

**University of Hawai'i  
Code Request Form**

**REQUESTOR CONTACT INFORMATION**

Name:     Louise Pagotto      
 Title:     Vice-Chancellor for Academic Affairs      
 Phone Number:     734-9517      
 Email Address:     pagotto@hawaii.edu      
 Campus/Office/Department/Address:     Instructional Services Office,  
 4303 Diamond Head Road  
 Honolulu, HI 96816    

Action Requested:  
 NEW Program Code (new major/concentration, etc.)  
 NEW Subject Code  
 Change of existing code  
 Type (subject, program, etc):  
 Old: \_\_\_\_\_  
 New: \_\_\_\_\_  
**X** OTHER: de-activate CO-HDS prgm code

**CODE REQUEST**

Academic program code preferences for consideration:

**NEW Program Code**      Effective Term (semester/year):     200910 201010      
 Major:     CC-HDS     Major Description:     Help Desk Services     Is this major financial aid eligible?    YES    NO  
 Is the major code being used the same way at other UH campuses?    YES    NO   Comment: \_\_\_\_\_  
 Does the same or similar major code exist in Banner?            YES    NO   If YES, please list code:     CO-HDS    

Concentration (if applicable): \_\_\_\_\_ Concentration Description: \_\_\_\_\_  
 Is the concentration code being used the same way at other UH campuses?    YES    NO  
 Does the same or similar concentration code exist in Banner?            YES    NO   If YES, please list code: \_\_\_\_\_  
 Attach concentration to program code?    YES    NO

Level:    Undergraduate    Graduate    First-Professional    Other: \_\_\_\_\_  
 Degree/Certificate:     Certificate of Completion, Help Desk Services      
 College:     Kapi'olani Community College BE     Department:     Business Education BUS    

If requesting a program name change, will current students be grandfathered in under the old program name?    YES    NO  
 If requesting a program name change, will the old code be available for:  
 Recruitment?    YES    NO   List the end term of old code: \_\_\_\_\_  
 Admissions?    YES    NO   List the end term of old code: \_\_\_\_\_  
 General Student?    YES    NO   List the end term of old code: \_\_\_\_\_  
 Academic History?    YES    NO   List the end term of old code: \_\_\_\_\_

**NEW Subject Alpha/Code**      Effective Term (semester/year): \_\_\_\_\_  
 Code: \_\_\_\_\_ Description: \_\_\_\_\_  
 College: \_\_\_\_\_ Department: \_\_\_\_\_  
 Does the same or similar subject code exist in Banner?            YES    NO   If YES, please list code: \_\_\_\_\_  
 Is the subject code being used the same way at other UH campuses?    YES    NO

**University of Hawai'i  
Code Request Form**

**OTHER:** Cert. of competence in HDS has been deleted and a CC in HDS has been added. Students enrolled prior to Fall 2009 may complete the CO in HDS and/or take one more course and receive the CC in HDS. Because students \_\_\_\_\_ will be grandfathered in under previous program, please disable old program code (CO-HDS) in the recruitment and admissions modules, effective fall 2009.

Please briefly describe your request and explain why you are requesting the codes: \_\_\_\_\_

**III. SUPPORTING DOCUMENTATION**

Please attach the required supporting documentation. See *Guide to Academic Program Actions and Approval* at: [http://www.hawaii.edu/vpaa/cms/guide\\_to\\_acad\\_prog\\_121006.pdf](http://www.hawaii.edu/vpaa/cms/guide_to_acad_prog_121006.pdf)

- BOR minutes from \_\_\_\_\_ (date) meeting with supporting documentation provided to BOR
- Memo from campus Chancellor
- Signed memo from UH President
- None required according to the Guide to Academic Program Actions and Approval

**IV. CAMPUS VERIFICATION**

The appropriate parties (faculty, administrators, registrar) have been consulted.

