

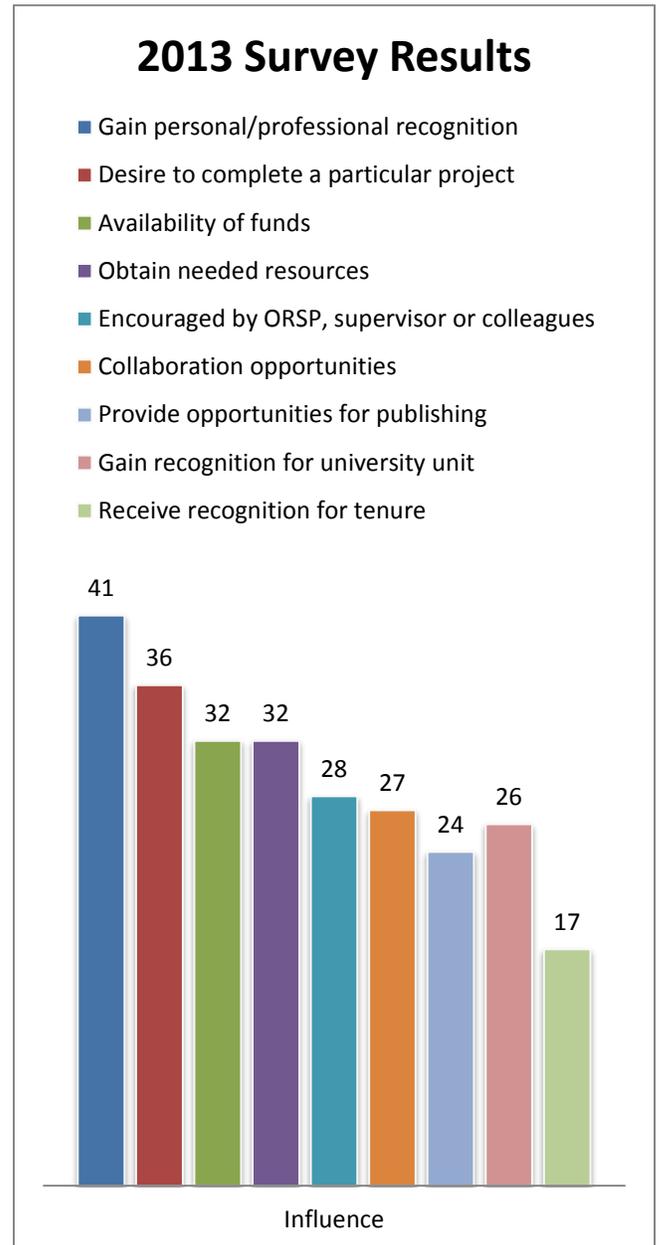
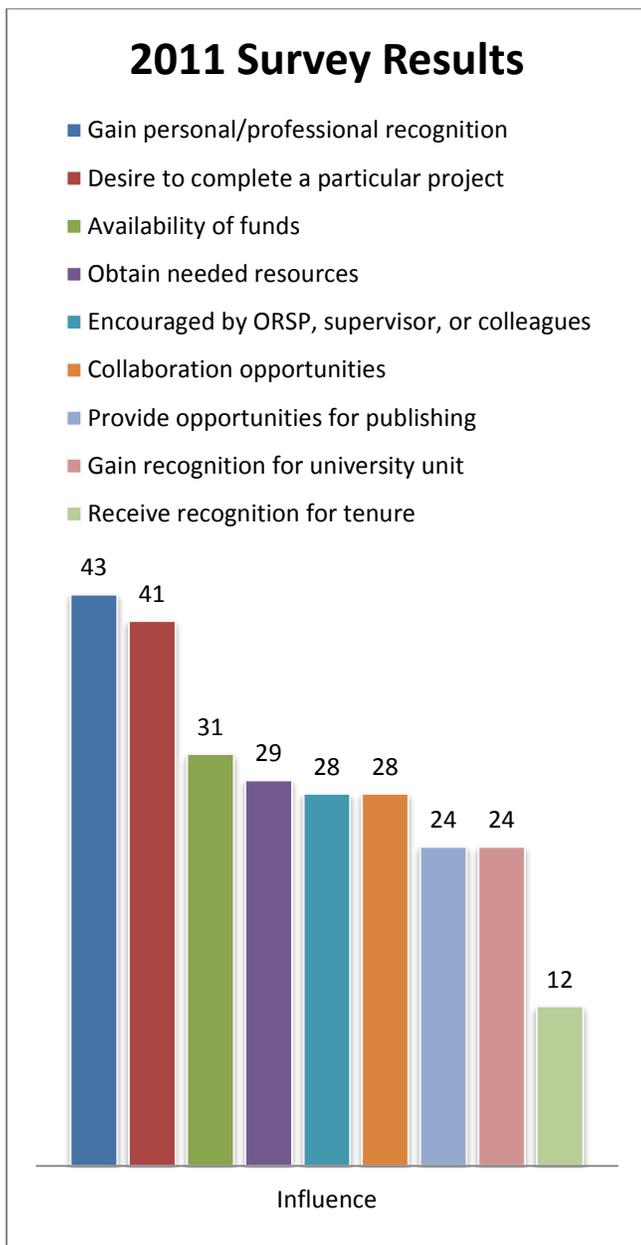
2013 Office of Research and Sponsored Programs Assessment

