# Research Administration Survey Results

## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demographics of Responses</td>
<td>2</td>
</tr>
<tr>
<td>Type of Employee</td>
<td>2</td>
</tr>
<tr>
<td>Length of Service</td>
<td>2</td>
</tr>
<tr>
<td>College/Division</td>
<td>3</td>
</tr>
<tr>
<td>Which Research Administration services do you interact with?</td>
<td>3</td>
</tr>
<tr>
<td>Pre-Award</td>
<td>4</td>
</tr>
<tr>
<td>Research Accounting Services (formerly Post-Award)</td>
<td>5</td>
</tr>
<tr>
<td>Research Administration Compliance</td>
<td>6</td>
</tr>
<tr>
<td>Research Administration Support</td>
<td>7</td>
</tr>
<tr>
<td>Do you find the roles and responsibilities clear for the following players throughout the Research process?</td>
<td>8</td>
</tr>
<tr>
<td>Is there a liaison in your college/division who assists you with research administration processes?</td>
<td>9</td>
</tr>
<tr>
<td>Do you have someone in your department who assists you with research administration processes?</td>
<td>10</td>
</tr>
<tr>
<td>How often do you interact with your college/division liaison?</td>
<td>10</td>
</tr>
<tr>
<td>How often do you interact with your department liaison?</td>
<td>11</td>
</tr>
<tr>
<td>Office of Research Communications</td>
<td>11</td>
</tr>
<tr>
<td>Please rate your level of satisfaction with the following items related to the Office of Research communications</td>
<td>12</td>
</tr>
<tr>
<td>Do you access the Office of Research website for information and/or procedures?</td>
<td>12</td>
</tr>
<tr>
<td>Please rate your level of satisfaction with the following items related to the Office of Research website</td>
<td>13</td>
</tr>
<tr>
<td>What information and/or procedures do you access on the Office of Research website?</td>
<td>13</td>
</tr>
<tr>
<td>How often do you reference those topics on the website?</td>
<td>14</td>
</tr>
<tr>
<td>Do you think there is any information missing from the Office of Research website?</td>
<td>14</td>
</tr>
<tr>
<td>Have you received the Office of Research newsletter?</td>
<td>15</td>
</tr>
<tr>
<td>Do you access any newsletter articles for further reading?</td>
<td>15</td>
</tr>
<tr>
<td>Do you find the newsletter useful and insightful?</td>
<td>16</td>
</tr>
<tr>
<td>What more/less would you like to see in the newsletter?</td>
<td>16</td>
</tr>
<tr>
<td>Office of Research Customer Service</td>
<td>17</td>
</tr>
<tr>
<td>Please rate your level of satisfaction with the following items related to the Office of Research customer service</td>
<td>17</td>
</tr>
<tr>
<td>What actions can the Office of Research take to improve customer service?</td>
<td>17</td>
</tr>
</tbody>
</table>
Demographics of Responses

Type of Employee

- Faculty: 53%
- Professional Staff: 44%
- Post Doc: 1%
- Student: 2%

Length of Service

- More than 5 years: 58%
- 3-5 years: 17%
- 1-2 years: 17%
- Less than 1 year: 8%
Which Research Administration services do you interact with?

- Pre-Award: 32%
- Compliance: 25%
- Research Accounting Services: 29%
- None of the Above: 14%
Pre-Award

I know who my Pre-Award Administrator is
Research provides adequate training sessions and support for COEUS Lite
My Pre-Award Administrator is knowledgeable and helpful regarding the proposal submission process
My Pre-Award Administrator effectively communicates with me throughout the Pre-Award process

Strongly Agree  Agree  Disagree  Strongly Disagree

The COEUS Lite routing process to obtain required approvals is smooth and efficient
I am satisfied with the length of time it takes to negotiate my award, license, materials transfer agreement (MTA), non-disclosure agreement (NDA), or other non-financial contracts
Research provides appropriate assistance with finding funding opportunities
I am satisfied with the COEUS Lite system

Strongly Agree  Agree  Disagree  Strongly Disagree
What action(s) can Research Administration take to improve Pre-Award services and processes?

