

Assessment Cycle 2019-2020

Office of Sponsored Programs (OSP)

Division or Department: TIED

Prepared by: Carla Howell and Suzette Hadden

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Approved by: Dr. Darlene Williams

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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 (direct & indirect and quantitative & 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 the Vice President of Technology, Innovation, and Economic Development.
- (4) Individual meetings will be held with staff as required to address identified 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.

Assessment Cycle 2019-2020

Service Outcomes

SO 1. OSP ensures a collaborative partnership with faculty and administration to increase the number of proposals submitted to external agencies. OSP will accommodate 100% of faculty requests for assistance with the use of funding search databases (grants.gov, GRC database, program websites, etc.) to increase the number of proposals submitted. Monitored via Office calendar and/or email.

Measure 1.1. OSP complies with the university growth expectations of 10% increase in proposal submission to external agencies, determined at fiscal year-end.

Finding: Target was Met.

	Target	Actual
Submitted Proposals		
2019-2020	50	55
2020-2021	55	

Analysis: In 2018-2019, the target was not met. Based on data analysis 2018-2019 results, OSP had to step back and conduct a self-reflection on how we were marketing our services to the faculty. The department reflection spurred a change in procedures on how we informed faculty and staff of grant opportunities. Regular email announcements of available funding opportunities, market campus services available to assist faculty with proposal submissions, and scheduled meetings with individual departments to provide guidance on how to use online resource tools were a major focus of this realignment. In accordance with the plan of action from 2018-2019, in 2019-2020 OSP added a funding opportunity list to the existing monthly university newsletter. This list provided faculty with the various agencies that have grants offered and thus enhance the currently shared information of funded awards and recently submitted proposals. Funding opportunities fluctuate and are distributed according to availability. OSP found it most effective to identify and forward funding prospects to applicable departments versus distributing a generalized list. As a result, in 2019-2020 the number of proposal submissions as of June 2020 are up and the target is met. In 2020-2021 the target will be 55.

Decision, action, or recommendation: Based on the analysis of the 2019-2020 results, OSP will continue in 2020-2021 to review best practices to comply with university growth expectations of 10% increase in proposal submissions to external agencies.

Assessment Cycle 2019-2020

SO 2. OSP ensures an increase in external dollars received from submitted proposals by faculty, staff, and administration.

Measure 2.1. OSP complies with a target goal of 15% increase of external dollars received at fiscal year-end.

Finding: Target was Met.

Grant Submission	Target	Received
2019-2020	\$5.6 m	\$5.6 m
2020-2021	\$6.4m	

Analysis: In 2018-2019, the target was not met. Based on the analysis of the 2018-2019 results, the change in procedures on how we informed faculty and staff of grant opportunities did not increase the amount of external dollars. In accordance with the plan of action from 2018-2019, OSP researched grant opportunities to place on the list of funding provided to faculty and staff as acknowledgements are received from listservs, Grants Resource Center, Foundation Directory Online and individual funding agencies for 2019-2020. We continued with regular email announcements, market services and met with individual departments. As a result, in 2019-2020 the target is met. In 2020-2021 the target will be undetermined will be unavailable until fiscal year end.

Decision, action or recommendation: Based on the analysis of the 2019-2020 results, in 2020-2021, OSP will solicit funding opportunities by offering more training in the use of OSP resources to search for funding opportunities to faculty and administration and extend OSP support in order to reach the goal of 15% increase of external dollars received at the fiscal year-end. OSP will additionally strive to have more information distributed to faculty and staff on a regular basis through Messenger announcements and targeted efforts for applicable departments.

Measure 2.2. OSP enforces a 100% internal deadline date requirement, managed by Office calendar and deadline reminders, thus providing timely review and feedback for quality assurance of proposals with 8 support meetings each fiscal year.

Finding: Target was met.

Proposal Meetings	2018 /19	2019 /20
1 st Quarter	4	5
2 nd Quarter	3	4

Assessment Cycle 2019-2020

3rd Quarter	3	2
4th Quarter	3	1

Analysis: In 2018-2019, the target was met. Based on the analysis of 2018-2019 results, all funding proposals were submitted by the deadline dates. In accordance with the plan of action from 2018-2019, in 2019-2020, OSP will continue along this path as the target continues to be met while utilizing current resources and approaches. As a result, in 2020-2021 the target will remain as 8 support meetings each fiscal year as we face the uncertainty and direction of the university during the Covid-19 pandemic.

Decision, action or recommendation: Based on the analysis of the 2019-2020 results, in 2020-2021, OSP will adapt to our changing environment and utilize all available resources to ensure 100% deadline date in order to provide timely review and feedback for quality proposals within 8 support meetings during the fiscal year.

SO 3. OSP promotes collaboration and disseminates opportunities among departments for institutional-wide projects and proposals.