I. INTRODUCTION

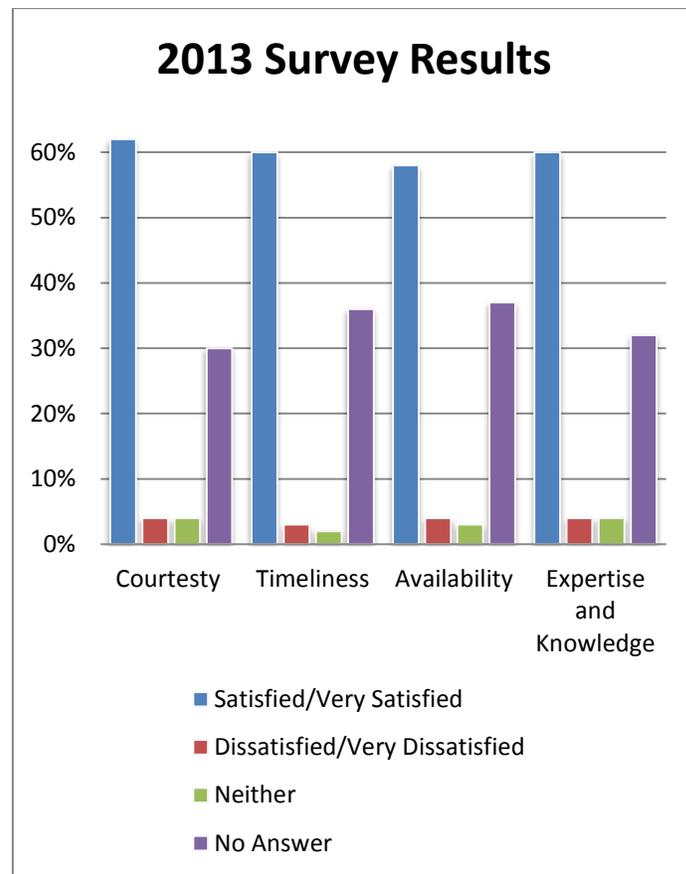
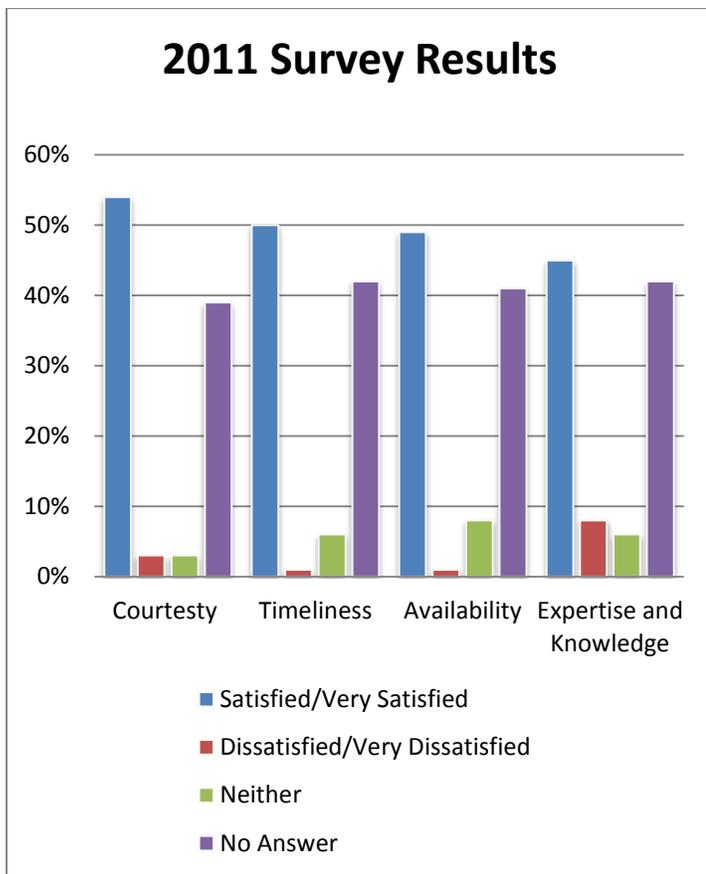
The 2013 Office of Research and Sponsored Programs (ORSP) Assessment Survey was designed to collect feedback on the services provided by ORSP, and to improve the quality of these services. The survey has provided much valued feedback, which we have summarized in this report. This is the second ORSP Assessment Survey. In 2011, ORSP conducted its initial (baseline) [Assessment Survey](#). The 2013 survey had 186 respondents, 23 less than the 2011 survey response rate. ORSP is grateful to all responders for taking the time to participate and for providing feedback to ORSP that will again prove invaluable in assessing and improving ORSP services to the MSU community.

