STUDENT HANDBOOK

Thank you for choosing KCC! The Student Life & Activities Office is proud to present you with this handbook. We hope that you will use this handbook to guide you academically and personally through an exciting and eventful year. We value your presence and we’ll do our very best to give you exceptional customer service. Please stop by my office in room 210 located at the Campus Center Student Life Center if you have any concerns or suggestions on improving the quality of student life. Mahalo!

John Constantino
Assistant Professor
Counselor & Student Life Coordinator

QUICK DIRECTORY

- Administrative Services 245.8231
- Admissions & Records 245.8225
- ASUH-KCC Student Government 245.8338
- Bookstore 245.8273
- Bridge to Hope 245.0112
- Cafeteria 245.8243
- Campus Operator 245.8205
- Campus Security 245.8399
- Campus Health CPR Training 245.8248
- Career Center 245.0132
- Chancellor 245.8283
- Continuing Education & Training 245.8318
- Counseling and Advising 245.8212
- Computer Help-line 245.8342
- Construction Academy 245.8254
- Disability Services Counselor 245.8314
- EEO/AA 245.8323
- Emergency Medical Service 245.7973
- Financial Aid 245.8360
- Fine Dining 245.8365
- Hawaiian/Part Hawaiian Student 245.8381
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- International Students 245.8259
- Library Circulation Desk 245.8233
- Library Reference Desk 245.8253
- Maintenance 245.8364
- Na Pua No`eau 245.8387
- Personnel 245.8372
- Single Parent/Displaced Homemaker 245.0112
- Student Activities 245.0112
COMMON STUDENT QUESTIONS

Q: How often do classes meet?
R: All college courses are completed in one semester or less. A semester is usually 14 weeks in length in the fall & spring. The hours a class meets per week usually equals the number of credits the class is worth. The hours can be in three-hour blocks or spread out in a variety of combinations. One of the most common time arrangements is for a 3 credit class to meet for 1 hour three days a week, or 1 1/2 hours two days a week.

Q: How many credits must I take to be considered a full-time student?
R: Taking 12 credits or more in one semester is considered a full-time load.

Q: What is the maximum number of credits I can take?
R: The KCC policy is a maximum of 18 credits per semester. Students wishing to take more than 18 credits in one semester must receive approval from the Vice Chancellor of Student Affairs (245-8274) or from an Academic Counselor (245-8212).

Q: What is the attendance policy?
R: Coming to class is a big part of successfully completing college. At KCC, any student who does not attend classes they are registered for during the first week of instruction may be dropped from the class. After the first week, attendance policies are upheld by the instructor of the class for the remainder of the semester. It’s always a good idea to let your instructor know in advance of any absences or tardies you may have.

Q: Do I have to declare a major?
R: No, it isn’t necessary to declare a major at the beginning of your first semester. However, you should have a general educational goal and be able to choose a major as you continue in your studies. The counseling center and career exploration classes are available should you need help with choosing a major.

Q: Can students bring children to class?
R: While KCC values the spirit of ohana, we ask that students do not bring their children with them into classrooms while classes are in session. However, KCC offers excellent childcare to students with children. Space fills up quickly, so it’s best to sign up as soon as possible.
Q: What do I do if the class I want to take is closed? Is this needed??
R: Sometimes classes fill up quickly, especially core classes like History and English. If a class is full, that doesn’t mean you cannot take the class; there are other options. First, register early! The sooner you register for college, the more likely it is that you will get into the classes you want. Second, you can join the class waitlist. That way, you’ll be first in line if a spot becomes available in that class. Third, you can email the class instructor and ask for a capacity override. This means that the instructor agrees to add a student over the course’s allotted number of students. And you can always discuss alternatives with your academic advisor.

Q: Do I have to repeat a class in which I receive a “D” or “F” grade?
R: No, there is no general college regulation requiring the repetition of courses in which you received a substandard grade. However, certain programs of study require a “C” grade in required courses. If you elect to repeat a class in which you received a “D” or “F”, the “new” grade will appear on your permanent record. The substandard grade will not be calculated in your cumulative GPA.

Q: How do I withdraw from/drop a class?
R: You can go to your "MyUH Portal" account and withdraw from a class or see an advisor at Student Counseling. There is no penalty for dropping a class during the first three weeks of the semester. After that, a “W” or withdrawn, will show on your transcript.

STUDENT RESOURCES

Cabinet
Helen Cox
Chancellor
245.8210 helencox@hawaii.edu

Jim Dire
Vice Chancellor for Academic Affairs
245.8229 dire@hawaii.edu

Margaret Sanchez
Vice Chancellor of Student Affairs
245.8274 masanche@hawaii.edu

Brandon Shimokawa
Vice Chancellor for Administrative Affairs
245.8230 shimokaw@hawaii.edu

Calvin Shirai
Director of Continuing Education & Training
245.8355 shiraic@hawaii.edu
Valerie Barko
Director of Institutional Effectiveness & University Center
245.8336 vbarko@hawaii.edu

ADMISSIONS AND RECORDS
One Stop Center, Room 101A  245.8225
The Admissions and Records Office is the custodian of your academic record. Go there for admission and records information and special procedures, registration information, transcripts, grades, residency information, transcript evaluation, Veteran’s Affairs certification, and Class Availability.

