

## Grants Management Balanced Scorecard Survey: [OPDIV] Grant Applicants/Recipients

[OPDIV] is conducting this survey to assess the overall performance of our grants management function under the Balanced Scorecard approach. We need your input to assess how we are doing in providing grants management services to applicants and recipients.

This survey is being sent to a sample of [OPDIV] recipient organizations. Survey participants include Grant Administrators/Business Officers and Project Directors/Principal Investigators. You were selected to participate because of your involvement in the research, program management, business management, and/or administration of one or more grant projects funded by [OPDIV].

Please answer this survey based on your experience with the performance of the Grants Management Offices and Program Offices of the [OPDIV] during the past 12 months.

If you have done business with several program offices during that time, please answer based on your experiences with the office(s) with which you interact most frequently. If you wish, you may use the Comments section to further elaborate on any answer. Answer the questions only in the context of discretionary grants and cooperative agreements.

Your response will have no impact on eligibility for, or receipt of, future services or funding.

Your cooperation is appreciated.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0220. The time required to complete this information collection is estimated to average 10 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer.



*The Grants Management Office and the Program Office perform grants administration functions. The Grants Management Office negotiates and awards grants, provides technical assistance as it pertains to business management, monitors grant business performance following award, and closes out grants upon completion or termination.*

*Program Offices ensure that grants meet programmatic objectives. The administrative functions performed by the Program Office include the announcement of grant programs, the provision of programmatic technical assistance, and the post-award programmatic monitoring of the grant.*

## **OVERALL**

*If you have worked with multiple Program offices in [OPDIV] in the past 12 months, evaluate the one with which you have had the most contact.*

**Q-1** To what extent are you satisfied or dissatisfied with the overall performance of the **Grants Management Office**?

Select **one** answer.

- 1 Very Satisfied
- 2 Satisfied
- 3 Somewhat Satisfied and Somewhat Dissatisfied
- 4 Dissatisfied
- 5 Very Dissatisfied
- 6 Not Applicable

**Q-2** To what extent are you satisfied or dissatisfied with the overall performance of the **Program Office**?

Select **one** answer.

- 1 Very Satisfied
- 2 Satisfied
- 3 Somewhat Satisfied and Somewhat Dissatisfied
- 4 Dissatisfied
- 5 Very Dissatisfied
- 6 Not Applicable

## CUSTOMER SERVICE/COOPERATION

**Q-3** To what extent do you agree or disagree that the **Grants Management Office** provides customer service/cooperation in the following areas?

Select **one** answer for each area.

Grants Management Office	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Responds promptly to inquiries (e.g., via telephone, e-mail)	1	2	3	4	5	6
Provides consistent and accurate advice and assistance	1	2	3	4	5	6
Treats you courteously and professionally	1	2	3	4	5	6

**Q-4** To what extent do you agree or disagree that the **Program Office** provides customer service/cooperation in the following areas?

Select **one** answer for each area.

Program Office	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Responds promptly to inquiries (e.g., via telephone, e-mail)	1	2	3	4	5	6
Provides consistent and accurate advice and assistance	1	2	3	4	5	6
Treats you courteously and professionally	1	2	3	4	5	6

## POLICIES AND PROCEDURES

**Q-5** To what extent do you agree or disagree with the following statements regarding the **Grants Management Office's** role in grants management policies and procedures?

Select **one** answer for each policies and procedures statement.

Policies and Procedures Statement	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Grants Management policies and procedures are made readily available to grant applicants and recipients	1	2	3	4	5	6
Grants management staff members assist grant applicants and recipients in the interpretation of grants management policies and procedures	1	2	3	4	5	6
The grants management office uses appropriate tools (e.g., automation, internet) to make the grants process easier	1	2	3	4	5	6

## PRE-AWARD PHASE

The **Program Office** develops grant announcements that describe program requirements (i.e., the purpose of the program, eligibility requirements, review criteria, and the instructions needed to complete the application).

**Q-6** To what extent do you agree or disagree that the **Program Office** performs the following aspects of the grant announcement process well?

Select **one** answer for each aspect of grant announcement.

Grant Announcement Aspect	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Grant announcements clearly describe program requirements	1	2	3	4	5	6
Applicants are provided with sufficient time to complete applications	1	2	3	4	5	6

The **Grants Management Office** prepares all information and materials (paper or electronic) applicants need to apply for a grant. The application process may use technology (e.g., on-line announcements and application materials, electronic forms, e-mail) in the application process.

**Q-7** To what extent do you agree or disagree that the **Grants Management Office** ensures that the application process employs technology and other means to make the application process easy and efficient?

Select **one** answer.

- 1 Strongly Agree
- 2 Agree
- 3 Sometimes Agree, Sometimes Disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Not Applicable

**Q-8** To what extent do you agree or disagree with the following statements about [OPDIV'S]'s performance in the application evaluation feedback process?

Select **one** answer for each statement.

Application Evaluation Feedback Process Statement	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
[OPDIV] provides timely feedback to grant applicants on the results of the application evaluation process	1	2	3	4	5	6
[OPDIV] provides clear rational for non-selection to applicants not selected for an award (Note: If your applications have always been funded, please select Not Applicable)	1	2	3	4	5	6

When changes to new and/or continuation applications are required, (e.g., to reflect review committee decisions or to comply with cost principles), **Grants Management Office** staff communicate with the applicant before making the change.

