UND UNIVERSITY OF NORTH DAKOTA.

Service Agreement

Academic Administration

FY20 through FY24 Budget Information

	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
	Academic Administration				
Service Unit Allocation for Primary Unit	$ 12,391,815	$ 11,593,365	$ 11,771,890	$ 12,410,728	$ 13,431,811

Service Unit	Brief Description of Services	Core	Premium	Recharge
Office of the Provost & Vice President for Academic Affairs	The Office of the Vice President for Academic Affairs/Provost provides strategic vision, leadership and support for academic excellence and integrity to further the University's academic mission through outstanding teaching and learning, cutting-edge scholarly and creative activity, and meaningful service to the public. It provides administrative oversite and leadership for the academic affairs and enrollment management operations of the university, in addition to strategic vision, leadership, and support for a range of primary and service units central to the successful operation of the University of North Dakota.	X		
Air Force ROTC	Recruits 50 new students to UND through National and Regional recruitment and scholarship programs; Develops curriculum and deliver up to 36 Credit Hours to students of AF-ROTC; Prepares AF-ROTC students to become Air Force Officers through advising, summer internships, leadership training, stipends, scholarships, and 100% occupational outplacement.	X		
Army ROTC	Army ROTC offers college elective courses for undergraduate and graduate students that teaches leadership and provides leadership training for success in any career field. Courses take place both in the classroom and in the field. Students have opportunities to compete for 2, 3, and 4-year merit-based scholarships. Enrolling in Army ROTC courses is NOT joining the Army.	X		
ESports	Esports provides the organizational and support structures to promote and facilitate intercollegiate esport competition at UND. As such, Esports identifies and recruits student-athletes to represent UND in several sponsored game titles. Esports organizes player tryouts, team selection processes, roster designations, team practices, league memberships, competition schedules, social media promotions and other such activities that facilitate UND's intercollegiate esports success. Esports maintains the intercollegiate facility including the VOD review room/classroom, practice court, casting booth, nutrition station, and the Fighting Hawks Arena. Finally, Esports works with players' academic programs to increase retention and graduation rates of its players and seeks avenues of financial support outside UND for both the program and its players.	X		

Service Unit	Brief Description of Services	Core	Premium	Recharge
Essential Studies	Provides leadership and vision for the Essential Studies (ES) program, which is UND's general education program that all undergraduate students are required to complete at UND. ES is the largest academic program on campus.	X		
Honors Program	Provides support for students enrolled in the Honors program through oversight of administration, curriculum, student and faculty support.	X		
Institutional Effectiveness & Accreditation	Assessment of student learning for both cocurricular and academic programs is both required for accreditation and expected as a component in maintaining quality educational programs. Institutional accreditation is essential to the continued functioning of the university. Requirements for ongoing accreditation involve regular reporting as specified within the Pathways accreditation system, completing the Annual Institutional Data Update, and submitting information for approval of new UND academic programs or in response to accreditor requests. This office oversees all UND efforts in both areas.	X		
International Center	The International Center is focused on building connections with students, faculty, staff, and the community to encourage appreciation of and support for International students.	X	X	
Office of Extended Learning – TTaDA	The Office of Extended Learning Support Unit provides marketing support, course development support, registration, payment collection, customer service and overall support for Self-Paced Enroll Anytime (SPEA) courses, students, and instructors. The unit also supports functions for online semester-based courses including course section review and student registration support. In addition, premium services are available to non-credit courses, programs and events.	X	X	
Office of the Registrar	The Office of the Registrar oversees data integrity and the student record system including operational efficiency and the academic catalog. The office is charged with implementing all academic policies and procedures, posting degrees, preparing diplomas, verifying enrollment, maintaining academic records, classroom and course scheduling, processing transfer credits and certifying academic athletic eligibility.	X		