Most common responses:

- Improve COEUS (technical features and processes related to COEUS)
- Improve processes
  - Provide better/more timely follow-up/turnaround
  - Streamline processes
  - Be more proactive
  - Increase transparency
- Provide more assistance/support
- Too much turnover with Pre-Award administrations: no knowledge transfer, don’t know who contact is
- Improve communications
- Provide more training opportunities and materials (user guides, FAQs, checklists)
The overall transaction and approval processes are efficient

I am satisfied with the length of time it takes to set up grants/funds

I am satisfied with the length of time it takes to complete financial transactions and approvals

Bills are consistently submitted timely to the sponsoring agency

The process to bill the sponsor is efficient

The process to close an award with the sponsor is clear and easy to follow

The process to close an award with the sponsor is efficient

I am satisfied with the Maximus Effort Reporting System (ERS)

The expenditure/report statements provided by my Post-Award Administrator are accurate and timely

I am satisfied with the Web*Financials tool
What action(s) can Research Administration take to improve Research Accounting Services processes and services?

Most common responses:

- Streamline/improve processes (fund set up, salary redistribution, labor distribution, close-out)
- More timely processing/follow-up
- Implement better accounting system/improve Web*Financials
- Provide more reports that are distributed regularly
- Improve staff knowledge
- Improve communication (frequency, tone)
- Provide more trainings for departments (processes, Web*Finance, flow carts, documentation)
- Standardize roles, processes, and record keeping so grant files are maintained consistently across administrators
What action(s) can Research Administration take to improve Compliance service and processes?

Most common responses:

- Increase efficiency for effort reporting
- Streamline/improve processes
- Maintain database for COI and update once per calendar year rather than with every submission (if changes occur, complete prior to one year)
- More timeline processing
Research Administration Support

Do you find the roles and responsibilities clear for the following players throughout the Research process?

- I clearly understand my responsibilities in the Research process
- I clearly understand my college/division liaison's responsibilities in the Research process
- I clearly understand my PI's responsibilities in the Research process
- I clearly understand my Pre-Award Research contact's responsibilities in the Research process
- I clearly understand my Research Accounting Services contact's responsibilities in the Research process
- I clearly understand my department liaison's responsibilities in the Research process
- I clearly understand my Research compliance contact's responsibilities in the Research process
Is there a liaison in your college/division who assists you with research administration processes?

- Yes: 50%
- No: 16%
- I don't know: 34%

Do you have someone in your department who assists you with research administration processes?

- Yes: 77%
- No: 20%
- I don't know: 3%
How often do you interact with your college/division liaison?

- Daily: 15%
- Never: 11%
- Less than once a month: 27%
- Once a month: 17%
- 2-3 times a month: 13%
- Once a week: 9%
- 2-3 times a week: 8%

How often do you interact with your department liaison?

- Daily: 25%
- Never: 3%
- Less than once a month: 12%
- Once a month: 11%
- 2-3 times a month: 20%
- Once a week: 11%
- 2-3 times a week: 18%
Office of Research Communications

Please rate your level of satisfaction with the following items related to the Office of Research communications.

![Bar chart showing satisfaction levels for various items related to the Office of Research communications.]

Do you access the Office of Research website for information and/or procedures?

![Pie chart showing access to the Office of Research website.]

Yes: 59%
No: 41%
Please rate your level of satisfaction with the following items related to the Office of Research website.

What information and/or procedures do you access on the Office of Research website?
How often do you reference those topics on the website?

Do you think there is any information missing from the Office of Research website?

Most common responses:

- Clear policies and procedures
- Compliance training needs
- Research Accounting activity documentation
- Step-by-step guides: what forms to complete and when
- Improve organization/navigation of website
- Out-of-date information exists on website
Have you received the Office of Research newsletter?

- Yes: 70%
- No: 30%

Do you access any newsletter articles for further reading?

- Yes: 47%
- No: 53%
Do you find the newsletter useful and insightful?

- Yes: 59%
- No: 41%

What more/less would you like to see in the newsletter?

Most common responses:
- Highlight more changes in research guidelines/policies and business processes
- More advertisements for new funding opportunities
- Newsletter is OK as is
- There are too many newsletters: use a more targeted approach
Office of Research Customer Service

Please rate your level of satisfaction with the following items related to the Office of Research customer service.

What actions can the Office of Research take to improve customer service?

Most common responses:

- Be more responsive/timely
- Have more consistency in knowledge/responses from staff
- Collaborate more with faculty, PIs, and department administrators
- Improve communications: be clearer, more effective, more professional
- Less turnover in research administrators
- Communicate clearly who the Office of Research is, what they are, what they can do and cannot do to assist clients
- Establish face-to-face meetings with liaisons
- Improve processes
- Increase accountability and reliability