



Service Agreement

Business
Services

FY21 through FY25 Budget Information

	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
	Operations				
Service Unit Allocation for Primary Unit	\$ 6,391,691	\$ 6,468,198	\$ 7,358,372	\$ 8,866,308	\$ 10,286,983

Service Unit	Brief Description of Services	Core	Premium	Recharge	Page #
Emergency Management	The Office of Emergency Management is responsible for coordinating the University's preparation for, response to, and recovery from any major emergency.	X			5
Equal Opportunity & Title IX (EO/Title IX)	The Equal Opportunity & Title IX Office (EO/Title IX) is responsible for oversight of the University's equal opportunity and affirmative action program and for receiving complaints of discrimination or harassment under federal regulations. Coordinate the University's Americans with Disabilities Act compliance efforts. Provide leadership and coordination of the University's efforts to comply with civil rights laws, including Title IX, Title VII, and others.	X			6
Human Resources and Payroll Services	The Human Resources department is a strategic partner with the University's leadership and its employees, supporting its mission with the design, development and delivery of innovative programs and services. Core services and competencies include recruitment and staffing, employee relations, employee development/learning and development, leadership development, compensation and benefits, HR information management, Student Employment, and regulatory compliance.	X			8
Print and Mail Center	The Print & Mail Center provides cost efficient, timely copy and print services, as well as mail processing services. Copiers located across campus are also managed by the Print & Mail Center to ensure that the equipment meets the needs of the users in terms of machine size, features, copy quality and copier placement.	X	X	X	11
Risk Management/ Insurance	Risk Management & Insurance is responsible for mitigating the State's liability to tort claims. All claims are reported to the appropriate insurance carrier within 24 hours. Follow-up on claims with Facilities	X			13

	and/or adjustor is accomplished within 30 days. Inspections of damaged property for insurance claims is done within 24 hours of notification of loss. Also responsible for UND's building and contents coverage, and administration of Vector Solutions and Quali Ready.				
Safety (Office of)	<p>The Office of Safety is committed to promoting safe work practices, appropriate training, protection of the environment, and compliance with applicable standards and regulations. This is provided throughout all areas of the institution and requires consistent adaptability through our many departments and units. Overall, the Office of Safety is responsible for continuous compliance with a wide variety of codes and regulations, as well as ensuring that all involved are aware and trained as required. Responsible for the Worker's Compensation processing of employee incident reports, filing of worker's compensation claims, including loss-time claims, and working as a liaison between the employee and ND WSI. Also responsible for the coordination of out of state and out of country worker's compensation coverage. Responsible for performing ergonomic assessments and the identification of workstation and work practice changes needed to prevent/address cumulative trauma injuries.</p> <p>Responsible for the coordination and maintenance of the Medical Monitoring Program. Responsible for the administration of Vector Solutions Training and EHS Management Systems.</p>	X			15
Staff Senate	The Staff Senate is comprised of elected representatives from each salary band to serve the following objective purposes. Staff Senate fosters a spirit of unity, pride, and cooperation by advising University administration.	X			17
Transportation	Transportation Services provides para-transit services for eligible faculty, staff, and students; provides campus shuttle services in conjunction with Cities Area Transit; provides motor pool management for the University of North Dakota.	X	X	X	18