Service Unit	Brief Description of Services	Core	Premium	Recharge
School of Graduate Studies	Offers support and professional development for students enrolled in graduate education programs; serves as a liaison between (and in partnership with) graduate programs, academic deans, VPAA, VPSEM, MCS, and Admissions offices.	X		
Teaching Transformation and Development Academy - TTaDA	Mission: To foster a welcoming and inclusive university community by supporting all learners to realize and fulfill their potential. TTaDA leads innovative professional development to support lifelong learning though evidence-based practices, collaboration, programming, and responsive services. Vision: To advance an equitable culture of academic excellence.	X	X	
University Analytics and Planning	University Analytics & Planning (UAP) serves as a resource by providing accurate, consistent, useful, timely, user-friendly and official data that can be used to assess the goals and objectives of the University of North Dakota.	X		
UND Online	UND Online creates and promotes innovative opportunities for UND to adapt to the every-changing landscape of higher education ensuring UND's academic programs align with students' and other stakeholders' interests and need , workforce development, enrollment demands, underserved populations, market characteristics and trends, fiscal issues, national visibility, and lifelong learning.	X		
Veteran & Military Affairs/Veteran & Military Services	Special Student Populations/Veteran & Military Services is focused on building connections with students, faculty, staff, and the community to encourage appreciation of and support for Veteran and military-affiliated students as well as conducting federal certification of Veteran Affairs educational benefits and oversight of several UND agreements with the U.S. Department of Defense (DoD) regarding UND's VA funding eligibility. UND's military affiliated populations is a student group that Enrollment Management has continued to grow headcount and student credit hours. The office serves over 2,000 veterans, dependent(s)/spouse(s), ROTC, Active Duty, and National Guard, etc. both on-campus and online.	X		

Service Unit	Brief Description of Services	Core	Premium	Recharge
Vice Provost for Faculty Affairs	The Office of the Vice Provost for Faculty Affairs provides support, resources, and opportunities for UND faculty success, professional and leadership development, shared governance, and faculty recognition.	X		

Name of Service Unit:	Office of the Provost & Vice President for Academic Affairs
Contact:	Eric Carl Link, Provost and VPAA
Web address:	https://UND.edu/provost/
Brief Description:	The Office of the Vice President for Academic Affairs/Provost provides strategic vision, leadership and support for academic excellence and integrity to further the University's academic mission through outstanding teaching and learning, cutting-edge scholarly and creative activity, and meaningful service to the public. It provides administrative oversite and leadership for the academic affairs and enrollment management operations of the university, in addition to strategic vision, leadership, and support for a range of primary and service units central to the successful operation of the University of North Dakota.
Customers Eligible to Request Service:	Faculty, Staff, Students
Core Services Specifics:	- Provides support to Academic Deans (with the exception of the School of Medicine and Health Sciences) who report directly to the Provost. - Provides support to colleges through the various offices that report to the VPAA. See additional agreements listed under Academic Administration. - Oversees curricular processes and program evaluation. - All Academic Affairs Council, State Board of Higher Education, and North Dakota University System academic processes are handled in the office. - Provides support for faculty recruiting and appointments, promotion and tenure processes, grievances and leaves, faculty awards, faculty evaluations, contracts, policy and procedures development and updating. - Provides support to University Senate and course release support to University Senate academic leadership. - Provides strategic academic leadership, vision and support for the University in areas including, but not limited to, program development, structure, positioning, delivery, effectiveness, and viability. - Provides HR support to faculty and staff in academic affairs. - Provides leadership and vision for key elements of the current UND LEADS strategic plan. - Provides support and leadership for faculty, staff, and student recruitment and retention success, opportunities, and practices.

	• Serves as an institutional sponsor for the incentive-based budget model.
	• Provides communication to campus by Provost, facilitates and supports shared governance through engagement with the Senate Budget Committee, Senate Executive Committee and other senate committees.
	• Provides H-1B visa and permanent residency processing for faculty and staff: requesting department pays attorney's fees and filing costs associated with filing an H-1B petition. Costs and fees for permanent residency processing are divided between the department and the employee.
	• Oversees and facilitates complaints of misconduct and scholarship.
	• Provides conflict management services through Sustainable Solutions, LLC.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Air Force Reserve Officer Training Corps (AF-ROTC) Program
Contact:	Angie Carpenter, Director of Veteran & Military Affairs
Web address:	https://UND.edu/rotc-airforce/
Brief Description:	• Recruits 50 new students to UND through National and Regional recruitment and scholarship programs. • Develops curriculum and deliver up to 36 Credit Hours to students of AF-ROTC. • Prepares AF-ROTC students to become Air Force Officers through advising, summer internships, leadership training, stipends, scholarships, and 100% occupational outplacement.
Customers Eligible to Request Service:	All students may apply—applicants must meet Air Force medical standards and pass a security clearance investigation / background check prior to program completion.
Core Services Specifics:	• Administration: Manages and supports 6 core AF-ROTC faculty/staff and affiliated instructors; provides leadership and administration for recruitment, advising, and instruction for 100 students. • Student support: Coordinates, funds and oversees ~50 student immersion/ training trips per academic year; supports student events with honor guard / flag presentations. • Student applications for national scholarships: Encourages and supports applications to national scholarships, including Critical Language, STEM and Pilot Pipeline Scholarships—admin scholarship and stipend funds. • Faculty support: Leads workshops and provides support for affiliated faculty regarding AF-ROTC program incentives and career opportunities. • Leads civic involvement program, building partnerships with local Military Affairs Committee within the Chamber of Commerce and with city officials to provide support for student and faculty. AF-ROTC students contribute approximately 1,000 hours of service to the community annually (Color Guard, Adopt a Highway, Ruck for Recovery, etc.) • Leadership training: faculty and students delve into theory and application each week throughout the student's entire academic journey. Weekly Laboratories on leadership and physical fitness training develop top notch civic servants for our community and nation.

Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Army ROTC
Contact:	Angie Carpenter, Director of Veteran & Military Affairs
Web address:	https://UND.edu/student-life/army-rotc/index.html/
Brief Description:	Army ROTC offers college elective courses for undergraduate and graduate students that teaches leadership and provides leadership training for success in any career field. Courses take place both in the classroom and in the field. Students have opportunities to compete for 2, 3, and 4-year merit-based scholarships. Enrolling in Army ROTC courses is NOT joining the Army.
Customers Eligible to Request Service:	UND main campus enrolled undergraduate and graduate students.
Core Services Specifics:	- Administration: Manages and supports 4 military faculty, 1 recruiting and scholarship officer, 1 human resource officer, and 1 supply technician, and 1 UND administrative officer. Provides leadership and administration for recruitment, retention, advising, instruction, and adventure training for approximately 75 students enrolled in Army ROTC. - Curriculum: - Basic course typically takes place during the first two years of college. It involves a twice a week lecture, a once a week lab, and a three day a week military conditioning class each semester along with adventure training. - Advanced course typically takes place during the last two years of college. It involves a twice a week lecture, a once-a-week lab, and a four day a week military conditioning class each semester along with field training exercises, and summer leadership camp. - Works with each academic colleges to plan, program, and monitor progress of students toward degree completion and graduation date. - Works with admissions, financial aid, and housing to recruit, retain, and bring national scholarship winners to UND. - Works with Enrollment Management and Student Success to improve retention and persistence for first year students. - Works individually with faculty on the matching of academic plan proposals to degree requirements and ensure each semester's course offerings include a range of options for our students; responsible for validation and revalidation paperwork.

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- Student applications for national and merit-based scholarships: Encourages and supports applications to national scholarships that help bring distinction to students and UND.

- Faculty support: In coordination with LEADS Strategic Plan, Me2, and many departments on campus, provide advisement and implementation of high-impact practices.

- Leads civic education program, building partnerships with local agencies and city officials and provide support for faculty developing service-learning or community-based learning opportunities in their ROTC courses; ROTC students contribute approximately 5,000 hours of service to the community annually.

- Student advising: Provides academic-year advisement for a minimum of 75 students; provides faculty/staff support for two ROTC student organizations (Raiders Club and Varsity Ranger Challenge).

- Retention: Provides freshman orientation series to promote student retention and success as they transition to the university community; and coordinates approximately 2-4 extracurricular ROTC activities to attract and retain students.

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Name of Service Unit:	ESports
Contact:	Jeff Holm, Vice Provost
Web address:	https://und.edu/student-life/esports/varsity.html
Brief Description:	Esports provides the organizational and support structures to promote and facilitate intercollegiate esport competition at UND. As such, Esports identifies and recruits student-athletes to represent UND in several sponsored game titles. Esports organizes player tryouts, team selection processes, roster designations, team practices, league memberships, competition schedules, social media promotions and other such activities that facilitate UND's intercollegiate esports success. Esports maintains the intercollegiate facility including the VOD review room/classroom, practice court, casting booth, nutrition station, and the Fighting Hawks Arena. Finally, Esports works with players' academic programs to increase retention and graduation rates of its players and seeks avenues of financial support outside UND for both the program and its players.
Customers Eligible to Request Service:	Faculty, Staff, Students
Core Services Specifics:	• Provides coaching to intercollegiate esports athletes on a title and team roster (e.g., League of Legends – Green Team). • Maintains the Esports Intercollegiate Facility space and equipment in good working condition. • Arranges and provides for team travel as necessary to compete in in-person (LAN) tournaments and league championships as necessary. • Maintains a recruiting database of high school players, potential transfers from other universities and colleges, and existing UND students and use said database for recruitment purposes. • Provides student/athlete support in the classroom, in competition, and in life. • Broadcasts esports intercollegiate matches as part of league play, tournament play. • Participate in fundraising activities to support the esports players and teams and the intercollegiate facility. • Develop sponsorships and other partnerships that serve one or more of the following purposes: o Financially support the student-athletes and/or the facility in the form of funds and/or equipment, o Promote the UND Esports Intercollegiate Team, o Aid in recruitment of competitive esports player.

Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Essential Studies
Contact:	Karyn Plumm, Director
Web address:	https://UND.edu/academics/essential-studies/
Brief Description:	Provides leadership and vision for the Essential Studies (ES) program, which is UND's general education program that all undergraduate students are required to complete at UND. ES is the largest academic program on campus.
Customers Eligible to Request Service:	All UND departments, faculty and students
Core Services Specifics:	- Coordinates and implements the Essential Studies Program in collaboration with the ES Committee. - Assesses Essential Studies Learning Outcomes in collaboration with the Director of Institutional Effectiveness & Accreditation, the ES and Assessment Committees, faculty teaching ES courses, and other faculty volunteers. - Works with faculty, chairs, and deans to ensure that optimal number of ES courses will be offered each semester, on campus and online, in relation to ES goals and requirements, and university retention, persistence, and completion goals. - Works with departments to educate and support their students, chairs, faculty, and advisors about the validation & revalidation of ES courses. Works with the ES Committee to support a positive and effective process for the ES validations and revalidations. - Communicates with faculty teaching ES courses and students taking ES courses about the ES Program's goals and intent, as well as the role the education provided by the ES Program plays for students after graduation – such as in their professional, civic, and personal lives. - Works directly with students who have advising questions, concerns and petitions regarding Essential Studies requirements. - Serves as ES liaison to academic units and leadership throughout the university, and to support units, including TTaDA, Student Affairs, Registrar's Office, and Enrollment Services.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Honors Program
Contact:	Merie Kirby, Director
Web address:	https://UND.edu/academics/honors-program/
Brief Description:	Provides support for students enrolled in the Honors program through oversight of administration, curriculum, student and faculty support. • Recruits 200+ new students to UND through the University Honors Program. • Provides a minimum of 40 SCH to students of the University Honors Program. • Provides retention experiences to honors students through advising, study abroad, residence hall, and other programming.
Customers Eligible to Request Service:	Honors students, faculty
Core Services Specifics:	• Administration: Manages and supports 4 core Honors faculty/staff and affiliated instructors; provides leadership and administration for recruitment, advising, instruction, and retention efforts for 600 students in Honors who typically double major. • Curriculum: Works individually with faculty (approximately 18 per year) on the matching of course proposals to appropriate ES categories, and ensures each semester's course offerings include a range of ES and disciplinary options for our students; responsible for validation and revalidation paperwork for HON courses. • Student support: Coordinates and oversees up to 50 undergraduate senior projects per academic year; these are high-impact practices that serve to retain students at UND. • Student applications for national scholarships: In collaboration with Fellowship Coordinator, encourages and supports applications to national scholarships, including the Truman, Fulbright, Critical Language Scholarships that help bring distinction to students and UND. • Faculty support: In collaboration with TTaDA, leads workshops and provides support for affiliated faculty regarding Honors pedagogy and the implementation of high-impact practices, including teaching abroad opportunities. • Leads civic education program through HON 260, building partnerships with local agencies and city officials and provides support for faculty developing service-learning or community-based learning opportunities in their Honors courses; Honors students contribute approximately 5,000 hours of service to the community annually.

	- Student advising: Provides academic-year advisement for a minimum of 200 students; provides faculty/staff support for one Honors student organization (HPSO). - Retention: Provides freshman orientation to promote student retention and success as they transition to the university community; coordinates approximately 8-10 extracurricular Honors activities to attract and retain students; offers Honors tuition waivers to at least 50 new students each year; collaborates with departments/majors (e.g., engineering and nursing) to provide clear pathways for students to complete majors with honors status; and offers a workshop series aimed at developing students' competitiveness for scholarship/fellowships, as well as cultivating balance between work and life. - Recruitment: Hosts "Honors Breakfasts" the morning of Admitted Student days in spring to connect with prospective students and their parents; staffs tables at Saturday Visit Days and prospective student resource fairs throughout year; works with TRIO to connect with local high school students in their summer program. - Staffs tables at New Student Orientation week in July, Fall Open Houses, and Admitted Student days in Spring.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Institutional Effectiveness & Accreditation
Contact:	Shane Schellpfeffer, Director of Institutional Effectiveness & Accreditation
Web address:	https://und.edu/academics/provost/assessment-accreditation/index.html
Brief Description:	Assessment of student learning for both cocurricular and academic programs is both required for accreditation and expected as a component in maintaining quality educational programs. Institutional accreditation is essential to the continued functioning of the university. Requirements for ongoing accreditation involve regular reporting as specified within the Pathways accreditation system, completing the Annual Institutional Data Update, and submitting information for approval of new UND academic programs or in response to accreditor requests. This office oversees all UND efforts in both areas.
Customers Eligible to Request Service:	The university as a whole and all academic departments, faculty, and staff, as well as cocurricular units.
Core Services Specifics:	• Oversee and coach assessment throughout Academic Affairs programs by meeting with faculty in departments after Assessment Committee reviews to provide and explain feedback. • Oversee and assist with assessment needs throughout Student Affairs programs by meeting with staff to provide explanations and feedback. • Meet with faculty in departments subject to upcoming reviews to ensure they are prepared and on track with assessment activities. • Facilitate and support the University Assessment Committee. • Be available on demand to individuals or departments/programs requesting assistance with assessment. • Initiate assessment improvement efforts in cases where departments appear to have special needs for consultation. • Participate in institutional service as requested and/or as needed in support of assessment progress across the institution. • Participate in planning and delivering faculty development activities that can and should also support assessment. • Oversee and archive the collection of annually reported assessment data and documentation from departments. • Partner with Vice Provost for Undergraduate Studies and Dean of Graduate Studies to conduct annual Academic Program Reviews. • Partner with Vice Provost for Undergraduate Studies & Student Success on Essential Studies program assessment efforts to facilitate assessment of Essential Studies learning goals.

