



Service Level Agreement

Student Affairs

Jul 2017 – Jun 2018

CONTENTS

1.0 Service Summary 2

2.0 Statistics and Facts Relevant to 1.0 Service Summary..... 8

3.0 Cost Summary Table..... 11

4.0 Service Line Detail..... 13

SLA Contact Information	
SLA Doc Contacts: Bri Cates Cathy Eckman	Email: Bri.cates@ucr.edu Cathy.eckman@ucr.edu

FY 16-17 [Student Affairs] SLA Summary of Costs (section 3.0)		
Total Service Costs	Total Overhead Costs	Total Unit Cost
\$48,539,486	\$4,444,835	\$52,984,321

1.0 SERVICE SUMMARY

Service Line Summary				
Unit Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Academic Preparation Programs	√			13
Programs provide public service to the community.				
Associated Students Programming Board	√			14
Provides engagement and involvement opportunities for students. Supports the educational experience at UCR.				
Career Services	√	√	√	15
Provides programs and services to develop, prepare, and support UC Riverside students to become the most career-ready applicants in the global workplace.				
Case Management	√			16
Provides crisis intervention, direct psychological and psychosocial support, academic support, student outreach and education, and faculty/staff consultation and training.				
Counseling and Psychological Services	√			17
Provide psychological services that enhance the mental health, interpersonal relationships, academic performance, and career development of UC Riverside students, and to assist all members of the university community in development of a healthy campus environment.				

Ethnic & Gender Programs				
Provide programs and services that develop cultural proficiency, promote academic and personal achievement, and provide leadership and professional development opportunities.	√			18
Financial Aid				
Administers all forms of financial aid from federal, state, institutional, outside agency and Veteran’s Affairs awarded to undergraduate, professional, and graduate students.	√			19
Foster Youth Support Services				
Provides a network of resources to students who are transitioning from the foster care system to adulthood in order to facilitate their successful pursuit of higher education.	√			20
Highlander Union Building				
Provides extensive event management support via our HUB Scheduling office that assists the community with all of their event needs.	√	√		21
KUCR				
Provides 362/24/7 broadcasting and services and programs to train students in radio skills.	√	√		22
Orientation	√			23

Assists new students and families with learning about the various services, procedures, and resources available at UCR.				
Registrar's Office				
Facilitates course approvals with Committee on Courses; schedules all general assignment classrooms spaces; manages the student record for all current and past students to ensure the integrity of the record is upheld; processes all transcript and enrollment verification requests; manages the approved Senate rules for the degree audit; and assures that we are in compliance with NCAA academic rules by certifying all athletes quarterly.	√			24
Residential Life				
Provides program to residential population, grounded in development of students; meeting them where they are, assisting in their personal growth, providing opportunities for diverse interactions while supporting the mission of the institution.	√		√	25
Student Affairs Information Systems				
Provide management of student data systems where Financial Aid, Registrar, and Undergraduate admissions are the primary business functional owners; provide data and transform into meaningful and useful information for analysis to the campus and public.	√			26
Student Conduct & Academic Integrity Programs	√			27

Investigates, adjudicates and maintains records for reports of alleged violations of University policy by students, including behaviors reported to Title IX/Sexual Harassment Office and academic integrity violations reported by instructors.				
Student Health Services	√			28
Provides registered UCR students high quality medical care through a holistic approach which incorporates student care and well-being.				
Student Life	√			30
Provides engagement and involvement opportunities for students. Supports the educational experience at UCR.				
Student Recreation Center	√	√	√	31
The Recreation Department provides a variety of programs in addition to the management and operations of over 160,000 sf of Recreation facilities.				
Student Special Services	√			33
Supports students and the University with direct psychosocial support, academic support, regulatory compliance, student organization advisement and faculty/staff consultation and training.				
UGA Non-Resident Recruitment/Admissions	√		√	34

Provides the highest level of service to prospective non-resident students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.				
UGA CA Resident Recruitment				
Provides the highest level of service to prospective resident students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.	√		√	35
UGA CA Resident Admissions				
Provides the highest level of service to prospective California resident high school students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.	√		√	36
UGA Transfer Recruitment/Admissions/Articulation				
Provides the highest level of service to prospective transfer students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.	√		√	37
Outreach Special Programs (LCFF)				
Increase the number of applications, admissions, and enrollment of low-income and underrepresented minority students, including students who were enrolled in LCFF+ (Local Control Funding Formula) schools.	√		√	38

WELL				
Provides student outreach, health education, and direct psychosocial support to undergraduate and graduate students.	√			39

2.0 STATISTICS AND FACTS RELEVANT TO 1.0 SERVICE SUMMARY

Academic Preparation Programs

- EAOP: 135 school visits, 2850 students advised
- TRiO Scholars: 140 students in the program, 30 student appointments and 35 hours of tutoring per week, 25 events per quarter
- UECC: 80 students in the program, over 38,000 community service hours served, 800 K-12 students tutored

Associated Students Programming Board

- 52 events executed, including 2 large scale annual events

Career Services

- 11 major annual events
 - Brought in 649 organizations, saw 3936 students
- 16,199 career positions and 9,947 student positions and internships yielded through employer engagement activities
- 3,306 career counseling appointments
- 7,169 students participated in workshops and presentations

Case Management

- 370 unique contacts, 802 student appointments
- 78 students seen through critical student incident team
- 47 outreach activities conducted

Counseling and Psychological Services

- 1740 unique clinical contacts
- 10,364 outreach participants
- 1:1300 clinician to student ratio (includes interns)

Ethnic & Gender Programs

- 50 events and activities involving on and off campus partners
- 200 Cultural, Social, and Educational programs (small and large group events and activities)
- 100 UCR students trained as peer mentors to provide peer support services to 200 students
- Collectively provide support to 1000 UCR students, through individual meetings and contacts,
- Collectively provide opportunities, guidance and leadership consultation to 80 student organizations.
- Provide information, services, and support to 200 UCR students regarding immigration status.

