**Generic OSP / Res Admin Email Address**

| Institution | Contact | Comments |
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| The University of Texas Health Science Center at Houston | Jodi S. Ogden, MBA, CRAContracts DirectorOffice of Sponsored ProjectsThe University of Texas Health Science Center at Houston7000 Fannin, UCT 1006Houston, TX  77030Voice:  713-500-3968Fax:  713-500-0355Email: jodi.ogden@uth.tmc.edu  | As with most institutions, we have a generic email address for the Office of Sponsored Projects.  It was originally established for award notifications, but has become the catch all email address for Sponsored Projects.  We currently rotate “email dailies” between our grants specialists, but with the current volume of emails this takes up most of the assigned individual’s day.  Oftentimes, the individual is still working on an “email daily” issue a week or two later.   |
| The Children's Hospital of Philadelphia | Collette Ryder-Consugar, MBA, CRAManager, Sponsored ProjectsThe Children's Hospital of Philadelphia3615 Civic Center Blvd.ARC1Philadelphia, PA 19104PH: 267-426-9365FX: 215-590-2629ryderconsugar@email.chop.edu | We have one person who distributes all of the emails to the grant specialist to whom it applies.  This is done once or twice a day and is considered as a “special assignment” as part of their work distribution and therefore their regular portfolio is adjusted accordingly.  We also have three managers with access to the mailbox for days (such as deadlines) when there is a constant flood of emails. We also have a separate "generic" email for subawards, and our subaward staff is responsible for monitoring that mailbox. |
| University of Alaska Fairbanks | G. Maggie Griscavage, CRADirector, and Authorized University RepresentativeUniversity of Alaska FairbanksOffice of Grants & Contracts AdministrationPO Box 757880Fairbanks, AK 99775-7880907-474-7301907-687-3513 cell<http://www.uaf.edu/grcon> | We, too, have generic pre and post award offices' generic emails. Nice when you view it in light of the lack of need to maintain such an email when people rotate in and out of office. Horrible when used as, as you say, the focal point for just about everything whether it's pre or post award. We consistently have problems with our sponsors sending awards to the proposal office, just because that's where the AOR is for outgoing stuff. There are definitely instances of awards going missing because the proposal office doesn't recognize them as such, and the post award office getting JIT requests and we don't have anything to corrolorate them to.  |
| TEES Research Services | Katherine V. Kissmann, CRACoordinator of Government ContractsTEES Research Services1470 William D. Fitch ParkwayCollege Station, TX 77845Phone: (979)458-7635Email: kkissmann@tamu.edu | Our generic email address is routed to the Administrative Assistant for our office. She sorts the emails and forwards them to the specific research administrator assigned to the department the email is for. |
| Los Angeles Biomedical Research Institute at Harbor-UCLA Medical Center | Allison WeberDirector, Research AdministrationLos Angeles Biomedical Research Institute at Harbor-UCLA Medical Center1124 W. Carson StreetBuilding N-14, Rm 10CBox 496Torrance, CA  90502(310) 222-4170aweber@LABioMed.org | - I’ve experienced 2 approaches:At a former hospital organization we had a central address to which everyone could read in the incoming notices or correspondence. This was terrific – that way if somebody leaves the organization, or is simply out that day everyone still has access to the information and there is no lag in service. There generally was no confusion involved since folks know who they are responsible for and the manager kept an eye on it – making sure there was follow up.At this organization – a non-profit research institute the central address is used only for NIH Award notices and accessed by 2 admin staff who simply forward the Award Notices to the correct officer. To my way of thinking, this is far too narrow – because I am still depending on 2 or 3 people to act as conduit and it is not broadly used for all sponsors.  Since the former director always used a personal address we have had a lag in service on some issues – since e-mail addresses are not kept open very long after an employee leaves.  |
| Wayne State University | Gail RyanSr. Director, Sponsored Program AdministrationWayne State University5057 Woodward Ave., Suite 13202Detroit, MI  48202(313) 577-6595FAX (313) 577-5055 ak1293@wayne.edu  | Here's what we do -- and this is gone through several different models over the years....  current status is that I have the email go to all the management staff on our team.  They all go in several times daily and pick through the emails that pertain to their staff's responsibilities and parse them out to the appropriate person for handling, then "moving" the message to a separate folder by person.  This seems to be working quite well.  I monitor the mailbox as well to make sure that everything is getting cleared in a timely manner. |
