



# Service Agreement

Student  
Services

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FY18 through FY21 Budget Information

	FY 2018	FY 2019	FY 2020	FY 2021
	Student Services			
<b>Service Unit Allocation for Primary Unit</b>	\$ 6,185,941.00	\$ 8,383,137.00	\$ 7,612,769.00	\$ 7,821,759.00

Service Unit	Brief Description of Services	Core	Premium	Recharge
Academic Support Services	Provides academic guidance and tutoring to all students.	X		
American Indian Student Services**	The office of American Indian Student Services (AISS) provides culturally appropriate student support services designed to enhance the academic and personal success of American Indian students attending UND.	X		
Career Services	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.	X		
Counseling Center**	UCC is a fully accredited facility providing services to the University of North Dakota community.	X	X	
Disability Services	Identifies and coordinates reasonable accommodations for accessible compliance.	X		
Diversity and Inclusion	Supports the University's efforts to create a safe and welcoming campus climate and provides leadership for centers and services dedicated to providing diversity and inclusion support services. Diversity & Inclusion is committed to meeting the goals of the One UND Strategic Plan by providing leadership on the areas of recruitment, retention and graduation of students of color at UND.	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		
LGBTQ**	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	X		

	gender identity through education, programming, support and advocacy.			
Multicultural Programs and Services**	Our goal is simple, we're here to improve the lives of students of color. MPS assists students through: Academic Support, Financial Support, and Community-building.	X		
Student Finance Office	<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.</p> <p>* Note that the Student Finance Office is currently published in both the Student Services and Business Operations Service Unit Agreements. In FY20, the Student Finance Office is part of the Business Operations Cost Pool; in FY21 it is part of the Student Services Cost Pool.</p>	X		
Office of Student Rights and Responsibilities (OSRR)	OSRR 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		
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, certifies military educational benefits, provides services to veteran & military students, coordinates first year	X		

	experience initiatives in collaboration with other campus departments/offices, and coordinates several retention initiatives for students across campus.			
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		
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, online and distance, placement) in service to the campus and regional communities.	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		
Vice President for Student Affairs and Diversity	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 Diversity 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 Diversity and seeks to create a positive learning environment for all students especially outside the classroom.	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>	Academic Support Services
<b>Contact:</b>	Valeria Becker, Coordinator
<b>Web address:</b>	<a href="http://UND.edu/student-affairs/academic-support/">http://UND.edu/student-affairs/academic-support/</a>
<b>Brief Description:</b>	Provides academic guidance and tutoring support.
<b>Customers Eligible to Request Service:</b>	Students, faculty, staff
<b>Core Services Specifics:</b>	<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 – with a focus on the high D,F,W undergraduate courses.</li> <li>• Collaborations with Departments to offer tutoring in campus locations convenient to where students are present.</li> <li>• Provides individual consults and group learning strategy training to refocus student success. An academic coach is available and trained to discuss topics such as time management, study strategies, and test taking strategies.</li> <li>• Presentations are given to address the academic needs of students - providing tips and techniques to enhance their classroom success.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	American Indian Student Services
<b>Contact:</b>	Dr. Linda Neuerburg, Interim Director
<b>Web address:</b>	<a href="http://UND.edu/student-life/american-indian-student-services/">http://UND.edu/student-life/american-indian-student-services/</a>
<b>Brief Description:</b>	The office of American Indian Student Services (AISS) provides culturally appropriate student support services designed to enhance the academic and personal success of American Indian students attending UND.
<b>Customers Eligible to Request Service:</b>	Students, faculty, staff
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Provides academic/personal advisement to American Indian students to enhance retention and graduation rates.</li> <li>• Coordinates a Student Success Program to facilitate retention and academic success of American Indian students.</li> <li>• Provides Tutor/Writing assistance to ensure academic success.</li> <li>• Coordinates cultural programming to increase cultural awareness and appreciation of diversity.</li> <li>• Develops and offers academic enhancement activities to increase retention.</li> <li>• Serves undergraduate, graduate and professional American Indian students.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A



