Thomas Jefferson University
Research Administration Center of Excellence

June Town Hall Meeting

June 10th & June 12th 2014

*For Discussion Purposes Only*
Agenda

• Purchasing Process
• Team Structure and Space
• Service Level Agreements
• Recruitment Detail
• Transition Plan
• Training Plan
• Project Timeline
Purchasing Process
Purchasing Process

• The Purchasing Working Group is developing an approach that will allow flexibility and improve some basic controls.

• This approach has three components:
  • Departments and PIs will still be able to use P Cards
  • Departments currently using Ascent will still be able to do so
  • RACE will have a cluster of staff that will support grant-related purchases (executing transactions requested by departments)

• The new model will include more specific guidance and monitoring of documentation.

• In the future, we expect that Coupa (electronic marketplace) will provide more direct purchasing capability for departments and PIs.
  • This will potentially reduce the necessity for PCards.
  • That system still needs to be developed and fully tested.
Team Structure and Space
Team Structure and Space
Team 1

Personnel

- Team Lead: Lauren Cawley

Space

- Bluemle TBD

Departments Supported

- Kimmel Cancer Center
- Cancer Biology
- Medical Oncology
- Dermatology
- Radiation Oncology
- Microbiology and Immunology/Biochemistry and Molecular Biology (Phase II)
# Team Structure and Space

## Team 2

### Personnel

- Senior Team Lead: **Carol Prem**

### Space

- Jefferson Alumni Hall (3rd Floor)

### Departments Supported

- Computational Medicine
- Family and Community Medicine
- Health Professions
- Medicine
- Nursing
- Pathology, Anatomy and Cell Biology
- Pharmacy
- Physiology
- Molecular Pharmacology/Biostatistics (Phase II)
Service Level Agreements
What does the Service Level Agreement include?

**RACE Guiding Principles**-

- **Faculty Service**: Excellent service to faculty is at the core of everything we do. When problems arise, we focus on finding solutions, rather than placing blame.

- **Communication**: We value open, genuine and honest communication. We provide clear, transparent communications to our faculty and key stakeholders.

- **Integrity and Respect**: We maintain a mutual respect for each other and those we serve. Integrity is fundamental to all of our transactions and we keep the “big picture” for TJU in mind and resist the temptation to protect our local interests.
What does the Service Level Agreement include?

**RACE Goals-**

- High level of **expert and professional support** for all researchers on campus
- **Clear roles and responsibilities** for RACE staff members and their faculty
- **Comprehensive and ongoing training** for RACE staff members to ensure employees remain engaged and are constantly learning and growing
- **Professional and attainable career path** for RACE staff to ensure we attract and retain the highest quality talent
- **Streamlined and standardized processes** that support researchers and the increasingly complex and competitive research environment
- **Tailored solutions** to research administration questions and issues that best meet the needs of TJU and faculty
What does the Service Level Agreement include?

RACE Roles and Responsibilities Matrix - A snapshot of the matrix is shown below (the full matrix is contained in the Service Level Agreement):

<table>
<thead>
<tr>
<th>Role</th>
<th>Corresponding RACE WG Business Process</th>
<th>PI</th>
<th>College/School/Dept/Other</th>
<th>RACE</th>
<th>ORA</th>
<th>SPAO</th>
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</thead>
<tbody>
<tr>
<td>Identify Funding Opportunities (Pre-Award)</td>
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<tr>
<td>Meets with PI in order to gauge interest in funding opportunity announcements</td>
<td>ID Funding Opportunities</td>
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<tr>
<td>Creates, collects, and disseminates funding opportunities campus-wide</td>
<td>ID Funding Opportunities</td>
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<tr>
<td>Identifies specific funding opportunities for faculty based on research area and key</td>
<td>ID Funding Opportunities</td>
<td>x</td>
<td>x</td>
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<tr>
<td>Corresponds with sponsors regarding specific funding opportunities</td>
<td>ID Funding Opportunities</td>
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<tr>
<td>Makes final decision on pursuit of funding opportunity</td>
<td>ID Funding Opportunities</td>
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<td>Conducts periodic meeting with PI to discuss funding horizon and funded awards</td>
<td>ID Funding Opportunities</td>
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<tr>
<td>Maintains system access and system requirements for each potential sponsor</td>
<td>ID Funding Opportunities</td>
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<td>Proposal preparation (Pre-Award)</td>
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<td>Manages planned applications for faculty via ePPI working files/Cayuse</td>
<td>Proposal Development</td>
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<tr>
<td>Prepares and maintains ePPI record for proposals due</td>
<td>Proposal Development</td>
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<tr>
<td>Prepares proposal - compiles administrative components</td>
<td>Proposal Development</td>
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<tr>
<td>Prepares proposal - budget/budget justification</td>
<td>Proposal Development</td>
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<tr>
<td>Approves proposal - technical/scientific</td>
<td>Proposal Development</td>
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<tr>
<td>Approves proposal - data analysis</td>
<td>Proposal Development</td>
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<tr>
<td>Approves proposal - technical/scientific</td>
<td>Proposal Development</td>
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<tr>
<td>Obtains documentation from proposed subcontractors</td>
<td>Proposal Development</td>
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<tr>
<td>Drafts Letter of Intent if applicable</td>
<td>Proposal Development</td>
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<tr>
<td>Maintains Biosketch and Current/Pending Support, documents in common files for use in future proposals</td>
<td>Proposal Development</td>
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<tr>
<td>Completes, reviews, and routes proposal for approval</td>
<td>Proposal Review, Approval, and Submission</td>
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<tr>
<td>Approves proposal</td>
<td>Proposal Review, Approval, and Submission</td>
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<tr>
<td>Submits proposal to sponsor</td>
<td>Proposal Review, Approval, and Submission</td>
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<td>Award Reporting (Pre-Award)</td>
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<tr>
<td>Prepares all administrative components of Just in Time or other pre-award requests from the sponsor</td>
<td>Award Reporting</td>
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<tr>
<td>Verifies CITI certifications for human subject training is active</td>
<td>Award Reporting</td>
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</table>
Service Level Agreement Detail Continued

