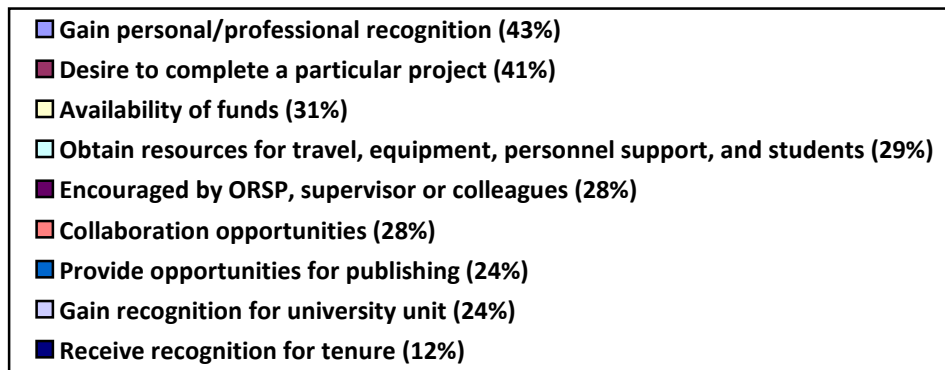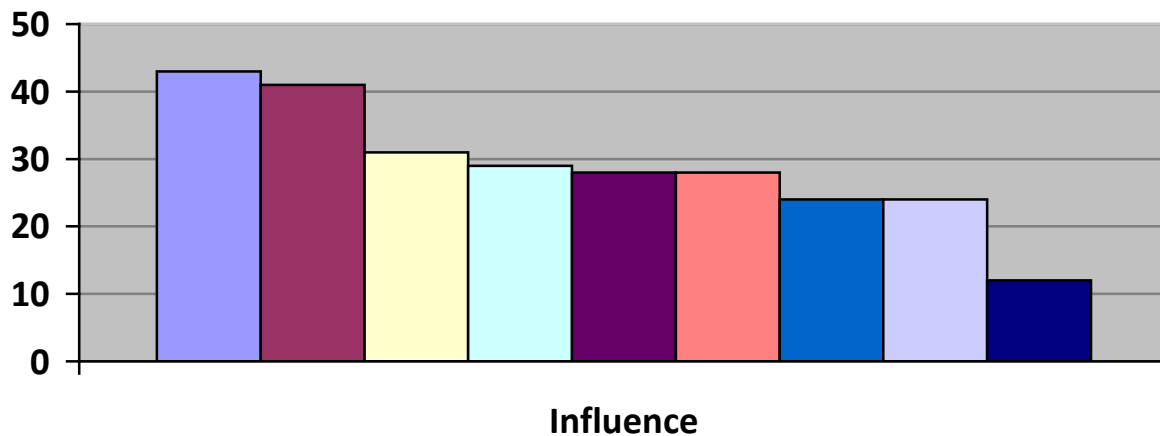# 2011 Office of Research and Sponsored Programs Assessment
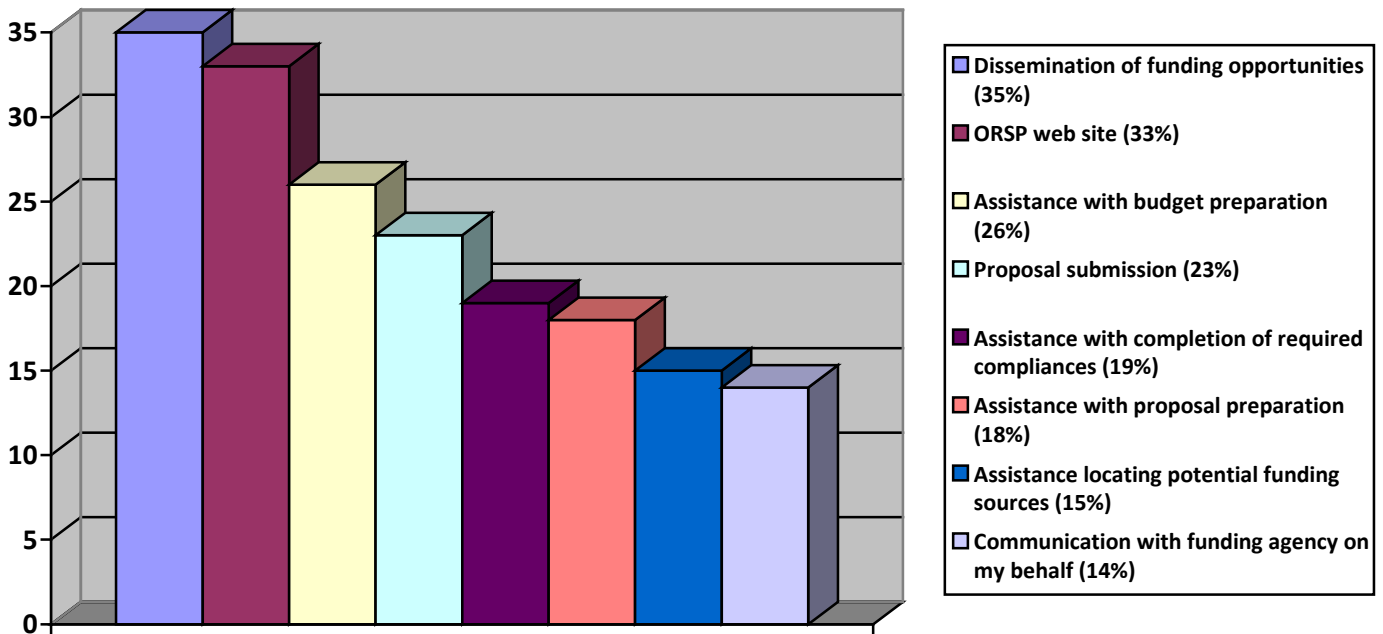
Survey Background

