

ADMINISTRATORS COUNCIL
Meeting of Tuesday, January 28, 2020

1. Attendance. Chancellor Lui Hokoana convened the meeting of the Administrators Council at 9:30 a.m. Present were: Kahele Dukelow; T. Karen Hanada (via Internet); Georgina Kawamura; Brian Moto; Laura Lees Nagle; Vice Chancellor Debra Nakama; Deanna Reece; Cheryl Reeser; and Vice Chancellor David Tamanaha.
2. Enrollment. Headcount is down by 0.2% (5 students).
3. Service Center. The Council discussed the concept, history, and work of service centers, and in particular, of the Extramural Services Center (ESC)(Georgina Kawamura) and the Office of Extramural Programs (OEP)(Cheryl Reeser).
 - a. Background. Work on OEP and ESC started in early 2016 through a collaborative grant with Kapi'olani Community College and was designed to relieve stress on the Business Office and develop new processes to spur programs and innovation. The concept of a service center is still a work in progress. Over time there have been improvements, including less back and forth between programs and the ESC, for example. Some frustration is still experienced with regard to RCUH-related wait times. ELWD and Administrative Affairs are now considering establishment of their own service centers. However, rather than create three service centers, the Chancellor (as well as UHCC leadership) want UHMC administrators to consider using a single shared service center on campus. Chancellor Hokoana said that, in hindsight, it would have been helpful to establish early on a common set of expectations among administrators, program directors, and ESC and OEP personnel, and then to have worked out details in subsequent conversations. Currently, ESC interacts only with OEP because the work is focused on extramural projects.
 - b. ESC Perspective. OEP started under a grant that began October 1, 2015, and serves as the fiscal authority that reviews and approves expenditures. Early on, OEP relied on programs to input matters and obtain approval. In October 2018, the ESC office went into effect and took on the work involved in the front end with regard to travel and procurement. RCUH issues the purchase order and ESC helps to pay the purchase orders. All work by ESC is done electronically. Expectations can be very different among extramural program directors. Georgina suggested that UHMC administrators consider a common shared services center rather than the creation of multiple service centers. Under such an arrangement, programs would tell the ESC what they want and when they want it by. The ESC would become the buffer between the program and RCUH. ESC can also do UH procurements.
 - c. Administrative Services Perspective. David Tamanaha said that one of the differences he sees between a shared services center and a service center dedicated to Administrative Affairs is that his focus and primary concern is Operations &

Maintenance (O&M), especially on construction matters. The current problem faced by O&M is lack of administrative support and the time and effort required in procurement and project managements tasks, not lack of money. Clerks in O&M can do routine small tasks, but not complicated ones like retrofitting of air conditioning units. Project managers need to have some knowledge of regulations and contract license requirements. Personnel must also manage the mailroom, security, and inventories. David said that transferring positions from one department to another would require a reorganization.

- d. ELWD Perspective. Karen Hanada discussed her concept of a service center. She said that she discussed the matter with her staff. They favor an operations office that would handle billing, room reservation, procurement, and travel. The work requires knowledge and use of noncredit student information.
 - e. Academic Affairs Perspective. Laura Nagle said that most faculty having to deal with procurement are working on grants and are already working with the ESC. She and Kahele Dukelow occasionally receive comments from faculty regarding UH Foundation procedures.
 - f. Follow Up Actions. Chancellor Hokoana suggested that administrators meet with WACUBO service center consultants in March for a training. These experts established a large service center at the University of California at Davis. Chancellor Hokoana also suggested a preliminary conversation with the consultants in a couple of weeks. In the meantime, Chancellor Hokoana suggested a temporary arrangement as a test to see how and whether a campus service center could assist O&M. The processing of equipment purchases was suggested for this practical exercise.
 - g. Other Comments.
 - i. Georgina Kawamura noted that UHMC's service center is unique, and has recently undertaken the task of serving as Hawai'i Community College's service center.
 - ii. Cheryl Reeser suggested that a new employee could be hired through an RCUH Service Order, who could then work on O&M matters. The employee's time would be charged to Administrative Services.
 - iii. OEP employees are UH employees. ESC employees are RCUH employees.
 - iv. Council members discussed campus secretary positions and their duties.
4. Budget Priorities. Budget priorities were presented and discussed by Council members based on program reviews. Among the proposed positions listed by Student Affairs is an Events Coordinator. Chancellor Hokoana suggested that such a position be funded out of student fees. Debra Nakama noted that the current span of control within Admissions & Records is too vast and should be split. Debra Nakama did not list the Marketing position among her priorities because of the possibility of the position moving under the Chancellor. Regarding the Disability Services position, the Chancellor said he wants to make sure there is sufficient funding to provide required services. It was reported that a recent recruitment attempt for the Disability Services position did not succeed; other candidates are now being considered.

The following is a list of budget priorities identified by administrators:

- a. Student Services:
 - i. APT B Assistant Registrar (restore)
 - ii. Counselor – Admissions (restore)
 - iii. APT B Recruiter (restore)
 - b. Academic Affairs:
 - i. English (restore)
 - ii. Hawaiian Studies (restore)
 - iii. APT B Library (restore)
 - iv. Construction Tech faculty
 - c. Information Technology:
 - i. Instructional Design Support APT B (need position and funding)
 - ii. Distance Learning Coordinator (11 mo. Faculty) (restore and re-describe)
 - d. Administrative Affairs:
 - i. 5.0 positions UH Security Officer (Legislature)
 - ii. 4.0 positions Janitors (Legislature)
 - iii. Business Office Clerk (restore)
 - e. ELWD:
 - i. Workforce Development Specialist faculty
5. Administrators Council Consensus Ranking of College Budget Priorities. After extensive discussion, the Council achieved consensus regarding the following consolidated ranking of college budget priorities:
- #1: APT B Assistant Registrar
 - #2: Counselor – Admissions
 - #3: Distance Learning Coordinator
 - #4: Janitor(s)
 - #5: English faculty
 - #6: APT B Library
 - #7: Workforce Development Specialist
 - #8: UH Security Officer(s)
 - #9: Business Office Clerk
 - #10: Hawaiian Studies faculty
 - #11: APT B Recruiter
 - #12: Instructional Design Support APT B
 - #13: Construction Tech faculty
6. PEG Access Moneys. Deanna Reece reported that there is a bill in Congress to stop in-kind services by cable franchise companies from being treated as fees under public access agreements. The bill is intended to prevent the loss of PEG fees.