

# Kaua'i Community College

## STUDENT ACADEMIC GRIEVANCE PROCEDURE

### 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 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 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.

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**STUDENT ACADEMIC GRIEVANCE PROCEDURE (continued)**

**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 of 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.

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- 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.

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- 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 Chancellor
  - 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.
- 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.

# Kaua'i Community College

## STUDENT NON-ACADEMIC GRIEVANCE POLICY & PROCEDURE

### 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 ten (10) days after the conclusion informal process
- 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;

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**(continued)**

- 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. A student interview with the Vice Chancellor of Student Affairs or Chancellor, as appropriate, or other designated individual shall occur within ten (10) working days after the student has submitted a formal grievance or as soon as possible if the Chancellor deems it cannot occur within ten days. 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.
  - v. To provide the Chancellor with sufficient information to assign the appropriate investigator.
- 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. The advisor cannot be a potential witness or someone who has filed a separate complaint against the accused.
- 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, Directors, Program Coordinators, and the accused employee 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 thirty (30) 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) 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 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 notify 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 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.

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**STUDENT NON-ACADEMIC GRIEVANCE POLICY & PROCEDURE**  
**(continued)**

- 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 UHCC-KCC Student Government
  - ii. Three faculty members selected by Faculty Senate
  - iii. A chairperson selected by the Chancellor

**Kaua'i 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: \_\_\_\_\_

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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?



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**STUDENT NON-ACADEMIC GRIEVANCE FORM (continued)**

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: \_\_\_\_\_

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: \_\_\_\_\_

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**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



UNIVERSITY of HAWAII®  
**KAUAI**  
COMMUNITY COLLEGE

## **Kauai Community College Office of Continuing Education and Training (OCET)**

The Office of Continuing Education and Training (OCET) is committed to providing effective customized training that responds to the professional and personal development needs of our community's lifelong learners.

Non-credit course offerings are also available through the OCET to meet the needs of businesses and visitor industries, farming and agriculture, Environmental Health and Safety, vocational upgrading, retraining for dislocated workers, and professional development and enhancement. Flexible, timely responsiveness to needs beyond the traditional college curriculum and a wide variety of distance learning courses are the hallmark of Kauai Community College's non-credit program.

OCET is a multi-faceted "self-support" program consisting of:

- Non-Credit Training
- Performing Arts Center
- United States Department of Agriculture Entrepreneurship Training
- Apprenticeship Trades Training
- International Education
- Passport Services

The Division includes a director, training coordinators, an office manager, administrative assistants, and a variety of program assistant managers and adjunct faculty members. The Performing Arts Center (PAC) also is part of OCET and has a manager and technician. A United States Department of Agriculture Funded (USDA) grant also receives support from OCET which has a director and part-time faculty.

**Course offerings change frequently. Please check with the OCET office at 808-245-8318 for the latest offerings.**

**Contact OCET at (808) 245-8318 or email: [ocet@hawaii.edu](mailto:ocet@hawaii.edu).  
The website is <http://info.kauai.hawaii.edu/training/>**

# WHO WE ARE . . . KAUA`I COMMUNITY COLLEGE FACULTY & STAFF

**MARY B.E. ALEXANDER** ..... English  
*B.A., Dartmouth College, New Hampshire, English*  
*M.A., University of Hawai`i, English*

**GLENN M. ALQUIZA** ..... Auto Body Repair and Painting  
*C.A., Kaua`i Community College*  
 · ASE Certification, Auto Body Master Technician  
 · I-Car Certification  
 · State Mechanics License  
 · 15+ years of experience in industry

**JEFF B. ANDERSON** ..... Financial Aid Officer  
*B.S., San Jose State College, Business Administration and Marketing*

**JAMES D. ANDREWS** ..... Electrical  
*Utah College of Applied Technology*  
 · 10 years Journeyman Electronics experience

**CONSTANTE AZARES** .....Automotive Mechanics Technology  
*A.S., Kaua`i Community College*  
 · State Mechanics License  
 · 10 years of experience in industry

**MELANIE BACIO** .....Food Service  
*A.A., Kaua`i Community College, Liberal Arts*

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*B.A., University of Hawai`i, History (minor in Philosophy)*  
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**TERRENCE A. BRUNS** .....Zoology  
*B.S., Northern Arizona University, Biology*  
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**ANDREW BUSHNELL** .....Emeritus

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*A.A., Kaua`i Community College, Liberal Arts*  
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*M.A., National University Online, General Education*

**ROXANNE CARVALHO** .....Financial Aid Specialist  
*A.S., Kaua`i Community College, Liberal Arts*  
*B.S., University of Hawai`i-West O`ahu, Business Administration*

**TINA CASTRO** ..... Educational Specialist (Tutoring Center)  
*A.A.S., Penn Valley Community College*  
*B.S., Avila College*  
*M.L.A., Baker University*

**DENNIS CHUN** .....Hawaiian Studies  
*B.A., University of Hawai`i, Liberal Studies (Hawaiian Studies)*  
*M.Ed., University of Hawai`i, Education Administration, Higher Education*  
 · 10 years alternative education teaching experience in Hawaiian Studies (Kamehameha Schools)

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