OFAM's Grants Management Customer Survey

1. OFAM's 2012 Grants Management Customer Survey

The Health Resources and Services Administration's (HRSA) Office of Federal Assistance Management (OFAM) is conducting this survey to assess the overall performance of our grants management function. We need your input to assess how we are doing in providing grants management services to applicants and recipients.

OFAM consists of four Divisions: The Division of Financial Integrity (DFI), the Division of Grants Management Operations (DGMO), the Division of Grants Policy (DGP), and the Division of Independent Review (DIR). OFAM's Associate Administrator reports directly to the HRSA Administrator and serves as the Chief Grants Management Officer (CGMO) for HRSA.

This survey is being sent to HRSA's grant recipient organizations. Survey participants include Grants Administrators, Business Officers, Project Directors, and Principal Investigators. You were selected to participate because of your involvement in the business management, and or administration of one or more grant projects funded by HRSA.

Please answer this survey based on your experience with the performance of OFAM during the past 12 to 18 months. 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 greatly appreciated and will assist OFAM in assessing the overall performance of its grants management function, thus enabling us to ensure that we are providing effective customer service and identifying any areas needing improvement for the future.

****

2. OFAM's Grants Management Customer Survey

Form Approved
OMB No. 0915-0212
Exp. Date 8/31/2012

*1. To what extent are you satisfied or dissatisfied with the overall performance of HRSA's Grants Management Office, OFAM?

○ Very Satisfied

○ Satisfied

○ Somewhat Satisfied and Somewhat Dissatisfied

○ Dissatisfied

○ Very Dissatisfied

○ Not Applicable

Comments:

*2. To what extent do you agree or disagree that HRSA's Grants Management Office OFAM, provides customer service/cooperation in the following areas?

	Strongly Agree	Agree	Sometimes Agree	Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Responds promptly to inquiries (by telephone, e-mail)	○	○	○	○	○	○	○
Provides consistent and accurate advice and assistance	○	○	○	○	○	○	○
Treats you courteously and professionally	○	○	○	○	○	○	○

Comments:

*3. To what extent do you agree or disagree with the following statements regarding OFAM's role in grants management policies and procedures?

	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 (e.g., Grant Making Process)	○	○	○	○	○	○	○
Technical Assistance (TA) to Applicants and Grantees is readily available and helpful	○	○	○	○	○	○	○
Grants management/policy staff assist applicants and recipients in the interpretation of grants management policies and procedures	○	○	○	○	○	○	○
OFAM uses effective tools (e.g., automation, internet) to make the grants process easier	○	○	○	○	○	○	○

Comments:

4. To what extent do you agree or disagree that OFAM ensures that the application process employs up-to-date technology to make the application process easy and efficient?

○ Strongly Agree

○ Agree

○ Sometimes Agree

○ Sometimes Disagree

○ Disagree

○ Strongly Disagree

○ Not Applicable

Comments:

✱5. To what extent do you agree or disagree with the following statements about OFAM's performance in the application evaluation feedback process?

	Strongly Agree	Agree	Sometimes Agree	Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
OFAM provides timely feedback to grant applicants on the results of the application evaluation process	○	○	○	○	○	○	○
OFAM provides clear rationale for non-selection to applicants not selected for an award (Note: If your applications have always been funded, please select "Not Applicable")	○	○	○	○	○	○	○

Comments:

[text box]

✱6. To what extent do you agree or disagree that HRSA's Grants Management Office OFAM explains to applicants what changes to their application are required (e.g., to reflect review committee decisions or to comply with cost principles) and invites their input? (Note: If you have not had to make any changes, please select Not Applicable)

○ Strongly Agree

○ Agree

○ Sometimes Agree

○ Sometimes Disagree

○ Disagree

○ Strongly Disagree

○ Not Applicable

Comments:

[text box]

*7. To what extent do you agree or disagree with the following statements about the performance of HRSA's Grants Management Office OFAM in the award function?

	Strongly Agree	Agree	Sometimes Agree	Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
OFAM issues award documentation with the information necessary for managing the grant, including clear terms and conditions	○	○	○	○	○	○	○
OFAM 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)	○	○	○	○	○	○	○

Comments:

[text box]

*8. To what extent do you agree or disagree that OFAM communicates its emphasis on conducting a fair and equitable grant award process to applicants and grantees?

○ Strongly Agree

○ Agree

○ Sometimes Agree

○ Sometimes Disagree

○ Disagree

○ Strongly Disagree

○ Not Applicable

Comments:

[text box]

✱9. To what extent do you agree or disagree that OFAM provides timely notices to grantees if financial reports are late, if problems or issues are detected, and if corrective actions are needed?

○ Strongly Agree

○ Agree

○ Sometimes Agree

○ Sometimes Disagree

○ Disagree

○ Strongly Disagree

○ Not Applicable

Comments:

[ ]

✱10. To what extent do you agree or disagree that HRSA's Grants Management Office OFAM performs the following aspects of post-award administration well?

	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	○	○	○	○	○	○	○
Closes out grants in a timely manner	○	○	○	○	○	○	○

Comments:

[ ]

*11. To what extent do you agree or disagree with the following statements regarding OFAM's technical assistance?

	Strongly Agree	Agree	Sometimes Agree	Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
OFAM provides clear, accurate, and helpful technical assistance	○	○	○	○	○	○	○
OFAM provides timely technical assistance	○	○	○	○	○	○	○

Comments:

[   ]

*12. 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 OFAM

☐ 3. Better Trained Grants Management Staff

☐ 4. More Responsive Grants Management Staff

☐ 5. More Reasonable Timeframes

☐ 6. Simpler Processes

☐ 7. Increased Clarity of Instructions and Guidance

☐ 8. Fairer Processes for Awarding Grants

Other (please specify):

[   ]

*13. Which of the following best describes your organization?

○ State government

○ Local government (city, town, county)

○ Indian tribal government

○ Educational institution

○ Hospital

○ Non-profit organization

○ Large for-profit organization

○ Small for-profit organization (small business)

○ Other- please specify

Comments:

[text box]

*14. Which of the following titles best represents your current position?

○ Grants Administrator

○ Business Officer

○ Project Director

○ Principal Investigator

○ Other- please specify

Comments:

[text box]

*15. Approximately how many competing applications have you or your organization submitted to HRSA for funding over the past 3 calendar years.

○ One

○ Two

○ Three

○ Four

○ Five

○ More than five

*16. Of the competing applications you or your organization submitted to HRSA over the past 3 calendar years, how many were actually funded?

○ All

○ Some

○ None

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

○ One

○ Two

○ Three

○ Four

○ Five

○ More than five

○ None

Comments: