



ASUN Operating Procedure – 9003

Operating Procedure Synopsis

Title: Service Agreements and Partnerships

Approval Date/Revision Date(s):

Review Date(s): 5/2018, 4/2019, 3/2020, 3/2021

Executive Cabinet Liaison: Vice Chancellor for Economic & Workforce Development

Responsible Manager: Vice Chancellor for Economic & Workforce Development

A. Purpose and Scope

Arkansas State University Newport seeks to assume a leading role in creating economic and cultural advancement for the communities we serve. A key part of this strategy is to provide opportunities for current and prospective employees of regional business and industry sectors to participate in skill building activities, both professional and technical. Tracking and reporting of these activities is necessary to ensure effective institutional outreach to the institution's business and industry partners. Individuals involved in fulfilling the requirements of this operating procedure include the Administrative Assistant for Economic & Workforce Development and the Vice Chancellor for Economic & Workforce Development. There may be occasions when additional staff may be asked to perform components of this process under the direction of the employees listed above.

B. Definitions

Client Proposal: Each billable event or training activity is to include a documented proposal. This document may be in email format, and includes key pieces of information: Instructor, Date(s) of activities, client contact person, location of activity, and pricing. This document is to be followed by a service agreement to include approvals of client and ASUN personnel.

Service Agreement: Each billable event or training activity is to include a documented service agreement. This document includes key pieces of information: Client billing information, Purchase order numbers (if applicable), Date(s) of activities, client contact person, location of activity, specifics as to scope of work to be performed, and pricing. This document is to be signed by both client and ASUN personnel.

C. Procedures

Activities completed prior to reporting steps outlined in this procedure:

Client Proposal: These occur throughout the year, and may be in email or document format.

Service Agreement Procedure

Step 1. Collect and review client proposal prepared by ASUN Economic & Workforce Development personnel.

*All ASUN students, faculty, staff and administrators are expected to adhere to operating procedures.

Step 2. Prepare a Service Agreement Newport for the client's approval

Step 3. Record each data element, as listed on the form, to include all pertinent information, as follows:

Company
Name
Location
Billing Address
Title
Phone
Email
PO #
Proposal Date
Event Date
Event Location

Step 4. Define the Scope of work to be performed by ASUN personnel, as well as client personnel.

Arkansas State University Newport will provide the following

Client will provide the following

Step 5. State the proposed costs of the scope of work to be performed, and any variation to normal payment terms.

Step 6. This document is to be signed by client authorized to request proposed activity, and by the Vice Chancellor of Economic & Workforce Development.

Step 7. Scan and retain this document for Workforce records.

D. Related Information

Examples, file names and locations are as follows:

Training activity documents are to be maintained in records files for ASUN reference purposes. They are to be filed in the Workforce Filing cabinet for the term code it is covering.



ASUN Economic & Workforce Development Service Agreement

Client Information

<i>Company:</i> _____	<i>Title:</i> _____
<i>Name:</i> _____	<i>Phone:</i> _____
<i>Location:</i> _____	<i>Email:</i> _____
	<i>PO #:</i> _____
<i>Billing Address:</i>	<i>Proposal Date:</i> _____
_____	<i>Event Date:</i> _____
_____	<i>Event Location:</i> _____

A. Scope of Work

Arkansas State University Newport will provide the following:

Client will provide the following:

B. Costs

A service fee for this work, as outlined is set at \$ _____. An invoice will be provided and is payable to ASU Newport at the conclusion of the project, in net 30 terms.

C. Approvals

Client Approvals:

Name: _____

Date: _____

ASUN Approvals

Name: _____

Date: _____