Research Administration Advisory Council (RAAC)
Committee-at-Large
Tuesday, October 16, 2018, 3:00 – 4:30 pm
1322 School of Education (Tribute Room)
610 E University Ave.
MINUTES

Attendees:

<table>
<thead>
<tr>
<th>Judy Carrillo – Medical School</th>
<th>Jennifer Huntington – Business</th>
<th>Lisa Parker – IRWG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constance Colthorp – ORSP / Sponsored Programs</td>
<td>Melissa Karby – Dentistry</td>
<td>Craig Reynolds – ORSP</td>
</tr>
<tr>
<td>Cindy Dames – ORSP</td>
<td>Karen Kirchner – Nursing</td>
<td>Jane Sierra – Medical School</td>
</tr>
<tr>
<td>Lauren Danridge – ACUO</td>
<td>Pat Lagua – Dentistry</td>
<td>Nicole Sleight – SSC</td>
</tr>
<tr>
<td>Kathy Devereux – UMOR</td>
<td>Mindy LaRocca – Public Health</td>
<td>Scott Stanfill – Social Work</td>
</tr>
<tr>
<td>Victoria Devulder – Pharmacy</td>
<td>Heidi Madias – LSA</td>
<td>Yvonne Sturt – ORSP</td>
</tr>
<tr>
<td>Chris DeVries – RAAC</td>
<td>Charlie Mattison – ISR</td>
<td>Danielle Smith – LSI</td>
</tr>
<tr>
<td>Nell Dority – BEC</td>
<td>Maureen Martin – Foundation Relations</td>
<td>Debbie Talley – Sponsored Programs</td>
</tr>
<tr>
<td>Cathy Handyside – ITS</td>
<td>David Mulder – ORSP / Sponsored Programs</td>
<td>Daryl Weinert – UMOR</td>
</tr>
<tr>
<td>Stephanie Hensel – Education</td>
<td>Becky O’Brien – Information</td>
<td></td>
</tr>
</tbody>
</table>

Meeting started at 3:00 p.m.

1. **Introductions of Members and Guests (Daryl Weinert)**

Daryl welcomed everyone and thanked Stephanie for hosting the meeting. The group went around the room for introductions.

Stephanie gave a brief history of the building. Started as a high school, and the meeting room was the library. An elementary school started in the two wings and had a small playground.

2. **Presentation:** RAAC Training Subcommittee Update (*Judy Carrillo*)  

Judy gave an update on the RAAC Training membership. Terri Maxwell joined us from ORSP and replaced Amy Holihan who moved to the College of Engineering. The subcommittee members have been invaluable to the progress that has been made.

Judy made a call for Instructors, and all courses are in need. Why do I (or staff member) want to be an instructor?

1. Great professional development opportunity. Able to work and network with colleagues.
2. Supported by a talented Navigate team. You will not be alone and will provide you with what you need to know and how to get started.
3. If you have your CRA you will earn renewal credits.
4. Train the Trainer workshop program available for trainers. Helps with public speaking.
5. Recognition from the University. Daryl and Debbie have done a great job supporting us.
6. Great way to cement your own knowledge on course material.

Navigate Courses and Offerings:

**Budgeting Basics**: Rolled out in June (pilot) and reduced it to two ½ days and incorporated a bluejeans simulcast for the last assignment. The next class will be on November 16 and 30th.

**RAMP**: In the 5th cohort and have 16 matched pairs. 56 mentees have completed the program to date. A special thanks to the mentors.

**Advanced Budgeting**: Repackaged to Selected Topics (separate courses):
- Task-Based Budgets - offered November 27 and December 11, 2018.
- Internal proposals - offered December 10 and 18, 2018. Based on the Michigan Institute for Data Science (MIDAS) submission.

**DoD submissions**: need trainers for this course. No date schedule.

**Lunch & Learn**: Learn From My Mistakes: An Exploration of RA Horror Stories. This session will be held on November 1 and will be in-person only. It will be recorded, but with no simulcast for viewing.

**Fundamentals**: Going on right now. Have an exciting group of young research administrators (RAs), and has been very successful. Overall rating of 4.5. Formed a worked group to look at Fundamentals course and made changes from the feedback.

**Uniform Guidance Cost Principles** - registration open for November 13, 2018 course date.

All training opportunities are available on the [Navigate Portal website](#). Video recordings are available for Lunch & Learn sessions.

Currently working on:

**Workgroups**:

- **Audience Analysis** - who do we need to reach out to and teach.
  - Going through all the data. There are 256 titles (job classifications) who are involved in some level of research administration. Trying to narrow it down for clarification.
  - Research Administration Career Ladder - only 10 of the 21 job codes are being used.

- **RA Competency Roadmap** - under development. Identify training gaps, provide supervisors/RAs with a tool on what skill set is needed to be an RA.
  - List of key competencies/descriptions for RA.
  - Breakdown of competencies applicable to RA roles, by level.
  - Mapping of key competencies to professional development opportunities (internal and external).
  - Progress to date: Following the lifecycle and CRA body of knowledge. Breakdown data by category, competency, skillset, and detail.
  - Next - map competencies with existing training.

**Faculty Resources** - developing faculty training (new/junior and senior faculty) and research administration training. We have developed a webpage that will provide training topics (cards) with information/details what is needed, and will take to ORSP website for more details.
**Procurement Workgroup** - identified best practices and topics to create a baseline of knowledge about Procurement.
- Take Procurement’s recommendations and potential training formats and decide what best way to develop training (i.e., course job aids, Lunch & Learn, web-based).

**eLearning Modules** - The feedback suggested to take some topics from Fundamentals and developed online modules:
- Cost Sharing
- Costs of all kinds
- Effort
- Project Closeout

**Complex Project Management** (pre- and post-award) - develop an instructor-led course. Defining complex project attributes:
- Large dollar amount
- Multiple funding sources
- Subcontracts.
- Pilot planned for spring 2019.

Coming up:
- Sponsor-specific training (e.g., NIH, DoD, NSF) covering both pre- and post-award topics. Looking at Lunch & Learn format. Currently working on the program.
- RPPR training.
- High Audit Risk areas (effort certification, cost share, cost allocation, cost transfer, and equipment).
- Training grant/fellowship administration.

Judy went through a list of trainers in recognition of their efforts.

Q: Is Lunch & Learn in November going to be recorded with horror stories to be revealed?
A: Will be recorded (in order to edit) but not simulcast.

### 3. **ITS / Award Management Update** *(Cathy Handyside)*

In the “afterglow” of the Award Management rollout, ITS is going over the highest priority items that need work. Prioritizing on what needs have the most impact. Bugs (first to be fixed) and compliance issues have been the current focus.

#### Completed:
- eRPM update - 10/1/18
  - Fixed for central office users - inbox, functionality, etc.
  - Unit facing: PI & Project Team home Workspace.
  - PAF Workspace - replaced Previous Project Grant (PPG) number field with Related Award.
  - Award Workspace - contact tab - added U-M investigators information (reference information now available).
  - Email Notification Update - Displays the PI Last Name in the email subject line.
- SF424 update - 10/6/18
  - NIH/Grants.gov - a unique identifier (called Package ID) now added to all funding opportunity announcements (FOAs).
  - The Package ID is required on all Grants.gov submissions for NIH (and their eRA partners) effective 10/10/18 and for all other applications submitted effective 10/22/18.
Added the ability to manually edit the display order for various SF424 attachments.

More information available on the website.

Upcoming:

- eRPM Update - late November/early December.

Daryl asked if Cathy has any insight into the priorities of the new CI. Cathy answered that the new CIO is Ravi Pendse, and he comes to U-M from Brown University. He was very involved with electronic research administration implementation at Brown. He is a faculty member as well, so he has both the administrative and faculty perspective. He has not issued any official priorities. However, based on what Cathy knows, he is focused on three things – customer service; getting data out to people who need it; and, security.

Daryl mentioned he should come to a future RAN meeting. Chris will work with Cathy to make this happen.

4. **Sponsored Programs Update** *(Debbie Talley)*

- In process of the single audit and plan to wrap up in November. PWC (auditors) have not identified any findings related to research and development, but they have not completed their testing.
- Looking at recharge units that were identified and may or may not end up being a finding. Units are either not charging rates or giving faculty breaks on their activity. Make sure you are following the policies.
- The Customer Service team is interviewing a number of accountants. Trying to fill positions by end of the year for eight accountants and one Senior Contract Administrator.

5. **ORSP Response Time Goals** *(Craig Reynolds)*

Scott made a request 5 years ago on what is reasonable response time, and Craig presented the following Response Time goals:

- Respond to status inquiries from the PI or designated Administrative Point of Contact - 2-3 business days.
- Review a Nondisclosure Agreement and reply as needed - 3-5 business days.
- Review all other agreements/contract review and reply with a first revision - 10 business days.
- Review and reply to sponsor comments during negotiations for all other agreements - 10 business days.
- Post a response or reply to a Requested ORSP Action posted in the eRPM system - 2-3 business days.