The survey, available online to Montclair State University (MSU) administrators, faculty and staff between 4/11/2011 – 5/9/2011, was designed to collect feedback on the products and services provided by the Office of Research and Sponsored Programs (ORSP), and to improve the quality of such products and services. The survey has provided much valued feedback, which we have summarized in this report. ORSP is grateful to all responders for taking the time to participate. Survey findings have provided information about which services are considered most valuable, which services are the most and least familiar to users and which need improvement. This survey will prove invaluable to ORSP in its plans to improve and build upon the services it provides to the MSU research and sponsored programs community.

Survey Responses: Quantitative

INFLUENCES OF DECISION TO APPLY FOR EXTERNAL FUNDING: April 2010 - April 2011 (*209 responders, check all that apply)*

Influence

- Gain personal/professional recognition (43%)
- Desire to complete a particular project (41%)
- Availability of funds (31%)
- Obtain resources for travel, equipment, personnel support, and students (29%)
- Encouraged by ORSP, supervisor or colleagues (28%)
- Collaboration opportunities (28%)
- Provide opportunities for publishing (24%)
- Gain recognition for university unit (24%)
- Receive recognition for tenure (12%)

PRE-AWARD SERVICES USED: April 2010 - April 2011 (*209 responders, check all that apply*)

Legend:
- Dissemination of funding opportunities (35%)
- ORSP web site (33%)
- Assistance with budget preparation (26%)
- Proposal submission (23%)
- Assistance with completion of required compliances (19%)
- Assistance with proposal preparation (18%)
- Assistance locating potential funding sources (15%)
- Communication with funding agency on my behalf (14%)

POST-AWARD SERVICES USED: April 2010 - April 2011 (*209 responders, check all that apply*)
* Fewer overall responses because the typical award rate of submitted proposals is 30%, therefore fewer respondents are familiar with post-award services


