



Service Level Agreement

Vice Provost for
Academic
Personnel

Jul 2017 – Jun 2018

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SLA Contact Information	
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Department & Services Directory	http://academicpersonnel.ucr.edu/contacts.html

1.0 EXECUTIVE SUMMARY

The Office of Academic Personnel is a service organization whose mission is to facilitate the recruitment, appointment, retention, advancement, and development of outstanding and diverse faculty and academic appointees. The Office of Academic Personnel also provides in-depth subject matter expertise and knowledge to ensure compliance with University policies, practices, and procedures, and as well as state and federal regulations.

The Office of Academic Personnel manages campus-wide programs for academics as well as develops and implements academic policy. These programs include recruitment, retention, compensation, merits and promotions, benefits and leaves, and faculty development.

The Vice Provost for Academic Personnel serves as the Chancellor and Provosts’ designee as the decision maker within this portfolio. The Office of Academic Personnel supports the Vice Provost in this role.

2.0 SERVICE LINE SUMMARY

[This section will be used to list the various service lines or functions of the unit with tables below the summary for details on each service]

Service Line Summary				
Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Unit Services				
Consulting/Advising	X			
Policy Development/Implementation	X			
Academic Program Implementation	X			
Training and Development	X			
Regulatory/Compliance Designee	X			

3.0 GENERAL SERVICE OVERVIEW

Our services primarily impact the following groups:

- 750 Senate faculty and approximately 3800 non-senate academics
- Academic Colleges, Departments, and Schools
- UCR Leadership, UCR Central Organizations
- Office of the President, Other UC Campuses, External Organizations

4.0 SERVICE LINE DETAIL

Name of Service:	Academic Personnel (http://academicpersonnel.ucr.edu/)
Keywords:	Academic Personnel Policy/Procedures, Academic Compensation, Academic Leaves, Faculty, AP Recruit, Merits, Promotions, Academic Labor Relations, e-File, UCPATH, Academic Training and Development, Department Chair Development, Faculty Recruitment
Revenue Units:	Schools and Colleges
Brief Description of Service:	The Office of Academic Personnel collaborates system wide in the development of policy and procedures for recruitment, appointment, evaluation, retention, and advancement of faculty and other academic appointees, works with the Campus Leadership in the development and implementation of local policies and procedures for recruitment, appointment, evaluation, retention, advancement, and development of an outstanding and diverse academic workforce in support of the campus mission. The Office of Academic Personnel also provides in-depth subject matter expertise and knowledge to creatively solve problems and provide solutions for our customers while ensuring compliance with University policies, practices, and procedures, as well as state and federal regulations.
Customers Eligible to Request Service:	All UC Employees including: Faculty , staff, students, Campus Leadership, UC leadership, Campus Central Offices, Other UC Campuses, Campus Counsel, Campus Shared Services Centers, Campus Dean’s Offices
How is Service Requested:	Walk-in, phone, e-mail, E-file, Document Management System, Internet, Academic Personnel Recruit, Referral from other offices
How is the Service Delivered:	In-person, by phone, e-mail, in meetings, training sessions, informal gatherings, via Academic Personnel Systems, and events
Service Level Agreement Specifics:	The unit facilitates the recruitment, development, and retention of academic employees consistent with UCR’s academic personnel policies and procedures. Academic Personnel Office also develops, implements, and oversees academic policies and procedures, and provides leadership, training, and assistance on policy issues associated with the recruitment, hiring, employment advancement and separation/retirement of academic employees. List of services provided to the campus:

	<ul style="list-style-type: none"> • Academic Recruitment/Retention Oversight, Facilitation and Support (all academics – some broken out below for clarity) • Academic Merit/Promotion Oversight, Facilitation and Support (all academics – some broken out below for clarity) • Academic Labor, Bargaining/Grievance Facilitation and Support • Academic Conflict Resolution Support/Guidance • Academic Leave Administration and Support • Academic Compensation implementation including annual academic range adjustments, guidance and audit • Academic Outside Professional Activities, Conflict of Commitment reporting/support • Academic Data Reporting • Academic Policy Oversight, Development, Implementation and Guidance • Exception/Escalation Facilitation Support • Administration of Chancellors Postdoctoral Fellowship Program and Hellman Academic Fellowship program • Awards Administration and Support • Unit 18 excellence evaluation support and development awards oversight • Oversight of librarian merits/promotion • New Faculty Orientation, Faculty Development Workshops • Chair Development workshops • Academic Separation/Retirement Support • Management, Training and Support for Academic Information Systems (eFile, ACAPER, AP Recruit) • Payroll Systems Training and Support for Academic Employees (PPS, UCPath, Guardian I9 System) • Training and Development on academic topics and for academic employees and academic personnel staff members • Academic Diversity Initiatives and workshops • Academic Affirmative Action Oversight, Implementation, support • Counseling/Advising on various academic personnel topics to various entities, including campus counsel <p>In addition to these services, the Academic Personnel Office engages in activities related to policy</p>
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	development/implementation, reporting, oversight, and compliance to adhere to UC system wide, state, and federal requirements/regulations.
Recharge Services:	None
Premium Services:	None
Staffing Requirements:	7.0 FTE (Not including the Vice Provost)

Appendix

International Students:

Below are the service levels based on fall 2014 data:

International Student Resource Center Service Population	
Admitted undergraduate international students (F 2015)*	248
Admitted graduate international students (F 2015)*	355
Enrolled undergraduate international students	477
Enrolled graduate international students	885
Exchange students	21
International students with employment benefits	342
Dependents of international students	165
Non-international student participants in peer programs	222
TOTAL SERVICE POPULATION	2,715

*Fall 2015 Admitted Students data are estimates based on actual fall 2014 admits.