| University of Notre Dame | Terri Hall, CRADirector, Electronic Research AdministrationAssociate Director, Pre-Award AdministrationUniversity of Notre Dame511 Main building,Notre Dame, Indiana 46556(574) 631-7378Theresa.Hall.74@nd.edu  | We have an office email address…and everyone in our office receives the messages. Our rule is that the person it relates to will respond to let everyone know the message is being addressed. Our pre-award team is partnered by PI and post-award is partnered by college. So, for example… a sponsor asks for more info re: PI’s project prior to award. The administrator working with that PI responds that they’ll address it. When the award comes in, the administrator in post award does the same.The generic address also helps when someone is on vacation or out ill. Knowing that…and with everyone receiving the emails…someone else can address the message quickly.So it’s not taking someone all day to weed through the messages and distribute to the correct person…rather, everyone sees the messages as they arrive and if they are the correct person – say “I’ve got it” – and if it doesn’t pertain to you, you delete it.   |
| Dartmouth College | Shea McGovernAssistant Director, Office of Sponsored Projects Dartmouth College11 Rope Ferry Road, HB 6210Hanover, NH 03755Phone: 603-646-3977Fax: 603-646-3670L.Shea.McGovern@Dartmouth.edu  | At Dartmouth we have a generic email address as well. Most of us in both Pre and Post-Award receive "Sponsored Projects" mail. The messages are answered based upon the message content and the PI it concerns. Grants managers and Pre-Award Coordinators have specific department and PI responsibilities. Questionable emails normally find a "home" quite quickly.We have considered "email dailies" assigned on a rotating basis but this takes that individual away from his/her standard responsibilities which may include timely submissions. In addition that individual may have no familiarity with the specific content and finding the correct info can take precious time. We have concluded that the current system works quite well because the person who knows the most about the content takes responsibility. Granted this system generates considerable email volume for most of us. |
| Kennesaw State University | Carolyn Elliott-FarinoDirector, Contracts and Grants AdministrationKennesaw State University770.423.6381cellio12@kennesaw.edu | We have a generic email address. Usually the item addressed determines who handles it, but when in doubt, we follow up with each other since only four of us get those emails. Thus, for us, handling the generic emails is a non-issue at the moment. |
| Central Michigan University | Lenora CalkinsResearch and Program OfficerOffice of Research and Sponsored ProgramsCentral Michigan University251 Foust HallMount Pleasant, MI  48859Central Michigan UniversityOffice 989.774.3859 / Fax 989.774.3439calki1ld@cmich.edu / [www.orsp.cmich.edu](http://www.orsp.cmich.edu) | Our department has  a secretary that goes through the email in the box and then forwards accordingly based on the college/department.  Often times the emails do not even belong to the ORSP office. |
| Norfolk State University | Annemarie Delgado, MA, MPA, CRAAssistant Director Office of Sponsored ProgramsNorfolk State University700 Park AvenueSuite 600, 6th Floor  McDemmond BuildingNorfolk, VA 23504(757) 823-9053 Voice(757) 823-2823 Faxadelgado@nsu.edu | Our Administrative Assistant is tasked with checking the general OSP mailbox 1-2 times per week and then filtering mail – she checks it more often if we are planning some sort of event on campus that is sponsored by our office. |
| The University of Oklahoma | Gayle Parker, CRASponsored Programs CoordinatorOffice of Research ServicesThe University of OklahomaThree Partners Place, Ste. 150201 David L. Boren Blvd.Norman, OK 73019-5300Phone: (405) 325-6061   Fax: (405) 325-6029E-Mail: gparker@ou.eduVice President for Research Homepage: <http://research.ou.edu> | Our Office of Research Services is centralized with Proposal Development, ORA Administration (Contract Negotiation, etc.) and Post Award all co-located in one area. We currently have 4 sponsored programs coordinators with generic e-mail addresses (such as GRAD-ORA1, etc.) which our proposal development specialists use for all proposal submissions as our primary point of contact.  Each PDS (5) also has their own individual unique e-mail address. We check our own e-mail from these boxes as well as our unique e-mail address, which we use in our other daily correspondence. No one person checks more than two e-mail addresses. We also have a Research Admin e-mail address which receives all of our award notifications such as NSF awards, NIH awards etc. It is checked by our Assistant Director.If someone is out more than a couple of days we can log on to their computer and check their e-mail for them.  |
| University of Toledo | Rick Francis, Ph.D., C.R.A.Director, RSP (Health Science Campus) & Research Info. Svcs.Francis, Richard A. RFranci@UTNet.UToledo.Edu  | We have a "researchadmin" address that is our catch-all.  We use that for grants.gov notifications, and have a rule to auto-forward it to staff.  It's handy to stay on top of news, even if most of us delete most of it right away. We have another that is "awardsRSP" that we configure for all NIH award announcements, and any other agencies that make this distinction. That gets auto-forwarded too, to the RSP director and to grants accounting.  |