<b>Name of Service Unit:</b>	Career Services
<b>Contact:</b>	Ilene Odegard, Director
<b>Web address:</b>	<a href="http://UND.edu/student-life/career-services/">http://UND.edu/student-life/career-services/</a>
<b>Brief Description:</b>	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.).
<b>Customers Eligible to Request Service:</b>	Students, faculty, staff, community, alumni
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• <u>Career Development/Exploration:</u> Staff meet with students and serve them through appointments (scheduled through Starfish), group training sessions, professional career events, online tutorials and other outreach efforts. 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 fairs 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.</li> <li>• <u>Internship and Co-op Development:</u> Career Services staff assist students in all aspects of the internship and co-op search (i.e., networking, resume/cover letter content, interview skills). Staff develop and maintain positive working relationships with local, regional, and national employers as well as faculty members as they assist in establishing internship experiences for students.</li> <li>• <u>Community Collaboration/Engagement:</u> The Center Director creates 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>• <u>Handshake:</u> An electronic career search platform allows students the opportunity to create a personalized profile, search for part-time/full-time employment, internship/co-op experiences and schedule on-campus interviews with employers. Career Services staff assist in the career development process (i.e., cover letter writing, practice interviews, resume writing, networking, job search, references). Employers benefit from the Handshake system by posting part-time, full-time, and internship/co-op positions within the system.</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>	Tom Solem and/or Briana Theisen
<b>Web address:</b>	<a href="http://und.edu/health-wellness/counseling-center/">http://und.edu/health-wellness/counseling-center/</a>
<b>Brief Description:</b>	UCC is a fully accredited facility providing services to the University of North Dakota community.
<b>Customers Eligible to Request Service:</b>	UND students; campus community for Outreach
<b>Core Services Specifics:</b>	<p>The UCC offers a variety of services to students, including:</p> <ul style="list-style-type: none"> <li>• Short-term student counseling (such as group, individual, and couples counseling)</li> <li>• Alcohol and other drug counseling for students</li> <li>• Career counseling for students</li> </ul> <p>UCC supports and promotes mental and physical health advocating therapeutic lifestyle changes to aide in student success. Clinical services include individual, group, couples, and career counseling, as well as comprehensive, fully licensed chemical dependency treatment programs. These evidence-informed services allow us to continue to grow and serve as advocates for the University of North Dakota students throughout their developmental and academic journeys.</p> <p>In addition, as part of the University community we maintain an active educational mission that includes a practicum training program and an American Psychological Association accredited doctoral psychology internship program. Finally, our outreach program provides educational and preventative services to the campus community; including providing student workshops and supporting community programs and events with a counseling presence (e.g. Take Back the Night and similar programs).</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 or paid in cash</p> <ul style="list-style-type: none"> <li>• A one-time fee that would grant access to UCC services for the summer; maximum of 10 scheduled sessions.</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>

**Non-student Transition Services Fee:**

Fee amount: **\$30.00** charged to student account or paid in cash

- A one-time fee for students who have just graduated or are leaving UND, clients of UCC, and wish to transition their care to an external provider; maximum of 3 sessions.
- Categories for eligibility:
  - Students who have just graduated or are leaving UND, clients of UCC, and wish to transition their care to an external provider.

**Alcohol and Other Drug Education Fee 15.07**

Fee amount **\$50.00** charged to student account or paid in cash

- Student Chemical Assessment and Review Program (SCARP) is an intervention program for students who incur a second-level (or higher) sanction related to alcohol use or a drug related incident. SCARP is an intervention program designed to help students identify, engage, and address high-risk substance use.