2013-2014 Advising and Support Programming Data

- 8,200 advising interactions, reflecting 1,600 unique students
- Fall 2013 Orientation Program: 472
- Welcome Back Lunch: 84 students
- Global Connection Partner Program: 222 total students
- International Discussion Groups: 15 programs/172 total students

Exploring Southern California: 3 programs/169 total students



Service Level Agreement

Vice Provost of
International Affairs
Jul 2017 – Jun 2018

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SLA Contact Information	
SLA Doc Contact: Karim Zahedi	Email: Karim.Zahedi@ucr.edu

1.0 EXECUTIVE SUMMARY

The International Affairs Office (IAO) is in the process of consolidating three core units that include International Student Resource Center (ISRC), International Scholars Center (ISC), and Study Abroad (SAP) into a central International Affairs Office. As UCR enhances its mission for preeminence in teaching, research and engagement, International Affairs provides leadership and innovation to facilitate international opportunities for our students and faculty, and makes educational resources accessible for the campus, our international guests, and the community beyond. We also stimulate activities that celebrate diverse cultures, foster the exchange of ideas, serve as the central information hub for international activities, and support the growing international dimension of UCR. The core units of ISRC, ISC and EA work collaboratively to promote education and research abroad programs for students and to enhance collaborative research and engagement for faculty. The units provide specialized immigration services to assist in the process of hiring of international faculty, scholars and staff employees. The IAO facilitates and manages agreements with international institutions, hosts international delegations, and coordinates international education outreach activities and special events.

2.0 SERVICE LINE SUMMARY

[This section will be used to list the various service lines or functions of the unit with tables below the summary for details on each service]

Service Line Summary				
Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Unit Services				
International Affairs Administration	√			
International Student Resource Center (ISRC)	√			
International Student Retention and Services				
International Scholars Center (ISC)	√			
Study Abroad Program (SAP)	√			

3.0 GENERAL SERVICE OVERVIEW

[This section will be used to provide an overview of the statistics relevant to the unit – bullet format
 Statistics and facts need to be relevant to business operations. *For example, it's relevant to know that physical plant maintains x million square feet, as this affects service*]

ISRC TOTAL/CORE SERVICE POPULATION	2,623
International Undergraduate/Graduate Students	748 (incoming and current)/ 1,326 (incoming and current)
Dependents of International Students	151
International Alumni Engaged in Authorized Training/Employment	280
Domestic Undergraduate and Graduate Student Volunteer Peer Advisors	118
ISC TOTAL SERVICE POPULATION	1,606
International Faculty/Staff	552 (incoming/ current & green card holders /other temporary workers)
International Scholars	308 (incoming and current)
Dependents of International Scholars	310 (incoming and current)
Programs / Orientations/ Visa Training	466 (ongoing)
Government agents	Varies
SAP TOTAL SERVICE POPULATION	9238
Prospective Students	2726 (based on prospective number for UCEAP, OAP, and SSA 2014-15)
UCEAP Participants	284 (2015-16 participants and withdrawals)
OAP Participants	105 (2015-16 participants and withdrawals)
UCRSSA Participants	124 (2015-16 participants)
Returnees	420 (2014-15 participants)
Prospective Programs / Selected Programs/ Orientations	5526 (ongoing)
Global Opportunity Abroad Leaders (student volunteers)	14

4.0 SERVICE LINE DETAIL

Name of Service:	International Affairs – Administration
Keywords:	International, Scholars
Revenue Units:	Schools and Colleges
Brief Description of Service:	The unit oversees UCR’s internationalization initiatives and global engagement strategies. UCR currently hosts students from more than 60 nations, and its faculty research features dozens of international research activities touching all continents.
Customers Eligible to Request Service:	Faculty, Students
How is Service Requested:	Telephone, e-mail, in-person
How is the Service Delivered:	See Special Programs Budget attached.
Service Level Agreement Specifics:	The International Affairs Office (IAO) consists of three core units that include International Students, International Scholars, and Study Abroad. These units work collaboratively to promote education and research abroad programs for students and to enhance collaborative research and engagement for faculty. The IAO facilitates and manages agreements with international institutions, hosts international delegations, and coordinates international education outreach activities and special events.
Recharge Services:	None
Premium Services:	None
Staffing Requirements:	4.00 FTE

