Research Administration Survey:

Overview of Results and OSR's Next Steps

Presented by the Office of Sponsored Research
August 3, 2012

Agenda

- **Survey Objectives**
- **Survey Comparison: 2009 v. 2012**
- **Satisfaction Trends: 2009 v. 2012**
- **Response Rates and Respondent Demographics**
- **Survey Results**
- **Next Steps**

Survey Objectives

- **To provide campus clients with the opportunity to provide feedback on their experience with services, systems, and support by the:**
  - Office of Sponsored Research (OSR)
  - Research Management Group (RMG)
  - Engineering Research Administration (ERA)
  - *Industrial Contracts Office (ICO)*
  - *Sponsored Research Accounts Receivables (AR)*
- **Survey deployed on April 13, 2012** (open for two weeks)

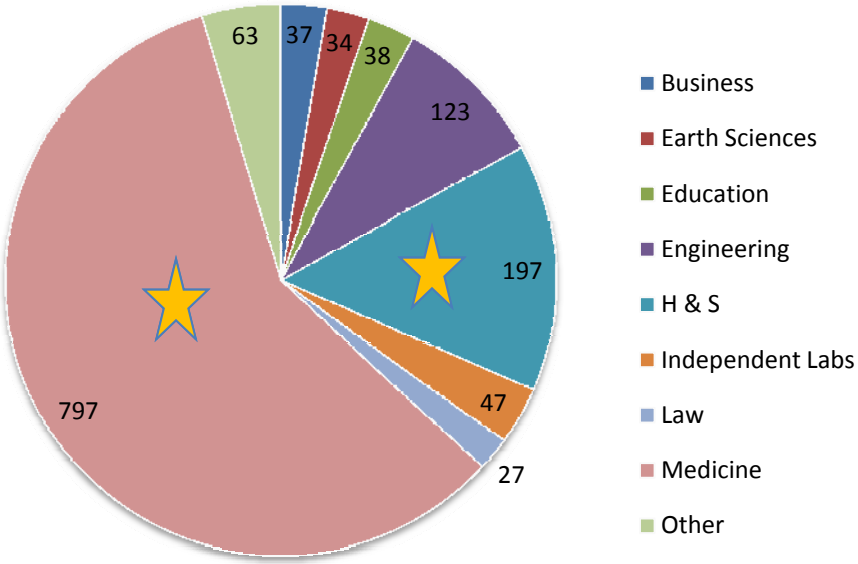
Survey Comparison: 2009 v. 2012

	2009	2012
University areas covered	All Business Affairs	Research Administration only
Survey sent to	Faculty = 1,868 Staff = 10,263	Faculty = 1,867 Staff = 6,489
Response rate	Faculty = 373 (20%) Staff = 3,078 (30%)	Faculty = 251 (13%)* Staff = 1,279 (20%)** **1,117 of the 1,867 faculty are PI's on active sponsored projects.* ***579 of the 1,279 staff are academic staff members (e.g., research associates or scientists, lecturers)*
Number of questions asked about research administration	14	67
Number of subject areas covered about research administration	6	11
Subject areas	proposals, awards, subawards, SU42, tools (CMS, FFIT, and expenditure statements), & websites	All topics from 2009 ***plus*** PDRF and SeRA, industry clinical trial contracts, account set-up, cost transfer, closeout, sponsored research accounts receivables, & training

Respondent Distribution by School

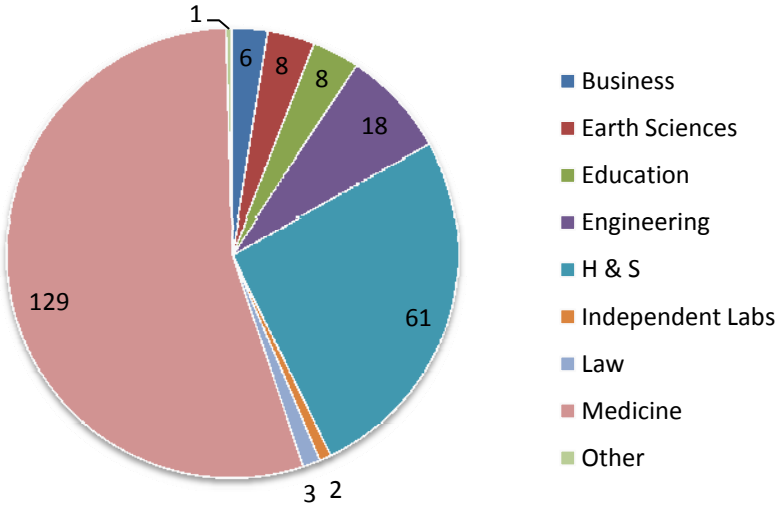
Schools of Medicine and Humanities & Sciences were highest responders.

