

All Colleges  
Campus Administrative & Academic Support Services Provided  
Service Level Agreement  
As of March 2025

As part of UTSA's implementation of the IRM budget model, the cost of services provided by administrative and academic support units is covered through the Support Rate. This document clarifies which service costs are provided by each administrative and academic unit and how the cost of those services is covered.

*This support unit listing of services for SLA will be renewed annually prior to September 1 in preparation for the new fiscal year starting September 1. If this listing of services for SLA is not renewed prior to September 1, revised Support Allocation Rates will automatically go into effect on September 1 in anticipation of the new fiscal year.*

## 1. SERVICES PROVIDED

1.1 Administrative services provided by administrative support units are covered through the Support Rate.

1.2 Listing of Services Provided by Administrative Units:

### 1.2.1 Public Safety

- Police Department provides law enforcement services ensuring the safety of all persons within the UTSA community, while protecting the resources of the university.
- Security Services provides access control and security systems across UTSA campuses, such as building intercoms, card and key access, emergency phones, panic alarms, and security cameras.

### 1.2.2 Advancement and Alumni Engagement

- Supports UTSA's mission to be a model for student success and a great public research university through successful fundraising and alumni engagement while partnering with other university divisions to leverage internal resources and communicate to all UTSA constituents, strengthening the university's reputation among key stakeholder groups.
- Creates and maintains positive relationships with external partners including individual donors, corporations, foundations, civic and non-profit organizations, and other institutions to create philanthropic and engagement opportunities that support student scholarships, graduate fellowships, endowed faculty positions, special programs, research initiatives, and capital projects. The division also maintains strong and productive ties with UTSA alumni throughout the world.

### 1.2.3 Real Estate and Property Management

- Provides a safe, clean environment to promote student success including custodial services and groundskeeping.
- Provides the maintenance and operation of building infrastructure as well as energy production and management.
- Real Estate Construction and Planning oversees the planning and construction of all campus capital projects, campus master planning and space management.

### 1.2.4 People Excellence [structure reports under Business Affairs Admin & Ops]

- The People Excellence team supports the recruitment, cultivation and retention of faculty, staff and student employees, as well as providing services to retired employees.
- The team provides a wide array of services, including benefits and leave administration, annual performance management, employee relations, talent acquisition, training and development, wellness, employee services and leadership support.

#### 1.2.5 Business Affairs

- Provides key support for the university's strategic goals and destinations, ensuring the success of the university's academic and research enterprise.

#### 1.2.6 Financial Affairs

- Oversees financial transaction processing for faculty, staff and students, including but not exclusively, payroll, travel reimbursements, vendor payments, purchasing and student fiscal services; prepares and oversees budget, IRM model and university financial reporting.

#### 1.2.7 Business Affairs Admin & Ops

- Provides key support to the division of Business Affairs and to the university through our core services: the Business Service Center, Campus Services, People Excellence, Risk and Emergency Management and Strategic Services.

#### 1.2.8 UTS (University Technology Solutions)

- Tech Café to address all technology needs and concerns; providing support and offering training for services such as the UTSA network and application process, computing hardware and software, printing, and other IT related questions.
- Research Computing Support Group provides computing, storage and visualization resources to support research that has specialized or highly intensive computation, storage, bandwidth or graphics requirements.
- Provide UTSA wireless services, such as Air Rowdy Wi-Fi and the Virtual Private Network (VPN); Provides infrastructure to host servers, storage, and services in a virtual server environment, including storage solutions such as OneDrive, I: Drive, SharePoint, and desktop storage. This will also include collaboration spaces for hosting virtual meetings, video and audio calls, workspace chat, file storage and application integrations.

#### 1.2.9 President's Division

- The University administration provides high level, strategic support and leadership to the institution through this office.

#### 1.2.10 Institutional Strategic Planning & Compliance Risk Management

- Services offered include Auditing and Consulting Services, which is the internal audit function for the university, enhancing and protecting organizational value by providing risk-based and objective assurance, advice and insight. Legal Affairs represents and advises the university, by finding appropriate legal avenues to support opportunities which advance the institution's mission. Institutional Compliance and Risk Services works to ensure that all areas of UTSA are compliant and observing all federal and state laws.

#### 1.2.11 University Relations

- Various strategic communication and media relations services are provided such as public relations counsel to faculty and staff as well as serving as the primary university contact for print, broadcast and online journalists, sharing UTSA news with the media and providing official university statements.
- Provides central resources within the university to support areas such as Community Relations, fostering relationships between the university and the San Antonio community, Government Relations, communicating UTSA's needs and priorities with elected officials and government agencies, and Presidential Communications, advancing presidential priorities and UTSA's strategic plan, as well as producing high-level university events and hospitality functions. Also, marketing and web services provides concept development, design, layout, art direction and production on a range of projects across all media including the infrastructure of the UTSA website, while providing centralized, university-wide web support.