Name of Service:	International Students and Scholars
Keywords:	Campus Compliance, Department of Homeland Security (F-1 program), Department of State (J-1 Program), Student, Faculty, Scholar, Staff Support, International, Immigration/Visa Services, Intercultural Programming,
Revenue Units:	Schools and Colleges
Brief Description of Service:	<p>International Students and Scholars (ISS) office is responsible for campus compliance with immigration regulations concerning the admission and matriculation of international students, as well as regulations that govern the hire of international faculty, research scholars and career staff.</p> <p>ISS supports and promotes international students’ success, wellness, and personal growth; as well as support campus, teaching, research initiatives and collaboration. This is done through expert advising, intercultural programming and advocacy.</p> <p>We create a safe and welcoming environment that respects cultural diversity and fosters intercultural skill development throughout campus and the community.</p>
Customers Eligible to Request Service:	All campus faculty, staff, and students (admitted, enrolled and employed), as well as dependents of international students, faculty, scholars and international alumni participating in approved training programs in the U.S.
How is Service Requested:	<p>Direct counseling/advising/consultations are available by appointments, email, and by physically coming to the office between 8 a.m. – 5 p.m. Campus stakeholders can also obtain counseling/advising/ consultation via email and phone.</p> <p>Many of our support services and programs are designed to promote interpersonal interaction and connections; therefore, they are delivered in person at ISS or on campus. Online services are mostly transactional in nature (e.g. requests for immigration documents, status letters, etc.).</p> <p>Visa requests for international faculty, scholars and staff are submitted through ISS web-based system “International Scholar Center Online” (ISOnline).</p>
How is the Service Delivered:	In-person, by phone (951-827-4113) Online and via email at internationalstudents@ucr.edu for students and at internationalscholars@ucr.edu for scholars.

<p>Service Level Agreement Specifics:</p>	<p>Campus Compliance:</p> <p>Primary Immigration Liaison The ISS serves as UCR’s primary liaison to the Department of Homeland Security and the Department of State, and is appropriately charged with maintaining UCR’s approval to admit and matriculate international students in F-1 and J-1 status, as well as the campus’ approval to hire international faculty and research scholars in non-immigrant categories. ISS also serves as the Training Program Liaison (TPL) for Education Commission for Foreign Medical Graduates (ECFMG), for the UCR’s School of Medicine.</p> <p>SEVIS ISS is responsible for ensuring that all designated UCR immigration staff (both inside and outside of the ISS) are effectively trained in relevant immigration regulations and are meeting the reporting mandates for maintaining international student and scholar records in the inter-agency Student and Exchange Visitor Information System (SEVIS).</p> <p>Advising & Advocacy: ISS advises incoming, continuing, alumni, international students, faculty, research scholars and staff (and their dependents) on all matters related to maintaining immigration status including seeking the benefits associated with their particular immigration status.</p> <p>ISS also provides support with personal and intercultural adjustment and how to navigate academic and personal issues on campus and in the community. Provides support and facilitate effective intercultural communications, advises on travel issues, and devise solutions that do not jeopardize non-immigrant status’.</p> <p>ISS advocates for international student and scholar services with local providers (e.g. banks), agencies (e.g. USCIS, DMV) and campus departments to obtain the resources needed to succeed.</p> <p>Consultations and Collaboration ISS provides consultation to all new academic programs (degree and non-degree) that plan to admit international students in F-1 and J-1 status or to hire international faculty, research scholars and career staff.</p>
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	<p>ISS staff provides telephone and in-person consultation to faculty, staff, students, and parents who are concerned about the welfare of international students, who wish to obtain information about how to make a referral, or who would like to discuss the impact of immigration regulations on international student success</p> <p>Student Retention: ISS develops and coordinates support services and programs to promote interpersonal interaction and connections. Develops and maintains online webinars for incoming international students and have piloted an online workshops addressing the employment authorization process.</p> <p>Campus Outreach & Training: ISS coordinates educational trainings and workshops for campus, faculty, staff and student groups who are interested in learning more about the international student's experience and how to support the success of UCR's international populations.</p> <p>Orientation and Immigration Programs: ISS provides pre-arrival consultations to newly admitted international students, and newly hired faculty, research scholars and staff with information about visa acquisition, what to expect when entering the U.S., and UCR/Riverside resources.</p> <p>ISS also develops and coordinates mandatory international students and scholars' orientation. Held every quarter for new/incoming international students and bi-weekly for international scholars.</p> <p>Career Empowerment Workshops In most cases, engaging in authorized employment requires international students to secure approval from the federal government through a detailed application process. ISS advisers help international students prepare their applications and advise them on the strict deadlines associated with eligibility for employment benefits.</p> <p>Tax and Travel Guidance The ISS provides resources for international students and scholars regarding filing taxes in the U.S. and also hosts workshops regarding how immigration status impacts international travel.</p>
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	<p>Intercultural and Support Programming: ISS develops and coordinates peer programs to facilitate intercultural exchange and peer support for international students (e.g. International Peer Advisor program, Global Connections program, and International Discussion Groups). Also well as develops and coordinates family programs.</p> <p>ISS coordinates and plan campus programs to highlight the global nature of our campus community and encourage all members of the population to engage in international exchange.</p> <p>ISS also coordinates Southern California and American culture trips to local and regional cultural sites to engage international students with American culture and Southern California. International students and scholars are also invited to participate in American and UCR traditions and holidays.</p>
<p>Recharge Services:</p>	<p>International Students: There are no recharge services for international students; however, first year student orientation fees are received. The orientation fee for freshmen is set by Student Life and is charged to all incoming freshman. The only other fees for international student is for our Exploring SoCal Series. Students who participate in those programs are charged an excursion fee to cover extra costs associated with each program (e.g. entrance tickets).</p> <p>International Scholars: Central funding covers the visa application fees for salaried appointments.</p> <p>The scholar covers visa fees for “Without Salary Appointments” (WOS).</p> <p>Colleges/departments cover the green card applications fees.</p> <p>All Scholars cover his/her dependent’s application fees.</p>
<p>Premium Services:</p>	<p>None</p>
<p>Staffing Requirements:</p>	<p>10 FTEs (1 Director, 1 Associate Director, 4 student advisors, 2 scholar advisors, 1 case coordinator, 1 receptionist)</p> <p>4- 5 student workers</p> <p>50 International Peer Advisors (IPA) volunteers</p> <p>Global Connections Partners (GCP) volunteers</p>