Financial Aid

- Administers over \$370M in financial aid funds from federal, state, institutional and outside agencies
- 86% of undergraduates received some form of financial aid
- 72% of undergraduates receive need-based aid

- Administers \$17M in federal loans for graduate students

Foster Youth Support Services

- 33 students supported

KUCR

- Over 120 programs per week
- Roughly 50 annual programs or events

Orientation

- 12 freshman orientation sessions executed, with 5,242 students and 2,618 parents attending
- 4 transfer orientation sessions executed, with 1,90 students attending

Registrar's Office

- 87 General Assignment Classrooms
- 7000 online forms processed

Residential Life

- 3,700 students living in the residence halls and 2,400 students in the campus apartments
- 9 themed communities supported
- 1,670 programs executed
- 30 active executive student leaders advised and supported, and an additional 75 students supported in related student organizations
- 126 student staff trained to support residential experience

Student Affairs Information Systems

- To date, 692 Business Analytics and Business Intelligence service requests
- To date, 2,373 Data Systems Management service requests/tickets
- To date, 14 Research and Evaluation projects, program evaluations, and surveys requests

Student Conduct & Academic Integrity Programs

- 1,578 individual cases of behavioral misconduct managed
- 31 student organization cases of behavioral misconduct managed
- SCAIP Committees reviewed 34 Academic Integrity Committee cases and 18 Student Conduct Committee cases. Trained 23 students to serve on SCC/AIC; 20 to serve on Peer Review Board

Student Health Services

- For 2015/16 there were 23,335 visits.
- To date, there were a total of 558 visits.
- To date, there are 13,041 students enrolled in the Student Health Insurance Program.
- For 2015/16, there were a total of 3,014 visits.
- For 2015/16, there were 1,594 visits.
- For 2015/16 there were a total of 7,395 visits.

- For 2015/16 there were 10,506 prescriptions filled.
- For 2015/16 there were 1,713 X-rays taken.

Student Life

- 40 fraternity/sorority organizations served, including 4 councils, with 1,355 student members
- 402 student orgs served, with 7,255 undergraduate and 1,433 graduate student members
- 1 large annual leadership conference, with 200 attendees, representing 54 service oriented student orgs, and a total of 1367 related and approved service hours

Student Special Services

- 413 students registered for services in 15/16; 561 registered in 16/17; 36% increase in demand
- 2,475 tests administered
- 13 different types of registered disabilities currently managed
- No student volunteer note takers and only 1 staff volunteer for 16/17FY

UGA Non-Resident Recruitment/Admissions

- Nonresident: 20 countries, 24 states, 650 School Visits
- Freshman Nonresident = 4,807 applications
- Validate the records of approximately 400 nonresident SIR'ed students
- Issue approximately 200 initial 1-20 documents to incoming international students

UGA CA Resident Recruitment

- Freshman CA Resident: 400 Schools and 750 School Visits

UGA CA Resident Admissions

- Freshman CA Resident = 38,629 applications
- Validate the records of approximately 5,500 California resident freshman SIR'ed students

UGA Transfer Recruitment/Admissions/Articulation

- Transfer CA Resident: 75 schools and 200 School Visits
- Transfer CA Resident = 8,769 applications
- Transfer Nonresident = 1,413 applications
- Validate the records of approximately 1,300 California resident transfer SIR'ed students

WELL

- 198 student wellness programs
- 12,073 students attended programs
- 14 Grad Student wellness programs, with a total of 721 Grad Student participants
- 3,510 visits to The WELL
- 437 individuals (students, staff, faculty) trained as "Let's Talk" suicide prevention gatekeepers
- 308 students received coordinated peer training through Power of the Peers Zero Week Training
- 3,028 total visits to the R'Pantry, with 985 unique R'Pantry shoppers

