

## **Results of a Survey of Grants Development Office Clients LaGuardia Community College**

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The IR&A office received a list of 104 clients from the Grants Development Office and sent out the questionnaires using Survey Monkey on May 11, 2012. The survey was closed on May 29, 2012. One email was returned, noting the person no longer worked here. Two follow-up messages were sent to remind people to complete the survey. Of the 103 surveys sent out, 51 were returned (47 complete) for a response rate of 50%. The anonymous option was used. No computer identifications were recorded.

The tables and graphs that follow indicate responses. All areas show excellent services provided by the Grants Development Office. If there is a weak area it is in client expectations for support after receiving a grant, especially help with managing a budget.

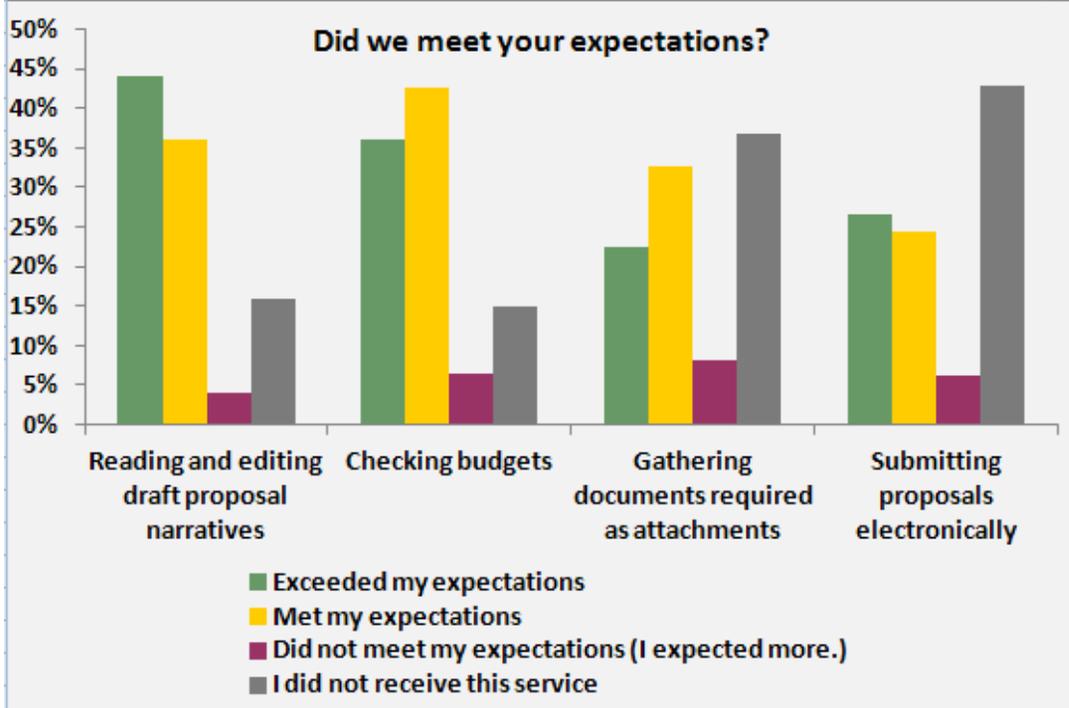
Comments from clients are included in the final pages of this report. The recommendation to offer workshops on grant management and what to expect from the Grants Development Office after the grant is won are supported by the data from the question responses.