Name of Service:	Study Abroad Office
Keywords:	EAP, UCDC
Revenue Units:	Schools and Colleges
Brief Description of Service:	Students can study abroad or travel to world renowned universities and institutions. Students also have the ability to travel and intern in Washington DC through the UCDC academic program.
Customers Eligible to Request Service:	Students and Faculty
How is Service Requested:	Telephone, e-mail, in-person
How is the Service Delivered:	
Service Level Agreement Specifics:	<p><u>UC Education Abroad Program</u> The Education Abroad Program and Opportunities Abroad Program Office caters to outbound students who have the desire and eligibility to study in a foreign country through the Education Abroad Program (EAP). EAP is the University of California’s premier study abroad program. For nearly 50 years, EAP has offered the highest quality study abroad experiences tailored to meet your needs and interests as a UC student.</p> <p><u>Other UC & Non-UC Programs</u> The Education Abroad Program and Opportunities Abroad Program Office caters to outbound students who have the desire and eligibility to study in a foreign country through the Opportunities Abroad Program (OAP). OAP is any type of abroad experience under the Planned Opportunities Abroad Agreements (POAA). POAA provides UCR students access to non-University of California EAP study abroad programs, permitting them to study abroad for transfer credit and to use eligible financial aid for direct enrollment or through a third party.</p> <p><u>Summer Study Abroad</u> Summer Study Abroad offers UC Riverside campus courses from the General Catalog, taught by UC Riverside faculty, at an off-campus location during a five-week session in the summer. The courses can satisfy general education requirements and/or keep you on track with your coursework for your major or minor.</p>
Recharge Services:	None
Premium Services:	None
Staffing Requirements:	3.00 FTE



Service Level Agreement

Vice Provost for
Undergraduate
Education

Jul 2017 – Jun 2018

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SLA Contact Information	
SLA Doc Contacts: Tracey J. Scholtemeyer, CFAO Undergraduate Education	Email: traceys@ucr.edu
Department & Services Directory	Undergraduate Education Academic Resource Center University Honors

FY 16-17 Undergraduate Education, Academic Resource Center, and University Honors SLA Summary of Costs		
Total Service Costs	Total Overhead Costs	Total Unit Cost
\$1,920,766	\$1,180,502	\$3,101,268

UNDERGRADUATE EDUCATION

1.0 SERVICE SUMMARY

Service Line Summary				
Undergraduate Education: Unit Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Service 1: Student Support: Academic Programming	v			07
<ul style="list-style-type: none"> • Academic Internships (including Sustainability) • Leadership Pathway • R'Courses (including Sustainability) • Service Learning Courses • Summer Academy • UCDC • UC Sacramento 				
Service 2: Student Support: Co-Curricular Activities	v			08
<ul style="list-style-type: none"> • Chancellor's Research Fellows • Global Issues Forum • Sustainability Issues Forum • Honors Convocation • National Prestigious Scholarships and Awards • Student Undergraduate Research Mini-Grants • Symposium for Undergraduate Research, Scholarship, and Creative Activity • Undergraduate Research Portal 				

<p>Service 3: Support for Teaching, Mentoring and Advising</p>				
<ul style="list-style-type: none"> • Academic Advisor Support and Professional Development • Academy of Distinguished Teachers • Grants to Faculty for Assessment, Capstone Courses, and Instructional Innovation • Faculty Course and Instruction Transformation Workshops • Pre-Professional Advising Center (PPAC) • Teaching and Learning Commons • Undergraduate Education Faculty Conference Grants 	v			09
<p>Service 4: Evaluation and Assessment</p>				
<ul style="list-style-type: none"> • Evaluation of Effectiveness of Programs and Activities • iEval for Course/Teaching Evaluation • Undergraduate Program Assessment • WASC campus coordinator for Communications and Accreditation 	v			10
<p>Service 5: Coordination and Administration of External Programs for Teaching and Student Success</p>				
<ul style="list-style-type: none"> • Collaborative Opportunity Grant (COG) APLU/USU • Innovative Learning Technology Initiative (ILTI) UCOP • Monitoring Advising Analytics to Promote Student Success (MAAPS) Department of Education “First in the World” • University Innovations Alliance 	v			11