3.0 COST SUMMARY TABLE

Service Cost Summary Table						
(A) Service Cost	FTE to Provide Service	Total Cost Driver per Total FTE	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Service Cost
	<i>(Must tie to Budget / Staffing template)</i>	21400.76 18481.68				
Academic Preparation Programs	19.3	0.00	\$ -	\$ -	\$1,866,919	\$1,866,919
ASPB	3	0.00	\$ -	\$ -	\$1,720,297	\$1,720,297
Career Services	19	0.00	\$ -	\$ -	\$2,272,524	\$2,272,524
Case Management	4	0.00	\$ -	\$ -	\$447,286	\$447,286
Counseling and Psychological Services	21.45	0.00	\$ -	\$ -	\$2,398,472	\$ 2,398,472
Ethnic & Gender Programs	24.67	0.00	\$ -	\$ -	\$3,865,050	\$3,865,050
Financial Aid	30	13.48	\$249,104	\$ -	\$2,844,103	\$3,093,207
Foster Youth Support Services	1	0.00	\$ -	\$ -	\$230,117	\$230,117
Highlander Union Building	22	0.00	\$ -	\$ -	\$3,219,249	\$3,219,249
KUCR	10	0.00	\$ -	\$ -	\$475,428	\$475,428
Orientation	2.68	0.00	\$ -	\$ -	\$1,452,857	\$1,452,857
Registrar's Office	22	23.36	\$500,000	\$ -	\$1,527,969	\$2,027,969
Residential Life	19	0.00	\$ -	\$ -	\$3,216,247	\$3,216,247
Student Affairs Information Systems	14	36.63	\$676,984	\$ -	\$666,984	\$1,343,968
Student Conduct & Academic Integrity Programs	7	0.23	\$5,000	\$ -	\$392,261	\$397,261
Student Health Services	48.73	0.00	\$ -	\$ -	\$8,112,103	\$8,112,103
Student Life	7.32	0.00	\$ -	\$ -	\$597,096	\$597,096
Student Recreation Center	65	0.00	\$ -	\$ -	\$3,339,755	\$3,339,755
Student Special Services	11	0.00	\$ -	\$ -	\$1,002,946	\$1,002,946
UGA Non-Resident Recruitment/Admissions	10	0.00	\$ -	\$ -	\$1,462,802	\$1,462,802
UGA CA Resident Recruitment	10	102.23	\$1,889,437	\$ -	\$46,925	\$1,936,362
UGA CA Resident Admissions	11	39.21	\$724,618	\$ -	\$1,200,283	\$1,924,901
UGA Transfer Recruitment/Admissions/Articulation	9	0.00	\$ -	\$ -	\$559,393	\$559,393
Outreach Special Programs (LCFF)	2	0.00	\$ -	\$ -	\$644,293	\$644,293
WELL	7	0.00	\$ -	\$ -	\$932,987	\$ 932,987
Total	400.15		\$3,296,039	\$ -	\$44,494,343	\$48,539,486

Overhead Cost Summary Table						
(B) Overhead Cost	FTE	Total Cost Driver per Total FTE*	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Overhead Cost
Admin / Overhead	17.34	48.41	\$1,036,076	\$ -	\$1,382,498	\$2,418,574
Infrastructure Support	42	16.64	\$307,554	\$541,459	\$905,710	\$1,754,723
Contract & Grant Admin/Overhead	1.83	10.00	\$184,738	\$ -	\$ -	\$184,738
Contract & Grant F&A	0	0.00	\$ -	\$ -	\$86,800	\$86,800
Total	61.17		\$1,528,368	\$541,459	\$2,375,008	\$4,444,835

4.0 SERVICE LINE DETAIL

Name of Service:	Academic Preparation Programs
Brief Description of Service:	The SAES Academic Preparation Programs Cluster consists of six federally or state-funded programs (three departments) including the Early Academic Outreach Program (EAOP), Educational Talent Search (ETS), Student Support Services-TRIO Scholars (SSS), University Eastside Community Collaborative/AmeriCorps (UECC), Upward Bound Classic (UBC), and Upward Bound Oasis (UBO). All programs provide public service to the community.
Web Address	http://trio.ucr.edu ; http://eaop.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> ● Services aimed to prepare High School Students for higher education (EAOP, ETS, UBC, UBO) ● Services aimed to assist retention and graduation rates of eligible UCR Students (SSS) ● Tutoring Services for Elementary, Middle and High School Students (UECC) ● Community Service Opportunity for UCR/College Students (UECC)
Staffing Requirements	<ul style="list-style-type: none"> ● 3 Directors (TRIO Pre-College, EAOP, TRIO Scholars) ● 1 Program Manager (UECC) ● 1 Educational Advisor (TRIO Scholars) ● 3 Assistant Directors (UB, ETS) ● 1 Data Specialist (TRIO Scholars) ● 3 Regional Coordinators (EAOP) ● 2.8 High School Advisors (ETS, UB) ● 1 Academic Specialist (UB) ● 1 Coordinator (UECC) ● 1 Accountability Coordinator (EAOP) ● 1.5 Office Managers (TRIO/ EAOP) ● 80 AmeriCorps Members (UECC) ● 40 student workers
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	N/A

Name of Service:	Associated Student Programming Board
Brief Description of Service:	Provides engagement and involvement opportunities for students. Supports the educational experience at UCR.
Web Address	http://studentlife.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Campus wide programming • Large Scale Events • Leadership Development and Training • Advise and support the Associated Student Program Board
Staffing Requirements	<ul style="list-style-type: none"> • 2 FTE ASPB Advisors • 1 FTE ASPB Budget & Personnel Admin • 15 ASPB student employees
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	UNEX

Name of Service:	Career Center
Brief Description of Service:	The mission of the UC Riverside Career Center is to develop, prepare, and support UC Riverside students to become the most career-ready applicants in the global workplace.
Web Address	careers.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Job & Internship Search Assistance • On-Campus & Virtual Engagement of Employers & Alumni • Drop-In and By-Appointment Career Counseling • Info. Sessions, Workshops & Panels • Employer Outreach • Graduate and Professional School Preparation • Student Employment & Internships • Career Learning Lab • 24/7 Virtual Career Center • On-Campus Interviews • Vocational Assessments • Work-Study Job Development • Social Media • Major Events • Special Events
Staffing Requirements	<ul style="list-style-type: none"> • 6 FTE – Counseling & Career Development • 6 FTE – Employer Relations • 4 FTE – Special Programs • 2 FTE – Finance & Administration • 1 FTE – Director • 18 Student Workers
Recharge Services	<ul style="list-style-type: none"> • Major Event Registration for Campus Departments (e.g., HR, graduate program admissions) • Special Events Support (tailored programs and events on an as needed basis)
Premium Services	Career development programs for specific student populations.
Service Cost Exclusions	University Extension students

