

# The Research Express

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August 2015

Volume #4 Issue #7



## Grant Award Winners

Congratulations to:

Melissa Garno, from the Department of Nursing in the College of Health and Human Sciences, who received a research grant from the Health Resources and Services Administration.

Angela Peden, from the Department of Community Health in the Jiann-Ping Hsu College of Public Health, who received a research grant from the District 4 Public Health Department.

Chun Hai Fung, from the Department of Epidemiology in the Jiann-Ping Hsu College of Public Health, who received a research grant from the Center for Disease Control.

Ashley Colquitt, from the Department of Community Health in the Jiann-Ping Hsu College of Public Health, who received a research grant from the Georgia Department of Public Health.

## Congress Pushes NIH to Spur Breakthroughs Through Prizes

A recent bill was passed in the House of Representatives that would create a program built to design prize competitions at the Nation Institutes of Health (NIH). While many federal agencies have been offering prizes for years, this bill would help to encourage other agencies to consider this approach as well. There are several hurdles to ensure money is spent appropriately, but these prizes can inspire individuals outside of the academic mainstream to apply. On a small scale the NIH has tested the benefits and risks of giving prizes, but lawmakers think future prizes will be given on a much larger scale.

The final bill does not contain a set figure, but proposes the creation of the NIH Innovation Prizes Program. This program would have an advisory board made up of nine members who would design the challenges and then determine the winners. The board would include the NIH director, 4 individuals appointed by the director, and four individuals appointed by leaders in both the House and the Senate. Click [here](#) to read more about this.

## It's Support, Not Service

In research administration the terms "support" and "service" are sometimes misconstrued as the same thing. This can create misunderstandings, confusion, and arbitrary expectations of the research administrator. Service focuses on a single customer on an individual basis and support is more complicated. The box below describes the differences between support and service in the research administration field.

**Support**

**Service**

Rules and compliance driven.	Profit and/or result driven.
Administrative compliance and uniformity with few problems indicate success.	Cumulative individual outcomes indicate success.
Constituencies are users.	Customers are consumers.
Objective is to prevent adverse action against institution.	Objective is for the customer to return or provide positive suggestion to others.
Multi-part interests considered, (i.e. institution, PI, sponsor, college, and department.)	Focus on a single customer at a time.
Management provides the policy to implement the rules.	Management provides the guidelines to implement organizational principles.
Specific rules allow for less flexibility, waivers formally provided at highest levels.	Management expects judgment and discretion within defined parameters at every level of the organization. Increased waiver authority moves up the ladder.
Exceptions are rare based on policy.	Exceptions can be more frequent and based on circumstances and defined management discretion.
Institution requires utilization of designated support organization.	Customer has choice of using competing organizations or not using any available service.
Client satisfaction is a preferred goal.	Customer satisfaction the ultimate goal.
Work hours are standard.	Work hours are based on customer preferences and competing needs.
Lack of accurate metrics, some benchmarks.	Measurable results based on market share, profitability, and/or stated goals.
Client anticipates compliance with certain rules. "No" could be an acceptable answer to certain questions.	Customer anticipates comparison of product, choices and anticipated results. There is the option to not purchase or purchase elsewhere.
Management supports the people who carry out the rules.	Management supports the people who achieve results.
Needs to educate the client.	Needs to sell to the customer.

Source: Vincent Bogdanski, NCURA

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