Service Level Expectation (SLE)

This Service Level Expectation is between the Office of Research and Sponsored Projects (ORSP) and University of West Georgia campus partners (e.g., faculty, research scientists, students engaged in research, staff) to create a shared understanding of a) goals, objectives and shared responsibilities of the staff providing services in the areas of research administration, research finance and research integrity and b) individuals receiving service from the ORSP.

The ORSP provides a wide variety of services in these areas; services deemed most impactful by the UWG Administration are included in this initial SLE. This SLE will evolve as campus needs are assessed and processes are updated to meet those needs.

Roles and responsibilities

- All parties commit to engaging in a positive, productive, and professional manner.
- All parties commit to act in accordance with the roles and responsibilities outlined in this document and the expectations of their UWG position.

ORSP staff:

- ORSP staff shall conduct business in a courteous and professional manner.
- ORSP staff service goals shall be to meet the service expectation and commitments outlined in the Service Level Expectation.
- will make proposal/award data and reports available through Cayuse to UWG Administration.

Campus partners (faculty, staff, affiliates and students):

- Campus partners shall use the processes defined in this SLE to request help and service.
- Campus partners shall respond to inquiries from ORSP staff regarding questions on service requests.
- Campus partners shall adhere to and comply with all applicable University of West Georgia policies, procedures, and systems for the duration of this SLE.

Pre-Award Services

Pre-Award Services facilitates the proposal submission for external funding at UWG by providing assistance to ensure the accuracy and compliance of proposed budgets, scope of work, and all other submitted materials with applicable federal regulations, university policies and sponsor guidelines. For proposals above $500,000, and in collaboration with the PI, the pre-award services are extended to preparing competitive proposals to external sponsors for principal investigators.

Pre-Award will work with the PI to:

- Support the completion of representation and certification documents.
- Help prepare the budget.
- Communicate with sub-recipients.
- Assist with online registration and electronic proposal submissions.
- Assist in the preparation of agency application forms.
- Check the compliance and agency requirements.

In addition to above, Office of Research and Sponsored Projects at UWG

- Support and coordinate submission of proposals through CAYUSE
- Serves as the compliance officer
    - Support the Institutional Review Board (IRB),
    - Support Institutional Animal Care and Use Committee (IACUC),
    - Coordinate submission and processing the IRB applications,
- Provide workshops in compliance with regulations concerning animal and human subject research
- Provide Export Control workshops and guidance,
- Provide Undue Foreign Influence Workshops,
- Provide Proposal, Whitepaper, and Quad-Chart development workshops

Proposal review, approval & submission

All proposals must be submitted through Cayuse for Pre-Award review and approval. Pre-Award review and approval is required for all sponsored project proposals before submission to sponsor. This review ensures the accuracy and compliance with applicable federal regulations, university policies and sponsor guidelines of proposed budgets, scope of work, and all other submitted materials. Pre-Award will:

- Check proposals for compliance with federal, state, university, and agency guidelines.
- Review budgets for accuracy.
- Verify commitments for required matching funds, services, or support, including subrecipient commitments.
- Provide assistance with online registration and electronic proposal submissions.
- Assist with after-submission data requests.

Service expectation and commitment:

- Proposals must be submitted through Cayuse for ORSP review and approval **15 business days** prior to the sponsor deadline.
    - Pre-Award will complete the review and compliance check in 10 business days **after receiving materials/information from Cayuse**.
    - Pre-Award will complete proposal review, approval, and submission within 5 business days of ORSP **budget finalization**.

Expectation Management (Joint effort of Pre- and Post-Award)

Negotiating/executing sponsored agreements

Negotiation team will work with sponsor contracting staff and the principal investigator responsible for the scope of work covered by the agreement to negotiate terms benefiting the PI and The University of West Georgia.

Service expectation and commitment:

- ORSP will contact the principal investigator within 4 business days of receiving notice of award agreement to negotiate.
- ORSP will forward all received agreements (NDA, TA, MOU, MOA, Contracts, SEA, Cooperative Agreements, etc.) to the Office of Legal Affairs (OLA) for regulatory compliance. ORSP will be available as a liaison between the PI and OLA during this period to discuss or answer questions on suggested edits.
- The PI is responsible for providing information and or/feedback requested by OLA and ORSP to complete agreement negotiation.

Post-Award Services

Award set-up/sponsor action processing

Post-Award receives all new award actions (Notice of Award, Additional/Reduction in Time and/or Funds, Changes in Award Personnel and/or Terms and Conditions – including Amendments and No Cost Extension requests, etc.), to ensure compliance approvals are in place, enter the award information in the UWG financial system, and notify campus of the action.

Service expectation and commitment:

- PI must adhere to the responsibilities as outlined on the ORSP website at https://www.westga.edu/academics/research/orsp/assets/docs/PI_Roles_and_Responsibilities.pdf
- ORSP will ensure PI is alerted of sponsor award notification, if not copied on sponsor notification, within 4 business days of email notification to post-award@westga.edu.
- Award intake and compliance checking will be completed within 5 business days of action notification if all required documentation* is available.
- Post-Award will process award actions within 15 business days, of receipt of notification in their queue, of agency action notification or internal request for financial action (such as change of PI, NCEs, etc), as long as all required documentation* is complete.

- In addition to the PI Roles and Responsibilities outlined above, principal investigators are responsible for working with UWG Post-Award to ensure required documentation is complete.
- PIs, and their support staff, are responsible for ensuring required documentation is available and for alerting ORSP about award notices they receive directly.

*Require documentation: completed Pre-Award review and approval (Cayuse record and/or Proposal Routing Form for submissions prior to January 1, 2023) including an approved budget that matches agency document, fully executed agreement or modification (if applicable) and completed compliance requirements/approvals.

Sponsor invoicing
ORSP processes all accounts payable invoices for sponsored projects based on costs processed in the financial system and the award terms for invoice issuance. ORSP also follows up on outstanding open invoices to ensure prompt sponsor payment.

Service expectation and commitment:

- ORSP will issue system-generated invoices for all quarterly and monthly cost reimbursable awards in the month specified by the award document.
- ORSP will issue system-generated invoices for all fixed price and milestone agreements that have an invoice due based on date or milestone completion in the month required by the award document.
- ORSP will follow up during monthly billing process with sponsor on any invoice 60 calendar days past invoice issuance date for which payment has not been received from sponsor.

Ordering/Payment Processing

Accounts payable
Audit and approve contract and noncontract AP invoices and non-PO invoices (Check Requests, P-Card payments, etc.) for payment ensuring allowability, exception resolution, document matching, withholding, and reporting.

Service expectation and commitment:

- Audit and approve all AP invoices within *5-7 business days of receipt.
- Audit and approve all Requisitions within *5-7 business days of receipt.
- Audit and approve all travel expense reports within *5-7 business days receipt.
- Audit and approve cash advance requests within *5-7 business days of receipt.
- Audit and approve all p-card expense reports within *5-7 business days of receipt.
- Resolve validation issues within *10 business days of receipt.

* **Service level expectations are based on the day that all complete and accurate documentation is provided.** These are the timelines for the ORSP staff, not including processing time in other offices, such as Budget or Purchasing.

Subcontract invoice payment
Invoices relating to work performed by an entity who is a subrecipient on a project. Before payment, it is required that there is a subrecipient contract, funds have been encumbered and the PI has reviewed and approved the invoice.

Service expectation and commitment:

- Paid within *30 calendar days of receipt.

*Service level expectations require a signed contract, funding availability, and PI approval.