

UNIVERSITY of HAWAII®
KAUA'I
COMMUNITY COLLEGE



Kaua'i Community College
Faculty & Staff
Handbook
2013-2014

Kaua'i Community College
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Līhu'e, HI 96766
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Table of Contents

Office of the Chancellor.....	3
Our College Administration Team.....	4
University of Hawai‘i and Kaua‘i Community College	5
Vision, Mission, Campus Goals and Student Learning Outcomes	6
Our Organizational Philosophy and Employee-Employer Relations	12
2013-2014 Organizational Directory	13
Campus Organization.....	17
Campus Communications	22
Campus Information	24
Employment Policies, Procedures, and Benefits	28
Additional Employment Policies and Procedures for Faculty Employees	34
Additional Employment Policies and Procedures for APT and Civil Service Employees..	355
Student Academic Grievance Procedure	36
Student Non-Academic Grievance Policy and Procedure	43
Student Non-Academic Grievance Form.....	48
Campus Map	51

OFFICE OF THE CHANCELLOR



UNIVERSITY of HAWAII®
KAUA'I
COMMUNITY COLLEGE

Office of the Chancellor

September 9, 2013

Dear Faculty and Staff at Kaua'i Community College:

Mahalo for being part of the Kaua'i Community College! I appreciate your expertise and your commitment to our students.

I am pleased to provide each of you a copy of the Kaua'i Community College Faculty and Staff Handbook. The main purpose of this handbook is to assist all of us in the work we do for our students. It is a starting point for learning about the University of Hawai'i 10-campus system, our campus, students, and programs. As a resource guide it is a companion to our catalog, non-credit schedules of courses, and our campus website (kauai.hawaii.edu). It also provides brief descriptions of things we need to know as employees. Place your handbook within easy reach for quick reference.

As we begin another year, I look forward to working with you to serve our students and community and move our institution forward. May this year bring you many exciting opportunities for growth as individuals and colleagues of the Kaua'i Community College team.

Best wishes for an outstanding year!

Aloha,

Helen Cox
Chancellor

Our College Administration Team



Executive Staff

Helen Cox, Chancellor
James Dire, Vice Chancellor for Academic Affairs
Earl Nishiguchi, Vice Chancellor for Student Affairs
Brandon Shimokawa, Vice Chancellor for Administrative Services
Ramona Kincaid, Director of the University Center and Academic Support
Bruce Getzan, Director of the Office of Continuing Education and Training

Division Chairs

Brian Yamamoto, Science and Mathematics
Charlene Ono, Health Education
Glenn Alquiza, Trade Technology
Patricia McGrath, Business Education
Richard Randolph, Language, Arts, and Humanities

Program and Discipline Coordinators

Candace Tabuchi, Hospitality and Tourism
Cheryl Fujii, Business Technology
Dennis Chun, Hawaiian Studies
Gigi Drent, Mathematics
James Lee, Writing Intensive
Jeffrey Mexia, English
Jeffrey Mexia, Professional Development
Kurt Rutter, Nursing
Maria Fabro, Allied Health
Martina Hilldorfer, Culinary Arts
Patricia McGrath, Assessment
Rebecca Santos, Accounting
Dana Shelit, Early Childhood Education

University of Hawai‘i and Kaua‘i Community College



The University of Hawai‘i is one of 18 departments in State government. It has evolved since its inception in 1907 into a multi-institution system comprised of a major research university (UH Mānoa), a four-year campus (UH Hilo), two upper-division colleges (UH-West O‘ahu and Maui College), and the Community College system comprised of six community colleges (Hawai‘i, Honolulu, Kapi‘olani, Kaua‘i, Leeward, and Windward). It also has University Centers (Kaua‘i, Maui, and West Hawai‘i), Education Centers (Hāna, Lāna‘i, Moloka‘i, North Hawai‘i, Wai‘anae and West Maui), and the Employment Training Center at Windward Community College, a vocational training program for at-risk individuals. All campuses are governed by the Board of Regents (BOR). The BOR appoints the President for the 10-campus system and a chancellor for each campus.

Kaua‘i Community College, founded in 1965, provides two-year college transfer and general education programs, career and technical education, continuing education, community service, and other programs and services appropriate for the residents of Kaua‘i. The College serves more than 3,000 students and community members through its credit and non-credit course offerings, and also provides outreach support to baccalaureate and graduate level degree programs via distance learning courses offered by UH-West O‘ahu, UH Hilo, and UH Mānoa via its University Center. Approximately 200 faculty and staff persons are employed at Kaua‘i Community College.

The College awards degrees and certificates in Associate in Arts (AA) in Liberal Arts; Associate in Science (AS); Associate in Applied Science (AAS); Associate in Technical Studies (ATS); Certificate of Achievement (CA); Certificate of Completion (CC); Certificate of Competence (CO); and Academic Subject Certificate (ASC).

Vision, Mission, Campus Goals and Student Learning Outcomes



Our Vision

We are the acclaimed University of Hawai‘i at Kaua‘i, our island’s primary resource center and gathering place for personal and community enrichment. We are a premier source of education and training for residents and visitors from around the world. We provide comprehensive academic, technical and cultural enrichment in keeping with our diverse local heritage and Hawaiian values. An integral part of the UH System, we are a role model for a close-knit, harmonious institution effectively meeting student and community needs. People look to us first for excellence, quality and service: “Why don’t you call KCC?”

We educate the whole person, empowering students of all backgrounds to set their own goals, realize their potential and achieve their dreams. They receive ongoing, personal support that builds their sense of belonging. They are proud to attend UH Kaua‘i Community College and thrilled to receive the highest quality education on our special island. Our well-rounded graduates are life-long learners, highly-trained professionals and community leaders, sought after by industry.

We serve each other, our students, Kaua‘i, UH, our state, nation and world in a safe, caring environment which encourages learning. We respond to needs that serve a pono goal. Our student-focused institution is a trusted, recognized leader, contributing to the economic and social success of our graduates, island and world. Our employees are active in our university and in their communities. Our facilities are efficient and equipped with the latest technology to expand learning possibilities. On our beautiful, garden campus, all buildings are clean, safe and accessible, linked by covered walkways and attractive signage.

We build partnerships. Within UH, we are role models for community service and working as a system. We are recognized leaders in the fields of complementary health, distance learning and sustainable technology. We partner on educational, cultural and athletic programs and events, which bring recognition and income to our university and island. We work with business and community organizations, promoting aloha, cultural diversity and quality of life.

We are a “leader-full” organization. Our knowledgeable, caring administrators are united, responsive leaders who provide clear direction, resources and streamlined, state-of-the art systems. Our diverse, expert faculty is proactive and passionate in supporting individual student needs and inspiring the love of learning. Our staff is the framework and foundation of our organization, modeling teamwork and customer service for all. They serve efficiently, effectively, joyfully and with aloha. All UH Kaua‘i Community College employees enjoy ongoing professional development

and career growth. Our involved students take personal responsibility for acquiring skills and knowledge needed to succeed and apply learning to their lives. They are motivated, empowered to face the challenges of the future, while giving to and receiving from their college and community. Our visible, accessible trustees take pride and ownership in our vision. They serve as ambassadors to the community, building our resources and reputation.

We reach out locally and globally to all those who desire learning and growth. Our excellent relationship with the Department of Education supports accessibility and student preparation for higher education. On campus and in distance learning, we have record enrollment, with user-friendly online registration. Our income-producing ventures, grants, donations and tuition, easily accommodate our financial needs, goals and vision.

Our success is founded on shared mission and vision, leadership, customer service, partnering, teamwork, and commitment to quality. We serve our community while expanding to touch our world. We consistently live our values and do small things with great love as we provide the stepping stones and a gateway to dreams.

Our Mission

Kaua'i Community College provides open access education and training in an ethical and innovative student-centered and community-focused environment, nurturing life-long learners who appreciate diversity and lead responsible and fulfilling lives.

To demonstrate our commitment to this mission, Kaua'i Community College:

- supports students of all ages, cultures, and backgrounds to achieve their educational goals,
- perpetuates appreciation and understanding of Hawaiian culture and develops programs to support Native Hawaiian students,
- cultivates appreciation for artistic, intellectual, and technical pursuits,
- creates curricula and programs responsive to the community's changing needs for career and workforce development,
- fosters partnerships with schools, the University of Hawai'i System, and local, state, national, and global communities,
- leads the community toward greater social, economic, and environmental sustainability, and
- maintains a healthy and safe learning environment that enhances student and employee growth and success.

Our College Goals

1. Access

To provide open access to educational excellence for a diverse student population.

- 1.1 Outreach: Increase access to and participation in college programs through coordinated and continually improving marketing and recruitment activities.
- 1.2 Enrollment: Enhance educational success through retention initiatives.
- 1.3 Placement and Scheduling: Enhance utilization of placement testing and course scheduling processes.
- 1.4 Support Services for Access: Strengthen support services processes to better meet student needs.

2. Learning & Teaching

To promote excellence in learning and in teaching for transfer, career/technical, remedial/developmental education and life-long learning.

- 2.1 Articulation: Improve communication and articulation processes with other KCC programs as well as secondary and postsecondary institutions.
- 2.2 Curriculum: Ensure quality, relevancy and currency of curriculum to meet the needs of our diverse student population and community.
- 2.3 Remediation/Developmental: Review the college's current strategies for dealing with remedial students and, based on the findings, modify offerings to meet their needs.
- 2.4 Student Learning Outcomes: Develop, implement and sustain an assessment process that fosters innovative and continuous improvement of student learning outcomes at the college, program, and course level.
- 2.5 Academic Support: Support student success through accessible, reliable, and user-focused academic support services.
- 2.6 Faculty and Staff: Create an environment that attracts, retains, and supports qualified personnel.
- 2.7 Facilities: Maintain facilities, equipment, and technological infrastructure to support institutional and student needs.
- 2.8 Financial Resources: Strengthen processes to develop and better utilize fiscal resources.

3. Workforce Development

To provide a trained workforce by offering programs that prepare students for both employment and future career development.

- 3.1 Articulate educational programs with workforce needs by utilizing input from advisory groups and other relevant sources of information.
- 3.2 Meet workforce needs, increase students' rates of certification, licensure, job placement and/or transfer to appropriate baccalaureate programs by providing relevant education and training programs.

4. Personal Development

To provide life-long learning opportunities in the areas of personal and professional development.

