

Responses to Customer Service Surveys

- Assistance with protocol development and guidance in the review process.
 - The ORC is instituting office hours to assist researchers with preliminary discussions on any IRB related concern, question, or assistance with tick@lab.
- Numerous questions and concerns regarding tick@lab
 - The ORC is in the process of enhancing the current system to improve its functionality. Additionally, the ORC is working on adopting a new system to replace tick@lab for IRB within the next year, which will enhance the experience of all researchers.
- The amount of time it takes to review and approve an IRB application
 - The IRB strives to refine processes and procedures in the application review process to decrease the amount of time to review IRB applications. Please take advantage of the resources available on our website and participate in educational activities to obtain guidance and insight into how to submit a complete application with minimal inconsistencies. Applications are reviewed in the order in which they are received. The goal is to provide feedback within 7-10 business days. However, it may be delayed during periods of high submission volume and depending on the level of review.
- Request for clarification regarding the IRB's expectations and guidance on how to effectively apply ethical principles within the IRB application for the proposed research.
 - The ORC conducts numerous education programs to assist researchers in addressing any concerns with their application. These questions and concerns can also be directly addressed by the IRB Coordinators, in scheduled appointments, or during open office hours.
- Questions about the reason(s) behind application review stipulations and how they correlate with federal requirements.
 - One of the goals of the IRB is to find mutually beneficial solutions that will permit researchers to conduct their research in accordance with the federal regulatory framework. All stipulations are tied to either federal, state, or institutional requirements. Feel free to discuss the correlation between the stipulations with the IRB Coordinators.
- The possibility of after-hours assistance with compliance questions/concerns.
 - The ORC is available Monday through Friday from 8:00 am to 5:00 pm and operates with an open-door policy. Feel free to reach out to an ORC representative during these hours via email or Teams. If you need assistance outside of these hours, please email irb@utrgv.edu to discuss options to aid you in obtaining the information or assistance needed.
- Question about inconsistency of application review stipulations appear to be from different perspectives/people.
 - Depending on the type of application submitted, multiple people may be involved in reviewing different components of the application. However, when possible, these individuals collaborate to reduce redundancies.
- If the IRB Informed Consent template(s) are required when submitting an IRB application.
 - Use of IRB approved informed consent templates are not required but highly recommended. These templates include all required information. Researchers must ensure that all required information is included in informed consent forms when not using IRB approved templates.