

Assessment Cycle Plan Academic Year 2017 – 2018

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) is 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 to increase the number of proposals submitted for external funding each year. A target goal of 10% increase will be determined at fiscal year-end.

Finding: Target Not Met

	2016-2017		2017-2018		2018-2019	
Submitted Proposals	Target	Actual	Target	Actual	Target	Actual
	48	52	57	47	52	

Analysis: Based on data analysis for 2016-17, proposals for 2017-18 was set at 57 for the 2017-18 fiscal year. Data results for the 2017-18 fiscal year to date, indicate that this target will not be met. As of June 27, 2018, only 47 actual proposals have been submitted. Several factors hindered obtaining this goal such as the restructuring of the Board of Regents Support Fund Program, the lack of availability of funding due to budget issues, and the Nursing proposals numbers were down as several Health Resources and Services Administration (HRSA) programs have also been eliminated and/or restructured to only be submitted every two years. With looming budget cuts to higher education from the state legislature, external agency grants are more important than before. The department will review procedures to develop a revised plan as the new fiscal year begins.

Action: Moving forward, the department will complete this fiscal year on June 30, 2018. A target goal of 52 has been set for the 2018-19 based on data results from 2017-18. While the OSP does not solicit external funding proposals, changes in restructuring of the Board of Regents Support Fund Program, the lack of availability of funding due to budget issues, and the Nursing proposals submitted only every two years, it will be necessary for the OSP to develop a strategic plan of action for growth beginning the 2018-19 fiscal year.

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. OSP will accommodate 100% of faculty requests for assistance as monitored via office calendar and/or email.

Finding: Target Met

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Analysis: Based on data analysis for 2016-17, OSP was able to keep track of calls and emails using Outlook Calendar and/or email documentation. It is department policy that all requests for assistance are accommodated; therefore, 100% of faculty's request for assistance have been met. The OSP Microsoft Access database and external databases (Grants.gov, GRC database, etc.) are utilized to assist with the process of finding adequate funding opportunities for faculty/staff requests. Through this support, OSP was able to aid in proposal submissions by answering faculty/staff questions and assisted with searches for available proposal opportunities.

Action: Moving forward, the department of OSP has determined that this measure is the strategy currently used to increase proposal submissions in Measure 1.1, therefore, it is recommended that it be merged with measure 1.1.

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 to increase external dollars received each year. Target goal of 15% increase will be determined at fiscal year-end results.

Finding: Target Met.

Grant Dollars	2016-2017	2017-2018	2018-2019
Target Proposals	\$4.8 million	\$5.6 million	\$6.6 million
Grants Received	\$4.9 million	\$5.7 million	

Analysis: Based upon 2016-17 data results, a goal of \$5.6 million was set. As of June 2018, the department has raised \$5,743,361 in external dollars. Even though less proposals have been submitted thus far this fiscal year, grant submissions were for larger award amounts. This success is attributed to the quality of assistance provided to the faculty/staff as they were researching for grant dollars to fund their projects. This practice will continue for the 2018-19 fiscal year.

Action: Moving forward, the department of OSP will continue to provide support assistance to faculty/staff in searching for grant dollars that will maximize their project goals. OSP will continue to use external databases to identify quality resources for grant proposals and submissions. Target growth is set at \$6.6 million in grant dollars received for the 2018-19 fiscal year.

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Measure 2.2. OSP will enforce 100% of internal deadlines, managed by office calendar and deadline reminders, thus providing sufficient review and feedback time for quality assurance of proposals with 8 support meetings.

Finding: Target Met

Proposal Meetings	
1 st Quarter	6
2 nd Quarter	2
3 rd Quarter	0
4 th Quarter	2

Analysis: Based on successful data results for 2016-17, internal deadlines continued to be met and the recommended strategic means to track and monitor internal deadlines were followed. OSP incorporated the use of Outlook Calendar to manage deadline dates and proposal meetings to assist in timely submissions. During the 1st quarter, 6 meetings were conducted; 2nd quarter contained 2 additional meetings, and 4th quarter, 2 proposal opportunity meetings were held to enforce the significance of adhering to internal deadlines and agency requirements bringing the FY total to 10 and exceeding the target goal of 8 for the 2017-18 FY. OSP will continue with a target goal of 8 proposal opportunity meetings to monitor internal deadlines and timely grant submissions.

Action: This measure proves to be a viable connection to timely grant submissions and support to faculty/staff with quality proposal preparation. The department will continue using Outlook Calendar to schedule internal deadlines, proposal support meetings, and grant submission deadlines. Target goal for the 2018-19 FY is to remain at a minimum of 8 meetings during the fiscal year.