- 4.1 Foster faculty and staff currency of expertise in their areas of responsibility through support of professional development activities.
- 4.2 Foster personal enrichment of students by providing opportunities that broaden their college experience.

5. Community Development

To contribute to community development and enrichment through campus leadership and collaboration.

- 5.1 Establish active collaborative arrangements to support community goals and needs.

6. Diversity

To foster global understanding and appreciation for diversity.

- 6.1 Support diversity and cultural awareness through campus programs.
- 6.2 Foster global understanding, develop partnerships with communities and organizations both within and beyond Hawai'i.

Our Student Learning Outcomes (SLOs)

- **Written Communication:** Write in clear and organized Standard American English to present, explain, and evaluate ideas, to express feelings, and to support conclusions, claims, or theses.
- **Oral Communication:** Speak in understandable and organized Standard American English to explain ideas, to express feelings, and to support conclusions, claims, or theses. Receive, construct meaning from, and respond to spoken and/or nonverbal messages.
- **Reading:** Read, evaluate, and interpret written material critically and effectively.
- **Symbolic Reasoning:** Use appropriate mathematical and logical concepts and methods to understand, analyze, and explain issues.
- **Integrative Thinking:** Use problem-solving skills and creative thinking strategies to make connections among ideas and experiences and to synthesize and transfer learning to new and varied situations.
- **Information Literacy:** Locate, retrieve, evaluate, and interpret the value of information gained from reading text materials, making observations, and using electronic media, and reflectively use that information.
- **Technological Competency:** Identify, allocate, and utilize technological resources effectively.
- **Teamwork:** Participate proactively and interact cooperatively and collaboratively in a variety of settings.
- **Respect for Diversity:** Demonstrate cognitive, affective, and behavioral skills and characteristics that are respectful of others' opinions, feelings, values, and individual expression.
- **Ethics:** Demonstrate an understanding of ethical issues in public and personal contexts that can be used to make sound judgments and decisions.

Our Organizational Philosophy and Employee-Employer Relations

The College excels in satisfying the needs of students and the public through the participation of every employee. We pride ourselves in our ongoing efforts to deliver high-quality instructional and support services, which further the College's mission, goals, and alignment with our student learning outcomes.

Our focus is student-centered and we are committed to building and maintaining a culture of evidence, a culture of inquiry, and a culture of continuous improvement and accountability. Through our emphasis on collecting and maintaining data on what we do, we can learn more about our students and their educational progress. We can keep track of how we help students to meet their educational goals, student persistence, completion of courses, and earning credentials and leaving college.

Quality instruction and service promise student success. Kaua'i Community College is committed to the growth and development of our employees to ensure that the level of quality we value is delivered. Effective communication and ongoing training are crucial to keeping everyone aligned with the mission, college goals, and student learning outcomes as we champion student success.

Within our organization, one very important goal is to enable people to participate in making decisions which affect campus operations, their work life and job performance. We endorse shared governance as reflected in the organization of the College Council, a body of representatives from all divisions, employee groups, units, and offices. When people have their ideas listened to and acted upon, they have greater ownership in the success of the college.

2013-2014 Organizational Directory

OFFICE OF THE CHANCELLOR

Helen Cox, Chancellor	210
Lana Spencer, Private Secretary	283
Jonathan Kalk, Asst Prof (Institutional Researcher)	272
Eric Knutzen, Ho'ouluwehi	388
Camilla Matsumoto, Community Relations	280
Lyn McNutt, Grant Writer	109

ADMINISTRATIVE SERVICES

Brandon Shimokawa, Vice Chancellor	230
Sheri Amimoto, Secretary	231

Business Affairs

Gregory Enos, Fiscal Officer	214
Phyllis Vidinha, Fiscal Officer	213
Dawn Kaihara, Fiscal Accounting Specialist	227
D. Kahale Blackstad, Account Clerk	235
Cecilia Ramones, Cashier	205

Human Resources

JoRae Baptiste, Personnel Officer	323
Tina Unciano, Human Resources Assistant	372

Operations and Maintenance

Calvin Shirai, Facilities Manager	333
Amy Watase, Office Assistant	364
Tessie Edurise, Janitress	335
Marina Eugenio, Janitress	335
Cheryl Itamura, Janitress	335
Benjamin Lastimosa, Groundskeeper	335
Melvin Momohara, Maintenance Mechanic	335
Ronald Motosue, Groundskeeper	335
William Ortiz, Equipment Operator	335
Pacita Ramos, Janitress	335
Cresente Santos, Building Maintenance	335
Teresita Tagudin, Janitress	335
Anthony Veal, Janitor	335
Lane Yokotake, Janitor	335
Irene Yoshioka, Janitress	335

Public Safety

Patricia Wistinghausen, Safety/Security Specialist	393
Curtis Broyles, Security Officer	398

BOOKSTORE

Noel Mock, Manager	273
Sheane Talbo-Mandrigues, Clerk	324

CONTINUING EDUCATION AND TRAINING

Bruce Getzan, Director	355
Jennifer Defuntorum, Secretary	318
Crystal Bethel, Office Assistant	375
Marisa Marshall-Yotsuda, Office Assistant	318

Non-Credit

Tracy Hirano, Instructor (Coordinator)	351
Margaret Lake, Instructor (Coordinator)	319
Kyoko Ikeda, International Education Coordinator	368
Eric Anderson, iCan coordinator	354

Performing Arts Center

Anthony Kilbert, Theater Manager	352
Kent Tanigawa, Theater Technician	362

Rural Development Project

Kevin Mince, Coordinator	241-3381
Donna Ephan, Program Associate	241-3365

INSTRUCTION

Academic Affairs

James Dire, Vice Chancellor.....	229
Arnette Lee, Secretary.....	203
Kathlen Lee, Academic Support.....	204

Business Education (BED)

Patricia McGrath, Assistant Professor & Division Chair.....	316
Carol Llego, Office Assistant.....	321

Melanie Bacio, Cafeteria.....	243
Cheryl Fujii, Instructor.....	244
Martina Hildorfer, Asst Professor.....	265
Ann Kennedy, Instructor.....	343
Scott Kimata, Cafeteria Helper.....	243
Duane Miyasato, Instructor.....	365
Karen Morita-Lee, Academic Support.....	107
Steven Nakata, Instructor.....	221
Mark Oyama, Asst Professor.....	359
Rebecca Santos, Instructor.....	242
Candace Tabuchi, Instructor.....	237
Vera Blalock, Lecturer.....	
Cheryl Farrell, Lecturer.....	334
Robert Goldberg, Lecturer.....	
Elli Gorman, Lecturer.....	
Stacie Nelson, Lecturer.....	334
Lenie Nishihira, Lecturer.....	
Dirk Soma, Lecturer.....	385
Albert Spencer, Lecturer.....	
Timothy Stark, Lecturer.....	334
Billie Terao, Lecturer.....	

Health Education (HED)

Charlene Ono, Professor & Division Chair.....	310
Melanie Marshall, Office Assistant.....	325
Berna Akiona, Instructor.....	392
Laura Dillman, Instructor.....	379
Maria Fabro, Asst Professor.....	303
Robert Fox, Instructor.....	
Sandra Knighton, Instructor.....	211
Victoria Mathis, Asst Professor.....	358
Cherie Mooy, Asst Professor.....	373
Tammie Napoleon, Asst Professor.....	308

Patricia Robinson, Instructor.....	320
Kurt Rutter, Instructor.....	331
Dana Shelit, Instructor.....	276
Tracy Stogner, Instructor.....	247
Maureen Tabura, Asst Professor.....	249
Sally Tazelaar, Instructor.....	337
Stephanie Cuyo, Lecturer.....	392
Suzanne Kashiwaeda, Lecturer.....	
Kelly Knudsen, Lecturer.....	
Gina Medrano, Lecturer.....	
Louann Peters, Lecturer.....	
Joy Tamaribuchi, Lecturer.....	392

Language, Arts, and Humanities (LAH)

Richard Randolph, Associate Professor & Division Chair.....	222
Cresencia Beralas, Office Assistant.....	278
William Adair, Instructor.....	277
Mary Alexander, Instructor.....	344
Alan Boyes, Instructor.....	340
Dennis Chun, Asst Professor.....	202
Malia Chun, Na Pua No'eau.....	387
Brian Cronwall, Asst Professor.....	279
Joshua Fukino, Educational Specialist.....	312
Matthew Fulmer, Instructor.....	315
James Lee, Instructor.....	371
Patricia McGrath, Asst Professor.....	316
Hiroko Merritt, Asst Professor.....	329
Jeffrey Mexia, Asst Professor.....	345
Sharon Milan, Instructor.....	275
Puali'ili'i Rossi, Instructor.....	295
Gregory Shepherd, Assoc Professor.....	269
Mary Summers, Assoc Professor.....	349
Chris Tennberg, Instructor.....	206
Carol Bain, Lecturer.....	
Cory Balsom, Lecturer.....	
Richard Cappellino, Lecturer.....	
Hiyaguha Cohen, Lecturer.....	
Gary Ellwood, Lecturer.....	
Mary Fatora-Tumbaga, Lecturer.....	370
Geoffrey George, Lecturer.....	
Serge Marcil, Lecturer.....	
Dallas McCurley, Lecturer.....	277
Matthew Miller, Lecturer.....	304
Wayne Miyata, Lecturer.....	284
Nicole Otero, Lecturer.....	
Nina Saraos, Lecturer.....	
Charles Souza, Lecturer.....	
Nicole Street, Lecturer.....	

Sarah Tochiki, Lecturer.....	
Paul Williams, Lecturer.....	

Science and Math (SAM)

Brian Yamamoto, Professor & Division Chair.....	241
Melanie Matsuyama, Office Assistant.....	223
Terrence Bruns, Instructor.....	305
Ming Jing Chi, Instructor.....	346
Cody Clifton, Ed. Spec.....	348
Loni Delaplane, Instructor.....	282
Gigi Drent, Asst Professor.....	289
Ryan Girard, Instructor.....	353
Michael Hannawald, Instructor.....	250
Ann Jorgenson, Instructor.....	217
Sharad Marahatta, Instructor.....	251
James McFarland, Assoc Professor.....	317
Erin Millard, Instructor.....	281
Joyce Nakahara, Assoc Professor.....	216
Stephen Taylor, Instructor.....	332
Marisa Chelius, Lecturer.....	
Nan Greer, Lecturer.....	
Laura Haack, Lecturer.....	108
Betsy Uyematsu, Lecturer.....	

