

## Service Levels for Department of Sustainability

- **Academic Collaborations:** Respond to academic collaboration requests within 5 business days. Within 2-4 weeks (dependent on the nature of request), collaboration will be completed or alternative timeline will be created and communicated.
- **Meeting Requests:** Meetings will be scheduled within 2 weeks. Involved parties will be notified immediately once scheduling is complete.
- **Committee Participation:** Leadership responsibilities will include scheduling, facilitating, and complying with committee deadlines. To achieve committee goals, sustainability representatives will encourage committee members to comply with deadlines, and provide assistance as necessary.
- **Sustainability Advocacy:** The Department of Sustainability will coordinate between collaborators, F&S experts and/or local/campus resources, in order to facilitate the most productive work possible. In collaborative settings, sustainability employees will plan for the most effective strategies to achieve visions and values of the department, and support others' efforts in doing so.
- **iCAP Implementation:** The Department of Sustainability is responsible for gathering stakeholder input, disseminating plans, and gaining buy in. This includes tracking and report progress, and leading changes. Update of iCAP Portal metrics occurs at least annually. Feedback on processes and portals is welcome.