2.0 STATISTICS AND FACTS RELEVANT TO 1.0 SERVICE SUMMARY

Service 1: Student Support: Academic Programming

- 1,006 students served
- 42 faculty and 21 departments
- 3,741 units enrolled through Academic Internships, UCDC, UC Sacramento, Leadership Pathway, R'Courses, and Service Learning Courses

Service 2: Student Support: Co-Curricular Activities

- 13 Prestigious Scholarships awarded FY16 from a pool of 37 applicants
- 13 Chancellor's Research Fellows awarded FY16 from a pool of 33 applicants
- 34 Undergraduate Research Mini-Grants FY17 awarded from a pool of 57 applicants
- Supported the research of 23 STEM sophomores with 16 faculty FY16
- Fall 16 Research Resource Fair attended by 220 students
- 8 publications selected for the Undergraduate Research Journal from 24 submissions FY16
- 151 student presentations at the Undergraduate Research Symposium with over 2,000 attendees FY16
- 417 participants in Global Issues Forum Programming FY16, projected 634 FY17
- Establish support programs for student engagement in sustainability and the R' Garden FY 17
- 17 Undergraduate Education Ambassadors were selected to assist with events and provide informational workshops

Service 3: Support for Teaching, Mentoring and Advising

- Teaching workshops for new faculty attended by over 30 faculty in FY17
- Course and Instruction Transformation Workshop attended by 26 faculty over 10 weeks to improve gateway courses with high failure rates FY17
- Worked with the Instructional Technologies group in C&C to sponsor presentations and workshops on strategies to engage students in the classrooms Fall 16
- Junior Faculty Excellence in Teaching Award and Innovative Teaching Award and Lecture
- 5,565 pre-health students attended 115 HPAC workshops/events in FY16
- Campus-wide Celebration of Teaching planned for May 18, 2017

Service 4: Evaluation and Assessment

- Collected 167,217 student evaluations from 3,636 courses in 91 subject codes through iEval
- Supported assessment of students in 40 departments/programs through 6 workshops on assessment attended by 63 faculty members
- Provided data, analysis and decision support to stakeholders for 41 programs or initiatives
- Compiled documentation of campus compliance with expectations of regional accreditor, including annual assessment reports from 40 undergraduate departments and submission of campus annual report to WASC

Service 5: Coordination and Administration of External Programs for Teaching and Student Success

- Administered and managed \$2.615M in UCOP LCFF+ Awards
- Administered and managed \$1.1M in UCOP ILTI Awards
- Awarded 26 Faculty stipend and research support to participate in 8-week Course Redesign Workshop facilitated by Purdue University
- Administered over \$3.8M in intercampus fund transfers for scholarships, awards, and program support

3.0 COST SUMMARY TABLE

Service Cost Summary Table						
(A) Service Cost	FTE to Provide Service	Total Cost Driver per Total FTE* 18,481.68**	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Service Cost
Service1	3.5	5.43	100,503	0	80,250	180,753
Service 2	2.5	6.26	115,758	0	49,481	165,239
Service 3	2.5	11.81	218,184	0	0	218,184
Service 4	1.0	3.61	66,645	0	0	66,645
Service 5	2.0	4.80	88,738	0	41,050	129,788
Total	11.5	31.91	589,828	0	170,781	760,609
Overhead Cost Summary Table						
(B) Overhead Cost	FTE	Total Cost Driver per Total FTE* 18,481.68**	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Overhead Cost
Admin / Overhead	6.5	33.83	625,195	0	40,199	665,394
Total	6.5	33.83	625,195	0	40,199	665,394

4.0 SERVICE LINE DETAIL

Name of Service:	Service 1: Student Support: Academic Programming
Brief Description of Service:	Coordinate a variety of high impact academic internship and experiential programs focused on student applied and experiential learning, service learning, and community engaged learning. In addition to these credit-generating experiences, we also support courses designed and facilitated by student peers.
Web Address	http://ue.ucr.edu/ http://ue.ucr.edu/educational_initiatives/rcourses.html http://ssp.ucr.edu/academic_internships.html
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • One-on-one consultations • Peer-led course review sessions • Workshops and seminars • Community partnerships and event coordination • Community building activities • Coordination of student-led and designed courses • Faculty advisory group coordination
Staffing Requirements	<ul style="list-style-type: none"> • 3.5 FTE (Coordinator Sustainability, Academic Internship Coordinator, Coordinator Educational Initiatives, Coordinator Special Programs) • 2 student assistant employees
Recharge Services	N/A
Premium Services	N/A
List units that do not pay to use services	N/A