ORSP staff will make every effort to achieve these goals. As an example, Maggie Swift has 138 Data Use Agreements (DUAs) that she is working on right now. There is no way to get all those done in 2 weeks, but we are working towards the goal. There has been a 40% increase per year in DUAs, and we have not been able to ramp up as quickly as we would like. The new PRs are going to be working on DUAs.

- There are currently 27 PRs - 9 of which are just starting training and takes time to ramp up.

Craig asked for assistance from the group to work with ORSP and he appreciates everyone’s efforts. Some suggestions:
1. Identify one person on the project team as the point of contact to work with ORSP PR.
2. List the PI name and explicitly reference the relevant PAF/AWD/UF A.
3. Provide complete and accurate information or document when submitting a request or inquiry.
4. Ensure agreements to be negotiated are editable.
5. Provide complete sponsor contact information.

- Kathy Devereux said you can modify the subject line and can put a specific reason for the comment in Post a Comment, and thinks it should be another best practice.
- Craig said to make sure you send the “posted comment” to a person. Will share with the Faculty Advisory Committee and at the RAN meeting. Constance will send out communications to the research community.

Q: If a unit calls the PR, how long should they wait for an answer?
A: 2-3 days. If you need something sooner (for urgent matters), talk to a PR explaining the reason for urgency so they can understand and make an informed judgment. If you don’t get a hold of your PR, please do not call another PR but call the Supervisor.

6. **ORSP Update (Craig Reynolds)**

**Award Management:**
- Continuing to learn how to operate the system effectively.
- Continue to understand compliance, what the compliance meters mean, and why an award/modification has a red stop sign.
- Moving target and continue to adjust to the program and business process and looking for rules to be clarified so PR can understand and hand off to the compliance office to get the problem resolved.
- Compliance regime is much more stringent and tightly managed with AWD. The sooner upstream you can get compliance issues resolved, the easier the process will be completed.
- If you go to View worksheet (top left corner) it has a matrix with more information on the project. It may give you the answer (e.g., particular HUM has expired, etc.) for the reasons for the red stop sign.
- Do not have access to see the Conflict of Interest Administration Record (CAR).

Q: If you have human/animal condition Year 4 or 5 will you be held up Year 1?
A: Yes. There is an “umbrella” to fill out to the IRB. If not federal you can have a future date.

**Issues:**
- Craig recommended having a meeting specifically for Compliance.
- Recent requests to the Animal Care and Use Office (ACUO) for waivers; Lauren indicated that such a waiver does not exist, but there is verbiage associated with the excused projects process that may be confusing. The ACUO will work to phase out this language. Work that is supported by funds to U-M, but is performed at another institution, requires a contract and an MOU.
- IRB just deleted HUM numbers that were no longer required and resulted in stopping the process.

**Labeling between Compliance Hold and Hold:**
- Hold - PR looks at the project and puts on hold (with no HUM number or approval required) it means ORSP did something and need to get a hold of your PR.
- Compliance Hold - ORSP says everything good to go, but have animal protocols that need approval.

**Request Action/Modification Activity:**
Post a comment - the only way ORSP can take action is to click on Award Record (left corner) to get a request through to ORSP.

RPPR review process is gone, and Constance is working with PRs that are experienced with NIH and have a communication coming out soon.

Craig mentioned Daryl is leaving to take the position as Chief of Staff to the President and Vice President for Strategic Initiatives at Carnegie Mellon on November 2, 2018. Craig relayed to Daryl how thankful we are for all he did to transform the research administration enterprise. The legacy he left will be touched by many. THANK YOU, Daryl!

There will be a farewell party on November 1 for Daryl.

7. **Matters Arising**

Daryl asked Maureen if she had an update on the Foundations Relations front. Maureen let the group know that the Provost issued $1.5 million in awards to 12 different schools and colleges as part of its capital campaign. The goal is to help defray the Provost tax when indirect cost rates do not cover the tax. Additionally, Foundation Relations is looking at how they can help faculty obtain “prestige awards.” There may be opportunities to present more about this at a future RAAC meeting.

8. **Closing and Future Meetings** *(Daryl Weinert)*

- Looking for meeting hosts for 2019 meetings.
- Chris DeVries will follow up via email with dates/specs.

