



# Service Agreement

Business  
Services

FY19 through FY23 Budget Information\*

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
	Operations				
<b>Service Unit Allocation for Primary Unit</b>	\$ 5,443,441	\$ 6,617,123	\$ 6,391,691	\$ 6,468,198	\$ 7,358,372

\*Service Unit Allocation amount is for the total cost pool

Service Unit	Brief Description of Services	Core	Premium	Recharge	Page #
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 Title IX.	X			3
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 and regulatory compliance.	X			5
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	7
Transportation	Transportation provides motor pool management for the University of North Dakota	X	X	X	9

<b>Name of Service Unit:</b>	Equal Opportunity & Title IX
<b>Contact:</b>	Donna Smith, Assistant Vice President
<b>Web address:</b>	<a href="https://campus.UND.edu/equal-opportunity/">https://campus.UND.edu/equal-opportunity/</a>
<b>Brief Description:</b>	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 Title IX.
<b>Customers Eligible to Request Service:</b>	Students, staff, faculty, and visitors to UND
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Provide training, education and consultation through presentations, workshops and on-line methods for faculty and staff related to Title IX 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Provide reports to executive leadership regarding numbers and types of discrimination, harassment and sexual misconduct incidents involving campus community members.</li> <li>• Consult regularly with Human Resources &amp; Payroll Services and the Provost's Office 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare and monitor the university’s affirmative action program. Collaborate with Human Resources &amp; Payroll Services, Academic Affairs, the School of Medicine and Health Sciences, and others to recruit a qualified and diverse candidate pool.</li> <li>• Monitor all faculty and administrative position searches and provide guidance to hiring officials regarding equal opportunity and affirmative action obligations to ensure that the interview and selection processes are free from discrimination.</li> <li>• Remain informed on changes to guidance, laws or regulations affecting the University’s Title IX, discrimination, equal opportunity, and affirmative action compliance efforts.</li> <li>• Provide leadership and expertise on the development of institutional policies and procedures for disability compliance in programs, facilities, and services.</li> <li>• 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.</li> <li>• Work in partnership with Disability Services for Students to identify, address and resolve access issues experienced by students.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Human Resources & Payroll Services
<b>Contact:</b>	Peggy Varberg, Associate VP for Human Resources & Payroll Services
<b>Web address:</b>	<a href="https://UND.edu/finance-operations/human-resources-payroll/">https://UND.edu/finance-operations/human-resources-payroll/</a>
<b>Brief Description:</b>	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 and regulatory compliance.
<b>Customers Eligible to Request Service:</b>	Staff, faculty, student employees, applicants
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Recruitment and Staffing: <ul style="list-style-type: none"> <li>○ 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; process/bill background checks; assist departments and new employees through on-boarding process.</li> <li>○ Management of the Recruiting Software for the recruitment of UND faculty and staff.</li> <li>○ Strategic Staffing advisement, including the identification and addressing of staffing implications as it relates to UND's business strategies and plans.</li> </ul> </li> <li>• Employee Compensation and Payroll Services: <ul style="list-style-type: none"> <li>○ Management of the compensation plans for employees at UND.</li> <li>○ Complete all salary surveys, market benchmarks and job code/equity work.</li> <li>○ Payroll administration for all employees at the University of North Dakota.</li> <li>○ Reconcile and report all payroll, taxes and deductions, as required by law, in compliance with local, state and federal laws.</li> <li>○ Preparation and distribution of Internal/External Market Survey data to departments.</li> </ul> </li> </ul> <p>*Note that departments who hire employees who reside outside of ND will be responsible for costs incurred as defined in the <a href="#">Remote Site (Flexplace) Work Locations policy (3.12)</a>.</p> <ul style="list-style-type: none"> <li>• Employee Benefits: <ul style="list-style-type: none"> <li>○ Benefit administration for all benefited employees at the University of North Dakota.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Act as a liaison between benefit vendors, the institution and the employees.</li> <li>○ Administer Donated Leave program.</li> <li>● Employee Relations/Staff Development:             <ul style="list-style-type: none"> <li>○ Development and updates of employment policies and procedures.</li> <li>○ Advise departments and employees on employee issues, development and employment law, as requested/needed.</li> <li>○ Assist managers in development of performance improvement plans and administer employee disciplinary proceedings.</li> <li>○ Investigate workplace issues and advise management on any resolution.</li> <li>○ Management of the Annual Staff Performance Evaluation process.</li> </ul> </li> <li>● HR Information Management:             <ul style="list-style-type: none"> <li>○ Manage employee data in the HRMS system and Perceptive Content for the University of North Dakota.</li> <li>○ Provide data as requested by administration, departments, employees, auditors, and the public.</li> </ul> </li> <li>● Staff Learning and Development/Leadership Development:             <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Development of leadership training for all levels of staff.</li> <li>○ Development of succession planning and skills gap analysis and training.</li> </ul> </li> <li>● Federal, State and Local regulatory Compliance:             <ul style="list-style-type: none"> <li>○ Maintain compliance with FLSA, DOL, NLRB, ADA, FMLA, ACA, I-9 etc.</li> <li>○ 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.</li> <li>○ 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.</li> </ul> </li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Print and Mail Center
<b>Contact:</b>	Sherri Brossart, Manager
<b>Web address:</b>	<a href="https://campus.und.edu/campus-services/print-mail-center/">https://campus.und.edu/campus-services/print-mail-center/</a>
<b>Brief Description:</b>	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.
<b>Customers Eligible to Request Service:</b>	Students, staff, faculty, campus community
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Supports the University by providing mail and package deliveries. <ul style="list-style-type: none"> <li>○ Mail is sorted and delivered daily throughout the campus.</li> <li>○ Outgoing mail is picked up from departments when deliveries are made.</li> <li>○ Delivers UPS and Federal Express packages, duplicating print jobs, as well as printer and copier paper.</li> </ul> </li> <li>• Provides mail preparation services including: <ul style="list-style-type: none"> <li>○ Guidance in mail piece design</li> <li>○ Address printing</li> <li>○ NCOA link to meet the USPS move update requirement for discounted postage rate mail</li> <li>○ Address verification</li> <li>○ Tabbing, folding, and inserting</li> </ul> </li> <li>• Forwards residence hall mail.</li> </ul>
<b>Recharge Services:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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).</li> <li>• Maintains the satellite copier program by billing departments monthly.</li> <li>• Provides and monitors service and supplies for departmental copiers.</li> <li>• Pays all invoices for purchase and copier service contracts throughout the term.</li> <li>• Provides and coordinates training to key operators and users on departmental copiers.</li> </ul>