Trade Technology (TT)

Glenn Alquiza, Assistant Professor & Division Chair.....	285
Donna Smith, Office Assistant.....	264
Mark Anderson, Instructor.....	366
Constante Azares, Asst Professor.....	263
Georgeanne Friend, Instructor.....	219
Daryl Gerardo, Educational Specialist.....	376
Ralph Kouchi, Asst Professor.....	268
Gordon Talbo, Professor.....	262
Thomas Ellis, Lecturer.....	
Michael Koerte, Lecturer.....	
Leslie Yasutake, Lecturer.....	

Construction Academy

Robert Conti, Instructor/Coordinator.....	327
Jonathan Lucas, Instructor.....	254
Glen Taba, Instructor.....	254
James Trujillo, Instructor.....	380

STUDENT SERVICES

Earl Nishiguchi, Vice Chancellor & Professor.....	274
Annie Rellin, Secretary.....	313

Admissions and Records

Leighton Oride, Admissions Officer & Registrar.....	226
Kailana Soto, Asst Registrar.....	224
Karen Doiron, Office Assistant.....	225

Counseling

Kim O'Brien, Office Assistant.....	212
John Constantino, Asst Prof/Counselor.....	245
Frances Dinnan, Asst Prof/Counselor.....	381
Creighton Fujii, Assoc Prof/Counselor.....	286
Bonnie Honma, Professor/Counselor.....	257
Isaiah Ka'auwai, Instructor/Counselor.....	260
Sandra Magnussen, Asst Prof/Counselor.....	314
Marla Pua Palmeira, Instructor/Counselor.....	258
Wade Tanaka, Assoc Prof/Counselor.....	259

Financial Aid Office

Lahea Salazar, Financial Aid Specialist.....	360
--	-----

Student Activities

John Constantino, Instructor/Counselor.....	245
---	-----

UNIVERSITY CENTER AND ACADEMIC SUPPORT

Ramona Kincaid, Director & Asst Prof.....	336
Leah Lei Agustin, Secretary.....	299

College Success Center

William Dressler, Instructor.....	292
-----------------------------------	-----

Computer Services

Tom Kajihara, IT Specialist.....	342
Mario Ruiz, IT Specialist.....	342
Sharon Suzuki, IT Specialist.....	342
Tracy Tucker, IT Specialist.....	361

Instructional Technology

Edward Coll, Asst Professor 215

Library

Robert Kajiwara, Assoc Prof/Head Librarian..... 236
Michael Gmelin, Instructor/Librarian 322
Francisca Higgins, Ed. Spec..... 233
Regina Ikehara, Library Assistant 233
Diane Johnson, Asst Prof/Librarian 240
Anne McKenna, Asst Prof/Librarian 374

Media Services

Clarice Kali, Office Assistant..... 238
Sueann Okada, Media Design and Production 252
Patrick Watase, Facilities Planning and Design... 357

University of Hawai'i Center, Kaua'i

Vacant, Academic Support 330

Staff/Professional Development

Jeffrey Mexia, Coordinator..... 345

Testing Center

Esther Miller, Computer Operator 306

Tutoring Center

Tina Castro, Coordinator..... 341

Wai'ale'ale Program

Anthony Perry, Instructor (Coordinator) 328
Bevin Parker-Evans, Student Support 105

AMERICANS WITH DISABILITIES ACT, SECTION 504

Sandra Magnussen, Instructor/Counselor..... 314

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION

JoRae Baptiste, Coordinator..... 323

SMALL BUSINESS DEVELOPMENT CENTER (UH HILO)

John Latkiewicz, Director..... 241-3148
Darlene Kauai, Secretary..... 241-3148

Campus Organization



The College's Executive Staff is responsible for providing leadership to divisions, programs, offices, and units toward fulfilling the College mission and actualizing the Strategic Plan.

Office of the Chancellor

The Chancellor is responsible for the overall leadership and management of the instructional and non-instructional programs, academic support services, student services, institutional support, University of Hawai'i Center, Kaua'i and continuing education and training programs of Kaua'i Community College. Responsible for the overall leadership, establishment and development of campus-external island, state, national and international partnerships. The Chancellor, CEO for the College, reports to the President of the University of Hawai'i System and Vice President for Community Colleges. The Chancellor is a member of both the Council of Chancellors and the Council of Community Colleges Chancellors.

The Chancellor, with the Institutional Researcher and the Program Review Committee, guides the campus through the Program Review and Annual Program Review (APRU) processes to assure alignment with the College Budget Request process for all instructional and non-instructional programs; aligns the College Budget Request process with the State Biennium Budget Request process and both the College and UH System Strategic Planning processes.

- **Making Gifts to Kaua'i Community College**

Faculty and staff are encouraged to contribute to the KCC Fund or to any other University of Hawai'i Foundation account. If you are interested in supporting a specific program or area of interest please contact Camilla Matsumoto, Director of Community Relations and Special Projects, at extension 280; otherwise the funds will be credited to an unrestricted account for general use. Gifts to the College are tax deductible and you will receive an acknowledgement from the UH Foundation. Faculty and staff may also sign up for an automatic payroll deduction which makes giving convenient.

Office of the Vice Chancellor for Academic Affairs

The VCAA is responsible for the academic leadership and management of the College by administering all credit instructional programs and ongoing evaluation and assessment of student learning. Instructional programs fall under one of five academic divisions: Language, Arts, and Humanities (LAH) • Science and Mathematics (SAM) • Trade Technology (TT) • Health Education (HED) • Business Education (BED).

The VCAA is also responsible, through the division chairs, for the coordination and supervision of their respective instructors and lecturers. The primary function of the office is to meet the instructional mission and goals of the College through such activities as developing courses, schedules, and catalog materials; participating in personnel matters related to teaching assignments, recruiting, continued employment, reappointment, or separation; and supporting the division through program review, assessment, and improvement.

New courses or significant modifications of courses require submission of the Curriculum Action Form (CAF) through the curriculum approval process. New academic programs or changes to academic programs require a Program Action Request (PAR). If a new program requires Board of Regent approval, an Authorization to Plan (ATP) is required followed by a detailed proposal. The VCAA can guide faculty through any of these procedures.

University of Hawai‘i Center, Kaua‘i

Led by the Director of the University Center, Kaua‘i and Academic Support, the Center provides Kaua‘i residents access to educational opportunities from across the 10-campus system. The recently approved reorganization of the University of Hawai‘i, which more closely integrates the 10-campus system, puts an even greater emphasis on Kaua‘i Community College’s role as a University Center and the community’s primary connection to the greater system. Through various forms of distributed learning, students on Kaua‘i may earn 22 different degrees at the bachelor’s, master’s, and doctorate levels and earn specialized certificates from across the University of Hawai‘i System, in addition to the core programs offered by the College.

Academic Support Services

Academic Support provides support to faculty, staff and students. These include: computer support, media services, library, learning assistance services, cooperative education and internships, and professional development. The Learning Commons is situated in the first floor of the Library in the Learning Resource Center. The Learning Commons includes the Library, the student computers, Tutoring Center, College Success Center, Instructional Technology, the Math/Science Lab, and the Digital Media Studio/Lab.

- **Library**

Provides all library services which include books, magazines, pamphlets, video and other materials, as well as reference and library use and instruction. Has 20 computers as well as 20 laptops to loan. Provides access to resources located at other libraries across the UH 10-campus system as well as information about resources available through the Hawai‘i State Library System.

- **Media Services**

Plans, coordinates, and administers the College’s media services requests by assisting faculty and staff in the selection, use, and design of materials and equipment. Kaua‘i Community College, through Media Services, is also a transmitting and receiving site for HITS (Hawai‘i Interactive Television System) and has video conferencing capabilities. To request audio visual (AV) equipment use or assistance, fill out and submit the work order form located in Media Services. A 48 hour prior notice is recommended for equipment requests. Graphic design may require additional lead time.

- **Tutoring Center and College Success Center**

Provides a variety of special resources and services to help students succeed. Tutoring by volunteer faculty, community, and trained student tutors; the Writing and Math/Science Labs; and special workshops. The College Success Program provides special support for basic skills including IS 103 courses, curriculum development, counseling, and tutoring.

- **Computer Services**

Administers and maintains all computing and data processing equipment and software, including systems development and maintenance, systems analysis, and design and application programming.

Computer Services is also responsible for the Learning Commons computers, Test Center computers, and the operation of the computer classrooms. To assist faculty, staff, and students with technological questions Computer Services operates the HELP Desk at extension 342 and via email to itkauai@hawaii.edu. All faculty and staff have access (via your UH logon and password) to their files that are located on their xdrive at <https://xdrive.kauai.hawaii.edu/xythoswfs/webview/login.action>. This site is the College's virtual private network and it can be accessed on campus, at home, or abroad.

- **Instructional Technology**

Maintains Help Desk to assist faculty with hardware and software related to teaching. Assists faculty in their curriculum. Conducts technology workshops. Manages the Digital Media Studio/Lab in the Learning Commons.

- **Cooperative Education, Internships and Employment**

Coordinates cooperative education and internships between students, programs and employers. Conducts employer consultations and posts off-campus employment opportunities.

- **Computer Classrooms and Smartboard locations**

Classrooms with computer and/or Smartboards are available on an appointment basis, check with the appropriate division or program or make a formal request for room use through the facilities office at 245-8364. If you are requesting use of OCET rooms, contact them at 245-8318.

In advance, check to ensure that the software you require is available. Contact Computer Services at extension 342 for assistance.

Computer Classrooms

- LRC 124A (LAH)
- Business Division Classrooms in Room 110: 22 computers (BUS)
- Business Division Classrooms in Room 111: 16 computers (BUS)

Computer Lab: Library Commons: 40 computers (open lab at all times)

Smartboard Locations: Please check with appropriate divisions

- ABRP Classroom
- BUS 101
- BUS 104
- Carpentry
- Electronics

- Haupu Classroom
- Hawaiian Studies Classroom
- Kilohana Classroom
- LRC 128
- LRC 129
- LRC 130
- OCET (Total of 4)

- **Wireless Connection**

If you own a laptop with wireless capabilities, work with the HELP Desk to obtain internet access on campus. The HELP Desk can also assist you in accessing your campus network drive.

- **Professional Development**

Professional development for faculty members and all college staff is an essential part of the overall growth and development of Kauaʻi Community College. Employees may attend in-service training, professional conferences, workshops, special sessions, or seminars.

The Professional Development Coordinator plans activities for specific groups of faculty, staff and for the entire campus. Professional development opportunities and information will be shared via email and campus online bulletin from the Professional Development Coordinator.

