



## Humboldt State University Sponsored Programs Foundation Customer Service Survey

### GENERAL INFORMATION ABOUT THE 2016 SURVEY

Conducted during the month of November 2016 by the HSU Sponsored Programs Foundation, this survey was first approved by the HSU Institutional Review Board (IRB) then subsequently sent to all active Principal Investigators (PI's) and SPF employees as well as made available to the public on the SPF website and HSU Campus Portal.

Faculty, Staff, and Students were invited to participate in a short survey to share their feedback on Sponsored Programs Services. The survey was anonymous and participation was voluntary. The survey questions were originally developed around the “main categories for improvement,” as identified in the 2006 SPF survey conducted by the Office of the President. In November of 2012, and 2014 SPF issued the same customer service/satisfaction survey with the objective to re-issue that survey after two years’ time to gain comparative data as presented below.

### GENERAL INFORMATION ABOUT THE 2016 RESPONDENTS

<u>Position</u>	<u>2012</u>	<u>2014</u>	<u>2016</u>
Faculty	11	22	27
Staff	16	12	15
Student	0	1	0
Declined to answer	3	0	1
<b>Total =</b>	<b>30</b>	<b>35</b>	<b>43</b>

### CHART RESULTS

Results are based on averages of the series of questions under each main category.

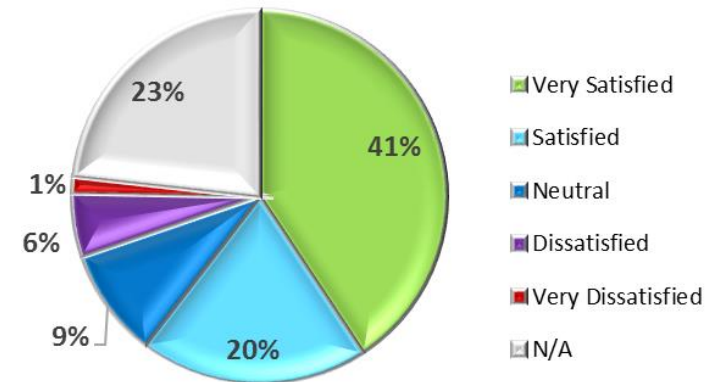
### SUMMARIZED COMMENTS

This survey contained an open-ended request for comments at the end of each service section. Many valuable comments were received, including suggestions for improvements and remarks on what is working well. Below are the summations of those comments submitted as well as abridged results of each categories’ sub-questions:

## 2016 Survey Results

### How satisfied are you with Pre-Award services?

	2012		2014		2016		Inc/Dec in Points
<b>Very Satisfied</b>	18%	} 54%	12%	} 67%	<b>41%</b>	} 70%	29
Satisfied	21%		27%		20%		-7
Neutral	15%		28%		9%		-19
Dissatisfied	4%	} 8%	14%	} 16%	6%	} 7%	-8
Very Dissatisfied	4%		2%		1%		-1
N/A	38%		17%		23%		6



### Pre-Award Services: (18 related comments)

Chart Averages: The majority of respondents were either very satisfied (41%) or neutral (23%) with their overall experience utilizing Pre-Award Services.

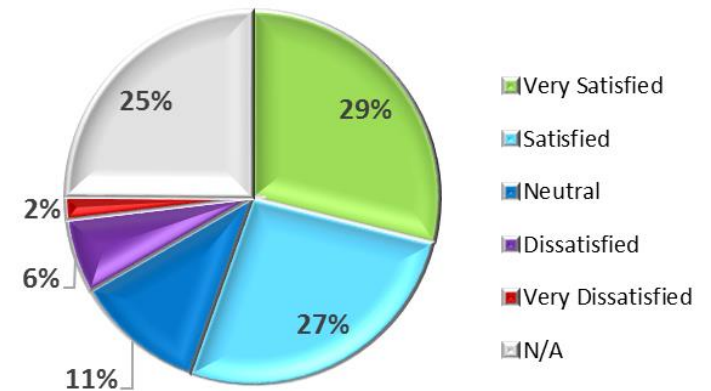
Sub-Questions: Respondents were very satisfied with the availability of staff (60%) and their helpful, courteous attitudes (67%), while others have not accessed all the services provided including editing/critiquing proposals (44%), and assistance with identifying funding opportunities (28%).

Comments: Respondents valued the Pre-Award staff as helpful, responsive, detail oriented and always available to assist. Some expressed frustration with the 'Institutional Routing', and would like to see the process simplified/streamlined.

## 2016 Survey Results

### How satisfied are you with Post-Award (Grant Analyst) services?

	<u>2012</u>		<u>2014</u>		<u>2016</u>		<u>Inc/Dec in Points</u>
<b>Very Satisfied</b>	23%	} 64%	24%	} 74%	<b>29%</b>	} 67%	5
Satisfied	25%		33%		27%		-6
Neutral	16%		17%		11%		-6
Dissatisfied	7%	} 13%	15%	} 17%	6%	} 8%	-9
Very Dissatisfied	6%		2%		2%		0
N/A	23%		9%		25%		16



### Post-Award Services: (10 related comments)

Chart Averages: The majority of respondents were either very satisfied (29%) or very (27%) with their overall experience utilizing Post-Award Services.