**Full Chemical Dependency 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.

<b>Name of Service Unit:</b>	Disability Services
<b>Contact:</b>	Deb Glennen, Director
<b>Web address:</b>	<a href="http://UND.edu/disability-services/">http://UND.edu/disability-services/</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 Disability Services 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 accommodations in courses (i.e., alternate formats, accommodated testing, communications services).</li> <li>• Provides technical assistance and administrative support for implementing access accommodations for non-course activities (i.e., Admissions tours, Convocation, Writers Conference, Take Back the Night).</li> <li>• Departments are responsible for funding accommodations for activities that are non-course based. The access request is made by any stakeholder-student, faculty, staff, parent or general public. Disability Services for Students provides technical and administrative assistance (i.e., Disability Services for Students will find an interpreter or captionist, schedule, train, monitor, and the department provides a fund # for the actual direct service payment). Disability Services for Students doesn’t 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>	Diversity and Inclusion
<b>Contact:</b>	Cara Halgren, Vice President for Student Affairs and Diversity
<b>Web address:</b>	<a href="http://UND.edu/provost/diversity/index.cfm">http://UND.edu/provost/diversity/index.cfm</a>
<b>Brief Description:</b>	Supports the University's efforts to create a safe and welcoming campus climate and provides leadership for centers and services dedicated to providing diversity and inclusion support services. Diversity & Inclusion is committed to meeting the goals of the One UND Strategic Plan by providing leadership on the areas of recruitment, retention and graduation of students of color at UND.
<b>Customers Eligible to Request Service:</b>	Students, Faculty, Staff
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Provides vision and leadership on diversity and inclusion.</li> <li>• Creates a collaborative campus culture on the issue of diversity and inclusion.</li> <li>• Infuses diversity considerations into research and creative activities.</li> <li>• Creates a culture of assessment and evaluation of diversity initiatives.</li> <li>• Develops integration of diversity in Academic Affairs and the curriculum.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Office of Enrollment Management
<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, and One Stop Student Services.</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>• Provides oversight to the recruitment process for on-campus student employment.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	LGBTQ+
<b>Contact:</b>	Dr. Cassie Gerhardt, Asst. Dean of Students for Student Involvement and Leadership
<b>Web address:</b>	<a href="http://UND.edu/provost/diversity/pride-center/">http://UND.edu/provost/diversity/pride-center/</a>
<b>Brief Description:</b>	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.
<b>Customers Eligible to Request Service:</b>	Students, staff, faculty
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Coordinates educational programming and training regarding diverse gender and sexual identities (ex. LGBTQ+ Ally trainings).</li> <li>• Provides support and resources to LGBTQ+ students (ex. student leadership, advocacy, referrals, development of webpages, outreach etc.).</li> <li>• Coordinates programming to support the retention of students who identify as LGBTQ+ (ex. LGBTQ+ Welcome, Q-Chat).</li> <li>• Advises UND departments regarding best practices in programming and inclusion of the LGBTQ+ community.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Multicultural Programs and Services
<b>Contact:</b>	Dr. Stacey Borboa Peterson, Director
<b>Web address:</b>	<a href="http://UND.edu/student-life/multicultural-services/">http://UND.edu/student-life/multicultural-services/</a>
<b>Brief Description:</b>	Our goal is simple, we're here to improve the lives of students of color. MPS assists students through: Academic Support, Financial Support, and Community-building.
<b>Customers Eligible to Request Service:</b>	Students, faculty, staff
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Provides vision and leadership on diversity and inclusion.</li> <li>• Creates a collaborative campus culture on the issue of diversity and inclusion.</li> <li>• Infuses diversity considerations into research and creative activities.</li> <li>• Creates a culture of assessment and evaluation of diversity initiatives.</li> <li>• Develops integration of diversity in Academic Affairs and the curriculum.</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>	Chelsea Larson, Director of Student Finance
<b>Web address:</b>	<a href="http://UND.edu/one-stop/financial-aid/">http://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>• Administration and disbursement \$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 One UND 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 One UND 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 and awards.</li> <li>• Setup 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> <li>○ Maintains website for communication on tuition and fee charges to the campus community and current and prospective students and families</li> <li>○ Responsible for Campus Solutions PeopleSoft testing and implementation of new functionality</li> </ul> </li> <li>• Responsible for all aspects of 3rd party (ex. Veteran's Administration) billing of tuition and fees including federal agencies, businesses, etc.</li> </ul>

	<ul style="list-style-type: none"> <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>	N/A

\*Note that the Student Finance Office is currently published in both the Student Services and Business Operations Service Unit Agreements. In FY20, the Student Finance Office is part of the Business Operations Cost Pool; in FY21 it is part of the Student Services Cost Pool.

<b>Name of Service Unit:</b>	Office of Student Rights and Responsibilities (OSRR)
<b>Contact:</b>	Alex Pokornowski, Director
<b>Web address:</b>	<a href="http://UND.edu/student-affairs/student-rights-responsibilities/index.cfm">http://UND.edu/student-affairs/student-rights-responsibilities/index.cfm</a>
<b>Brief Description:</b>	OSRR 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>	Student Academic Success & Career Engagement
<b>Contact:</b>	Angie Carpenter, Director, SASCE
<b>Web address:</b>	<a href="https://und.edu/academics/services/index.html">https://und.edu/academics/services/index.html</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, certifies military educational benefits, provides services to veteran &amp; military students, coordinates first year experience initiatives in collaboration with other campus departments/offices, 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 (active support of Strategic Plan Goal 2). 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.</li> <li>• <u>Veteran &amp; Military Student Services</u>: Certifies military educational benefits for approximately 600 students per semester. Fields email and phone inquiries, provides services and programming, and disseminates information to veteran/military and nontraditional students. Serves as an advocate for these student populations and works closely with Strategic Plan Goal 6 implementation team in the discovery and development of additional services for veteran/military 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 approximately 15 retention initiatives across campus (this number continues to grow as predictive analytic data is utilized). Conducts student outreach (phone calls, emails, etc.). Compiles results of outreach and produce a report(s) to provide to administration regarding results.</li> </ul>