Legend:
- General assistance with grant/contract management (13%)
- Liaise with grant accounting office (11%)
- Liaise with funding agency (10%)
- Assistance with budget revisions or carryovers (10%)
- Assisance with award negotiation (4%)
- Assistance with development of subawards (4%)
- Coordination of contract review by university legal counsel (3%)
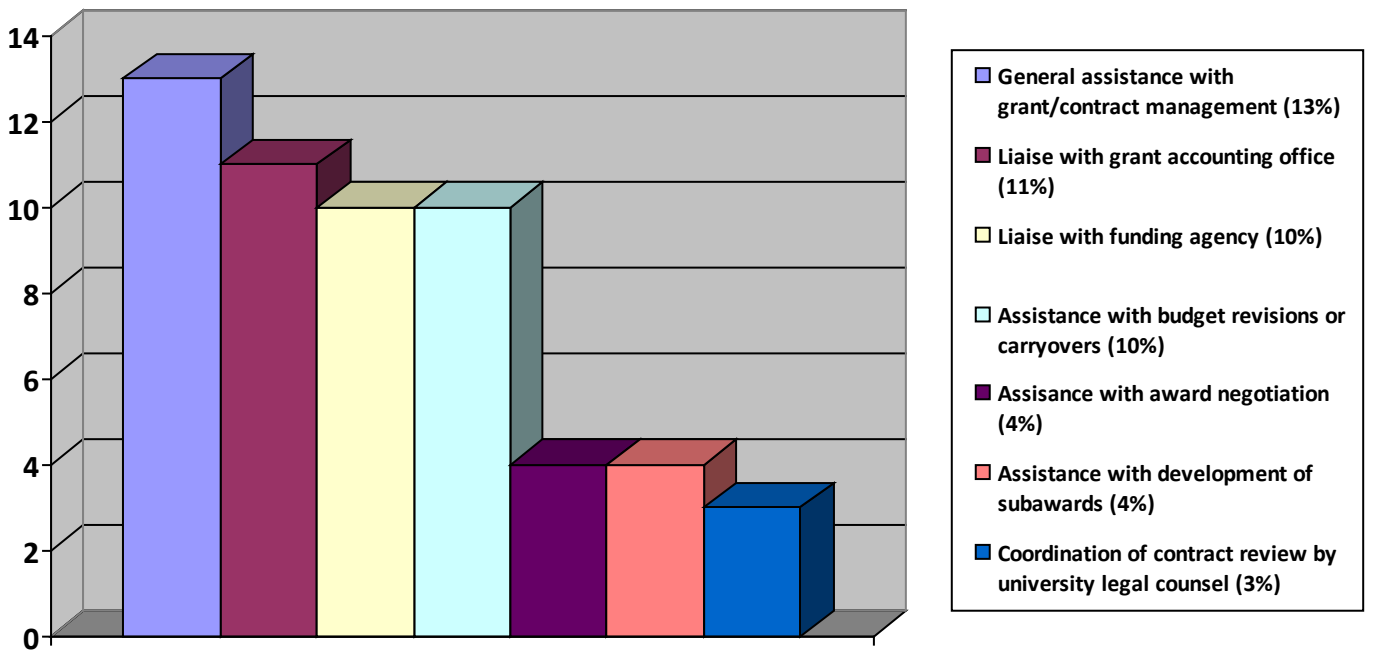