Measure 3.1. OSP will monitor attendance and participation of collaborative focus groups supporting institutional-wide projects and/or proposals for a minimum of 2 opportunities annually.

Finding: Target was met.

Collaboration Sessions	2018/19	2019/20
1st Quarter	0	2
2nd Quarter	2	0
3rd Quarter	1	0
4th Quarter	0	2

Analysis: In 2018-2019, the target was met. Based on the analysis of the 2018-2019 results, OSP has been able to meet the target goal of 2 opportunities annually. In accordance with the plan of action from 2018-2019, in 2019-2020, OSP was given a recommendation to increase their collaborative focus groups to 3 opportunities. Collaborations are encouraged as funding opportunities arise and is dependent upon the requirements of the funding agencies. For example, some funding agencies only allow one proposal per institution. As a result, 2019-2020 target was met and in 2020-2021 the target will be set for an increase to a minimum of 3 collaborative opportunities annually.

Decision, action, recommendation. Based on the analysis of the 2019-2020 results, in 2020-2021, OSP will seek funding opportunities through research-based resources such as private, state and federal agencies to encourage participation of collaborative focus groups supporting institutional-wide projects and/or proposals with a minimum of 3 opportunities annually.

Measure 3.2. OSP will achieve 100% positive feedback on a Performance Survey

Assessment Cycle 2019-2020

submitted to faculty/staff participants to ensure participants are satisfied with opportunities provided. Survey is administered at end of Fall and Spring semesters. Appendix A

Finding: Target was NOT Met.

	2019-2020 FY	Poor	Unsatisfactory	Satisfactory	Excellent
Quality of Information	16	6.25% 1	0%	68.75% 11	25% 4
Overall Quality of Presentation	15	0%	6.67% 1	60.00% 9	33% 5

Analysis: In 2018-2019, the target was Not Met. Based on the analysis of the 2018-2019 results, OSP received 13 responses to their Performance survey. OSP did identify unmet needs and utilized follow up questions to accommodate those needs in order to improve faculty/staff participation satisfaction. In accordance with the plan of action from 2018-2019, in 2019-2020, OSP did increase the number of participant survey responses to 16, focus more on faculty with little grant writing experience, provide more targeted guidance on finding small grants, and some logistics improvements in the delivery location. Due to the lack of participation on multiple Performance Surveys submitted, OSP realigned its focus to accommodate specific outreach measures. An additional survey was sent out to gather information to analyze OSP Presentations at Fall 2019 Departmental Meetings. The two surveys used last year, Performance and Satisfaction were combined into one, Performance Satisfaction Survey, See Appendix A. This combined components from the two separate surveys into one in hopes that more would respond to this one collection tool. Only 16 of the 100 distributed surveys were returned. As a result of these efforts, the 2019-2020 target was not met. In 2020-2021 the target remains 100% positive feedback focusing specifically on the response rate of our survey.

Decision, action, recommendation. Based on the analysis of the 2019-2020 results, in 2020-2021, OSP is searching for other options to achieve 100% positive feedback on our workshop survey. At this time, our goal will be to obtain at least a 30% response rate with 80% of these participants at 100% satisfaction.

SO 4. OSP will ensure opportunities for quality professional development for faculty and staff.

Measure 4.1. OSP will comply with a minimum of 6 professional development opportunities for faculty annually. Appendix B

Assessment Cycle 2019-2020

Finding: Target is NOT Met.

Professional Development	Workshop	
	2018 /19	2019 /20
1 st Quarter	4	6
2 nd Quarter	2	0
3 rd Quarter	3	0
4 th Quarter	3	0

Analysis: In 2018-2019 the target was met. Based on the analysis of 2018-2019 results, the department found they were able to double the number of professional development opportunities offered to the faculty/staff. In accordance with the plan of action from 2018-2019, in 2019-2020, OSP was recommended to increase the number of professional development opportunities to the faculty/staff to 8 opportunities. As a result, 2019-2020 target is not met. The potential to meet the recommended 8 is noted since OSP have not completed their fiscal year end. In 2020-2021 the target will be met.

Decision, action or recommendation: Based on the analysis of 2019-2020 results, in 2020-2021, OSP will be receptive to needs of faculty and staff and to provide updates on professional development opportunities in order to comply with a minimum of 8 professional development opportunities annually for faculty. OSP does take into consideration requests from faculty and staff on which professional development initiatives would be most beneficial. Professional development is offered as external opportunities arise.

Measure 4.2. OSP will achieve a 100% positive feedback from each professional development session OSP conducts. Participants are provided a Satisfaction Survey following each PD session. Appendix A & B

Finding: Target was not met.

