



Service Agreement

Student
Services

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FY21 through FY25 Budget Information

	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
	Student Services				
Service Unit Allocation for Primary Unit	\$ 7,821,759	\$ 9,612,203	\$ 11,438,320	\$ 13,462,604	\$ 15,950,626

Service Unit	Brief Description of Services	Core	Premium	Recharge
Vice President for Student Affairs	Reporting directly to the President, the Vice President is committed to the general welfare and vitality of the institution and is a primary liaison between Student Affairs and other major components of the University. The VP is responsible for policy, long-range planning, budget, personnel, and coordination of the departments which together comprise the Division of Student Affairs and seeks to create a positive learning environment for all students especially outside the classroom.	X		
Community Standards & Care Network (Office of)	Community Standards & Care Network supports the campus learning environment and contributes to student learning and the overall safety and civility of the community by providing care support to our students, general advisement and campus consultation, and student disciplinary services as well as coordinating referrals and services for students in crisis or in need.	X		
Counseling Center**	UCC is a fully accredited facility offering accessible and confidential mental health and substance use services to support and assist students at the University of North Dakota.	X	X	
Enrollment Management	The Office of Enrollment Management provides leadership and integrated support for academic and student support units across campus in the interest of identifying, developing, and maintaining programs and opportunities that meet the needs of the University of North Dakota's students.	X		
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		

Service Unit	Brief Description of Services	Core	Premium	Recharge
One-Stop	One-Stop provides customer service to all students (undergraduate graduate, law, and medical) in the areas of financial aid, billing, registration, general student processes, payments to UND, student refunds, and connecting students to specific offices for advanced questions and concerns in a single, convenient location. One-Stop Student Services also manages and processes all University students, staff, faculty ID cards, campus badges, and TSA ramp badges. You can access One-Stop online, by phone, or in person on the third floor of the Memorial Union.	X	X	
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		
Student Academic Success & Career Engagement	Student Academic Success & Career Engagement (SASCE) provides active management and leadership of programs, services, and strategies to enhance the student learning experience from pre-enrollment into college life through successful graduation and integration into the professional environment. SASCE provides general academic advising, coordinates campus advisement & registration for new first year and transfer students, provides student tutors for any/all academic departments on campus, works with undergraduate and graduate students through study skills support sessions, coordinates first year transition initiatives in collaboration with other campus departments/offices, administers Hawk Central, promotes unit activities with the Events and Communications area, and coordinates several retention initiatives for students across campus. The Experiential Learning Center provides experiential learning opportunities for students across	X		

	campus, such as internships, co-ops, study abroad, and undergraduate research.			
Service Unit	Brief Description of Services	Core	Premium	Recharge
Student Disability Resources & Academic Support	Identifies and coordinates reasonable accommodations for accessible compliance.	X		
Student Finance Office	The Student Finance Office administers financial assistance to undergraduate, graduate, and professional students through budgeting and awarding of Federal financial aid as well as University and other external funding. In addition, the Student Finance Office provides the "backend" services to UND through setup and billing of tuition and fees, refund processing, third-party and external customer account billings, and waiver processing.	X		
Student Involvement and Parent Programs**	Provide opportunities for students to get involved with learning and social activities outside the classroom. Includes new student and parent programming, leadership development and student support.	X		
The Hilyard Center**	The Hilyard Center fosters a community of belonging and connection.	X		
University Admissions	The mission of the Office of University Admissions is to attract and enroll an academically prepared undergraduate and graduate student population that is geographically, ethnically, and economically diverse. We embrace the University's commitment towards student success by seeking students who will persevere and graduate as the next generation of leaders. We proudly serve as the front door to the University of North Dakota, and we strive to create unique and memorable experiences for all our guests.	X	X	

Work Well	Work Well advocates for a culture of wellness for UND faculty and staff through innovative engagement opportunities. Work Well strives to have healthy, thriving employees and be an innovative national leader in worksite wellness.	X		
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**Indicates a department fully funded by mandatory student fees

