

# Campus Satisfaction Survey Results

Research Administration  
Post-Award

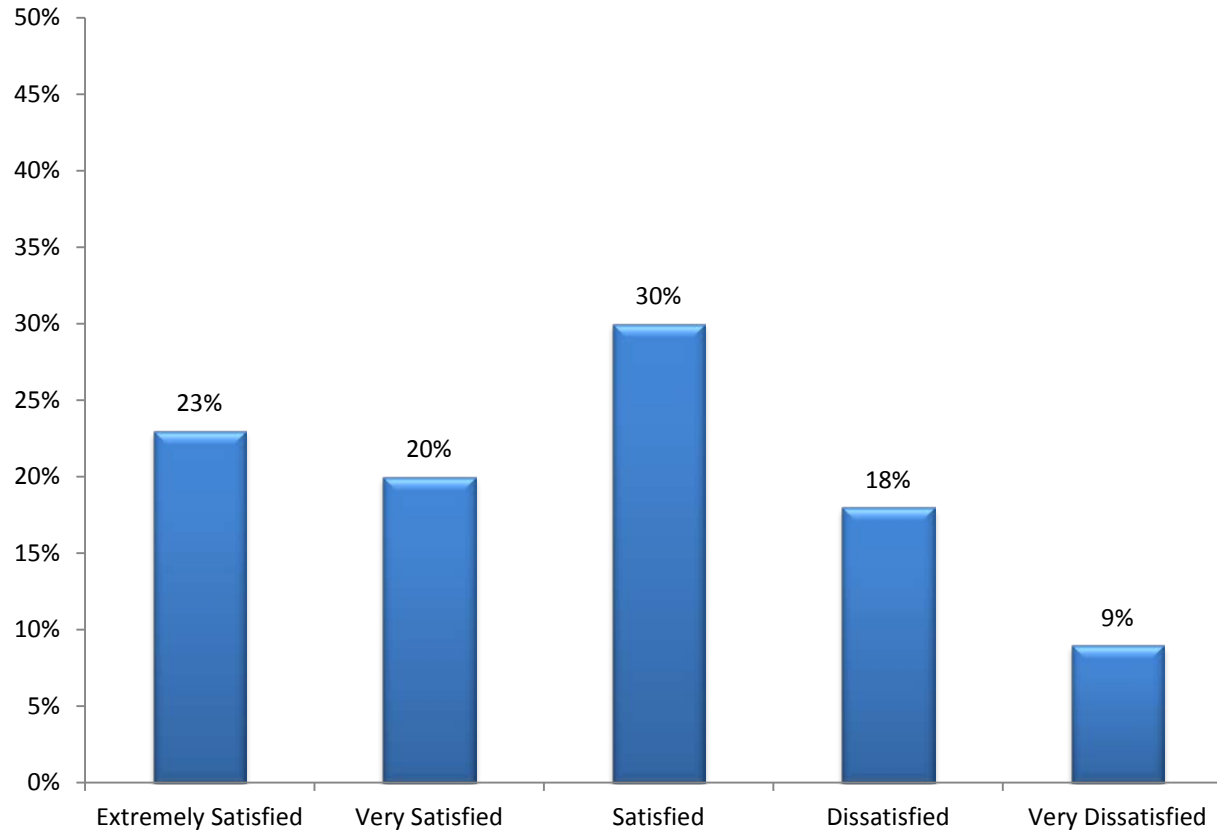


# Survey Demographics

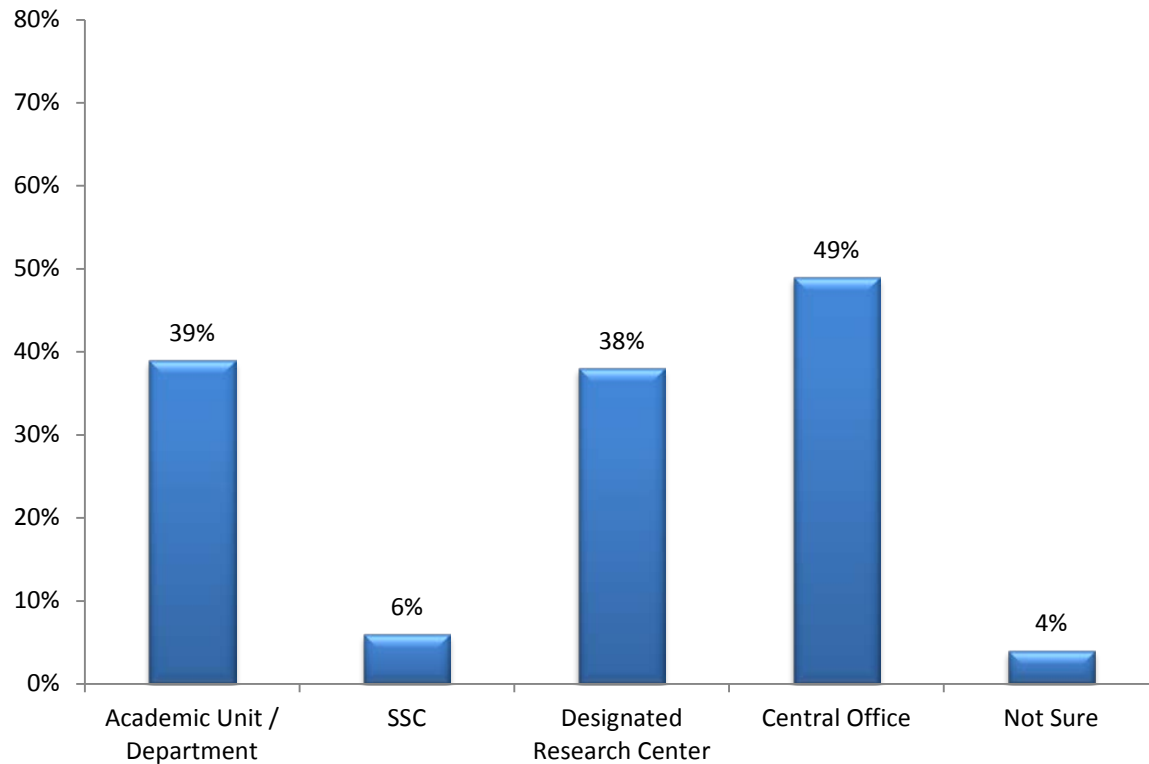
- Survey Response Rate: 1,271 responses / 5,543 = **23%**
- Number of Respondents who receive Research Administration Support: **254**
- Respondents who receive Research Administration Support by Associated Area:

Area	Response Count
School of Architecture, Design & Planning	3
School of Business	2
School of Education	8
School of Engineering	17
School of Journalism	2
School of Music	0
School of Law	1
College of Liberal Arts & Sciences	87
School of Pharmacy	9
School of Social Welfare	9
Office of Academic Affairs	4
Office of Administration & Finance	2
Office of the Chancellor	2
Office of Diversity & Equity	1
Office of Faculty Development	4
Office of the Provost	3
Information Technology	1
Office of Business & Financial Planning	0
Office of Public Affairs	2
Office of Research & Graduate Studies	29
Office of Student Affairs	3
Edwards Campus	5
Enrollment Management	0
Facilities Planning & Management, Operations	1
Libraries	2
Shared Service Centers	5