	<ul style="list-style-type: none"><li>• Pricing available at <a href="http://und.edu/finance-operations/duplicating/paper.cfm">http://und.edu/finance-operations/duplicating/paper.cfm</a></li></ul>
<b>Premium Services:</b>	More than one daily mail delivery/pick up to buildings/departments. Additional deliveries \$60 - \$100 depending on number of stops.

<b>Name of Service Unit:</b>	Transportation
<b>Contact:</b>	Judy Rosinski / Transportation Manager
<b>Web address:</b>	<a href="https://campus.UND.edu/transportation/index.html">https://campus.UND.edu/transportation/index.html</a>
<b>Brief Description:</b>	Transportation provides motor pool management for the University of North Dakota
<b>Customers Eligible to Request Service:</b>	Students, faculty, staff and state of ND employees
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Door to door drop off and pick up for students who have special needs or mobility issues. <ul style="list-style-type: none"> <li>○ We offer this campus, door to door, service for students with special needs or mobility issues that have been referred to us by the Disability Support Services department or the Office of Student Rights and Responsibilities.</li> <li>○ This service averages about 150 rides per semester. The number of rides provided does vary semester to semester based on need.</li> </ul> </li> <li>• Door to door drop off and pick up for faculty/staff who have special needs or mobility issues. <ul style="list-style-type: none"> <li>○ We offer this campus, door to door, service for faculty/staff with special needs or mobility issues that have been referred to us by the Equal Opportunity &amp; Title IX office.</li> </ul> </li> <li>• State of North Dakota motor pool vehicle assignment along with short term seasonal assignments and longer full time assignments. <ul style="list-style-type: none"> <li>○ Taking on line reservations and ensuring that a safe, clean and well maintained vehicle is ready for the needs of the individual or group needing a vehicle.</li> <li>○ We also work very closely with the state concerning vehicle exchanges and risk management of all state vehicles.</li> <li>○ We have between 250 and 280 vehicles assigned to UND at any given time.</li> <li>○ State fleet reservations and rates available at <a href="https://campus.und.edu/transportation/state-fleet/index.html">https://campus.und.edu/transportation/state-fleet/index.html</a></li> </ul> </li> </ul>
<b>Recharge Services:</b>	Motor pool costs
<b>Premium Services:</b>	Shuttle services