

Service Excellence Action Plan for Sponsored Projects Accounting and Compliance (SPAC)

Dimension	Action Step(s)	Timeframe
Process Improvement	SPAC is revamping key processes in our area to communicate more innovative solutions for our customer needs. These changes include (but are not limited to): Training Grants and Fellowships, Administrative Costs, Service Center Manuals and Procedures, and Corporate Clinical Trials	Summer 2025
Ownership & Accountability	SPAC is looking into additional reorganization to further define and clarify our roles to our customer group. SPAC is also bringing in a customer service platform which will acknowledge tickets submitted, allow the customer to see the status of their inquiry and to also send a follow up to confirm that all needs were met. In the interim, we have changed our signature line to acknowledge our commitment to 24 hour response times.	Spring 2025