# Average Satisfaction Overall



# Distribution of Area Where Services Are Received



# Average Satisfaction by Area Where Services Are Received

Area Where Services are Received	Average Satisfaction
Academic Unit / Department	3.23
SSC	3.00
Designated Research Center	3.75
Central Office	2.87
Not Sure	3.50

Scale: 5 = Extremely Satisfied 4 = Very Satisfied  
3 = Satisfied 2 = Dissatisfied 1 = Very Dissatisfied

# Average Satisfaction by School/College or Administrative Office

Area	Average Satisfaction
School of Architecture, Design & Planning	2.67
School of Business	4.00
School of Education	4.00
School of Engineering	2.59
School of Journalism	3.50
School of Music	.
School of Law	3.00
College of Liberal Arts & Sciences	3.20
School of Pharmacy	2.56
School of Social Welfare	3.33
Office of Academic Affairs	3.00
Office of Administration & Finance	2.50
Office of the Chancellor	4.00
Office of Diversity & Equity	3.00
Office of Faculty Development	2.25
Office of the Provost	2.67
Information Technology	5.00
Office of Business & Financial Planning	.
Office of Public Affairs	2.50
Office of Research & Graduate Studies	3.21
Office of Student Affairs	4.00
Edwards Campus	4.60
Enrollment Management	.
Facilities Planning & Management, Operations	1.00
Libraries	4.50
Shared Service Centers	3.00