Louise Pagotto, Vice-Chancellor for Academic Affairs  
Name of Requestor (print or type)

*Louise Pagotto* 12/9/09  
Signature Date

Send completed form with supporting documentation to:

Institutional Research Office (Attn: Lynn Inoshita or Christine Shaw) • 1633 Bachman Place • Sinclair Annex 2, Room 4 • Honolulu, HI 96822  
Fax: 808-956-9870 Phone: 808-956-7532

**For Internal Use Only:**

Appropriate Documentation Received:  YES  NO

Approval Status:

Major code:  YES  NO

Concentr. code:  YES  NO

Program code:  YES  NO

Subject code:  YES  NO

NOTES:

Entered into SMAPRLE/SOACURR: \_\_\_\_\_

Entered into STVMAJR: \_\_\_\_\_

Entered into STVSUBJ: \_\_\_\_\_

Code processing completion date: \_\_\_\_\_

Copies sent to: \_\_\_\_\_

**Subject** RE: Kapiolani Code Request: CC-HDS and CC-DBA  
**From** Melissa Tome <mtome@hawaii.edu>  
**Date** Saturday, January 9, 2010 3:09 pm  
**To** 'Lynn T Inoshita' <inoshita@hawaii.edu> , "S. Pope" <spope@hawaii.edu>  
**Cc** pagotto@hawaii.edu , cshaw@hawaii.edu

I've created the two new codes and disabled the old ones in admissions and recr effective 201010.

Melissa

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**From:** Lynn T Inoshita [mailto:inoshita@hawaii.edu]  
**Sent:** Monday, January 04, 2010 12:48 PM  
**To:** S. Pope; mtome@hawaii.edu  
**Cc:** pagotto@hawaii.edu; cshaw@hawaii.edu  
**Subject:** Re: Kapiolani Code Request: CC-HDS and CC-DBA

Thanks Susan.

Melissa: I checked the FA eligible box in stvmajr for the HDS and DBA major codes. Please create new program codes and disable the old codes, effective fall 2009. Thanks!

Lynn

----- Original Message -----

**From:** "S. Pope" <spope@hawaii.edu>  
**Date:** Monday, January 4, 2010 9:45 am  
**Subject:** Re: Kapiolani Code Request: CC-HDS and CC-DBA  
**To:** Lynn T Inoshita <inoshita@hawaii.edu>  
**Cc:** pagotto@hawaii.edu, mtome@hawaii.edu, cshaw@hawaii.edu

> Mahalo for the merge. Changes in red are accurate. Hope the papercopies, sent via campus mail, have arrived.

>

> On Sun, Jan 3, 2010 at 4:02 PM, Lynn T Inoshita <inoshita@hawaii.edu> wrote:

> Susan,

>

> I received your second code request via fax to de-activate the old CO-HDS and CO-DBA program codes. Like the CC-PROG request, I merged the information on your initial request to simplify things. Please see the changes in red on the first two pages of the attachments.

>

> Since students will be allowed to finish up the cert of competence if they choose to, we'll leave the code active in the degree module. We'll end the code in the admissions, recruitment modules in fall 2009. When the last person graduates, please let us know so we can disable the old code in the degree module.

>

> Please let me know if the changes in read are OK and we'll proceed with the codes. Thanks.

>

> Lynn

> ----- Original Message -----

> **From:** "S. Pope" <spope@hawaii.edu>

> **Date:** Thursday, December 17, 2009 5:34 pm

> **Subject:** Re: Questions on CC-PROG, CC-HDS, CC-DBA

> For any other new major codes for new certificates of completion should I check the aid eligibility box in stvmajr? Susan checked off YES on the code request forms.

>

> Thanks.

>

> Lynn

>

> ----- Original Message -----

> From: Lynn T Inoshita <inoshita@hawaii.edu>

> Date: Wednesday, December 16, 2009 2:39 pm

> Subject: Questions on CC-PROG, CC-HDS, CC-DBA

> To: spope@hawaii.edu

> Cc: pagotto@hawaii.edu, mtome@hawaii.edu, cshaw@hawaii.edu

>

Susan,

>

> The February 13, 2009 memo that accompanied the code request forms you faxed me indicate that 5 certificates are being deleted, effective fall 2009. Are students being allowed to finish up their certificates? Please be sure to send me the code request forms to end the program codes for these 5 certificates.

>

> For the 3 new certs PROG, HDS, and DBA, are students who are pursuing the old COs in these areas are planning to switch over to the new certs? If so, does that mean that re-coding will be done? Or will some students be grandfathered in under the old CO program? Please clarify. Thanks.