What does the Service Level Agreement include?
Performance Metrics will enable TJU to monitor RACE performance in three main areas: faculty service, volume transactions, as well as pre- and post-award support and management.

Examples of performance metrics included in the SLA:

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PI Satisfaction</td>
<td>PI satisfaction with departmental level support</td>
</tr>
<tr>
<td>Specific Service Ratings</td>
<td>Immediate service rating after a major interaction (e.g. new award set-up, proposal submitted)</td>
</tr>
<tr>
<td>Proposals Submitted On Time</td>
<td>Percentage of proposals submitted by sponsor due date</td>
</tr>
<tr>
<td>Complexity of Submissions</td>
<td>Complexity of grants/contracts submitted by individual/team</td>
</tr>
<tr>
<td>Number of Proposals</td>
<td>The count of proposal transactions completed by a team/individual within a specified date range (including non-competing continuations and other non-new proposal transactions)</td>
</tr>
<tr>
<td>Research Expenditures</td>
<td>Expenditures managed by a team/individual within a specified date range</td>
</tr>
<tr>
<td>Portfolio Complexity</td>
<td>The complexity of the portfolio managed by a team/individual</td>
</tr>
</tbody>
</table>
Recruitment Detail
Recruitment Detail

Are the Grants Administrator positions still open?

The positions for RACE Grants Administrators (both GA I and GA II) have been posted and interviews will occur during the weeks of 6/16, 6/23 and 6/30. Please contact Danielle Finelli should you have any questions related to these positions.
Transition Plan
## Transition Plan

<table>
<thead>
<tr>
<th>Meeting Timeframe</th>
<th>Meeting Purpose</th>
<th>RACE Participants</th>
<th>Other TJU Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>June</strong></td>
<td>• Review Service Level Agreement and Performance Metrics</td>
<td>• RACE Director</td>
<td>• Department Senior Administrator</td>
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<td>• RACE Team Lead</td>
<td>• Department Chair</td>
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<tr>
<td><strong>July</strong></td>
<td>• Discuss Transition of Active/ Pending Awards to the Team Lead</td>
<td>• RACE Team Lead</td>
<td>• Department Grant Administrator/PIs</td>
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<tr>
<td></td>
<td>• Discuss all files with the Grants Administrator</td>
<td>• RACE Grants Administrator</td>
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</tbody>
</table>

Transition meetings for the month of June have been scheduled for Phase 1 departments.
Training Plan
### Training Plan

**RACE training will be held over one week in July and will cover the following topics:**

1. Introduction to Research/RACE
2. The Lifecycle of a Sponsored Award
3. Compliance Background and Consequence of Non-Compliance
4. Role of Customer Service vs Compliance
5. OMB Uniform Guidance
6. Self-Management, Team Management and Personal Effectiveness
7. Proposals for Sponsored Awards
8. Budgets
9. Proposal Review Process and Other Institutional Committees
10. Terms and Conditions/ Award Acceptance
11. Award Set up
12. Account Reconciliation/ Billing/ Reporting
13. Award Closeout
14. Effort Reporting Overview
15. Clinical Trials (Pre- and Post-Award)
Project Timeline
## Project Timeline

### FY 14
- **Dec-13**: Plan
- **Jan-14**: Assess
- **Feb-14**: Develop
- **Mar-14**: Build
- **Apr-14**: Deploy
- **May-14**: Finalize Service Level Agreements between RACE and Phase I departments
- **Jun-14**: Finalize clinical trials management roles and responsibilities between RACE, ORA and Departments

### FY 15
- **Jun-14**: RACE Director offer extended to final candidate and Director onboarding
- **Jun-14**: Additional Team Lead offers for Phase II teams extended to candidates
- **Jun-14**: RACE Grants Administrator interviews (Week of 6/16, 6/23, 6/30)
- **Jun-14**: Purchasing positions posted

### Key Milestones to hit in June:
- RACE Director offer extended to final candidate and Director onboarding
- Additional Team Lead offers for Phase II teams extended to candidates
- RACE Grants Administrator interviews (Week of 6/16, 6/23, 6/30)
- Purchasing positions posted
- Finalize Service Level Agreements between RACE and Phase I departments
- Finalize clinical trials management roles and responsibilities between RACE, ORA and Departments