II. QUANTITATIVE FINDINGS

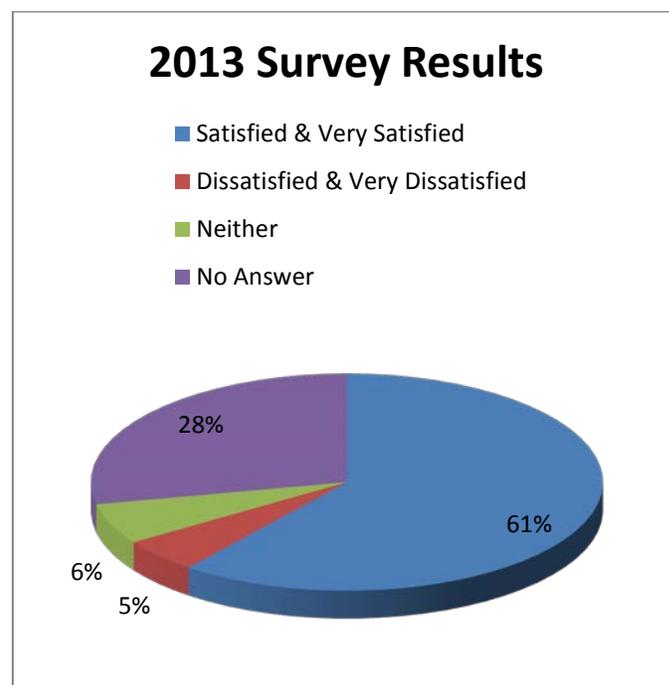
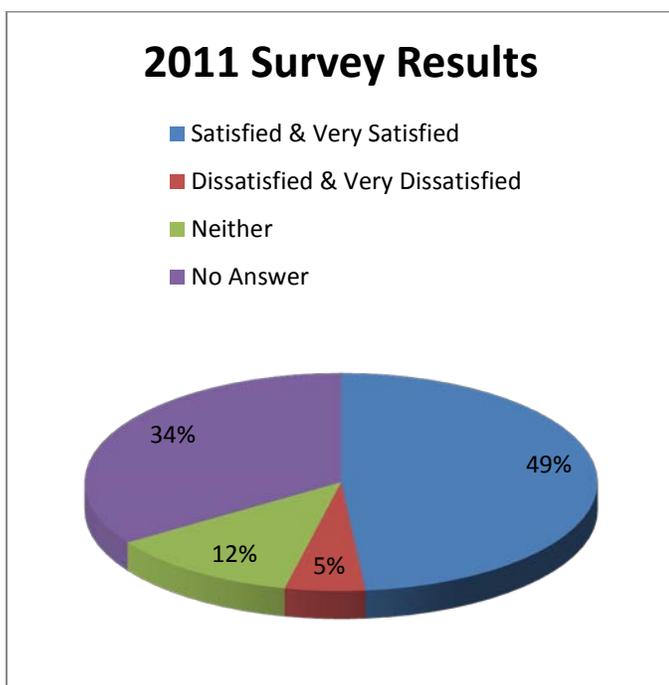
IIa. INFLUENCES OF RESPONDENT DECISION TO APPLY FOR EXTERNAL FUNDING (TOTAL NUMBER OF RESPONDENTS IN EACH CATEGORY)