Name of Service Unit:	Vice President for Student Affairs
Contact:	Art R. Malloy, Vice President for Student Affairs
Web address:	https://UND.edu/student-affairs/
Brief Description:	Reporting directly to the President, the Vice President is committed to the general welfare and vitality of the institution and is a primary liaison between Student Affairs and other major components of the University. The VP is responsible for policy, long-range planning, budget, personnel, and coordination of the departments which together comprise the Division of Student Affairs and seeks to create a positive learning environment for all students especially outside the classroom.
Customers Eligible to Request Service:	Students, faculty, staff, parents of students
Core Services Specifics:	<ul style="list-style-type: none">• Provides leadership to the Division of Student Affairs (Housing and Residence Life, University Dining, Memorial Union, Office of Student Rights and Responsibilities, Disability Services for Students, Student Health Services, Student Involvement, Parent Programs, University Counseling Center, University Children's Learning Center, Wellness & Health Promotion, and TRIO).• Serves as the primary liaison between Student Affairs and other major components of the University.• Advises the President on student issues, public relationships, and partnerships.• Provides leadership for special duties and projects as assigned by the president.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Community Standards & Care Network (Office of)
Contact:	Alex Pokornowski, Dean of Students Tina Paschke, Assistant Director, Care Network Linnea Nelson, Assistant Director, Community Standards
Web address:	https://und.edu/student-life/community-standards/index.html
Brief Description:	Community Standards & Care Network supports the campus learning environment and contributes to student learning and the overall safety and civility of the community by providing care support to our students, general advisement and campus consultation, and student disciplinary services as well as coordinating referrals and services for students in crisis or in need.
Customers Eligible to Request Service:	Students, faculty, staff
Core Services Specifics:	<ul style="list-style-type: none"> • Administers and maintains the student conduct process and records (portions of this process are compliance based). • Facilitates care referrals (general consultations) for students from students, families, faculty and staff. • Review and determine the appropriate course of action to aid, advocacy and consultation to faculty, staff, students, and others. • Responds to student and campus crisis, critical and/or emergency situations. This includes serving on, supporting, and providing leadership to the Care Network and the Behavioral Intervention Team (portions are compliance based). • Provides education to all incoming students as it relates to alcohol, drugs, healthy relationships and sexual violence through Vector Solutions (compliance). • Facilitates the special circumstance late drop, withdrawal, and refund process.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Counseling Center
Contact:	Kaylee Trottier, Carolyn Broden
Web address:	https://UND.edu/student-life/counseling-center/
Brief Description:	UCC is a fully accredited facility offering accessible and confidential mental health and substance use services to support and assist students at the University of North Dakota.
Customers Eligible to Request Service:	UND students; campus community for Outreach
Core Services Specifics:	<p>The primary goal of our clinical services is to provide and connect students with appropriate mental health and substance use services that support their academic and personal goals. The UCC offers a range of therapeutic interventions and supports, including: Initial Assessment, Group Counseling and Workshops, Online Self-Help Programming, Individual Counseling, Substance Use Evaluation, Case Management, and Urgent/Crisis Services for UND students who are enrolled and have paid student service fees for the current semester.</p> <p>Our outreach program provides educational and preventative services to the campus community. We reach outside the physical walls of the center to provide interactive and engaging presentations, workshops, and consultation.</p> <p>In addition, as part of the University community, we maintain an active practicum training program.</p>
Recharge Services:	N/A
Premium Services:	<p>Counseling Center services are covered by Student Fees; utilization of extended services may have associated cost including:</p> <p><u>Non-Student Summer Services Fee</u> Fee amount: \$90.00 charged to student account.</p> <ul style="list-style-type: none"> • A one-time fee that would grant access to UCC services for the summer. • Categories for eligibility: <ul style="list-style-type: none"> ○ Students enrolled in Fall semester courses but not summer session(s) ○ Incoming new or transfer students not yet enrolled for Fall <p><u>Level 1-Alcohol and Other Drug Education (BASICS)</u> Fee amount \$50.00 charged to student account.</p> <ul style="list-style-type: none"> • Brief Alcohol Screening and Intervention for College Students (BASICS) is an interactive process for students to examine their substance use in a non-judgmental setting. BASICS is designed to

engage students in reflecting on the risks related to substance use and offer goals for students to make better decisions so as to prevent future problems.

Level 2 and Level 3 - Alcohol and Drug Intervention

Fee amount **\$75.00** charged to student account.

- Substance Use Prevention & Intervention (SUPI) is an engaging prevention and early intervention program designed to assist participants in reflecting on their own substance use. Participants are able to self-assess their own risk level and learn strategies for making low-risk choices.