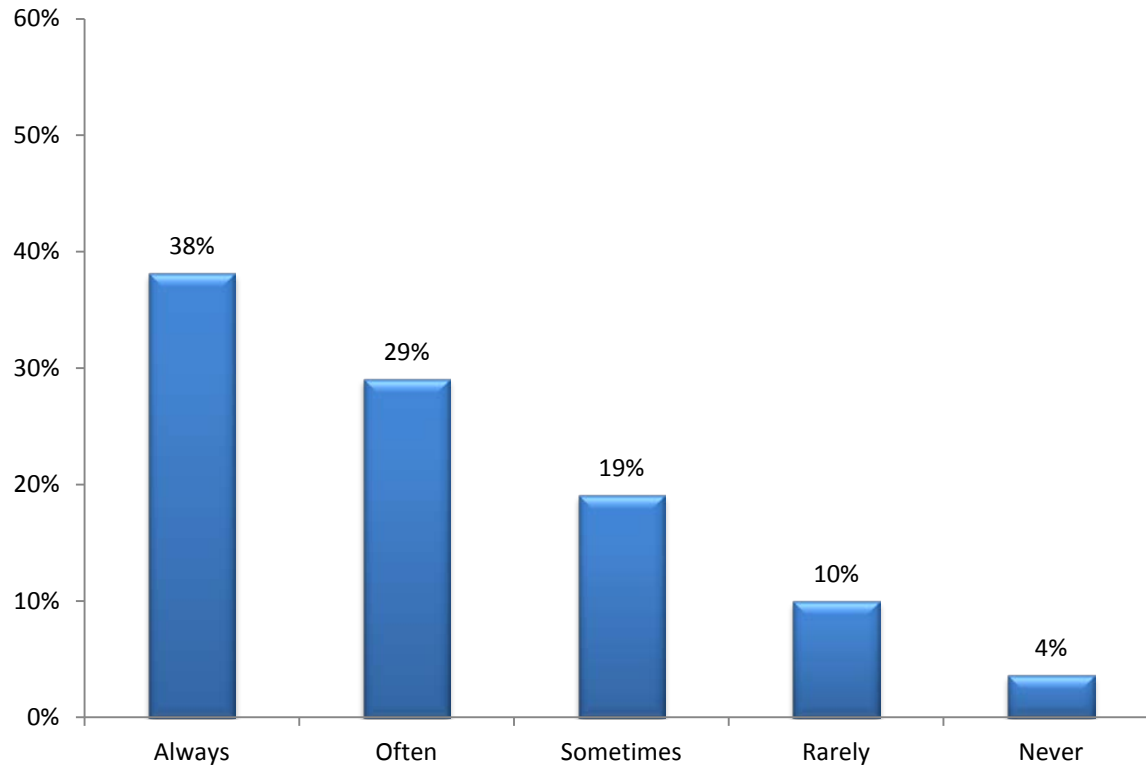
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# Average Satisfaction by Research Center

Research Center	Average Satisfaction
Biodiversity Institute	2.66667
Bioengineering Research Center (BERC)	3
Center for Environmentally Beneficial Catalysis (CEBC)	2
Center for Remote Sensing of Ice Sheets (CReSIS)	5
Center for Research on Learning (CRL)	3.75
Hall Center for the Humanities	3.25
Higuchi Biosciences Center (HBC)	3.91667
Information and Telecommunication Center (ITTC)	3.66667
Institute for Policy & Social Research (IPSR)	4.34783
Kansas Biological Survey (KBS)	2.83333
Kansas Geological Survey (KGS)	4.75
Life Span Institute (LSI)	3.45
Transportation Research Institute (TRI)	3.33333
Achievement & Assessment Institute (AAI)	3

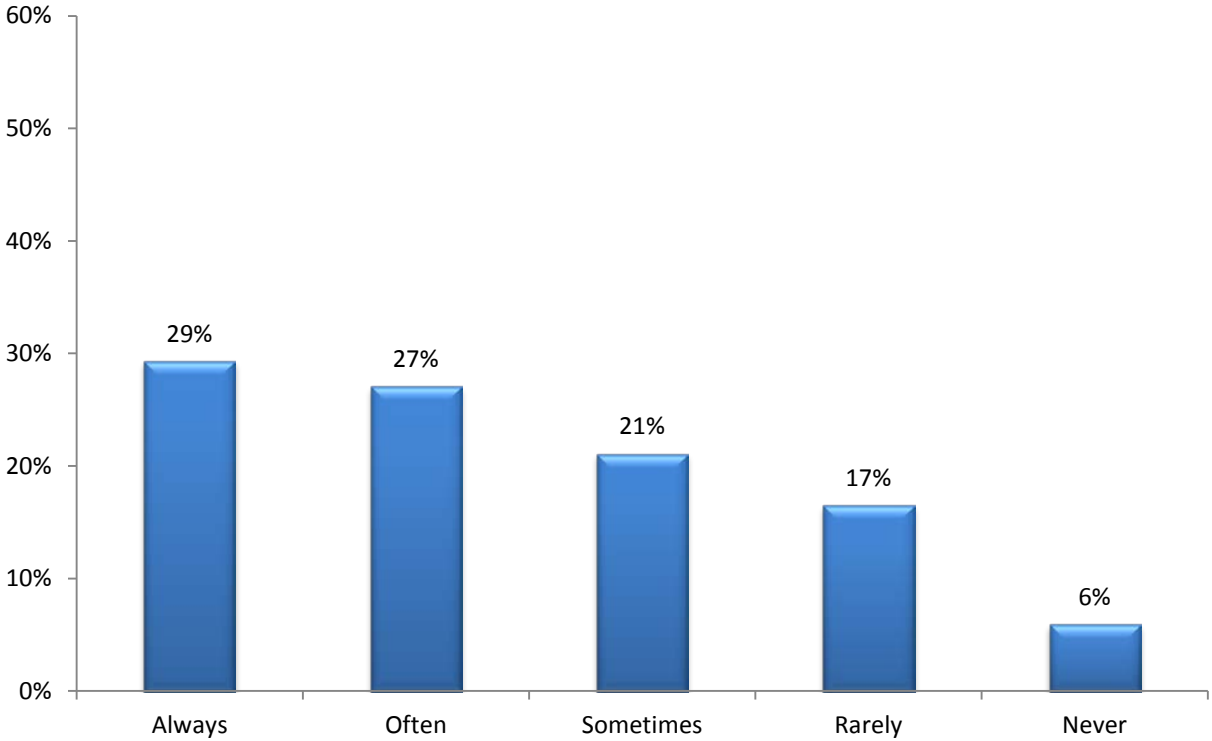
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Question: When I think of services that I have received in the past year in Research Administration - I know where to get help