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 a minimum of 2 opportunities for collaboration among departments focus groups.

Finding: Target Met

Collaboration Meetings	
1 st Quarter	2
2 nd Quarter	0
3 rd Quarter	1
4 th Quarter	1

Analysis: Based on 2016-17 data results, a target goal of 2 collaborative meetings was established for faculty/staff to gather new grant ideas and share

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current grant submissions. For the 2017-18 fiscal year, the 1st quarter conducted 2 meetings (Webinar hosted by the Delta Regional Authority and Teleconference Enhancement Program Office from the Board of Regents); no meetings were held in the 2nd quarter; 3rd quarter had 1 collaborative meeting with the School of Business, and 4th quarter held 1 collaborative meeting with the College of Education. This brings the total count to 4 meetings for the fiscal year exceeding the target goal of 2 opportunities per year. These opportunities for collaboration among departments and agencies were monitored and recorded using the recommended Outlook Calendar and email invitations. Not to confuse these meetings with other scheduled events on the calendar, these meetings were color coded orange.

Note: 2nd quarter held several discussions for reviewing initiatives after the start of 2018.

Measure 3.2. OSP will achieve 100% positive feedback from faculty/staff participants on a satisfaction survey to ensure participants are satisfied with provided opportunities to collaborate.

Finding: Target not Met

	1st	2nd	3rd	4th
Quality of OSP		67.5%	85.7%	
Response Time to Questions		94.7% Just Right	85.7% Just Right	
Satisfied Responses		89.5% Sat/Very Sat	100% Sat/Very Sat	
Increased Skills/Knowledge		84.2% Little/Lot	85.7% Little/Lot	
Overall Quality		57.9%	42.9%	

Analysis: Based on analysis of 2016-17 data, a satisfaction survey was recommended for the 2017-18 fiscal year. Baseline data was collected in the 2nd Quarter of 2017-18 with 19 respondents of 110 distributed surveys. Target goal was set for 100% satisfaction. Data reveals for 2nd and 3rd quarter distribution, that Faculty/Staff would return for additional workshop/meetings hosted by OSP at 100%. Survey analysis reveals that faculty/staff are satisfied with the quality of workshops conducted by the OSP. These workshops have proven to increase skills/knowledge for those in attendance. Overall quality, while not at 100% Excellent, did garner 94.7% and 100% when combined with Satisfaction and Excellent ratings. Written responses were also provided by these surveys and the department has reviewed and discussed. From these recommendations of improvement, OSP will strive to disseminate more opportunities for proposal submissions, will meet with administration to discuss digitizing the internal routing process, and will look to provide more training for funding search resources.

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Action: Moving forward, OSP will continue to provide the satisfaction survey for the 2018-19 fiscal year. Adjustments can be made to program based upon recommendations for improvement from the faculty/staff. For the 2018-19 fiscal year, OSP will strive to disseminate more opportunities for proposal submissions, will meet with administration to discuss digitizing the internal routing process, and will look to provide more training for funding search resources.

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 2017/18.

Finding: Target Met

Professional Development	Workshops
1 st Quarter	2
2 nd Quarter	1
3 rd Quarter	2
4 th Quarter	1

Analysis: Based upon data analysis for the 2016-17 fiscal year, the department of OSP has been successful in obtaining the target goal of 6 professional development workshops. As recommended, these scheduled events were offered and monitored using the Outlook Calendar identified in red. Following this method of scheduling, the 2017-18 fiscal year was also successful in meeting the target goal of 6 professional development workshops. The department finds it practical and feasible to maintain this goal of 6 professional development workshops for the 2018-19 fiscal year.

Action: With the baseline of professional development established in 2016-17 and maintained with success during the 2017-18 fiscal year, a goal of 6 professional development workshops for FY 2018-19 has been established and proven to be reasonable for this department and staffing size.

Measure 4.2. OSP will achieve a 100% positive feedback from faculty/staff participants on satisfaction survey to ensure participants are satisfied with provided professional development.

Finding: Target Not Met

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
Skilled	7.69% (2)		3.84% (1)	26.92% (7)	61.54% (16)
Attentive	11.54% (3)	3.84% (1)		26.92% (7)	57.69% (15)

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Collaborative	11.54% (3)			26.92% (7)	61.54% (16)
Availability	7.69% (2)			23.08% (6)	69.23% (18)
Committed	7.69% (2)	3.84% (1)	3.84% (1)	26.92% (7)	57.69 % (15)

Analysis: Baseline data was obtained during the 2017-18 fiscal year as recommended by the data analysis of 2016-17 assessment. Data analysis for the 2017-18 fiscal year exposed a 42.31% - 80.77% satisfaction combining “Agree” and “Strongly Agree” categories. There were 26 respondents of 144 distributed surveys used for this analysis. This survey was distributed following the collaboration meetings and not as a separate event following the professional development workshops. Data indicates a distinct concern in the “Committed” category. OSP will meet and discuss interventions and adjustments to improve this rating.

Action: Moving forward, the Office of Sponsored Programs will have some workshop adjustments for the 2018-19 fiscal year. However, it should be noted that this survey tool is used to socialite satisfaction results for both the Collaborative meetings and the Professional Development workshops. Since the data is not specific to which it reflects, department comments reflect “No events required Participation Satisfaction Survey” (Professional Development) and documented the Performance Survey (Collaborative Meeting) dissemination, the results are not definitive at this time to the Professional Workshop Satisfaction for 2017-18 fiscal year. Regardless as to which this survey accurately reflects, it is noted that discussion is necessary, and adjustments must be made for the 2018-19 fiscal year events.

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

Finding: Target Met

	Staff Attended PD
1 st Quarter	5
2 nd Quarter	4
3 rd Quarter	3
4 th Quarter	5

Analysis: Data analysis of 2016-17 baseline supported a minimum of 6 professional development sessions that the OSP staff will attend to stay abreast of the ever-changing nature of external funding agencies and grant opportunities. The 2017-18 fiscal year proved no different by being able to attend 17 total events. Since the target was obtained and exceeded the last two years, the practicality and feasibility of the OPS personnel to participate in 6 professional development sessions annually is continued for the 2018-19 FY.

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Action: Moving forward, the OSP will continue to attend a minimum of 6 professional development events.

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

- The use of Outlook Calendar and/or email documentation provided OSP a tool to monitor and track timely proposal submissions. As a result, OSP was able to assist with searches for available proposal opportunities and aid in proposal submissions by answering faculty/staff questions with 100% attention. It was also determined that this measure is the critical measure for 1.1 timeliness and is therefore recommended that it be merged with measure 1.1.
- As of June 2018, the department has raised \$5,743,361 in external dollars. This success is attributed to the quality of assistance provided to the faculty/staff as they were researching for grant dollars to fund their projects. OSP will continue to provide support assistance to faculty/staff in searching for grant dollars that will maximize their project goals.
- OSP incorporated the use of Outlook Calendar to manage deadline dates and proposal meetings to assist in timely submissions. For the 2017-18 fiscal year, 10 meetings were conducted and exceeded the target goal of 8 for the 2017-18 FY.
- OSP was able to conduct 4 collaboration meetings exceeding the target goal of 2 opportunities per year. These opportunities for collaboration among departments and agencies were monitored and recorded using the recommended Outlook Calendar and email invitations. Not to confuse these meetings with other scheduled events on the calendar, these meetings were color coded orange.
- Satisfaction Surveys revealed that the OSP fell short of 100% with a combined Satisfaction and Excellent rating of 94.7%. Written responses were included, and the department has reviewed and discussed the respondent comments. From these recommendations of improvement, OSP will strive to disseminate more opportunities for proposal submissions, will meet with administration to discuss digitizing the internal routing process, and will look to provide more training for funding search resources.
- OSP has been successful in obtaining the target goal of 6 professional development workshops. As recommended, these scheduled events were

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offered and monitored using the Outlook Calendar identified in red.

- Satisfaction Survey Data analysis for the 2017-18 fiscal year exposed a 42.31% - 80.77% satisfaction combining “Agree” and “Strongly Agree” categories. There were 26 respondents of 144 distributed surveys used for this analysis. Data indicates a distinct concern in the “Committed” category. OSP will meet and discuss interventions and adjustments to improve this rating.
- OSP staff was able to participate in 17 professional development events for the 2017-18 fiscal year, exceeding the target goal of 6 annually. The practicality and feasibility of the OPS personnel to participate in 6 professional development sessions annually is continued for the 2018-19 FY.

Plan of action moving forward

The Office of Sponsored Program’s focus is to nurture and grow the faculty/staff with identification of funding opportunities; grant development and application for submission; and implementation of funded projects. OSP has been successful in supporting staff in securing external dollars for the university. Strategic planning must begin for the 2018-19 fiscal year as this office looks for strategies to grow the proposal submission rate; improve participant collaboration and professional development satisfaction; and support project implementation to meet the OSP Mission.

The OSP staff will begin with taking a closer look at the participant survey tool and defining which components will reflect the Collaboration Meeting from the Professional Development workshops. Next, an in-depth discussion that will review the improvement comments submitted by participants from the satisfaction survey and possible adjustments that can be accomplished to increase the quality of services provided.