

## Section I – General Information and Objectives

### SLA Purpose and Expectation

The purpose of this Service Level Agreement is to establish the foundation for a cooperative partnership between the Scientific Writer in the Research Administration Center of Excellence (RACE) and the faculty members he/she serves.

This SLA will outline:

- The services that the Scientific Writer offers to the faculty members served
- The performance indicators used to measure the quality of the service provided

The Scientific Writer will work closely with the faculty members it serves to meet their editorial needs. Communication, feedback, and accountability are critical to ensure excellence.

### Mission of the Scientific Writer

The mission of the scientific writer is to provide editorial services for grant applications to federal funding agencies (e.g., NIH, DOD, NSF) for all faculty members of Thomas Jefferson University (TJU). Superior service can be expected due to the Scientific Writer's expertise in biomedical research as well as his/her knowledge in the preparation of grant applications. The services of the Scientific Writer include the following:

<b>Editorial Services</b>	
<b>1. Language and grammar</b>	<ul style="list-style-type: none"><li>• Correct errors of grammar and punctuation</li><li>• Ensure proper sentence structure (syntax) and appropriate word choice</li></ul>
<b>2. Attention to detail</b>	<ul style="list-style-type: none"><li>• Correct formatting errors (e.g., spacing, font, etc...)</li><li>• Correct spelling and typographical errors</li></ul>
<b>3. Consistency in terminology and style</b>	<ul style="list-style-type: none"><li>• Ensure strict attention to specific subject-area conventions</li><li>• Ensure the proper use of abbreviations, capitalization, and subject headings</li></ul>
<b>4. Content</b>	<ul style="list-style-type: none"><li>• Identify inconsistencies/inaccuracies in text</li><li>• Suggest changes for unclear sections and/or the need for substantial revisions</li><li>• Care not to change the author's original meaning.</li></ul>
<b>5. Overall organization, transition, and logical flow</b>	<ul style="list-style-type: none"><li>• Ensure that both sentences and paragraphs logically lead into one another and that the text forms a coherent "whole"</li><li>• Ensure that paragraphs are organized appropriately</li><li>• Suggestions for re-organization of the text</li><li>• Suggestions that may help reviewers understand the material better</li></ul>

## **Vision of the Scientific Writer**

To ensure that poor writing does not mask innovative science

### **Guiding Principles of the Scientific Writer**

1. Service to faculty members. Superior editorial services of grant applications to federal funding agencies are at the core of the mission. He/she strives to provide prompt and focused attention to all submissions with rapid turnaround times.
2. Communication. He/she strives to provide open and honest communication with the faculty members served. He/she will provide clear and transparent editing services to all faculty members.
3. Integrity and Respect. He/she will maintain a mutual respect for all faculty members served. Integrity is integral to our process and all matters will be handled with the utmost concern for the welfare of the faculty members.

### **Goals of the Scientific Writer**

1. Provide the highest level of editorial support for all faculty members at TJU
2. Communicate all recommended edits in a clear and timely manner
3. Provide a streamlined process whereby all grant submissions receive the utmost attention

### **Structure of the Office of the Scientific Writer**

RACE has designated a dedicated individual(s) to serve the editorial needs of all faculty members at TJU for grant applications to federal funding agencies. The Scientific Writer answers directly to the Associate Provost for Research Support Services (APRSS) with a secondary reporting relationship to the RACE Director. Performance evaluations of the Scientific Writer will be based on input from all faculty members served. Should performance issues arise at other times, faculty members may contact the APRSS. It is critical that performance issues are brought to the attention of the APRSS as soon as they arise.

## **Section II: Service Components of the Scientific Writer**

### **Location of the Scientific Writer**

The Scientific Writer is located in office space in M-41 of Alumni Hall. The expectation is that the Scientific Writer is mobile and should be responsive to all requests over e-mail within one business day. Drop-in visits to the Scientific Writer's office are always welcome, though you should call or e-mail prior to your visit to ensure that the Scientific Writer is in the office.

### **Expectations for Response/Feedback**

The Scientific Writer will provide a turnaround time for editorial services of **FIVE TO EIGHT business days**. Applications will be reviewed on a **first-come, first-serve basis**. At the time of the request for services, the Scientific Writer will notify the submitting faculty member as to the number of applications currently in the editing queue. The Scientific Writer will continually strive to meet expected service goals. Funding agency submission deadlines may impact the timely completion of editorial services. TJU faculty members should understand the time required for a thorough editorial review and must be aware of this turnaround time as it pertains to the submission deadlines of federal funding agencies. For faculty members requesting editorial services on a re-submission application, it is requested that Summary Statements from the previous submission are provided to the Scientific Writer. The Scientific Writer is required to notify the APRSS of all planned absences. In the event of an unplanned absence, the Scientific Writer will notify the APRSS immediately.

### **Section III – Performance Metrics for the Scientific Writer**

#### **Tracking Effectiveness**

Timely, efficient, and accurate service and accountability are critical to the success of the Scientific Writer. To ensure that these goals are met, key performance indicators will be tracked. These indicators will be monitored by the APRSS on a monthly basis. The APRSS will also conduct an annual investigator satisfaction survey. Results from this survey will be used to identify areas where the Scientific Writer is meeting or exceeding expectations and areas where service needs to be improved.

#### **Key Performance Indicators**

- Prompt and open communication throughout the editorial process
- The percentage of proposals that are edited in five to eight business days
- The percentage of faculty members satisfied with the service provided