

Office of Research Support and Operations (ORSO – PreAward)

Recommendation	Action (s)	Responsible Parties	Budget Commitments	Key Dates	Status
Improve the eREX form	Create abbreviate eREX forms for: <ul style="list-style-type: none"> Revised Budgets, PI Changes, and Credit change 	ORSO: Matt Michener (G/C Manager) and Derek Brown (Research Operations Manager)	N/A	Pending: Complete in CY 2020 based on OR IT Priorities	IN PROCESS
Major Improvement: Improve the eREX form	Update ORSO and SPS database for eREX contacts	ORSO: Matt Michener (G/C Manager) and Derek Brown (Research Operations Manager)	N/A	Completed	COMPLETE
Improve the eREX form	Update ORSO Guideline #30 to exclude LOI's	ORSO: Matt Michener (G/C Manager) and Derek Brown (Research Operations Manager)	N/A	Completed	COMPLETE

<p>Improve the eREX routing and approval process (with goal being getting the best proposal out the door)</p>	<ul style="list-style-type: none"> • Approving RUSH proposals, units would have the option of: <ul style="list-style-type: none"> ○ Continuing with current process ○ In lieu of Chairs/Deans manually approving eREXs within MyResearch, departments could create a departmental faculty committee to review and approve eREXs (chairs and deans would still be auto-notified to internally communicate a proposal has been submitted) • To streamline approvals, all admins. could be auto-approved (auto-notify). 	<p>ORSO: Dan Nordquist (AVP), Matt Michener, and Derek Brown</p>	<p>N/A</p>	<p>Pending: Evaluate and determine Fall 2020</p>	<p>IN PROCESS</p>
<p>Major Improvement: Improve the eREX routing and approval process (with goal being getting the best proposal out the door)</p>	<ul style="list-style-type: none"> • Allow eREX routing and approval with administrative documents only through Narrative Hold Program 	<p>ORSO: Dan Nordquist (AVP), Matt Michener, and Derek Brown</p>	<p>N/A</p>	<p>Completed</p>	<p>COMPLETE</p>

Improve the eREX routing and approval process (with goal being getting the best proposal out the door)	Clarify policy deadline times for eREX processing in BPPM 40.02	ORSO: Dan Nordquist (AVP), Matt Michener, and Derek Brown	N/A	Completed - Revised BPPM posted August, 2019.	COMPLETE
Improve ORSO procedures to ensure consistency	ORSO leadership to train new Proposal Manager to create consistent processes and training among new employees.	ORSO: Dan Nordquist and Matt Michener	N/A	Completed – Proposal team fully staffed and similarly trained.	COMPLETE
Improve staffing	Incrementally, as resources are made available, move from classified staff positions to A/P positions.	OR: Chris Keane (VPR) and Dan Nordquist	Pending	Ongoing: Initial conversion in the ORSO contracting group has begun, with one position upgraded from classified staff to A/P.	IN PROCESS
Improve staffing	Provide necessary expertise training and professional development to support faculty, staff, and students <ul style="list-style-type: none"> • Responsiveness is expected to improve when fully staffed. 	OR: Chris Keane (VPR) and Dan Nordquist	Pending	Ongoing: Initial conversion started in the ORSO contracting group.	IN PROCESS

<p>Major Improvement: Improve Contract Negotiation</p>	<p>ORSO and Office of Commercialization are combining contracting FTE to create an OR Contracting team. This team will focus on complex agreements and support the Grant and Contract Coordinators as needed during negotiations of less complicated agreements.</p>	<p>ORSO: Jessica Smith-Kaprosy (ORSO Contracting Officer)</p>	<p>Handled within the Office of Research</p>	<p>Complete: Contracts Manager (new) and AP Coordinator position (upgraded) hired.</p>	<p>COMPLETE</p>
<p>Improve Research Development functions</p>	<p>The VPR has created the Office of Research Advancement and Partnerships (ORAP) to support this activity for faculty support developing proposals.</p>	<p>OR: Chris Keane and Geeta Dutta (ORAP Director)</p>	<p>N/A</p>	<p>Completed</p>	<p>COMPLETE</p>
<p>Major Improvement: Delegate Budget Certification</p>	<p>Units may choose the following:</p> <ul style="list-style-type: none"> • Maintain budget certification through ORSO • Select an individual, within the college, to train unit personnel. The individual chosen would be subject to ORSO approval. 	<p>ORSO: Matt Michener</p>	<p>N/A</p>	<p>See below. New quarterly trainings with certification remaining at ORSO.</p>	<p>COMPLETE</p>
<p>Major Improvement: Budget Certification</p>	<ul style="list-style-type: none"> • Quarterly trainings to be held for in person budget certification. 	<p>ORSO: Matt Michener</p>	<p>N/A</p>	<p>Matt Michener leading. Three trainings have been held as of July 2019.</p>	<p>COMPLETE</p>

Major Improvement: Improve route of feedback to ORSO for process improvements	Create a Jira ticketing Service Desk for queries and feedback on processes, procedures, etc.	ORSO: Derek Brown and Matt Michener	Minimal	Complete	COMPLETE
Major Improvement: Improve route of feedback to ORSO for process improvements	Customer satisfaction survey every two years	ORSO: Derek Brown and Matt Michener	Minimal	Complete: Survey launched November 2019 with planned biennial surveys.	COMPLETE
Continued Leadership Development within ORSO	Provide opportunities for supervisory training, staff improvement development, and leadership training	OR: Chris Keane	\$5,000/yr. for appropriate trainings, professional and leadership development	On a recurring basis	IN PROCESS