

# ISU's Point of Contact System for Answering Inquiries from Industry

Companies contact ISU on a daily basis for a variety of needs including technical assistance, technology development, technology transfer and business assistance. Many times the company directly contacts an individual or unit it is familiar with. Other times, however, the company locates a name from a Web site, personal contact, or other source which can sometimes result in confusion or delays. The information below regarding ISU's Point of Contact system is provided to assist with inquiries received from industry.

## What is the Point of Contact System?

The role of the Point of Contact system is to connect industry and other third parties with the appropriate unit or individual at ISU with the expertise to provide assistance. It is a one-stop shop for industry to enter Iowa State University. Any questions related to research, technology transfer, technology development and/or business assistance can be directed to the Point of Contact at the address below. Since this system was implemented in March 2001, more than 150 inquiries have been received and answered.

It is important for ISU to respond to inquiries from industry in a timely manner. When an inquiry is received, an initial response is made within 48 hours. Follow-up and final resolution may take longer and often involves direct contact with a faculty member.

## How Can the Point of Contact System Help You?

If you receive a phone call, email, or other message from industry that is either outside your area of expertise, or may require a team of individuals to address, please forward this message to the address listed below. If you are willing and qualified to address the inquiry, please do so and do *not* feel obligated to forward the inquiry to the Point of Contact.

The Point of Contact is not intended to replace any current university functions or to manage faculty relationships with industry in any manner. It is a service to industry to help facilitate their interactions with ISU and a service to the ISU faculty to facilitate inquiries that might misdirected.

## Point of Contact Information.

Office of the Vice Provost for Research and Advanced Studies  
(ask for Sonja Klocker, Wolfgang Kliemann, or James Bloedel )  
2610 Beardshear Hall  
Iowa State University  
Ames, IA 50011-2036  
Phone: 515/294-6344  
FAX: 515/294-6100  
E-mail: [skklock@iastate.edu](mailto:skklock@iastate.edu)

If you have any questions about this tip sheet or working with industry, please contact: Lisa Lorenzen, 2810 Beardshear, Phone: (515) 294-0926, Email: [llorenze@iastate.edu](mailto:llorenze@iastate.edu)

**Acknowledgement:** Thanks to Sonja Klocker for her assistance with this tip sheet.