

The Cayuse Customer Success  
Plan for:

California State University San  
Marcos

Sponsored Projects



CALIFORNIA STATE UNIVERSITY SAN MARCOS

## Customer Highlights

ABC University is the fastest-growing institution on the West Coast, and is opening a new Health Science Center in October 2019. Innovation is this year's campus theme.

## Objectives

- Reduce administrative burden for faculty so they can spend more time on research and teaching
- Retire an aging IRB Microsoft Access database and server
- Reduce paper forms by moving to electronic approval systems wherever possible
- Add Cayuse IRB to ABC's existing Cayuse 424 and SP modules

## Example of a completed Cayuse Success Plan

### Key Challenges

- IRB Chair is retiring in the Spring (replacement TBD)
- IRB Analyst is the only IRB Office employee
- Database server has 6 months left before it stops working

### Key Benefits

- End double data entry for IRB Analyst
- Improve IRB Office - PI relations
- Speed up IRB approvals
- Handle Increased human subjects study volume from new HSC

### Milestones, Actions & Dates

- 4/1/19: IRB Implementation Kickoff
- 6/1/19: CSM check-in
- 7/10/19: IRB implementation ends
- 8/10/19: CSM 30-day check-in
- 9/7/19: IRB rollout

### Success Criteria

- Paper/Word forms no longer accepted for IRB submissions
- IRB Microsoft Access database retired
- IRB Office using Cayuse IRB for all IRB submissions

### Measure of Success

- IRB approval time = 35% faster
- IRB submissions are up 20% > LY
- PI feedback has been positive
- IRB office paper costs are down 25%
- IRB Office IT costs are down 20%

**Customer Highlights**

Building on an innovative 30-year history, California State University San Marcos is a forward-focused institution, dedicated to preparing future leaders, building great communities and solving critical issues.

**Objectives**

- Better reporting and visibility into data
- Create new efficiencies (including adding PI bio's)
- Proposal and award routing!
- Transparency: easier for everyone to see how a project progresses
- Task management

**Key Challenges**

- COVID pandemic
- Change management (habits, etc.)

**Key Benefits**

- Ease of use
- Better reporting
- See objectives
- Let dept admins + PI's see more aspects of their own projects (self-serve)
- Less emails

**Milestones, Actions & Dates**

- Annual single audit in August
- Campus demo/previews in March; email updates to campus
- Target implementation wrap-up: 6/14/21
- Target on-campus rollout: July or August (pilot groups)

**Success Criteria**

- Currently using Adobe sign for proposal--retire that method.
- Retire the proposal tracking sheet
- Improved proposals and award reporting

**Measure of Success**

- Positive faculty and campus feedback
- Metrics: timing of proposal approvals and award setup
- TBD