## Grant Development Office Client Feedback

### Pre-award Services: Tell us about your experience before your grant award

#### Did we meet your expectations?

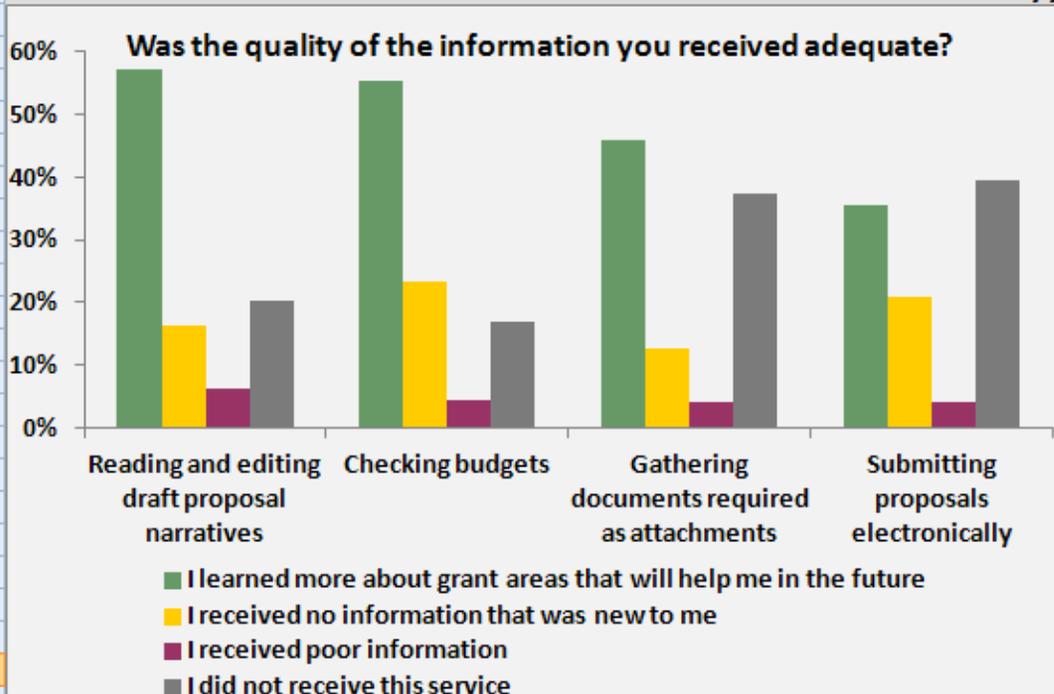
Answer Options	Exceeded my expectations	Met my expectations	Did not meet my expectations	I did not receive this service	Response Count
Reading and editing draft proposal narratives	22	18	2	8	50
Checking budgets	17	20	3	7	47
Gathering documents required as attachments	11	16	4	18	49
Submitting proposals electronically	13	12	3	21	49
<i>answered question</i>					50
<i>skipped question</i>					1



## Pre-award Services: Tell us about your experience before your grant award

Was the quality of the information you received adequate?

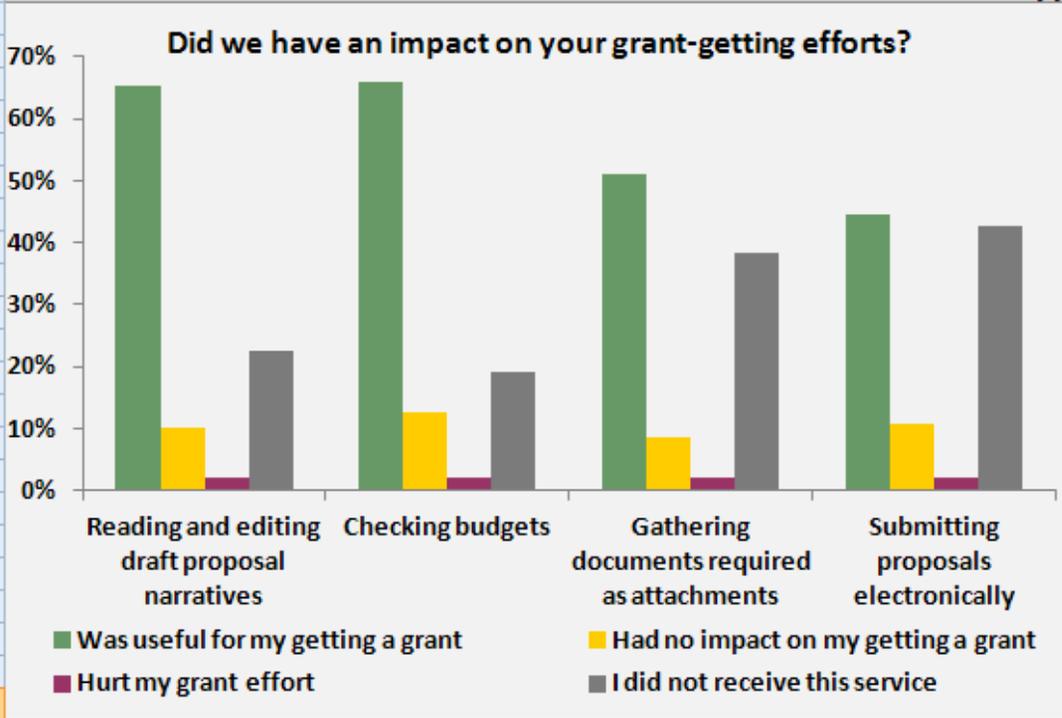
Answer Options	I learned more about grant areas that will help me in the future	I received no information that was new to me	I received poor information	I did not receive this service	Response Count
Reading and editing draft proposal narratives	28	8	3	10	49
Checking budgets	26	11	2	8	47
Gathering documents required as attachments	22	6	2	18	48
Submitting proposals electronically	17	10	2	19	48
				<i>answered question</i>	<b>49</b>
				<i>skipped question</i>	<b>2</b>