Name of Service:	Service 2: Student Support: Co-Curricular Activities
Brief Description of Service:	Coordinates co-curricular programs aimed at increasing undergraduate student research experiences, recognizing student academic achievement, supporting national and prestigious scholarship applications, and increasing awareness of global issues and sustainability.
Web Address	http://ucrgif.wixsite.com/globalissuesforum http://ue.ucr.edu/educational_initiatives/ http://ssp.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • One-on-one consultations • Support in applying for prestigious awards • Large scale event coordination • Coordination of research opportunities through a digital portal system • Review of grant and application submissions for undergraduate research • Coordination of undergraduate research journal submissions • Workshops and seminars • Community-building activities • 17 UE ambassadors Conducting workshops and information sessions • Faculty advisory group coordination
Staffing Requirements	<ul style="list-style-type: none"> • 2.5 FTE (Coordinator Sustainability, Director of Student Success, Admin. Asst. III) • 1 student assistant employee
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	N/A

Name of Service:	Service 3: Support for Teaching, Mentoring and Advising
Brief Description of Service:	Supports faculty teaching, course design, and instruction through professional development, mentoring and recognition services, instructional and assessment improvement workshops and grants, and the Teaching and Learning Commons. Students are supported through the Pre-Professional Advising Center (PPAC). Academic Advisors are supported through a series of professional development programs and recognition services.
Web Address	http://ue.ucr.edu/teaching.html http://hpac.ucr.edu/ http://academyteachers.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Faculty instructional improvement workshops, seminars, and mentoring • Recognition of exceptional faculty instruction and academic advising • Individualized advising sessions • One-on-one peer mentoring coordination • Workshops and seminars for pre-health students • Workshops and seminars for pre-law students • Graduate and professional school preparation resources for pre-health students • Community-building activities • Manage student application and matriculation data • Coordination of academic advisor professional development activities
Staffing Requirements	<ul style="list-style-type: none"> • 2.5 FTE (Director, Asst. Director, VP, AVP) • 2 limited employees (HPAC Assistants)
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	N/A

Name of Service:	Service 4: Evaluation and Assessment
Brief Description of Service:	Manage, coordinate, and facilitate campus-wide program assessment, WASC accreditation efforts, iEval, and program evaluation of Undergraduate Education units/programs and campus partners.
Web Address	http://ueeval.ucr.edu/ http://ue.ucr.edu/ieval.html
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Evaluation of programmatic impacts on student success • Support for effective teaching through student evaluation of instruction • Support for assessment of student learning in undergraduate programs • Support maintenance of campus regional accreditation
Staffing Requirements	<ul style="list-style-type: none"> • 1.0 FTE (Director) • .49 GSR
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	N/A

Name of Service:	Service 5: Coordination and Administration of External Programs for Teaching and Student Success
Brief Description of Service:	Provide budget, personnel, fund management, contract and grant pre and post-award administration, and technology services. Establish business and community-building practices in support of campus and Systemwide partnerships.
Web Address	http://ue.ucr.edu/about/ http://www.ucop.edu/innovative-learning-technology-initiative/ http://www.theuia.org/#about http://ue.ucr.edu/maaps/index.html
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Research, write, and submit to external grant opportunities • Provide consultative and programmatic oversight to post-award activities • Represent UCR to UCOP, local, state, and national constituents
Staffing Requirements	<ul style="list-style-type: none"> • 2.0 FTE (.25 Sr. Admin Officer, .25 Financial Analyst, .25 Admin Officer, .10 IT Director, .15 Programmer, 1.0 UIA Fellow)
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	N/A

ACADEMIC RESOURCE CENTER

1.0 SERVICE SUMMARY

Service Line Summary				
Academic Resource Center: Unit Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Service 1: Enhancing Student Success: Tutoring	√			15
<ul style="list-style-type: none"> • Tutorial Assistance Program • Supplemental Instruction • Undergraduate Writing Center 				
Service 2: Enhancing Student Success: Mentoring	√	√		16
<ul style="list-style-type: none"> • Academic Intervention Programs • Early Assist • Graduate Examination Preparation Seminars • Highlander Early Start Academy (HESA) 				
Service 3: Enhancing Student Success: Academic Preparation	√	√		17
<ul style="list-style-type: none"> • Mathematics Advisory Examination • Intermediate Algebra Workshop (ARC 35) 				

2.0 STATISTICS AND FACTS RELEVANT TO 1.0 SERVICE SUMMARY

Service 1: Enhancing Student Success: Tutoring

- 3866 unique students served (AY 2015-2016)
- 3743 unique students served (Fall 2016)
- 75 courses supported each quarter

Service 2: Enhancing Student Success: Mentoring

- 1180 unique students served (AY 2015-2016)
- 434 unique students served (Fall 2016)
- 156 workshops/seminars given quarterly

Service 3: Enhancing Student Success: Academic Preparation

- 4208 unique students served (AY 2015-16)
- 932 unique students served (Fall 2016)

3.0 COST SUMMARY TABLE

Service Cost Summary Table						
(A) Service Cost	FTE to Provide Service	Total Cost Driver per Total UG FTE* 18,481.68**	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Service Cost
Service 1	7.75	4.23	78,149	0	296,487	374,636
Service 2	5.50	0	0	53,486	238,067	291,553
Service 3	3.25	0	0	140,747	15,517	156,264
Total	16.5	4.23	78,149	194,233	550,071	822,453
Overhead Cost Summary Table						
(B) Overhead Cost	FTE	Total Cost Driver per Total UG FTE* 18,481.68**	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Overhead Cost
Admin / Overhead	4.00	0	0	0	294,344	294,344
Total	4.00	0	0	0	294,344	294,344