IIb. RESPONDENT SATISFACTION WITH QUALITY OF SERVICE PROVIDED BY ORSP



IIc. RESPONDENT OVERALL SATISFACTION WITH ORSP



IId. RESOURCES/SERVICES RESPONDENTS BELIEVE WOULD MOST GREATLY ASSIST THEM IN COMPLETING THEIR SCHOLARSHIP/WORK

36%	Proposal draft editing
34%	Multi-day program providing training and support to increase chances of successful proposal submission – held over the summer
33%	Grant writing workshops - held on campus
31%	Departmental/college-specific funding opportunity and proposal development educational events
27%	Mentorship program - pairing new faculty with seasoned awardees doing similar work
26%	Faculty expertise database and other collaboration web tools
24%	Bringing grant program officers to campus
24%	Funding agency-specific proposal development training workshops
20%	Facilitate collaborations between investigators at MSU
20%	Taking faculty/staff for visits with funding agency program officers in D.C.
19%	Guidance and expertise for building connections, collaborations, and teams
17%	Research forums involving external speakers/facilitators focusing on interdisciplinary issues

III. QUALITATIVE FINDINGS

Two open-ended survey questions requested information regarding: 1) additional services desired, and 2) general comments. Thirty-six respondents provided input for the Additional Services question and 46 respondents provided General Comments.

Examples of **additional resources desired**:

1. **Greater assistance finding funding opportunities** on all levels, but specifically on departmental and individual levels.
2. **Provide more institutional resources** to increase the competitiveness of submitted proposals and to make submitting proposals more feasible.
3. **Increase the number of education/training events** focusing on topics, such as: grant management; training on FRS; public funding; and ways in which ORSP can assist the campus community.
4. **Systems improvements**, such as: a method of sorting grant and award announcements sent by ORSP; aligning ORSP budget forms with the electronic systems used in the management of an awarded grant; and MSU-issued credit card that can be used for grant-related purchases.
5. **Greater transparency** regarding research and sponsored program policy and procedures.

A number of **general comments** addressed ORSP communication **improvements**, such as:

- improving communication with the campus regarding the policies and procedures at MSU;
- greater publicity for awardees; and
- increased information to facilitate collaborative grant funding/proposals between departments.

A number of other comments made clear that there are still many individuals unfamiliar with the Office of Research and Sponsored Programs, who would like to know more about ORSP services and how the office can assist them.

Numerous **positive** comments were provided, focused on:

- ORSP staff professionalism, responsiveness, promptness, dependability, friendliness, willingness to work to solve problems, and willingness to assist when questions or concerns arise;
- improved performance and services from ORSP over the past 1-2 years;
- ORSP team dedication and commitment to providing consistently high-quality services that garner a high level of confidence among the staff.

IV. ORSP INITIATIVES and IMPROVEMENTS FROM 2011 to 2013

Although findings from the 2011 survey were positive, they uncovered some campus community dissatisfaction with ORSP, and a need for improvement and/or enhancement of ORSP services. More specifically, dissatisfaction was focused on respondents' desire for:

1. clearer understanding of exactly what services ORSP provides;
2. more training in Proposal development
3. more training in the regulations surrounding the management of grants and contracts; and
4. more guidance in the location of appropriate funding opportunities.

Some of this dissatisfaction appeared to be the result of a lack of clarity surrounding ORSP's mission, and specifically: the services ORSP provides and clarification of OSRP and MSU policies with regard to research and sponsored programs. In an effort to address these issues and improve customer satisfaction, ORSP planned and implemented a number of systematic changes over the past two years.

IVa. COMMUNICATION AND INFORMATION DISSEMINATION

Between 2011 and 2013, ORSP has improved its communication with the campus community by posting all policy changes on its website, and has created a place on its website where visitors can find all recent office updates. Additionally, ORSP has begun disseminating information in a more strategic and effective manner overall, adding the following communication services in the last two years:

- **Newsletter** – ORSP's quarterly newsletter, "Windows of Opportunity," is an effective platform to educate and distribute information to MSU faculty and staff. In its first year, "Windows of Opportunity" featured original and articles about emerging issues in research and sponsored from a number of campus sources, including ORSP staff, IRB, Compliance, and faculty who have received awards and managed grants. In addition, the newsletter has proven to be an effective means to communicate important departmental and federal policy changes in an appealing and clean format.
- **ORSP Funding Opportunity Listserv** – The "FundingOpps" listserv is an online tool used by ORSP to disseminate funding opportunities of potential interest to the MSU Research and Sponsored Programs Community. Twice a week, funding opportunities that have been identified as being of potential interest to the MSU community are identified by ORSP staff, and sent via the listserv in a well-organized, easy to read format.
- **Redesigned and Updated Website** – In an effort to keep up-to-date information and tools at the fingertips of the MSU community, the ORSP website was revamped in 2013. New additions included a Featured Awards page, which spotlights grant recipients in order to inform the MSU community about the range of research and programs taking place on our campus. New resources for finding funding and submitting proposals were added and the page for NSF proposal submissions was overhauled with updated links to online NSF-specific resources and new templates and submission samples.

- **Sponsored Programs Handbook**—In collaboration with several academic and administrative units across campus, ORSP created the 1st edition of MSU’s “Sponsored Programs Handbook: A Guide for Principal Investigators and Project Managers.” The handbook is intended to serve as a guide—a “go-to” living document for MSU faculty and staff when questions or curiosity about finding and applying for external funding might arise, or questions on award management might come up in the course of carrying out their funded projects.

A comparison of 2011 and 2013 survey findings suggests the campus community is more familiar with ORSP’s “public face” and mission, and significantly clearer regarding the services ORSP provides. Additionally, satisfaction regarding ORSP’s assistance with locating funding opportunities has increased by 20%.

IVb. Educational Outreach

Over the past two years, ORSP has also addressed 2011 survey respondents’ educational outreach concerns by increasing the number of events offered. In addition, all ORSP training materials are posted and archived on the office website for those unable to attend the event, or wishing to refer back to the original documents. Below, is a list of the educational events provided by ORSP in academic years 2011-2012 and 2012-2013.

2011

- [Learn What It Takes To Be a Successful NIH Grant Recipient](#)
Wednesday, November 9, 2011 - Valerie Maholmes, Ph.D., National Institutes of Health
- [New Faculty Orientation 2011](#)
Monday, October 10, 2011 - ORSP Staff
- [Funding Opportunities/Grant Writing Resources Workshop for MFA Students](#)
Tuesday, April 12, 2011 – ORSP Pre-Award Staff

2012

- [FY2014 Internal Awards Information Session](#)
Wednesday, December 12, 2012 - ORSP Post-Award Staff
- [National Science Foundation Proposal Submission and Award Policies Update](#)
Tuesday, December 4, 2012 - ORSP Staff
- [Managing Your Grant: A Roadmap to the Finish Line](#)
Thursday, November 15, 2012 - ORSP Post-Award Staff and Grant Accounting
- [Finding the Right Funding Opportunity: Strategies for Success](#)
Tuesday, October 23, 2012 - ORSP Pre-Award Staff
- [New Faculty Orientation 2012](#)
Monday, October 15, 2012 - ORSP Staff
- [School of Business Grant Workshop](#)
Wednesday, October 10, 2012 - ORSP Pre-Award Staff
- [Got Funding?: Successful Strategies for Locating the Right Opportunity](#)
Thursday, April 19, 2012 - ORSP Pre-Award Staff

According to survey findings, satisfaction regarding ORSP’s educational outreach has more than doubled over the last two years.

V. CONTINUOUS IMPROVEMENT

Although the overall response rate dropped from 209 to 186, differences in the demographic characteristics of the two groups are negligible. Of note, is the decrease in “Neither” and “No Answer” responses. Where this decrease appears, there is a simultaneous increase in “Satisfied” and “Very Satisfied” responses, as can be seen in the charts on pages one and two of this report. Taken together, these finding suggest the campus community is more familiar with ORSP and its services, and that newly familiar community members are satisfied with what they have found in ORSP. The 2013 ORSP Assessment Survey findings make clear that

along with this group of newly familiar and satisfied customers, previous ORSP customer satisfaction has increased on all survey measures. Nevertheless, *ORSP remains committed to continuous improvement.*

Survey responses suggest customers continue to desire: greater individual assistance in finding funding opportunities; clear and timely communication regarding research and sponsored program policy and procedures; increased institutional resource support; more research/proposal development services; and additional education/training events. ORSP intends to respond to these findings by tailoring communication improvements, additional education and training activities, revised procedures, and increased resource provision to the suggestions identified by survey responders.

Some of the actions being considered for the future, as supported by survey findings, are listed below.

Workshops

- Experts in the field of research grant writing
- NIH/NSF Program Officer Visits
- Department-level funding opportunity visits
- Grant Recognition
- Grant Management

Newsletter Articles

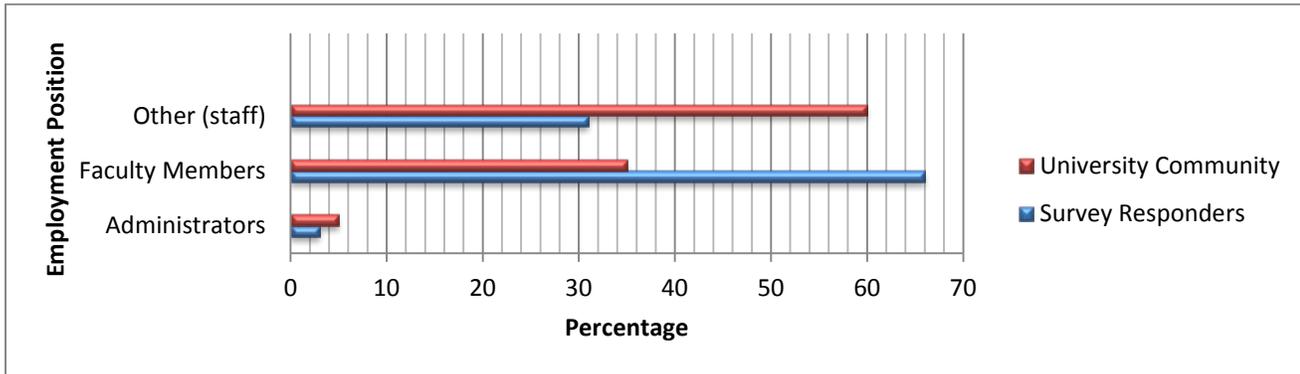
- Interviews with new MSU awardees
- Insider experience of a grant proposal reviewer
- MSU awardees talk about their experiences managing grants
- Crowdfunding
- Export Controls
- How Indirect Costs work
- Intellectual property considerations

Outreach Activities under Consideration

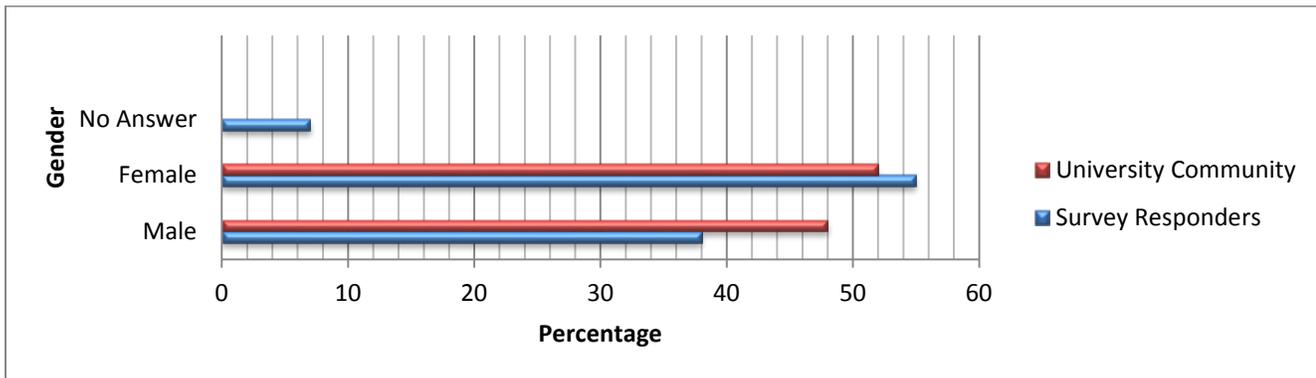
- Faculty Mentoring Program
- Grant Writing Summer Boot Camp
- Travel Award Program

VI. DEMOGRAPHIC INFORMATION

EMPLOYMENT POSITION OF RESPONDENTS COMPARED TO CAMPUS COMMUNITY:

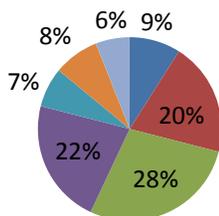


GENDER OF RESPONDENTS COMPARED TO CAMPUS COMMUNITY:



University Affiliation

- College of the Arts
- College of Education and Human Services
- College of Humanities and Social Sciences
- College of Science and Mathematics
- School of Business
- Student Development and Campus Life
- Other



Years Employed by MSU