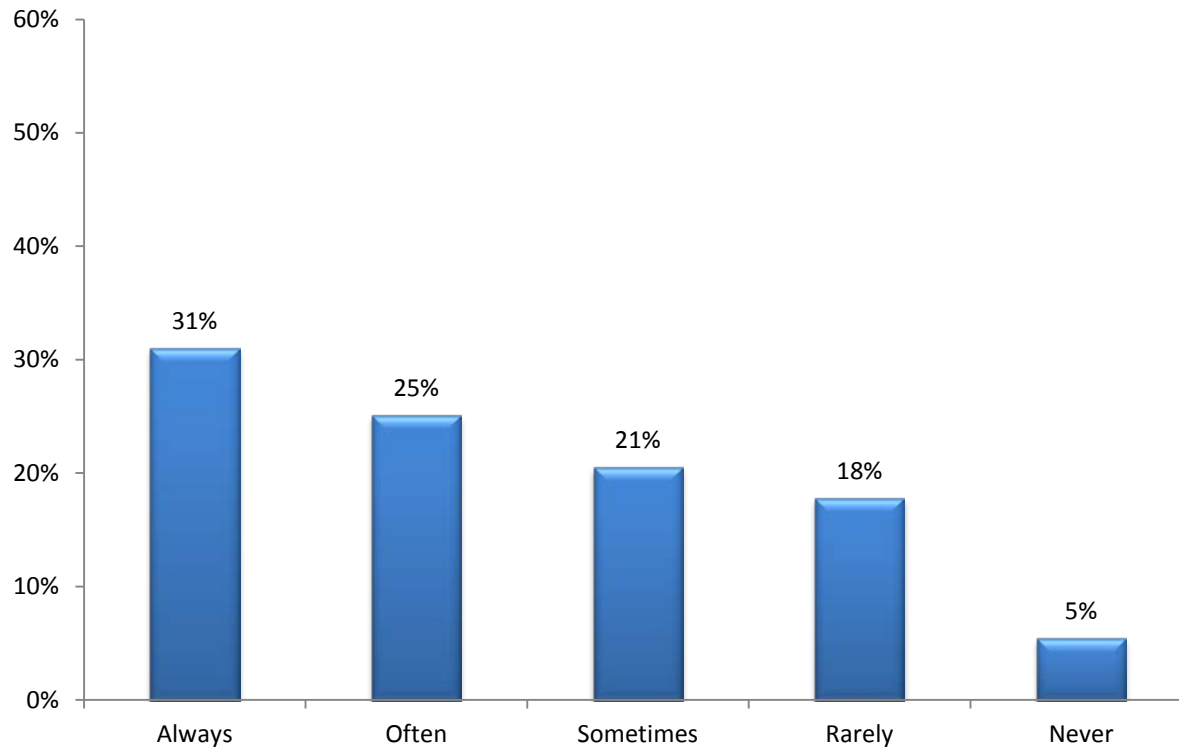




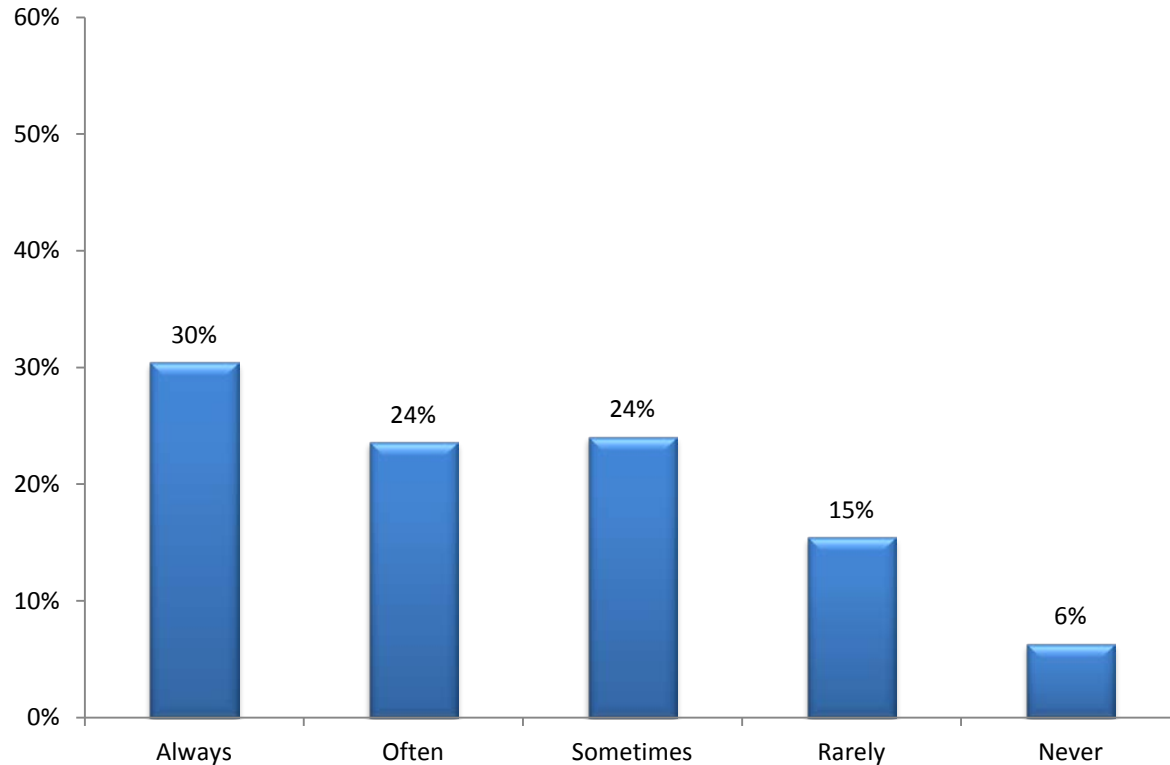
Question: When I think of services that I have received in the past year in Research Administration – The process is timely