4.0 SERVICE LINE DETAIL

Name of Service:	Service 1: Enhancing Student Success: Tutoring
Brief Description of Service:	The Tutorial Assistance Program (TAP), Supplemental Instruction (SI), and Undergraduate Writing Center (UWC) provide academic support to students across disciplines to help them succeed in course work.
Web Address	http://arc.ucr.edu/excel/tutoring/index.html http://arc.ucr.edu/excel/si/index.html http://arc.ucr.edu/excel/
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • One-on-one consultations • Peer-led course review sessions • Support for prestigious award applications and graduate/professional school essays
Staffing Requirements	<ul style="list-style-type: none"> • 7.75 FTE (3 Program Coord., 3 Asst. Program Coord., 2 Admin. Asst., 1 Asst. Director) • 141 Academic Student Employees
Recharge Services	N/A
Premium Services	N/A
List units that do not pay to use services	N/A

Name of Service:	Service 2: Enhancing Student Success: Mentoring
Brief Description of Service:	Through mentoring and attending various workshops/seminars, students develop the skills necessary to be successful at the University and post-graduation.
Web Address	http://arc.ucr.edu/workshops/study/index.html http://arc.ucr.edu/excel/ace/index.html http://arc.ucr.edu/cohort/cnas-early/index.html http://arc.ucr.edu/workshops/gep/index.html http://earlystart.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • One-on-one peer mentor sessions • Workshops and seminars • Graduate school preparation resources • Community-building activities
Staffing Requirements	<ul style="list-style-type: none"> • 5.50 FTE (4 Program Coord., 3 Asst. Program Coord., 2 Asst. Directors) • 4 Limited Appointment Employees (4 Workshop Facilitators) • 49 Academic Student Employees
Recharge Services	N/A
Premium Services	Graduate Examination Preparation Seminars
Service Cost Exclusions	N/A

Name of Service:	Service 3: Enhancing Student Success: Academic Preparation
Brief Description of Service:	Assess and address deficiencies in the academic preparedness of students.
Web Address	Mathematics Advisory Exam: http://arc.ucr.edu/placement/ Intermediate Algebra Workshop (ARC 35): http://arc.ucr.edu/workshops/arc35/index.html
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Assess skills in mathematics for appropriate placement into University level course work. • Help students to refresh their math skills and develop better grounding to be successful in math courses
Staffing Requirements	<ul style="list-style-type: none"> • 3.25 FTE (1 Program Coord., 1 Asst. Program Coord., 1 Admin. Asst., 1 Asst. Director) • 35 Academic Student Employees
Recharge Services	N/A
Premium Services	<ul style="list-style-type: none"> • Mathematics Advisory Exam • Intermediate Algebra Workshop (ARC 35)
Service Cost Exclusions	N/A

1.0 SERVICE SUMMARY

Service Line Summary				
University Honors: Unit Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Service 1: Student Support: Academic Programming				
<ul style="list-style-type: none"> • Ignition Seminars • Honors Courses • Honors Sections in Departments • Distinguished Speaker Series • Student Scholarships for Academic Excellence and Need • Creation/modification of courses aligned with general education requirements • Development of Evaluation Instruments for student success and satisfaction 	√			22
Service 2: Student Support: Co-Curricular Activities				
<ul style="list-style-type: none"> • Ambassadors/Peer Mentoring • <i>Audeamus</i> Honors Journal • Field Trips and Events • University Honors Orientation • University Honors Achievement Ceremony • Education Abroad and Off-campus opportunities • Events in Collaboration with Housing • Establish networking possibilities between UH alumni and current students 	√			23

<p>Service 3: Support for Teaching, Mentoring, and Counseling</p>	<p>√</p>			<p>24</p>
<ul style="list-style-type: none"> • Honors Counseling and Professional Development • University Honors Faculty Fellows • Research Courses and Capstone Mentoring • Engagement with Honors Faculty Fellows • iEval for HNPG courses and Honors sections • Portfolio development and evaluation 				

2.0 STATISTICS AND FACTS RELEVANT TO 1.0 SERVICE SUMMARY

Service 1: Student Support: Academic Programming

- 11 Ignition Seminars (HNPG 15) with 10 different professors were offered to 147 students in Fall 16 and Winter 17.
- There are a total of 162 students enrolled in H courses for the Fall 16 and Winter 17. Courses include the departments of Chemistry (65), Ethnic Studies (52), Mathematics (18), Philosophy (15), and Geology (12).
- 2 Honors Courses were offered – HNPG 2A had 171 students in Fall 16 and HNPG 150 had 83 students enrolled in Winter 17.
- 1 Distinguished Speaker (Phi Beta Kappa) was supported during the Fall 16 with 280 students in attendance.
- Awarded Scholarships to Students for Academic Excellence and Need totaling \$300,000.
- Created 2 Honors classrooms (381E and 381M) within the new University Honors suite in 381 Surge.