ALUMNI ASSOCIATION
Office of Continuing Education & Training  956.2586
Kaua‘i Community College Alumni may join the University of Hawaii Alumni Association. It cultivates a close, supportive relationship between graduates and the UH System.

APPRENTICESHIP TRAINING PROGRAM  245.8318
The Apprenticeship Training Program at Kaua‘i Community College offers quality education through training. The Program currently assists 7 building industry trades: air conditioning, carpentry, electrical, masonry, plumbing, roofing, and sheet metal. Apprentices are provided with on-the-job training and attend related training courses at the College.

BOOKSTORE
Continuing Education & Training Bldg  245.8273
Where do you go when you need to buy textbooks? Find a snack? Buy a new highlighter? The College Bookstore! KCC’s on campus bookstore, located in the OCET building, is frequented by students, locals, and visitors to the island. We are the official source for your University of Hawai‘i and Kaua‘i Community College logo souvenirs and clothing. Students may purchase all their new and used books for all of their Kaua‘i CC classes including supplies, backpacks, soft drinks, snacks, candies and more. If you’re taking a distance education course, you should ask your bookstore associate to help you order the correct book, as it may only be available at the bookstore of the home campus of the online class.

CAMPUS PUBLIC SAFETY DEPARTMENT  245.8399
Kauai is one of the safest places in the nation and at KCC we take pride in doing our utmost to uphold that standard. Outside phones are located at the entrance of the Performing Arts Center and Learning Resource Center. Blue Emergency Phones are located at the Learning Resource Center, Fine Arts buildings, Nursing portables, Campus Center, Electronics, OCET (Office of Continuing Education and Training), and Early Childhood buildings. These phones alert the college’s security officer in the event of an emergency. In addition, all students are encouraged to sign up for e-alert, the college messenger that texts alerts about any campus related emergency in real time. For information, contact the Vice Chancellor for Administrative Services (245-8230) or the Vice Chancellor of Student Affairs (245-8313).
**CAMPUS WELLNESS**  
Faculty II Building  245.8307  
The Campus Wellness Center is the place to go if you’re feeling ill. Managed by nursing faculty who are Advanced Practice Registered Nurses, it also serves as a site for the investigation of wellness-related topics. The Campus Wellness Center hours and CPR schedule are listed on the website at http://kauai.hawaii.edu/wellness.

**CAREER PLANNING and OFF-CAMPUS EMPLOYMENT**  
One Stop Center, `Oihana `Imi Loa Career Center, Rm. 105  245.0132  
If you want to learn where your career skills may lie, you should stop by the Career Planning Center. Career planning information and testing services, including occupational interest inventories, personality inventories, and a library of occupational information, are available. The center’s staff can assist you with job searches off-campus, review résumés, cover letters, prepare for interviews, and provide career exploration for those who are undecided about their major/career. Access to full-time and part-time employment opportunities are provided to students of the University of Hawaiʻi Community College system (UHCC). Off-campus and internship work can be accessed by setting up your student account at http://tinyurl.com/kynhkkn. At this site you will also find a resource page which links to off-campus employers under Resources. Positions not posted at the above sites may be viewed on Job Boards located in the Learning Resource Center, the Student Lounge, and outside the career center.

**COMPUTER LABS**  
Learning Commons  245.8233  
Computer access is available in the Learning Resource Center building which houses the library, Tutoring Center, and other offices and study areas. Computers are available at various locations throughout the LRC for class labs, testing, word processing, e-mail, and internet research. Check with the librarians or staff at the Library Circulation Desk for more information about computer availability, open lab hours, and how to reserve computer time. A limited number of laptop computers also are available for check-out from the library on a short-term basis.

**COUNSELING AND ADVISING**  
One Stop Center, Room 102A  245.8212  
Counseling and guidance at Kauaʻi Community College add a personal quality to students’ efforts to obtain a formal education. Take advantage of admissions counseling; new student orientation workshops before each new semester; individual, personal and vocational counseling; and appointments to use Career Kokua. Counseling is based on your individual interests, abilities, aptitudes, and needs. Advising is available year-round to assist you in defining your academic and occupational goals.

