

## NewsFlash!

In our continued efforts to support USC's research and clinical community, the Department of Contracts and Grants (DCG) has expanded its [Service Commitment](#) to include the following:

- Negotiation of Sponsored Research Agreements
- Negotiation of Industry Sponsored Clinical Trials through the Clinical Trials Office (CTO)
- Communication with DCG and CTO Staff
- Training Resources

As we continue to expand the implementation of TARA to improve efficiency and transparency, we are committed to providing a high level of service that is:

- *Professional*: providing reliable and consistent customer service.
- *Transparent*: maintaining open and effective communication with clearly defined procedures and guidelines.
- *Respect*: treating all persons with respect, fairness and courtesy.
- *Accountable*: acknowledging and assuming responsibility for actions and decisions.
- *Responsive*: responding to all inquiries within one business day, including automated referrals when staff are out of office.

For more information, please visit the [DCG](#) and [Office of Research](#) websites.