1.3 Academic services provided by academic support units are covered through the Support Rate.

1.3.1 Listing of Services Provided by Academic Units:

1.3.2 Academic Affairs - Academic Innovations

- Academic Innovation serves as an agent and resource by providing comprehensive and inclusive instructional design support services for faculty; creative media production services; a consistent, collaborative, engaging student experience via the delivery of a high-quality education across modalities; new, innovative teaching and learning best practices including support for learning for adult and returning students, including non-credit, skills-based learning.
- Academic Innovation offers support services to students and colleges through direct course consultation and instructional design support with faculty; academic and classroom technology solutions in physical and digital learning spaces; the creation and administration of fully-online degree programs; and innovative training and development programs that connect faculty with the latest tools and resources to impact student outcomes both for credit and non-credit.

1.3.3 Academic Affairs – All Other (inc SVP office)

- Academic Affairs advances a high-quality experience for a thriving, diverse community of learners and scholars. Academic Affairs supports all UTSA students, both in and out of the classroom, on their academic path to graduation and in preparation for their first job, graduate school, or public service. Along with diverse university and community partners, Academic Affairs works to increase access to higher education and support degree completion of UTSA's Hispanic students. Academic Affairs provides further support essential to guide the university toward President Eighmy's vision for UTSA as an inclusive, Hispanic Serving, research university.
  - **Academic Administration and Finance** develops and carries out strategic initiatives related to college and academic support units' financial structure and health such as IRM, differential tuition and fees, and use of funds. Serves as a resource and liaison to deans, vice provosts, department chairs, and financial leads providing consultation and advice. Builds effective partnerships throughout the university related to administrative and financial matters related to Academic Affairs.
  - **Academic Events, Conferences and Camps** integrates associated services to support events across all campuses through a customer centric "hospitality" approach that engages our community, improves educational pipelines and advances scholarly impact.
  - **Academic Strategic Communications** provides communications and marketing support and oversight across Academic Affairs in concert with the university's strategic plan and in alignment with the UTSA brand. The team works closely with faculty, administrators, and staff across the university to enhance UTSA's academic reputation. In addition to providing support to the Provost, comprehensive communications support is provided to roughly a dozen academic support divisions and colleges within Academic Affairs.
  - **Institutional Research and Analysis (IRA)** supports the University by developing data and actionable information to inform decisions. These resources are provided through reports, dashboards, and in-depth research and analysis to inform policy business strategy. In addition, IRA ensures that federal and state reporting requirements are met. Other responsibilities include the management of the course evaluation process, ad hoc data, and open-record requests.
  - Works closely with partners across the university to support all faculty through the various stages of their academic career at UTSA. We serve as a one-stop clearinghouse for faculty-focused resources, opportunities, news and events, and helps strengthen our Roadrunner Nation faculty community.
  - To facilitate the effective use of data and information for continuous improvement and compliance with accreditation standards in support of the University's mission through continuous improvement of processes, programs and services.

#### 1.3.4 Academic Affairs – Global Initiatives

- Global Initiatives collaborates across UTSA to build strategically important partnerships around the world that support global education, research, and service at home and abroad.
- Global Initiatives supports students of all levels who wish to engage in global experiences at home and abroad and supports international students and scholars.

#### 1.3.5 Academic Affairs - Graduate & Postdoctoral Studies

- Offer support services to graduate students for preparation in career readiness.
- Offer support services to colleges by collaborating on recruitment of a diverse student body and retention & completion of graduate students.

#### 1.3.6 Academic Affairs - Honors College

- Offer support services to top-achieving UTSA students through our experiential learning labs, special programs, scholar programs, college honors programs, and office of nationally competitive awards and fellowships.
- Act as a non-degree granting college of 1650 high-achieving students. Work with enrollment management to attract top students to UTSA and develop them through our experiential curriculum. Ultimately, we are responsible for producing nationally and internationally competitive students who go on to top jobs and graduate schools across the country.

#### 1.3.7 Academic Affairs – Library

- UTSA Libraries is a hub for research and knowledge for our Main and Downtown campuses, where students, faculty and students gather for study and collaboration in a welcoming environment. The Libraries provide extensive research collections and information resources, as well as unique special collections.
- Students have a wide variety of support services, such as online chat reference, textbook borrowing, technology borrowing, and computer and study facilities. Our librarians support students and faculty with research consultations and teach library instruction within academic courses.

