Senate Resolution

To: The Student Senate of the University of North Dakota

Authors: John Mitzel, State Governmental Affairs Representative

Sponsors: Jon Knutson, Medical School Senator

CC: Nick Creamer, Student Body President; Lexi Hanson, Student Body Vice President; Cassie Gerhart, Student Government Advisor; Dr. Lori Reesor, Vice President for Student Affairs; Dr. Tom DiLorenzo, Provost; Alice Brekke, Vice President of Finance and Operations; Dr. Kirsten Diederich, State Board of Higher Education President

Date: October 27th, 2013

Re: Support of “One-Stop Shop”

Whereas, Most UND students will need to seek assistance from a campus office, such as Student Financial Aid, Student Account Services, the Registrar’s Office, and Parking services, at some point during their collegiate experience, and

Whereas, these offices are currently located on the second floor of Twamley Hall, and

Whereas, students often complain that these offices are not well integrated with one another, extending the period of time it takes for their concern to be addressed, and

Whereas, this demonstrates that there are inefficiencies in the way that the University of North Dakota assists students, and

Whereas, inefficiencies in a system should be addressed whenever possible, and

Whereas, the “One-Stop Shop Plan” addresses these inefficiencies by integrating offices that are key to serving students, including Student Financial Aid, Student Account Services, the Registrar’s Office, and Parking services, and

Whereas, the One-Stop Shop will create an environment where sharing of information is natural, enhancing communication between students and staff, and

Whereas, the One-Stop Shop will use improved technology in providing stronger service to students, and

Whereas, the staff within the One-Stop Shop will also serve as a conduit in assisting students with scheduling appointments with other campus offices when the scope of service reaches beyond what can occur in the One-Stop Shop operation, and

Whereas, the One-Stop Shop will provide stronger service to students in one visible, identifiable location, the main floor of the Memorial Union, and
Whereas, the One-Stop Shop location will include both free-flowing, open-air seating, along with self-help kiosk areas, and private office space for staff, in addition to accommodating conversations with students that warrant privacy, and

Whereas, the creation of the One-Stop Shop opens up the possibilities to build upon and strengthen campus-wide initiatives, such as early alert/intervention, academic advising, first year experiences, and career service components, and

Whereas, the One-Stop Shop will not require increasing the fees levied on UND students, and

Whereas, the One-Stop Shop will increase the efficiency of the University of North Dakota’s student-serving system, likely resulting in long-term cost savings, and

Therefore, be it resolved that the UND Student Body supports the University of North Dakota’s efforts to improve their service to students and address inefficiencies in a cost-effective manner, and

Therefore, be it further resolved that the UND Student Body supports the One-Stop Shop Plan, and

Therefore, be it further resolved that the UND Student Body urges the State Board of Higher Education to approve the proposed One-Stop Shop Plan,

Therefore, be it furthest moved that the UND Student Government, on behalf of the UND Student Body, present this resolution to the State Board of Higher Education