



# Service Agreement

Student  
Services

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FY20 through FY24 Budget Information

	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
	Student Services				
<b>Service Unit Allocation for Primary Unit</b>	\$ 7,612,769	\$ 7,821,759	\$ 9,612,203	\$ 11,438,320	\$ 13,462,604

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		
Accessibility for Students	Accessibility for Students identifies and coordinates reasonable accommodations for accessible compliance.	X		
Community Standards (Office of)	The Office of Community Standards contributes to student learning and the safety and civility of the community by providing general advisement and campus consultation, student disciplinary services, and the coordination of referrals and services for students in need and/or crisis.	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		
Experiential Learning Center	The Experiential Learning Center is a location that provides experiential learning opportunities for students across campus. Career Services, Study Abroad, and Undergraduate Research Initiatives are the current opportunities housed here.	X		

Service Unit	Brief Description of Services	Core	Premium	Recharge
One Stop	One-Stop provides customer service in the areas of Student Financial Aid, Student Account Services, Registration, and Campus ID card services in a single, convenient location. You can access One-Stop online, by phone, or in person on the third floor of the Memorial Union	X	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 academic coaching sessions, coordinates first year transition initiatives in collaboration with other campus departments/offices, administers Starfish, promotes unit activities with the Events and Communications area, and coordinates several retention initiatives for students across campus.	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 scholarships. 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 (One-Stop Student Services provides the front facing of these services to students, families, and departments).	X	X	

Service Unit	Brief Description of Services	Core	Premium	Recharge
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		
University Admissions	Provides the highest level of service to all undergraduate and graduate prospective students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.	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		

\*\*Indicates a department fully funded by mandatory student fees

<b>Name of Service Unit:</b>	Vice President for Student Affairs
<b>Contact:</b>	Art R. Malloy, Vice President for Student Affairs
<b>Web address:</b>	<a href="https://UND.edu/student-affairs/">https://UND.edu/student-affairs/</a>
<b>Brief Description:</b>	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.
<b>Customers Eligible to Request Service:</b>	Students, faculty, staff, parents of students
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• 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 &amp; Health Promotion, and TRIO).</li> <li>• Serves as the primary liaison between Student Affairs and other major components of the University.</li> <li>• Advises the President on student issues, public relationships, and partnerships.</li> <li>• Provides leadership for special duties and projects as assigned by the president.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Accessibility for Students
<b>Contact:</b>	Sara Kaiser, Director
<b>Web address:</b>	<a href="https://und.edu/student-life/accessibility-for-students/index.html">https://und.edu/student-life/accessibility-for-students/index.html</a>
<b>Brief Description:</b>	Identifies and coordinates reasonable accommodations for accessible compliance.
<b>Customers Eligible to Request Service:</b>	Students, Staff, Faculty
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Supports students in negotiating arrangements for disability accommodations that provide access and opportunity in all UND courses, programs, or activities.</li> <li>• 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.</li> <li>• Provides technical assistance about disability and access to higher education.</li> <li>• Provides academic accommodation in courses (i.e., alternate formats, accommodated testing, communications services) and accommodations for Housing and Residence Life.</li> <li>• 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.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A



