

# 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**

PRE-AWARD SERVICES USED: April 2010 - April 2011 (209 resp



## 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 ORSP's services include:

- x **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.
- x **ORSP Mission:** Survey respondents appear to frequently confuse ORSP and the Office of Development, regarding mission, responsibility, and even staff.