Chris is soliciting hosts for the 2019 meeting locations. Room needs to accommodate between 30-35 people and scheduled for 2:30 - 4:30 p.m.

- November 20 hosted by Becky O’Brien at School of Information.
- There will be no meeting in December or January.

Meeting adjourned at 4:30 p.m.
Research Administration Advisory Council
Committee-at-Large
Training Subcommittee Update
October 16, 2018

Judy Carrillo
Manager, Research Administration
Internal Medicine Department

Current Subcommittee Membership

- **Judy Carrillo**, Chair, Medical School
- **David Mulder**, ORSP/Sponsored Programs
- **Dave Nassar**, ORSP/Sponsored Programs
- **Chris DeVries**, ORSP/Sponsored Programs
- **Raquel de Paula Silvius**, ORSP/Sponsored Programs
- **Lyn Fyfe**, ORSP/Sponsored Programs
- **Kim Angelopoulos**, LSA
- **Lori Deromedi**, UMOR
- **Cathy Handyside**, ITS
- **Emily Hamilton**, CoE, UMTRI

- **Tricia Haynes**, ORSP
- **Sue Kelch**, Medical School
- **Patrick Lagua**, Dentistry
- **Terri Maxwell**, ORSP
- **Melinda LaRocca**, Public Health
- **Kristina Oberly**, CoE
- **Susan Powell**, CoE
- **Cathy Seay-Ostrowski**, Biomedical Eng
- **Amanda Simon**, Sponsored Programs
- **Pat Turnbull**, U-M Dearborn
Agenda:

Update: Navigate Training Opportunities

- In Progress
- What’s Up Next

Instructors Needed

Professional Development
- Earn CRA renewal credits

Train the Trainer Workshop

Supported by talented Navigate Team

Recognition from University
All Training Opportunities available on Navigate Portal Website:

orsp.umich.edu/navigate

Also includes video recordings of Lunch and Learn

Upcoming Navigate Offerings:

- Fundamentals - Fall 2018
- Uniform Guidance - Fall 2018
- Budgeting Basics - Fall 2018
- Advanced Budgeting: Internal Proposals - Fall 2018
- Advanced Budgeting: Task-Based/Hourly Budgets - Fall 2018
- Lunch and Learn - Fall 2018
Audience Analysis

Work Group Formed:
Leads: Pat Turnbull, Dearborn & David Mulder, ORSP/Sponsored Programs

Deliverables: Analysis of potential audience for RA training opportunities (both faculty and staff) based on demographic data
Progress to Date

- Continuing to refine the data based on various demographics and examination of query results
- Once completed, work group will focus on reports that can be used on an ongoing basis to promote Navigate course offerings and better understand the use of the University’s “Career Path Navigator” within the RA Community

Research Administrator Competency Roadmap

To help Training Committee identify training gaps and provide research administrators and supervisors with tool that outlines knowledge, skills and abilities needed to perform job.

Work Group Formed:
Leads: Sue Kelch, Medical School & Judy Carrillo, Medical School

Deliverables:
- List of Key Competencies for Research Administrators, including descriptions
- Breakdown of Competencies applicable to RA roles, by level (if applicable)
- Mapping of Key Competencies to available professional development opportunities (both internal and external)
Progress to Date

☑ List of key competencies for Research Administrators, including descriptions

<table>
<thead>
<tr>
<th>Category</th>
<th>Competency</th>
<th>Skill</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROPOSAL DEVELOPMENT</td>
<td>Identify Internal U of M Research Resources</td>
<td>How to get started</td>
<td></td>
</tr>
<tr>
<td>PROPOSAL DEVELOPMENT</td>
<td>What is a Sponsored Research Project</td>
<td>Know the difference</td>
<td>- Sponsored Research</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Gift</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Contract</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Unfunded Research Agreement</td>
</tr>
<tr>
<td>PROPOSAL DEVELOPMENT</td>
<td>Find Funding</td>
<td>Know how to find funding at the</td>
<td>University of Michigan</td>
</tr>
<tr>
<td>PROPOSAL DEVELOPMENT</td>
<td>Selecting an Application</td>
<td>Understand, interpret and</td>
<td>communicate sponsor guidelines</td>
</tr>
<tr>
<td></td>
<td></td>
<td>i. Terms and conditions</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>a. Publication restrictions</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>b. Data monitoring</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. Budgetary guidelines</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>iii. Formatting guidelines</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>iv. Submission guidelines</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>v. Proposal body guidelines</td>
<td></td>
</tr>
</tbody>
</table>