<b>Name of Service Unit:</b>	Community Standards (Office of)
<b>Contact:</b>	Sara Kaiser, Director
<b>Web address:</b>	<a href="https://und.edu/student-life/community-standards/index.html">https://und.edu/student-life/community-standards/index.html</a>
<b>Brief Description:</b>	Community Standards contributes to student learning and the safety and civility of the community by providing general advisement and campus consultation, student disciplinary services, and the coordination of referrals and services for students in need and/or crisis.
<b>Customers Eligible to Request Service:</b>	Students, faculty, staff
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Administers and maintains the student conduct process and records (portions of this process are compliance based).</li> <li>• Facilitates general consultations for students, families, faculty and staff.</li> <li>• Responds to student and campus crisis, critical and/or emergency situations. This includes serving on, supporting, and providing leadership to the Care Team, Behavioral Intervention Team, and Campus Life and Safety Team (portions are compliance based).</li> <li>• Responds to and provides support/resources to students who have been involved in sexual misconduct incidents (compliance).</li> <li>• Provides education to all incoming students as it relates to alcohol, drugs, healthy relationships and sexual violence (compliance).</li> <li>• Facilitates the special circumstance late drop and withdrawal process.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Counseling Center
<b>Contact:</b>	Kaylee Trotter, Carolyn Broden
<b>Web address:</b>	<a href="https://UND.edu/student-life/counseling-center/">https://UND.edu/student-life/counseling-center/</a>
<b>Brief Description:</b>	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.
<b>Customers Eligible to Request Service:</b>	UND students; campus community for Outreach
<b>Core Services Specifics:</b>	<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>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	<p>Counseling Center services are covered by Student Fees; utilization of extended services may have associated cost including:</p> <p><b><u>Non-Student Summer Services Fee</u></b>            Fee amount: <b>\$90.00</b> charged to student account.</p> <ul style="list-style-type: none"> <li>• A one-time fee that would grant access to UCC services for the summer.</li> <li>• Categories for eligibility:               <ul style="list-style-type: none"> <li>○ Students enrolled in Fall semester courses but not summer session(s)</li> <li>○ Incoming new or transfer students not yet enrolled for Fall</li> </ul> </li> </ul> <p><b><u>Level 1-Alcohol and Other Drug Education (BASICS)</u></b>            Fee amount <b>\$50.00</b> charged to student account or paid in cash.</p> <ul style="list-style-type: none"> <li>• 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</li> </ul>

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 or paid in cash.

- Prime for Life 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 or paid in cash.

- 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.

**Missed Ongoing Appointments**

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

<b>Name of Service Unit:</b>	Enrollment Management (Office of)
<b>Contact:</b>	Janelle Kilgore, Vice Provost of Strategic Enrollment Management
<b>Web address:</b>	
<b>Brief Description:</b>	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.
<b>Customers Eligible to Request Service:</b>	Prospective students, current students and families, alumni, faculty, staff, community members.
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Provides creative, innovative, and entrepreneurial leadership in the enrollment management area to create, sustain, and nurture a culture of success at UND.</li> <li>• Provides leadership and support to University Admissions, Student Finance, One Stop Student Services, International Center, Veterans and Military Services, Army ROTC, and Air Force ROTC.</li> <li>• Provides oversight to the recruitment initiatives in UND's Strategic Plan.</li> <li>• Provides strategic oversight to attract, enroll, and retain an academically-prepared student body that is geographically, ethnically, and economically diverse.</li> <li>• 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.</li> <li>• Develops recruitment and retention strategies in financial aid programs specifically for UND scholarship and waiver programs.</li> <li>• Develops retention and programming strategies for international and military student populations.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Experiential Learning Center
<b>Contact:</b>	Chelsea Mellenthin, Director, Career Engagement
<b>Web address:</b>	<a href="https://UND.edu/student-life/career-services/">https://UND.edu/student-life/career-services/</a>
<b>Brief Description:</b>	The Experiential Learning Center is a location that provides experiential learning opportunities for students across campus. Career Services, Study Abroad, and Undergraduate Research Initiatives are the current opportunities housed here.
<b>Customers Eligible to Request Service:</b>	Students, faculty, staff, community, alumni
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Career Services provides resume and cover letter critiques and career development assistance with job and internship searches, interviewing, and networking techniques. Staff conduct numerous 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 transition.</li> <li>• The staff create positive experiences in collaboration with local business and industry. Representation on city committees reinforces shared goals and expands campus and community engagement. Committees include: Northern Valley Career Expo (NVCE), ND Workforce Development Main Street Initiative, the UND/City of Grand Forks Internship Partnership Program, and the Chamber Ambassador program.</li> <li>• 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.</li> <li>• Career Services employs student career mentors to provide feedback and resources to student seeking help on documents such as resumes, cover letters, personal statements and curriculum vitas. Career mentors also schedule individualized appointments with students to practice elevator pitches, practice interviewing and Focus2 appointments (where students can learn about how their interests, skills and talents align with majors at UND).</li> </ul>

	<ul style="list-style-type: none"><li>• Oversees all semester/program-based study abroad related activities which include pre-departure, time abroad, and arrival back to campus as well as all University-directed study abroad opportunities.</li><li>• Oversees UG research initiatives which 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 majors program, and to gather data about the skills gained from research participation.</li></ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	One Stop
<b>Contact:</b>	Marjorie Evers , Student Account Relations Manager
<b>Web address:</b>	<a href="https://UND.edu/one-stop/">https://UND.edu/one-stop/</a>
<b>Brief Description:</b>	One-Stop provides customer service in the areas of Student Financial Aid, Student Account Services, Registration, and Campus ID card services in a single, convenient location. You can access One-Stop online, by phone, or in person on the third floor of the Memorial Union.
<b>Customers Eligible to Request Service:</b>	Students, families, staff, faculty, external customers
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Provides student and family customer service in a timely and efficient manner; answers questions over the phone, email, and in-person.</li> <li>• Provides collection services on UND Accounts Receivables (\$2 million in accounts over 121 past due on 965 unique accounts of which 22 are companies not individuals).</li> <li>• Assists with answering questions and providing guidance to UND’s student body (13,400 students) about billing, residency, payment options, financial aid, refunds, registration, and other campus related questions that a new or returning student or family may ask.</li> <li>• Produces and distributes UND ID Cards and retrieve finger biometrics for dining access.</li> <li>• Conducts outreach messages related to retention for campus departments.</li> <li>• Monitors and updates UND’s Chatbot.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	<ul style="list-style-type: none"> <li>• Create and print TSA Ramp Badging for Aerospace for airport security.</li> <li>• Create and print badges for Nursing, Anesthesia, Occupational Therapy, Physical Therapy, Physician Assistant, Communication Sciences, and Medical Lab Science.</li> <li>• 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.</li> </ul> <p>Additional badges are based on student, faculty, staff need. Additional payment is received from student, faculty, staff, or designated department.</p>

<b>Name of Service Unit:</b>	Student Academic Success & Career Engagement
<b>Contact:</b>	Ashley Vigen, Director, Student Academic Success
<b>Web address:</b>	<a href="https://UND.edu/academics/services/">https://UND.edu/academics/services/</a>
<b>Brief Description:</b>	<p>Student Academic Success &amp; 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 &amp; 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 academic coaching sessions, coordinates first year transition initiatives in collaboration with other campus departments/offices, administers Starfish, , promotes unit activities with the Events and Communications area, and coordinates several retention initiatives for students across campus.</p>
<b>Customers Eligible to Request Service:</b>	Students, Faculty and Staff
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• <u>Academic Advising Support:</u> Develops and offers faculty and professional advisor training sessions, works closely with the use of Starfish by advisors campus-wide and provides guidance/training as needed. Coordinates and oversees advisement &amp; 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.</li> <li>• <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.</li> <li>• Provides individual consults 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.</li> </ul>