University Police Department	The University Police Department serves to protect and enhance the quality of life for all who live on, work with, or visit the campus community. The effectiveness in accomplishing this goal is measured by the absence of fear and crime in our community and by the level of respect for its efforts.	X	X		19
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Name of Service Unit:	Emergency Management
Contact:	Jen Berger, Director for Emergency Management
Web address:	https://UND.edu/safety/emergencies/
Brief Description:	The Office of Emergency Management is responsible for coordinating the University’s preparation for, response to, and recovery from any major emergency.
Customers Eligible to Request Service:	Staff, faculty, students, public
Core Services Specifics:	<ul style="list-style-type: none"> • Provides emergency communications. • Monitors weather emergencies and travel alerts. • Prepares and maintains emergency operations plans, building emergency procedures, and continuity of operations plans. • Maintains emergency applications, platforms and systems (Veoci, SafeCampus, and Assurance). • Coordinates and issues building access authorization by issuing and receiving keys and fobs to students, faculty and independent contractors through the lock shop and EDA databases. • Provides EM training to the university community. • Coordinates training for Building Safety and Security Reps (BSSRs). • Coordinates test of EM systems to maintain compliance. • Develops, maintains, and coordinates policies related to emergency management. • Maintains COVID 19 supply chain for the University locations (Grand Forks, Fargo, Bismarck, and Minot) • Controls COVID-19 PPE inventory. <p>The EM Operations Center operates 24/7</p> <ul style="list-style-type: none"> • Receives and manages work orders. • Monitors building automation systems (fire, HVAC, security). • Monitors campus surveillance, fire and other alarms. • Issues and receives keys. • Schedules EDA/Electronic Door Access and FOBS. • Handles general campus requests during non-business hours. • Maintains the UND Emergency Operations Center (EOC).
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Equal Opportunity & Title IX
Contact:	Donna Smith, Assistant Vice President
Web address:	https://campus.UND.edu/equal-opportunity/
Brief Description:	The Equal Opportunity & Title IX Office (EO/Title IX) is responsible for oversight of the University's equal opportunity and affirmative action program and for receiving complaints of discrimination or harassment under federal regulations. Coordinate the University's Americans with Disabilities Act compliance efforts. Provide leadership and coordination of the University's efforts to comply with civil rights laws, including Title IX, Title VII, and others.
Customers Eligible to Request Service:	Students, staff, faculty, and visitors to UND
Core Services Specifics:	<ul style="list-style-type: none"> • Oversee the University's compliance with Title IX, disability and anti-harassment/discrimination laws and regulations, identifying and addressing any patterns of systemic problems revealed by such reports and complaints, and providing guidance on development of related policies and procedures. • Promptly review, investigate or oversee the investigation of, and resolve all complaints of sexual misconduct and protected class harassment/discrimination in institutional programs, services, benefits, housing, extracurricular activities and related opportunities. • Provide training, education and consultation through presentations, workshops and on-line methods for faculty and staff related to sexual misconduct and protected class harassment/discrimination awareness, prevention and compliance. Collaborate with the Division of Student Affairs and other offices to provide similar education for students. • Serve as the liaison to state and federal civil rights agencies including the Equal Employment Opportunity Commission, the Department of Education Office for Civil Rights, the North Dakota Department of Labor and Human Rights. Respond or collaborate with other offices in responding to and resolving administrative complaints from those offices. • Track incidents of discrimination, harassment, and sexual misconduct to monitor for trends and patterns. Collaborate with departments, divisions, colleges, and individuals, as appropriate, to address identified patterns. • Provide reports to executive leadership regarding numbers and types of discrimination, harassment and sexual misconduct incidents involving campus community members.