Required Alcohol and Drug Evaluation

Fee amount **\$150.00** charged to student account.

- UCC does provide chemical dependency evaluations for those who are required to complete a chemical dependency evaluation per court, ND Department of Transportation, student conduct sanction, or other agencies within our community.

Psychological Assessments

Fee amount **\$250.00** charged to student account or paid in cash.

- UCC does provide psychological assessments for various diagnostic clarifications.

Aviation Psychological Assessments

Fee amount **\$1200.00 – \$4,000** charged to student account or paid in cash.

- UCC does provide psychological assessments for various diagnostic clarifications. These evaluations are specifically for the purpose of receiving medical clearance from the FAA.

Missed Ongoing Appointments

Fee amount **\$20.00** charged to student account.

Name of Service Unit:	Enrollment Management (Office of)
Contact:	Janelle Kilgore, Vice Provost of Strategic Enrollment Management
Web address:	https://und.edu/academics/provost/strategic-enrollment-management/index.html
Brief Description:	The Office of Enrollment Management provides leadership and integrated support for academic and student support units across campus in the interest of identifying, developing, and maintaining programs and opportunities that meet the needs of the University of North Dakota's students.
Customers Eligible to Request Service:	Prospective students, current students and families, alumni, faculty, staff, community members.
Core Services Specifics:	<ul style="list-style-type: none"> • Provides leadership and support to University Admissions, Student Finance, One-Stop Student Services, International Center, Veteran and Military Services, Army ROTC, and Air Force ROTC. • Provides oversight to the recruitment initiatives in UND's Strategic Enrollment Plan. • Research and strategy for future enrollment based on national trends in higher education. • Strategic oversight to attract, enroll, and retain a student body that is geographically, ethnically, and economically diverse. • Provides strategic oversight to the management of financial aid programs to help new and returning students receive the financial means and resources to pay for their educational expenses. • Develop recruitment and retention strategies in financial aid programs specifically for UND scholarship and waiver programs. • Develops retention and programming strategies for international and military-affiliated student populations. • Educates the UND community including but not limited to Administration, Deans, and Alumni Association and Foundation on the importance of strategy for scholarship and grant awards. • Creates a process improvement culture for technology and staff workflows to meet the needs of students.
Recharge Services:	N/A
Premium Services:	N/A

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:	One-Stop Student Services
Contact:	Marjorie Evers, Student Relations Manager
Web address:	https://UND.edu/one-stop/
Brief Description:	One-Stop provides customer service to all students (undergraduate graduate, law, and medical) in the areas of financial aid, billing, registration, general student processes, payments to UND, student refunds, and connecting students to specific offices for advanced questions and concerns in a single, convenient location. One-Stop Student Services also manages and processes all University students, staff, faculty ID cards, campus badges, and TSA ramp badges. You can access One-Stop online, by phone, or in person on the third floor of the Memorial Union.
Customers Eligible to Request Service:	Students, families, staff, faculty, affiliates, and external customers
Core Services Specifics:	<ul style="list-style-type: none"> • Provides student and family customer service in a timely and efficient manner; answers questions over the phone, email, and in-person. • Assists with answering questions and providing guidance to UND's student body about billing, residency, payment options, financial aid, refunds, registration, and other campus related questions that a new or returning student or family may ask. • Design, print, bill, and manage pick up of UND ID Cards, campus badges and TSA Ramp badges. Troubleshoot electronic door access. • Conducts outreach messages related to retention for Student Finance on past due balances. • Monitors and updates UND's Chatbot. • Process deposit for external checks related to scholarships and student account payments. • Research and process campus external org (facilities, dining, telcomm, medical school, etc.) payments paid to the university. • One-stop Student Services manages the academic calendar and the enrollment verification policy.
Recharge Services:	N/A
Premium Services:	<ul style="list-style-type: none"> • Create and print TSA Ramp Badging for Aerospace for airport security. • Create and print badges for Nursing, Anesthesia, Occupational Therapy, Physical Therapy, Physician Assistant, Communication Sciences, and Medical Lab Science.

	<ul style="list-style-type: none">• Create and print badges for University Police Department (UPD), University Information Technology (UIT), University Children’s Learning Center (UCLC), North Dakota University System Office (NDUS), and Campus Safety. <p>Additional badges are based on student, faculty, staff need. Additional payment is received from student, faculty, staff, or designated department.</p>
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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 Academic Success & Career Engagement
Contact:	Ashley Vigen, Director, Student Academic Success Chelsea Mellenthin, Director, Career Engagement
Web address:	https://UND.edu/academics/services/
Brief Description:	<p>Student Academic Success & Career Engagement (SASCE) provides active management and leadership of programs, services, and strategies to enhance the student learning experience from pre-enrollment into college life through successful graduation and integration into the professional environment. SASCE provides general academic advising, coordinates campus advisement & registration for new first year and transfer students, provides student tutors for any/all academic departments on campus, works with undergraduate and graduate students through study skills support sessions, coordinates first year transition initiatives in collaboration with other campus departments/offices, administers Hawk Central, promotes unit activities with the Events and Communications area, and coordinates several retention initiatives for students across campus. The Experiential Learning Center provides experiential learning opportunities for students across campus, such as internships, co-ops, study abroad, and undergraduate research.</p>
Customers Eligible to Request Service:	Students, Faculty and Staff
Core Services Specifics:	<ul style="list-style-type: none"> • Works collaboratively within the university community to provide active leadership, management, and supervision in the organization, through operational planning, policy development, assessment, and strategic planning for comprehensive and integrated services to support students' learning and development. • <u>Academic Advising Support</u>: Develops and offers faculty and professional advisor training sessions, works closely with the use of Hawk Central by advisors campus-wide and provides guidance/training as needed. Coordinates and oversees advisement & registration for all first-year students during Orientation programs and all first-year students during the first two weeks of the fall semester. Academic advising is offered both in person and online to serve all populations of undergraduate students. • <u>Retention Initiatives</u>: Leads campus-wide efforts to focus on student persistence and graduation/completion. Serves in campus leadership roles to enhance student success programs, services, and strategic initiatives, plans, and goals. Oversees and coordinates retention initiatives across campus. Conducts student outreach (phone calls, emails, etc.). Compiles results of outreach and produce a report(s) to provide to administration regarding results.

- Provides individual consultations and group learning strategy training to refocus student success. Academic coaches are available and trained to discuss topics such as time management, study strategies, and test taking strategies.
- Coordination of campus tutoring for a range of content areas such as Accounting, Anatomy, Biology, Chemistry, Languages, Economics, Engineering, Mathematics, and Physics. Collaborates with campus partners to offer tutoring both on campus and online.
- Testing Services provides comprehensive testing services to support academic success. Administer standardized tests (i.e., Prometric, Pearson Vue, Collegeboard,) and University Testing (i.e., Accommodated, CLEP, TD) in service to the campus and regional communities.
- Career Services provides has full-time staff and a career mentor team provide customized resume and cover letter critiques and career development assistance with job and internship searches, interviewing, and networking techniques. Staff conduct presentations and events each semester for student groups, classes, and student organizations (Greek Life, Athletics, etc.). Handshake is managed through Career Services as a tool to assist students in their co-op/internship and full-time/part-time employment search. Career and internship expos in the fall and spring semesters are coordinated out of Career Services as an avenue for students to connect with employers/industry in their search for employment opportunities. Staff support major exploration and assist students in discovering what types of careers they can obtain with their majors, support students who are unsure of what they'd like to major in while at UND, and support students in academic and career exploration.
- The Academic and Career Exploration (ACE) team is a collaborative effort between Career Service and Academic Core Advisors to serve students who are unsure of their major or unsure of career paths within different majors. It combines career and academic advising to help students clarify the path that is right for them. ACE utilizes PathwayU, a software platform, helping students explore careers in connection with their educational pathway at UND.
- Study Abroad coordinates all semester/program-based study abroad related activities including pre-departure, time abroad, arrival back to campus and all University-directed study abroad opportunities. Study Abroad hosts several activities and a fair each fall to engage with students who are interested in going abroad.

