>MC 378</td>
<td>934-2504</td>
</tr>
<tr>
<td>Vice Chancellor for Academic Affairs</td>
<td>MC 383-102</td>
<td>934-2512</td>
</tr>
<tr>
<td>Vice Chancellor for Administrative Affairs</td>
<td>MC 378</td>
<td>934-2508</td>
</tr>
<tr>
<td>Vice Chancellor for Student Affairs</td>
<td>MC 378</td>
<td>934-2509</td>
</tr>
<tr>
<td>Director Office of Continuing Education &amp; Training</td>
<td>MC379A-3</td>
<td>934-2516</td>
</tr>
<tr>
<td>Director, Pālamanui Campus</td>
<td>Pālamanui</td>
<td>969-8804</td>
</tr>
<tr>
<td>Dean, Career &amp; Technical Education</td>
<td>MC 383-105</td>
<td>934-2522</td>
</tr>
<tr>
<td>Dean, Liberal Arts &amp; Public Services</td>
<td>UC CH-10</td>
<td>934-2519</td>
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### Department/Division Offices

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applied Technical Education (ATE)</td>
<td>MC 392</td>
<td>934-2670</td>
</tr>
<tr>
<td>Business Education &amp; Technology (BEaT)</td>
<td>UC 346-124</td>
<td>934-2550</td>
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<tr>
<td>Hospitality</td>
<td>UC 346-124</td>
<td>934-2550</td>
</tr>
<tr>
<td>Liberal Arts</td>
<td>UC K201</td>
<td>934-2580</td>
</tr>
<tr>
<td>Nursing &amp; Allied Health</td>
<td>MC 383-213</td>
<td>934-2650</td>
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<tr>
<td>Offices</td>
<td>Location</td>
<td>Phone</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
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</tr>
<tr>
<td>Admissions &amp; records</td>
<td>MC 378</td>
<td>934-2710</td>
</tr>
<tr>
<td>Assessment</td>
<td>MC 383-108</td>
<td>934-2649</td>
</tr>
<tr>
<td>Business Office (Manono)</td>
<td>MC 397</td>
<td>934-2740</td>
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<tr>
<td>Business Office (Pālamanui)</td>
<td>Pālamanui</td>
<td>969-8812</td>
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<tr>
<td>Cafeteria (Manono Campus)</td>
<td>MC 382</td>
<td>934-2559</td>
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<tr>
<td>Career and Job Development Center</td>
<td>MX 379-1A</td>
<td>934-2731</td>
</tr>
<tr>
<td>Children’s Center</td>
<td>MC 3393</td>
<td>934-2630</td>
</tr>
<tr>
<td>Computer Services (ACU)</td>
<td>MC 387</td>
<td>934-2570</td>
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<tr>
<td>Construction Academy</td>
<td>MC 392</td>
<td>934-2670</td>
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<td>Continuing Education &amp; Training</td>
<td>MC 379A-3</td>
<td>934-2700</td>
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<tr>
<td>Counseling, Advising &amp; Support Services Center</td>
<td>MC 379-5A</td>
<td>934-2720</td>
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<tr>
<td>Disability Services (Hā’awi Kokua Program)</td>
<td>MC 388</td>
<td>934-2725</td>
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<tr>
<td>External Affairs &amp; Relations</td>
<td>MC 378</td>
<td>934-2506</td>
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<tr>
<td>Financial Aid</td>
<td>MC 379A-5</td>
<td>934-2712</td>
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<tr>
<td>Graduation Pathways/ Data Facilitation</td>
<td>MC 380-35</td>
<td>934-2706</td>
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<tr>
<td>Hale Kea Advancement and Testing Center</td>
<td>MC 387</td>
<td>934-2540</td>
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<tr>
<td>Hā’awi Kokua Center/Kokua Technology Lab</td>
<td>MC 388-104</td>
<td>934-2725</td>
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<tr>
<td>Hā’awi Kokua (Pālamanui)</td>
<td>Pālamanui</td>
<td>969-8823</td>
</tr>
<tr>
<td>Hālualani Transfer Success Center</td>
<td>MC 381-16</td>
<td>934-2610</td>
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