Faculty and staff may take OCET classes to enhance their professional experience and skills. Use the KCC Fund Request Form and Ed White Form to apply for funding support. Forms are available in Campusdocs>Forms.

The College also appoints representatives to the UH Community Colleges Wo Learning Champions and Community Colleges Leadership Champions (CCLC), to promote leadership development for faculty and staff at all levels. These groups partner with the Professional Development Committee in coordinating campus-wide professional development activities.

Office of the Vice Chancellor for Student Affairs

Committed to providing students and the community with open access to comprehensive programs in a nurturing environment, empowering students to take initiative and responsibility for their educational, professional, and personal development.

Plans, coordinates, and supervises student recruitment, testing, guidance, placement, registration and records. The Office is also responsible for student governance, monitoring progress toward graduation and student activities. Important components of this program area include: Admissions and Registration, Academic Career Counseling and Testing, Financial Aid, and Student Activities. Counselors are also assigned to work closely with divisions to further enhance services to our students.

Provides services for students with disabilities.

Office of the Vice Chancellor for Administrative Services

Through its functional units (Fiscal & Budget, Human Resources, and Operations & Maintenance) provides support services that promote the effective delivery of education and training services resulting in student learning at Kauaʻi Community College. Supervises and administers budget

preparation and control, financial management, facilities management, auxiliary services, and human resources.

Office of the Director of Continuing Education and Training (OCET)

Provides customized training that responds to the professional and personal development needs of businesses and our community's life-long learners. Courses are focused to meet specific industry needs including preparation for state certification examinations. Promotes, implements, and publicizes all non-credit and credit/non-credit instructional programs.

College faculty and staff may also take OCET classes to enhance their professional development.

Serves as Kaua'i's cultural and artistic center for performances by visiting artists, campus groups, and community organizations utilizing the 560-seat auditorium at the Performing Arts Center. Oversees the College International Education Program. Obtains and manages federal funding through grants such as Rural Development Project (RDP) to support initiatives in the Kaua'i community.

OCET's schedule of classes maybe obtained in the OCET office and at:

<http://info.kauai.hawaii.edu/training>

For a listing of KCC Performing Arts Center events, go to:

<http://info.kauai.hawaii.edu/pac/>

Campus Communications



- **Kaua‘i Community College website**

Log onto kauai.hawaii.edu, Kaua‘i Community College’s website, to obtain detailed information on the College’s programs, administration, admissions procedures, learning and computer resources, students, continuing education, special features, events and activities, and academic calendar. The website provides links to the University System and each campus.

- **Campus Mail**

Mailboxes for administrators, full-time faculty, and divisions/departments are located in the One Stop Center. Lecturers have files, which are also located in the One Stop Center. Please check your mail regularly.

- **Outgoing Mail**

Work with your secretary for campus related mail. All personal mail must be mailed off-campus.

- **Electronic Mail (Email)**

Electronic Mail allows users to communicate with faculty and staff at the College as well as users throughout the University of Hawai‘i System. Establish your UH username at <https://myuh.hawaii.edu:8888/sessionid=nobody/am-ss0-check-status>. This username serves as your email address as well as your logon/password to other UH resources.

- **Campus Bulletin**

There is a Campus Bulletin published online and may be found at its link, <http://kccscoop.blogspot.com>. It contains important information on meetings, events, professional development opportunities, and other campus news. Faculty and staff members who want to have an item included in the Bulletin should submit their announcement (via email) to kccscoop@hawaii.edu.

- **CampusDocs**

The College has a comprehensive internal electronic distribution point to access campus data and other key information. To access **CampusDocs** folder go to the CampusDocs directory on your computer desktop.

- **Telephones**

The telephones are connected through a central campus switchboard. Dial “0” to reach the campus operator and “9” to get an outside line. To receive calls, you can give people your direct number (245-8 followed by the three digit extension). Contact Media Services with technical inquiries.

- **Telecommunication Device for the Deaf (TDD)**

TDDs are available in the Office of Student Services and at the public telephone located outside of the Library.

- **Emergency – 9-911 or 911**

In case of emergencies, if you are using a *campus phone* please call **9-911** immediately. If you are using a pay phone dial **911** before calling the Campus Security Officer at 245-8398 (working hours) or the Campus Security Assistance at 321-1892 (24 hours).

- **Campus FAX Numbers**

FAX numbers for various offices on campus are listed in the telephone directory that is emailed to the entire campus at the beginning of each semester.

Campus Information



- **Campus Bookstore**

The Bookstore is a branch of the University of Hawai‘i Bookstore. Students, faculty, staff, and the public are welcome. Besides textbooks and classroom-required supplies, the Bookstore carries a variety of other school supplies, soft drinks, snacks and candies, Kaua‘i CC and University of Hawai‘i clothing and logo souvenir items.

Textbook orders are due in mid-April (for fall semester) and in early October (for spring semester). See your division secretary for the order worksheets. Instructor’s desk copies are to be requested directly from publishers. Call the Bookstore for publisher toll-free numbers or have your division secretary **obtain** a copy of the list for you.

The College stresses the need to meet ordering deadlines as delays in shipping to Kaua‘i can compromise coursework and learning. Divisions will be charged for late changes in orders.

- **Registration, Class Lists, Adds, and Drops**

It is best to work closely with Student Services throughout these processes and also become proficient in the use of the Information and Services Portal (also known as Banner) system obtained from **MyUH Portal** from the College webpage at kauai.hawaii.edu.

Students sign up for classes during regular and late registration periods. Students are allowed to register an additional week into open classes with the approval of the instructor. Registration into evening classes that have already met twice would also need the approval of the instructor. Special permission from the Vice Chancellor for Academic Affairs or Vice Chancellor for Student Affairs is required for enrollment into semester-length courses after two weeks or two evening class meetings. Instructors may request Student Services not to send students after the class maximum is reached or after late registration by notifying the Vice Chancellor’s secretary.

Be sure to go through the Banner faculty tutorial on **MyUH Tools**. When adding students above the maximum enrollment, instructors need to remember to check with the Bookstore regarding textbooks.

Registration, late registration, senior citizen visitor passes, and important dates such as the last day to add classes, last day of erase period, last day for changes, and so forth, are listed in the Kaua‘i Community College website.

Please check your class list and be sure students attending your classes are officially registered. Class lists may be obtained anytime through **MyUH Portal**. Instructors may refer students with academic/personal/absences problems to appropriate services by using the “Early Alert Referral Form” available in **CampusDocs**. Faculty will be trained to use the Banner system to obtain class lists, record grades, and record information.

- **Course Outlines, Course Development, and Lesson Planning**

Check with your division chairperson and the VCAA for the approved course outline, course description and Student Learning Outcomes. Before you begin any curriculum development or major modifications to current courses, work with your division chair and the VCAA to familiarize yourself with the Curriculum Action Form (CAF). Your division secretary is also a major resource in dealing with the creation of the electronic document. Submit a copy of your course syllabus to the VCAA at the beginning of each semester. They will be able to guide you through the CAF process if you want to make any changes and/or revisions to the approved course outline. The Kaua‘i Community College Catalog also contains current policies on grading, withdrawals from class, and so forth. Be sure that all course outlines are consistent with these policies.

- **Catalog**

Please refer to the Kaua‘i Community College Catalog, which is available online at **kauai.hawaii.edu** for general college information on programs, courses, student services, student regulations, and financial aid.

- **Photocopying**

The College has several photocopying machines located in the One Stop Center and in Media Services. High volume copying is done in Media Services. Division secretaries will photocopy items if they are given sufficient notice, or faculty and staff may do their own photocopying. Media Services will assist faculty and staff in obtaining a code to use the Media Services copiers.

- **Clerical Support Staff Services**

A secretary is assigned to each division, main offices and units, to provide clerical assistance to faculty and staff. They must support multiple faculty and staff, so please be sure to give them ample time to respond to your request.

- **Facilities Support**

Facilities is open from Monday through Friday, from 6:30 a.m. – 3:00 p.m., contact the Auxiliary Facilities Services Officer at **extension 333 (or 364 from 3:00-4:30pm)** when encountering problems with facilities or to unlock a classroom or office.

During the regular duty hours, all security problems should be reported to the Campus Public Safety Manager at 245-8393.

During evening hours, 5:00 p.m. – 7:00 p.m., Monday – Thursday, when classes are in session, a member of the campus executive staff will be on duty, call 652-2996.

For emergencies from 7:00 a.m. – midnight, contact security guards on duty at **321-1892**. Or call **9-911** when using a campus phone, or **911** when using a public phone. There are also seven Code Blue 911 emergency call boxes located on the exterior of the following buildings: Childcare,

Campus Center, Electronics, Fine Arts, LRC, OCET, and the new Nursing portables. Each call box has a visible blue beacon above. Upon pressing the red button, you will be automatically transferred to campus security.

- **Parking**

Vehicles must be parked in designated spaces on campus. Students, faculty, and staff should observe signs that reserve parking spaces for persons with disabilities. During evening hours, vehicles are often illegally parked adjacent to buildings. This may be convenient, but it could easily prevent emergency vehicles from entering campus. Therefore, any vehicle not parked in a designated space may be towed at the owner's expense.

- **Smoking, Food and Beverages**

We are very fortunate to have an effective and conscientious custodial and maintenance staff. They appreciate everyone's cooperation in maintaining a safe and clean campus.

In 2003, the UH System implemented a new Tobacco Products policy E10.102 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 the UH campuses. Smoking is prohibited in the following areas:

- all interior space owned, rented, or leased by the university;
- in building courtyards, breezeways, and terraces on exterior stairways and access ramps, and outdoor patios, terraces, and lanais;
- within 20 feet of buildings entrances, exits, air intake ducts, vents, and windows of buildings that are not air-conditioned;
- within 50 feet of 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.

Consult the full text of the policy for information on advertising, distribution, and sales of tobacco products, at www.hawaii.edu/smoking_policy/policysumm.html.

Food and beverages should not be brought into any classroom.

- **Recycling**

Employees are encouraged to actively participate in recycling efforts. Boxes and receptacles are available for you to place plastic bottles and cans to be recycled. Look for the recycling collection station in your building. The campus must recycle cardboard boxes. Disassemble them, separate them from other trash and remove staples. The recycling bin for cardboard is located at Facilities Maintenance.

