

## Service Standard Statement: The Office of Sponsored Programs

### Statements

As a Department of Empire State University, the Office of Sponsored Programs (OSP) acknowledges and abides by the Empire State University [Service Standard Guidelines Policy](#) specifically the policy's guidelines and expectations regarding:

- Professionalism (Interaction with People)
- Responsiveness (Communication and Coordination)
- Protocols

The Office of Sponsored Programs is committed to providing exceptional service to internal stakeholders, such as faculty, staff, and external partners including sponsors, collaborators, and regulatory bodies in support of the institution's research and scholarly activities.

### Service Guidelines and Expectations

As OSP employees, we take responsibility for:

#### a. Accuracy

To the best of our ability, OSP will ensure:

- All information shared, including opportunities, reports, submissions, and communications, is accurate and current.
- Compliance with institutional, sponsor, and regulatory requirements before submission of proposals and reports.

#### b. Collaboration

- Foster a collaborative environment with stakeholders, encouraging open communication and partnership.
- Work proactively with faculty and staff to identify funding opportunities and support proposal development.
- Liaise effectively with sponsors and collaborators to facilitate successful project management.

### Service Commitments

#### a. Proposal Development

- Provide a timeline and due dates to:
  - Give comprehensive guidance (see below).
  - Meet institutional approval requirements.
  - Submit a proposal (and any other required documents) by the sponsor's due date(s).

- Provide comprehensive guidance on notice of opportunity and proposal preparation, including narrative review, budget development, compliance checks, and submission processes.

**b. Award Management**

- Review and negotiate award terms and conditions to align with institutional policies and sponsor requirements.
- Coordinate the timely setup of award accounts, ensuring funds are available for project expenditures.

**c. Compliance and Reporting**

- Monitor compliance with sponsor guidelines and institutional policies throughout the project lifecycle.
- Assist in the timely preparation and submission of progress reports, financial reports, and final reports.

**d. Training and Education**

- Provide training sessions on topics related to sponsored programs, such as proposal development, award management, and compliance.
- Offer individualized support and consultations to faculty and staff as needed.

**e. Communication**

- Maintain communication with stakeholders throughout the proposal and award process.
- Issue regular updates on policy/procedure changes, funding opportunities, and other relevant information.