>

> Lynn





KAPI'OLANI COMMUNITY COLLEGE
University of Hawai'i
PROGRAM ACTION REQUEST (Form: 2/22/02)

(Attach an Action Request Memorandum Stating the Justification for This Request;
Submit One Request for Each Proposal)

- 1a. Type of Program Action Addition,
1c. If new program, attach a program proposal for the Board of Regents, attach a copy of the "permission to plan" documents.
2. Program Type CERTIFICATE OF COMPLETION
3. Program Name and Program Description:
Certificate of Completion in Help Desk Services (12 SEMESTER CREDITS)

The Certificate of Completion in Help Desk Services is a competency-based program designed for the novice or professional Information Technology worker who has little to no experience in providing Information Technology Help Desk Support. This certificate is appropriate for upgrading the support skills of industry members or for an entry level position in a larger organization.

Program Competencies - Upon successful completion of the Certificate of Completion in Help Desk Services, the student should be able to:

- Take and categorize help desk requests.
• Analyze help desk requests and locate possible solution resources.
• Resolve help desk issue and/or talk the requester through the resolution.
• Document incidents for inclusion in updated database.

Program Learning Outcomes - Upon successful completion of the Certificate of Completion in Help Desk Services, the student should be able to:

- Support Information Technology software systems for business through analysis, testing and implementation.
• Practice within the professional/ethical/legal parameters of the information technology industry.
• Use emerging technologies to improve quality of business solutions and increase productivity.
• Demonstrate problem solving skills and strategies in relation to networking and desktop support.

- 4. Effective Term (semester/year): Fall / 2009
5. Revise pages Programs 17-18 in the 2008-9 version of the KCC General Catalog.
6. Is this program offered at another UH Campus? (please choose one, omit other) NO.
If YES, specify campus, and program name. If NO, why is this program offered at KCC:
KCC offers the best balance of instruction in software and hardware skills to train Help Desk personnel.

7. Justification See Memo.

Requested by: Steven A. Singer Business Education October 29, 2008
Rose Mae Harrington Department Chairperson September 24, 2008
Approved by: Sue Watabayashi Curriculum Chairperson 10/29/08
Faculty Senate Chairperson 12/1/08
Dean of Curriculum Management 1/3/09
Chancellor 2/20/09

KAPTOLANI COMMUNITY COLLEGE

University of Hawai'i

PROGRAM ACTION REQUEST (Form: 2/22/02)

(Attach an Action Request Memorandum Stating the Justification for This Request;

Submit One Request for Each Proposal)

1a. Type of Program Action **Deletion**

2. Program Type: **CERTIFICATE OF COMPETENCE**

3. Program Name and Program Description:

**HELP DESK SERVICES (9 SEMESTER CREDITS)**

The Certificate of Competence in Help Desk Services is a competency based program designed for the novice or professional Information Technology worker who has little to no experience in providing Information Technology Help Desk Support. This certificate is appropriate for upgrading the support skills of industry members or for an entry level position in a larger organization.

4. Effective Term (semester/year): **Fall / 2009**

5. Revise pages Programs 17-18 in the 2008-9 version of the KCC General Catalog.:

6. Is this program offered at another UH Campus? **NO.**

If YES, specify campus, and program name. If NO, why is this program offered at KCC:

This certificate provides a valuable exit point for students in the AS program as well as professionals currently in industry.

7. Justification:

This certificate is to be "upgraded" to a Certificate of Completion. It is to be deleted only if/when the new Certificate of Completion in Help Desk Services is approved.

Requested by:	<u>Steven A. Singer</u>	<u>Business Education</u>	<u>October 21, 2008</u>
	(Name)	(Department)	(Date)
	<u>Rose Mae Harrington</u>	<u>Business Education</u>	<u>September 24, 2008</u>
	(Department Chairperson)		(Date of Department Vote)
Approved by:	<u>Juw Kallabapachi</u>		<u>10/29/08</u>
	(Curriculum Chairperson)		(Date)
	<u>Harold O'Neil</u>		<u>12/1/08</u>
	(Faculty Senate Chairperson)		(Date)
	<u>Wanda P. Scott</u>		<u>1/3/09</u>
	(Dean of Curriculum Management)		(Date)
	<u>Thomas</u>		<u>2/20/09</u>
	(Chancellor)		(Date)

