

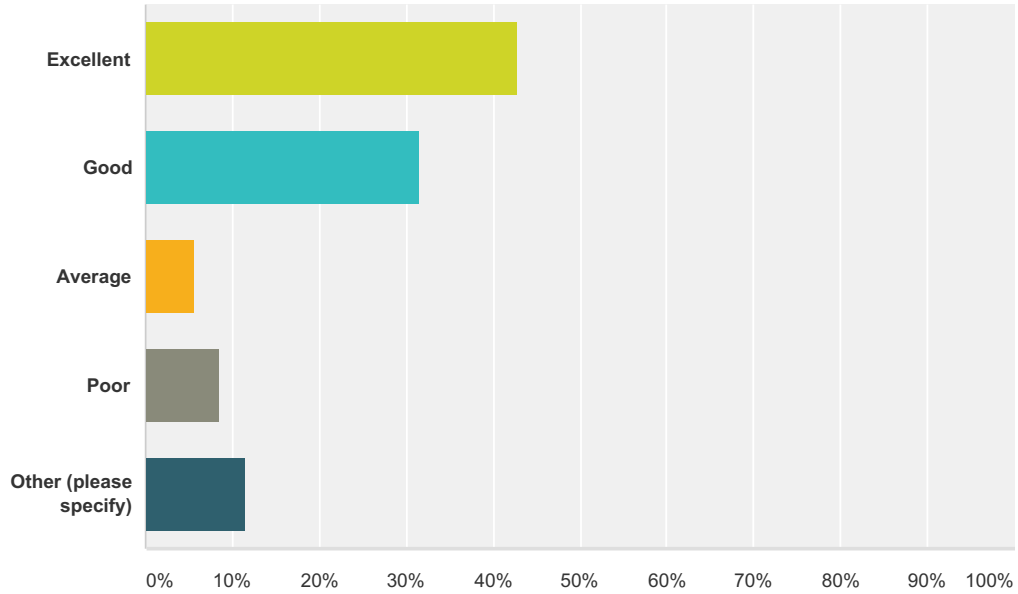
### Q1 Please complete:

Answered: 29 Skipped: 6

| Answer Choices      | Responses |    |
|---------------------|-----------|----|
| Name:(Optional)     | 82.76%    | 24 |
| College:            | 100.00%   | 29 |
| Department/Division | 93.10%    | 27 |