Name of Service:	Student Affairs Case Management (SACM)
Brief Description of Service:	Student Affairs Case Management provides crisis intervention, direct psychological and psychosocial support, academic support, student outreach and education, and faculty/staff consultation and training. Case Managers contribute to a healthy campus climate by providing support, assistance and advocacy to distressed students, and to faculty and staff working with students of concern.
Web Address	http://casemanagers.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Direct non-clinical services • CSIT Support • Outreach and Education • Consultation Services • Education • Liaisons • CSIT Leadership • Respondent Services Coordination • Title IX Support
Staffing Requirements	<ul style="list-style-type: none"> • 1 FTE (Director of Case Management) • 1 FTE (Lead Case Manager) • 2 FTE (Student Affairs Case Managers)
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	<ul style="list-style-type: none"> • Student Affairs Case Managers do not provide services to Palm Desert location given the distance and funding source for the unit. • Student Affairs Case Managers do not provide services to University Extension (UNEX) location given the funding source for the unit.

Name of Service:	Counseling & Psychological Services (CAPS)
Brief Description of Service:	CAPS provides a variety of professional clinical and prevention/ promotion services to assist with the increasingly complex psychological needs of the UCR student population, including: crisis intervention; direct psychological and psychosocial support; outreach, education, and training for students, faculty and staff; and student organization advisement. CAPS mission is to provide psychological services that enhance the mental health, interpersonal relationships, academic performance, and career development of UC Riverside students, and to assist all members of the university community in development of a healthy campus environment.
Web Address	http://counseling.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Direct Psychological Services • Crisis Services • After-Hours Services • Membership on campus Behavioral Intervention Teams • Campus Crisis Response • Mandated Assessments • Consultation Services • Outreach and Education • Training Program • Stress Management Programs • Peer Education Programs • CAPS Director Leadership and Liaison Efforts • CAPS Administrative Support Services and Overhead
Staffing Requirements	<ul style="list-style-type: none"> • 1 FTE (CAPS Director) • 1 FTE (Assistant Director/Clinical Director) • 1 FTE (Assistant Director/Training Director) • 10.5 FTE (Counseling Psychologist 3- Staff Clinicians) • 3 FTE (Psychology Interns) • 2 FTE (Administrative Assistant II)
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	<ul style="list-style-type: none"> • CAPS does not provide clinical services to Palm Desert location given the distance and funding source for the unit. • CAPS does not provide clinical services to University Extension (UNEX) location given funding source for the unit.

Name of Service:	Ethnic and Gender Program Offices
Brief Description of Service:	<p>The Ethnic & Gender Program offices work with students to develop cultural proficiency, promote academic and personal achievement, and provide leadership and professional development opportunities. These offices also advocate on behalf of students, and provide feedback and insight to campus leadership regarding issues and concerns affecting various ethnic & gender identity communities. These departments provide safe and supportive communities within and among the E&G departments, as well as promote the development of a positive, inclusive, and culturally competent climate throughout the entire campus.</p>
Web Address	<p>asp.ucr.edu apsp.ucr.edu csp.ucr.edu out.ucr.edu mesc.ucr.edu nasp.ucr.edu wrc.ucr.edu rdream.ucr.edu</p>
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Campus/Community Partnerships and Engagement • Cultural, Social, Educational Programming (including Educational Trainings, Presentations, & Consultations) • Peer Mentor Programs • Staff One-on-One Support for Students • Physical Space Resource Management • Student Staff Training and Supervising • Support Student Organizations • Undocumented Student Programs • UC Legal Services • Student Leadership and Service Development
Staffing Requirements	<ul style="list-style-type: none"> • 7 FTE – Directors • 11 FTE – Program Coordinators • 4 FTE – Admin Staff • 1 FTE – MSO • 1 FTE – Executive Assistant • 1 FTE – Assistant Dean • 105 Student Workers • 8 Limited appointments
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	<ul style="list-style-type: none"> • UNEX

Name of Service:	Financial Aid
Brief Description of Service:	The Financial Aid Office (FAO) administers all forms of financial aid from federal, state, institutional, outside agency and Veteran’s Affairs awarded to undergraduate, professional, and graduate students. The FAO also assists campus departments with disbursement of departmental scholarships, awards, stipends, etc. offered to undergraduate students.
Web Address	www.finaid.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> ● Administration and Disbursements of Financial Aid Programs ● Financial Aid Counseling Services ● Coordinate Departmental and Outside Agency Undergraduate Student Scholarships, Awards, Stipends, etc. ● Manage Merit Scholarship programs to enhance the yield of high achieving students ● Provide Financial Aid Literacy programs for perspective, new, and continuing students ● Administer Veterans Affairs (VA) benefits for all UCR VA students.
Staffing Requirements	<ul style="list-style-type: none"> ● 1 FTE (Director) ● 1 FTE (Associate Director) ● 3 FTE (Assistant Director) ● 1 FTE (Fiscal Officer) ● 1 FTE (Compliance Officer) ● 1 FTE (Program Compliance & Training Officer) ● 1 FTE (Veterans Services Coordinator) ● 11 FTE (Financial Aid Counselor) ● 1 FTE (Financial Literacy Counselor) ● 3 FTE (Blank Assistant III) ● 6 FTE (Blank Assistant II) ● 2 FTE (Financial Aid Counselor – 12 month contract) ● 11 student workers
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	UNEX and Palm Desert