## Pre-award Services: Tell us about your experience before your grant award

Did we have an impact on your grant-getting efforts?

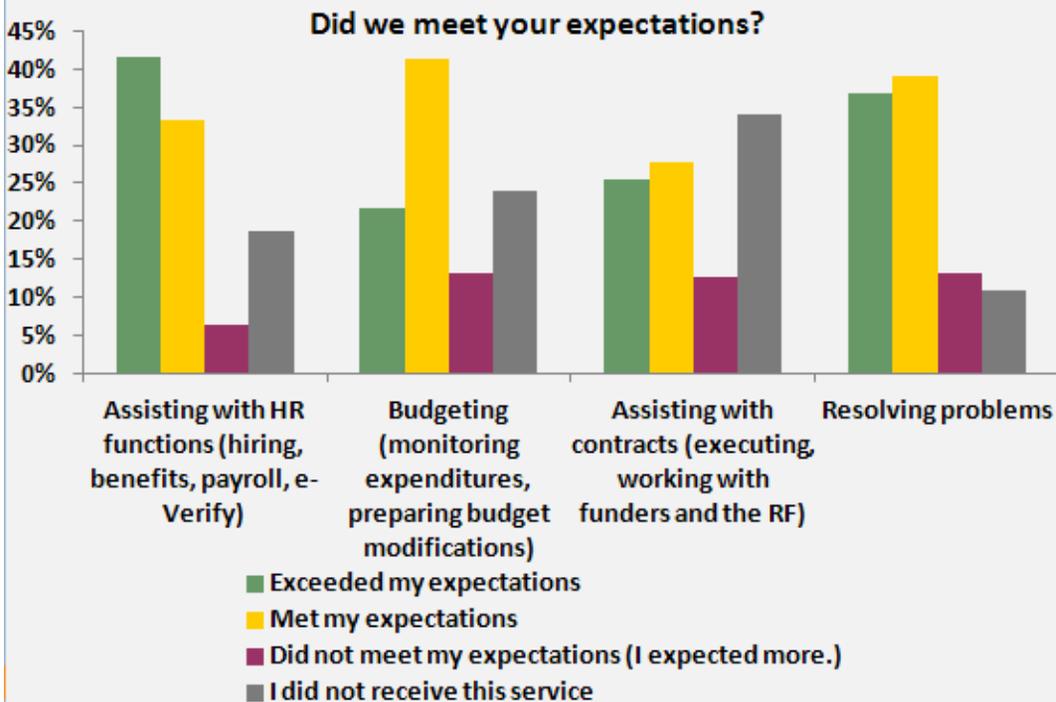
Answer Options	Was useful for my getting a grant	Had no impact on my getting a grant	Hurt my grant effort	I did not receive this service	Response Count
Reading and editing draft proposal narratives	32	5	1	11	49
Checking budgets	31	6	1	9	47
Gathering documents required as attachments	24	4	1	18	47
Submitting proposals electronically	21	5	1	20	47
				<i>answered question</i>	<b>49</b>
				<i>skipped question</i>	<b>2</b>
					<b>49</b>
					<b>2</b>



## Post-Award Services: Tell us about your experience after a grant award

Did we meet your expectations?

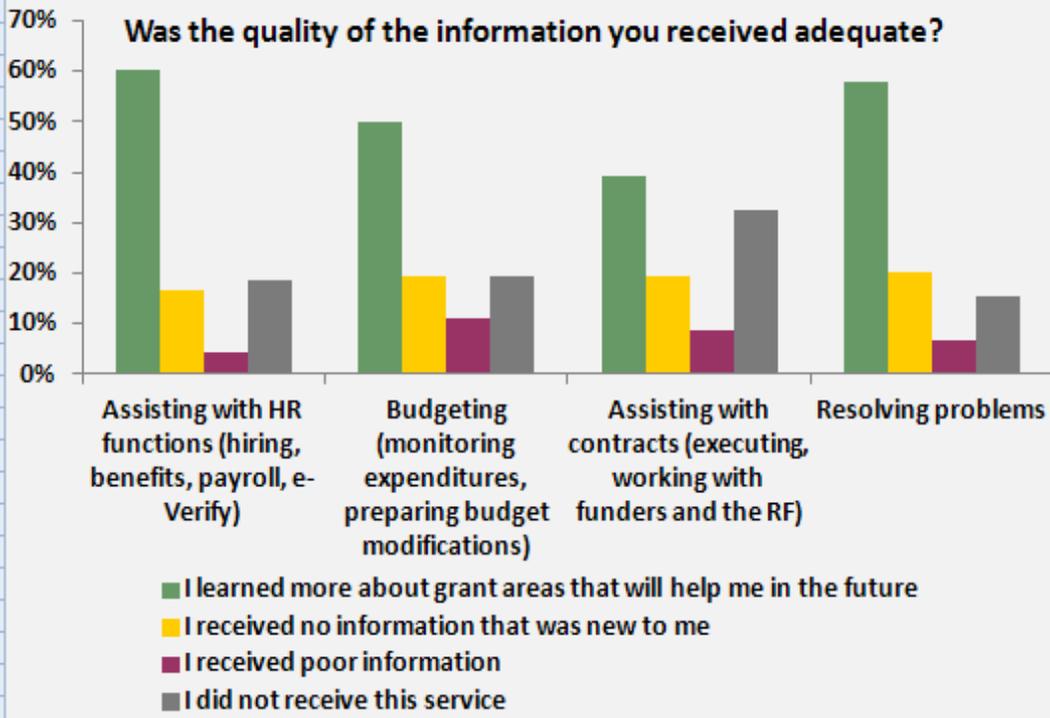
Answer Options	Exceeded my expectations	Met my expectations	Did not meet my expectations (I expected more.)	I did not receive this service	Response Count
Assisting with HR functions (hiring, benefits, payroll, e-Verify)	20	16	3	9	48
Budgeting (monitoring expenditures, preparing budget modifications)	10	19	6	11	46
Assisting with contracts (executing, working with funders and the RF)	12	13	6	16	47
Resolving problems	17	18	6	5	46
	<i>answered question</i>				<b>48</b>
	<i>skipped question</i>				<b>3</b>



## Post-Award Services: Tell us about your experience after a grant award

Was the quality of the information you received adequate?

