Communications

Commons Working Group
September 9, 2007

Touch Points to the Community

- NIH Guide for Grants & Contracts
- Extramural Nexus (bi-monthly update)
- eRA Commons Help Desk
- Listserv communications
- Web sites

- The NIH Guide is the official publication for NIH medical and behavioral research grant policies, guidelines and funding opportunities.

  - http://grants.nih.gov/grants/guide/index.html

- Each Friday the Table of Contents for that week's postings is sent to a listserv

  - Join/leave list at: https://list.nih.gov/archives/nihtoc-l.html

Are the notices related to electronic administration providing the appropriate level of detail?

Extramural Nexus

- The Extramural Nexus is a bi-monthly update on NIH policies and activities related to extramural research.

  – http://grants.nih.gov/grants/nexus.htm

Does it get the right message (content, level of detail, tone) to the right people?

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Suggestions for improving coverage of electronic grant administration?

eRA Commons Help Desk

- eRA Commons Help Desk
  - Web: http://ithelpdesk.nih.gov/eRA/
  - Toll-free: 1-866-504-9552
  - Phone: 301-402-7469
  - TTY: 301-451-5939
  - Hours: Mon-Fri, 7a.m. to 8 p.m. Eastern Time
- Priority given to tickets submitted via the Web to encourage its use.

eRA Commons Help Desk

- Expectations:
  - Request acknowledged within 4 bus. hours
  - More in depth response within 24 hrs. (1 bus. day)
  - If technical escalation required, the support specialist should provide timing for the next update
- Escalation
  - If request is not acknowledged within 24 hours (1 bus. day), you can contact the Help Desk and request escalation or email Tina Faunteroy (faunteroy@mail.nih.gov) and Scarlett Gibb (gibbs@mail.nih.gov).
  - Be sure to have your Help Desk ticket number handy when you escalate an issue.

Help Desk feedback?

Listserv Communications

- Interactive listservs (2-way; discussions within listserv membership)
  - ERA_COMMONS_WRKGRP@LIST.NIH.GOV
  - NIH_ESUB_SYS2SYS-L@LIST.NIH.GOV
- eRA Commons Help Desk remains first line of support
- Used to share experiences/suggestions and to raise awareness of impact

Are these listservs effective?

- eSubmission Informational listservs (1-way; NIH sends)
  - NIH_ESUB_PI-L@LIST.NIH.GOV
  - NIH_ESUB_AOR_SO-L@LIST.NIH.GOV
- Do not currently have a generic Commons listserv

Is it time to roll eSubmission into more generic Commons listserv?

- Create a new generic listserv for all eRA Commons notifications and updates
  - Should we roll eSub listservs into generic list and discontinue their use?
  - Benefits/pitfalls of seeding list with Notification Email Address included in institutional profile?
- Communicating change and getting subscribers
  - NIH Guide
  - Commons Alert
  - Listserv communication
  - Subscription Alert on eRA Website

Thoughts?

Institution Profile – unused field

Should we use this info to seed new listserv and then remove field?

Personal Profile – unused fields

These fields are not used and should be removed.

Updated eRA Web sites

Any other comments, suggestions or feedback?

Email Megan Columbus

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