Name of Service:	Foster Youth Support Services/Guardian Scholars Program
Brief Description of Service:	The Guardian Scholars Program provides a network of resources to students who are transitioning from the foster care system to adulthood in order to facilitate their successful pursuit of higher education. The program draws on the resources, strength, and support of our community to provide scholars (aged 16-25) with a comprehensive college experience and the opportunity to explore and realize their full potential.
Web Address	http://guardianscholars.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Admission and Enrollment Assistance • Academic Scholarships and Financial Aid Counseling • Access to emergency Funding • Health and Counseling Services • Mentoring and Support Programming • Access to Year-Round Housing • Community Building Activities • Academic and Personal Development • Leadership Opportunities
Staffing Requirements	<ul style="list-style-type: none"> • 1 FTE: 1 Director of Foster Youth Support Services
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	UNEX

Name of Service:	Highlander Union Building
Brief Description of Service:	The Highlander Union Building (HUB) serves to enhance the education, recreational and social aspects of the student experience. The HUB is an inclusive environment for the campus community to dine, gather, relax and engage. We provide extensive event management support via our HUB Scheduling office that assists the community with all of their event needs. Our HUB Programming department develops and executes extended programming experiences to increase the social engagement of our students.
Web Address	hub.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Provide high-quality event management service for all users of the HUB and its surrounding exterior areas • Develop & facilitate programs to enhance the social experience of students • Oversee the facilities management of the HUB and maintain a high standard of cleanliness • Recruit, select & train student staff for employment opportunities throughout the HUB and Latitude 55 • Serve as a resource to campus departments regarding proper event management/protocol as well as management of sensitive programming topics • Advise a governing board primarily made up of students who help determine policy and major purchases
Staffing Requirements	<ul style="list-style-type: none"> • 1 FTE Director • 1 FTE Admin Analyst • 1 FTE Senior Programs Manager • 1 FTE Programs Manager • 1 FTE Assistant Director of Highlander Event Scheduling • 3 FTE Senior Events Managers • 2 FTE Senior Events Managers • 1 FTE Administrative Assistant III • 1 FTE Facility Manager • 2 FTE Building Maintenance, Lead (Day and Night) • 2 FTE Building Maintenance Workers • 1 FTE Groundskeeper, Lead • 1 FTE Groundskeeper • 6 FTE Senior Custodians • 24 student employees
Recharge Services	<ul style="list-style-type: none"> • All event-related charges for programs managed by the HUB including TAPS, maintenance, set up, electric, security and advanced A/V support
Premium Services	<ul style="list-style-type: none"> • Media support provided by Multimedia Technologies
Service Cost Exclusions	

Name of Service:	KUCR 88.3 FM Broadcasting
Brief Description of Service:	Provides 362/24/7 broadcasting and services and programs to train students in radio skills.
Web Address	KUCR.org
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • On-air broadcasting (365/24/7) • Web-based streaming and on-demand content downloads via computers, tablets and mobile devices. • Emergency information dissemination • On-campus and community live event production and appearances. • Production Services Faculty interviews for NPR, PBS, BBC, etc.
Staffing Requirements	<ul style="list-style-type: none"> • 1 FTE – General Manager • 1 FTE – Assistant Manager • 4 FTE – KUCR Assistants • 1 FTE – Technician/Engineer • 1 FTE – Archive Assistant • 1 FTE – Student Affairs Officer • 1 FTE – Student Affairs Assistant
Recharge Services	N/A
Premium Services	Broadcast productions and remote live events. Negotiable according to scale.
Service Cost Exclusions	All departments may receive KUCR broadcasts, either via on-air broadcast, or via web-streaming, mobile devices or download. Production services are available to all departments, but could be limited by service capacity.

Name of Service:	Orientation
Brief Description of Service:	Assists new students and families with learning about the various services, procedures, and resources available at UCR.
Web Address	http://studentlife.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Oversee and implement the Highlander Orientation Program (Freshmen and Transfer) • Design and implement New Student Programs
Staffing Requirements	<ul style="list-style-type: none"> • 2 FTE Orientation and New Student Program Advisors • 60 -65 Orientation Student employees • 30-40 New Student Program student volunteers
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	UNEX

Name of Service:	Registrar
Brief Description of Service:	The Registrar’s Office core responsibility for the facilitation of a course approvals with Committee on Courses; scheduling all general assignment classrooms spaces (87) for fall, winter and spring quarters; managing the student record for all current and past students to ensure the integrity of the record is upheld; process all transcript and enrollment verification requests; manage the approved Senate rules for the degree audit; and assure that we are in compliance with NCAA academic rules by certifying all athletes quarterly. Services impact students (current and previous), staff and faculty and range from data entry to analytical analysis of processes and data.
Web Address	registrar.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> ● Academic Scheduling ● Course Approval ● Student Record Maintenance ● Degree Audit and Course Plan ● Athletic Certification
Staffing Requirements	<ul style="list-style-type: none"> ● 1 FTE – Registrar ● 1 FTE – Associate Registrar ● 2 FTE – Assistant Registrar ● 1 FTE – Information Specialist/HOSS Supervisor ● 3 FTE – Academic Scheduling Analyst ● 1 FTE – Course Specialist ● 1 FTE – Special Programs and Grade Coordinator ● 1 FTE – Residency and Fees Coordinator ● 2 FTE – Degree Audit Specialist ● 1 FTE – Athletic Certification Coordinator ● 1 FTE – Academic Scheduling Assistant ● 1 FTE – Payroll, Personnel, Budget Coordinator ● 1 FTE – Transcript Assistant ● 4 FTE – Student Affairs Assistant ● 6 Student Workers
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	UNEX