**DISTANCE LEARNING**  
Learning Resource Center, Room 114, Media  245.8330  
Distance learning courses can increase student flexibility regarding the time, place, and pace of study. Cable TV courses provide instruction to students via commercial and public access
television. Students receive their course content through television and interact with faculty through phone and email. Online courses are delivered to students via the Internet. These courses generally provide the most flexibility for students in terms of time and place of study. Interactive Television (ITV) classes and videoconferencing provide two-way video and audio instruction between students and faculty at various sites around the state. On-site outreach courses involve instructors hired by another UH campus to teach classes on Kaua‘i. Associate, Bachelor’s, and graduate courses and programs are available through distance-delivered technologies. For more information, go to http://kauai.hawaii.edu/uckauai/.

E-MAIL ACCESS
Natural Science Bldg. Room 111  245.8342
As part of its effort to help students gain skills in current technology and to support instructors using email as a teaching and communicating mechanism, the College provides a UH email account for each student. Because it is an educational institution, the College emphasizes the educational use of email, and students can use their UH email to check class availability, view their class schedule, and update their finances. Students can go to http://myuh.hawaii.edu for more info.

ENGLISH LANGUAGE AND CULTURE
Learning Commons  245.8278
Special courses are offered for students who speak English as a second language. Classes meet once or twice a week and focus on building vocabulary, overcoming grammar obstacles, and improving their ability to speak and write in English.

FACILITIES USE
One Stop Center, Room 205A  245.8364
College facilities may be used by University of Hawai‘i affiliates, State of Hawai‘i agencies, and non-profit organizations on a space-available basis. Non-profit organizations must obtain and maintain throughout the period of use, liability insurance of at least one million dollars for bodily injury liability arising out of each occurrence and of at least one million dollars for property damage liability arising out of each occurrence. The University of Hawai‘i, State of Hawai‘i, and their officers, employees, and agents shall be listed as insured under the policy. Prior to the date of use, the user must provide to the University a certificate of insurance verifying the existence of the necessary liability coverage, including the coverage of the University of Hawai‘i, State of Hawai‘i and their officers, employees, and agents. Non-institutional users of University facilities must clearly indicate in all promotional material that the program of activity is neither sponsored nor endorsed by the University of Hawai‘i.

FINANCIAL AID OFFICE
One Stop Center, Room 103A  245.8360
The Financial Aid Program at Kaua‘i Community College provides financial assistance to students who would not be able to attend college without such assistance. This assistance helps to supplement the expected contribution of a family or individual in meeting the cost of education. All funds are distributed in accordance with federal, state, and institutional policies. To insure consistency and equity in the awarding of aid to students, we encourage completion of
the Free Application for Federal Student Assistance (FAFSA) by March 1, the priority deadline. All financial aid programs are subject to change due to legislative action.

**FOOD SERVICES**

**Cafeteria (8am—1pm)** 245.8243  
**Fine Dining Reservations** 245.8365  
The KCC Cafeteria and Culinary Arts Restaurant serves as an instructional facility for students in the Culinary Arts Program. During the course of training, students produce a wide variety of lunch items. Both facilities are open to the public. The Cafeteria is open in both the fall and spring semesters. The Culinary Arts Restaurant is open for lunch service during the fall semester for 12 weeks, and for 6 weeks during the spring semester. Email kauccdr@hawaii.edu for information on the Culinary Arts Restaurant. For information on the Culinary Arts Program, contact Program Coordinator Martina Hilldorfer (245-8265) or hildorf@hawaii.edu.

**HANDICAP PARKING**

**One Stop Center, Room 205B** 245.8230  
There are several designated handicapped parking stalls located in each parking area on campus. Any student with a State of Hawai‘i Department of Transportation Disabled Person's Parking Placard may park in these reserved spaces.

**HEALTH CARE INSURANCE**

**One Stop Center, Room 201A** 245.8313  
See Campus Wellness section, page 29, for campus health center. Wilcox Memorial Hospital is located in Lihue. Referral for those in need of vocational rehabilitation assistance or psychiatric attention is also available. Health insurance is available to students. Those not covered by any form of medical insurance are encouraged to purchase a health care plan such as the University of Hawai‘i/Chaminade University Student Plan. Brochures and applications for the student health plans are available at the Office of the Vice Chancellor of Student Affairs. All F-1 and M-1 visa foreign students must have some form of medical insurance before registration will be permitted.

**HOUSING LISTING**

**Student Services** 245.8212  
As a commuter campus KCC has no dormitory facility, and all students live off campus. Finding housing on a small island such as ours can be difficult, but there are several resources available for students. Rental notices from the community are posted on bulletin boards in the Learning Resource Center and at other campus locations. You may also request our housing information packet. The packet includes a Kaua‘i map highlighting primary island communities, as well as information about various housing options and how to locate current vacancies.

**INTER-LIBRARY LOANS**

**Learning Commons** 245.8233  
Through the Inter-library Loan program, KCC students with campus library cards have access to all Library materials within the University of Hawai‘i System. Materials can be ordered and received from any remote UH campus.
INTERNATIONAL EDUCATION
One Stop Center 245.8313
International study opportunities may be available. For information, ask your instructor or counselor.