Overall # of Respondents by School

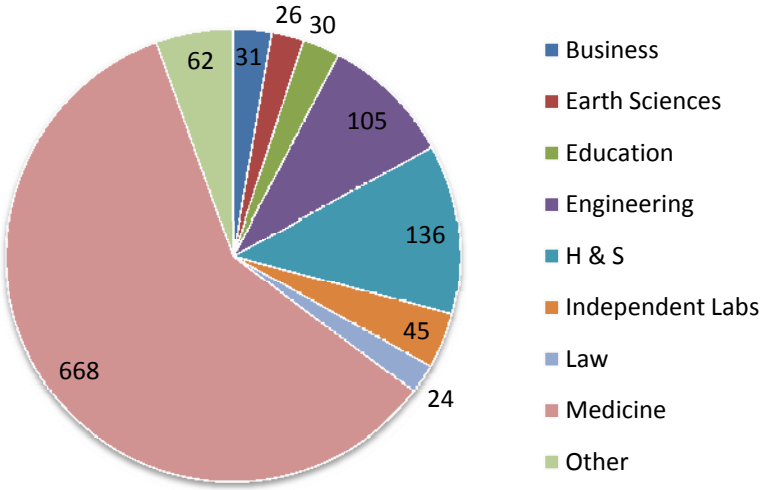


Respondent Distribution by School

Faculty Distribution by School



Staff Distribution by School

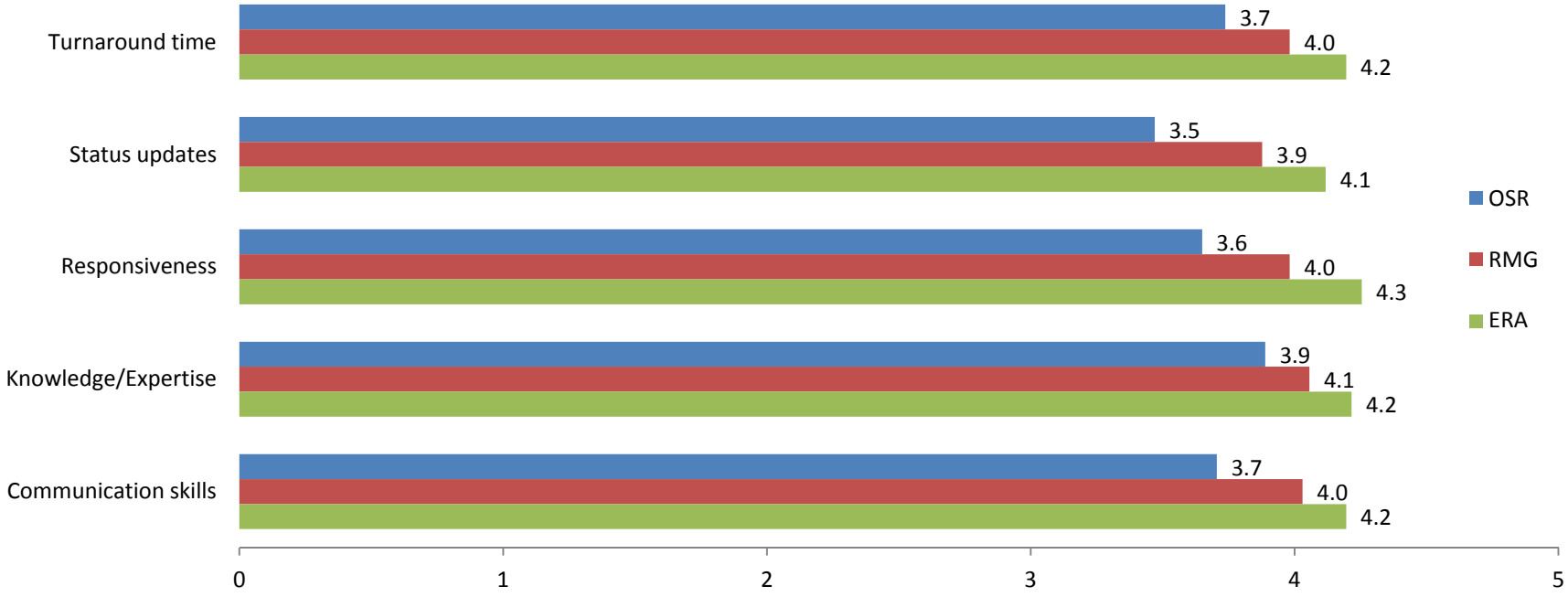


Results Comparison: 2009 v. 2012

	2009	2012
Overall satisfaction from proposal submission to award closeout	39% = very satisfied/satisfied 41% = neutral 20% = dissatisfied/very dissatisfied	59% = very satisfied/satisfied 33% = neutral 8% = dissatisfied/very dissatisfied
OSR - proposal review and submission	37% = VS/S	71% = VS/S
RMG - proposal prep and submission	37% = VS/S	77% = VS/S
ERA - proposal	25% (NSF proposal submission) = VS/S	78% (preparation only) = VS/S
Proposal routing approval	42% (SU42 – paper) = VS/S 35 % = neutral 23% = D/VD	61% (PDRF – electronic) = VS/S 26% = neutral 13% = D/VD
award turnaround time	32% = VS/S (all groups)	63% = VS/S (OSR)

