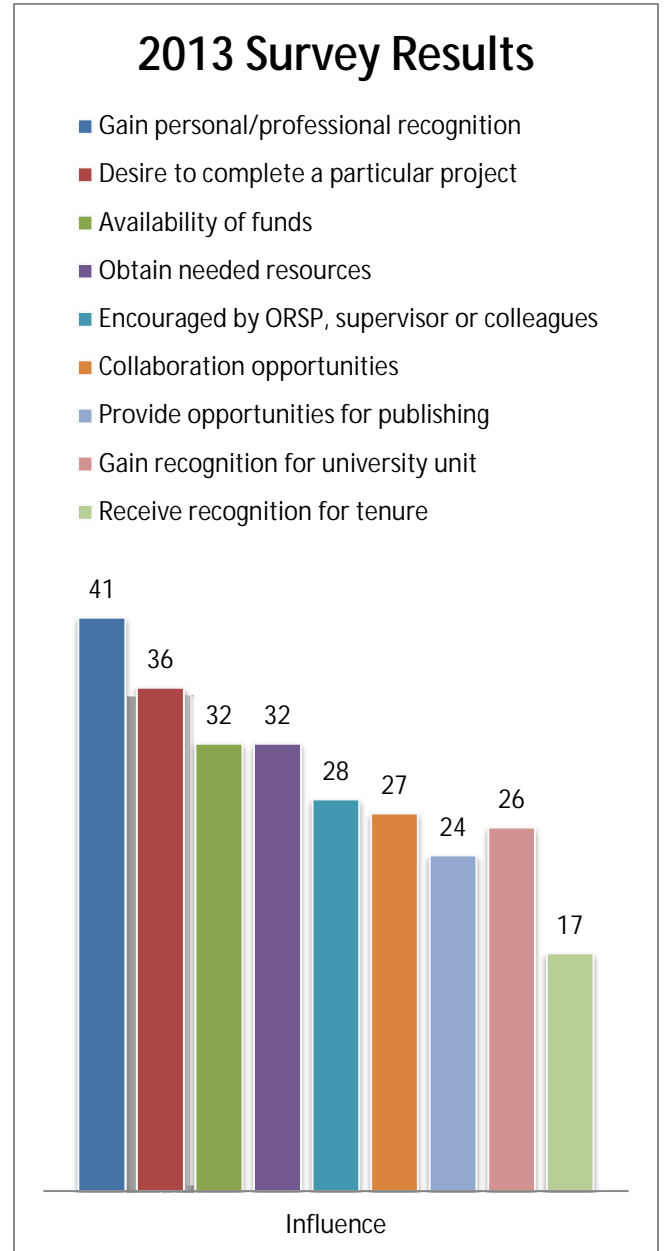
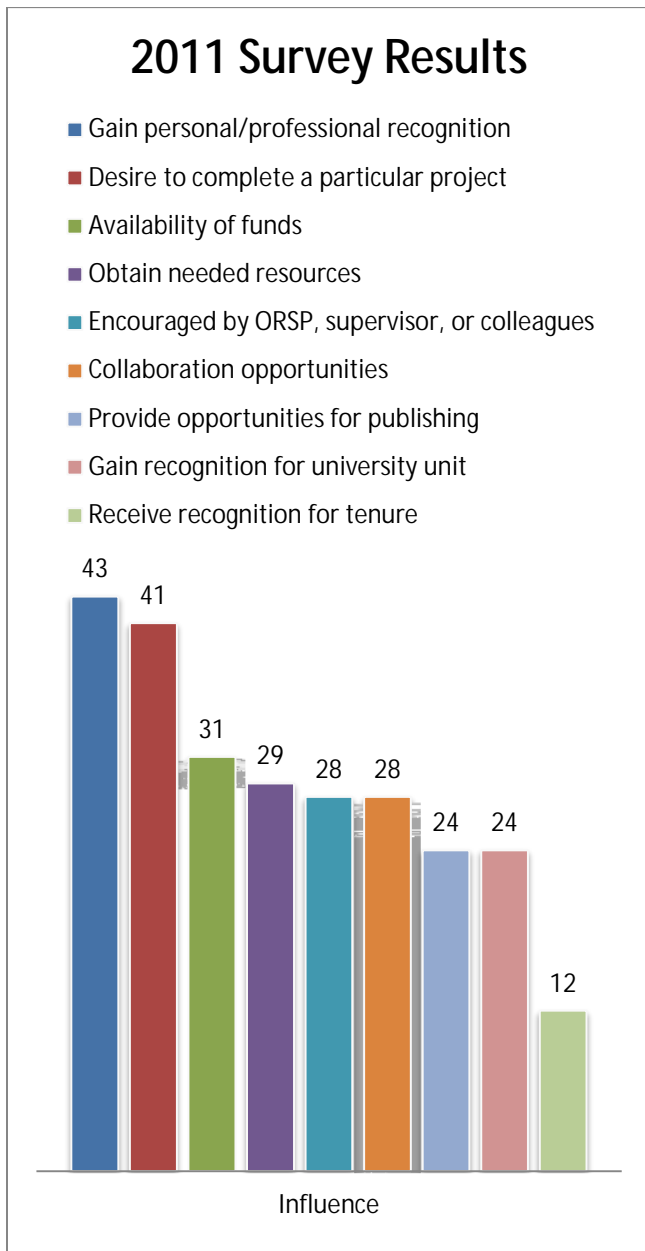


## I. INTRODUCTION

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

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







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

- **Sponsored Programs Handbook**—In collaboration with several academic and administrative units across campus, ORSP created the 1<sup>st</sup> 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.

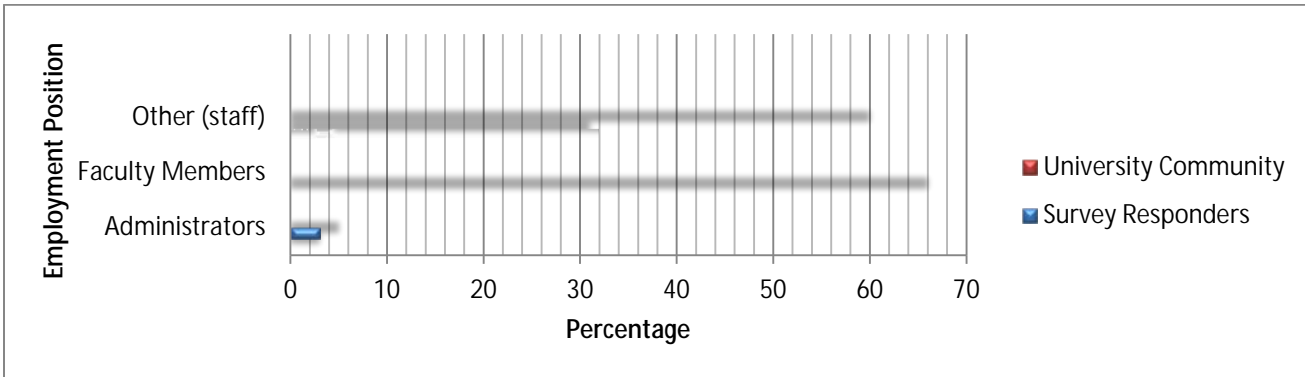
#### **IVb. Educational Outreach**

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## VI. DEMOGRAPHIC INFORMATION

### EMPLOYMENT POSITION OF RESPONDENTS COMPARED TO CAMPUS COMMUNITY:



### GENDER OF RESPONDENTS COMPARED TO CAMPUS COMMUNITY:

