



UNIVERSITY of HAWAII[®]
LEEWARD
COMMUNITY COLLEGE

Office of the Vice Chancellor of Administrative Services

November 20, 2020

VIA Email: mtoishi@hawaii.edu

Mr. Michael Oishi
Faculty Senate Chair
Leeward Community College

Subject: Response to Faculty Senate Resolution 19.1 – Resolution in Support of Amending the Leeward Community College Facilities Use Procedures and Processes

Dear Chair Oishi,

As the Vice Chancellor of Administrative Services (VCAS), it is appropriate for me, in lieu of Chancellor Peñaloza, to respond to the Faculty Senate (FS) Resolution 19.1

In consultation with the FS Academic and Institutional Support (AIS) Committee and the recommendations thereof, the following changes will be incorporated into the Facilities Use processes and procedures;

1. With the current application (for a facility use request L10.201 policy)--there is no response time/response timeline.
 - Recommendation: a new line be added in the application indicating when applicants will receive a response. Example: *Applicant will be notified within xx days from receipt of application.*
 - **Administrative Services Response: Concur with recommendation. Upon receipt of a facility use request, Administrative Services personnel will respond to the requestor within 5 business days. Depending on the high volume of requests and the specific nature of the request, it may take longer to formally approve the request. The current policy of facility use requests being submitted at least 14 days prior to use will still be required. The facilities use request form(s) will be modified in accordance with the recommendation.**
2. The policy/application did not have a signature line for the Division Chair; now (the new one) it does. **Administrative Services Response: No action required.**
3. Has the problems with the booking software been resolved?
 - Software has been updated.

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- **Administrative Services Response: Validated. Accruent's EMS scheduling system software, which is used for credit classes, non-credit classes, and facility use requests has been updated and problems associated with the software have been resolved.**
- 4. Can the booking software be viewable by faculty?
 - Currently, due to limitations with software licensing, only Division Chair offices have access.
 - **Administrative Services Response: The EMS scheduling system software has multiple levels of access. "Viewing" access can be delegated to faculty and staff. Administrative Services personnel will begin the development and implementation timeline of providing "viewing" access privileges to faculty and staff.**
- 5. Facility use staff overseen by Will Akama (who also oversees the campus security and access control) is overwhelmed.
 - Recommendation: Request additional help for Will.
 - **Administrative Services Response: The Administrative Services team welcomes the Faculty Senate and the AIS Committee's advocacy in providing additional staffing resources in this area. Thank you.**
- 6. For on-campus applicants
 - Recommendation: Streamline requests for on-campus applicant bookings.
 - **Administrative Services Response: Concur with recommendation. Administrative Services is reviewing online processing options associated with facilities use requests. Beyond an online option, Administrative Services is open to receiving additional feedback to streamline facilities use requests.**
 - Recommendation: Reorganize procedures and processes so that division can book its own rooms.
 - **Administrative Services Response: Concur with recommendation. Currently, division offices, through their secretarial staff, have viewing and booking access privileges through the EMS scheduling system software. Division secretaries are able to reserve room use during normal business operating hours...Monday through Friday from 8:30 a.m. to 4:30 p.m. Facilities use requests outside of these days and times, are handled through Administrative Services personnel to ensure that other support areas (i.e., Operations and Maintenance, Campus Security) are aware of authorized use of facilities outside of normal business hours.**
 - Recommendation: Send request for the bigger rooms (GT105, ED Conference Rooms) to Facilities (Will Akama).
 - **Administrative Services Response: Concur with recommendation. Requests for use of institutional type space (i.e., space not assigned to a specific unit or division such as GT-105, ED-201, ED-301, courtyards, parking lots, concourse, etc.) are handled by Administrative Services personnel and should follow the normal facility use request process and procedures.**
- 7. Other Recommendation:
 - Add "best practices" guidelines to application. This would help applicants understand how to apply when considering booking facilities.
 - **Administrative Services Response: Concur with recommendation. One of the "best practices" that Administrative Services personnel recommends is**

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that faculty and staff work with their division secretary to verify rooms that are available for use and to streamline the facility use request and approval process.

Implementation of the process and procedural changes has already begun and is expected to last through the spring 2021 semester. Furthermore, should any of the process and procedural changes require an update to existing campus policy, the AIS Committee will be consulted.

I want to acknowledge Chairperson Ickes and the AIS Committee for their assistance in helping us improve the Facilities Use process. Thank you.

Sincerely,



Mark Lane
Vice Chancellor of Administrative Services

c: Chancellor Peñaloza
William Akama, Enterprise Operations