- **Children on Campus**

To be able to fulfill our student-focused mission the College does not permit children on campus while their parents are on duty except in critical or emergency situations; for example, where child care arrangements have not been successful. This exception should be for short periods of time while child care arrangements are being made. While children are brought to the workplace, it shall be the parents' responsibility to ensure the safe and appropriate conduct of the child; ensure program

operations are not adversely affected; and demonstrate to their supervisors that every effort has been exhausted or is being pursued in attempting to locate child care services or other arrangements. Because of liability, children should at no time be on campus without supervision. To avoid disruption of the learning environment, children should not be running about or causing any other distraction in or around classrooms or department offices. Children should also not be in attendance at official college meetings, classes and activities. Administrators and supervisors may terminate the practice of allowing children in the workplace if conditions become unsafe or if operations are adversely affected.

Employees should not bring children into areas such as laboratories with chemicals or other toxic substances, farms, career and technical shop facilities, or other areas which may be potentially unsafe for children.

- **Sports and Recreation**

Faculty and staff may also sign up to take semester courses in weight training, physical fitness, basketball and three levels of tennis. There is also a basketball rim located on the tennis court for use. To obtain hours of operation for the weight room and tennis courts call **extension 379**.

- **Wellness Center**

The Wellness Center provides high quality health and wellness care to students, faculty and staff. Services include general health screening, family planning services, sexually transmitted diseases screening, care of common illnesses, immunizations, TB testing, stress reduction and emotional care, energy work, and other health concerns.

All services are confidential and most are offered without charge. Receive announcements of office hours via the online campus bulletin and college wide mail. Contact the Center at **wellness@hawaii.edu** or call **245-8307** to make an appointment, or walk-in. In an emergency call **9-911** or **911** or go to the nearest emergency room on the island.

- **Campus Map**

A campus map appears at the back of the handbook to help you locate various buildings, programs, and services. Maps are also located at locations on the campus grounds and online at **kauai.hawaii.edu**.

Employment Policies, Procedures, and Benefits



The following information on employment policies, procedures, and benefits is intended to give a brief description of employee rights, benefits, and responsibilities. The summary of benefits generally offered to eligible employees mentioned in this section and in the remaining sections does not constitute a legal document or contract. Benefits vary by type of employment appointment and union/collective bargaining agreement and are subject to change.

Faculty members who need additional information should see the Vice Chancellor for Academic Affairs or the Human Resources Office. Administrative Professional Technical (APT) and Civil Service employees can check with their supervisor or the Human Resource Office. The University Office of Human Resources also placed a comprehensive “Summary of Employee Benefits for Faculty & Staff of the University of Hawai‘i,” online at www.hawaii.edu/ohr/benefits/hdbook.pdf.

Campus union representatives are Rick Randolph for BU 07 Faculty; Gregory Enos for BU 08 APT; Sheri Lyn Amimoto and Annie Rellin for BU 03 staff; Teresita Tagudin for BU 01.

- **Equal Employment Opportunity / Affirmative Action (EEO/AA)**

The University of Hawai‘i recognizes the rights of all persons to work and to advance on the basis of merit, ability, and potential, regardless of his or her race, sex, age, religion, color, national origin ancestry, **citizenship, disability, genetic information, marital status, sexual orientation, domestic or sexual violence victim status, national guard absence, or status as a covered veteran** . Kaua‘i Community College is committed to providing a professional and positive environment for learning and work. The College is an Equal Opportunity Employer and actively seeks to carry out its Affirmative Action Plan. Any concerns should be directed to the EEO/AA Coordinator. The Coordinator receives and investigates discrimination and sexual harassment complaints.

Sexual harassment under any circumstances is strictly prohibited by the UH Community College System, consistent with UH Executive Policy E1.203, Sexual Harassment Policy and Procedural Guidelines.

The Rehabilitation Act of 1973, Section 504, and the Americans Disabilities Act of 1992 prohibit discrimination against individuals with physical and non-physical disabilities in programs or activities receiving federal financial assistance or serving the public. It is important that employees of the College are aware of these laws that provide equal opportunities for individuals with disabilities. The Faculty and Staff Handbook on Helping Persons with Disabilities are available at the Student Services Office. You may contact the ADA Coordinator for student concerns and the EEO/AA Coordinator for employee/applicant concerns.

- **Ethical Standards**

The University of Hawai‘i Community Colleges established a statement on professional ethics, which is based on the American Association of University Professors Statement of Professional Ethics.

In addition, the State Ethics Commission has guidelines regarding ethical conduct for employees of the State government in the Constitution of the State of Hawai‘i, Article XIV Code of Ethics. Briefly, it states that, “The people of Hawai‘i believe that public officers and employees must exhibit the highest standards of ethical conduct and that these standards come from the personal integrity of each individual in government. . . .” Some of the more important areas concern gifts, confidential information, use of position, contracts with government agencies, post-employment, financial disclosure, fair treatment, outside employment, and lobbyist registration and restriction. Detailed information is available online at www.hawaii.gov.

- **Personnel Records**

The Human Resources Office maintains a complete, accurate, and confidential file on each faculty member, and APT, and classified staff. Official files for civil service and executive employees are maintained at the Office of Human Resources at the University of Hawai‘i system office. Employees, upon request, are allowed to examine their personnel file during normal business hours in the presence of an employer representative. Please notify the Human Resources Office of any change in address, marital status, beneficiary, or dependents.

Employee Benefits

- **Holidays**

There are 13 paid holidays a year (14 during an election year). The following holidays are observed: New Year’s Day, Dr. Martin Luther King Day, President’s Day, Prince Jonah Kuhio Kalaniana‘ole Day, Good Friday, Memorial Day, King Kamehameha Day, Independence Day, Admissions Day, Labor Day, Election Day (during election years), Thanksgiving Day, and Christmas Day. You may check with the Human Resources Office for specific dates.

- **Tuition Waivers**

Faculty and staff may be eligible for tuition waivers to take classes based on the Board of Regents Policy, Chapter 6, and Section 6-10. Employees seeking such tuition waivers must register after the normal student registration period and must secure the authorization of their respective supervisors for any adjustments to work schedules. Contact the Human Resources Office for the procedures. Tuition waiver forms can be found at www.hawaii.edu/ohr/docs/forms/waiver.htm.

Types of Leaves

9-month and 11-month faculty should review the current University of Hawai‘i Professional Assembly BU 07 contract and the BOR Agreement document for comprehensive information on employee leaves. APT staff should review the current Hawai‘i Government Employee Association (HGEA) BU 08 contract. The University of Hawai‘i web site www.hawaii.edu has links to collective bargaining units. Click on (Resources for) Faculty and Staff.

- **Vacation Leave**

Vacation leaves must always be arranged in advance with supervisors. All other eligible employees will use the online leave system (www.hawaii.edu/ohr/leave/) beginning September 1, 2010.

Eligible employees (usually those appointed or employed on a 12-month basis) earn vacation leave at the rate of 14 hours per month for each full month of qualifying service and may accumulate up to a total of 720 hours; vacation hours in excess of 720 are forfeited annually.

Vacation hours may be accumulated in accordance with applicable collective bargaining agreements and University policies. Part-time employees accrue vacation based on their FTE (full time equivalency).

Instructional 9-month faculty and 9-month appointees are not eligible to earn vacation leave.

- **Sick Leave**

Eligible full-time employees, including 11-month instructional faculty, accrue sick leave at the rate of 14 hours or 1-3/4 days per month (21 working days a year) for each full month of qualifying service. Nine-month appointees accrue 126 hours of sick leave annually. 9-month CC faculty members are provided with 18 days (or 144 hours) of sick leave per year.

There is no limit to the number of hours of sick leave an employee may accumulate. Upon retirement, unused sick leave credits may be used to enhance retirement benefits.

Sick leave is allowed for medical, dental, optical, and optometry examination appointments.

You should notify your supervisor as soon as possible on your first day of absence or if impractical, as soon thereafter as circumstances permit. A physician's medical certificate must accompany a sick leave application when you have been absent for 5 or more consecutive working days.

- **Family Leave**

Employees may be eligible for unpaid family and medical leave -- 12 weeks under the federal act and 4 weeks under the State act during any 12-month period, which is defined as a calendar year for State employees. Certain paid leaves may be substituted for unpaid leave. Employees may be eligible for any of the following reasons:

Birth of a child; placement of a child with the employee for adoption foster care; to care for a child, spouse or parent with a serious health condition; if employee suffers from a serious health condition that is affecting his/her job duties.

Certain paid leaves may be substituted for unpaid leave. Check with the Human Resources Office for additional information and eligibility requirements.

Other Leaves

Paid leave is permitted for bereavement, jury duty, active military duty, and victim's leave.

Administrative leave is also granted for parent teacher conference, bone marrow testing and blood donation. Check with the Human Resources Office or review your collective bargaining agreement for additional information.

- **Parent - Teacher Conferences**

State employees with children in kindergarten through high school and in licensed group child care centers, may be granted up to two hours to attend parent-teacher conferences during the regular school year. The number of parent-teacher conferences allowed shall not exceed two conferences per child. Please contact the Human Resources Office to request the form for a parent teacher conference.

- **Medical Insurance**

Detailed information on choice of plans can be found in the EUTF booklet which is provided by the Human Resources Office.

Eligible employees and domestic partners are offered a choice of health insurance plans, including medical, dental, prescription drug, and vision plans, through the Hawai'i Employer-Union Health Trust Fund (EUTF). The University contribution towards the cost of your health plans is negotiated through the collective bargaining process.

There is no waiting period. Employees and their families are covered immediately upon appointment.

Employees have the option of paying their health premiums on a pre-tax or post-tax basis. Employees who qualify for the State's Premium Conversion Plan can increase their net pay by having the cost of health insurance premiums deducted before state and federal taxes are withheld.

- **Group Life Insurance**

Currently the State pays the monthly premium for group life insurance coverage. No employee contributions are required. The current coverage ranges from \$38,361 to \$7,672 depending on age. Check with your employee organization if they also offer group life insurance plans.

- **Workers' Compensation Benefits**

If an employee incurs a work-related injury or illness, benefits will be available to cover eligible medical expenses and a portion of the employee's lost wages while unable to work. The employee will also have the option to use any available sick leave or vacation leave to supplement the workers' compensation benefits to realize full pay. The University maintains a self-insured Workers' Compensation program.

- **Temporary Disability Benefits**

If an employee suffers a non-work related injury or illness he/she may be eligible to receive benefits which cover a portion of wages while disabled. There is a 7 day waiting period, and all sick leave must be exhausted. The number of weeks of benefits available will depend on eligibility under the State's Temporary Disability Benefits Plan.

