Office of the Dean for Research

Competency Ratings (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)

Efficiency and Responsiveness (turnaround time, quality of information, etc.)

Accessibility (scheduling appointments, presence within the campus community, etc.)

Communication about funding (internal awards, bridge, limited submissions, etc.)
Office of Sponsored Research (OSR)

Competency Ratings (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)

Timeliness/Clarity of Communication and Action

Accuracy of Work Performed

Customer Service Orientation
Research Development Services (RDS)

Competency Ratings (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)

Responsiveness/Timeliness of Communication

Quality of Work Performed

Customer Service Engagement and Interaction
Office of Regulatory Affairs (ORA)

Responsible Conduct of Research (RCR) Evaluation

Customer satisfaction with the Responsible Conduct of Research resources and tools (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)

Conflict of Interest Evaluation

Customer satisfaction with the Conflict of Interest services (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)

Institutional Review Boards (IRB)

Customer satisfaction with IRB services (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)
Institutional Animal Care & Use Committee (IACUC)

Customer satisfaction with IACUC services (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)

Division of Comparative Medicine (DCM)

Customer satisfaction with DCM services (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)

Clinical Research Operations Office (CROO)

Competency Ratings (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)
CROO’s communication with you regarding the routing of your study and responsiveness when there were issues

Staff availability and approachability

Environmental Health & Safety Office (EH&S)

Customer satisfaction with EH&S Committees and services (4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor)