Assessment Cycle Academic Year 2016 – 2017

Office of Sponsored Programs (OSP)

Division or Department: TIED

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Northwestern Mission. Northwestern State University is a responsive, Student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

Office of Sponsored Programs Mission. The mission of Northwestern State University's Office of Sponsored Programs (OSP) is to nurture and grow the sponsored-programs enterprise at NSU in accordance with the University's overall mission. OSP offers faculty assistance in: (a) identifying funding opportunities; (b) developing grant applications for submission to external funding agencies; and (c) implementing funded projects. OSP will work with faculty to encourage the inclusion of undergraduate and graduate students in their sponsored projects and activities.

Methodology: The assessment process includes:

(1) Data from assessment tools (both direct – indirect, quantitative and qualitative) are collected and returned to the director and stored by the director in secure digital format;

(2) The director and support staff will analyze the data to determine whether the applicable outcomes are met;

(3) Results from the assessment will be discussed with the appropriate staff and reported to Vice President of Technology, Innovation, and Economic Development;

(4) Individual meetings will be held with staff as required to address found concerns;

(5) The director, in consultation with the staff and senior leadership, will determine proposed changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes in response to assessment findings.

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Service Outcomes:

SO 1. OSP will work with faculty and administration to increase number of proposals submitted to external agencies.

Measure 1.1.

OSP will provide administrative support to faculty/staff in an effort to increase number of proposals submitted for external funding each year. Support from OSP will come in various formats as described and measured in additional SOs of this Assessment Plan with the intention of increasing the number of proposals submitted to external agencies for FY 2016/17 (July1, 2016 – June 30, 2017).
* Criteria for Success: Direct Measure-Target goal of 48 proposals will be submitted for FY 2016/17 and FY 2017/18 goal of 10% increase will be determined at fiscal year-end building on FY 2016/17 results.

Finding: Target met. As of June 1, 2017, 52 proposals have been submitted for external funding exceeding our target goal of 48, which was a 10% increase over FY 2015/16.

Analysis: Through OSP's administrative support, the number of external proposals submitted for funding has continued to show an increase. This finding demonstrates the rise in submissions as the target goal was exceeded by reaching an actual 20% overall increase.

Action - Decision or Recommendation: Efforts to continue a 10% increase for FY 2017/18 will continue as this goal was attainable for 2016/17. The target goal for FY 2017/18 will be 57 proposals as of data available June 1, 2017. Without additional staff or resources it is imprudent to increase this goal at this time.

Measure 1.2.

OSP will accommodate faculty requests for assistance with the use of funding search databases (grants.gov, GRC database, program websites, etc.) to increase number of proposals submitted. Through this support, faculty and staff will have questions answered that aid in proposal submission as providing assistance with searches will help ensure available proposal submission opportunities are found.
* Criteria for Success: Direct Measure- Accommodate 100% of faculty requests for assistance as monitored via office calendar and/or email.

Finding: Target met. For the FY 2016-17, the goal of accommodating 100% of faculty requests for assistance to promote an increase in the number of proposals submitted was obtained.

Analysis: While 100% of faculty requests were accommodated and the number of proposals increased, an undetermined percentage of these requests were not monitored by some direct measure for FY 2016-17. However, face-to-face-meetings,

scheduled phone conferences and emails will be trackable in Microsoft Office for FY 2017-18.

Action - Decision or Recommendation: Efforts to accommodate and monitor 100% of faculty requests for assistance will continue for FY 2017-18. OSP has elected to use color-coded features of the Microsoft calendar to track this process.

SO 2. *OSP will work with faculty, staff, and administration to increase external dollars received from submitted proposals.*

Measure 2.1.

OSP will provide administrative support to faculty/staff in an effort to increase external dollars received each year. Support will come in various formats as described and measured in additional SOs of this Assessment Plan with the intention of increasing the number of external dollars received from external agencies for FY 2016/17 (July1, 2016 – June 30, 2017)
* Criteria for Success: Direct Measure-Target goal of $4.8 million received for FY 2016/17 and FY 2017/18 goal for 15% increase will be determined at fiscal year-end building on FY 2016/17 results.

Finding: Target met. As of June 1, 2017, $4.9 million has been funded exceeding our target goal of $4.8 million which was a 17% increase over FY 2015-16.

Analysis: As a result of OSP's administrative support to faculty/staff, there was a steady increase in the external dollars received. This finding demonstrates that the target goal has already been exceeded by 2% as of June 1.

Action - Decision or Recommendation: Efforts to continue a 15% increase for FY 2017/18 will continue as this goal was attainable for 2016/17. Based on data available as of June 1, 2017, the 2017-18 goal will be $5.6 million in external dollars received.

Measure 2.2.