Service 2: Student Support: Co-Curricular Activities

- 16 University Honors Ambassadors were selected to assist with events and provide informational workshops.
- *Audeamus* transitioned from a UC-wide to a national journal resulting in a student-run editorial board with 19 members with support from one counselor and the faculty director.
- 1 Field Trip to the Broad Museum in Los Angeles involved one faculty member and 43 students.
- Events including assistance with the Fall Botanical Gardens plant sale and a 5-night “Geek Week” program engaged 490 students.
- University Honors Orientation involved 307 students and 6 Honors Faculty Fellows.
- University Honors Achievement Ceremony planned for May 2017.
- Education Abroad held workshops engaging over 300 students in Fall 16 and Winter 17.
- 2 Honors Faculty Fellows in Residence worked with Housing, 2 staff members, and 3 student RAs to coordinate events in the residence halls.

Service 3: Support for Teaching, Mentoring, and Counseling

- Honors Counseling—4 Honors Counselors met with 650 students during the Fall and Winter Quarters.
- Professional Development—7 Honors Staff engaged in a 2-day professional development activity on professional excellence and visioning.
- 10 University Honors Faculty Fellows were appointed for the 2016/17 academic year.
- 1 Research Course was offered to 81 students during the Fall Quarter that utilized 9 Honors Faculty Fellows and 2 Teaching Assistants.
- 150 engagement hours utilizing all 10 Honors Faculty Fellows and the Faculty Director were given to 901 students during the Fall and Winter Quarters.

3.0 COST SUMMARY TABLE

Service Cost Summary Table						
(A) Service Cost	FTE to Provide Service	Total Cost Driver per Total FTE* 18,481.68**	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Service Cost
Service1	1.25	4.09	75,545	0	0	75,545
Service 2	1.75	5.59	103,312	0	0	103,312
Service 3	2.75	8.59	158,847	0	0	158,847
Total	5.75	18.27	337,704	0	0	337,704
Overhead Cost Summary Table						
(B) Overhead Cost	FTE	Total Cost Driver per Total FTE* 18,481.68**	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Overhead Cost
Admin / Overhead	2.25	11.95	220,764	0	0	220,764
Total	2.25	11.95	220,764	0	0	220,764

4.0 SERVICE LINE DETAIL

Name of Service:	Service 1: Student Support: Academic Programming
Brief Description of Service:	Students participate in valuable educational experiences including specialized seminars, courses and discipline specific honors courses to provide a high-quality university experience. Programming requires coordination of efforts from staff and faculty both within University Honors as well as establishing and maintaining strong ties with discipline specific departments around campus.
Web Address	http://honors.ucr.edu/opportunities/
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • One-on-one consultations • Peer-led course review sessions • Workshops and seminars • Community partnerships and event coordination • Community-building activities • Faculty advisory group coordination
Staffing Requirements	<ul style="list-style-type: none"> • 1.25 FTE (1.0 Counselor, .25 Admin. Dir.) • 10 University Honors Faculty Fellows • 2 student assistant employees
Recharge Services	N/A
Premium Services	N/A
List units that do not pay to use services	N/A

Name of Service:	Service 2: Student Support: Co-Curricular Activities
Brief Description of Service:	Students participate in a number of extracurricular and co-curricular activities throughout the year that provide them with additional opportunities that enrich their overall experience. These unique activities focus on scholarship, leadership, and are supported by the three pillars of excellence: Creativity and Innovation, Culture of Contribution, and Diversity and Global Citizenship.
Web Address	http://honors.ucr.edu/ http://honors.ucr.edu/audeamus.html
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • One-on-one consultations • Large scale event coordination • Coordination of Audeamus research journal submissions • Workshops and seminars • Community-building activities • Faculty advisory group coordination
Staffing Requirements	<ul style="list-style-type: none"> • 1.75 FTE (1.5 Counselor, .25 Admin. Dir.) • 2 University Honors Faculty Fellows that serve as Honors Faculty-in-Residence • 2 student assistant employees
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	N/A

Name of Service:	Service 3: Support for Teaching, Mentoring, and Counseling
Brief Description of Service:	Students are provided with counseling to assist them in navigating the requirements of the program while giving them information on curricular and co-curricular opportunities. Honors Faculty Fellows are selected from a pool of faculty members who are exceptional scholars and teachers and who are required to regularly engage with students both inside and outside classroom settings.
Web Address	http://honors.ucr.edu/current_students/
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> • Individualized counseling sessions • One-on-one peer mentoring coordination • Workshops and seminars • Graduate and professional school preparation resources • Community building activities • Manage student application and matriculation data • Instructional improvement workshops and seminars • Recognition of exceptional faculty instruction and academic advising
Staffing Requirements	<ul style="list-style-type: none"> • 2.75 FTE (2.5 Counselor, .25 Admin. Dir.) • 10 University Honors Faculty Fellows
Recharge Services	N/A
Premium Services	N/A
Service Cost Exclusions	N/A