INTERNET ACCESS
Natural Science Building, Room 111 245.8342
All KCC students may have access to the Internet on campus computers. UH campus computers are to be used for academic pursuits.

KCC TRAINING
Office of Continuing Education and Training Registration 245.8318
KCC is a first-rate institution that helps businesses create a stronger, better workforce and also helps working people reach their goals. As Kauai's training hub, KCC provides effective and customized training that responds to the professional and personal development needs of our community's lifelong learners. Job-related skill courses are accelerated, focused, and often customized to meet specific industry needs. KCC also has a wide variety of specialized distance learning courses designed to prepare individuals for national and state certification exams (e.g., Tour Guide Certification, Forklift Certification, Certified Landscape Technician, Commercial Driver's License, green, sustainable, Environmental Health and Safety, and Security Guard Training). Non-credit courses are open to anyone who can benefit from them. While there are no prerequisites, specific courses may require some prior experience to obtain maximum benefit. Please remember that non-credit courses do not meet the requirements for a college certificate or degree.

LEARNING CENTER
245-8341
The Learning Center is an academic support unit committed to providing services and programs to meet the diverse needs of the student population. The Learning Center provides a place for students to become independent, self-confident and efficient learners to develop skills enabling them to meet the College’s academic standards, succeed in obtaining their career and life goals, and become productive members of society. Students are assisted in gaining and strengthening necessary skills to improve their class performance and achieve educational and personal goals. Programs and services include tutorial assistance in math, writing, and other content areas and language courses; resource materials; individualized study skills instruction; small group workshops and/or individual instruction in learning skills, word processing, email, internet use, and self-management skills. The Learning Center offers computers and printers for student use. Qualified peer tutors and faculty volunteer tutors are available in the Learning Center to assist students in English, math, language, and in other content courses. Group tutoring and test review sessions are also available.

LEARNING COMMONS
The Learning Commons is situated in the Learning Resource Center on the first floor of the library. It provides tutoring, college success services, and a math/science lab. These services are designed to support students in their college career. Small conference rooms, computers, and tables for group study create an environment for learning, sharing, and stimulating discussions.
LEARNING RESOURCE CENTER
The Samuel W. Wilcox II Learning Resource Center provides a variety of learning and teaching resources. See Learning Commons, Library, Media Services, and Learning Center for specific information.

LIBRARY
Learning Commons, Learning Resource Center  245.8233
The Library provides a diverse collection of materials to support the College curriculum, with more than 60,000 books and 7,200 non-print titles, as well as subscriptions to numerous periodicals, electronic catalogs, online databases, and the Internet. In addition, KCC has access to millions of volumes in the UH system through the Inter-library Loan service. Reference services are available in the form of library instruction and research assistance. The Library offers comfortable seating for students in the main study areas, meeting rooms for small groups, and quiet study zones. Computers with internet access, printing capabilities, video players, electronic coin-operated typewriters, microfilm readers/printers, and photocopiers are available. A limited number of laptop computers also are available for short-term loan. There is also a reserve desk where instructor-provided materials are available for student check-out. Library hours vary by semester, but normally include extended evening hours several days per week and limited hours on Saturday during the school year.

LOST AND FOUND
Library,  245.8233
Information for lost and found articles may be obtained at the Library Circulation Desk or at the main office in OCET.

MEDIA SERVICES
Learning Resource Center, Room 111, media  245.8238
Media Services’ assists the faculty and students in preparing instructional materials and supports technology in the classroom such as computers, projectors, etc.

MYUH PORTAL
One Stop Center  245.8212
The MyUH portal conveniently offers an array of essential services, including access to e-mail, web registration, important announcements regarding classes, and other academic services and grades. It’s an easy way for students to keep on top of their college pathway and is utilized daily by many KCC students.

ORIENTATION FOR NEW STUDENTS
One Stop Center  245.8212
We invite all new students to attend a New Student Orientation (NSO) session at Kaua`i Community College, an important “first step” toward a great start at KCC and a successful college career. Our on-campus NSO will help you to prepare for your first semester at KCC. It
will provide you with information about campus resources, student life and activities, and college survival tips to assist you with your transition to college. You will meet other new students and some of our faculty and counselors as well as go on a campus tour. NSO sessions are offered prior to the start of the fall and spring semesters. Students can sign up to attend an NSO session with your advisor when you come in for your advising appointment. If you have any questions about NSO, please call the Counseling and Advising Office at 245-8212.

**PARKING**
**245.8399**
Parking spaces are available at the front of the College and in the back next to the tennis courts. Parking on campus is governed by the College’s Rules and Regulations Governing Parking and the Operation of Motor Vehicles on the Kaua‘i Community College Campus. Copies are available at the Office of the Vice Chancellor of Student Affairs.