- **Flexible Saving Accounts**

Island Flex, the State's flexible spending accounts benefit program offers two ways to reduce employees' income taxes and help pay for uncovered medical and eligible dependent care expenses on a reimbursement. The program offers two types of spending accounts: Health care expenses and Dependent care expenses.

Detailed information may be obtained from the program administrator, Comprehensive Financial Planning, Inc. at 808-596-7006. ~~Neighbor islands may call or~~ toll-free 1-877-550-5552.

- **Employees' Retirement System (ERS)**

You are eligible to become a member of the State of Hawai'i Employees' Retirement System (ERS) if you are a full-time, part-time (50% FTE or more), permanent or temporary (more than 3 months) employee of the University. ERS offers three defined benefits plans – Contributory, Non-contributory, and Hybrid.

Generally, all eligible employees hired after June 30, 2006 are required to enroll in the hybrid plan.

The retirement plans provide a lifetime retirement benefit if age and service requirements are met.

Hybrid Retirement Plan - Employees with ERS membership date after June 30, 2012:

Under this Hybrid Retirement Plan, the employee contributes 8% of the monthly base salary to the retirement fund. The State will also be contributing to this fund. The employee contributions will earn an interest rate of 2% compounded annually and may be withdrawn when the employee retires or leaves government service.

The employee may retire and receive full benefits at age 65 with 10 years of service or age 60 with 30 years of service. Should the employee leave government service before age 65 with at least 10 years of service (vested) and contributions left with ERS, retirement benefits will be payable at age 65. The benefit is based on the years of service multiplied by 1.75% of the average final compensation (AFC).

Hybrid Retirement Plan - Employees with ERS membership date prior to July 1, 2012:

Under this Hybrid Retirement Plan, the employee contributes 6% of the monthly gross salary to the retirement fund. The State will also be contributing to this fund. The employee contributions will earn an interest rate of 4.5% (2% for employees hired on or after July 1, 2011) compounded annually and may be withdrawn when the employee retire or leave government service.

The employee may retire and receive full benefits at age 62 with 5 years of service or age 55 with 30 years of service. Should the employee leave government service before age 62 with at least 5 years of service (vested) and contributions left with ERS, retirement benefits will be payable at age 62. The benefit is based on the years of service multiplied by 2% of the average final compensation (AFC).

Non-Contributory Retirement Plan

Applicable to eligible employees employed prior to July 1, 2006. The State contributes 100% to a retirement plan for all eligible employees. There are no employee contributions.

The employee may retire and receive full benefits at age 62 with 10 years of service or at age 55 with 30 years of service. Should you leave government service before age 62 with at least 10 years of service (vested), retirement benefits are payable at age 65. The benefit is based on years of service multiplied by 1.25 % of the average final compensation (AFC).

Under the Contributory Retirement Plan, the employee contributes 7.8% of their monthly gross salary to the retirement fund. The State also contributes to this fund. The employee may retire and receive full benefits at age 55 with 5 years of service. The retirement benefit is based on the years of service multiplied by 2% of the average of the three highest years of pay (average final compensation).

- **Purchase of Military Service**

Employees may apply military service time to ERS credited service through a purchase option. A member who rendered honorable active military service in the armed forces of the United States can acquire up to four years of membership service credit. The Personnel Office can provide information on eligibility requirements and the request form.

- **457 Deferred Compensation Plan and 403(b) Tax Sheltered Annuity Plan**

Voluntary retirement savings plans are available to assist you in making the most of your current income and to prepare for retirement.

Contributions to 457 and 403(b) plans are made before taxes are withheld, thus enabling the employee to build a retirement nest egg and save on withholding taxes with each paycheck. One supplemental retirement plan offered to public employees is the “Island Savings Plan” (Deferred Compensation Plan), a 457 plan. For more information on the Deferred Compensation Plan, Prudential Retirement, www.prudential.com/islandsavings.

Additionally, as an employee of the University, the employee also has the option of participating in the UH 403(b) Tax-Deferred Annuity Plan. To obtain further information on the UH 403(b) Tax-Deferred Annuity Plan, review the authorized Service Providers Listing (<http://www.pers.hawaii.edu/tda/tda-index.asp>) and contact the provider of your choice. See the Human Resources Office for a summary of the Tax-Deferred Annuity program.

Employee Assistance Program

The University recognizes that families may face crises and problems that may impact work performance. The Employee Assistance Program (EAP) provides confidential, short-term professional counseling services to employees who may be experiencing personal problems that are affecting job performance. Employees may attend up to three (3) hours of professional counseling services at no cost. WorkLife Hawai‘i has been contracted to provide EAP services through a voluntary program that permits employees to seek help on their own. To set up an appointment, call the WorkLife Hawai‘i central office at 543-8445 or at 1-800-994-3571 (toll-free).

Additional Employment Policies and Procedures for Faculty Employees



- **Employment Procedures**

Faculty members are appointed by the University of Hawai'i Board of Regents. Thus, Kaua'i Community College follows employment rules and procedures set forth by the University's Office of Human Resources and the Office of the Vice President for Community Colleges. Information regarding University of Hawai'i's employment procedures may be obtained from the Vice Chancellor for Academic Affairs or the Human Resources Office.

- **Collective Bargaining**

Faculty members working at least a .50 FTE are eligible to participate in employee organizations and to bargain collectively on wages, hours and other terms of employment. New employees will receive a copy of the collective bargaining contract from the Human Resources Office.

It is the faculty member's responsibility to read and understand the contract. Questions about the contract may be directed to the Vice Chancellor for Academic Affairs, the Human Resources Office or a representative from the University of Hawai'i Professional Assembly (UHPA).

- **Faculty Grievance Procedure**

Any grievance or complaint should be informally discussed with the faculty member's division chairperson. If they are unable to resolve the problem, faculty members may present their grievance or complaint to higher level administrators or a representative from UHPA in accordance with the procedures specified in the collective bargaining agreement.

Additional Employment Policies and Procedures for APT and Civil Service Employees



Administrative, Professional and Technical (APT) employees are appointed by the University of Hawai'i Board of Regents. Thus, Kaua'i Community College follows employment rules and procedures set forth by the University's Office of Human Resources and the Office of the Vice President for Community Colleges. Information regarding University of Hawai'i's employment procedures may be obtained from your supervisor or the Human Resources Office.

Civil service employees of the University of Hawai'i are governed by laws and rules set forth by the Legislature and the Department of Human Resources Development. Information regarding state civil service employment may be obtained from the Human Resources Office.

- **Collective Bargaining**

APT and civil service employees working at least 20 hours per week are eligible to participate in employee organizations and to bargain collectively on wages, hours and other terms of employment. New employees will receive a copy of the collective bargaining contract from the Human Resources Office.

Employees are responsible for reading and understanding their contract. Questions about the contract may be directed to the Human Resources Office or a representative from their respective bargaining units, Hawai'i Government Employees Association (HGEA) or United Public Workers (UPW).

- **Grievance Procedure**

Any grievance or complaint should be informally discussed with your supervisor. If they are unable to resolve the problem, employees may present their grievance or complaint to higher level administrators in accordance with the procedures specified in the collective bargaining contract.

Student Academic Grievance Procedure



Kauai Community College STUDENT ACADEMIC GRIEVANCE PROCEDURE (Policy Guideline No. 5-3; Revised August 7, 2013)

1. Purpose

This policy is designed to provide students with an opportunity to obtain an equitable resolution to complaints of academic nature, to include but not limited to grades assigned to coursework, final course grades, course policies, academic policies, or any other academic impropriety caused in part or whole by the actions or practices of the College. Grievances relating to non-academic matters, including discrimination and disability issues, are handled through the Non-Academic Grievance Policy. Grievances relating to student conduct matters are handled through the Student Conduct Procedure.

2. Background

- A. It is a historically established rule of higher education, that an instructor has the authority to conduct classes, provide for the discussion of ideas, make assignments or other exercises, require examinations, and render judgments on the performance of students. The exercise of this authority provides the foundation for an academic relationship between individual instructors and individual students that is unique to colleges and universities. This relationship is maintained by the interplay of traditional and customary standards of conduct and courtesies, the observance of which is the responsibility of both faculty and students. Certain basic expectations, relevant to teaching and learning, are summarized below. Inevitably, issues associated with the instructor's responsibilities as a teacher and the student's responsibilities as a learner may occasionally arise. In order to address these issues, the University of Hawaii has instructed its constituent campuses to provide for the consistent and equitable resolution of legitimate student academic grievances.

- B. Academic Rights and Responsibilities of Students
 - i. Kauai Community College subscribes to the following part of the 1968 "Joint Statement on Rights and Freedoms of Students," adopted by a diverse number of

higher education organizations including the American Association of University Professors, which relates to classroom instruction:

"The professor in the classroom and in conference should encourage free discussion, inquiry and expression. Student performance should be evaluated solely on an academic basis, not on opinions or conduct in matters unrelated to academic standards.

- ii. Protection of Freedom of Expression - Students should be free to take reasoned exception to the data or views offered in any course of study and to reserve judgment about matters of opinion, but they are responsible for learning the content of any course of study for which they are enrolled.
- iii. Protection Against Improper Academic Evaluation - Students should have protection through orderly procedures against prejudiced or capricious academic evaluation. At the same time they are responsible for maintaining standards of academic performance established for each course in which they are enrolled.
- iv. Protection Against Improper Disclosure - Information about student views, beliefs and political associations, which professors acquire in the course of their work as instructors, advisors, and counselors, should be considered confidential. Protection against improper disclosure is a serious professional obligation. Judgments of ability and character may be provided under appropriate circumstances, normally with the knowledge or consent of the student.

3. Definitions

- A. Complaint of Alleged Academic Impropriety: A written charge filed by a student with the Chair of an Academic Division alleging that an instructor has acted improperly or in a manner otherwise inconsistent with the instructor's responsibilities or the student's customary academic expectations.
- B. Academic Grievance: A written statement of complaint submitted to the Chancellor requesting a formal review of an academic complaint by an Academic Grievance Committee which the student believes to have been unsatisfactorily resolved by the Academic Impropriety procedures.
- C. Patently Frivolous Grievance: A written grievance that is so weak and unsubstantial as to be void of merit or for which there is no identifiable or appropriate remedy. Examples of such grievances may include, but are not limited to: those that do not describe an improper or uncustomary situation; those that are best pursued under other more appropriate procedures; or those that have been pursued and concluded through other grievance or appeal procedures.