	- Oversee all institutional accreditation requirements to ensure continued accreditation. - Respond to all HLC information requests. - Assist with individual programmatic accreditation, as requested. - Initiate HLC information and/or program approval requests as desired/needed by deans and administrators. - Manage HLC's Quality Initiative Process.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	International Center
Contact:	Manuela Gabriel, Director
Web address:	https://UND.edu/academics/international-center/
Brief Description:	The International Center is focused on building connections with students, faculty, staff, and the community to encourage appreciation of and support for International students.
Customers Eligible to Request Service:	Students, prospective students, staff, faculty
Core Services Specifics:	- International Affairs Administration: Provides leadership, management of 4 FTE and 3 students, and administration for advising, programming, and other internationalization efforts in alignment with the UND Strategic plan. - Oversee, create, and maintain federal F, J, and M immigration records in the Student and Scholars, Exchange Visitor Information System (SEVIS) as is required by USCIS and the U.S. Department of State. - International Student Advising: Provides services necessary to accept and enroll international students through compliance and interpretation of regulations and maintenance of appropriate forms. Provides international students with orientation; provides international students and departments with support for various academic request including, but not limited to, applications for reduced course load, applications for Curricular Practical Training (CPT) and Optional Practical Training (OPT), and transfer of records in and out of UND. - International Student Programming: Develops and provides programming to help retain international students including more than 30 events annually. - International Scholar Advising: Processes and advises on F and J visas. Provides support to academic departments to fulfill the requirements of the Department of State and provides welcome letter, copy of State's brochure, appropriate forms, instructions for payment, and other matters per regulation. - Passport processing and passport photos for U.S. citizens. - Bridge Peer Mentor Program: the program aims to assist new international students with their transition to UND and their adjustment to U.S. culture. - Free English Conversation Sessions: the sessions are an opportunity to practice and enhance English communication skills in a friendly and supportive environment. Sessions are offered to international students and international student's dependents that are 18+years old.

Recharge Services:	N/A
Premium Services:	Provides orientation, information sessions, and advising to M visa holders attending UND through contracts between the Aerospace Foundation and International airlines. The International Center manages student records and requests and maintains current regulatory knowledge of the M program.

Name of Service Unit:	Office of Extended Learning - TTaDA
Contact:	Lynette Krenelka, Director, 777-4883
Web address:	https://UND.edu/academics/extended-learning/
Brief Description:	The Office of Extended Learning Support Unit provides marketing support, course development support, registration, payment collection, customer service and overall support for Self-Paced Enroll Anytime (SPEA) courses, students, and instructors. The unit also supports functions for online semester-based courses including course section review and student registration support. In addition, premium services are available to non-credit courses, programs and events.
Customers Eligible to Request Service:	UND departments

Core Services Specifics:	Semester-based online courses:
	
	• Reviews online class sections in PeopleSoft to ensure proper instruction mode, location, and class notes.
	• Provides phone support for student registration questions sent from departmental liaisons as needed.
	
	Self-Paced Enroll Anytime (SPEA) courses:
	
	• Provides overall recruitment, marketing, and communication plans for the SPEA program.
	• Assists instructors with online course development, in cooperation with TTaDA Instructional Designers.
	• Provides online admission/registration/payment website for one-stop enrollment for SPEA students.
	• Processes registrations received through OEL's Shopping Cart:
	   o Entry into TargetX for new students
	   o Enrollment into course(s) in PeopleSoft
	• Processes payments.
	• Invoices students or designated third party/company.
	• Sends welcome information to students to claim account, access Blackboard, order textbooks, etc.
	• Provides rosters to instructors, evaluation results to instructors and chairs, and enrollment reports to departments.
	• Provides customer service for SPEA students and instructors (e.g., how to access course, questions about submitting assignments, where to locate forms, student's status in the course, student end dates, etc.)
	• Provides ProctorU set-up assistance and troubleshooting for SPEA exams.
	• Assists with posting final grades in PeopleSoft.