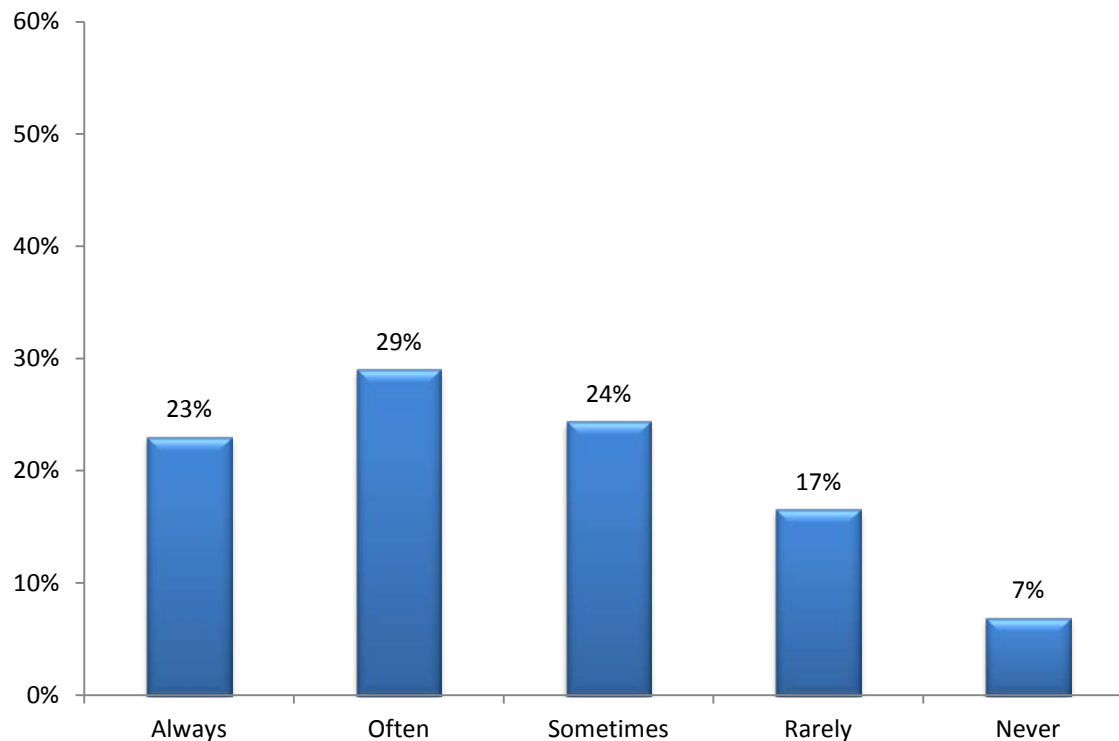
Question: When I think of services that I have received in the past year in Research Administration – The process is consistent



Question: When I think of services that I have received in the past year in Research Administration – I am able to easily get answers to my questions



# Question: When I think of services that I have received in the past year in Research Administration – My issues are resolved on the first attempt



# Average Effectiveness of Services Received

<b>I know where to go to get help</b>	<b>The process is timely</b>	<b>The process is consistent</b>	<b>I am able to easily get answers to my questions</b>	<b>My issues are resolved on the first attempt</b>
3.88	3.57	3.58	3.56	3.45

Scale: 5 = Always    4 = Often    3 = Sometimes    2 = Rarely    1 = Never

## Average Effectiveness by Area of Service Received

Area Where Services are Received	I know where to go to get help	The process is timely	The process is consistent	I am able to easily get answers to my questions	My issues are resolved on the first attempt
<b>Academic Unit / Department</b>	3.83721	3.5814	3.53488	3.56977	3.47059
<b>SSC</b>	3.46154	3.69231	3.46154	3.30769	3.30769
<b>Designated Research Center</b>	4.27711	3.98795	4.06024	4.07229	3.91566
<b>RGS / KUCR</b>	3.53636	3.2037	3.17431	3.16364	3.03704
<b>Not Sure</b>	3.33333	3.83333	3.66667	3.5	3.6

Scale: 5 = Always 4 = Often 3 = Sometimes 2 = Rarely 1 = Never