4. Procedures for the Resolution of Academic Grievances

- A. Any student who believes that an instructor has acted improperly or in a manner otherwise inconsistent with the instructor's responsibilities or the student's customary academic expectations, may initiate action to achieve a remedy. The actions available are outlined herein and must be initiated within fourteen (14) calendar days after the student became aware, or could have reasonably been expected to become aware, of the alleged impropriety. Grievances involving final course grades must be initiated within 90 days of the end of a semester, or they will not be considered.
- B. Report of Alleged Academic Impropriety
- i. A student who believes that an instructor acted improperly should make every reasonable attempt to discuss the matter with the instructor involved.
 - ii. Failing to resolve the matter with the instructor involved, the student should discuss the matter with the instructor's division chair, reporting the facts as the student perceives them, specifying the remedy sought, and outlining the instructor's response, if any, to the consultations with the instructor. Such discussion should be initiated with the division chair within seven (7) calendar days after the final scheduled discussion with the instructor involved. The division chair may meet separately with the student and instructor, or if both agree, jointly, to discuss the report. Within seven (7) calendar days of receipt of the student's unresolved report, the division chair shall complete any consultation and shall notify the student and the instructor in writing or by University email of his or her conclusion(s) and recommendation(s).
 - iii. In the attempt to resolve the matter with the instructor involved, the student may request mediation services through the Vice Chancellor for Student Affairs. Additionally, the instructor's division chair may seek mediation services in helping to resolve any outstanding matters.
 - iv. Should the instructor involved be the division chair, the student should present his or her unresolved report, in accordance with paragraph B.ii. above, directly to the Vice Chancellor for Academic Affairs (VCAA) or the VCAA's designee, noting the apparent "conflict of interest" in his or her report.
- C. Complaint of Alleged Academic Impropriety
- i. Failing to achieve satisfactory resolution of a report of an alleged academic impropriety, the student may file a written complaint with the VCAA. Such complaint must be filed within seven (7) calendar days after the student has been notified by the division chair of the resolution of the student's report of alleged academic impropriety.
 - ii. The student shall provide as a part of his written complaint, the facts of the matter as the student perceives them, the remedy sought, the instructor's response

to initial consultations, and the division chair 's resolution of the report. In addition, the student shall identify the custodians of any relevant documents which the student does not possess.

- iii. Upon receipt of a written complaint, the VCAA or VCAA's designee shall immediately notify the division chair of the instructor's department. If new material or information relevant to the situation, which was not introduced as a part of the student's report to the division chair, becomes available, the VCAA or the VCAA's designee shall refer the complaint back to the division chair for review and recommendation. The division chair shall make written recommendations to the VCAA within seven (7) calendar days of receipt of the student's complaint from the VCAA.
- iv. The VCAA or the VCAA's designee shall have fourteen (14) calendar days to review the complaint, consult with the parties involved, and resolve the complaint. This timetable may be extended for no more than fourteen (14) additional days if, in the VCAA's or the VCAA's designee 's judgment, such extension would be of benefit in resolving the complaint.
- v. Upon expiration of the time provided for resolving the complaint, the VCAA or the VCAA's designee shall inform the student in writing or by University email of the disposition of the complaint.

D. Academic Grievance

- i. Failing to achieve satisfactory resolution of a complaint of an alleged academic impropriety, the student may file a grievance, in writing, with the Chancellor, to be heard by the Academic Grievance Committee. Such filing must be done within seven (7) days after the student has received written notification from the VCAA or the VCAA's designee regarding the resolution of the student's complaint.
- ii. The student's written grievance shall contain all information previously provided in the student's complaint to the VCAA as well as a copy of the VCAA's or the VCAA's designee 's notification to the student regarding the disposition of his/her complaint.

E. Academic Grievance Committee

There shall be an Academic Grievance Committee appointed by the Chancellor. Academic Grievance Committee hearings will usually not be available during the last two weeks of each semester (study period and finals week) nor during the summer. During these periods, a hearing before a designated campus administrator may be conducted or grievances may be deferred until such time as a committee hearing is available, as determined by the Chancellor.

F. Composition of the Academic Grievance Committee

- i. The Academic Grievance Committee shall be composed of a chair, four students, and four faculty members. The chair shall vote only in the case of a tie.
- ii. Upon receipt of the grievance, the Chancellor will appoint the faculty members.
- iii. The Chancellor will appoint the student members nominated by the student government organization.
- iv. The Chancellor will appoint the committee chair who may be any faculty or student of the College.
- v. If any faculty or student so selected feels that his or her relationship with either the case or the individuals involved would affect his/her ability to render an impartial judgment, the committee member shall disqualify him/herself. The Chancellor will then select additional members until the committee membership is complete.
- vi. A majority of the members of the Academic Grievance Committee present shall constitute a quorum for the purposes of a hearing.
- vii. Prior to the first committee meeting, the Chancellor will brief the committee members on their responsibilities and the procedures to be followed.

G. Responsibilities and Procedures of the Academic Grievance Committee

- i. Upon receipt of a written grievance requesting a formal hearing by the Academic Grievance Committee, the committee chair shall notify the instructor involved, the instructor's division chair and the VCAA.
- ii. The committee chair shall have the authority to dismiss all patently frivolous grievances. The committee shall not proceed on any grievance for which there is no identifiable or appropriate remedy.
- iii. Having determined that a grievance is not patently frivolous, the committee chair shall schedule a hearing of the Academic Grievance Committee within fourteen (14) working days after receipt of the grievance.
- iv. The committee chair shall have the authority to waive specified timelines for a specific period, when necessary, in order to ensure proper notice and a fair hearing.
- v. Having scheduled a hearing, the committee chair shall give notice via University email to the student, the instructor involved, the instructor's division chair, and the VCAA. Such notice shall be given at least five (5) working days prior to the hearing and shall include:

- a. The date, time, and place of the hearing;
 - b. Any particular section(s) of the statement of Academic Rights and Responsibilities of Students. that is alleged to have been violated;
 - c. An explicit statement of the issue(s) involved, the facts alleged by the student, the conclusions and recommendations, if any, reached by the division chair and VCAA;
 - d. The fact that the burden of proof rests upon the student; and,
 - e. That the hearing shall be closed.
- vi. The Academic Grievance Committee shall conduct its fact-finding in accordance with the following provisions, which are designed to assure a fair hearing and equitable treatment for those involved.
- a. The committee chair shall be responsible for recording the hearings, maintaining order, and shall have the authority to rule on points of order and to exclude immaterial and/or repetitious evidence.
 - b. The student and the instructor shall have sufficient opportunity to discuss all issues involved.
 - c. Oral and documentary information may be presented to the committee.
 - d. All members of the committee shall have the right to raise additional questions or seek clarification on all relevant points.
 - e. The committee may secure additional information from sources other than those presented by the student or the instructor. The committee may also secure other documents relevant to the issue, which were not introduced at any previous step by the student or instructor.
 - f. The student is expected to be present at the hearing and the instructor may be required to attend at the discretion of the committee. The instructor may provide written information to the committee for its consideration. In the absence of the instructor, the committee shall consider the information in its possession and render a decision. The deliberations of the committee, after receipt of all relevant information, shall be closed.
 - g. In the absence of the student, except for good and sufficient cause, the grievance shall be dismissed with prejudice. Upon certification by the Chancellor, the decision of the Academic Grievance Committee as to good and sufficient cause is final within the University.
- vii. After hearing a grievance, the committee will decide if the University has reasonable cause to remedy a student's situation. Accordingly, the committee may decide the following:
- a. No cause for remedy: Wrongful or uncustomary behavior on the part of the instructor has not been established.
 - b. Cause for remedy: Wrongful or uncustomary behavior on the part of the instructor has been established. In this case, the academic grievance committee may recommend an appropriate academic remedy.

- viii. After the committee has made its findings, decision as to cause, and any recommended remedy, the chair shall inform the student and the instructor in writing or by University email of the findings and recommendations within five (5) calendar days of the hearing. Copies shall be provided to the instructor's division chair, the VCAA, and the Chancellor.

H. Final Decision and Orders by the Provost

- i. Upon receipt of the committee's findings, decision as to cause, and recommendations, the Chancellor may take the following actions:
 - a. Direct the committee to rehear the grievance if there is substantial reason to doubt the fairness of the hearing. A determination of the fairness of the hearing shall be based on four issues: 1) Did the committee follow the procedures contained herein? 2) Was the committee hearing conducted in such a way as to provide the student adequate opportunity to present his or her grievance? 3) Did the evidence presented at the hearing satisfy the requisite burden of proof? and, 4) Is the remedy reasonable in relation to the grievance?
 - b. Affirm the committee's findings, decision as to cause, and implement, in whole or in part, the recommended remedies.
 - iii. Within thirty (30) calendar days from the receipt of the committee's findings, decision as to cause and recommendations as to remedy, the Chancellor shall notify, in writing or by University email, both the student and the instructor of the final decision regarding any remedy to be undertaken.
 - iii. The decision of the Chancellor shall be final within the University.
- I. Records of the Academic Grievance Committee - The Chancellor shall maintain a log of the hearings. This log shall include a brief description of the subject matter of the grievance and the outcome of the hearing, but shall not contain any personally identifiable information. This log shall be open to outside inspection.
 - J. Other records of the committee which are not open to outside inspection include: recordings of the hearing, all written information presented, the actions of the committee and the committee chair's final report including the committee's findings, decision as to cause, and recommended remedies.

Student Non-Academic Grievance Policy and Procedure



Kaua'i Community College **Student Non-Academic Grievance Policy and Procedure** (Policy Guideline No. 5-6; Revised February 28, 2012)

1. Purpose of the Policy

This policy and procedures are designed to provide a student grievant with an opportunity to obtain an equitable resolution to alleged injustices or problems of a non-academic nature caused in part or whole by the actions or practices of the College. Grievance relating to academic matters are handled through the Academic Grievance Procedure. Grievances relating to student conduct matters are handled through the Student Conduct Procedure.

2. Description of a Non-Academic Grievance

A grievance is a complaint by a student about an alleged action by a College employee which adversely affects the status, rights or privileges of the student. A grievance is filed against the College, with employee acting as the respondent to the allegations. Any action or practice can be complained at the informal level, that is, through direct discussion with the relevant employee.