	Other services: • Meets with departments to encourage online and non-credit offerings. • Provides administrative support to the Senate Online and Distance Education Committee (SODEC).
Recharge Services:	N/A
Premium Services:	Non-credit courses, programs and events: • Provides online registration/payment website for one-stop enrollment. • Creates class numbers in PeopleSoft in the Continuing Ed career (for PDE courses). • Audits registrations received through OEL's Shopping Cart. • Processes payments. • Transfers profit-sharing money to participating UND departments. • Transfers flow-through revenue to UND department, client or third-party vendor. • Invoices students or designated third party/company. • Sends welcome information to students to claim account, access Blackboard, etc. • Sends rosters and other enrollment reports to instructors and/or department contacts. • Provides customer service for students and instructors (e.g., how to access course, questions about submitting assignments, where to locate forms, student's status in the course, student end dates, etc.) • Sends certificate of completion, as applicable, at conclusion of course. • Assists with posting final grades in PeopleSoft (for PDE courses).

Name of Service Unit:	Office of the Registrar
Contact:	Scott Correll, Registrar
Web address:	https://UND.edu/academics/registrar/
Brief Description:	The Office of the Registrar oversees data integrity and the student record system including operational efficiency and the academic catalog. The office is charged with implementing all academic policies and procedures, posting degrees, preparing diplomas, verifying enrollment, maintaining academic records, classroom and course scheduling, processing transfer credits and certifying academic athletic eligibility.
Customers Eligible to Request Service:	Current and previous students, academic colleges, faculty, staff
Core Services Specifics:	- Student Transfer Credit Services including test credit and challenge exams - Catalog/Curriculum Processing - Course/Classroom Scheduling - Graduation/Diploma Processing/Student Degree Tracking/Apostille - Campus Connection Security - Student Registration Services to Include: Registration, Re-admits, Withdrawals, Appeals, Online/Distance education - Records Management Services to include Transcripts, Degree/Enrollment Verification, NCAA Certification - Provides administrative support to the University Senate and University Senate Executive Committee. Serves as a university resource for six senate committees.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	School of Graduate Studies
Contact:	Laura Look, Director
Web address:	https://graduateschool.UND.edu/
Brief Description:	Offers support and professional development for students enrolled in graduate education programs; serves as a liaison between (and in partnership with) graduate programs, academic deans, VPAA, VPSEM, MCS, and Admissions offices.
Customers Eligible to Request Service:	Current and previously enrolled graduate students, academic departments, faculty and staff.
Core Services Specifics:	- Provides ongoing support of and training for graduate program directors and all graduate faculty on best practices in the areas of admissions, marketing, recruitment, student management, retention and completion, mentoring and advising, and program review/assessment. - Monitors the degree progression for current students. Actions and processes involved include: review/approve forms and requirements for graduation, communicate with students/faculty/staff, determine eligibility for graduation, probation and dismissals, review and process graduate student petitions. Maintains the GradStats database which is used to track student status, submits data to departments and colleges, and provides faculty and staff advisors access to information regarding their advisee's progression toward graduation. - Provides student service advising to graduate students. Advise students on School of Graduate Studies' policies, procedures, and requirements for graduation. Provide proactive outreach to students to encourage registration and timely completion. - Provides graduate student involvement, outreach, events and support including professional development opportunities. Creates student workshops, offers the Accelerate to Industry (A2i) program, facilitates student events, marketing, communications, advocacy, survey development and financial awarding. Develops and utilizes an alumni network to facilitate graduate education and outcomes. - Maintains graduate education policies, procedures and assessment. SGS maintains all policies regarding graduate education at UND. Assessment of graduate education market, development of new graduate programs, alignment with best practices, assessment of graduate student outcomes, and revision of graduate student handbook. - Performs program reviews with departments in conjunction with Provost's office.

Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Teaching Transformation and Development Academy (TTaDA)
Contact:	Lynette Krenelka
Web address:	https://UND.edu/academics/ttada/
Brief Description:	Mission: To foster a welcoming and inclusive university community by supporting all learners to realize and fulfill their potential. TTaDA leads innovative professional development to support lifelong learning though evidence-based practices, collaboration, programming, and responsive services. Vision: To advance an equitable culture of academic excellence.
Customers Eligible to Request Service:	All UND students, faculty, staff and administration
Core Services Specifics:	• Provides free, one-on-one writing consultations on writing from any discipline and at any point in the writing process starting the second week of fall and spring full semester classes and through summer semester. Students, staff, and faculty can work with a trained consultant to develop their writing skills with revision focused feedback from a peer reader. The Writing Center also provides resources such as manuals, style guides and handouts developed by the consultants. • Provides assistance with faculty writing groups, workshops and consultations for departments, one-on-one consultations with faculty. • The Writing Across the Curriculum (WAC) Program provides opportunities for departments and faculty to collaborate and develop their expertise on course development with a writing focus, identifying, staging and assessing writing-related learning outcomes and classroom practices for teaching with writing. • Develops, implements and delivers professional development programs for varying levels of faculty, GTAs, staff or administrators at the university. • Provides staff mentoring programs each fall and spring semesters and faculty mentoring programs through the Alice T. Clark Mentoring Programs Years 1 and 2, and assists with the clinical instructors (non-tenured faculty directly from industry with no teaching experience). • Provides support for strategic initiatives focused on UND priorities outlined through UND's Strategic Plan. • Provides administrative support for the Senate Faculty Instructional Development Committee (FIDC). • Manages call, review and selection of UND's Excellence Awards related to faculty (does not include research, governance or advising awards).

	- Conducts facilitator training and offers mid-term teaching evaluations for instructional faculty (Small Group Instructional Diagnosis or SGID). - Leads UND's digital badging initiative collaborating across campus for the successful implementation of badges and/or micro-credentials. - Provides instructional design services to include course design and development, consults on evidence-based practices in teaching, provides workshops/seminars on various learning technologies and instructional design practices, reviews course design and instructional quality using Quality Matters rubric and other evidence-based resources, develops teaching with technology resources for user self-help, and faculty outreach. - Provides input on design of UND's teaching, learning and innovation spaces. - Provides tier 2 [following University Information Technology (UIT) who serve as tier 1] academic technology support to faculty, GTAs and staff on UND and NDUS supported systems and services. - Virtual proctoring expenses will be covered for Auto with Review (base service) with UND funding. Virtual proctoring services will be tracked monthly. - Supports hybrid/online programs by offering proctoring communication support (e.g. support for faculty working with our virtual proctoring company), hybrid software/hardware training and troubleshooting, non-credit enrollments, provides training to UIT as necessary, develops help guides, tutorials and knowledgebase. - Provides digital media tools and training for media conversion, editing and recording. - Processes and manages Learning Management System (LMS) and other application requests, providing updates to UND campus as needed. - Leads LMS analytics for UND's campus providing training and appropriate reports to various stakeholders. - Manages academic technology system integrations as well as data backup and storage in compliance with NDUS retention policies. - Collaborates with vendor and/or NDUS CTS regarding overall server/system administration. - Coordinates communication to faculty, staff and students regarding upcoming events, evidence-based practices, teaching and learning and other marketing as appropriate. - Collaborates with UIT to ensure alignment with UND Strategic Plan.
Recharge Services:	N/A

Premium Services:	- Instructional design for grants and/or organizations outside of UND will be charged an average hourly rate for instructional design. Premium service fees will also be charged for those not using the UND LMS. - Live virtual proctoring will be charged to academic colleges as a premium service (base service is Auto with Review).

Name of Service Unit:	University Analytics and Planning
Contact:	Matthew Berosik, Interim Chief Data Officer
Web address:	https://und.edu/analytics-and-planning/index.html
Brief Description:	University Analytics & Planning (UAP) serves as a resource by providing accurate, consistent, useful, timely, user-friendly and official data that can be used to assess the goals and objectives of the University of North Dakota.
Customers Eligible to Request Service:	Faculty, Staff, Students, and the general public.
Core Services Specifics:	• Collects, warehouses, analyzes, and disseminates data relevant to the needs of the campus. • Designs and conducts research studies as needed for informed decision making. • Reports official institutional data to internal and external agencies. • Assists UND offices and individuals with institutional data gathering or with research-related projects. • Provides statistical and/or research consultation to help ensure data is used and interpreted correctly. • Keeps current about best research practices, technology, and trends on higher education.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	UND Online
Contact:	Jeff Holm, Vice Provost
Web address:	https://und.edu/academics/online/index.html
Brief Description:	UND Online creates and promotes innovative opportunities for UND to adapt to the every-changing landscape of higher education ensuring UND's academic programs align with students' and other stakeholders' interests and need, workforce development, enrollment demands, underserved populations, market characteristics and trends, fiscal issues, national visibility, and lifelong learning.
Customers Eligible to Request Service:	Faculty and Staff
Core Services Specifics:	- Provides short- and long-term strategic vision, applicable analytics, and other support for the development and improvement of online and other forms of academic programming as well as student opportunities and experiences associated with academic programs. These services address needs related to: - curricula, - co-curricular experiences, - internal and external partnerships, - course quality, - software and other course tools, - resource allocation and fiscal sustainability, and - student recruitment, engagement, and retention. - Improves the support for and experiences of UND students who participate in online and other non-traditional programming initiatives ensuring these student populations have the necessary academic and administrative supports to success. - Leads efforts to build strategic partnerships (locally, regionally, nationally, and globally) that will grow UND's status as the premier educational institution in the upper plains and improve UND's visibility and reputation at the national level. - Provides vision and support for program development and revision through analytics, including fiscal sustainability metrics, market conditions, workforce and labor market trends and needs, marketplace demand, and other factors specific to the UND strategic plan and North Dakota economic development goals and opportunities. - Manages and maintains compliance with any/all federal and state regulations that intersect with online and alternative programming initiatives at the university.