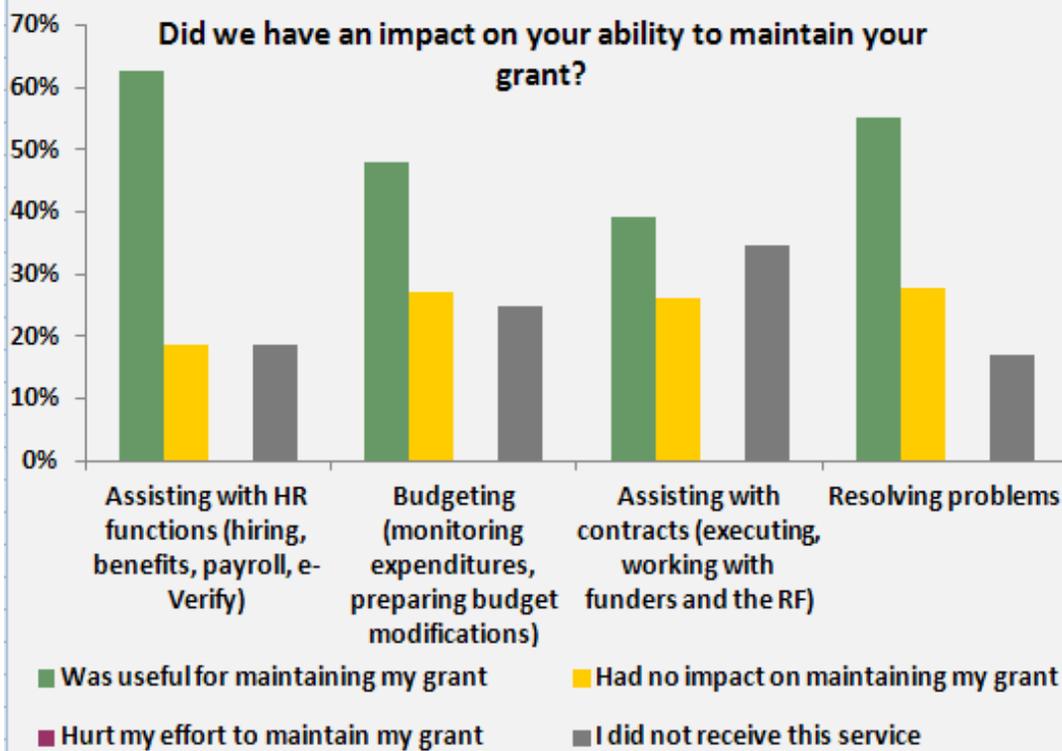
Answer Options	I learned more about grant areas that will help me in the future	I received no information that was new to me	I received poor information	I did not receive this service	Response Count
Assisting with HR functions (hiring, benefits, payroll, e-Verify)	29	8	2	9	48
Budgeting (monitoring expenditures, preparing budget	23	9	5	9	46
Assisting with contracts (executing, working with funders and the	18	9	4	15	46
Resolving problems	26	9	3	7	45
				<i>answered question</i>	<b>48</b>
				<i>skipped question</i>	<b>3</b>



## Post-Award Services: Tell us about your experience after a grant award

Did we have an impact on your ability to maintain your grant?

Answer Options	Was useful for maintaining my grant	Had no impact on maintaining my grant	Hurt my effort to maintain my grant	I did not receive this service	Response Count
Assisting with HR functions (hiring, benefits, payroll, e-Verify)	30	9	0	9	48
Budgeting (monitoring expenditures, preparing budget)	23	13	0	12	48
Assisting with contracts (executing, working with funders and the	18	12	0	16	46
Resolving problems	26	13	0	8	47
	<i>answered question</i>			<b>48</b>	<b>48</b>
	<i>skipped question</i>			<b>3</b>	<b>3</b>



<b>If we did not meet your expectations, gave you poor information or hurt your grant effort, how can we improve?</b>
<b>Open-Ended Response</b>
The RF is clearly out of touch, too slow to execute hiring, too much time to dispense stipends or checks, with too much paper work and bureaucracy. And every year it seems to get worse and worse. It is more painful and stressful to deal with RF than with funders themselves. I would strongly suggest that our Grants Office work with RF overcoming these issues and get things moving in a more efficient manner.
N/A
When I first contacted Grants Office for advice about my narrative and other things in my PSC-CYNY awards applications, they just told me we only checked your budget--meaning to see if it was within the guidelines. From my continuous contact with the Grants Office, they have given me the same impression: the narrative and everything else was your business. Now that I have experience, I of course do not bother to ask Grants Office with advice (they wouldn't give any way). But I would appreciate input from Grants Office when I was new and inexperienced.
Better coordination of efforts and communication with RF
NA
Be more accessible, pro-active and responsive.
When expectations were not met, it was generally around issues of not assisting enough to run interference and obtain clear information about RF's confusing, and sometimes excessive, bureaucracy; a constant challenge. Another area pertains to the office's role in reaching out to funders of all types for updates on new funding opportunities. The grants bulletin emails help but are often quite broad. It remains to be defined how the college approaches this issue and might better coordinate the work of the Grant Office, the LAGCC Foundation staff, marketing, deans, and project directors.
Grants bulletin not too helpful.
It would be nice to have a distinct hierarchy of individuals and their job descriptions to contact in the Grants Office (rather than starting from the top or from the bottom).
Once the grant was received I felt completely on my own. A tutorial or workshop for grants recipients re: RF, Quarterly reporting, PO's and invoices would be helpful. I had to find out everything by myself.