## Q2 Please rate your overall experience working with the Sponsored Programs Administrative Network (OSPAN)

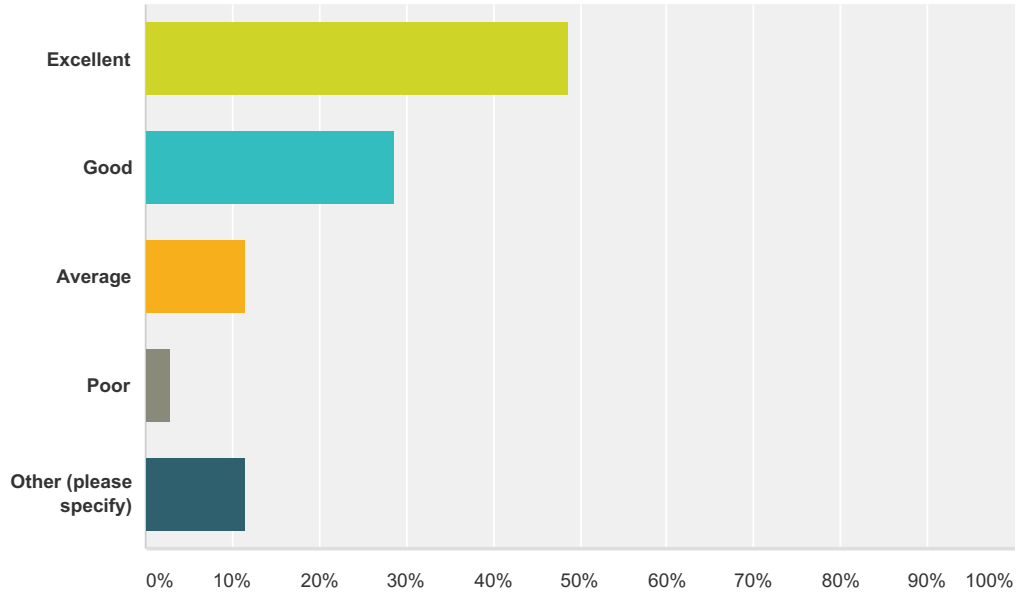
Answered: 35 Skipped: 0



| Answer Choices               | Responses |
|------------------------------|-----------|
| Excellent                    | 42.86% 15 |
| Good                         | 31.43% 11 |
| Average                      | 5.71% 2   |
| Poor                         | 8.57% 3   |
| Other (please specify)       | 11.43% 4  |
| <b>Total Respondents: 35</b> |           |

**Q3 Please rate the quality of the service you received from the OSPAN Research Administrator.**

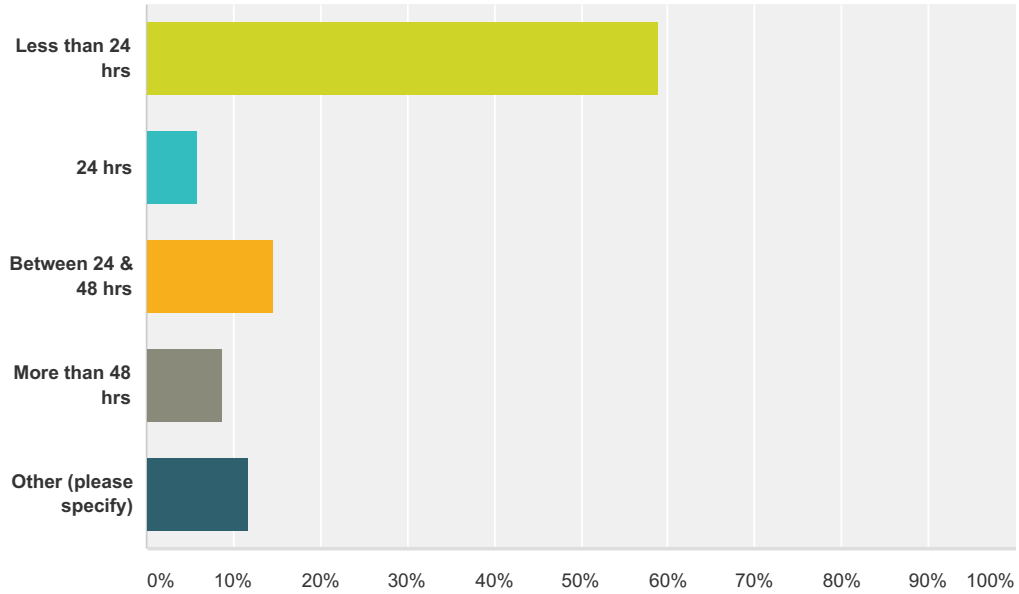
Answered: 35 Skipped: 0



| Answer Choices               | Responses |
|------------------------------|-----------|
| Excellent                    | 48.57% 17 |
| Good                         | 28.57% 10 |
| Average                      | 11.43% 4  |
| Poor                         | 2.86% 1   |
| Other (please specify)       | 11.43% 4  |
| <b>Total Respondents: 35</b> |           |

