

10th ANNUAL
SYMPOSIUM
FOR
RESEARCH
ADMINISTRATORS

NOV 13, 2025



...be inspiRED

RED

Research. Education. Development.

Customer Service in Research Administration

*Discussion on the Value, Role, and Tools to
be Effective*



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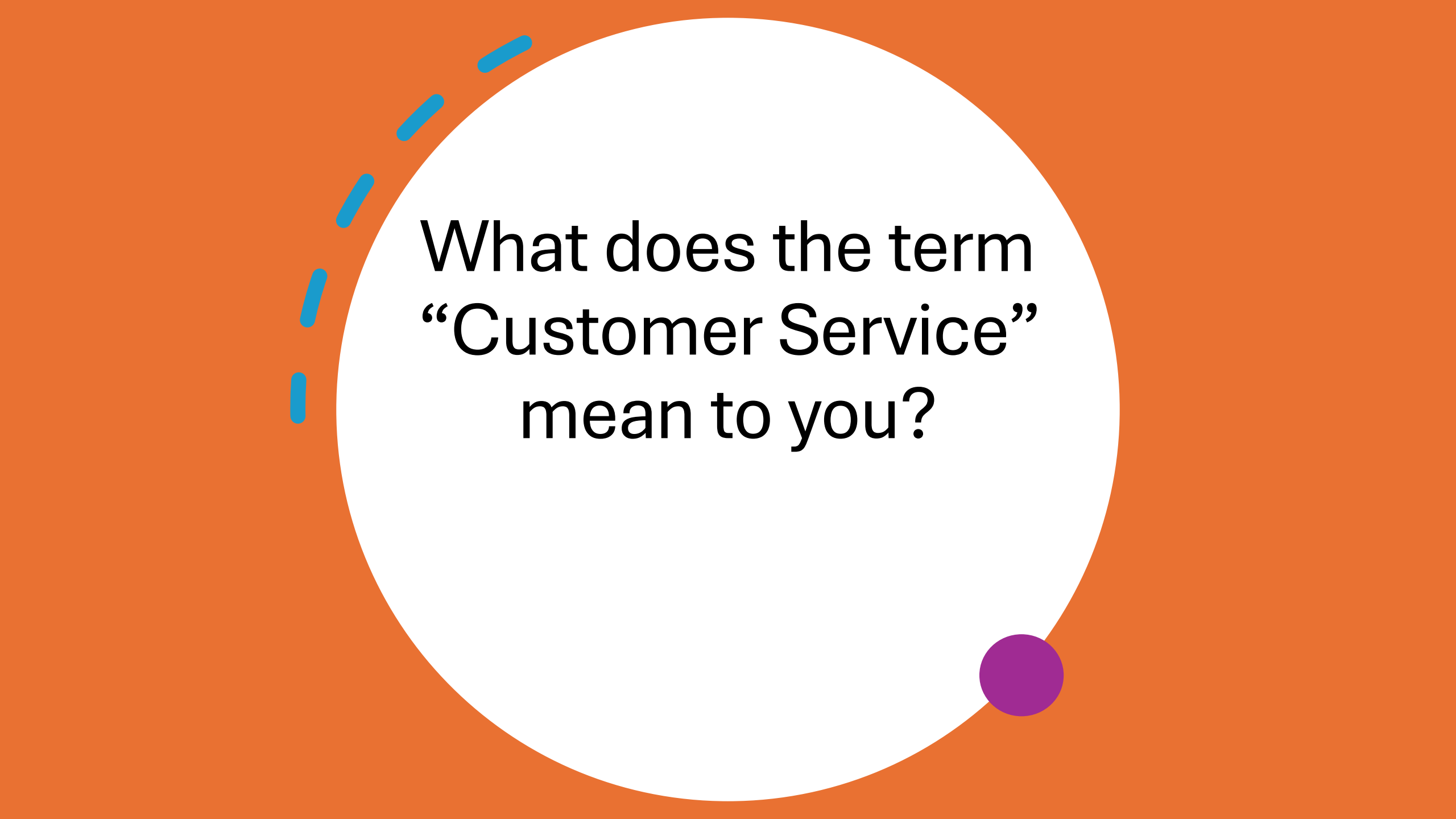


Who We Are

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What does the term
“Customer Service”
mean to you?



What kind of customer
service do you like to
receive?

What kind of
customer
service do you
like provide?



What is the role of
customer service in
research administration?



Email Etiquette

- Tone is very important, if not everything
- Work with your team on drafts
- *Advice:* Wait to send email until next day



Key Elements of Good Customer Service

- **Empathy and respect**
- **Knowledge and competence**
- **Timeliness and convenience**
- **Personalization and proactivity**
- **Resolution and follow-through**
- **Building relationships**

Thank
you!

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