



Service Level Agreement

Graduate Division

July 2017 – June 2018

University of California, Riverside
Graduate Division
Service Level Agreement

| SLA Contact Information | |
|---|--|
| SLA Doc Contacts: Kennett Lai | Email: kennett.lai@ucr.edu |

| Service | Revenue Unit Charged | | | Premium Service | Recharge Service | Page # |
|-----------------------------------|----------------------|-----------------------------|-------------|-----------------|------------------|--------------------|
| | Academic | Self-Supporting / Auxiliary | Cost Center | | | |
| Graduate Division Services | | | | | | |
| Graduate Division | | | | | | 02 |
| GradSuccess | | | | | | 04 |

THE SERVICE:

| | |
|--|---|
| Name of Service: | Graduate Division |
| Keywords: | Recruitment, Admissions, Graduate Students, Financial Aid |
| Revenue Units: | Schools and College |
| Brief Description of Service: | The unit provides student support services to graduate students including recruitment, admissions, financial aid, academic affairs, and employment. |
| Customers Eligible to Request Service: | School and Colleges, Graduates Students, Potential Graduate Students |
| How is Service Requested: | |
| How is the Service Delivered: | |
| Service Level Agreement Specifics: | <p><u>Graduate Admissions</u> The Graduate Admissions unit is part of the Graduate Dean’s Office within the Graduate Division. The role of this unit is to pursue the recruitment and enrollment of qualified graduate applicants and to assist them through the application process. This includes providing support as a liaison, point of resource and counseling to graduate applicants, as well as all graduate program faculty and staff. The unit is also responsible for the review of graduate applications and execution of all graduate admissions offers and post admission tasks, keeping in line with the rules of the Office of the President and Graduate Council.</p> <p><u>Academic Affairs</u> The Academic Affairs section of the Graduate Division is the unit within the Graduate Dean’s Office that handles all matters pertaining to the academic record, employment, and fellowships of graduate students. We work closely with the Graduate Advisers and Graduate Program Assistants on problems that may arise in these areas with their graduate students helping them to interpret the rules and regulations of the Office of the President, Academic Senate, and Graduate Council. The division also approves all student petition, dissertation, thesis, and qualifying exam committees for the Dean, approves all advancement paperwork and all theses and dissertations. Additionally, we provide the certificate of completion of all degree requirements. If the student needs assistance in finding financial support this office provides help.</p> <p><u>Academic Preparation and Outreach</u> Academic Preparation and Outreach is a vital component of the Graduate Division (and the campus as a whole) and strives to diversify and increase our graduate student population by</p> |

| | |
|------------------------|--|
| | <p>facilitating the recruitment and retention of highly qualified students in UCR's 50 graduate programs. Conducts graduate student outreach and recruitment activities. Coordinates diversity fellowship competitions, Mentoring Summer Research Internship Program, UC LEADS and AGEP. Assists in development of special projects and grant proposals pertinent to graduate student recruitment.</p> <p><u>Post-Doc Studies</u> The UCR Office of Postdoctoral Studies is the central resource on campus serving as a liaison between postdoctoral scholars, faculty and staff to ensure compliance on policy guidelines and contract requirements for postdoctoral scholars. The unit provides support to campus personnel on interpreting campus guidelines and the contract agreement between UC and the UAW. Works with the UCR Postdoctoral Association by providing information to help encourage postdoctoral scholars to take advantage of career opportunities. Responsibilities include but are not limited to, ensuring timely enrollment enrolled in health benefits during the initial enrollment period and the correct use of title codes and salaries for each postdoctoral scholar according to the NIH scale.</p> <p><u>Research Ethics & Education Program (REEP)– Responsible Conduct of Research (RCR)/Ethics</u> The Graduate Division provides oversight for instruction and compliance among graduate students, post-docs, and PIs for training in the responsible conduct of research and research ethics. RCR training is required for all grants from federal agencies. The REEP section of the Graduate Division is headed by a Ph.D. research ethicist trained as both an instructor and trainer of trainers in RCR. The RCR section, under her supervision, coordinates RCR training efforts across campus in order to created efficient delivery of that training, reduce costs and redundancies across campus, and to provide a codified, institutional approach to RCR training delivery.</p> |
| Recharge Services: | None |
| Premium Services: | None |
| Staffing Requirements: | <p>Admissions:</p> <ul style="list-style-type: none"> • 1.0 FTE Director (Gutierrez) • 3.0 FTE Student Affairs Officers (Serrano, Davis, Coen) <p>Academic Affairs:</p> <ul style="list-style-type: none"> • 1.0 FTE Director (Oswood) |

