DEA Best Practices

Most Effective:
- Meet with current and prospective PI’s
- Demonstrate the certification process at faculty meetings
- Work one-one-one with Certifiers /Faculty

General Operational Tips:

1. Let them know who you are, and that you are there to help
   a. Send email’s with pertinent information
   b. Contact employees by telephone, always leave a voicemail with your name, telephone number and a short message
   c. Go to faculty and department meetings, insure that you are introduced and what your role is in your department
   d. Stop by the employee’s offices
   e. Always be ready to give out your business card

2. Set the tone
   a. Effort Reporting is important to you as well as ASU
   b. Be quick to respond to questions and queries
   c. Timely review and release of the effort reports
   d. Review training information available at http://researchadmin.asu.edu/effort_training
   e. Let your people know that you are willing and available to help them

3. Be available to your PIs
   a. Be cognizant of faculty’s “Office Hours”
   b. Make sure that your phone number is readily available
   c. Be mindful that email’s do not convey a tone and verbiage can be misunderstood
      i. Always reread your emails, check for spelling and grammar.
      ii. Signature should include all forms of contact, telephone, fax and address
      iii. Address fellow employees with respect
      iv. Give all information that the recipient may need up front. e.g. full names of other contacts, their department contacts

4. Instructions
   a. Refer the Quick start guide located at http://researchadmin.asu.edu/effort_training
   b. Suggest they stop by your office for help or offer to visit their office
   c. Set-up a 1-on-1 meetings at their convenience
   d. Discuss problems and solutions at faculty meetings

5. Talk to ORSPA
   a. Contact the Effort Team at Effort-q@asu.edu for help and information
   b. The Effort Team can help check on the cost share commitment information
      i. Note: all revised Cost Share revised documents should be sent to Effort-q@asu.edu
   c. If you are having difficulties with PI
   d. If you have any unusual or complex situations, we are here to help