



Office of the Vice President for Research  
Standard Operating Procedure

Managing the [grants@slu.edu](mailto:grants@slu.edu) Email Account

#1001

Effective Date: 10/01/2018

**I. Purpose**

The purpose of this SOP is to describe how the OVPR staff will internally manage the [grants@slu.edu](mailto:grants@slu.edu) email account. This process will promote a consistent approach and understanding to handling and responding to emails in a timely manner that are received at this email address to ensure customer satisfaction.

**II. Introduction**

For all proposal development, review, submission, and/or general research related questions and requests, SLU faculty and staff are instructed by the OVPR to reach out directly to their assigned research administrator/GO Center Pre-Award Specialist or email [grants@slu.edu](mailto:grants@slu.edu). Furthermore, this internally managed email account is the general email address used in the majority of externally sponsored grant applications. All of OVPR's authorized organizational representatives use this account as their primary contact email address. Requests sent to this email are received and responded to by a defined group of OVPR staff.

**III. Procedure**

OVPR will identify at least two individuals (1 primary and at least 1 back-up) within each unit (e.g., Grant Operation Center, Sponsored Program Accounting Group, Research Strategy Group, etc.) to have access to the [grants@slu.edu](mailto:grants@slu.edu) email account. These individuals will be responsible for monitoring this email account throughout each work day and will disseminate their unit's appropriate emails to their respective colleagues for follow-up and/or next steps. When an email is forwarded to the appropriate unit individual by the primary person then he/she will copy [grants@slu.edu](mailto:grants@slu.edu) to demonstrate the item has been "assigned." Once the "assigned" colleague receives the email communication then he/she will respond to the request with the appropriate information and copy the [grants@slu.edu](mailto:grants@slu.edu) email address to "close the item." The designated back-up person will monitor the [grants@slu.edu](mailto:grants@slu.edu) email account when the primary person is out of the office for the day.

An example of this model is demonstrated below for the first GO Center:

*Primary Person: GO Center Director*

*Back-Up Person: Post-Award Specialist III*

*Assigned Colleague: Pre- or Post-Award Specialist assigned to that specific university department/school/college*

#### **IV. Version History**

<b>Version Date</b>	<b>Approval Date</b>	<b>Summary Changes</b>
[10/01/2018]	[10/01/2018]	Initial Version
[06/15/2021]	[06/17/2021]	Updated to deleted verbiage related to eRS