| | |
|--|---|
| | <ul style="list-style-type: none"> • 2.0 FTE Student Affairs Officers (Elerts, Wong) <p>Academic Preparation & Outreach:</p> <ul style="list-style-type: none"> • 1.0 FTE Director (Franco-Aguilar) • 1.0 FTE Students Affairs Officer (Cruz) • 1.0 FTE (2 x 0.50 FTE) Graduate Student Fellow support (UC Leads/MSRIP/UC-Mexico) AY and Summer <p>Post-Doctoral Studies:</p> <ul style="list-style-type: none"> • 1.0 FTE Director (Smith, K.) • 0.5 FTE Financial Employment Analyst (Lepe) <p>Responsible Conduct of Research:</p> <ul style="list-style-type: none"> • 1.0 FTE Director (Plemmons) • 0.5 FTE Graduate Student Researcher (AY and Summer) <p>Financial Administration:</p> <ul style="list-style-type: none"> • 1.0 FTE Assistant Dean/CFAO (Lai) • 1.0 FTE Financial Operations Manager (Gonzales) • 1.5 FTE Financial Aid Analysts (Pimentel, Lepe) • 1.0 FTE Financial Analyst (Avalos) |
|--|---|

| | |
|--|---|
| Name of Service: | GradSuccess |
| Keywords: | Graduate Students, Mentoring |
| Revenue Units: | Schools and College |
| Brief Description of Service: | The unit offers student services that are focused on the academic and professional development of graduate students. |
| Customers Eligible to Request Service: | Graduate Students |
| How is Service Requested: | |
| How is the Service Delivered: | Programs, workshops, seminars, and consultations by appointment and drop-in. |
| Service Level Agreement Specifics: | <p>GradSuccess provides a variety of services to meet the needs of UCR’s diverse graduate student population offering programs, workshops, seminars, and consultations by appointment and drop-in. GradSuccess is comprised of the Graduate Student Resource Center, the Teaching Assistant Development Program, the Graduate Writing Center, the Graduate Student Mentorship Program, and GradQuant.</p> <p>The Graduate Student Resource Center (GSRC) organizes and publicizes research, funding, and teaching opportunities for graduate students and offers workshops and seminars for academic, professional, and personal development. The Resource Center assists students in their searches and applications for</p> |

fellowships, post-docs, on and off-campus funding, and academic and non-academic jobs.

The Teaching Assistant Development Program (TADP)

Trains all TAs at UCR who are at varying levels of their instructional career. First-time TAs attend an orientation and continuing TAs are encouraged to attend TA Enrichment seminars hosted in conjunction with the resource center. TAs who have not achieved satisfactory evaluations receive individual mentoring. Those who have excelled are eligible for the [Outstanding Teaching Assistant Award](#) and [Distinguished Teaching Award for Graduate Students](#) offered through Graduate Division. Advanced pedagogical in university-level instruction is offered through the [University Teaching Certificate](#) program. Additionally, the [International TA Program](#) provides resources to support UCR's large community of international teaching assistants.

The Graduate Writing Resource Center (GWC)

Offers all graduate students support in developing their work in the many writing genres required by academic disciplines and departments. Individual consultations are available by appointment through the website. The Graduate Writing Center also offers workshops and seminars in conjunction with the Resource Center, which present broader topics such as publishing practices and drafting appropriate job search materials.

The Graduate Student Mentoring Program (GMP)

Offers incoming graduate students the opportunity to connect with both a peer and faculty mentor. The program is unique as it pairs each peer mentor with several incoming students and each faculty mentor with two peer mentors, creating a mentoring family. Throughout the year students meet with their peer and faculty mentors both individually and in groups in order to develop a network of mentoring and to foster a sense of community.

The GradQuant (GQ) program

Offers quantitative methods support training in probability and statistical inference, statistical software and computing, math for statistics, data management, professional ethics in the management and analysis of data, and digital humanities software. The educational support includes seminars and workshops in remedial and introductory methods; advanced, specialized topics workshops; and individual consultations, professionalization workshops and seminars.

| | |
|------------------------|--|
| Recharge Services: | None |
| Premium Services: | None |
| Staffing Requirements: | <p>Administration:</p> <ul style="list-style-type: none"> • 1.0 FTE Director (Gover) • 1.0 FTE Student Affairs Officer – GWC (Jenks) • 1.0 FTE Student Affairs Officer – GQ (Ricker) • 1.0 FTE (2 x 0.50) Graduate Fellows – GSRC • 1.0 FTE (2 x 0.50) Graduate Fellows – GWC • 1.0 FTE (2 x 0.50) Graduate Fellows – TADP • 1.0 FTE (2 x 0.50) Graduate Fellows – GSMP • 0.5 FTE Graduate Fellow – UTC • 1.0 FTE (2 x 0.50) Graduate Fellows – GQ • Graduate Student Mentors – equivalent to 2.5 FTE • Graduate Student Writing Consultants – equivalent to 2.25 FTE • Graduate Student Quantitative Methods Consultants – equivalent to 0.75 FTE |