

COLLEGE OF AGRICULTURE AND HUMAN SCIENCES  
MARKETING, COMMUNICATIONS AND INFORMATION TECHNOLOGY  
SERVICE LEVEL AGREEMENT

## 1. Service Description

The Department of Marketing, Communications and Information Technology (DOMCiT) will provide the following services to its faculty and staff to meet the college's strategic planning goals.

### Marketing

- Factsheet Design: This involves the transposing of factsheet content onto templates. The requestor MUST provide fully proofread and edited content in MS Word (.doc) format. Allow **up to 15 business days** from the date the request is submitted to receive the final version. This request is subject to the [3-revision process](#).
- Flyer Design: This involves transposing of flyer content onto templates for use in marketing the College's programs and events. The requestor MUST provide fully proofread and edited content in MS Word (.doc) format. This requires **up to 15 business days** from the date the request is submitted to receive the final version. This request is subject to the [3-revision process](#). Requestor is responsible for providing an accurate description of flyer details including the following:
  - Event Title and Headline
  - Date, Time and Location of the Event
  - Call to Action
  - Event Features and Audience appeal
  - CAHS Contact Name, Number and Email
- Blogsite Content: This involves submission of content with prior approval from a supervisor. The format of the article should include a title, text up to 200 words and the author's name. This requires **up to 10 business days** from the date the request is submitted for posting. This request is subject to the [3-revision process](#).
- Survey: This service includes creating and publishing an online survey for programming events. Event participants will be sent a link via email to complete the survey. The requestor must provide content for the survey with a date for opening and closing. This requires **up to 10 business days** from the date the request is submitted for posting. This request is subject to the [3-revision process](#). Only basic demographic questions will be included if no content is provided.

**Each submission will follow the 3-revision process once all initial requirements are met.**

- The first draft will be received within **5 business days** of submission.
- Requestor must respond with revisions within **5 business days** of the first draft.
- The second draft will be received within **3 business days** of revised draft.
- The third delivery to the client will be considered as the final proof of the design.
- Requestor must respond to the final proof **within 24 hours**.
- No additional changes will be accepted after the requestor approves the final proof.