Name of Service:	Residential Life
Brief Description of Service:	Provides program to residential population, grounded in development of students; meeting them where they are, assisting in their personal growth, providing opportunities for diverse interactions while supporting the mission of the institution.
Web Address	
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Provide learning and themed communities for residential students (i.e. PATH, SiMS, Honors, MUNDO) • Develop & facilitate programs to create a sense of community among the residential students • Oversee and support move-in/welcome process for incoming residential students • Support university initiatives and yield events to promote a sense of connectedness to the campus • Advise and support student volunteers to support the residential experience (i.e. RHA/CARA, NRHH) • Recruit, select & training student staff members to support the residential experience (i.e. RA, PC, AOC, ARD) • Support students in crisis; serving as resource/liason to campus partners who also serve to support student success • Interpret and regulate student misconduct in residential facilities including investigation, documentation, and adjudication
Staffing Requirements	<ul style="list-style-type: none"> • 1 FTE Senior Director • 2 FTE Directors • 2 FTE Assistant Directors • 2 FTE Area Coordinators (live-in staff) • 10 FTE Resident Directors (live-in staff) • 1 FTE Program Manager • 1 FTE Administrative Assistant • 140 student employees (live-in staff) • 40 student volunteers (live-in staff) • 10 student workers
Recharge Services	<ul style="list-style-type: none"> • Housing expenses for live-in staff • Dining (meal plan) expenses for live-in staff
Premium Services	<ul style="list-style-type: none"> • Year-round coverage/support of residential students and facilities
Service Cost Exclusions	

Name of Service:	Student Affairs Information Systems
Brief Description of Service:	Provide management of student data systems where Financial Aid, Registrar, and Undergraduate admissions are the primary business functional owners; provide data and transform into meaningful and useful information for analysis to the campus and public; provide survey and program assessment services to Student Affairs.
Web Address	www.data-request.ucr.edu and http://go.ucr.edu/workfront
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> ● Business Analytics and Business Intelligence ● Data Systems Management ● Research and Evaluation
Staffing Requirements	<ul style="list-style-type: none"> ● 1 Director ● 1 Assistant Director ● 1 BI Developer ● 1 Senior Data Analyst ● 2 Data Analysts ● 3 Data System Managers ● 2 Data System Analysts ● 1 Institutional Research Analyst ● 2 student workers
Recharge Services	N/A
Premium Services	Data requests from external agencies are charged \$100 per request.
Service Cost Exclusions	N/A

Name of Service:	Student Conduct and Academic Integrity Programs
Brief Description of Service:	Investigate, adjudicate and maintain records for reports of alleged violations of University policy by students, including behaviors reported to Title IX/Sexual Harassment Office and academic integrity violations reported by instructors.
Web Address	
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Manage Reports of Individual Student Misconduct • Manage Reports of Student Organization Misconduct • Conflict Resolution • Maintain Student Records • Maintain Advocate Database • Administer Student Conduct and Academic Integrity Committees • Advise Students, Faculty and Staff • Develop and Supervise Disciplinary Sanctions • Provide Training Presentations for Partner Programs • Collaborate with Partner Offices to Manage Issues and Cases Related to Title IX and critical student incidents • Provide Academic Integrity Seminars and Academic Integrity Meetings • Administer the Student Conduct Advisor Program
Staffing Requirements	<ul style="list-style-type: none"> • 8.00 FTE (full time staff) • 10 (student workers)
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	N/A

Name of Service:	Student Health Services
Brief Description of Service:	SHS provides registered UCR students high quality medical care through a holistic approach which incorporates student care and well-being.
Web Address	Studenthealth.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Primary Care • Laboratory Services • Pharmacy • Women’s Health Clinic • Preventative Care • Dental Care • Travel Clinic • Health Insurance • Psychiatric Services • X-Ray
Staffing Requirements	<ul style="list-style-type: none"> • 8 FTE – Admin Assistant 2 • 3 FTE – Admin Assistant 3 • 1 FTE – Admin Supervisor 1 • 1 FTE – Admin Supervisor 2 • 0.8 FTE – Clin Lab Sci Spec • 0.8 FTE – Clin Lab Sci Spec Supv • 2 FTE – Clinical Nurse 3 • 1 FTE – Clinical Nurse Supv 3 • 0.93 FTE - Dental Hygienist • 1 FTE – Director • 1 FTE – Financial Analyst Supv 1 • 1 FTE – HR Generalist 2 • 1 FTE - Lab Assistant 1 • 0.5 FTE – Lab Assistant 2 • 5.3 FTE – Medical Assistant 2 • 0.63 FTE – Medical Assistant 2 Per Diem • 1.45 FTE – Nurse Per Diem • 0.3 FTE – Per Diem Pharmacist • 1 FTE - Pharmacist Senior ex • 2 FTE – Pharmacy Technician 2 • 0.63 FTE – Physician Assistant Per Diem • 1 FTE – Physician Manager 1 • 1 FTE – Project Policy Analyst 3 • 1.1 FTE – Radiology Technician Senior

	<ul style="list-style-type: none"> • 2.6 FTE – Dental Assistant • 0.1 FTE – Staff Physician • 1 FTE – Student Health Dentist 3 • 0.49 FTE – Student Health Dentist 5 Per Diem • 2.3 FTE – Student Health Physician 4 • 2.2 FTE – Student Health Physician 5 • 0.2 FTE – Student Health Physician 5 Per Diem • 1 FTE - Unclassified • 1.4 FTE – Vocational Nurse Senior
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	UNEX

