



# 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





# NIH Guide for Grants and Contracts

- 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://itservicedesk.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](mailto:faunteroy@mail.nih.gov)) and Scarlett Gibb ([gibbs@mail.nih.gov](mailto: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](mailto:ERA_COMMONS_WRKGRP@LIST.NIH.GOV)
  - [NIH\\_ESUB\\_SYS2SYS-L@LIST.NIH.GOV](mailto: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?



# Listserv Communications

- eSubmission Informational listservs (1-way; NIH sends)
  - [NIH\\_ESUB\\_PI-L@LIST.NIH.GOV](mailto:NIH_ESUB_PI-L@LIST.NIH.GOV)
  - [NIH\\_ESUB\\_AOR\\_SO-L@LIST.NIH.GOV](mailto: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?







# Suggestion for discussion

- 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

 NATIONAL INSTITUTES OF HEALTH  
**eRA Commons**  Welcome sheridemoso  
 Institution: NIH  
 Authority: SO  
 Version 2.10.1.4

**COMMONS DEMONSTRATION SITE COMMONS DEMONSTRATION SITE COMMONS DEMONSTRATION SITE**

Home Admin **Institution Profile** Personal Profile Status eSNAP Links eRA Partners Help

**Basic** Assurances and Certifications Maintain Org Hierarchy Institution Usage

**View Institution Profile** ?

**View** [Edit](#)

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**Basic Institution Information**

<b>Institution Name:</b>	NIH		
<b>Preferred Institution Name:</b>	nih		
<b>IPF Code:</b>	10015702		
<b>NGA E-mail:</b>	cumminss@mail.nih.gov	<b>Policy Announcements and Notifications Email Address:</b>	cumminss@mail.nih.gov
<b>DUNS Number:</b>	123474159	<b>Most Recent Date of Negotiation:</b>	08/22/2006
<b>Indirect Cost Negotiator:</b>	Jane Doe	<b>Animal Welfare Assurance Number:</b>	A123400000
<b>Human Subjects Assurance Number:</b>	FWA00000000		
<b>Type of Organization:</b>	Institution of higher education		
<b>Type Of Organization - Other:</b>			
<b>Ownership Control:</b>	Private, Nonprofit Independent		
<b>eSNAP Institution Self Registration:</b>	Enabled		

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





# Personal Profile – unused fields

 NATIONAL INSTITUTES OF HEALTH  
**eRA Commons**

Welcome sheridemc  
Institution: NIH  
Authority: PI

Version 2.10.1.4

COMMONS DEMONSTRATION SITE COMMONS DEMONSTRATION SITE COMMONS DEMONSTRATION SITE

Home Admin Institution Profile **Personal Profile** Status eSNAP Links eRA Partners Help

Personal Information Race/Ethnicity Employments Reviewer Address Residential Address Degrees Publications Referen

## Personal Information ?

\* indicates required field

### Identifying Information

Name Prefix:	<input type="text" value="Dr"/>	First Name:*	<input type="text" value="Sheri"/>
Middle Name:	<input type="text"/>	Last Name:*	<input type="text" value="Cummins"/>
Name Suffix:	<input type="text"/>	SSN:	<input type="text"/>
Gender:*	<input type="text" value="WITHHELD"/>	DOB:*	<input type="text" value="06/01/1960"/> Withheld? <input type="checkbox"/>
U.S. Citizenship:	<input type="text" value="CITIZEN"/>	Citizenship Country:	<input type="text" value="UNITED STATES"/>
eRA Email:*	<input type="text" value="cumminss@mail.nih.gov"/>	System Notifications:*	<input type="text" value="Yes"/>

These fields are not used and should be removed.





# Updated eRA Web sites

U.S. Department of Health & Human Services

www.hhs.gov



Electronic Research Administration  
National Institutes of Health, Office of Extramural Research



- eRA Home
- Services for Applicants
- Commons
- NIH & Grantor Agencies
- News & Events
- About eRA
- Help

## eRA Commons

Overview

eRA Commons Home Page

[Commons Home Page](#)

eRA Commons Help

[Commons Support Page](#) (User Guide and Release Notes)

[Commons Online Help](#)

[Commons FAQs](#)

[eRA Commons Helpdesk](#)

eRA Commons Quick Queries

[Commons Registered Organizations](#)

[Progress Report Search](#)

[IPF Number Search](#)

[Issued Notice of \(Grant\) Award](#)

Resources

[eRA Commons Roles](#)

Back to: [eRA Home](#) » Overview of the eRA Commons

## Overview of the eRA Commons

eRA Commons is an online interface where grant applicants, grantees and federal staff at NIH and grantor agencies can access and share administrative information relating to research grants.



The functions available to a user in Commons are based on the 'role' associated with their eRA Commons account (see [eRA Commons Roles](#)).

eRA Commons users, based on their role, can conduct a variety of business in Commons, including:

- Track the status of their grant applications through the submission process, view errors and/or warnings and check the assembled grant image.
- View [summary statements](#) and [score](#) letters following the initial review of their applications.
- View [notice of award](#) and other key documents.
- Submit [Just-in-Time](#) information (SO only) requested by the grantor agency prior to a final award decision.

**Feedback encouraged!**

Search eRA:

GO

[Advanced Search](#)

## Links and Information

[Electronic Submission](#)

[Office of Extramural Research](#)

[National Institutes of Health](#)

[Grants.gov](#)

[Commons Working Group](#)

## eRA Commons Modules

[Institutional Profile](#)

[Personal Profile](#)

[Status](#)

[Just-in-Time](#)

[eSNAP](#)

[No-Cost Extension](#)

[Grants Closeout](#)

[Financial Status Report](#)



We want your thoughts...

Any other comments,  
suggestions or feedback?

Email Megan Columbus

[Megan.Columbus@nih.hhs.gov](mailto:Megan.Columbus@nih.hhs.gov)