	<ul style="list-style-type: none"> • Consult regularly with Human Resources and others, as appropriate, on matters involving staff and faculty searches, hiring, promotion, discipline, and termination to ensure compliance with federal and state laws and regulations and University policy. • Prepare and monitor the university’s affirmative action program. Collaborate with Human Resources and other campus partners to recruit a qualified and diverse candidate pool. • Provide guidance to hiring officials regarding equal opportunity and affirmative action obligations to ensure that the interview and selection processes are free from discrimination. • Remain informed on changes to guidance, laws or regulations affecting the University’s Title IX, discrimination, equal opportunity, and affirmative action compliance efforts. • Provide leadership and expertise on the development of institutional policies and procedures for disability compliance in programs, facilities, and services. • Review, investigate and authorize, as appropriate, employee requests for reasonable accommodations under the Americans with Disabilities Act. Consult with faculty and staff on the selection, implementation and use of adaptive technology. • Work in partnership with Student Disability Resources & Academic Support to identify, address and resolve access issues experienced by students. • Partner with CVIC to create and oversee CVIC at UND, which provides (1) confidential support for students and employees who have experienced interpersonal or sexual violence; and (2) education for students and employees on interpersonal/sexual violence awareness and prevention, healthy relationships, being a supportive bystander, and other related topics.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Human Resources
Contact:	Peggy Varberg, Associate VP, Human Resources
Web address:	https://UND.edu/finance-operations/human-resources-payroll/
Brief Description:	The Human Resources department is a strategic partner with the University's leadership and its employees, supporting its mission with the design, development and delivery of innovative programs and services. Core services and competencies include recruitment and staffing, employee relations, employee development/learning and development, leadership development, compensation and benefits, HR information management, Student Employment, and regulatory compliance.
Customers Eligible to Request Service:	Staff, faculty, student employees, applicants
Core Services Specifics:	<ul style="list-style-type: none"> • Recruitment and Staffing: <ul style="list-style-type: none"> ○ Assist departments/managers in Staff Recruiting including: preparation of Position Descriptions, requisitions and job postings; place advertisements; respond to applicant questions; initial screening of applicants; review and approval of all staff hires; offer letters, process/bill background checks; assist departments and new employees through on-boarding process. ○ Management of the Recruiting Software for the recruitment of UND faculty, staff, and Students. ○ Strategic Staffing advisement, including the identification and addressing of staffing implications as it relates to UND's business strategies and plans. • Compensation <ul style="list-style-type: none"> ○ Management of the compensation plans for employees (faculty and staff) at UND. Reviews compensation on each position to ensure appropriate market, job family and job band. ○ Complete all salary surveys, market benchmarks and job code/equity work. ○ Respond to requests for information regarding salaries for UND faculty and staff. • Payroll Services (provided for UND in addition to CTS and NDUSO via an SLA for those entities) <ul style="list-style-type: none"> ○ Payroll administration for all employees (staff, faculty and students) at the University of North Dakota. ○ Reconcile and report all payroll, taxes and deductions, as required by law, in compliance with local, state and federal laws. ○ Preparation and distribution of Internal/External Market Survey data to departments.

*Note that departments who hire employees who reside outside of ND will be responsible for costs incurred as defined in the [Remote Site \(Flexplace\) Work Locations policy \(3.12\)](#).

- Employee Benefits:
 - Benefit administration for all benefited employees at the University of North Dakota.
 - Act as a liaison between benefit vendors, the institution and the employees.
 - Administer Donated Leave program.
- Talent Management-Employee Relations-Faculty and Staff:
 - Development and updates of employment policies and procedures.
 - Advise departments and employees on employee relations, disciplinary and performance development.
 - Manages the disciplinary process, performance improvement plans, and letters of warning/reprimand.
 - Interpret policies and procedures in addition to employment law.
 - Investigate workplace issues and advise management on any resolution.
 - Management of the Annual Staff Performance Evaluation process.
 - Organizational Development-assisting departments with structure and position development.
- ADA accommodations for all faculty and staff at UND.
- Leave management for all staff and faculty. Includes FMLA, donated leave, military leave, etc.
- HR Information Management:
 - Manage employee data in the HRMS system and Perceptive Content for the University of North Dakota.
 - Provide data as requested by administration, departments, employees, auditors, and the public.
- Student Employment:
 - Manages all areas of student employment for UND.
 - Works in collaboration with Student Financial Aid regarding awarding dollars.
- Staff Learning and Development/Leadership Development:
 - Development and presentation of Human Resources campus training to supervisors and employees, as deemed appropriate/necessary by the Human Resources Office; i.e. federal/state laws, employee relations, leadership, policies and processes.

	<ul style="list-style-type: none"> ○ Development of leadership training for all levels of staff. ○ Development of succession planning and skills gap analysis and training. ● Federal, State and Local regulatory Compliance: <ul style="list-style-type: none"> ○ Maintain compliance with FLSA, DOL, NLRB, ADA, FMLA, ACA, I-9 etc. Compliance with all states where UND is an employer due to Remote Worksite Locations Policy. ○ Provide guidance to Purchasing and Procurement Services, Student Account Services and departments on non-employee payments/scholarships to non-resident aliens and non-U.S. entities. ○ File institution reports as required by policy, legislature and/or law with: Internal Revenue Service, state tax departments, Job Service, Bureau of Labor Statistics, Workers' Compensation, Immigration and Nationalization Services, North Dakota University System, and State Board of Higher Education.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Print and Mail Center
Contact:	Sherri Brossart, Manager
Web address:	https://campus.und.edu/campus-services/print-mail-center/
Brief Description:	The Print & Mail Center provides cost efficient, timely copy and print services, as well as mail processing services. Copiers located across campus are also managed by the Print & Mail Center to ensure that the equipment meets the needs of the users in terms of machine size, features, copy quality and copier placement.
Customers Eligible to Request Service:	Students, staff, faculty, campus community
Core Services Specifics:	<ul style="list-style-type: none"> • Supports the University by providing mail and package deliveries. <ul style="list-style-type: none"> ○ Mail is sorted and delivered daily throughout the campus. ○ Outgoing mail is picked up from departments when deliveries are made. ○ Delivers UPS and Federal Express packages, duplicating print jobs, as well as printer and copier paper. • Provides mail preparation services including: <ul style="list-style-type: none"> ○ Guidance in mail piece design ○ Address printing ○ NCOA link to meet the USPS move update requirement for discounted postage rate mail ○ Address verification ○ Tabbing, folding, and inserting • Forwards residence hall mail.
Recharge Services:	<ul style="list-style-type: none"> • Provides/processes copy, print and related services to include black and white printing, color printing, large format printing, folding services, booklets, binding, envelopes, letterhead, and business cards. • In conjunction with Procurement and Payment Services, provides input to departments to select satellite copiers that best meet the needs of their department, for a reasonable cost per copy. • Monitors vendor performance in terms of service provided to the customer. (CMP eliminates the need for individual departments to research and compare pricing, functionality, quality, service, and maintenance). • Maintains the satellite copier program by billing departments monthly. • Provides and monitors service and supplies for departmental copiers. • Pays all invoices for purchase and copier service contracts throughout the term.

	<ul style="list-style-type: none">• Provides and coordinates training to key operators and users on departmental copiers.• Pricing available at http://und.edu/finance-operations/duplicating/paper.cfm
Premium Services:	More than one daily mail delivery/pick up to buildings/departments. Additional deliveries \$60 - \$100 depending on number of stops.

Name of Service Unit:	Risk Management/Insurance
Contact:	Linda Olson, Risk Management Officer
Web address:	https://campus.und.edu/safety/risk-management/index.html
Brief Description:	Risk Management & Insurance is responsible for mitigating the State’s liability to tort claims. All claims are reported to the appropriate insurance carrier within 24 hours. Follow-up on claims with Facilities and/or adjustor is accomplished within 30 days. Inspections of damaged property for insurance claims is done within 24 hours of notification of loss. Also responsible for UND’s building and contents coverage, and administration of Vector Solutions and Kuali Ready.
Customers Eligible to Request Service:	Staff, faculty, students & general public
Core Services Specifics:	<ul style="list-style-type: none"> • Prepares application for ND Risk Management premium discounts. • Coordinates claims inspections with adjustors. • Manages claim files for property claims. • Reviews loss assessments for institution. • Conducts loss reporting for institution. • Manages certificates of insurance. • Assists in building safety inspections. • Completes and submits annual inventory submissions to State Fire and Tornado Fund and Inland Marine carrier. • Conducts insurance workshops. • Coordinates loss claims and facilitates departmental deductible payments. • Disburses claim payments. • Chairs the Enterprise Risk Management Committee and coordinates university annual risk assessment. • Chairs Accident Review Committee. • Acts as liaison for North Dakota Risk Management on behalf of UND. • Coordinates waivers and insurance requirements for activities and events. • Develops, maintains, and coordinates policies related to risk management and insurance. • Administration of Vector Solutions. • Administration of Kuali Ready, UND’s Continuity of Operations Planning software.