	• Work with others (e.g., Marketing and Communications, members of the Dean's Council) to improve visibility and access to online and related programming initiatives and contribute to a strategic enrollment plan for such initiatives. • Creates and/or reviews, in partnership with deans and the provost, MOUs and LOIs related to strategic initiatives and partnerships, and guide such documents through the approval process, when appropriate, in cooperation with the Director of Policy and Administration.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Veteran & Military Affairs/Veteran & Military Services
Contact:	Angie Carpenter, Director
Web address:	https://und.edu/student-life/military/
Brief Description:	Special Student Populations/Veteran & Military Services is focused on building connections with students, faculty, staff, and the community to encourage appreciation of and support for Veteran and military-affiliated students as well as conducting federal certification of Veteran Affairs educational benefits and oversight of several UND agreements with the U.S. Department of Defense (DoD) regarding UND's VA funding eligibility. UND's military affiliated populations is a student group that Enrollment Management has continued to grow headcount and student credit hours. The office serves over 2,000 veterans, dependent(s)/spouse(s), ROTC, Active Duty, and National Guard, etc. both on-campus and online.
Customers Eligible to Request Service:	Students, prospective students, staff, faculty
Core Services Specifics:	- Veteran & Military Administration: Provides leadership and management of 4 FTE and 5 student assistants; administration for advising, programming, and other military-affiliated efforts in alignment with the UND Strategic plan. - Advocate and develop institutional and state level policy and procedures to support our military affiliated students. - Veteran Student Advising: Provides services necessary to enroll veteran and military-affiliated students through compliance and interpretation of federal regulations and maintenance of appropriate forms in order for students to use their Veteran Affairs (VA) educational benefits. Provides military-affiliated students with orientation; provides support to veteran/military students and departments with information regarding VA certification of benefits for approximately 750 students; and supports students and instructors in class absenteeism due to military obligations. - Veteran/Military Student Programming: Develops and provides programming to help retain military-affiliated students including more than 10 events annually.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Vice Provost for Faculty Affairs
Contact:	Randi Tanglen, Vice Provost for Faculty Affairs
Web address:	https://und.edu/academics/provost/faculty-affairs/index.html
Brief Description:	The Office of the Vice Provost for Faculty Affairs provides support, resources, and opportunities for UND faculty success, professional and leadership development, shared governance, and faculty recognition.
Customers Eligible to Request Service:	Faculty, staff
Core Services Specifics:	- Provides New Faculty Orientation, new faculty lunches and an institutional membership for professional organizations such as the National Center for Faculty Development and Diversity (NCFDD). - Provides support and resources for faculty professional development, administrative coaching and leadership training including Faculty Learning Communities, writing groups, support for webinars and trainings. - Organizes, plans, and supports Chairs Leadership Institute, Faculty Affairs Leadership (associate deans), faculty leadership networking events and opportunities, leadership webinars and trainings, book reads and discussions, women's leadership lunches, etc. - Manages tenure and promotion policy and processes, post-tenure review processes and policy, policy development and implementation related to faculty affairs initiatives, and all issues related to academic personnel. - Provides programming and education to support policy implementation and development such as developmental leave panels and tenure and promotion workshops for faculty, deans, and chairs. - The VPFA provides leadership and administrative oversight to faculty award and recognition initiatives at the university level including support, coaching, and mentoring for national awards and fellowships for faculty. - Supports deans and colleges with faculty recruitment and retention strategies and other faculty success initiatives and resources.
Recharge Services:	N/A
Premium Services:	N/A