

USC TARA- Total Access for Research Administration Communication Plan

March 20, 2012

USC TARA is a configuration of several components with systems added to meet the requirements as necessary. Current components include:

Kuali Coeus (KC) – Pre and Post Award Management System

Kuali Financial (KFS) – Integration with KC implementing the business process transactions

Financial projection and modeling system – mitigating the need for shadow system accounting

Effort Certification (ECert) – Verification of effort on sponsored projects

iStar – IRB Submission Tracking and Review

IACUC – Institutional Animal Care and Use Committee

diSClose – Conflict of Interest Submission

iSafety – Radiation and BioSafety

CORES – Service Center Recharge

Stakeholders

Globally the major stakeholders impacted by USC TARA are the faculty, research administrators, DCG, SPA, Research Deans, SBO's, Financial Analysis. However not all stakeholders are impacted by each piece or component of USC TARA. The nature of the impact will vary depending on the component and the individual's role:

- Faculty – Key stakeholders representing the base of research knowledge
- Research Administrators – The support system for the cradle to grave research approach
- DCG – Support for proposal submission and award creation

Stakeholders, continued

- SPA - Support for post award administration of sponsored research
- Research deans – Support role for the strategic submission of proposals and award management
- SBOs – Support for financial management of sponsored projects
- Financial Analysis – Support for negotiations and auditing
- USC Stevens Institute -- Interface for technology licensing
- Health Research Association/CRO – Potential interfaces for industry sponsored clinical trials
- Regulatory Committees (IRB, IACUC, Bio Safety, Radiation Safety, CIRC) -- Satisfaction of regulations
- Office of Compliance – Satisfaction of regulations
- Office of Research/VP of Research – Oversight of all processes

Other stakeholders have little to no direct interaction with administrative systems, but have a strategic, fiduciary, service quality or other interest in the success of the Research Administration System. These include:

- Deans, Vice Presidents
- President's Cabinet
- Trustees Finance Committee
- University Community (students, non-financial staff, etc.)

Principles

- Communicate frequently
- Use a variety of media and venues
- Target communication to interests of different stakeholders
- Stress importance of two-way communication

Vehicles

| Event, Publication | Description | Frequency | |
|---|---|---|--|
| Research Administrator Forum | Open to anyone interested in USC TARA, these sessions are held at UPC. The agenda includes exploration of TARA components, features, project updates, demos of new processes, Q&A | Quarterly | |
| e-Newsletter | Brief updates on the implementation project | Quarterly, between RA Forums | |
| Webcast Update | Informal online update; participants are able to view material from their desktops and ask questions through instant messaging and by phone | Monthly | |
| USC Chronicle | Articles to introduce the community at large to all components and keep them informed of implementation progress | Periodic | |
| Stakeholder specific meetings | Gatherings of research deans, university research committee, faculty senate, SBO's and ad-hock groups as necessary for information and feedback as systems are added and implemented | Monthly - Periodic | |
| Constituent Briefings | Briefings at meetings of constituencies outside the core stakeholders; e.g., Finance Committee meeting, Provost's Council, Staff Assembly, Strategic Technology Forum | Periodic | |
| Project-specific working/user groups, training events, etc. | Each module/project area has its own outreach efforts to elicit feedback and support from users and subject matter experts; these include working/user groups, demonstrations, data gathering visits to worksites, questionnaires, etc. | Regularly; at least quarterly depending on the system | |
| User Surveys | Conduit for reactions and suggestions from users of various components in production | Annual | |
| USC Website Updates | A central source of information on the projects, a users' Q&A repository, documents, links etc | Continuous | |

Major Messages

The specific content will be shaped for the USC TARA component and for the stakeholder group being addressed. Messages will include:

- USC TARA is an integrated system that automates and simplifies a broad range of research administration tasks. These will be fulfilled by Quali Coeus, Quali Financial System, Click Commerce and other software products, which will be accessed through a common portal.
- USC TARA is part of a larger effort to update the university's information systems across many activities.
- Individual components will be described – what they are, how they work, and how they meet system requirements
- Individual Projects – scope, modules, timelines, progress
- What to expect and when – functionality, change process, test and evaluation, user support
- Training plan and schedule

Stakeholder Emphasis

Individual communication vehicles will focus on particular groups of stakeholders. Other stakeholders are welcome to take advantage of any opportunity (deans are welcome at the Community Forum, many hands-on users will read a Chronicle article), but the content will target stakeholders as displayed below:

Diagram Below

| | RA Forum | eNewsletter | Webcast update | USC Chronicle | SBO Comm Forum | Briefings | Project Specific | USC Website | Surveys |
|-------------------------|----------|-------------|----------------|---------------|----------------|-----------|------------------|-------------|---------|
| Faculty | X | X | X | X | | | X | X | X |
| Research Administrators | X | X | X | X | | | X | X | X |
| Analysts/SBO's | X | X | X | X | X | | X | X | X |
| SPA/DCG/OFA | X | X | X | X | | | X | X | X |
| Regulatory Committees | | X | X | X | | | X | X | X |
| Deans, VP's | | | | X | | X | | | |
| President's Cabinet | | | | X | | X | | | |
| Board Finance Comm | | | | | | X | | | |
| University Community | | | | X | | X | | X | |
| Supplier Community | | | | | | | | X | |