Summary of ASAP Request for Comments

As part of the RDA-initiated Account Setup Action Plan, on December 27, 2005, a Request for Comments was sent via email to department administrative staff, including Chief Financial Officers, Department Administrators, Department Effort Coordinators, and Division Managers. SPA collected and analyzed responses to assemble the following summary document. Further comments can be directed to SPA at spa@ohsu.edu.

Total Respondents: 24

1. What percentage of your time do you spend working on grants or other sponsored projects?
   - Almost none. 1
   - Very little. 2
   - A fair amount. 6
   - Quite a bit. 11
   - All my time. 4

2. What types of communication work best for you on issues related to post-award account setup?
   - Email. 22
   - Phone. 6
   - Website. 4
   - Meetings. 1
   - Hardcopy mail. 3

   Response: Sponsored Projects Administration (SPA) regularly sends brief, targeted email announcements on specific post-award account setup and other account topics.

3. What do you see as the best ways to improve transparency in the post-award account setup processes?
   - An online way to view what is still pending and thus prohibiting account setup. 9
   - Knowing who exactly to call with questions. 7
   - Notification/assistance at each step of the process. 6
   - Consistency/competence. 3

   Response: The new Jellyfish online tracking system improves transparency for account setup processes and allows campus to monitor the account setup process.

4. What would be the best way to improve Principal Investigators’ (PI’s)’ understanding of the post-award account setup processes?
   - Communicate to PI’s through dept admins. 8
   - Information by e-mail that is concise. 4
   - Simple, one-page cheat sheets. 4
   - Online database. 4
   - Consistency. 2

   Response: SPA has traditionally focused communication and education towards department administrative staff, depending on them to relay information to PI’s. New efforts are underway to provide concise information directly to PI’s as a means to support the ongoing communication efforts of department administrative staff.

5. If there were an account setup tracking database, what information would you find most useful to see there?
   - Process checklist. 16
   - Issues checklist (IRB status, COI, RCR, budget info, etc). 9
   - Date tracking. 9
Response: The new Jellyfish online tracking system provides a date-tracked process checklist and indicates any outstanding issues that are delaying account setup.

6. What are your top three priorities related to post-award account setup and what suggestions do you have for accomplishing these?

   18  Timeliness
   10  Communication
    7  Accuracy
    5  Process status
    3  Fewer compliance requirements
    1  Drive up drop-off window.

Response: The Account Setup Action Plan (ASAP) has addressed many issues related to the timeliness and accuracy of account setup--streamlining procedures and eliminating redundancies. Effective communication remains a top priority of SPA and the other Research Development and Administration (RDA) offices.

7. Other comments:
   Thank you for your effort in improving the process.
   I'm glad you're looking at process redesign.
   Thanks for asking.
   Communication is the most important improvement you can make.

Response: SPA appreciates all the response to the ASAP Request for Comments. Please direct any further questions or comments to Sponsored Projects Administration: spa@ohsu.edu.