**PERFORMING ARTS CENTER (PAC)**
**Performing Arts Center  245.8270**
The Performing Arts Center is the venue for outstanding international, national, and local cultural performances. It has hosted many sold-out productions since its grand-opening in the fall of 1995. The Performing Arts Center seats 550 people, with 12 additional spaces for wheelchair patrons. The resilient performing stage and backstage rehearsal room were specially designed for dance group productions. A 9-foot Steinway concert piano is housed in the Center. A costume room, scene construction shop, and dressing rooms are included in the facility. Projected for future construction are an art exhibit area in the lobby and an outdoor performing stage (see Facilities Use information on page 30 for details). Varying by semester, theatrical and musical productions starring KCC students may occur in the Performing Arts Center.

**RECREATIONAL FACILITIES**
**Health, Physical Education and Recreation  245.8364**
Kaua‘i Community College's recreational facilities include four tennis courts, a weight training center, and a Student Life & Activities Center that has pool tables, table tennis, table games, and satellite television access. A large grassy field is also available for walking, jogging, or picnicking. The centerpiece Chinese gazebo is a frequent gathering place for students who just want to relax in our beautiful Kaua‘i weather.

**SERVICES TO HAWAIIAN STUDENTS**
**One Stop Center, Counseling & Advising  245.212**
Services are provided to assist in the recruitment and retention of Hawaiian/Part Hawaiian students. Services include academic planning and advising, assistance in college success, career guidance, and self-development.

**SERVICES TO SINGLE PARENTS AND DISPLACED HOMEMAKERS**
**Campus Center, Room 210  245.0112**
The SPDH program provides support services to single parents and displaced homemakers pursuing vocational, career, or technical certificate/degrees. Services include college orientation, academic and personal advising, career planning, registration, and financial aid resources. In
addition, SPDH also manages Bridge to Hope (BTH), an on campus employment opportunity, designed for students needing to complete work or volunteer requirements to maintain status with the State of Hawai‘i First to Work Program.

SERVICES TO STUDENTS WITH DISABILITIES
One Stop Center, Room 102K  245-8314
Section 504 of the Rehabilitation Act of 1973 states that: “No otherwise qualified person with a disability in the United States...shall, solely by reason of...disability, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any program or activity receiving federal financial assistance”. Through the Counselor for Students with Disabilities, Kaua‘i Community College provides equal access and reasonable accommodation to students with disabilities. Students requesting accommodations need to identify themselves and provide appropriate verification of their disability to the Counselor for Students with Disabilities. Only the Office of Student Services or a counselor for Students with Disabilities can grant accommodations for a student with a verified disability. Early notification (6 weeks prior) ensures arrangements for accommodations before the semester starts.

STUDENT CLUBS - REGISTERED INDEPENDENT CAMPUS ORGANIZATIONS
Campus Center, Room 201C  245.0112
Registered Independent Campus Organizations provide students with the opportunity to acquire valuable leadership skills, interact with other people who have similar interests, participate in civic, recreational, social and academically related activities, and gain important networking relationships. For a complete list of Registered Independent Campus Organizations, please visit the Student Life Office located at the Campus Center, Room 210. These change each semester, and if you would like to start your own club, talk to any member of Student Government, or visit the Student Life Office.

STUDENT EMPLOYMENT-ON CAMPUS
One Stop Center  245.8323
To be eligible for on-campus jobs, a student must be enrolled for at least 6 credits and have a cumulative GPA of 2.0. New students are eligible for jobs upon enrollment for at least 6 credits. Interested students may visit the following website, http://www.hawaii.edu/sece/ to search for jobs and print referrals. To be eligible for jobs funded by Federal Work Study Program (FWSP), a student must apply through the Financial Aid Office and qualify for the program. Upon qualifying, a student must have received a Federal Work Study award by the Financial Aid Office and be enrolled for at least 6 credits. Eligible students are limited to a maximum of 20 hours per week during the academic terms (Fall/Spring semesters). Students’ award is based upon individual need and the availability of funds.

STUDENT GOVERNMENT (ASUH-KCC)
Campus Center, Room 204  245.8338
The Associated Students of the University of Hawaii Kaua‘i Community College Student Government (ASUH-KCC SG) is the official chartered student senate organization of Kaua‘i Community College. The senate is comprised of an executive board and senators that represent
campus divisions. The main function of ASUH-KCC SG is self-governance and student representation. This allows the senate to maintain its facility operations and serves as an avenue for student leaders to advocate on behalf of the general needs of its constituents. In addition, the group also serves as a voice for campus concerns and actively volunteers for various campus and community committees. They also sponsor activities for the student body, budgets, and allocate student activity fees to support student groups and campus projects.

STUDENT IDENTIFICATION CARDS
Campus Center, Room 201C  245.0112
Students may apply for a KCC identification card free of charge. Student ID cards are used to access Library Services, ride the Kauai Bus, utilize the student life game room, and may provide student discounts at UH-sponsored sporting events. Some local merchants also offer special discounts for UH students.

