



Tuesday April 14, 2020

**MEMORANDUM**

TO: ASUHWO Leadership  
FROM: Chancellor Maenette K.P. Benham  
RE: Resolution No. SR 20-01

A handwritten signature in black ink, appearing to read 'Maenette K.P. Benham'.

Aloha mai kākou!

On behalf of the UHWO Executive Team, mahalo for sending us *Resolution No. SR 20-01, Urging UHWO Faculty and Instructors to Temporarily Modify Course Requirements in Response to the COVID-19 Pandemic*. Normally, the Vice Chancellor of Student Affairs would appropriately provide feedback, however, given the circumstances we felt that the entire team (Chancellor and VCs) should respond in appreciation for this opportunity to acknowledge the thoughtfulness and care of this resolution and the many things ASUHWO does for students.

I am writing our response to you on a beautiful April spring morning. Yet it's still a bit difficult to grasp all that has happened over the last 5-weeks! I know that students are spending major portions of their day in front of computers instead of in classes or labs, or in the No'eau Center, or in the library with friends and colleagues enjoying all the routines of coming to university. So, it would be understandable if students are feeling lonely or experiencing "cabin-fever"! This is quite natural. Do take some time for self-care and reflection, take a long walk and enjoy the natural beauty of Hawai'i, and if you need support please reach out to us!

We were pleased to read in the resolution an acknowledgment of the efforts of your instructional faculty and staff (e.g., library, IT, academic advising, No'eau Center, counseling, ADA assistance and so on) who had to quickly adapt to the changes we made to deliver courses online and provide support services so students are able to successfully complete the semester. I regret that our decisions have come very quickly with little advance communication, but the situation is extremely fluid. Please know that whenever possible, we are committed to communicating with you in advance and as fully as possible. We also endeavor not to simply tell you what is happening but to also explain why.

We know of some instances where students are having difficulties with their courses, either because of online delivery, the material, or other issues. Many students are discussing these issues with their professors/instructors, division chairs, academic advisers or perhaps engaging with a tutor or peer. Reaching out for support is important. Please know that there has been consistent messaging from the Chancellor, Vice Chancellors, and Division Chairs to instructional faculty to be flexible and compassionate in their teaching, assignments, due dates and tests while maintaining a meaningful learning experience. We hope that the CR/NC UH System-wide policy will help alleviate the stress that some students may be experiencing.

While we are communicating and working with faculty/instructors to better understand the implications of this pandemic and the added burden it places on their students, we understand that there will continue to be those who will disagree with our request and tone-deaf to the circumstances around them. We advise that students seek assistance from their program Division Chair and Academic Adviser. They will reach out to faculty as well as student support services to help the student through this challenging time. Please know that we understand that filing an academic grievance at this already stressful time presents unnecessary burden on you, hence our support staff will work hard to resolve issues beforehand. However, there may be times when this is the best route to address these issues. Again, as is our commitment, our student support staff will work with the student through this process.

We are into our fourth week of a new-normal. Everyday our faculty and staff are working to provide students with services both on campus and/or online to support a successful academic journey. Here's a list of some of these services:

#### The Library:

- providing live assistance through a library chat tool M-F, 8am-5pm
- extending due dates on all UHWO materials to the end of the semester
- waiving late fees on all UHWO materials
- scanning and emailing out copies of course reserve materials upon request
- providing library laptops to students via long-term loans
- processing a high volume of requests for journal articles through Interlibrary Loan (ILL)
- holding online student-focused workshops

#### Student Services

- No'eau Center tutoring and testing are available at their virtual front desk at zoom: [bit.ly/noeaucenter](https://bit.ly/noeaucenter), Open: Mon–Fri, 8:30 a.m.–3 p.m. Phone: 808-689-2750
- Naulu Center is offering engagement activities through the virtual hale: <https://naulunow.wixsite.com/naulu>
- Testing Services developed an online platform to proctor tests remotely via Zoom
- IT established a live online chat service
- IT is maintaining computer lab access in A-227 M-Th, 10am-3pm
- IT has provided laptops to students via long-term loans
- Counseling Services has made its sessions available to students via Zoom
- The academic advisors are meeting with students via Zoom and other secure platforms
- Admissions staff can be reached at email: [uhwoadmissions@hawaii.edu](mailto:uhwoadmissions@hawaii.edu) or call: 689-2900, they are offering admissions support and campus visits through Zoom
- Academic Advising and registration support are available through Zoom appointments at virtual front desk at zoom: [bit.ly/UHWOAdvising](https://bit.ly/UHWOAdvising), Open: Mon–Fri, 9 a.m.–4:30 p.m. Phone: 808-689-2689
- Career Counseling and Services can be reached at [uhwo.careers@hawaii.edu](mailto:uhwo.careers@hawaii.edu) or call 689-2660
- Counseling and Mental Health Services are at [uhwotalk@hawaii.edu](mailto:uhwotalk@hawaii.edu), workshops for students such as "Coping with COVID-19." are being offered by Dr. Steve and Dr. Analu.