OSP will promote timely internal submissions by enforcing internal deadlines to allow for sufficient review and feedback from administration, thus enhancing the quality of proposal submissions. Having adequate time to review and revise submissions allows for higher quality proposals, and enforcing internal deadlines will ensure sufficient time for review is possible.
* Criteria for Success: Direct Measure- When applicable, enforce 100% of internal deadlines managed by office calendar and deadline reminders, thus providing sufficient review and feedback time for quality assurance of proposals.

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Finding: Target not met. Although internal deadlines were not tracked, all submissions that were presented to the Office of Sponsored Programs were forwarded to external agencies by applicable due date. No measure was in place to document the percentage of proposal submissions that met internal deadlines for FY 2016-17.

Analysis: As we continue efforts to enforce the importance of internal submission deadlines, a solid baseline for measuring these efforts will be in effect for FY 2017-18. Although an online non-binding Notice of Intent Form is available on OSP's website, this medium has not previously been required; therefore, is not always submitted by the grant writer.

Action - Decision or Recommendation: Efforts to enhance proposal quality by enforcing 100% of internal deadlines will continue for 2017-18 with the initiation of a trackable means of recording this data. These dates will be added as an additional column in the existing Access database and will provide a measure of tracking proposals that are submitted to OSP meeting the internal deadline requirements.

 SO 3*. OSP will promote collaboration and disseminate opportunities among departments for institutional-wide projects and proposals.*

Measure 3.1.

OSP will monitor attendance and participation in focus groups supporting collaboration as opportunities arise. Ensuring these opportunities are provided will allow for organized means to collaborate across academic and service units where appropriate.
* Criteria for Success: Direct Measure- Minimum of 2 opportunities for collaboration among departments annually.

Finding: Target met. Although no baseline was available for tracking this initiative for FY 2015-16, OSP has offered three opportunities for collaborative efforts among departments thus exceeding the target goal of 2 opportunities annually for FY 2016-17.

Analysis: Based on FY 2016-17 data, OSP participated in activities to support collaborative opportunities among departments and administration.   Face-to-face-meetings, scheduled phone conferences and emails will be trackable in Microsoft Office for FY 2017-18.

Action - Decision or Recommendation: OSP will continue to provide opportunities supporting collaborative initiatives across academic and service units promoting institutional-wide projects and proposals for FY 2017-18. The goal of providing a minimum of 2 opportunities for collaboration among departments will be revisited when additional personnel and resources become available.

Measure 3.2.

OSP will administer satisfaction survey instruments for positive and negative feedback after each collaboration meeting rating each aspect of the session to ensure satisfaction with collaboration efforts. (examples: length of presentation, presenter evaluation, relevance and quality of information) Satisfaction with collaboration opportunities is essential to ensure faculty/staff continue to find value in and attend collaboration events. * Criteria for Success: Attitudinal Measure- Achieve 100% positive feedback from faculty/staff participants on satisfaction survey to ensure participants are satisfied with provided opportunities to collaborate. Participant Satisfaction Survey, Appendix A

Finding: Target not met. For the FY 2016-17, the use of satisfaction surveys to receive positive and negative feedback to ensure satisfaction with collaborative efforts has not been put into practice.

Analysis: The use of feedback from satisfaction surveys for the upcoming 2017-18 year will provide OSP with guidance in continuing effective endeavors and building upon components that may need enhancing to meet the needs of faculty/staff. A baseline to establish the effectiveness of collaborative endeavors is needed.

Action - Decision or Recommendation: A goal to begin administering satisfaction survey instruments after each session of collaboration efforts is set for the FY 2017-18. It is also the goal of OSP to achieve 100% positive feedback from participants and to use their comments/suggestions to promote effective and efficient collaborative efforts for the upcoming year.

SO 4. OSP will provide and participate in opportunities for quality professional development for faculty/staff.

Measure 4.1.

OPS will provide a minimum of 6 professional development opportunities for faculty/staff in FY 2016/17, thus providing a means for professional growth for faculty/staff. *Criteria for Success: Direct Measure- Offer a total of 6 documented professional development events for faculty/staff in FY 2016-17.

Finding: Target met. As of June 1, 2017, 9 documented professional development events were offered to faculty and staff thus exceeding our target goal of 6 events.

Analysis: As professional development is essential for growth, establishing this baseline will be a solid measure for increases in the upcoming years. Since the target was obtained and exceeded, the practicality and feasibility of the goal to provide 6 professional development opportunities is proven.

Action - Decision or Recommendation: With a baseline of professional development established for FY 2016-17, a goal to offer 6 professional development sessions in FY 2017-18 has been established and shown to be reasonable.

Measure 4.2.

OSP will administer satisfaction survey instruments for positive and negative feedback after each professional development session, rating each aspect of the session to ensure satisfaction with the provided professional development. Satisfaction with professional development offerings is essential to ensure faculty/staff continue to find value in and attend professional development offerings.
* Criteria for Success: Attitudinal Measure- Achieve 100% positive feedback from faculty/staff participants on satisfaction survey to ensure participants are satisfied with provided professional development offered in FY 2016-17. Participant Satisfaction Survey, Appendix A

Finding: Target not met. For the FY 2016-17, the use of satisfaction surveys to receive positive and negative feedback to rate satisfaction after each professional development session has not been put into practice.