	2017-18 FY	2018-19 FY	2019-20 FY
Quality of OSP	76.6%	100%	*survey not submitted
Response Time to Questions	90.2% Just Right	93%	
Satisfied Responses	94.75% Just Right	92%	
Increased Skills/Knowledge	84.95% Little/Lot	81%	
Quality of Information	N/A	100%	
Overall Quality	93%	100%	

Analysis: In 2018-2019 the target was met. Based on analysis of 2018-2019 results from the Performance Survey and results garnered from the Satisfaction survey, OSP

Assessment Cycle 2019-2020

achieved the 100% satisfaction/excellent score. In accordance with the plan of action from 2018-2019, in 2019-2020, OSP combined the two separate surveys into one combined survey. The combination of the information provided more comprehensive insight into what the faculty/staff needed so they could submit more grants thus guiding OSP on additions or changes that were needed to increase submissions. Findings indicated that faculty are interested in a wider range of funding opportunities besides the ones targeted in Fall departmental meetings. Due to allotted time restrictions of these meetings, OSP staff informed participants of our services and strongly urged them to take advantage of face-to-face visits to the office, potential WebEx meetings and referenced online resources. OSP encouraged all faculty to register on Grants.gov to create a profile and receive individualized funding opportunity updates. Despite all efforts, in 2019-2020 the target was not met. In 2020-2021, the target will meet 100% positive feedback from professional development sessions.

Decision, action, or recommendation: Based on the analysis of the 2019-2020 results, in 2020-2021, OSP has combined this survey into the one survey used this year. This Measure is merged with SO 3 Measure 3.2

Measure 4.3. OSP staff participates in a minimum of 6 professional development sessions to advance their professional knowledgebase.

Finding: Target was Met.

	Staff Attended PD	
	2018/19	2019/20
1 st Quarter	6	5
2 nd Quarter	2	2
3 rd Quarter	5	4
4 th Quarter	1	2

Analysis: In 2018-2019 the target was met. Based on the analysis of 2018-2019 results, OSP was able to attend 14 professional development (PD) events, thus exceeding their target of 6 PD sessions. In accordance with the plan of action from 2018-2019, in 2019-2020, OSP wanted more PD on small grant opportunities and support with grant writing skills for new faculty with a minimum of 6 PD events. OSP was able to identify and disseminate funding opportunities from several small grant awarding agencies such as the National Endowment for the Arts Challenge America grant as well as private agencies such as the Natchitoches Regional Medical Center Foundation and International Paper. As a result, in 2019-2020 the target was met. In 2020-2021, OSP will pursue a minimum of 6 professional development sessions focusing specifically on

Decision, action, recommendation. Based on the analysis of the 2019-2020 results, in 2020-2021, OSP will continue to seek opportunities to develop their knowledge base on funding opportunities in order to participate in a minimum of 6 professional development sessions to advance their professional knowledgebase.

Assessment Cycle 2019-2020

Comprehensive summary of key evidence of improvements based on analysis of results.

Increase in Grant Proposals

- Added funding opportunity list to existing monthly university newsletter
- Identify and forward funding prospects to applicable departments versus generalized list

Increase external dollars

- Research grant opportunities and place on list to staff
- Researched listservs, Grants Resource Enter, Foundation Directory Online, and individual funding agencies
- Continued with regular email announcements, market services and met with individual departments
- Meeting internal deadline date with Office calendar and deadline reminders

Promotes Collaboration and Disseminate Opportunities

- Increased to 3 opportunities for collaboration
- Combined two surveys into to one to increase numbers of responses
- Focus on small grants, those with little grant writing experience, and logistics improvements in delivery location
- Polled at Departmental Meetings

Quality Professional Development

- OSP works on a fiscal year and not the academic calendar year, currently 6 of the 8 professional development has been provided
- Informed participants of services and strongly urged them to take advantage of face-to-face visits with OSP
- Offered WebEx meetings
- Reference online Resources
- Encouraged staff to register on Grants.gov and create profile
- Attended Small Group Professional Development for OSP Staff
- Disseminated more small grant opportunities that garnered funding

Plan of action moving forward

Increase in Grant Proposals

- Review Best Practices to continue with 10% increase in proposal submissions

Increase external dollars

- Offer more training in the use of OSP resources
- Distribute information through Messenger announcements
- Target efforts to applicable departments
- Continue using Office calendar to notify deadline dates

Promotes Collaboration and Disseminate Opportunities

- Use private, state, and federal agencies to encourage participation of collaborative

Assessment Cycle 2019-2020

focus groups with a minimum of 3 opportunities annually

- Searching of options to increase survey responses.
- Adjusted survey response expectation to 30% response rate with 80% at 100% satisfaction

Quality Professional Development

- Increase pd offerings to 8
- Provide pd based on staff requests
- Provide pd as external opportunities arise
- Measure 4.2 will merge with SO3 Measure 3.2
- Continue to work within budget for 6 professional development for OSP staff
- Seek pd for staff that will address topics suggested by those that did respond to our survey