

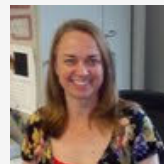


The importance of going above & beyond in our service.

The Art of Exceptional Research Administrator Service

My RA Story:

- Passion for Math***
- Passion for Teaching***
- Passion for being of Service***
- Passion to move on from Payroll ☺***



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"Effective administration, with all its worrisome details, restrictions, and paperwork can be an important element in encouraging scholarly productivity, rather than simply a necessary procedural evil."

-- Robert E. Burroughs, Director
Research Administration U-M 1968



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*"Effective administration, with all its worrisome details, restrictions, and paperwork ~~can be~~ **is** an important element in encouraging scholarly productivity, rather than simply a necessary procedural evil."*

-- Robert E. Burroughs, Director
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of this session:

- ❖ *Broaden understanding of what makes Exceptional Service (ES) so important*
- ❖ *How does ES differ from normal service*
- ❖ *Bring home a better understanding of what ES service might mean to other stakeholders*
- ❖ *Discuss helpful tools*
- ❖ *Review possible hurdles to ES*
- ❖ *Walk away with a new inspiration for providing Exceptional Service*

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Disclaimer:
These are the
opinions of 1 RA,
assimilate at your
own discretion 😊



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Who is ultimately responsible in the research world?



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What do PIs need help with?



- *Everything Financial*
- *Intermediary with Bureaucracy*
- *Guide to reaching Research Goals while meeting Sponsor & University Rules*
- *Policy Expert*
- *Reporting & Analysis Expert*
- *In General: Assistance thru the "Red Tape" of Research*

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Our mission is to provide excellent administrative support to investigators in their pursuit of research and other scholarly activities while ensuring compliance with federal, University and private sponsor regulations, terms and conditions.

University of Delaware Research Mission Statement



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What are consequences of non-compliance?



- ***Unallowable Expenses***
- ***Removal of Budget***
- ***Losing Future Funding***
- ***Penalties & Fines***
- ***Prosecution/Jail Time***

Yikes!

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*Service type that we are
NOT striving for*



[Bad Service Montage](#)

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*What is the Baseline of
Customer Service to
PIs?*

- *Reactive – deal with issues as they come in*
- *Forward request straight from the source*
- *Ask once with no follow-up*
- *Process only what is asked*
- *General Attitude: These problems belong to the PI, I'm ready to help when asked*

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***How can this baseline
be elevated to
Exceptional Service?***



- *Elevated Attitude: Solving these financial/policy problems belong to me the RA, I will find out what needs to happen for the PI to have more time to do their research*

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***Exceptional Service:
– what does it look like
to....***

Your PIs

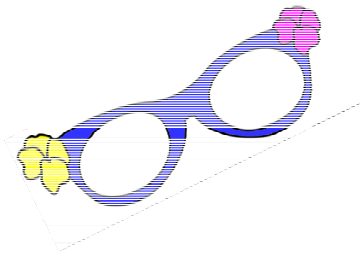


- *"You have my full attention"*
 - *Good Listener*
 - *Alternative Solution Finder – as opposed to just saying "No"*
 - *Problem Solver*
 - *Pro-active Champion*
- cont.....*

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Exceptional Service
– what does it look like
to....

Your PIs cont.



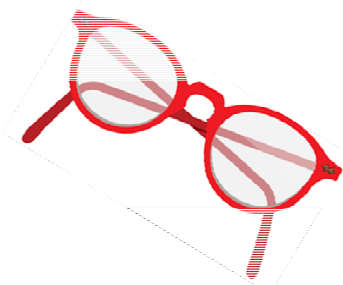
- *Give them an Abridged version of complicated requests, highlight what is important*
- *One - Stop - Shop*
- *Keeping process "behind the curtain"*
- *Focus on PI's issues/concerns*
- *Other thoughts?*

[Tips for working with PIs](#)

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Exceptional Service
– what does it look like
to....

Your Manager



Someone who is....

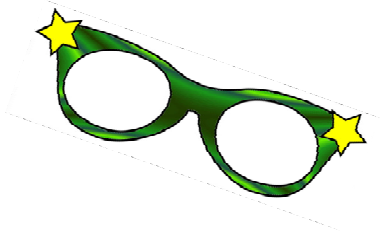
- *Calm in a storm*
- *Unflappable*
- *Detailed*
- *Trusting & Trustworthy*
- *Forthcoming*
- *Takes Ownership*
- *Wants to be of Service*

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Exceptional Service

***– what does it look like
to....***

Your Self



Discovering your Personality Types: pick your guidance

- *Introvert/Extrovert Personality Types*
- *Work persona, if there is a team put together, what role do you take?*
- *Developing your Talents and Strengths*
- *Quick online Personality Tests*
- *Working with other Personality Types*

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Exceptional Service

***– what does it look like
to....***

Your Self



Discovering your Personality Strengths:

Talents into Strengths

Managing Weaknesses

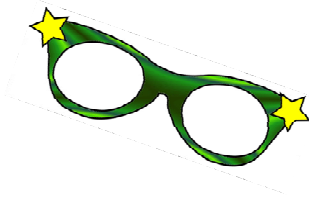
Could a Strength be a weakness?

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Exceptional Service

**– what does it look like
to....**

Your Self



Write yourself an email:

- **I'm at my best when.....**
My help is valuable
I'm given a problem to solve
- **I'm less than best when...**
I'm not given time to think
- **What I need from you is...**
*Input on idea's, someone to collaborate
with*

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**Helps to giving
Exceptional Service –
what tools do you have
available & ready to
use?**



- **Being a Good Listener**
[*It's Not About The Nail*](#)
- **University Financial Systems**
- **Data mining Systems**
- **Working as a Team with PI – using "We" in
lieu of "You/Yours"**
- **Templates & prepared Tools**
 - *Pre-award Docs*
 - *Analysis Tools*
- **Colleagues**
 - *Office*
 - *University*
 - *Professional Organizations*

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Hurdles to providing Exceptional Service?



- *Timing is everything*
 - *Time off work*
 - *PI delays*
 - *Waiting on responses*
- *Fear of Failure*
 - *First*
 - *Atttempt*
 - *In*
 - *Learning*
- *Volume of work*
- *Perfectionism*
- *"Going down the rabbit-hole";
digging toooooo deep*

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Additional Tips to providing Exceptional Service



- *Fresh eye's when reviewing work (How to
freshen your own eyes?)*
- *Don't stop reviewing till you find "the
mistake"*
- *Being a good listener*
- *Always treat the PI in front of you is your
#1 concern*
- *Double checking*

Cont...

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***Additional Tips to
providing Exceptional
Service***

Cont....



- ***Triple checking the important things***
 - ***Making sure what was put in motion, was completed as expected***
 - ***Keeping Great Lists & making sure things get checked off***
 - ***Anticipating Needs***
 - ***Listening to your inner voice***
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***Exceptional Service –
What will you take
home with you?***



Thoughts & Questions....

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