OSP Communication Quick Reference Guide

The Office of Sponsored Programs recently announced the adoption of Salesforce for the purpose of providing customer support for proposals, awards, agreements, and general questions about research administration. The new method of inquiry can be accessed by simply sending an email to OSP_Help@mail.wvu.edu.

The purpose of this Quick Reference Communication Guide is to provide additional guidance about interacting with Salesforce, communicating with OSP in general, and to provide additional contact information of which you should be aware.

What do I do if I receive an agreement that needs to be reviewed, negotiated, and signed by OSP?

Please forward all agreements and contracts to OSPAwardNegotiation@mail.wvu.edu. This is OSP Award Negotiation's single method of intake for all agreements and contracts at this time. You do not need to also forward the agreement to OSP_Help@mail.wvu.edu.

What do I do if I receive a Notice of Award for my submitted proposal?

Please forward all Notices of Award to WVUOSP@mail.wvu.edu. This is OSP Award Initiation and Management's (AIM) single method of intake for all notices of award. You do not need to also forward the award to OSP_Help@mail.wvu.edu.

What does it mean when I receive a notification that my Salesforce case is closed?

OSP staff will be engaging with WVU faculty and staff via Salesforce in order to process customer inquiries and requests. Some Salesforce cases consist of a single question, which will be answered by an OSP team member, and that same team member will then mark the case as closed. When a case is submitted for the purposes of requesting a status update on a pending action item, the case is processed as a single request consisting of a status inquiry for a pending proposal, agreement, or award. OSP staff will include some standard wording in their communications to avoid any confusion about the closing of a case in Salesforce. Sample wording is included in quotations below.

 ~Following the main content of the OSP response to the submitter in Salesforce, addressing the submitted inquiry, or providing a status update~

 "Please note that I will now close this case in Salesforce. This 'closed' status is meant to indicate that the inquiry included in the case has been addressed. You will continue to receive

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regular status updates on the agreement/award/proposal as the respective OSP sub-department team member continues work. You will also receive notification when an agreement is fully executed and forwarded to the Award Initiation and Management team, as well as a notification when the AIM team member has been assigned to complete the final stage of award setup. Please feel free to reply-all directly to this case if you need additional assistance at any point."

Should I contact my assigned OSP Point of Contact (as assigned by College/Division) or should I email OSP_Help@mail.wvu.edu?

OSP_Help@mail.wvu.edu (Salesforce) is intended to be a very convenient and simple method for WVU faculty and staff to ask their general questions, to request assistance, or to inquire about the status of pending action items. However, OSP has also assigned dedicated points of contact by college/division. We recognize that it can be very helpful to maintain contact with a particular individual who can provide continued support for the same group over time. OSP encourages WVU faculty and staff to make use of both OSP_Help@mail.wvu.edu as well as contacting their dedicated points of contact as needed.

Please continue to make use of the OSP Escalation Procedures for communication. If you still need additional assistance after engaging with your point of contact or Salesforce, please contact the Associate Director of the respective OSP sub-department. Should you need additional help, please escalate your request to the Director of OSP.

What do I do if I just want to pick up the phone and have a conversation?

We are always happy to join with faculty staff on a call or meeting using Zoom or Teams. In-person meetings can also be arranged as needed, with advance notice. The best way to engage with OSP staff in these ways is to send an email to the intended party to request a Zoom or Teams meeting. Please provide as much related information as possible so that we can do some background research prior to the meeting, and so that we can ensure that the appropriate OSP personnel are able to attend.

What about the already existing OSP vanity emails?

Current OSP Vanity Emails	Purpose and Guidance for Usage
wvusponsoredprograms@mailwvu.edu	• **Purpose**: This account has historically been used as a general-purpose internal and external communication method with WVU faculty and staff, collaborators at other institutions, sponsors, etc. There is often a focus on pre-award questions from WVU faculty and staff • **Guidance**:

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	o Salesforce has replaced this email for WVU faculty and staff – please send inquiries to OSP_Help@mail.wvu.edu o Please note that we will continue to engage with external parties and sponsors using this email account
Subawards@mail.wvu.edu	• **Purpose**: This account was set up for internal and external general communication and questions related to outgoing subawards. • **Guidance**: o WVU faculty and staff should send questions about subawards to OSP_Help@mail.wvu.edu o Please note that we will continue to engage with external subrecipient entities using this email account
WVUOSP@mail.wvu.edu	• **Purpose**: This account was established for the function of automatically receiving notices of awards from various sponsors (e.g., NIH automatically issues notices of award directly to this email address) • **Guidance**: o Please forward any Notices of Award you may receive to WVUOSP@mail.wvu.edu o This vanity email is used only for accepting notices of award and other correspondence from external sponsors
OSPAwardNegotiation@mail.wvu.edu	• **Purpose**: This account was set up for general internal and external communication and questions related to Award Negotiation in OSP. OSP also uses this vanity email to engage with external parties while negotiating agreements • **Guidance**: o Salesforce has replaced this email for WVU Faculty and Staff – please send inquiries to OSP_Help@mail.wvu.edu o Please note that OSP will continue to engage with external parties and sponsors using this email account
AIM@mail.wvu.edu	• **Purpose**: This account was set up for general internal and external communication and questions related to Award Initiation and Management in OSP • **Guidance**: o Salesforce has replaced this email for WVU Faculty and Staff – please send inquiries to OSP_Help@mail.wvu.edu o Please note that OSP will continue to engage with external parties and sponsors using this email account

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