Proposals

Average Overall Satisfaction Rating (Scale 1-5, 5=Very Satisfied)



OSR – Reviews and submits proposals **RMG – Prepares and submits proposals**
ERA – Prepares proposals

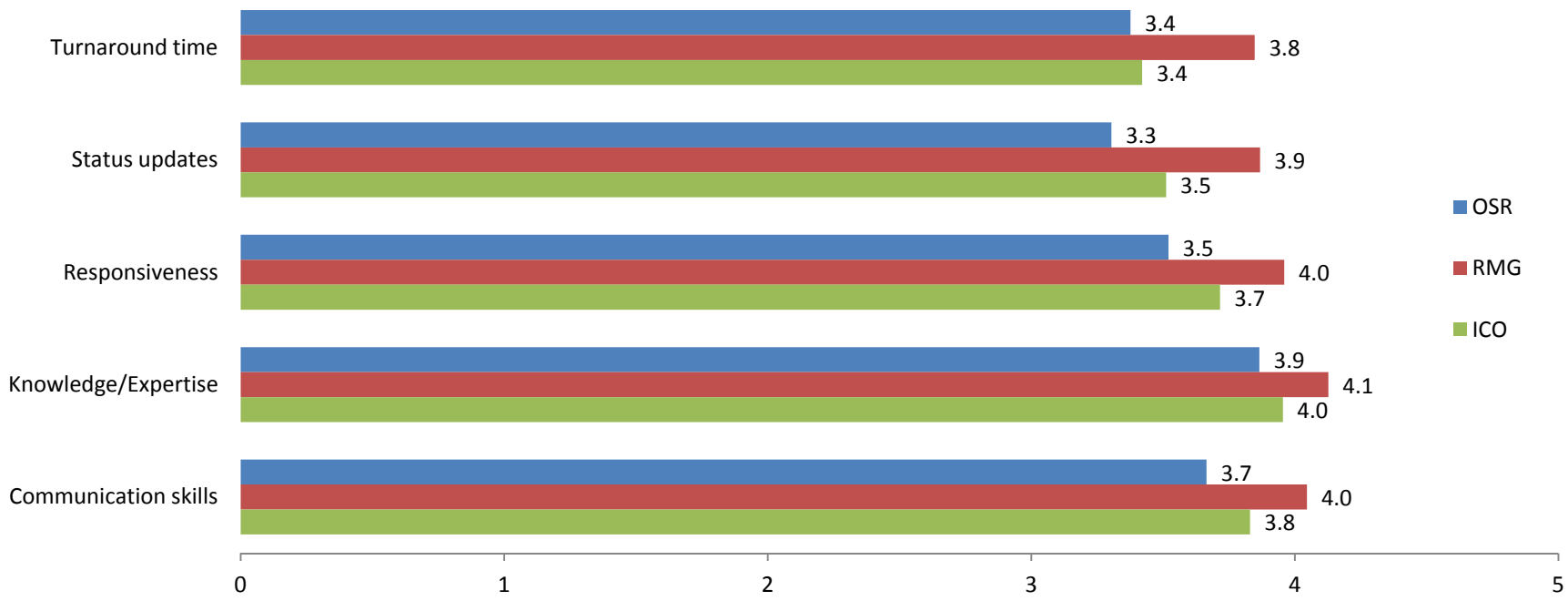
Contract and Grant Negotiation & Acceptance

	OSR	RMG	ICO
Very Satisfied and Satisfied	63%	80%	72%
Neutral	21%	12%	18%
Dissatisfied and Very Dissatisfied	16%	9%	10%
# respondents for this question	n=319	n=197	n=88

OSR – Contracts and Grants **RMG – Grants**
ICO – Contracts

Contract and Grant Negotiation & Acceptance

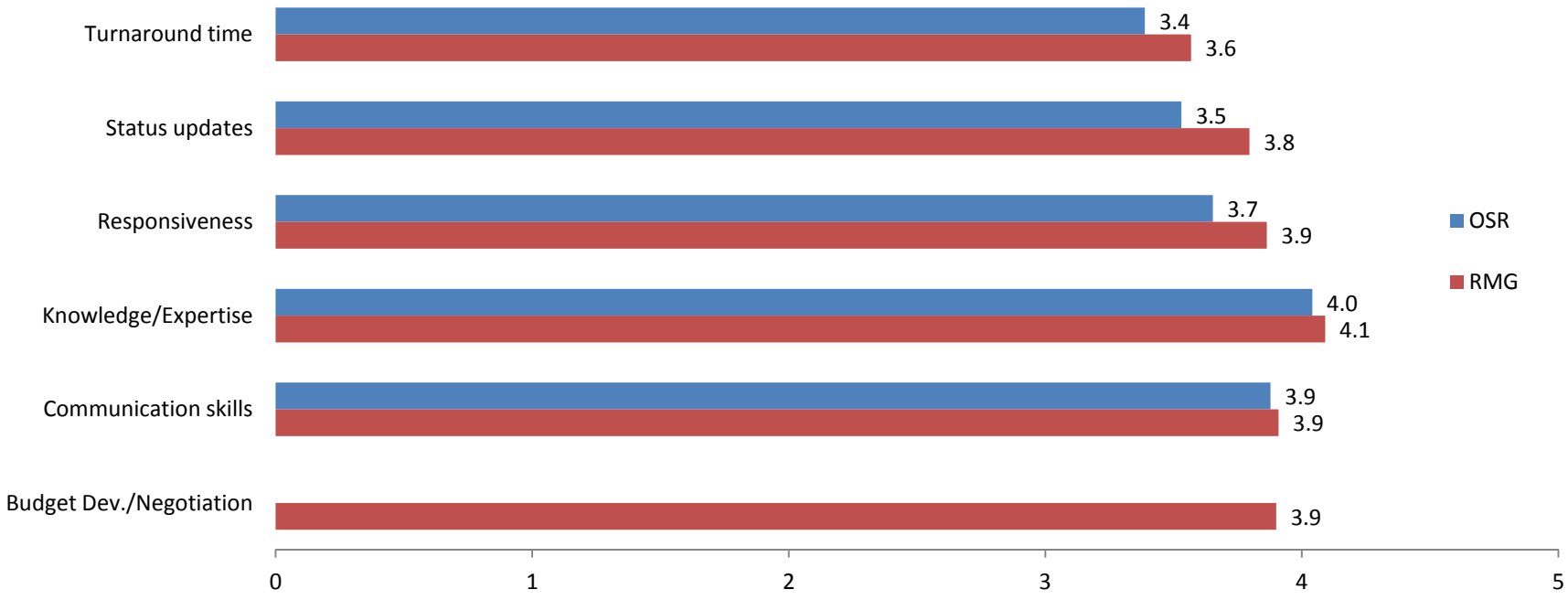
Average Overall Satisfaction Rating (Scale 1-5, 5=Very Satisfied)



Industry Clinical Trial Agreements

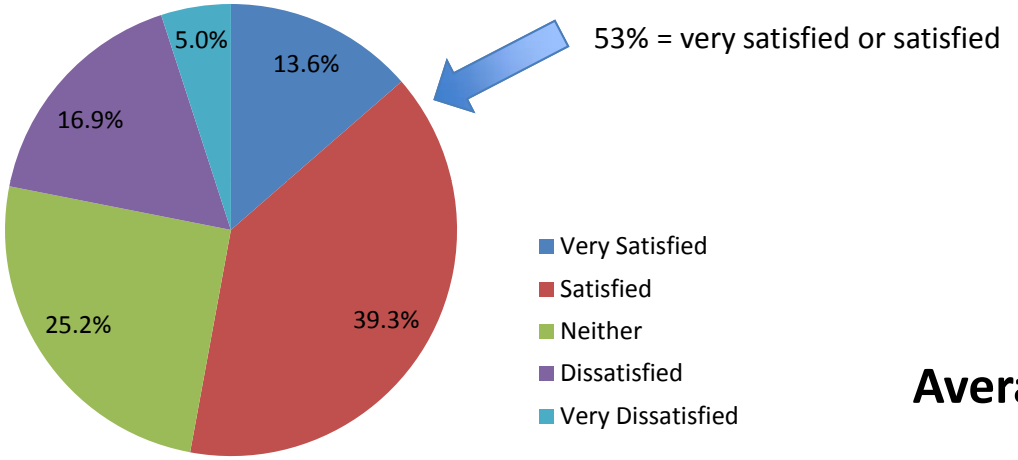
Negotiation of contracts transferred from OSR to RMG in October 2011

Average Overall Satisfaction Rating (Scale 1-5, 5=Very Satisfied)



Subawards

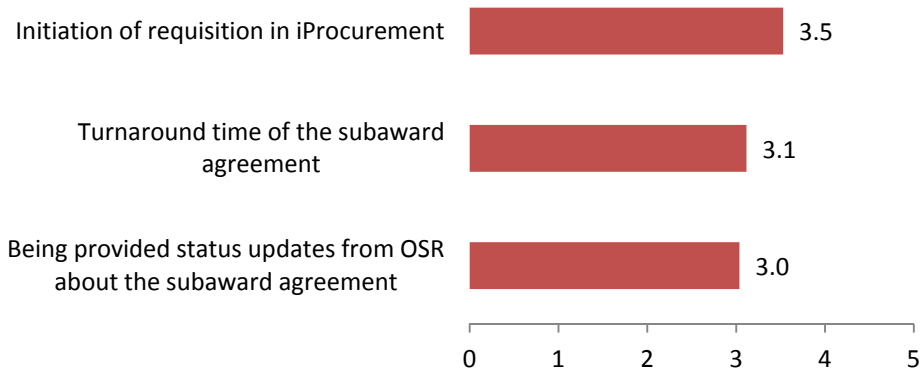
Overall Satisfaction with the OSR Subaward Issuance Process



53% = very satisfied or satisfied

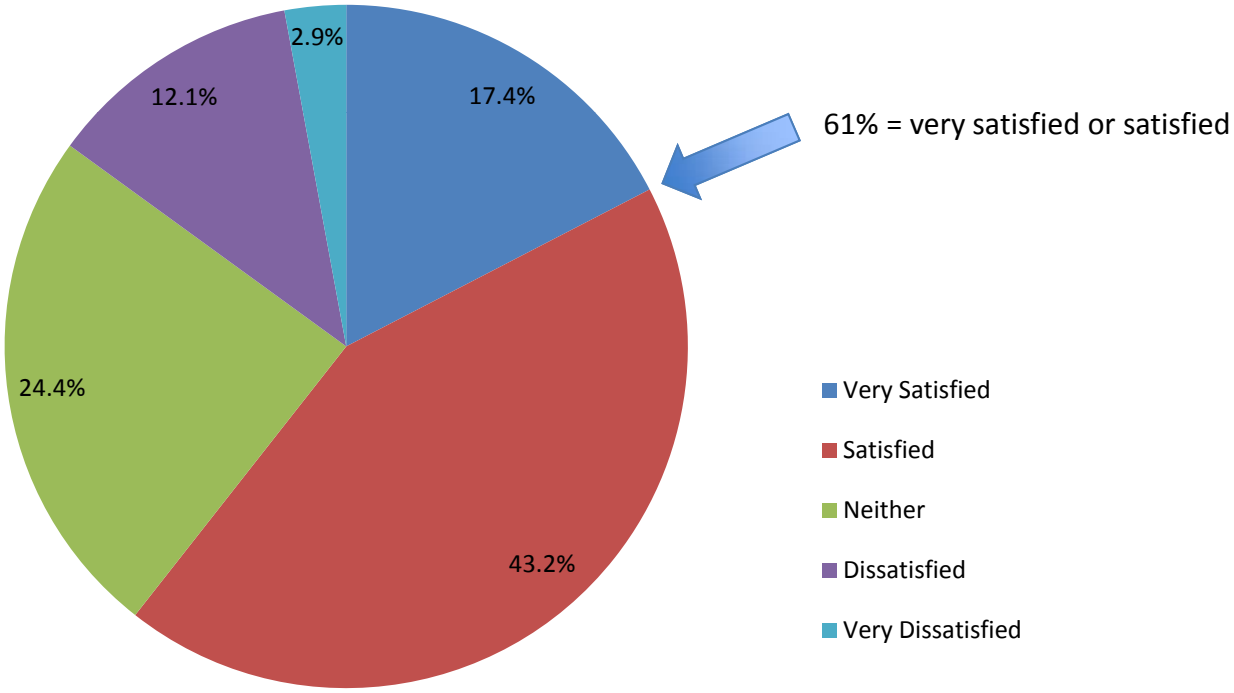
Average Overall Satisfaction

(Scale 1-5, 5=Very Satisfied)



Account Set-up

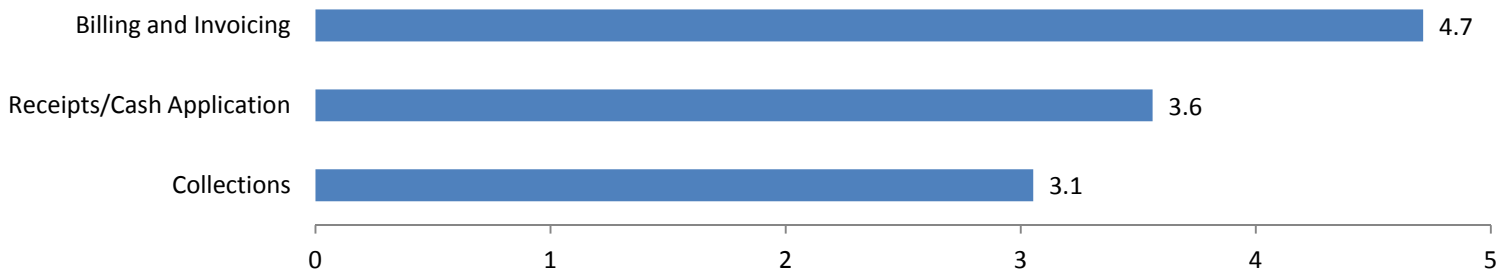
Overall Experience with OSR Account Set-up