Name of Service:	Student Life
Brief Description of Service:	Provides engagement and involvement opportunities for students. Supports the educational experience at UCR.
Web Address	http://studentlife.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Advise and support Fraternities and Sororities • Advise and support Student Organizations • Advise and enhance Highlander Pep Band/Campus Vitality • Develop and implement Student Leadership and Community Service • Advise and support Student Veterans and Military affiliated students
Staffing Requirements	<ul style="list-style-type: none"> • 2 FTE Fraternity and Sorority Advisors • 3 Fraternity and Sorority student employees • 3.5 FTE Student Organization Advisors • .5 FTE Pep Band Director • 60-80 Pep Band student volunteers • 5 Pep Band student employees • 1 FTE Leadership/Service Advisor • 1 FTE Director • 1 FTE Budget & Personnel Admin • 4 student employees
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	UNEX

Name of Service:	Student Recreation Center
Brief Description of Service:	The Recreation Department provides a variety of programs (Intramurals, Club Sports, Fitwell, Aquatics, Outdoor Excursions, Ropes / Rock Climbing / Challenge Course and Child Care, Recreation Activity Classes, Cooking, Summer Youth Camps, Special Events and management and operations of over 160,000 sf of Recreation facilities which provides a venue for open recreation, activities from programs listed above and a facility for campus events and athletic competition.
Web Address	recreation.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Membership Services - Front Service Counter • Recreation Activity Class Program • Facilities Scheduling and Reservations Program • Outdoor Excursions Program • Ropes and Child Care Services • Competitive Sports • FitWell program • Aquatics Program • Special Events and Operations • Cooking Well Program • Maintenance and Housekeeping
Staffing Requirements	<p>1 FTE – Director 1 FTE – Assoc. Dir. Programs 1 FTE – Assoc. Dir. Facilities and Events 1 FTE – Asst. Dir. Business and Finance 1 FTE – Admin. Supervisor 1 FTE - Admin. Asst. Purchasing 1 FTE - Admin Asst. HR/Payroll 1 FTE – Marketing Manager 1 FTE - Marketing Coordinator 1 FTE – Scheduling Coordinator 1 FTE – IT Manager 1 FTE – Financial Analyst/Risk Manager 1 FTE – Admin. Asst. Member Services/Cashier 1 FTE – Cashier/ Access 17 contract staff 1 FTE - Outdoor Excursions Manager 1 FTE – Outdoor Excursions Coordinator 1 contract staff 1 FTE – Challenge Course and Child Care Manager 1 FTE – Challenge Course and Child Care Coordinator 1 FTE – Competitive Sports Manager</p>

	<p>2 FTE – Competitive Sports Coordinator 1 FTE – Fit Well Manager 2 FTE – Fit Well Coordinator 1 FTE – Aquatics Manager 1 FTE – Aquatics Coordinator 1 contract staff 2 FTE – Events and Night Manager 2 FTE – Asst. Night and Events Coordinator 1 FTE – Culinary Chef 1 FTE – Maintenance Supervisor 5 FTE – Maintenance A 6.5 FTE – Sr. Custodian Lead</p>
Recharge Services	<ul style="list-style-type: none"> • Facility Rental – Rental of facilities, gym etc. for campus departments
Premium Services	<ul style="list-style-type: none"> • Fit for Hire • Personal Training • Custom Excursions
List units that do not pay to use services	<ul style="list-style-type: none"> • Palm Desert students who pay the referendum fee are allowed access to the Student Recreation Center. University Extension International Students may purchase a membership.

Name of Service:	Student Special Services
Brief Description of Service:	Student Special Services supports students and the University with direct psychosocial support, academic support, regulatory compliance, student organization advisement and faculty/staff consultation and training. Student Special Services facilitates mandated accommodations, services and benefits that allow equal access for students with disabilities to UCR's educational opportunities.
Web Address	http://specialservices.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Student Registration and Disability Management • Disability Accommodations and Services – Internal • Disability Accommodations and Services – External • Access and Mobility Services • Furniture Access and Coordination • External Agency Outreach, Response, and Coordination • Campus Compliance, Advisory, and Support • Training and Outreach • Student Organization/Leadership Advising
Staffing Requirements	<ul style="list-style-type: none"> • 1 FTE – Director • 1 FTE – Senior Coordinator • 1 FTE – Coordinator for Academic Support Center • 3 FTE – Disability Specialists (1 DSP 3 and 2 DSP 2) • 1 FTE – Accessible Technology/Media Specialist • 1 FTE – Administrative Officer • 1 FTE – Academic Support Center Assistant 3 • 1 FTE – Special Services Assistant • 6-10 student workers • Readers, Writers, In-class academic assistants – numbers vary according to need each term. Can range from 1-5. • Notetakers - varies, currently up to 50 students a term, volunteer services only
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	<ul style="list-style-type: none"> • We do not provide direct services to UNEX students. However, we do provide consultation to UNEX so that that they meet ADA/504 requirements.

Name of Service:	UGA Non-Resident Recruitment/Admissions
Brief Description of Service:	Provides the highest level of service to prospective non-resident students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.
Web Address	www.admissions.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> ● Recruitment of Non Resident Undergraduate Students ● Evaluation and Validation of Non Resident Undergraduate Applications ● Campus Tours ● VIP Tours ● Issue Initial I-20 for Incoming International Students ● Counselors Conference Support to UCOP
Staffing Requirements	<ul style="list-style-type: none"> ● 1 FTE (Assistant Director) ● 6 FTE (Admissions Specialist) ● 1 FTE (Admissions Counselor) ● 1 FTE (Blank Assistant III) ● 1 student workers
Recharge Services	<ul style="list-style-type: none"> ● VIP tours for departments requesting a campus tour for populations other than prospective students, families and educators.
Premium Services	N/A
Service Cost Exclusions:	N/A