Analysis: The use of satisfaction surveys for the upcoming 2017-18 year will provide OSP with an opportunity to continue effective efforts and build upon areas that may require additional initiatives for meeting the needs of faculty/staff. A baseline to establish the effectiveness of professional development offerings is needed to achieve this goal.

Action - Decision or Recommendation: A goal to begin administering satisfaction survey instruments after each professional development session is set for the FY 2017-18. It is also the goal of OSP to achieve 100% positive feedback from participants and to use their comments/suggestions to achieve that goal for the upcoming year.

Measure 4.3.

OSP staff will participate in a minimum of 6 professional development sessions in FY 2016-17, thus providing a means for professional growth for OSP staff.
*Criteria for Success: Direct Measure- 100% of OSP staff will participate in 6 professional development sessions themselves in order to continually advance professional knowledgebase.

Finding: Target met. As of June 1, 2017, OSP staff participated in 8 professional development sessions during FY 2016-17 and surpassed the established target goal of 6.

Analysis: As professional development is essential for success in an ever-changing environment, OSP staff must remain active in such activities. The establishment of this baseline will be a solid measure for increases in the upcoming years. Since the target

was obtained and exceeded, the practicality and feasibility of the OPS personnel to participate in 6 professional development sessions annually is proven.

Action - Decision or Recommendation: With a baseline of professional development established for FY 2016-17, the goal to participate in a minimum of 6 professional development opportunities for faculty/staff in FY 2017-18 has been set.

Summary of key findings and/or decisions:

Through the 2016-17 assessment, the Office of Sponsored Programs has discovered unit strengths as well as areas for improvement. Actionable items have been developed based on those findings.

- The goal to increase the number of external proposal submitted by 10% was exceeded, thus establishing a new goal of 57 proposals submitted during FY 2017-18.
- While the goal to accommodate 100% of faculty assistance requests was met in FY 2016-17, a new tracking system was developed to more pointedly track requests for assistance.
- The goal to increase external dollars received over FY 2015-16 was exceeded, and thus established a goal to increase external dollars received by 15% in FY 2017-18, equating to a hopeful $5.6 million in external dollars received.
- 100% of internal deadlines were met, and because this measure was met and supports other outcomes, a strategic means to track and monitor internal deadlines was established.
- The goal to offer 2 collaboration opportunities annually was exceeded in FY 2016-17, and target goal of 2 opportunities annually will remain for FY 2017-18. Additionally, the quality of these offerings will begin to be measured in FY 2017-18 through the use of a participant survey with the goal of 100% satisfaction.
- The goal to offer 6 professional development opportunities annually was exceeded in FY 2016-17, and target goal of 6 opportunities annually will remain for FY 2017-18. Additionally, the quality of these offerings will begin to be measured in FY 2017-18 through the use of a participant survey with the goal of 100% satisfaction.
- The goal for OSP personnel to participate in 6 professional development opportunities annually was exceeded in FY 2016-17, and target goal of 6 opportunities annually will remain for FY 2017-18.

Appendix A

Office of Sponsored Programs
Satisfaction Survey

Name of Workshop/Purpose of Meeting Attended: _____

Date of Workshop/Meeting Attended: _____

1. Please tell us how much you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
The registration/scheduling of meeting process was easy and handled efficiently.					
The workshop facilities were comfortable and appropriate. (If applicable)					
The workshop/meeting materials provided were appropriate and helpful.					
The instructor/staff was knowledgeable in the subject area.					

2. The number of participants was: Too Few   Just the Right Number   Too Much   Undecided

3. The length of the workshop session/meeting was: Too Short   Just Right   Too Long   Undecided

4. Please tell us about the quality:

	Poor	Unsatisfactory	Satisfactory	Excellent
How would you rate the presentation skills of the instructor/staff?				
How would you rate the quality of the information presented/discussed?				

5. How satisfied were you with how your questions were answered?

    Very Dissatisfied   Dissatisfied   Satisfied   Very Satisfied

6. How much was your skills/knowledge increased as a result of participating in this workshop/meeting?

Decreased A Lot   Decreased A Little   Neither Decreased/Increased   Increased A Little   Increased a Lot

7. Overall, how would you rate the quality of this workshop/meeting?

    Poor   Unsatisfactory   Satisfactory   Excellent

8. Would you consider attending another workshop/meeting hosted by the Office of Sponsored Programs?

    Yes   No

Appendix A

Office of Sponsored Programs
Satisfaction Survey

9. What do you like most about the workshop/meeting?

10. What did you like least about the workshop/meeting?

11. What, if any, improvements would you suggest?

12. What workshops/meeting topics would you like to see offered in the future?