Marquette University Post-Award Survey

Instructions

At Marquette University (MU), we are committed to strengthening the support systems and tools that enable faculty and staff to successfully manage externally funded research and sponsored programs.

This survey is focused specifically on post-award processes—the range of administrative, financial, and compliance-related activities that occur after a grant or award has been funded and set up. These activities include tasks such as budget/expenditures/account balance monitoring and review, payroll/hiring, purchasing, subawards, reports, closeout, and navigating institutional forms and systems.

Our goal is to better understand how individuals across MU experience post-award processes, including the ease of accessing financial information, the clarity of workflow, the effectiveness of available tools and trainings, and the degree to which people feel supported and confident in carrying out their responsibilities. The insights we gather will inform improvements in systems, communication, training, and support, ultimately enabling more streamlined, transparent, and empowered grant management for all.

We appreciate your time in completing this survey. Your feedback is essential to measuring key aspects of post-award functioning, identifying pain points, and building a more responsive research infrastructure.

The estimated time to complete this survey is between 18 and 30 minutes.

Please note: Based on your role and experience, the survey will automatically display only the questions that are relevant to you. Some sections may be skipped entirely, and question numbers may appear out of order as a result. This is intentional and helps us streamline the survey experience. Please respond to all questions shown.

Thank you for your thoughtful responses; your input is deeply valued.   If you have any questions about the survey or experience technical difficulties, please contact Ramona Tenorio at ramona.tenorio@marquette.edu.

Background Questions

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Q1. Please choose the one that most closely describes your *primary* role at MU:
Note*: Based on your selection, you will only be presented with some of the survey questions.*

○ PI (faculty or staff)

○ Directors of Business Affairs/Business Operations/Departmental Staff/Administration Managers

○ Central Staff (Accounts Payable, Grants Accounting, ORSP, Payroll, Purchasing, etc.)

○ Academic Leadership (e.g., Associate Dean of Research, Department Chair)

○ Other (please describe) _____

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Q2. Please identify which department you are affiliated with.

_____

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Q3. How many active grants do you currently manage?

○ 0

○ 1

○ 2-3

○ 4 or more

Section I: Report Access, Use, and Confidence

Q1. How confident are you in understanding your responsibilities for managing grant-related finances (e.g., reviewing reports, ensuring grant-supported people on your award are paid, approving expenses)?

○ Very confident

○ Somewhat confident

○ Not very confident

○ Not at all confident

Q2. How frequently do you access reports relevant to your grant(s) (e.g., budget balances, payment of personnel)?

○ Daily

○ Weekly

○ Monthly

○ Rarely

○ Never

Q3. I can easily locate the reports I need to manage my grant work.

○ Strongly agree

○ Agree

○ Disagree

○ Strongly disagree

Q4. In the past month, how many times have you needed help locating or understanding a report?

○ 0

○ 1–2

○ 3–4

○ More than 4

Q5. How often do you take action on a grant (e.g., initiate a budget transfer, request a reallocation, flag an issue) based on something you found in a report or on the Business Intelligence (BI) dashboard?

○ Daily

○ Weekly

○ Monthly

○ Rarely

○ Never

Q6. How confident are you in taking the necessary actions to complete tasks (e.g., initiate a budget transfer, request a reallocation, flag an issue) you found in a report or on BI dashboard?

○ Very confident

○ Somewhat confident

○ Not very confident

○ Not at all confident

Q7. How confident are you in independently interpreting the reports you access, and taking action on your report?

○ Very Confident

○ Somewhat confident

○ Not very confident

○ Not at all confident

Display this question:

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Q8. How confident are you in filling out a form or making a grant-related financial decision (e.g., expense transfer, budget modification, other correction)?

○ Very Confident

○ Somewhat confident

○ Not very confident

○ Not at all confident

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Q9. When you make a grant-related financial decision (e.g., expense transfer, budget modification, other correction) how often is it based on something you saw in a report?

○ Always

○ Often

○ Sometimes

○ Seldom

○ Never

Q10. After your account was set up, did you need additional help to access the right reports?

○ Yes

○ No

○ Not applicable

Q11. Have you participated in any training related to report access or interpretation in the last 6 months?

○ Yes

○ No

○ Not aware of any available training

Q12. What challenges, if any, do you face when using reports to manage your work?

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Q13. What reports would be most helpful to you in managing grant award?

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Q14. List or describe three of your top barriers to navigating financial reporting and workflows.

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Section II: Process Smoothness and Workflow Transparency

Q1. How clear are you about who is responsible for helping with each function in the grant management process?

	1=Very clear	2=Somewhat clear	3=Not very clear	4=Not at all clear	5=N/A not applicable
Budgeting	○	○	○	○	○
Purchasing	○	○	○	○	○
Subawards	○	○	○	○	○
Payroll	○	○	○	○	○
Reporting to sponsors	○	○	○	○	○

Q2. In the past month, how often have you had to follow up to clarify which office can directly assist you with task related to your grant?

○ Never

○ 1–2 times

○ 3–4 times

○ More than 4 times

Q3. I know where to find documentation or guidance on how to complete post-award grant-related transactions.

○ Strongly agree

○ Agree

○ Disagree

○ Strongly disagree

Q4. I have access to the financial data and tools needed to close out grants effectively.

○ Strongly agree

○ Agree

○ Disagree

○ Strongly disagree

Q5. Overall, how smooth is the post-award grant-related process across departments (e.g., for a budget expense transfer form or a student grant support form)?

○ Very smooth

○ Somewhat smooth

○ Not very smooth

○ Very difficult/disjointed

Q6. How clearly are responsibilities and handoffs between offices/departments communicated?

○ Very clear

○ Somewhat clear

○ Not very clear

○ Not at all clear

Q7. How satisfied are you with the time it takes to process a request or form (e.g., purchase request, salary authorization)?

○ Very satisfied

○ Satisfied

○ Neutral (neither satisfied nor dissatisfied)

○ Dissatisfied

○ Very dissatisfied

Q8. How often do you need to follow up due to lack of communication or process clarity across units?

○ Never

○ 1–2 times/month

○ 3–5 times/month

○ More than 5 times/month

Q9. In your experience, which part(s) of the post-award grant process feel most confusing or fragmented?

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Section III: Satisfaction and Empowerment

Q1. If you manage more than one award, can you review information for the grants with ease?

○ Yes

○ No

○ Unsure

○ Not applicable

Q2. Overall, how satisfied are you with the post-award process at MU?

○ Very satisfied

○ Satisfied

○ Neutral (neither satisfied nor dissatisfied)

○ Dissatisfied

○ Very dissatisfied

Q3. How satisfied are you with the post-award support and tools available for managing grants?

○ Very satisfied

○ Satisfied

○ Neutral (neither satisfied nor dissatisfied)

○ Dissatisfied

○ Very dissatisfied

○ Not applicable

Display this question:

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Q4. I feel confident in my ability to carry out my grant-related responsibilities (e.g., purchasing, reviewing reports, managing subawards).

○ Strongly agree

○ Agree

○ Disagree

○ Strongly disagree

Q5. Overall, how would you rate your experience with the post-award grants management process in the past quarter?

○ Excellent

○ Good

○ Fair

○ Poor

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Q6. How satisfied are you with the post-award grant support you receive in managing your grant(s)?

○ Very satisfied

○ Satisfied

○ Neutral (neither satisfied nor dissatisfied)

○ Dissatisfied

○ Very dissatisfied

Q7. Which of the following tasks and forms do you feel confident completing independently? (Select all that apply)

☐ Accessing reports

☐ Grant Budget Transfer form

☐ Grant Expenditure form

☐ Interpreting budget balances

☐ Making purchases

☐ Managing subaward activity/paying subawardees

☐ Navigating internal systems

☐ Salary Verification form

☐ Submitting a Hiring Request

☐ Submitting a No-Cost Extension

☐ Submitting a Purchase Request

☐ None of the above

Q8. Do you know where to find guidance or training to complete post-award grant-related tasks?

○ Yes

○ No

○ Unsure

Q9. Please describe a time when you felt empowered in the post-award grant management process.

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Q10. Please describe a time when you felt unsupported in the post-award grant management process.

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Section IV: Staff Stress and Burden

Q1. On a scale of 1 to 10, how stressful have you found managing post-award grant-related tasks in the past month? (1 = not stressful at all, 10 = extremely stressful)

	1 2 3 4 5 6 7 8 9 10
Level of stress	═══════════╪═══════════

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Q2. What aspects of the post-award grant process cause the most frustration for you?

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Q3. Has your stress level in regard to post-award grant management changed over time as new tools/processes have been implemented?

○ Decreased significantly

○ Decreased somewhat

○ Stayed the same

○ Increased somewhat

○ Increased significantly

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Q4. How clear is your role in each of the following areas? (Very clear, Somewhat clear, Not clear, Not applicable)

	Very clear	Somewhat clear	Not clear	Not applicable
Budget monitoring	○	○	○	○
Payroll/personnel	○	○	○	○
Purchasing	○	○	○	○
Reporting	○	○	○	○
Subaward management	○	○	○	○

Q5. To what extent do you feel your post-award workload is manageable?

○ Very manageable

○ Somewhat manageable

○ Barely manageable

○ Not manageable

Q6. Are there any tasks related to the post-award management of grants that you perform that only you can do (i.e., not documented or easily delegated)?

○ Yes (please describe) _____

○ No

○ Unsure

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Q7. What types of support or changes would help reduce your stress?

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Q8. List or describe three of your top barriers to successfully completing post-award tasks.

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Section V: Training, Documentation & Task Accuracy

Q1. Have any of your regular post-award tasks been improved or streamlined in the past 6 months (e.g., reports, approvals, notifications)?

○ Yes

○ No

○ Unsure

Q2. Estimate how many hours per week you save due to new improvements or streamlined processes.

○ 0 hours

○ 1–2 hours

○ 3–5 hours

○ More than 5 hours

○ Not applicable

Q3. Recent changes to tools or processes have helped me do my job regarding post-award activities better in terms of efficiency, quality, confidence, transparency, and compliance.

○ Strongly agree

○ Agree

○ Disagree

○ Strongly disagree

Q4. Do you know where to find step-by-step instructions for key tasks (e.g., submitting purchases, managing subawards)?

○ Yes

○ No

○ Sometimes

Q5. Have you used any post-award training materials or documentation in the past 3 months?

○ Yes, frequently

○ Occasionally

○ No

○ Did not know training was available

Q6. Based on your experience, how accurate and helpful are the existing post-award training materials?

○ Very helpful

○ Somewhat helpful

○ Not helpful

○ Haven't used any

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Q7. After training or reviewing documentation, how confident do you feel in completing the related task?

○ Very confident

○ Somewhat confident

○ Not very confident

○ Not at all confident

○ Not applicable

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Q8. What additional guidance or resources would help you feel more confident in your work?

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