STUDENT LIFE CENTER
Campus Center. Room 203  245-0104
The Student Life Center is the central hub for student government, student activities, and registered independent campus organizations. Located on the second floor of the Campus Center, the popular gathering place houses the Student Lounge, where friends meet and relax between classes. The Student Lounge also offers study areas with free internet access, LCD televisions to watch a favorite sport, an ATM, vending machines, and a coffee and tea station to get through those rigorous academic courses. Also available is a spacious multi-purpose conference room for think-tank groups and clubs. If stress release is in order, the Game Room is the perfect place to shed some energy with the professional grade ping-pong table, tournament sized billiard tables, LCD televisions with satellite access, and board games for all ages. Student Identification Cards, bus pass information, and gaming equipment are available at the Student Life Box Office. Find out more about the Student Life Center at http://info.kauai.hawaii.edu/asuhkauai/.

STUDENT LOANS
One Stop Center, Room 104A  245.8360
The College offers students both short-term and long-term student loans. For information on these loan programs, please contact the Financial Aid Office, kaucfao@hawaii.edu.

STUDENT SERVICES
One Stop Center  245.8212
Counseling and Advising, Financial Aid, Admissions and Records, and Outreach Programs support the College’s mission by providing students of Kauai Community College a comprehensive experience that nurtures student success. Utilizing a systematic developmental process and a full range of institutional and community resources, the College supports students in their quest for an enriched quality of life, acquiring skills and attitudes that promote intellectual and personal growth.
TESTING CENTER
-One Stop Center  245.8306
The Testing Center offers a quiet environment for testing throughout a student's career and beyond. Located in the One Stop building, services include proctoring for placement tests, makeup exams, distance learning courses from other University of Hawai‘i campuses, distance learning courses from colleges and universities outside the University of Hawai‘i system, and administration of exams for certification or licensure. Please visit www.tinyurl.com/kcctest for more information about services and hours. The Kaua‘i Community College Testing Center is also a PearsonVUE Authorized Test Center, providing further on-island opportunities for community members to advance in their careers. Please visit PearsonVue.com for more information about other academic and professional exams available on Kauai through PearsonVue’s network of testing centers.

TRANSPORTATION
-Campus Center, Office 203
All current students who have paid tuition and fees each Fall and Spring semester have access to the Kaua‘i Bus Transportation System. Their Student ID doubles as a bus pass during the Fall and Spring semesters. Pick up an ID at the Student Life Center located on the second floor of the Campus Center.

UNIVERSITY CENTER
-One Stop Center, Room 206  245.8330
The OSC serves as a University Center for the UH System, providing support services for outreach programs from other institutions in the UH System. Such programs make it possible for students to earn part or all of the credits needed for four-year or graduate programs, degrees, or certificates while remaining on Kaua‘i. Programs of study are available from UH Manoa, UH Hilo, and UH West O‘ahu. Call to find out about current and future program availability or visit http://info.kauai.hawaii.edu/uckauai/.

VETERANS TRAINING
-One Stop Center, Room 101D 245.8225
KCC is an approved educational institution for education and training under the Veterans’ Educational Assistance Act (G.I. Bill), the Veterans’ Readjustment Act, and the Dependents’ Act. Information regarding eligibility, entitlement, and types of training authorized may be obtained at the Admissions and Records Office or by contacting the U.S. Department of Veterans Affairs at 1-888-442-4551 (toll free central time) or visit gibill.va.gov.

SUCCESS 101 - HOW TO BE SUCCESSFUL IN THE ACADEMIC WORLD

College doesn’t always have to be an uphill battle. In fact, college can be one of the greatest experiences in your life! Whether you’re a first year student, returning student, or a non-traditional student with three kids, you probably have a common goal: to graduate with the best academic performance possible. Here are some quick tips to help you succeed at Kaua‘i Community College.
ATTEND CLASS
· Avoid being late
· Stay for the entire class session
· Sit in the front row

STUDY SMART
· Study regularly
· Study often
· Study before, between, and after classes

ASSIGNMENTS
· Begin the day they are assigned
· Do all assignments
· Meet your deadlines

ATTITUDE
· Anticipate learning something new in class
· Question the new ideas that you learn
· Participate fully to make your classes exciting

PROCRASTINATION
· Lose the wait!
· Prioritize, eliminate the least important
· Get to work!

ACADEMIC ADVISING
· Make an early appointment
· Help your counselor to get to know you
· Persist in understanding your degree requirements

NOTE-TAKING AND IN-CLASS SKILLS
Adequate notes are a necessary adjunct to efficient study and learning in college. Think over the following suggestions and improve your note-taking system where needed.