#### 1.3.8 Academic Affairs - Strategic Enrollment

- Serve as agents and resources by providing a student-centered model of service and support to attract, retain and graduate talented and diverse students.
- Indirectly support students by providing executive leadership and guidance to the student-serving departments in Strategic Enrollment. We focus on the needs, interests and aspirations of students and their families to build the foundation for services and programs we provide.

#### 1.3.9 Academic Affairs - Student Affairs

- Provides facilities for events, meetings, student gathering and retail venues through the Student Union and recreational facilities featuring sports, exercise, outdoor and aquatics for students and members through Campus Recreation. The Rowdy Link platform is also provided by Student Affairs for student engagement and event centralization.
- Support services to address concerns and provide advocacy through individual services with the student conduct process, campus advocates, Student Assistance Services, and the Whataburger Resource Room. Student skill-building and prevention training offered includes the Student Leadership Academy, Leader U, Green Dot behavior intervention, wellbeing topics and equity and justice training opportunities. Providing students with experiences to amplify their education including Alternative Breaks, community service opportunities, student organizations and traditions events. On-campus healthcare, counseling and recovery treatment and support including direct services, group, and workshops.

#### 1.3.10 Academic Affairs - Student Success

- The Division of Student Success advances innovative programs and services to provide students with comprehensive resources and equitable opportunities that nurture academic, personal, and career growth. Student Success identifies and promotes evidence-based practices to cultivate an inclusive and

collaborative ecosystem of support that connects, empowers, and equips students to be lifelong learners and active citizens.

- Student Success houses UTSA's Academic Advising team and related advising programs (Graduation Help Desk, LEAD/SOAR Student Success Programs, TRiO SSS, Resilience & Retention Advising Program, and Transfer & Transition Student Success Services); academic support programs (Supplemental Instruction, Tutoring, Academic Success Coaching, and Access College & Excel (ACE) Program); and student engagement and belonging programs to include the First-Year Experience Program (FYE), First-Generation & Transfer Center, Housing & Residence Life, the Bexar County Fostering Educational Success Program, and UTSA's Fostering Educational Success Center.
- Additionally, Student Success coordinates the standardization of best-practices, assessment strategies, and student success technology platforms across student success centers located within UTSA's academic colleges.
- Support and strategically align UTSA's academic enterprise with experiential learning activities and career readiness through University Career Center, Civic Engaged Leadership, Health Professions, Legal Professions, Undergraduate Research, Najim Center for Innovation and Career Advancement, and Student Innovation, and Entrepreneurship.
- Offers programs and services to help undergraduates reach their full academic potential, enrich their educational programs, and gain skills. Facilitates Core curriculum assessment through developed student learning outcomes, allowing students the opportunity to develop marketable and transferrable skills through learning objectives inside and outside of the classroom.

#### 1.3.11 Research

- Fosters an innovation ecosystem that is accelerating trans-disciplinary research, economic development, and commercialization through internal and external collaborations across all disciplines, research support initiatives, and research development programs with the goal of creating global impact through integrated business processes, including pre-award proposal development, contracts and industry agreements, post-award grant management, and grants accounting, enabled by a data-driven approach with metrics and performance indicators providing operational awareness to all stakeholders.
- Supports the UTSA research community in meeting regulatory compliance standards and promoting safe and ethical science to protect the university community and its brand.

#### 1.3.12 School of Public Health

- Close partnership with the city of San Antonio, Bexar County, our research and development partners, and the health care community to meet critical public health workforce needs
- Research-intensive, community-centric school to improve health outcomes, reduce morbidity and mortality and educate the next generation of public health professionals for our city and region

## 2. BILLING

**The costs of general services provided by administrative support units, listed in section 1.2 of this document, are covered through the Administrative Support Unit Allocation Rate listed below. The costs of general services provided by academic support units, listed in section 1.3.1 of this document, are covered through the Academic Support Unit Allocation Rate listed below.**

2.1 SLA Amount: \$0.00

2.2 Support Unit Allocation Rate

2.2.1 Administrative Support Rate = 25.90%

- Administrative support units' net expenditures are allocated to both academic and auxiliary revenue units.
- For academic revenue units, assessed against tuition, state appropriation, sales & service, and other revenue.

- For auxiliary units, assessed against sales & service and other revenue.

2.2.2 Academic Support Rate = 13.04%

- Academic support units' net expenditures are allocated to academic revenue units only.
- For academic revenue units, assessed against tuition, state appropriation, sales & service, and other revenue.

2.2.3 Rates are reviewed and updated every September after the IRM model is completed.

**Colleges Cost Center Code:** Unit's cost center will be provided