Throughout the steps of the grievance, the burden of proof will be on the student to prove the allegations and the grievance may be denied because of a lack of sufficient evidence. A simple allegation or unsubstantiated assertion is an insufficient basis for lodging a formal grievance. Students must support their allegations with evidence compelling enough to give the Non-Academic Grievance Committee reason to hold a formal hearing.

3. The grievance process cannot be used to contest the following actions (proper procedures cited in parenthesis below):

- A. To contest an instructors evaluation of academic performance; (through Academic Grievance Procedure)
- B. Academic probation, disqualification or other academic decisions by the College (through Vice Chancellor of Student Affairs)

- C. College student conduct action; (through Student Conduct Procedure)
- D. Academic dishonesty allegations; (through Vice Chancellor of Student Affairs)
- E. Debt to the university; (through Vice Chancellor of Academic Services)
- F. Contents of materials contained in a student's university records; (through Vice Chancellor of Student Affairs)

4. Informal Resolution

- A. Students who believe that their status, rights or privileges have been adversely affected by an action of the College's employee(s) may request that the Informal Resolution process be initiated prior to/or instead of filing a formal grievance.
- B. Upon receipt of a student's informal concern(s), the person who received the concern shall contact the Vice Chancellor of Student Affairs and provide that individual with the student's contact information. In cases where the grievance is with the Vice Chancellor of Student Affairs and/or his staff, the person should contact the Chancellor of the College.
- C. During the Informal Resolution process, the College will attempt to resolve the student's concern(s) quickly and effectively. The Vice Chancellor of Student Affairs or Chancellor will meet with the student, the accused, and any other person(s) or witness(es) determined to be necessary for a resolution of the matter, to review the allegations and any responses. Informal Resolution may take the form of a negotiated resolution facilitated by the Vice Chancellor of Student Affairs or Chancellor or the Chancellor. At any time during the Informal Resolution process, the student may elect to terminate the process and proceed with the Formal Level of this policy. Both the student and the accused will be expected to keep the details of the informal resolution process confidential until the process is concluded.
- D. If resolution is reached by these informal means, a record of the resolution will be documented and signed by the student. Such document will be maintained in accordance with applicable College recordkeeping policies in the Office of the Vice Chancellor of Student Affairs or Office of the Chancellor as appropriate. The matter will be considered closed and the student will be precluded from subsequently filing a formal grievance or appeal on the same incident under this policy.
- E. If resolution is not reached by these informal means, the student will be informed about how to file a formal grievance.

5. Formal Level

- A. The student shall file a written grievance with the Vice Chancellor of Student Affairs or Chancellor, as appropriate. The date of receipt shall establish the grievance filing date.

- B. Timeline for filing a grievance. To be timely, the student must file a grievance no later than twenty (20) work days after the most recently alleged act occurred.
- C. Requirements of a Grievance. The student should complete the "Student Non-Academic Grievance Complaint Form" or, as an alternative, the student shall submit a written signed statement containing the following information:
- i. The full name, address and telephone number(s) of the College employee;
 - ii. A clear, concise written statement of the facts that constitute the alleged act(s), including pertinent date(s) and sufficient information to identify any individuals who may provide information (e.g., potential witnesses) during the course of the investigation conducted under these procedures;
 - iii. A statement by the student verifying that the information supporting the allegations are true and accurate to the best of his/her knowledge;
 - iv. The term and year of the student's last active academic status;
 - v. The name of the student's advisor/, if any;
 - vi. Specific harm resulting from the alleged action;
 - vii. Specific remedy sought;
 - viii. The student's signature; and
 - ix. The date of complaint submission.
- D. Intake interview. An interview with the student shall occur as soon as possible with the Vice Chancellor of Student Affairs or Chancellor, as appropriate, or other designated individual, but no later than ten (10) work days after the student has submitted a formal grievance. Students must make themselves available for this meeting. The meeting will serve to:
- i. Acquaint the student with the investigation procedure and timelines, if not already done.
 - ii. Inform the student of his/her rights (including having an advisor,) if not already done.
 - iii. Request the student to complete and sign a formal grievance form, if not already done.
 - iv. Conduct the initial intake interview.

- E. Advisor. The student may elect to have an advisor accompany him/her to any meeting(s) and/or interview(s) with the University regarding the grievance. The advisor's role in such meetings and/or interviews is limited to observing and consulting with the student.
 - F. Only those persons with a legitimate need to know will be apprised of the filing of and disposition of a grievance. Those persons may include, but are not necessarily limited to, Vice Chancellors, Division Chairs, and Directors who must be involved to ensure that retaliatory action does not occur during or after the investigative process, and/or to effectuate corrective actions.
 - G. Upon inquiry or during the course of an investigation, the student shall be advised of the status of the investigation. The investigation shall be completed no later than sixty (60) work days after the intake interview, unless the timeline has been extended pursuant to the next section of this policy. The timeline for the investigation shall not be extended for a period longer than an additional thirty (30) work days from the original due date. Within the investigation period stated above, the investigator will make findings of fact and conclusions regarding the allegations which he/she shall reduce to an investigative report. The preponderance of the evidence is the applicable standard for demonstrating facts in the investigation. In order to establish a fact, the investigator must find that its existence is more probable than its non-existence: i.e., that it is more likely than not to exist. The investigative report should include a summary of the allegations, a description of the investigative process, the preponderance of the evidence standard used to determine whether a violation of policy occurred, the evidence considered and a determination of whether the allegations were found to be substantiated. The investigative report is then provided to the appropriate Vice President or designee.
 - H. The person handling the case shall provide the student with notification of the outcome of the campus investigation within ten (10) work days of completing the report. The notification should include a summary of the allegations, a description of the investigative process, the preponderance of the evidence standard used to determine whether a violation of policy occurred, the evidence considered and a determination of whether the allegations were found to be substantiated. The decision of the Chancellor is final.
 - I. In addition to the above notification, a separate notification shall be provided to the accused(s), indicating whether or not the allegations at the Formal Level were substantiated.
6. General Provisions for Investigations of a Grievance Against College Employees
- A. The person who conducts an investigation under this policy at the Formal Level may be any of the College administrators or an external consultant, provided the investigator is not within the administrative control or authority of the accused. All investigations/reviews under this policy shall be conducted impartially and in good faith.
 - B. Students and the College employees are required to cooperate with the investigation/review, including but not limited to attending meetings, being forthright

and honest during the process, and keeping confidential the existence and details of the investigation/review. If a grievant and/or accused refuses to cooperate, the investigator may draw all reasonable inferences and conclusions on the basis of all available evidence and conclude the investigation/review.

- C. A student must proceed with a grievance in good faith. A student who knowingly and intentionally files a false grievance, abuses this policy, or files a malicious or frivolous grievance may be subject to discipline. Discipline shall be taken in accordance with the Student Conduct Code. Such disciplinary action shall not be deemed to be retaliation under this policy.
- D. Both the student and the accused shall have the right to identify witnesses and other evidence for consideration; however, the investigator shall decide which witnesses and evidence are relevant and significant to the issues raised.
- E. If the student, the accused, a witness, the campus investigator, or other necessary person involved in the grievance process is unavailable because of any reason deemed to be legitimate by the investigator, the timelines in this policy will be automatically adjusted according to the period of absence. The student will receive written notification of the period of extension.
- F. When submitting a grievance or issuing a response, personal delivery or certified mail shall be used. If personal delivery is used, a signature acknowledging the calendar date of delivery shall be obtained which will establish the date of filing or response. If certified mail delivery is used, the postmark shall establish the date of response or filing.
- G. The College is not obligated under this policy to investigate a grievance not timely filed under its provisions. Regardless, the College may investigate the underlying allegations of any grievance against a College employee if it determines the circumstances warrant investigation.
- H. The Non-Academic Grievance Committee shall consist of seven voting members and shall be constituted as follows:
 - i. Three students selected by the UHCC-KCC Student Government
 - ii. Three faculty members selected by Faculty Senate
 - iii. A chairperson selected by the Chancellor

KAUAI COMMUNITY COLLEGE

STUDENT NON-ACADEMIC GRIEVANCE FORM

The Student Non-Academic Grievance Policy was established to provide students a procedure to file non-academic grievances. Students who file a grievance are required to cooperate with the investigation/review, including but not limited to, attending meetings, being forthright and honest during the process, and keeping confidential the existence and details of the investigation/review.

Please fill in all of the information requested below as completely as possible.

Last Name: _____ First Name: _____ M.I. _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Work Phone: _____ Home Phone: _____ Cell Phone: _____

Best time to call: _____ a.m. [] p.m. []

Email: _____

Currently enrolled: Yes [] No [] Student I.D. Number: _____

Last semester attended: _____

1. Identify the employee(s) of the University against whom the allegations are made and the relationship to you, e.g., instructor, etc. Attach additional pages to this form if necessary.

Accused Employee's Name: _____

Relationship to you: _____

Accused Employee's Name: _____

Relationship to you: _____

Accused Employee's Name: _____

Relationship to you: _____

STUDENT NON-ACADEMIC GRIEVANCE FORM

2. Describe the incident(s) or event(s), date(s), time(s), and location(s) giving rise to your complaint. **Attach additional pages to this form if necessary.**

3. To whom have you gone for resolution of the grievance? What did you or others do to try to resolve the grievance? What was the outcome?

4. Identify individuals who may have observed or witnessed the incident(s) that you described.

Last Name: _____ First Name: _____

Telephone: _____ Email: _____

Last Name: _____ First Name: _____

Telephone: _____ Email: _____

Last Name: _____ First Name: _____

Telephone: _____ Email: _____

STUDENT NON-ACADEMIC GRIEVANCE FORM

5. Do you have any documents that support your allegations? Yes [] No [] **Please list and attach a copy.**
6. Describe how you would expect the complaint to be resolved. **Be as specific as possible.**

You may elect to have an advisor present at meetings/interviews. If you indicate you will have an advisor, you are authorizing that individual to accompany you to any meetings and/or interviews regarding this complaint. The role of the advisor is limited to observing and consulting with you. If you elect to have an advisor, provide his/her name, address, and telephone number:

Last Name: _____ First Name: _____

Address: _____ City: _____ State: _____ Zip Code _____

Telephone: _____ Cell Phone: _____

AUTHORIZATION

I certify that the information given in this complaint is true and correct to the best of my knowledge or belief.

Signature of Student

Date

Print Name of Student

Kaua'i Community College
University of Hawai'i
3-1901 Kaunualii Highway
Lihu'e HI 96766
245 - 8311