1. Listen actively - if possible think before you write - but don’t get behind.
2. Be open minded about points you disagree on. Don’t let arguing interfere with your note-taking.
3. Raise questions if appropriate.
4. Develop and use a standard method of note-taking including punctuation, abbreviations, margins, etc.
5. Take and keep notes in a large notebook. The only merit to a small notebook is ease of carrying and that is not your main objective. A large notebook allows you to adequately indent and use an outline form.
6. Leave a few spaces blank as you move from one point to the next so that you can fill in additional points later if necessary. Your objective is to take helpful notes, not to save paper.
7. Do not try to take down everything that the lecturer says. It is impossible in the first place and unnecessary in the second place because not everything is of equal importance. Spend more time listening and attempt to take down the main points. If you are writing as fast as you can, don’t discriminate while listening. There may be some times however, when it is more important to write than to think.

8. Listen for cues as to important points, transition from one point to the next, repetition of points for emphasis, changes in voice inflections, enumeration of a series of points, etc.

9. Many lecturers attempt to present a few major points and several minor points in a lecture; the rest is explanatory material and samples. Try to see the main points and do not get lost in a barrage of minor points that do not seem related to each other. The relationship is there if you will listen for it. Be alert to clues about what the professor thinks is important.

10. Make your original notes legible enough for your own reading, but use abbreviations of your own invention when possible. The effort required to recopy notes can be better spent in rereading them and thinking about them. Although neatness is a virtue in some respect, it does not necessarily increase your learning.

11. Copy down everything on the board, regardless. Did you ever stop to think that every blackboard scribble may be a clue to an exam item? You may not be able to integrate what is on the board into your lecture notes, but if you copy it, it may serve as a useful clue for you later. If not, what the heck - you haven’t wasted anything. You were in the classroom anyway.

12. Sit as close to the front of the class, there are fewer distractions and it is easier to hear, see and attend to important material. Check out KCC’s resources: www.kauai.hawaii.edu. At the KCC’s website click on learning and computer services, then click on to Learning Center.

To calculate your grade point average, use the following scale to assign a numerical value to each grade. “I”, “W”, “N”, “CR”, “NC”, and “AU” grades are not calculated into the GPA.

Total number of credits _______ total number of points _______ Total points _______ ÷ total credits _______ = GPA _______

GRADE
A  4 points excellent achievement
B  3 points above average achievement
C  2 points average achievement
D  1 point minimal passing achievement
F  0 points failure
I  0 points incomplete
W  0 points withdrawal from a course
N  0 points no grade assigned
CR 0 points credit granted
NC 0 points no credit granted
AU 0 points audit
For each course completed, multiply the scaled points by the number of credits the course is worth. For example, if Biology is a 4 credit course and you received a "B" grade, (4 credits x 3 points = 12 grade points). The next step is to add the grade points for all courses completed. The last step is to divide the total grade points by the total credits attempted (36 grade points divided by 13 credits attempted = Grade Point Average) 36 ÷ 13 = 2.77 Grade Point Average.

COURSE NAME NUMBER OF CREDITS x GRADE (point value) = Points earned
X__ ( ) =
X__ ( ) =
X__ ( ) =
X__ ( ) =
X__ ( ) =
X__ ( ) =
X__ ( ) =

GRADING INFORMATION

• Incomplete: Incomplete grades are assigned by instructors for non-completion of all required assignments due to circumstances deemed appropriate by the instructor. If a student receives an incomplete grade, the student has to complete the required work by the 12th week of the following semester or they will receive the grade that was indicated at the time the “I” grade was assigned.

• Withdrawal: A “W” grade will appear on a report card if a student withdraws after the first three weeks of school. After the withdrawal deadline, a student may withdraw only if it is a complete withdrawal from school. Students are not officially withdrawn from a class until they process the appropriate forms. Check the catalog for withdrawal deadlines and partial refund deadlines. Students should contact the Student Affairs office as soon as the decision is made to withdraw to ensure any refund or compliance with the withdrawal deadline.

• No Grade: Indicates that a student has either not completed the requirements of the course or has not reached a level of accomplishment within a specified time period which will allow for an evaluation.

• Credit/No Credit: The credit/no credit grading option is designed for those students wishing to take elective courses, receive credit, and not worry about the course affecting their grade point average. Students must pass the class with “C” level work to receive credit. Students must file appropriate forms with the registrar for this option by the deadline posted on the KCC web-site.

• Audit: The Audit grade is also a grading option. The audit grade is designed for students who are taking the course for pure pleasure. No grade or credit will be granted. Students must process the appropriate form with Student Affairs to declare the Audit grade option by the deadline, usually by the end of the first week of classes.