SATISFACTION WITH QUALITY OF SERVICE PROVIDED BY ORSP STAFF
* A high number of "no answer" responses may suggest that about half of the 209 responders were familiar with ORSP and its services
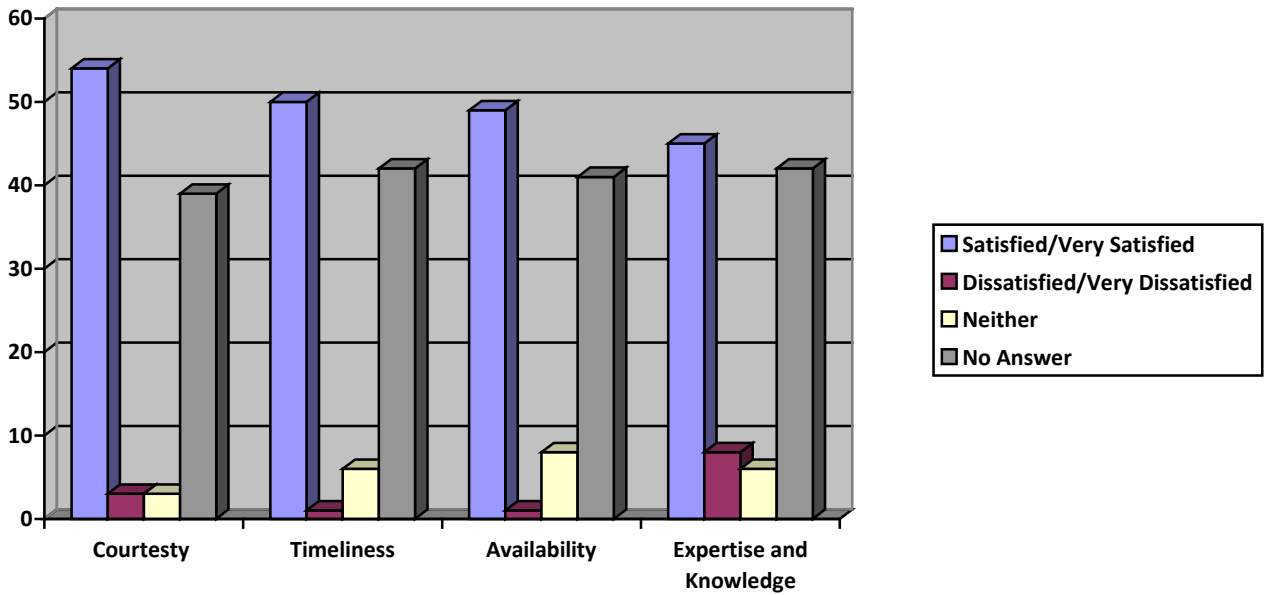
OVERALL SATISFACTION WITH ORSP
* A high number of "no answer" responses may suggest that about half of the 209 responders were familiar with ORSP and its services
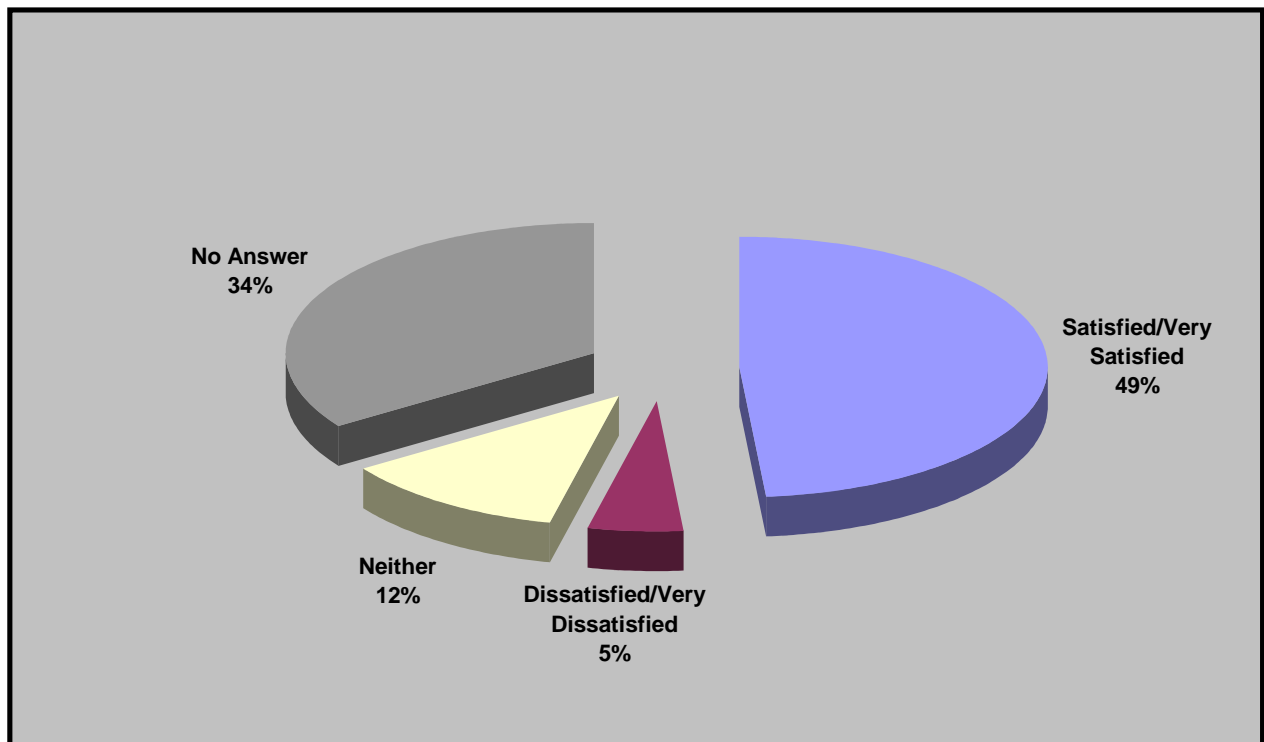
CONCLUSION