Sponsored Research Accounts Receivables

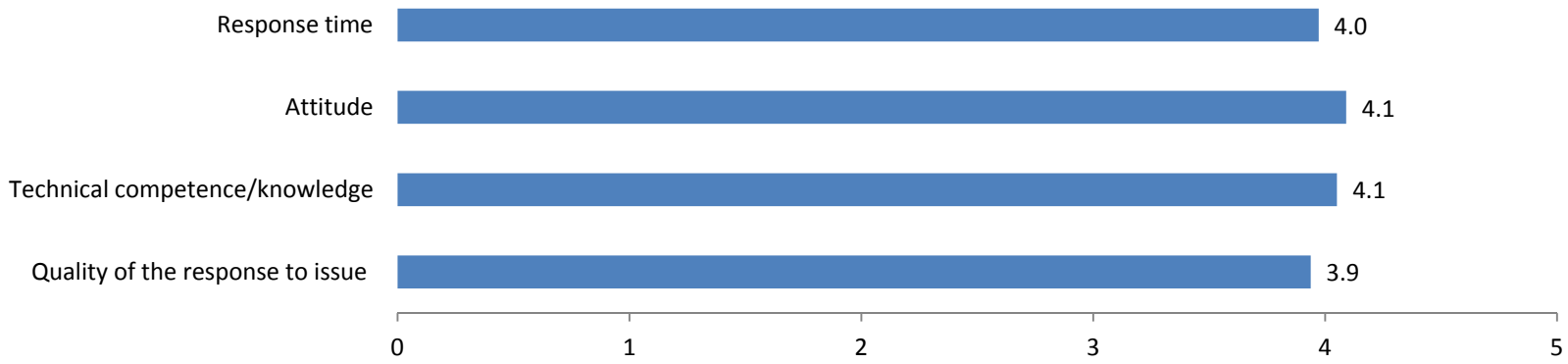
Average Overall Satisfaction

(Scale 1-5, 5=Very Satisfied)



AR Staff Average Overall Satisfaction

(Scale 1-5, 5=Very Satisfied)



Grant Management and Project Spending

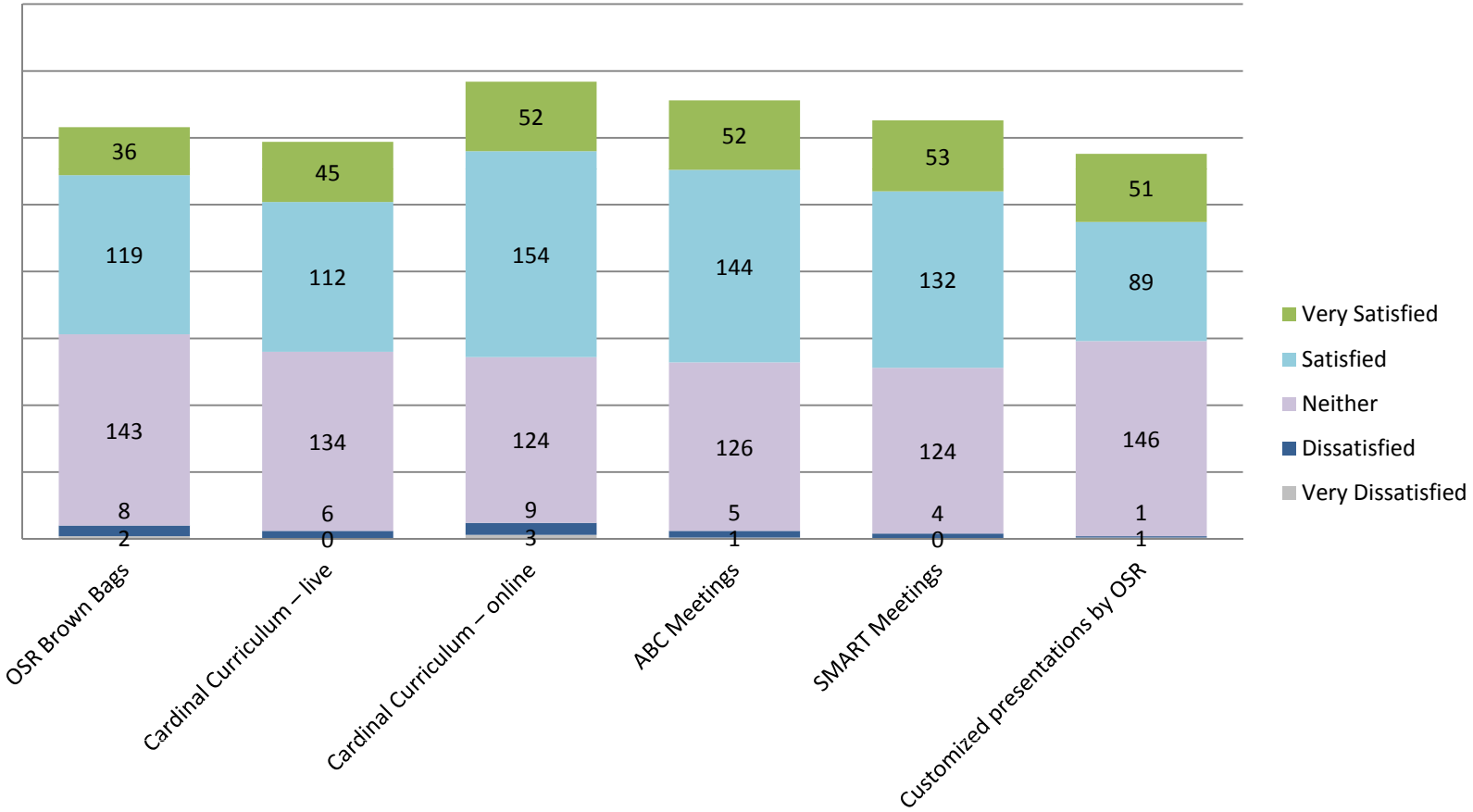
Question: What tool do you find MOST useful for managing grant or project spending? *(respondents could only select one response)*