	<ul style="list-style-type: none"><li>• 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.</li><li>• Oversees testing services which 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.</li></ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Student Finance Office
<b>Contact:</b>	Matt Lukach, Director of Student Finance
<b>Web address:</b>	<a href="https://UND.edu/one-stop/financial-aid/">https://UND.edu/one-stop/financial-aid/</a>
<b>Brief Description:</b>	<p>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 scholarships. 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 (One-Stop Student Services provides the front facing of these services to students, families, and departments).</p>
<b>Customers Eligible to Request Service:</b>	Prospective students, current students, families, staff, faculty, departments and external customers.
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Administers and disburses \$130 million in federal, state, private and institutional financial aid programs for 11,000 undergraduate, graduate, law, and medical students.</li> <li>• Provides financial aid counseling to student’s families, academic advisors, and other student support units to enhance student retention in support of the UND LEADS Strategic Plan.</li> <li>• Reviews eligibility for departmental and outside agency scholarships, awards, and waivers.</li> <li>• Manages recruitment scholarships and awards to enhance yield for high achieving students per UND LEADS Strategic Plan.</li> <li>• Provides services &amp; training to UND departments who award scholarships, waivers, and other awards to students.</li> <li>• Processes data requests for departmental and federal reports related to student aid, awards, and cost.</li> <li>• Manages student employment programs for both Federal Work-Study and institutional student positions.</li> <li>• 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"> <li>○ Ensure billing is accurate, understandable, and all transactions comply with UND, NDUS, State and Federal guidelines.</li> <li>○ Ensure tuition and fee setup is tied to the correct general ledger information.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Maintain website for communication on tuition and fee charges to the campus community and current and prospective students and families.</li> <li>○ Testing and implementation responsibilities for Campus Solutions PeopleSoft new functionality.</li> <li>● Responsible for all aspects of 3rd party (ex. Veteran's Administration) billing of tuition and fees including federal agencies, businesses, etc.</li> <li>● Manages the tuition waiver process.</li> <li>● Manages the student financial aid refund process in accordance with federal rules and regulations.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	<p>Provides one Financial Aid advisor to the John D. Odegard School of Aerospace Sciences. This advisor is located on-site in Odegard and provides hands on financial aid advising and processing for students in JDOAS. The advisor collaborates closely with academic advisors, faculty, and staff within JDOAS and serves as a liaison between Student Finance and JDOAS on matters relating to financial aid and student accounts.</p>

<b>Name of Service Unit:</b>	Student Involvement & Parent Programs
<b>Contact:</b>	Kristi Okerlund
<b>Web address:</b>	<a href="https://UND.edu/student-life/student-involvement/">https://UND.edu/student-life/student-involvement/</a>
<b>Brief Description:</b>	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.
<b>Customers Eligible to Request Service:</b>	Students, faculty, staff, parents
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Supports student organizations in gaining University recognition and in their ongoing needs in meeting their missions and goals.</li> <li>• Supports fraternities and sororities in meeting their organizational goals and priorities.</li> <li>• Provides communication and programs to parents and family members.</li> <li>• Coordinates various programs in support of student engagement and involvement.</li> <li>• Supports Student Government leaders in meeting their priorities.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	University Admissions
<b>Contact:</b>	Jennifer Aamodt, Director
<b>Web address:</b>	<a href="https://UND.edu/admissions/">https://UND.edu/admissions/</a>
<b>Brief Description:</b>	Provides the highest level of service to all undergraduate and graduate prospective students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.
<b>Customers Eligible to Request Service:</b>	Prospective students and families, alumni, faculty, staff, community members.
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Recruitment of undergraduate and graduate students from prospective student through enrolled.</li> <li>• Develops and maintains admissions applications for undergraduate and graduate prospective students.</li> <li>• 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.</li> <li>• Administers daily and Saturday campus visits and other special events hosted by University Admissions.</li> <li>• Represents the University at high school visits, college fairs and other off-campus recruitment events.</li> <li>• Communicates with prospective-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.</li> <li>• Communicates with high school counselors, community college contacts, and other influencers to nurture relationships and promote the University.</li> <li>• Develops and maintains program-specific communications for Strategic Investment Programs in cooperation with the Academic Deans and Marketing team.</li> <li>• Coordinates with the Marketing team to develop and execute marketing and communication plans and materials.</li> <li>• Collaborates with academic and service units across campus to recruit and enroll a diverse and academically accomplished student body in accordance with UND LEADS Strategic Plan.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

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