The large number of total responders (209) indicates that the iPad incentive raffle may have played a significant role in respondent's choice to participate in the survey. About half of the survey respondents replied "no answer" to questions regarding ORSP services used. This finding may suggest that many of the survey respondents may be unfamiliar with ORSP and/or do not use ORSP services.

Survey findings clearly indicate that those who use ORSP are largely satisfied with both the service they are provided and the knowledge and professionalism of ORSP staff. More specifically, respondents mentioned the following praise for ORSP staff and office:

1. **Scheduling Flexibility:** Faculty and staff are extremely pleased with the way ORSP works with their busy schedules.
2. **Expertise:** ORSP staff is perceived as knowledgeable. Faculty and staff feel comfortable coming to ORSP staff for proposal and award management advice.
3. **Assistance:** Faculty and staff do not worry about having to walk through the proposal and award management processes alone.
4. **Web site:** The ORSP web site appears to be a useful service provided by the office.

Dissatisfaction with ORSP and the noted need for improvement or enhancement of ORSP services is largely focused on a desire among users for:

1. A clearer understanding of exactly what the office provides and to whom it is provided;
2. Greater opportunities for training in the preparation of proposals and regulations surrounding the management of grants and contracts;
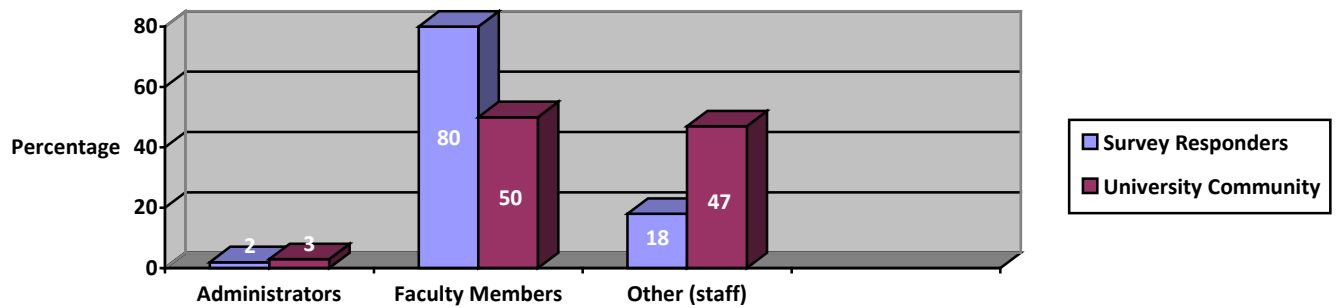3. Hands-on personal guidance in the location of appropriate funding opportunities.