Name of Service:	UGA CA Resident Recruitment
Brief Description of Service:	Provides the highest level of service to prospective California resident students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.
Web Address	www.admissions.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> ● Recruitment of CA Resident Undergraduate Students ● Campus Tours ● VIP Tours ● Counselors Conference Support to UCOP
Staffing Requirements	<ul style="list-style-type: none"> ● .5 FTE (Director) ● .5 (Associate Director) ● .5 FTE (Assistant Director) ● .5 FTE (Fiscal Manager) ● 7 FTE (Admissions Counselor) ● .75 FTE (Event Specialist) ● 1 FTE (Blank Assistant III) ● .75 FTE (Blank Assistant II) ● .5 FTE (Visitor Relations Manager) ● 25 student workers
Recharge Services	<ul style="list-style-type: none"> ● VIP tours for departments requesting a campus tour for populations other than prospective students, families and educators.
Premium Services	N/A
Service Cost Exclusions:	N/A

Name of Service:	UGA CA Resident Admissions
Brief Description of Service:	Provides the highest level of service to prospective California resident high school students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.
Web Address	www.admissions.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> ● Evaluation and Validation of CA Resident Undergraduate Applications ● Campus Tours ● VIP Tours ● Counselors Conference Support to UCOP
Staffing Requirements	<ul style="list-style-type: none"> ● .25 FTE (Director) ● .25 FTE (Associate Director) ● .5 FTE (Assistant Director) ● .25 FTE (Fiscal Manager) ● .5 FTE (Event Specialist) ● 1 FTE (Blank Assistant III) ● .5 FTE (Blank Assistant II) ● .5 FTE (Admissions Events & Communication Manager) ● .5 FTE (Admissions Events Specialist) ● .5 FTE (Visitor Relations Supervisor) ● .5 FTE (Admissions Support Unit Coordinator) ● 20 student workers
Recharge Services	<ul style="list-style-type: none"> ● VIP tours for departments requesting a campus tour for populations other than prospective students, families and educators.
Premium Services	N/A
Service Cost Exclusions:	N/A

Name of Service:	UGA Transfer Recruitment/Admissions/Articulation
Brief Description of Service:	Provides the highest level of service to prospective transfer students, their families, and educators and attracts, selects, and enrolls a highly diverse and academically accomplished student body.
Web Address	www.admissions.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> ● Recruitment of Undergraduate Transfer Students ● Evaluation and Validation of Undergraduate Transfer Applications ● Articulation ● Revisions to Records ● Campus Tours ● VIP Tours ● Counselors Conference Support to UCOP
Staffing Requirements	<ul style="list-style-type: none"> ● .25 FTE (Director) ● .25 FTE (Associate Director) ● 1 FTE (Assistant Director) ● .25 FTE (Fiscal Manager) ● 5 FTE (Admissions Counselor) ● .75 FTE (Event Specialist) ● 1 FTE (Blank Assistant III) ● .75 FTE (Blank Assistant II) ● .5 FTE (Admissions Events & Communication Manager) ● .5 FTE (Admissions Events Specialist) ● .5 FTE (Visitor Relations Manager) ● .5 FTE (Visitor Relations Supervisor) ● 1 FTE (Articulation Officer and Admissions Support Manager) ● .5 FTE (Admissions Support Unit Coordinator) ● 1 FTE (Articulation Specialist) ● 36 student workers
Recharge Services	<ul style="list-style-type: none"> ● VIP tours for departments requesting a campus tour for populations other than prospective students, families and educators.
Premium Services	N/A
Service Cost Exclusions:	N/A

Name of Service:	Outreach Special Programs (LCFF)
Brief Description of Service:	Increase the number of applications, admissions, and enrollment of low-income and underrepresented minority students, including students who were enrolled in LCFF+ (Local Control Funding Formula) schools.
Web Address	www.admissions.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> ● Outreach and academic support ● Programming and Marketing ● Campus Tours ● VIP Tours
Staffing Requirements	<ul style="list-style-type: none"> ● 2 FTE (Admissions Specialist) ● 6 student workers
Recharge Services	<ul style="list-style-type: none"> ● VIP tours for departments requesting a campus tour for populations other than prospective students, families and educators.
Premium Services	N/A
Service Cost Exclusions:	N/A

Name of Service:	The WELL
Brief Description of Service:	The WELL provides student outreach, health education, and direct psychosocial support to undergraduate and graduate students. The WELL serves as the health education and promotion department, educating students through collaborative wellness programming, broad health and social norms campaigns, and peer training, advisement, and outreach. The WELL plays a leadership role in the system wide food access and security mandate, and supports the system wide sexual violence education mandate. WELL programs and services aim to inform students about health topics that are important to them, and to provide opportunities to practice healthy behaviors to facilitate developing life-long wellness habits. The WELL's programs and services provide support essential to students' academic success.
Web Address	well.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Health education outreach and programming • R'Pantry management and Food Access & Security Working Group coordination • Power of the Peers Network coordination • Graduate student wellness outreach and programming • Peer educator/mentor group supervision and advising
Staffing Requirements	<ul style="list-style-type: none"> • 1 FTE – Director • 1 FTE – Budget, Personnel & Program Assistant • 1 FTE – Health Educator • 1 FTE – Mental Health Outreach Coordinator • 1 FTE – Pantry Coordinator • 1 FTE – Peer & Wellness Coordinator • 1 FTE – Wellness Program Coordinator • 16 Undergraduate Students • 1 Graduate Student
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	<ul style="list-style-type: none"> • The WELL does not provide services to Palm Desert location given the distance.