Choices:	
Commitment Management System (CMS)	37 (5%)
Faculty Financial Inquiry Tool (FFIT)	88 (13%)
Expenditure Statements	146 (21%)
ReportMart3	195 (28%)
Other*	226 (33%)
Total	692 (100%)

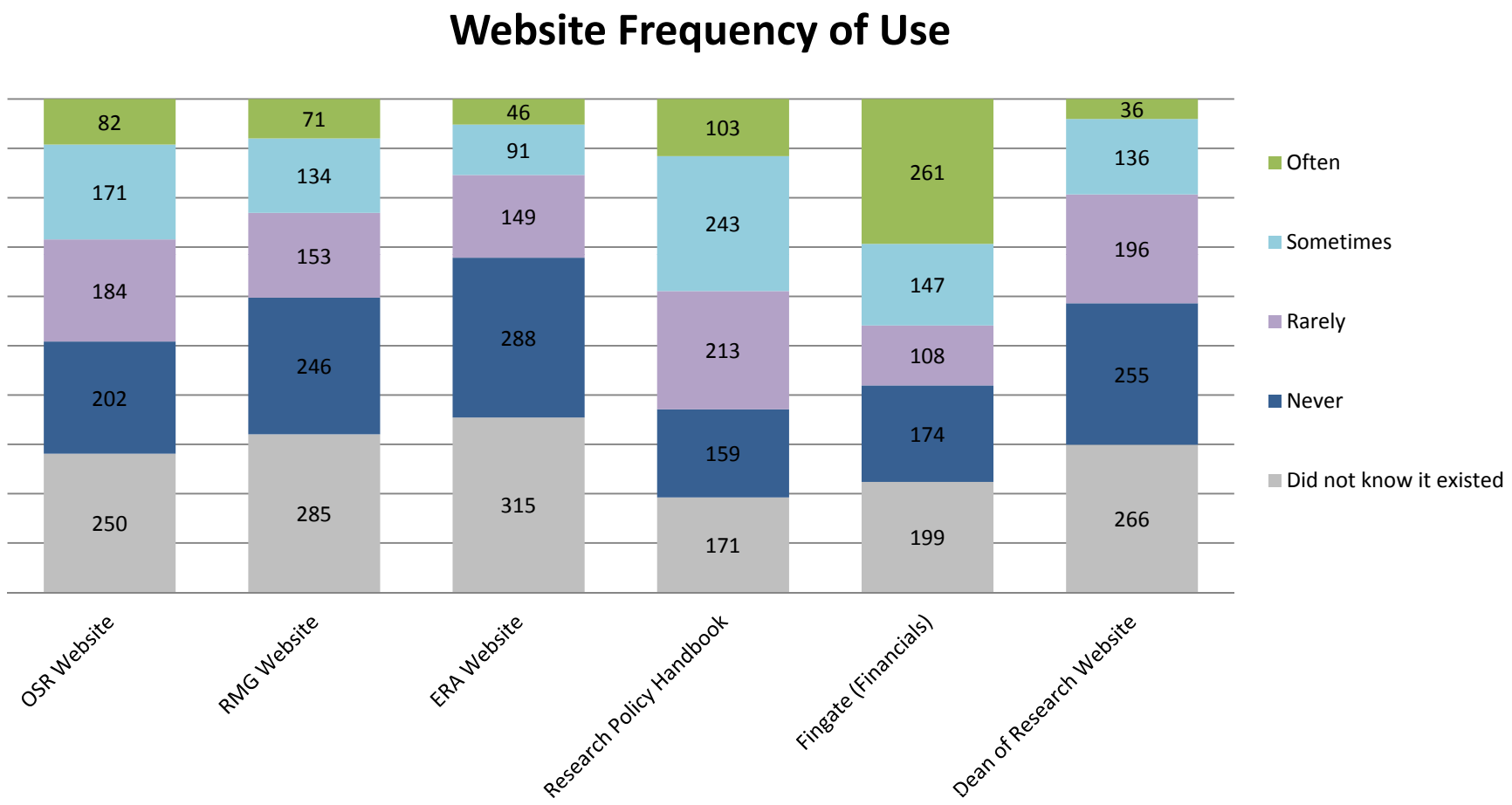
**Did not include "not applicable" as an answer choice so majority of respondents used "other." Some respondents noted that they equally used ReportMart3 and expenditures, and/or their own shadow systems.*

Training Opportunities

Overall Satisfaction for Training Opportunities



Website


Website Frequency of Use
82
171
184
202
250
71
134
153
246
285
46
91
149
288
315
103
243
213
159
171
261
147
108
174
199
36
136
196
255
266
OSR Website
RMG Website
ERA Website
Research Policy Handbook
Fingate (Financials)
Dean of Research Website
Often
Sometimes
Rarely
Never
Did not know it existed

