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.