Faculty Resources - Development of Training Programs

Create a robust research administration training and information resources for faculty

Workgroup formed
- **Co-Leads**: Lori Deromedi, UMOR Ethics & Compliance and Kristina Oberly, College of Engineering

- Two programs under development
  - New/junior faculty
    - Recommendation for onboarding training program
  - Senior faculty
    - Develop website resources
Procurement Workgroup

- Identified specific best practices and topics to create a baseline of knowledge about Procurement
- Drafted a Procurement Best Practices Work Group Recommendations document for Navigate Administration and training committee review and feedback

*Workgroup Members:* Linda Chadwick (LSA); David Mulder, (ORSP/Sponsored Programs); Bob Johnson (Procurement)
<table>
<thead>
<tr>
<th>Item #</th>
<th>Description</th>
<th>Potential Formats</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Procurement in the Project Lifecycle</td>
<td>• Incorporate in Fundamentals course</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Lunch &amp; Learn Presentation</td>
</tr>
<tr>
<td>2</td>
<td>End to end procurement process flow(s)</td>
<td>• Visio job aid(s)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Lunch &amp; Learn Presentation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Web-based interactive process flow</td>
</tr>
<tr>
<td>3</td>
<td>Competitive bid process</td>
<td>• Visio job aid(s)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Lunch &amp; Learn Presentation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Web-based interactive process flow</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Short (1-3 mins) narrated video</td>
</tr>
<tr>
<td>4</td>
<td>Sole source justification</td>
<td>• Include with competitive bid process</td>
</tr>
<tr>
<td>5</td>
<td>Compliance - Fly America Act, export control, COI, equipment/material inventory, small business plans, unauthorized transactions</td>
<td>• Lunch &amp; Learn</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Job aids</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Short (1-3 mins) narrated videos</td>
</tr>
<tr>
<td>6</td>
<td>Best practices in procurement</td>
<td>• Lunch &amp; Learn</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Short (1-3 mins) narrated video</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Job aids</td>
</tr>
</tbody>
</table>

**eLearning Modules Currently Under Development**

- Cost Sharing
- Costs of All Kinds
- Effort
- Project Closeout
Complex Project Management  
(pre- and post-award)

Work group formed to develop instructor led course

Currently defining complex project attributes
- Large dollar amount
- Multiple funding sources
- Subcontracts

Timeline:
- Design phase (course agenda, learning objectives): October 2018
- Material Development: October 2018-January 2019
- Practice (Demo) Sessions: February-March 2019
- Implementation: Spring 2019
What’s Next

- Sponsor-specific training (likely NIH, DOD, and NSF), covering both pre- and post-award topics
- RPPR training
- High Audit Risk areas (Effort certification, Cost Share, Cost Allocation, Cost Transfer, Equipment)
- Training grant/fellowship administration, covering both pre- and post-award

In Recognition

**Complex Project Management:**
Emily Hamilton (CoE/UMTRI); Susan Powell (CoE); Judy Carrillo (Medical School); Kim Angelopoulos (LSA)

**Audience Analysis:**
Pat Turnbull (U-M Dearborn) and David Mulder (ORSP / Sponsored Programs) – Leads; Lori Deromedi (UMOR); Cathy Handyside (ITS); Heather Kraus (LSA); Corey Turner (CoE)

**Fundamentals Review:**
Emily Hamilton (Medical School) and Amy Holihan (ORSP) – Leads; Susan Powell (CoE); Karen Kirchner (Nursing); Heidi Madias (LSA); Nick Prieur (ISR); Kathy Beebe (CoE).

**Lunch and Learn:**
Kristina Oberly (CoE) – Lead; Kim Angelopoulos (LSA); Cathy Seay-Ostrowski (Biomedical Engineering); Cindy Shaw (Medical School).

**Faculty Resources:**
Kristina Oberly (CoE) and Lori Deromedi (UMOR) – Leads; John Christiano (U-M Dearborn); Patricia Haynes (ORSP); Erin Kingsley (U-M Flint); Amanda Simon (Sponsored Programs).
Questions?
ITS Update
RAAC Committee-at-Large

Cathy Handyside, Assistant Director - ITS Research Administration Systems
October 16, 2018

Topics

● Completed
  ○ eRPM Update - 10/1/18
  ○ SF424 Update - 10/6/18

● Upcoming
  ○ eRPM Update - 12/3/18
System Update - 10/1/18

- **PI & Project Team Home Workspace** - On the PI & Project Team Home workspace, the UFA tab now lists UFAs In Progress. This lister was previously available on the In Progress tab.
- **PAF Workspace** - On the PAF workspace, the Previous Project/Grant field has been replaced with Related Award (For Renewal/Continuation or Supplemental Request).
- **Award Workspace** - On the Contacts tab of the Award workspace, UM Investigators information now lists an Is Active status and Deactivated Date.
- **Email Notification Update** - The Award Modification system-generated email notifications for the Post a Comment activity were updated to display the PI Last Name in the email subject line.

SF424 Update - 10/6/18

**Added support for new “Package ID” required for submissions to Grants.gov**

- A new unique identifier, called the Package ID, now added to all Funding Opportunity Announcements (FOAs) in Grants.gov
- The Package ID is required on all Grants.gov submissions for NIH (and their eRA partners such as AHRQ, FDA, etc.) effective 10/10/2018 and for all other applications submitted through Grants.gov effective 10/22/2018.
- No action required by UM PI/Project Teams. The Package ID now displays in the FOA field on the SF424 workspace.
Added the ability to manually edit the display order for various SF424 attachments

- If the sponsor allows multiple attachments for a section, you can now edit the order in which they are displayed. Some of the forms changed include: Budget Narrative Attachments, Project Narrative Attachments, and SF424 Other Attachments.
Office of Research and Sponsored Projects (ORSP)
Response Time Goals
October 12, 2018

As an organization focused on providing high quality customer service to U-M faculty, sponsors, and other U-M offices, the Office of Research and Sponsored Projects (ORSP) values the partnerships we have with our clients as we carry out our mission of enabling and safeguarding the conduct of research and other sponsored activities here at the University of Michigan.

In keeping with the tenet that a mutual understanding of what each party can reasonably expect from the other is central to any successful partnership, ORSP is offering the response time goals below in the hopes of establishing some shared expectations about how quickly ORSP staff are likely able to respond to an inquiry or request to review a document.

**ORSP Response Time Goals**

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respond to status inquiries from the Principal Investigator or designated Administrative Point of Contact</td>
<td>2 to 3 business days</td>
</tr>
<tr>
<td>Review a Nondisclosure Agreement and reply as needed</td>
<td>3-5 business days</td>
</tr>
<tr>
<td>Review all other agreements and reply with a first revision</td>
<td>10 business days</td>
</tr>
<tr>
<td>Review and reply to sponsor comments during negotiations for all other agreements</td>
<td>10 business days</td>
</tr>
<tr>
<td>Post a response or otherwise reply to a Requested ORSP Action posted in the eResearch Proposal Management system</td>
<td>2 to 3 business days</td>
</tr>
</tbody>
</table>

ORSP staff are committed to making every reasonable effort to achieve these goals, but please note that they are not promises or guarantees. Mitigating circumstances may sometimes get in the way of staff members' ability to respond in as timely a fashion as they would like (e.g., complex multiparty agreements; issues requiring additional review outside of ORSP; unusually long agreements of, say, 20 pages or more; slow sponsor response times; temporarily high workloads, etc.). ORSP kindly asks for our customers’ understanding when staff must exercise good professional judgment about how to manage their workloads and multiple priorities in the face of such contingencies.

**Helpful Customer Practices**

As ORSP’s partners in the U-M research enterprise, our customers often play a critical role in determining how responsive ORSP can actually be. To that end, ORSP recommends a number of helpful Project Team practices.

- Identify one individual who will serve as the single point of contact on all requests and inquiries
- List the Principal Investigator’s name and explicitly reference the relevant PAF/AWD/UFA
- Provide complete and accurate information or documents when submitting a request or inquiry
- Ensure agreements to be negotiated are editable
- Provide complete sponsor contact information

Adopting these practices will go a long way toward helping ORSP respond more quickly. Thanks for helping us help you!
What to Do When You Need Something Sooner

ORSP recognizes, of course, that our customers will occasionally need a response that is sooner than the times listed above. When such an urgent matter arises, a member of the Project Team should call their ORSP Project Representative (PR) to explain what’s going on and what the consequences will be if ORSP does not respond within the timeframe needed. The PR will do what he/she can do to honor the Project Team’s request, but please know there is always the possibility that other work may already be in the PR’s queue that is of an even higher priority or even more time sensitive.