### University of Hawai'i Code Request Form

#### REQUESTOR CONTACT INFORMATION

Name: Louise Pagotto  
 Title: Vice-Chancellor for Academic Affairs  
 Phone Number: 734-9517  
 Email Address: pagotto@hawaii.edu

Action Requested:  
 NEW Program Code (new major/concentration, etc.)  
 NEW Subject Code  
 Change of existing code  
 Type (subject, program, etc):  
 Old: \_\_\_\_\_  
 New: \_\_\_\_\_  
 OTHER: certificate has been deleted

Campus/Office/Department/Address: Kapi'olani Community College, Curriculum Management,  
4303 Diamond Head Road, Honolulu, HI 96916

#### CODE REQUEST

Academic program code preferences for consideration:

**NEW Program Code** Effective Term (semester/year): Fall 2009 (201010)  
 Major: HDS Major Description: Help Desk Services Is this major financial aid eligible?  YES  NO  
 Is the major code being used the same way at other UH campuses?  YES  NO Comment: \_\_\_\_\_  
 Does the same or similar major code exist in Banner?  YES  NO If YES, please list code: \_\_\_\_\_

Concentration (if applicable): \_\_\_\_\_ Concentration Description: \_\_\_\_\_  
 Is the concentration code being used the same way at other UH campuses?  YES  NO  
 Does the same or similar concentration code exist in Banner?  YES  NO If YES, please list code: \_\_\_\_\_  
 Attach concentration to program code?  YES  NO

Level:  Undergraduate  Graduate  First-Professional  Other: \_\_\_\_\_  
 Degree/Certificate: Certificate of Competence in Help Desk Services  
 College: Kapi'olani C.C. (BB) Department: Business Education

If requesting a program name change, will current students be grandfathered in under the old program name?  YES  NO

If requesting a program name change, will the old code be available for:  
 Recruitment?  YES  NO List the end term of old code: \_\_\_\_\_  
 Admissions?  YES  NO List the end term of old code: \_\_\_\_\_  
 General Student?  YES  NO List the end term of old code: \_\_\_\_\_  
 Academic History?  YES  NO List the end term of old code: \_\_\_\_\_

**NEW Subject Alpha/Code** Effective Term (semester/year): \_\_\_\_\_  
 Code: \_\_\_\_\_ Description: \_\_\_\_\_  
 College: \_\_\_\_\_ Department: \_\_\_\_\_  
 Does the same or similar subject code exist in Banner?  YES  NO If YES, please list code: \_\_\_\_\_  
 Is the subject code being used the same way at other UH campuses?  YES  NO



### University of Hawai'i Code Request Form

**OTHER:** Certificate of Competence has been deleted.

Please briefly describe your request and explain why you are requesting the codes:

New Certificate of Completion in Help Desk Services has been added. Students enrolled previous to fall 2009 may complete the Certificate of Competence and/or take one more course and receive the Certificate of Completion

#### III SUPPORTING DOCUMENTATION

Please attach the required supporting documentation. See *Guide to Academic Program Actions and Approval* at: [http://www.hawaii.edu/vpaa/cms/guide to acad prog 121006.pdf](http://www.hawaii.edu/vpaa/cms/guide%20to%20acad%20prog%20121006.pdf)

- BOR minutes from \_\_\_\_\_ (date) meeting with supporting documentation provided to BOR
- Memo from campus Chancellor submitted spring 2009
- Signed memo from UH President
- None required according to the Guide to Academic Program Actions and Approval

#### IV CAMPUS VERIFICATION

The appropriate parties (faculty, administrators, registrar) have been consulted.

Louise Pagotto		<u>12/18/09</u>
Name of Requestor (print or type)	Signature	Date

Send completed form with supporting documentation to:

Institutional Research Office (Attn: Lynn Inoshita or Christine Shaw) • 1633 Bachman Place • Sinclair Annex 2, Room 4 • Honolulu, HI 96822  
Fax: 808-956-9870 Phone: 808-956-7532

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Appropriate Documentation Received	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Approver Status:	NOTES:	
Major code:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Concentr. code:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Program code:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Subject code:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Entered into SMAP/LE/SOAC/URR	Code processing completion date:	
Entered into STVMAJR	Copies sent to:	
Entered into STVSUBJ		