**Q-9** To what extent do you agree or disagree that the **Grants Management Office** explains to applicants any changes and invites their input? (Note: If you have not had any changes, please select Not Applicable)

Select **one** answer.

- 1 Strongly Agree
- 2 Agree
- 3 Sometimes Agree, Sometimes Disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Not Applicable

## AWARD PHASE

**Q-10** To what extent do you agree or disagree with the following statements about the performance of the **Grants Management Office** in the award function?

Select **one** answer for each award function.

Award Function	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
The Grants Management Office issues award documentation with the information necessary for managing the grant, including clear terms and conditions	1	2	3	4	5	6
The Grants Management Office issues awards in a timely manner (in accordance with the timeframes, if any, specified in the program announcement, and in advance of the grant project start date)	1	2	3	4	5	6

**Q-11** To what extent do you agree or disagree that the **Grants Management Office** ensures that the grant award process is fair and equitable?

Select **one** answer.

- 1 Strongly Agree
- 2 Agree
- 3 Sometimes Agree, Sometimes Disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Not Applicable

**Q-12** To what extent do you agree or disagree that the **Program Office** ensures that the grant award process is fair and equitable?

Select **one** answer.

- 1 Strongly Agree
- 2 Agree
- 3 Sometimes Agree, Sometimes Disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Not Applicable

## REPORTING/POST-AWARD ADMINISTRATION

The **Grants Management Office** has the responsibility of receiving and reviewing financial status reports (FSRs), and other required financial reports.

**Q-13** To what extent do you agree or disagree that the **Grants Management Office** notifies grantees if financial reports are late, if problems or issues are detected, and if corrective actions are needed?

Select **one** answer.

- 1 Strongly Agree
- 2 Agree
- 3 Sometimes Agree, Sometimes Disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Not Applicable

*Progress Reports are tracked and reviewed to identify existing or potential problems or issues.*

**Q-14** To what extent do you agree or disagree that the **Grants Management Office** notifies grantees if progress reports are late, if problems or issues are detected, and if corrective actions are needed?

Select **one** answer.

- 1 Strongly Agree
- 2 Agree
- 3 Sometimes Agree, Sometimes Disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Not Applicable

**Q-15** To what extent do you agree or disagree that the **Grants Management Office** performs the following aspects of post-award administration well?

Select **one** answer for each aspect.

Post-Award Administration Aspect	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Responds to requests for prior approval in a timely manner, providing needed information	1	2	3	4	5	6
Closes out grants in a timely manner	1	2	3	4	5	6



## TECHNICAL ASSISTANCE

**Q-16** To what extent do you agree or disagree with the following statements regarding the Grants Management Office's technical assistance?

Select **one** answer for each statement.

Grants Management Office	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
The Grants Management Office provides clear, accurate, and helpful technical assistance	1	2	3	4	5	6
The Grants Management Office provides timely technical assistance	1	2	3	4	5	6

**Q-17** To what extent do you agree or disagree with the following statements regarding the Program Office's technical assistance?

Select **one** answer for each statement.

Program Office	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
The Program Office provides clear, accurate, and helpful technical assistance	1	2	3	4	5	6
The Program Office provides timely technical assistance	1	2	3	4	5	6

## PRIORITIES FOR IMPROVEMENT

**Q-18** If you could make improvements in the grants management process, which of the following would you select?

Select **only three (3)** answers.

- 1 Improved Use of Technology
- 2 Improved Communications with Grants Management Office
- 3 Improved Communications with Program Office
- 4 Better Trained Grants Management Staff
- 5 Better Trained Program Staff
- 6 More Responsive Grants Management Staff
- 7 More Responsive Program Staff
- 8 More Reasonable Timeframes
- 9 Simpler Processes
- 10 Increased Clarity of Instruction and Guidance
- 11 Fairer Processes for Awarding Grants
- 12 Other (please specify) \_\_\_\_\_

## BACKGROUND

**Q-19** Which of the following best describes your organization?

Select **one** answer.

- 1 State government
- 2 Local government (city, town, county)
- 3 Indian tribal government
- 4 Educational institution
- 5 Hospital
- 6 Non-profit organization
- 7 Large for-profit organization
- 8 Small for-profit organization (small business)

**Q-20** Which of the following titles best represents your current position?

Select **one** answer.

- 1 Grants Administrator/Business Officer
- 2 Program Director/Principal Investigator

**Q-21** Approximately how many competing applications have you or your organization submitted for funding by the OPDIV over the past 3 calendar years.

Select **one** answer.

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 More than five
- 7 None (Skip to Q-23)

**Q-22** Of the competing applications you or your organization submitted to the OPDIV over the past 3 calendar years, how many were actually funded?

Select **one** answer.

- 1 All
- 2 Some
- 3 None

**Q-23** Approximately how many applications/progress reports for non-competing continuations have you or your organization submitted to the OPDIV over the past 3 calendar years?

Select **one** answer.

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 More than five
- 7 None

## **COMMENTS**

Please use the space below to suggest specific changes that would improve the grants process, or to elaborate on your answers to the previous questions.