



HAWAII DEPARTMENT OF EDUCATION
Hawaii Qualified Teacher
Communication & Assistance Hierarchy
School Year 2024-2025

Communication and Assistance Hierarchy

Communication and technical assistance are key to ensuring that all students have access to qualified teachers and that all schools have a HIGH-QUALITY EDUCATOR WORKFORCE (BOE Strategic Plan, Priority II). To support these efforts, the Educator Quality Section utilizes the tri-level system of support to provide timely information through the following [Communication and Assistance Hierarchy](#) (please use this link for a larger view of the graphic below):

Educator Quality Communication Hierarchy

Teacher

Teachers are responsible for checking their HQ/NHQ status in the eHQ system. If a teacher is NHQ, they should first seek assistance from their School HQ Designee or their Principal.

School

Principals are responsible for following Principal timeline and ensuring that teachers are informed of their NHQT status. Principals or School Designees should provide assistance to their NHQT or if they need assistance, they should first seek assistance from their Complex Area Designee.

Complex Area

Complex Area Superintendents or Complex Area HQ Designees (CA) are responsible for ensuring that schools are making every effort to have a qualified teacher for all students. CA's should provide assistance to the schools in meeting the HQ requirements, if they need additional assistance, they should contact the Educator Quality Section.

Educator Quality

The Educator Quality (EQ) Section is responsible for ensuring that all students have equitable access to qualified teachers for all subject areas. The EQ section provides guidance and assistance to all teachers, schools, complex areas, and other state offices. Following the tri-level system of support is best provided when this communication hierarchy is followed. However, the EQ Section is available to provide support at all levels.

For more information on assisting teachers, please refer to the Principal Quick Guide and the Assistance and Planning Checklist or contact the Educator Quality Section at hqt@k12.hi.us or 808-441-8499.