



Service Agreement

Office of the
President

FY20 through FY24 Budget Information

	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
	Office of the President				
Service Unit Allocation for Primary Unit	\$ 1,494,437	\$ 1,455,219	\$ 1,466,780	\$ 1,495,155	\$ 2,925,851

Service Unit	Brief Description of Services	Core	Premium	Recharge	Page #
Office of the President	The President serves as the Chief Executive Officer of the University with full authority and responsibility to administer the affairs of the institution in accordance with SBHE policies, plans, budgets and standards including the management and expenditure of all institutional funds, within budgetary and other limitations imposed by law or by the Board.	X	X		3
Diversity and Inclusion					6
Indigenous Student Center	The Indigenous Student Center is a gathering place for Indigenous students to find support in their academic, social, and cultural development.	X			7
Internal Auditing	Internal Auditing's primary focus is to provide excellent service to the University by thoroughly investigating and reporting on fraud hotline allegations, auditing high risk areas and areas requested by management to strengthen internal controls, provide assurance, and improve operations, follow up on audit recommendations to confirm they have been implemented, provide advisory services to administration and departments.	X			8
Pride Center	The Pride Center at University of North Dakota is committed to enriching the campus experience and providing support for student diversity in the areas of sexual orientation and gender identity through education, programming, support and advocacy.	X			9
Student Diversity and Inclusion**	Student Diversity & Inclusion provides support resources for students in relation to their racial, ethnic, cultural, and sexual identities.	X			10

**Indicates a department fully funded by mandatory student fees

Name of Service Unit:	Office of the President
Contact:	Cheri Williams, Assistant to the President
Web address:	https://UND.edu/president/
Brief Description:	The President serves as the Chief Executive Officer of the University with full authority and responsibility to administer the affairs of the institution in accordance with SBHE policies, plans, budgets and standards including the management and expenditure of all institutional funds, within budgetary and other limitations imposed by law or by the Board.
Customers Eligible to Request Service:	Internal: Faculty, Staff, Students, Administration, Primary Units, Service Units External: Grand Forks Community members, residents and non-residents of the State of North Dakota.
Core Services Specifics:	<ul style="list-style-type: none"> • Consistent with SBHE policy, the role of the President (and the support provided by his office) is mandated with broad authority and responsibility. The effectiveness of the leadership provided by the President is a key determining factor of the success of the institution. • The President is ultimately responsible for the overall health of the university and its success in performing its mission of educating students. In addition to serving as a vital link between the state's administrative structure and the faculty, staff and student body of the university, the President's Office performs many different functions, playing key roles in setting the tone for the institution's internal relationships and serving as the university's most public face in the interaction with alumni, friends, donors the community of Grand Forks and North Dakota Legislators and Government Officials. Also, working with the Provost's Office and the faculty, the President's Office protects and nurtures the educational mission of the university, especially serving as a guardian of academic rigor. • The office is not only administrative, but it also serves to support, develop, promote and publicize initiatives and programs arising out of the diverse university community. The various facets of the President's Office are, in essence, chief executive and chief cheerleader, organizer, promoter, and salesman, responsible for informing the institution's public about and seeking support for the university as it goes about the task of educating students for the future of the state and nation.

- Engage the campus, community, and state to gain a better understanding of our aspirations and to gain insights on the best path forward for UND. This requires a high degree of visibility on the part of the President and First Lady. Staff in the President's Office have responsibility for managing calendar, planning, scheduling, logistics, travel, budget, etc., for all meetings and events on behalf of the President. Coordination between UND and multiple constituent groups is often required and the success/public perception of meetings and events is highly dependent on the quality of the work done behind the scenes.
- Serve as the Chief Executive Officer of the University, reporting to the North Dakota University System (NDUS), which functions as the public system of higher education and policy coordination entity within North Dakota. The President is responsible internally for administrative leadership and effectiveness, provides strategic leadership to NDUS in matters of research and policy development in accreditation, and contributes at the national level to ongoing discussions on quality assurance in higher education.
- Inaugurate a vision for the future of the University and share the following ambitions with others to inspire and motivate them to fund the vision through philanthropy. Work in tandem with the Foundation to develop and strengthen relationships with donors, alumni, and external constituents etc.
- Collaborate and work with senior administration to develop, shape, and sustain the vision and mission of the University. Ensure said vision and mission is communicated throughout the campus, Grand Forks community, State of North Dakota, and with external constituents which aid UND in setting the academic tone of the University.
- Carries out approved policies and regulations governing the University.
- Responsible for the internal organization of the institution's administration (academic, administrative, student affairs) and the development and management of the physical plant and auxiliary services. To that end, the President is focusing on coalescing a collaborative and cohesive team at UND that has the capacity to change in the pursuit of excellence. Careful consideration of organizational structure is a key part to achieving this goal. In addition, assessment of facility needs and utilization must be ongoing.
- Promotes the intellectual, physical, and fiscal health of the University.