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

Name of Service Unit:	Safety (Office of)
Contact:	Marc Simpson, Director for Safety Tearnie Braaten Hull, Work Comp Claims Coordinator/Office Mgr.
Web address:	https://UND.edu/safety/public-safety/
Brief Description:	<p>The Office of Safety is committed to promoting safe work practices, appropriate training, protection of the environment, and compliance with applicable standards and regulations. This is provided throughout all areas of the institution and requires consistent adaptability through our many departments and units. Overall, the Office of Safety is responsible for continuous compliance with a wide variety of codes and regulations, as well as ensuring that all involved are aware and trained as required. Responsible for the Worker’s Compensation processing of employee incident reports, filing of worker’s compensation claims, including loss-time claims, and working as a liaison between the employee and ND WSI. Also responsible for the coordination of out of state and out of country worker’s compensation coverage. Responsible for performing ergonomic assessments and the identification of workstation and work practice changes needed to prevent/address cumulative trauma injuries. Responsible for the coordination and maintenance of the Medical Monitoring Program. Responsible for the administration of Vector Solutions Training and EHS Management Systems.</p>
Customers Eligible to Request Service:	Students, faculty, staff, campus visitors
Core Services Specifics:	<ul style="list-style-type: none"> • Coordinates and conducts clean up, disposal, investigation, training and compliance reporting for environmental health and safety, fire safety, laser safety, biological safety, and radiation safety. • Provides and conducts training and audits for laboratories across campus. • Ensures compliance with lab policies and procedures. • Provides and conducts inventory, purchase, waste disposal, and handling for lab chemicals. • Maintains hazardous chemical purchase process. • Provides authorization for the use and handling of radiological materials. • Authorizes the purchase, storage and disposal of radiological materials. • Coordinates maintenance of campus emergency blue lights, fire extinguishers, AEDs, and First Aid Kits. • Monitors radiological exposure levels. • Maintains compliance with national, state, and local regulations.

