

Collaborative Grant Services Metrics

Tracking Effectiveness

Efficient, and accurate service and accountability are critical components of CGS. To ensure that we meet these goals, we will track key performance indicators.

The key performance indicators will be monitored by CGS management on a varied basis and officially assessed annually with the CGS Advisory Board and senior leadership. CGS will also conduct an annual Investigator satisfaction survey. Survey results will be used to identify areas where CGS are meeting or exceeding expectations, or where attention may be needed to improve service.

Key Performance Indicators:

#	Related Process	Metric Category	Metric	Target
1	Pre-Award Administration	Productivity	Percent of proposals submitted to CGS after the CGS internal deadline.	TBD
2	Pre-Award	Productivity	Proposals submitted for review to OSPA and return for updates	<10%
3	Award Set-Up	Productivity	Number of days to produce updated budget at time of award	3-5 days
4	Award Set-Up	Productivity	Number of days to resolve compliance holds at time of award	1 day for CGS staff to make referral.
5	Managed Sponsored Project Spend and Billing	Productivity	Average age and dollar amount of cost transfers	N/A
6	Execute Closeout Activities	Productivity	Time for CGS to complete their sponsored project closeout process	TBD
7	Manage Sponsored Project Reporting and Compliance	Research Performance	Percent of sponsored projects forecasted	100%
8	Other	CGS Service Benefits	PI, Central Office, and Department Administrator satisfaction survey response	7-9 on a scale from 1-10.
9	Organizational Structure & Management	Quality	Training Hours Completed	TBD