	<ul style="list-style-type: none"> Undergraduate research initiatives are collaborative efforts with faculty that include the ability for all students to see possible research across campus, apply for position within and outside their major's program, and to gather data about the skills gained from research participation.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Student Disability Resources & Academic Support
Contact:	Sara Kaiser, Director
Web address:	https://und.edu/student-life/accessibility-for-students/index.html
Brief Description:	Identifies and coordinates reasonable accommodations for accessible compliance.
Customers Eligible to Request Service:	Students, Staff, Faculty
Core Services Specifics:	<ul style="list-style-type: none"> • Provides individualized, interactive processes, mandated by federal law, with students who disclose a disability/register with Accessibility for Students (approximately 4% of UND students) to identify “reasonable” accommodations that remove access barriers but do not decrease academic standards. • Supports students in negotiating arrangements for disability accommodations that provide access and opportunity in all UND courses, programs, or activities. • Collaborates with other units to provide disability accommodations: Testing Services for accommodated testing, Marketing and Creative Services for UND Signature events, Academic Support Services, UND Technology Services for alternate format for textbooks, classes, and instructional materials, and TTaDA for education and orientation. • Provides technical assistance about disability and access to higher education. • Provides academic accommodation in courses (i.e., alternate formats, accommodated testing, communications services) and accommodations for Housing and Residence Life. • Departments are responsible for funding accommodations for activities that are non-course based for faculty, staff, parents, or guests. The access request is made by any stakeholder-student, faculty, staff, parent or general public. Disability Services for Students provides administrative assistance (i.e., Disability Services for Students will attempt to find an interpreter or captioning services, and the department provides a fund # for the actual direct service payment). Accessibility for Students does not recharge or charge for their administrative costs.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Student Finance Office
Contact:	Matt Lukach, Director of Student Finance
Web address:	https://UND.edu/one-stop/financial-aid/
Brief Description:	The Student Finance Office administers financial assistance to undergraduate, graduate, and professional students through budgeting and awarding of Federal financial aid as well as University and other external funding. In addition, the Student Finance Office provides the "backend" services to UND through setup and billing of tuition and fees, refund processing, third-party and external customer account billings, and waiver processing.
Customers Eligible to Request Service:	Prospective students, current students, families, staff, faculty, departments and external customers.
Core Services Specifics:	<ul style="list-style-type: none"> • Administers and disburses \$130 million in federal, state, private and institutional financial aid programs for undergraduate, graduate, law, and medical students. • Sets up tuition, fees and other charges and credits using PeopleSoft Campus Solutions to post to the students' and other customers' accounts: <ul style="list-style-type: none"> ○ Ensure tuition and fee setup is tied to the correct general ledger information. ○ Testing and implementation responsibilities for Campus Solutions PeopleSoft new functionality. • Ensure billing, financial aid, and payment programs are administered in compliance within UND, NDUS, State and Federal guidelines. • Works with Marketing and Creative Services to have accurate and updated university costs and financial aid programs publicly posted on the website and reviewed annually. • Provides financial aid counseling to students and families, academic advisors, and other student support units to enhance student retention. • Reviews eligibility for departmental and outside agency scholarships, awards, and waivers. • Manage recruitment scholarships and awards to enhance yield for high achieving students. • Provides services & training to UND departments who award scholarships, waivers, and other awards to students.

	<ul style="list-style-type: none"> • Processes data requests for departmental and federal reports related to student aid, awards, and cost. • Collaborate with Human Resources and Payroll to manage the Federal Work-Study program in compliance with the Department of Education policy. • Responsible for all aspects of 3rd party billing of tuition and fees including federal agencies, businesses, etc. • Manage processing payments of military benefits for eligible students. Ensuring tuition assistance rates are adjusted to qualified students. • Manages workflow of the tuition waiver process and applies waivers based on the awarding department. • Award all new Cultural Diversity waiver to all incoming new students. • Manages the student financial aid refund process in accordance with federal rules and regulations. • Annually manage the GBLA training for staff and faculty who have access to Personally Identifiable Information student data in accordance with Department of Education policy. • Additional collections activities on individuals who have past due balances including registration holds all the way to collections and write offs. • Develops and manages communication plans specific to financial aid programs and student account billing and payment process to new and returning students.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Student Involvement & Parent Programs
Contact:	Kristi Okerlund
Web address:	https://UND.edu/student-life/student-involvement/
Brief Description:	Provides opportunities for students to get involved with learning and social activities outside the classroom. Includes new student and parent programming, leadership development and student support.
Customers Eligible to Request Service:	Students, faculty, staff, parents
Core Services Specifics:	<ul style="list-style-type: none"> • Supports student organizations in gaining University recognition and in their ongoing needs in meeting their missions and goals. • Supports fraternities and sororities in meeting their organizational goals and priorities. • Provides communication and programs to parents and family members. • Coordinates various programs in support of student engagement and involvement. • Supports Student Government leaders in meeting their priorities.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	The Hilyard Center
Contact:	Dr. Stacey Borboa-Peterson, Director
Web address:	https://und.edu/student-life/community-belonging/multicultural/contact-us.html
Brief Description:	The Hilyard Center fosters a community of belonging and connection.
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">• Providing support and advocacy for students through programming and success initiatives.• Fostering strategic collaborations to enhance student access, persistence, retention, and overall success.• Working alongside students to create and carry out programs that supplement their class learning and development.• Partnering with affinity organizations to help them achieve their goals.• Cultivating an environment that fosters connections, shared experiences, and a profound sense of acceptance and belonging among all individuals within the space.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	University Admissions
Contact:	Jennifer Aamodt, Director
Web address:	https://UND.edu/admissions/
Brief Description:	The mission of the Office of University Admissions is to attract and enroll an academically prepared undergraduate and graduate student population that is geographically, ethnically, and economically diverse. We embrace the University's commitment towards student success by seeking students who will persevere and graduate as the next generation of leaders. We proudly serve as the front door to the University of North Dakota, and we strive to create unique and memorable experiences for all our guests.
Customers Eligible to Request Service:	Prospective students and families, alumni, faculty, staff, community members.
Core Services Specifics:	<ul style="list-style-type: none"> • Recruitment of undergraduate and graduate students from prospective students through enrolled. • University Admissions will partner with vendors and other key areas to obtain perspective student contact information to meet university enrollment goals. • Develops and maintains admissions applications for undergraduate and graduate prospective students within the standard application requirements and deadlines. • Processes and evaluates admissions applications in accordance with State Board of Higher Education policy, including transcript review, core course calculation, verification of requirements, and criminal history background checks. • Administers daily and Saturday campus visits and other special events hosted by University Admissions. Saturday visits do not include meal passes; if meals are desired, departments may request as a premium service. • Represents the University at high school visits, college and career fairs and other off-campus recruitment events. • Communicates with prospective through enrolled undergraduate and graduate contacts and their families in a variety of methods including phone, text, email, mail and in-person in an effort to recruit, nurture and yield students. • Communicates with high school counselors, community college contacts, and other influencers to nurture relationships and promote the University. • Develops and maintains program-specific communications for Strategic Investment Programs in cooperation with the Academic Deans and Marketing team.

	<ul style="list-style-type: none"> • Coordinates with the Marketing team to develop and execute marketing and communication plans and materials. • Collaborates with academic and service units across campus to recruit and enroll a diverse and academically qualified student body in accordance with UND Strategic Enrollment Plan. • Communicate with prospective students and families about UND scholarship and grant opportunities to increase the yield of admitted students.
Recharge Services:	N/A
Premium Services:	<ul style="list-style-type: none"> • Develop and maintain admissions applications for undergraduate and graduate prospective students that include additional admissions questions and/or deadlines or requirements outside of the standard applications. • Administer group visits and events that are program-specific or outside of our admissions visits and events to including services such as planning logistics and room reservations, schedule, registration form, communications/marketing regarding the event, meal passes, visit materials (t-shirts, UND promotional giveaway items, visit folders, etc.) • Purchase additional student names for recruitment specific to the program or college outside of the Strategic Investment Programs and Strategic Enrollment Goals.

Name of Service Unit:	Work Well
Contact:	Kathryn Wise, Coordinator
Web address:	https://campus.UND.edu/work-well/
Brief Description:	Work Well advocates for a culture of wellness for UND faculty and staff through innovative engagement opportunities. Work Well strives to have healthy, thriving employees and be an innovative national leader in worksite wellness.
Customers Eligible to Request Service:	Faculty & Staff
Core Services Specifics:	<ul style="list-style-type: none"> • Provides evidence-based wellness and health promotion programming to promote well-being (i.e. Get Moving Challenge & Zen in 10). • Facilitates the UND/NDPERS worksite wellness Voucher program. • Commits UND to a comprehensive worksite wellness program which provides a 1% health insurance premium discount through NDPERS. • Coordinates the administration of on campus health screenings. • Provides presentations regarding wellness and health promotion topics. • Email monthly newsletter communication and new employee packets.
Recharge Services:	N/A
Premium Services:	N/A