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Auxiliary Units
Campus Administrative Services Provided
Service Level Agreement
As of March 2025

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As part of UTSA's implementation of the IRM budget model, the cost of services provided by administrative support units is covered through a combination of the Support Rate and Service Level Agreement (SLA). This document clarifies which service costs are provided by each administrative unit and how the cost of those services is covered. Academic Support Units only: Support services provided by Academic Affairs also benefit this unit, those costs though are not quantified in this SLA.

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 and covered through the Support Rate and SLA.

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

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.

2. **BILLING**

The costs of general services provided by administrative support units, listed in section 1 of this document, are covered through the SLA amount and Support Unit Allocation Rate listed below.

2.1 SLA Amount: Amount provided annually to units in which the percent will be the same as the Administrative Support Rate, however the revenue streams assessed are Student Fees [Mandatory and Course, Lab, and Optional].

2.2 Support Unit Allocation Rate

2.2.1 Administrative Support Rate = 25.9%
- 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 Rates are reviewed and updated every September after the IRM model is completed.

Auxiliary Units' Cost Center Code: Units' fee cost center provided will be charged.