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	<ul style="list-style-type: none"><li>• <u>First Year Experience</u>: Coordinates first year student transition course --UNIV 101: Introduction to University Life --and provides support to all instructors of the course.</li></ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Student Involvement & Parent Programs
<b>Contact:</b>	Dr. Cassie Gerhardt
<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>• Provides supervision and vision to 2 Primary Units, Memorial Union and Wellness &amp; Health Promotion, and 1 Support Unit, Student Involvement &amp; Parent Programs.</li> <li>• Provides response and support to students, family members, staff, and faculty regarding concerning situations and/or students of concern.</li> <li>• Serves as a member of the Care Team and provide after-hours response to emergencies and critical incidents.</li> <li>• Chairs the University’s Behavioral Intervention Team and provides coordinated response to students and situations of concern.</li> <li>• Supports the Vice President for Student Affairs &amp; Diversity in fulfilling the mission and priorities of the division and the One UND Strategic Plan.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A

<b>Name of Service Unit:</b>	Testing Services
<b>Contact:</b>	Shari Nelson, Coordinator
<b>Web address:</b>	<a href="https://und.edu/testing-center/">https://und.edu/testing-center/</a>
<b>Brief Description:</b>	Provides comprehensive testing services to support academic success. Administer standardized tests (i.e., Prometric, Pearson Vue, Collegeboard,) and University Testing (i.e., Accommodated, online and distance, placement) in service to the campus and regional communities.
<b>Customers Eligible to Request Service:</b>	On campus students, staff, faculty and community members
<b>Core Services Specifics:</b>	<ul style="list-style-type: none"> <li>• Administers standardized testing for entrance, accreditation and certification through Prometric and Pearson Vue. (ie. Praxis, TOEFL, GMAT, GRE, Fundamentals of Engineering, CPA, Medical Boards, etc.)</li> <li>• Provides LSAT and MPRE exams on eight Saturdays throughout the calendar year (LSAC) for law school entrance and accreditation.</li> <li>• Proctors exams for on campus students enrolled in UND Online and Distance Courses.</li> <li>• Coordinates and administers placement exams for UND credit.</li> <li>• Coordinates with faculty and DSS to provide accommodated testing for students with disabilities.</li> <li>• Coordinates and provides psychological exams as requested by UND Counseling Center (MBTI, Strong, MCMI, MMPI-2).</li> <li>• Assists students with exam scheduling, expectations and timelines.</li> <li>• Consults with faculty to obtain instructions and expectations and test materials.</li> <li>• Communicates with examinees their exam results and the use of the test scores.</li> <li>• Corresponds with testing agencies to ensure accurate and efficient test processing occurs through UND Testing Services.</li> <li>• Maintains security and inventory of test materials and records.</li> <li>• Collects and organizes testing data for audits, assessment, annual reporting.</li> <li>• Serves as the liaison between Testing Services, administrative offices, and academic departments on campus to ensure appropriate delivery of service.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	None listed but there are revenue sources from standardized testing.

<b>Name of Service Unit:</b>	University Admissions
<b>Contact:</b>	Jennifer Aamodt, Director
<b>Web address:</b>	<a href="http://UND.edu/admissions/">http://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.</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>• 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 One UND Strategic Plan.</li> </ul>
<b>Recharge Services:</b>	N/A
<b>Premium Services:</b>	N/A



<b>Name of Service Unit:</b>	Vice President for Student Affairs and Diversity
<b>Contact:</b>	Cara Halgren, Vice President for Student Affairs and Diversity
<b>Web address:</b>	<a href="http://UND.edu/student-affairs/">http://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 Diversity 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 Diversity 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 and Diversity (American Indian Student Services, Housing and Dining, Memorial Union, Multicultural Programs and Services, Office of Student Rights and Responsibilities, LGBTQ Programs, Student Health, Student Involvement &amp; Parent Programs, University Counseling Center, University Children's Learning Center, Wellness &amp; Health Promotion, Sexual Respect &amp; Violence Prevention).</li> <li>• Serves as the primary liaison between Student Affairs and Diversity 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>	Work Well
<b>Contact:</b>	Andria Spaeth, Coordinator
<b>Web address:</b>	<a href="http://UND.edu/health-wellness/workwell/">http://UND.edu/health-wellness/workwell/</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>• 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