Another important finding coming from the survey is that there remains a lack of clarity with regard to ORSP's mission and role at the University. The most commonly cited examples of an uncertainty about ORPS's services include:

- **Services ORSP Provides**: Survey findings suggest that respondents expect ORSP to provide services outside of its mission such as: book keeping, lab support and grant writing.
- **ORSP Mission:** Survey respondents appear to frequently confuse ORSP and the Office of Development, regarding mission, responsibility, and even staff.
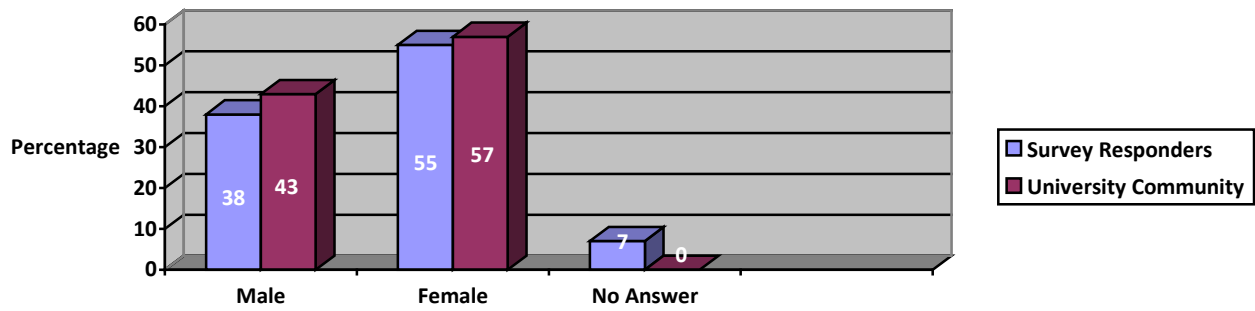
Demographic Information
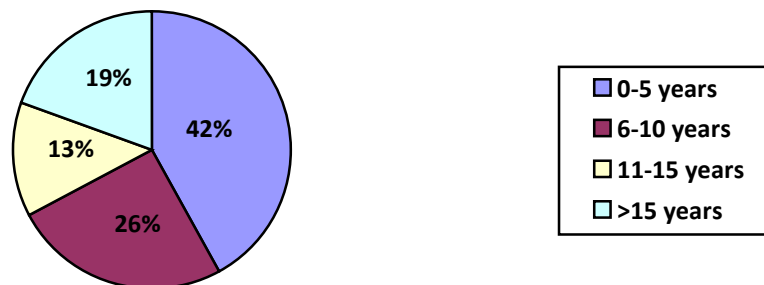
*_209 Responses to demographic section_

EMPLOYMENT CATEGORY:

Bar chart — Percentage by employment category.

Category	Survey Responders	University Community
Administrators	2	3
Faculty Members	80	50
Other (staff)	18	47

GENDER:

Bar chart — Percentage by gender.

Category	Survey Responders	University Community
Male	38	43
Female	55	57
No Answer	7	0

YEARS EMPLOYED AT MONTCLAIR STATE UNIVERSITY (survey respondents only):

Pie chart — Years employed.

- 0-5 years: 42%
- 6-10 years: 26%
- 11-15 years: 13%
- >15 years: 19%

UNIVERSITY DIVISION ASSOCIATION (survey respondents only):

Pie chart — University Division Association.

- College of the Arts: 9%
- College of Education and Human Services: 20%
- College of Humanities and Social Sciences: 28%
- College of Science and Mathematics: 22%
- School of Business: 7%
- Student Development and Campus Life: 8%
- Other: 6%