- Disability Services can be reached at [hirsbrun@hawaii.edu](mailto:hirsbrun@hawaii.edu)
- Financial Aid staff and services are available at [uhwo.finaid@hawaii.edu](mailto:uhwo.finaid@hawaii.edu) or 689-2900
- Records, Transcripts, and Veteran support are available at email: [uhworecords@hawaii.edu](mailto:uhworecords@hawaii.edu) or call: 689-2900

#### Student Life

- Student Life activities such as yoga, line dancing, and student government elections are happening at the virtual front desk at zoom: [bit.ly/uhwestudentlife](https://bit.ly/uhwestudentlife)
- Open: Mon, Tu, Th, Fri, 10 a.m.–6 p.m., Email: [uhwestudentlife@hawaii.edu](mailto:uhwestudentlife@hawaii.edu) Emails invitations are being sent weekly to students.

A list of student services can be found at <https://westoahu.hawaii.edu/covid-19/#support>. Also, Interim VC of Student Affairs emailed a list of campus programs and resources to all students on April 7, 2020 (see attachment).

UH System-wide policies, after a good amount of consultation, have provided students with more support:

- Implementation of the CR/NC grading option across all 10-Campuses
- Extended last day to withdraw to 04-30-2020
- UH Foundation set up the Urgent Student Relief Emergency Fund set up by generous donors to attend to immediate emergency financial needs confronting students with minimal impact to existing financial aid

Mahalo again for all you do for your peers and for the University of Hawai'i West O'ahu!



**Resolution No: SR 20-01**

**Resolution Title: Urging UHWO Faculty and Instructors to Temporarily Modify Course Requirements in Response to the COVID-19 Pandemic**

**Authored & Introduced by: Senator Caton Liang**

**BE IT ENACTED BY THE UNDERGRADUATE STUDENT SENATE:**

WHEREAS, the Associated Students of the University of Hawai'i – West O'ahu (ASUHWU) Senate is the elected body representing approximately 3,000 classified undergraduate students; and

WHEREAS, stated in the constitution of the Associated Students of the University of Hawai'i – West O'ahu "The purpose of this organization shall be to provide democratic representation for the students of the University of Hawai'i – West O'ahu and to promote student participation in educational, cultural, social and community activities;" and

WHEREAS, beginning on March 23, 2020, the 10-campus UH system moved to an online delivery mode of instruction as outlined by UH President David Lassner in response to the COVID-19 health crisis; and

WHEREAS, initially in-person courses were scheduled to resume on April 13, 2020, however online delivery of courses has been extended until the end of the Spring 2020 semester as put forward by UH President David Lassner; and

WHEREAS, approximately 300 (10%) of the student population at UHWO are enrolled solely in traditional in-person classes; and

WHEREAS, some students may lack the technological resources and expertise to participate in online courses; and

WHEREAS, instructors have had to make significant modifications to curriculum and pedagogy to adapt to rapidly changing circumstances; and

WHEREAS, reported by the Economic Research Organization at the University of Hawaii, as many as 80,000 workers may lose their jobs as a result of the ongoing health crisis<sup>2</sup> and some of these workers may include UH students; and

WHEREAS, many students will face economic uncertainty and financial difficulties as a result of the global pandemic; and

WHEREAS, this COVID-19 pandemic is creating an environment of stress that could affect student academic performance; and

**BE IT RESOLVED** that all UHWO professors and lecturers modify their course syllabi to include provisions that allow for student flexibility in this time of crisis; and

Senate Resolution 20-01: Urging UHWO Faculty and Instructors to Temporarily Modify Course Requirements in Response to the COVID-19 Pandemic Approved with Amendments on March 24, 2020 by the 8<sup>th</sup> Senate of Kapolei.

BE IT FURTHER RESOLVED that all UHWO professors and lecturers institute flexible attendance requirements and assignment deadlines for students, including exams and quizzes. This includes, but is not limited to, the opportunity to make up work and complete exams/quizzes without penalty if classes, quiz/exam dates, or deadlines are missed or partially attended for reasons directly related to the COVID-19 outbreak; and

NOW, THEREFORE, BE IT FINALLY RESOLVED that copies of this resolution shall be sent to UHWO Chancellor Maenette Benham, Vice Chancellor for Academic Affairs Jeffrey Moniz, Associate Vice Chancellor for Academic Affairs Alan Rosenfeld, Interim Vice Chancellor for Student Affairs Jan Javinar, All Academic Division Chairs, All Faculty, Lecturers, and Instructors, and UHWO Faculty Senate Chair Tom Hirsbrunner.

#### **ROLL CALL**

**Yeas(s):** Vice President Cabingas, Secretary Pagaduan, Treasurer Mance, Senators Neri, Liang, Hutchinson, Hardin, Marcos [8]

**Nay(s):** [0]

**Abstain(s):** [0]

<sup>1</sup><https://uhero.hawaii.edu/interim-forecast-update-covid-19-will-impose-significant-economic-impacts-in-hawaii/>