Listen more than talk. Work collaboratively with the grantee instead of take over the project on the front end and disconnect on the back end. Outline the suite of services from the start so grantees know what your responsibilities are and what their responsibilities are.
I felt a little abandoned once I won it and at times felt I was doing your job writing reports.
be great to have additional personnel who had time and expertise to devote to assisting with the grant writing from start to finish instead of just at the end.

<b>If we exceeded your expectations, helped you learn more about grants, or helped you get or maintain a grant, give us some nice words!</b>
<b>Open-Ended Response</b>
I would like to extend my gratitude to Bob Kahn for reviewing my narratives and giving very useful suggestions and comments. I also appreciate everyone's work in the Grants Office. I was always provided with as much help as I needed and when I needed it.
Grants Office always answer my questions!!!
The information was excellent and helped me resolve any issues with RF
The Grants office's staff is out of this world. Very kind and helpful people. We love them!
HI, Always very helpful!
I really appreciated that I was able to get a call back even on the weekend for questions at the last minute. All the information really helped my first time experience to go smoothly and I got the award!
Both the feedback on my draft and budgeting help were great.
The office is user friendly.
I love the people at the Grants office. They are always ready and willing to help me with all my questions and problems. Job well done....
The staff in the Grants office is most gracious and helpful in all related areas. I have always found this office to help the process along in writing grants, maintaining the grant and in closing out the grant. Questions are always answered in a productive manner. Kudos to the entire staff!!!!!!!!!!

I have received excellent service regarding correcting drafts by Robert Kahn. The checking of the budget was not as expeditious and some of my questions were not acknowledged (my e-mailed got not response). Unfortunately, I dont' remember the name of the person who was checking budgets this semester, but I know for sure it wasn't Robert Levine.
Thank you for all your assistance!
Accessibility, kindness, expertise, ---- felt supported and know where to go for assistance. Thank you.
All staff members are without a doubt friendly, professional and willing to assist!
Most of my work is related to the hiring process. I've received accurate information and immediate help and feedback each time assistance was needed. Brandon is doing a good job.
Please keep up the good work. RF (PAFs in particular) have gotten so burdensome. It's nice to know we are not alone.
Grant Development Office offers support and has an open door policy. They are pleasant, knowledgeable, and exceed all expectations.
Thank you very much. I am very appreciate your help.
Thank you so much for your efforts! They are highly appreciated.
The Grant's Office has a dynamic team of highly-skilled and experienced office and administrative professionals.
Brandon B has been very helpful and informative.
Brandon B. is extremely helpful, responsive to questions and concerns and always follows through. Yvonne F. is particularly helpful and follows through.
I was supposed to use a grant for release time but somehow, the persons in charge at LAG didn't process the request on time. I called RF who told me about some paperwork and process I need to follow. Brandon was helpful but I needed to stay on top of things.
Except on those occasions when the Grants Department is in a meeting I always found someone to help me.
The assistance received with writing the grant was very helpful.
The grants dept. staff have had a consistency, even through personnel changes, of assisting and teaching us how to do a better job in understanding our work without judgement or criticism. The are always there to lend their professional knowledge and team spirit.

The Grants staff are always supportive and encouraging. When problems arise they will work together and reach out to RF personnel to help resolve issues. Everything is done in a positive and professional manner. And, Grants staff are very kind and support when we need help implementing new policies and procedures! They make it seem so easy!

It is not easy to write grants, but the grants office at LaGuardia has always been willing to assist in the writing and editing of the grants, In addition the office has been very helpful in providing feedback on the budget and making sure that the numbers add up. Robert Kahn, and Yvonne Flores have been excellent to work with.

They are an essential and crucial component of my program because of their knowledge and direct relationship with the Research Foundation. I have never had a problem (and I have had several) that the Grants Office has not helped us resolve in a timely, professional and courteous manner.

You were great helping me write the grant.

Bob is an excellent editor - great expertise. Grants office staff is always very responsive on any issue - this is much appreciated. thanks guys!

Staff always willing to help and explain any rules and procedures.

I call Brandon if I can't find what I need on the website and he responds promptly and is clear about what needs to be done to solve the situation I am attempting to resolve. I don't think I've ever had to make a second call to ask for additional assistance. Brandon willingly shares his expertise and he is thorough.

Monitoring the reporting schedule and related grants from the same funder is very helpful. Thank you!