### Q4 From initial contact how long did it take a Research Administrator to respond to you?

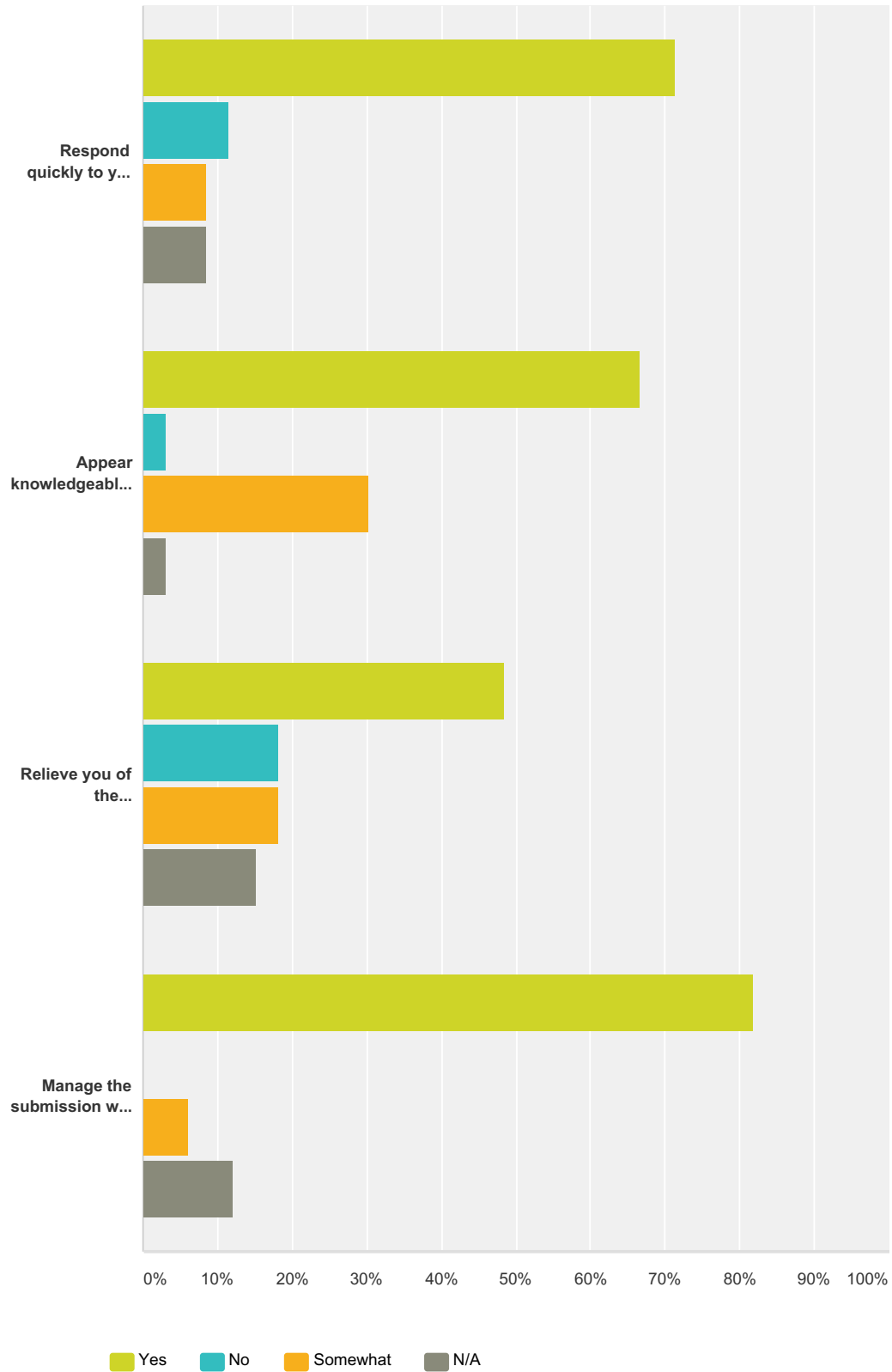
Answered: 34 Skipped: 1



| Answer Choices         | Responses |           |
|------------------------|-----------|-----------|
| Less than 24 hrs       | 58.82%    | 20        |
| 24 hrs                 | 5.88%     | 2         |
| Between 24 & 48 hrs    | 14.71%    | 5         |
| More than 48 hrs       | 8.82%     | 3         |
| Other (please specify) | 11.76%    | 4         |
| <b>Total</b>           |           | <b>34</b> |

### Q5 Did the OSPAN Research Administrator

Answered: 35 Skipped: 0



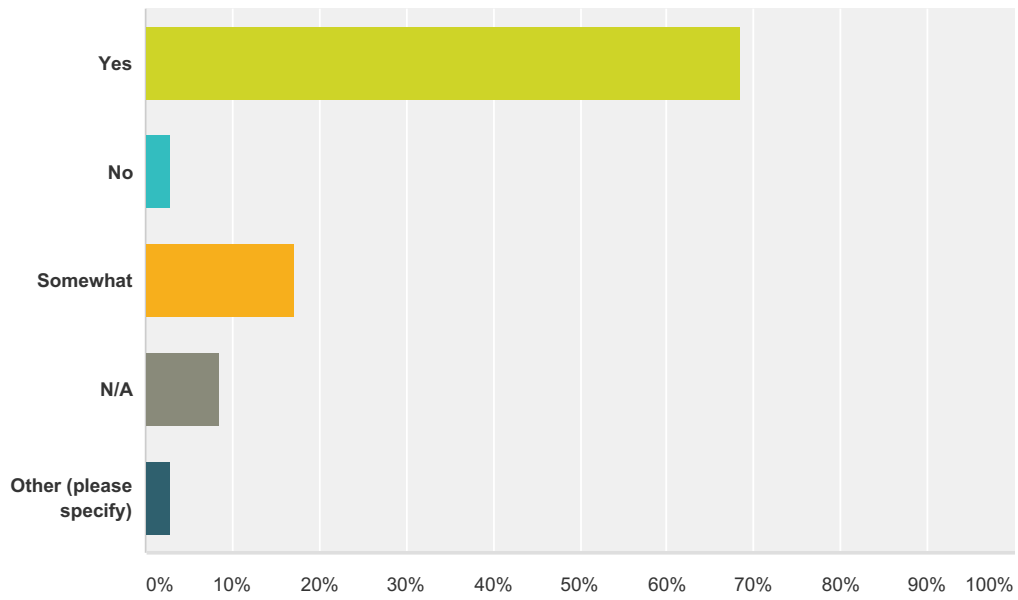
|  | Yes | No | Somewhat | N/A | Total Respondents |
|--|-----|----|----------|-----|-------------------|
|--|-----|----|----------|-----|-------------------|

## Office of Sponsored Programs Administrative Network (OSPAN)

|   |                     |                    |                     |                    |    |
|---|---------------------|--------------------|---------------------|--------------------|----|
| Respond quickly to your needs?  | <b>71.43%</b><br>25 | <b>11.43%</b><br>4 | <b>8.57%</b><br>3   | <b>8.57%</b><br>3  | 35 |
| Appear knowledgeable and competent                                    | <b>66.67%</b><br>22 | <b>3.03%</b><br>1  | <b>30.30%</b><br>10 | <b>3.03%</b><br>1  | 33 |
| Relieve you of the administrative burden of your proposal submission? | <b>48.48%</b><br>16 | <b>18.18%</b><br>6 | <b>18.18%</b><br>6  | <b>15.15%</b><br>5 | 33 |
| Manage the submission with courtesy and professionalism?              | <b>81.82%</b><br>27 | <b>0.00%</b><br>0  | <b>6.06%</b><br>2   | <b>12.12%</b><br>4 | 33 |

### Q6 Was the project completed to your satisfaction?

Answered: 35 Skipped: 0



| Answer Choices         | Responses |           |
|------------------------|-----------|-----------|
| Yes                    | 68.57%    | 24        |
| No                     | 2.86%     | 1         |
| Somewhat               | 17.14%    | 6         |
| N/A                    | 8.57%     | 3         |
| Other (please specify) | 2.86%     | 1         |
| <b>Total</b>           |           | <b>35</b> |

**Q7 If you were less than satisfied what would have improved your experience?**

Answered: 15 Skipped: 20



**Q8 If you would like to be contacted by the OSPAN director to discuss your experience, please leave your contact information.**

Answered: 6 Skipped: 29

| Answer Choices       | Responses |
|----------------------|-----------|
| Contact information: | 100.00% 6 |