	<ul style="list-style-type: none">• All the above services are measured by timeliness, accuracy, customer satisfactions, feedback, and outcomes being utilized.• Note: Parts of this narrative are directly quoted or paraphrased from SBHE Policy 305.1 College and University Presidents' Authority and Responsibilities.
Recharge Services:	N/A
Premium Services:	Provide partnership opportunities with external constituents with various agreements that benefit both the University and Community.

Name of Service Unit:	Diversity and Inclusion
Contact:	
Web address:	
Brief Description:	
Customers Eligible to Request Service:	
Core Services Specifics:	
Recharge Services:	
Premium Services:	

Name of Service Unit:	Indigenous Student Center
Contact:	Keith Malaterre, Director
Web address:	https://und.edu/student-life/diversity/indigenous-center
Brief Description:	The Indigenous Student Center is a gathering place for Indigenous students to find support in their academic, social, and cultural development.
Customers Eligible to Request Service:	UND students, staff & faculty
Core Services Specifics:	<p>Our services include but are not limited to:</p> <ul style="list-style-type: none"> • Student Academic & Career Services • Indigenous Scholarships • Spiritual use of Sage, Sweetgrass & Cedar • Student Organizations • Land Acknowledgement • Time Out Wacipi Powwow • Social & Cultural Programming
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Internal Auditing
Contact:	Robert Carolin, Chief of Staff, President’s Office
Web address:	https://campus.UND.edu/internal-auditing
Brief Description:	Internal Auditing’s primary focus is to provide excellent service to the University by thoroughly investigating and reporting on fraud hotline allegations, auditing high risk areas and areas requested by management to strengthen internal controls, provide assurance, and improve operations, follow up on audit recommendations to confirm they have been implemented, provide advisory services to administration and departments.
Customers Eligible to Request Service:	University management, faculty and staff
Core Services Specifics:	<ul style="list-style-type: none"> • Conduct internal audits per annual risk based audit plan or per additional management request throughout the year. • Conduct special request audits of specific department processes, transactions, etc., at the request of management, faculty or staff. • Provide advice, as requested, to University management and other personnel regarding proper internal controls. • Conduct fraud investigations that arise from the Eide Baily fraud hotline or are requested by University management or other employees.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Pride Center
Contact:	Dr. Jeff Maliskey, Pride Center Director
Web address:	https://UND.edu/student-life/diversity/pride/
Brief Description:	The Pride Center at University of North Dakota is committed to enriching the campus experience and providing support for student diversity in the areas of sexual orientation and gender identity through education, programming, support and advocacy.
Customers Eligible to Request Service:	Students, staff, faculty
Core Services Specifics:	<ul style="list-style-type: none"> • Coordinates educational programming and training regarding diverse gender and sexual identities (ex. LGBTQ+ Ally trainings). • Provides support and resources to LGBTQ+ students (ex. student leadership, advocacy, referrals, development of webpages, outreach etc.). • Coordinates programming to support the retention of students who identify as LGBTQ+ (ex. LGBTQ+ Welcome, Q-Chat). • Advises UND departments regarding best practices in programming and inclusion of the LGBTQ+ community.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Student Diversity and Inclusion
Contact:	Dr. Stacey Borboa-Peterson, Director
Web address:	https://UND.edu/student-life/diversity/multicultural/
Brief Description:	Student Diversity & Inclusion provides support resources for students in relation to their racial, ethnic, cultural, and sexual identities.
Customers Eligible to Request Service:	Students
Core Services Specifics:	<p>Our services include but are not limited to:</p> <ul style="list-style-type: none"> • Identity Support Resources (American Indian/Alaskan Native/Indigenous, Asian American, Pacific Islander, Black/African American, Chicano/Hispanic/Latina/o/x, and LGBTQIA) • Academic & resource support • Cross-Cultural Programming • Diversity scholars program • Diversity, Equity, and Inclusion Education
Recharge Services:	N/A
Premium Services:	N/A