	<ul style="list-style-type: none"> • Coordinates shipment, transport, and receipt of hazardous materials. • Monitors and maintains campus critical infrastructure. • Develops, maintains, and coordinates policies related to safety. • Responds to various safety-related incidents, near misses and accidents. • Ensures regulatory compliance in fire safety and provides training in all fire safety areas. • Provides respirator mask fittings to UND students and employees when required for UND employment. • Coordinates biosafety cabinet certifications, fume hoods, and glove boxes for UND labs. • Evaluates safety & health through (initially & periodically) process safety assessments, environmental monitoring, offer general health and safety advice throughout all levels of the organization. • Manage enrollment of the Occupational Health Plan, Bloodborne Pathogen Exposure Plan, and Respiratory Protection Plan. • Maintains and reviews event approval processes, policies, and procedures. • Administers Worker’s Comp claim filings and follow-up with employees, medical providers, and ND WSI, including out of country and out of state, as well as any loss-time claims. • Coordinates with UND departments, including HR/Payroll, for work restrictions/transitional/modified work duty. • Administration of UND’s Medical Monitoring Program. • Administration of UND’s ergonomics program. • Coordinates training requirements for compliance with departments.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Staff Senate
Contact:	Mike Wozniak, Staff Senate President (michael.wozniak@und.edu)
Web address:	https://campus.und.edu/staff-senate/index.html
Brief Description:	The Staff Senate is comprised of elected representatives from each salary band to serve the following objective purposes. Staff Senate fosters a spirit of unity, pride, and cooperation by advising University administration.
Customers Eligible to Request Service:	University Staff and Administration
Core Services Specifics:	<p>The Staff Senate’s charge is:</p> <ul style="list-style-type: none"> • To serve as an active link for meaningful information exchange between staff and administration relative to issues of mutual concern. • To provide open meetings to express, propose, represent, investigate, and debate issues. The Staff Senate, acting as an official and responsible voice in University affairs, will recommend action on issues that receive majority approval of the senators. • To advise the President about working conditions and employment practices, including recognition, compensation and other pertinent issues. • To promote awareness of opportunities developed by Staff Senate, encourage involvement in campus and community activities and increase knowledge of the operation of the University.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Transportation
Contact:	Judy Rosinski / Transportation Manager
Web address:	https://campus.UND.edu/transportation/index.html
Brief Description:	Provides para-transit services for eligible faculty, staff, and students; provides campus shuttle services in conjunction with Cities Area Transit; provides motor pool management for the University of North Dakota.
Customers Eligible to Request Service:	Students, faculty, staff and state of ND employees
Core Services Specifics:	<ul style="list-style-type: none"> • Para-Transit Services: <ul style="list-style-type: none"> ○ Provide para-transit shuttle services to employees who, because of a disability, are unable to walk or otherwise travel from the closest available parking lot to their workplace or to travel intra-campus for work-related activities. The determination of whether to grant the accommodation request will be made in accordance with the University's Workplace Accommodation Policy. ○ Provide para-transit shuttle services to students who, because of special needs or a mobility impairment, cannot access the fixed campus route shuttle service. Student eligibility is determined by the Office of Community Standards. • Campus Shuttle Services: <ul style="list-style-type: none"> ○ Provide fixed route campus shuttle services to faculty, staff, and students in conjunction with Cities Area Transit. ○ Coordinate campus shuttle services, marketing, and outreach. ○ Serve as liaison with Cities Area Transit. • UND Motor Pool Management: <ul style="list-style-type: none"> ○ Provide safe, clean, and well-maintained motor vehicles. ○ Manage online motor pool reservation portal. ○ Manage long-term and temporary/seasonal motor pool vehicle assignments. ○ Coordinate vehicle repair and replacement. ○ Monitor usage of state vehicles to ensure compliance with ND Risk Management, State Fleet and UND policy. ○ Compile and prepare accident reports for ND Risk Management and complete incident reporting for UND Office of Safety. ○ Serve on UND Loss Control Committee. ○ Serve on UND Accident Review Board. ○ Service as liaison with North Dakota State Fleet.
Recharge Services:	Motor pool costs for reservations and short/long-term assignments.
Premium Services:	Aviation Shuttle Services

Name of Service Unit:	University Police Department
Contact:	Tracy Meidinger, Assistant Chief of Police
Web address:	https://UND.edu/safety/police
Brief Description:	The University Police Department serves to protect and enhance the quality of life for all who live on, work with, or visit the campus community. The effectiveness in accomplishing this goal is measured by the absence of fear and crime in our community and by the level of respect for its efforts.
Customers Eligible to Request Service:	Students, faculty, staff, campus visitors, other state, local and federal law enforcement agencies, and the general public
Core Services Specifics:	<ul style="list-style-type: none"> • Provides campus safety and security 24/7. • Conducts various criminal and administrative investigations. • Provides alcohol and drug awareness programs. • Provides and maintains building security. • Coordinates and maintains missing student protocols. • Coordinates and provides guidance on surveillance equipment. • Coordinates and maintains various safety programs. • Conducts crime reports as required for compliance with UCR and Clery. • Issues timely warnings and emergency notifications in conjunction with Emergency Management. • Provides weapons storage options. • Provides executive protection as required. • Conducts and maintains partnership policing programs. • Conducts safety planning to various constituencies. • Acts as first responder to community incidents. • Serves on numerous committees regarding public safety. • Acts as a liaison with other law enforcement/public safety entities. • Participates in regional special operations groups and task forces. • Provides emergency preparation and response as required by the National Incident Management System (NIMS). • Provides safety escorts as requested. • Provides battery jump start services for affiliated University community.

	<ul style="list-style-type: none">• Provides and maintains security for all university events (e.g. sports events, commencement). UPD charges for security at other events as needed.• Develops, maintains, and coordinates policies related to university law enforcement and public safety.
Recharge Services:	N/A
Premium Services:	Hire back charges for outside organizations, i.e., Contractors & Vendors requiring services beyond the standard police patrol service provided. Core missions come first. Premium Services are conducted as resources are available.