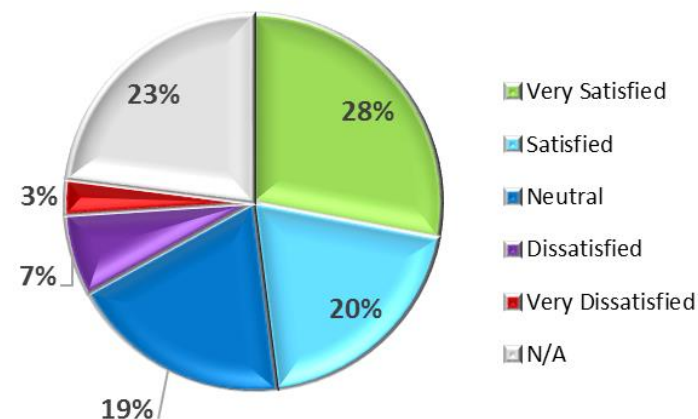
Sub-Questions: The services provided by the Grant Analysts again received high satisfaction ratings in both helpful, courteous attitudes of staff (60%) and availability of staff (47%).

Comments: Respondents commented positively on the assistance Post-Award is able to provide them, saying they always feel well supported. Others felt Post-Award needed additional staffing/support to keep up with the growing workload. There is still a mixed opinion with OBI. Some PI's report having trouble generating their own budgetary status reports and drilling down on details, while others are completely self-sufficient.

## 2016 Survey Results

### How satisfied are you with Management services?

	<u>2012</u>		<u>2014</u>		<u>2016</u>		<u>Inc/Dec in Points</u>	
<b>Very Satisfied</b>	19%	} 64%	15%	} 64%	<b>28%</b>	} 67%	13	} 3
Satisfied	33%		27%		20%		-7	
Neutral	12%		22%		19%		-3	
Dissatisfied	9%	} 13%	19%	} 22%	7%	} 10%	-12	} -12
Very Dissatisfied	4%		3%		3%		0	
N/A	23%		14%		23%		9	



### Management Services: (9 related comments)

Chart Averages: Most respondents were either very satisfied (28%) or satisfied (20%) with their overall experience working with management.

Sub-Questions: Respondents were very satisfied (28%) with Management’s overall accessibility and were very satisfied (30%) on the foundation’s progress towards becoming a self-sustaining research auxiliary. Most notably, there were major positive increases in the communication sub-categories. The majority were very satisfied (33%) with management’s willingness to listen and work towards mutually agreeable solutions question, and satisfied (33%) with the communication of policy/procedure changes. This contrasts to the dissatisfied rating (28%) in 2014.

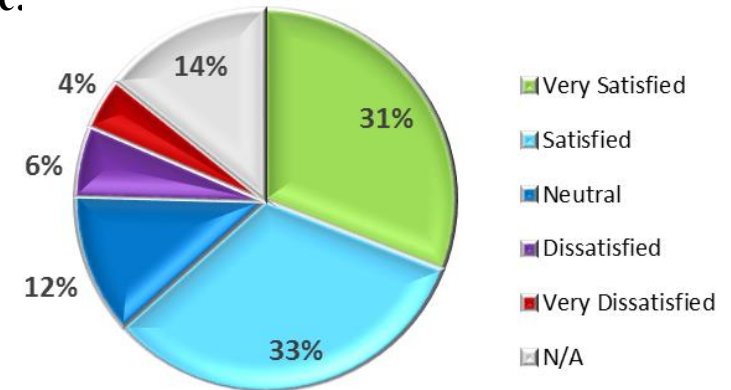
Comments: Respondents wrote of their appreciation for the responsiveness and support of management, noting the major improvement of services over the past decade. Others continued to emphasize the value of communicating policy changes, so department coordinators stay informed of auxiliary changes.

## 2016 Survey Results

### How satisfied are you with other services provided?

E.g. front office staff, HR/Payroll, Accounts Payable, website/forms, etc.

	<u>2012</u>		<u>2014</u>		<u>2016</u>		<u>Inc/Dec in Points</u>
Very Satisfied	26%	} 84%	22%	} 90%	31%	} 76%	9
<b>Satisfied</b>	38%		45%		<b>33%</b>		-12
Neutral	20%		23%		12%		-11
Dissatisfied	5%	} 10%	5%	} 7%	6%	} 10%	1
Very Dissatisfied	5%		2%		4%		2
N/A	6%		3%		14%		11



### Other Services provided: sub-questions related to front office staff, HR/Payroll, Accounts Payable, website/forms, etc... (9 related comments)

Chart Averages: The majority of respondents were satisfied (33%) with their overall experience utilizing these other services provided by the Foundation.

Sub-Questions: The majority were very satisfied (65%) with the helpful, courteous attitude of front office staff and satisfied (42%) with the ease of understanding the payroll processing.

Comments: This section received varying comments on a number of topics. Respondents would like to see more consistent communication provided by SPF and Stateside. At times respondents have received conflicting information about reimbursement processes from SPF and HSU Accounts payable about the same procedures. In particular, travel reimbursements were noted as being onerous, with processes change frequently.

**What aspect (if any) of the Sponsored Programs Foundation is the most improved, compared to two years ago?  
(16 related comments)**

Most comments agreed that the organization is better organized, financially stable, transparent, and very customer service oriented. One respondent commented that all aspects have improved from two years ago. Numerous respondents commented positively that the Pre-Award Staff is great to work with and the support has improved significantly.

**Additional Suggestions for Improvement: (18 related comments)**

Comments were varied but demonstrated a unanimous focus towards customer service, suggesting everything from instituting an electronic system for reimbursements and travel paperwork, to continuing efforts that put people from different areas in touch with each other to foster research collaborations. There was a common theme of ‘automate and simplify’ in regards to current business practices.

Others were frustrated with staffing turnover and the challenges it presents to PI’s when their projects change hands, and continued to voice concerns over the need for more Post-Award support.

One respondent commented that SPF is one of the most efficient, effective, and well-run grants offices they have encountered after working at several research universities, and that their HSU colleagues routinely express high praise for the high quality, professionalism, and excellent interpersonal skills of the SPF staff.