Next Steps

- **Survey Report Distribution**
  - OSR's partner groups* (June 2012)
    - Research Management Group (RMG) at the School of Medicine
    - Engineering Research Administration (ERA) at the School of Engineering
    - Industrial Contracts Office (ICO)
    - Sponsored Research Accounts Receivables

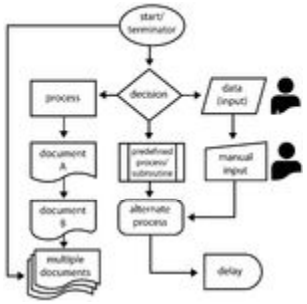
    **Each group will review results and determine its next steps.*

  - OSR's "bosses" (June 2012)
    - Vice Provost and Dean of Research Ann Arvin
    - CFO and VP Business Affairs Randy Livingston

  - The research administration community (August 2012)

What's already in progress and next steps

- Feedback had common themes:
  - OSR outreach with its customers
  - Clarification and transparency of OSR functions
  - SeRA enhancements



SeRA

STANFORD ELECTRONIC RESEARCH ADMINISTRATION

OSR outreach with its customers

Increased the different ways OSR reaches out to its customers and the frequency of the outreach, such as:

- Large group presentations
- Informal, small group discussions
- Written announcements
- Customized presentations on topics at request of customer

OSR Outreach With Its Customers

- Examples:
  - Presented a Cost Sharing training session to ERA in March
  - Presenting a short session on Cost Transfers to ERA in July
  - OSR post-award attends SoM Training Grant Support Group to discuss expenditures and setup for Training Grants
  - OSR post-award team has been invited to School of Education meetings and Quarterly School of Earth Sciences meetings.
  - OSR post-award team is designing a training session for School of Earth Sciences built around Case Studies
  - OSR's on-going presentations about major issues, like PHS FCOI at ABC and SMART meetings, and at small-group meetings (like ERA).
  - OSR Newsletter – launched Spring 2012
  - OSR Brown Bag – on-going
  - Website – BIG changes to come!

Clarification & Transparency of OSR Functions

Current landscape:

- Need to improve customer understanding of the various OSR processes, such as:
  - Why does OSR need 5-days to review a proposal?
  - Why does it take so long to negotiate a contract?
  - Why does account set-up take so long?
  - Why do subawards take so long?
- Need to improve the transparency of OSR processing (i.e., status?)

Goals:

Provide more clarity and help customers understand **what OSR does and why** so customers understand the **value-added** services of OSR

Clarification & Transparency of OSR Functions

Actions

- SeRA
  - Improve screens to be more user-friendly
    - Can see current status but not clear where in the overall process – *to do*
  - Improved guides/tutorials – *to do*
  - Account set-up transparency >> Module 3 – *phased roll-out starting late 2012*
  - Subawards >> Module 4 – *in design phase*
- Adding staff and building system tools (e.g., SeRA) to help OSR facilitate and improve our processes – *already happening and in progress.*
- Continued outreach efforts:
  - OSR Brown Bags – *happening now!*
  - OSR Newsletter – *launched Spring 2012*
- New research administration website – *in the works!*
- Single in-take email address for pre-award – *by Fall 2012.*

SeRA Enhancements

- Enhancement list is long and growing. Examples:
  - Dept Manager & PI Dashboards which will summarize/display SeRA information specific to the needs of these two user groups.
  - Ability for departments to initiate more sub-processes directly through SeRA rather than separate emails or other offline procedures, e.g., Pre-Proposals, Proposal Revisions, etc.
  - Many enhancements to Central Office functionality which will indirectly benefit departments through quicker processing of proposals & awards and more flexibility in handling changes like project personnel.

SeRA Enhancements

- How will we get there?
  - Great effort and time went into the design of SeRA Module 2 so it has the foundation upon which OSR will be able to build many of the features that you, our customers, want.
- When?
  - Priorities of OSR and of the campus are taken into account in deciding what will get done and when.

OSR Brief Customer Survey – anytime!

Included in the signature line of all OSR staff:

As part of OSR's on-going efforts to improve our services, we invite you to complete a short 3-question survey regarding your experience.

https://www.surveymonkey.com/s/OSRbriefsurvey

OSR | Who we are

Contact info, org chart, and staff department assignments always available at:

http://ora.stanford.edu/ora/osr/contact.asp

OSR | Where we are

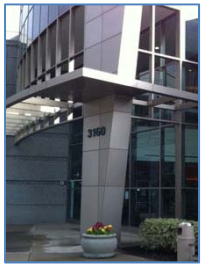
Today…

340 Panama Street, Bambi and Godzilla modulars

Fall 2012…

3160 Porter Drive

- Will maintain on-campus touchdown offices at Main Quad, Building 60 to meet with customers
- OSR Brown Bags and other meetings will continue to take place on-campus



Thank you!

Questions? Feedback?

Katherine Ho

Deputy to the AVP and Executive Director

Office of Sponsored Research

650-725-3304

katherine.ho@stanford.edu