• Academic Grievance Procedure: If you have a problem in class or with your instructor, it is your responsibility to inform your instructor of the concern. If the problem is not sufficiently resolved, go and see your counselor at the One Stop Center. Your counselor will walk you through the appropriate procedures.
SEXUAL ASSAULT POLICY

As required by the Higher Education Amendments of 1992, the College has a Sexual Assault Policy which explains the College’s Sexual Assault Prevention Program presented to promote awareness of rape, acquaintance rape, and other sex offenses of the procedures for reporting offenses. A copy of the Sexual Assault Policy can be obtained at the One Stop Center, Vice Chancellor of Student Affairs Office, Room 201A. The procedure for the Sexual Assault Prevention Program and the Procedure for the Sexual Assault Prevention Program can also be obtained from the Student Affairs Office.

SEXUAL HARASSMENT

Sexual harassment is form of sex discrimination. Sexual harassment includes unwelcome sexual advances or sexually offensive comments, gestures, or physical contact. It can take the form of a “hostile or offensive working or academic environment”. Levels of harassment of a sexual nature may include:

1. Overt, coercive sexual behavior related to or affecting conditions of employment or education.
   a. Actual sexual contact.
   b. Failure to hire, promote, or grant academic benefits when an employee or student rebuffs sexual advances.
   c. Promise of work-related or academic benefits in return for sexual favors.

2. Unwelcomed individual behavior that contributes to a hostile or offensive working or academic environment.
   a. Grabbing employees or students.
   b. Everything from a suggestive glance, to squeezing, to pinching when unwanted.
   c. Hugging or arm around the shoulder of a secretary, student, or colleague when it is unwanted.
   d. Repeatedly staring at a person’s body & making comments of a sexual nature.
   e. Concentrating on a person’s appearance rather than his/her accomplishments.

3. Verbal and visual actions that may contribute to a hostile offensive working or academic environment.
   a. Sexual put-downs or telling offensive off-color jokes.
   b. Posting pictures of scantily clad women or men on office walls.
   c. Cartoons on bulletin boards that are sexually denigrating to women or men.
   d. Obscene gestures.
   e. Defacing a sexual harassment poster so that it reads “Sexual harassment is permitted here”.

Sexual harassment is prohibited by the University of Hawai‘i Board of Regents and Executive Policy 378 of the Hawai‘i Revised Statutes, Title VII of the Civil Rights Act of 1964, and Title IX of the Education Amendment of 1972. Contact JoRae Baptiste, EEO Coordinator, at 245.8323.
ACADEMIC GRIEVANCE

1. Purpose

This policy is designed to provide students with an opportunity to obtain an equitable resolution to complaints of academic nature, including but not limited to grades assigned to course work, 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 judgements 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. The relationship is maintained by 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 Hawai`i 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. Kaua`i 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 in 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. Judgements 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 do not describe an improper or uncustomary situation, and those that are best 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 conclusions(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 complaints 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 that 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 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.

ii. The student 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

Hearings that are done by the A.G.C. will usually be unavailable during the last two weeks of each semester due to final exams as well as summer. During these periods, a hearing before a designated campus administrator may be conducted or grievances may be deferred until the following 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 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 VCAA.
   d. The fact that the burden of proof test upon the student.
   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 involved.
   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 possession and to 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 sufficient cause is final within the University.

vii. After hearing a grievance, the committee will decide if the University has reasonable cause to remedy the 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 and appropriate academic remedy.

viii. After the committee has made its findings, decision as to cause, and 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 with adequate opportunity to present his or her grievance?
   3) Did the evidence presented at the hearing satisfy the requisite burden of proof?
   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.

ii. 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 their final decisions and 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 hearings. This log shall include a brief description of the subject matter of each grievance and the outcome of the hearing, but shall not contain any personally identifiable information. This log shall be open to outside inspection.

K. 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 & Procedure

1. Purpose of the Policy
   This policy and its 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 is 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 that adversely affects the status, rights, or privileges of the student. A grievance is filed against the College, with the 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:
   1. To contest an instructor’s evaluation of academic performance; (through Academic Grievance Procedure)
      A. Academic probation, disqualification or other academic decisions by the College (through Vice Chancellor of Student Affairs)
      B. College student conduct action (through Student Conduct Procedure)
      C. Academic dishonesty allegations; (through Vice Chancellor of Student Affairs)
      D. Debt to the university (through Vice Chancellor of Academic Services)
      E. 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 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 record keeping 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 shall 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.

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) workdays 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) workdays 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) workdays from the original due date. Within the investigation period stated above, the investigator will make findings of fact and conclusions regarding the allegations in 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 Non-Academic Grievance Committee.

H. The Non-Academic Grievance Committee shall have thirty days (30) after completion of the investigation to convene, review the report, and render a single written recommendation to the Chancellor.

I. The Chancellor has ten (10) working days to render a decision and inform the student of the decision and the reasons for it. The decision of the Chancellor is final.

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 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 consists of seven voting member and shall be constituted as follows:
   i. Three students selected by the ASUHCC-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.

Instructions: 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: __________________________

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: ___________

Last Name: __________________ First Name: ___________________ Telephone: ___________

Last Name: __________________ First Name: ___________________ Telephone: ___________

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