

2022 ANR Customer Satisfaction Survey
 AVC OCG

Office of Contracts & Grants

PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Prior Year N/A	Current Year 2022	PO Identified		
	3.94	Moving in a positive direction to better meet my needs	<p><u>Short Term Goals (3 to 6 months):</u></p> <p>1. Add additional proposal preparation templates.</p> <p>2. Adjust workloads to respond more timely so that needs are met.</p> <p><u>Long Term Goals (6 months to 1 Year):</u></p> <p>3. Develop Quick Cheat Sheet for how to access project balances and transactions (need BOC's assistance to do this) with link in the Good News Letter.</p> <p><u>Ongoing:</u></p> <p>4. Advocate for an increase in staff assistance for County Offices that supports the contracts & grants process from proposal preparation to award management.</p>	<p>1. Additional Templates for Proposal Preparation will help streamline the proposal writing process for academics and the staff assisting them. <i>Action Taken: In process of being produced.</i></p> <p>2. With adjusted workloads, there will be an increased ability to respond even more timely to meet customer needs. <i>Actions Taken: Workload was reviewed and changes made to County assignments.</i></p> <p>3. Quick Cheat Sheet on Accessing Project Balances and Transactions will assist them when receiving the Good News Letter when accounts are set up by BOC.</p> <p>4. Advocate for County Office Support Needs in the C&G area by communicating broadly in order to assist in getting this increase in support considered. <i>Actions Taken: Ongoing</i></p>

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	3.82	Approval Time	<p>Short Term Goals (3 to 6 months):</p> <p>1. Adjust workloads to respond more timely so that needs are met.</p> <p>2. Communicate broadly to all internal customers the Roles and Responsibilities of Pls, County Offices, OCG, BOC, and CGA) (see also update swimlanes below).</p> <p>Long Term Goals (6 months to 1 Year):</p> <p>3. Create and provide an easily accessible timeline document showing level of review of proposals when not submitting the proposal to OCG by the 5-day full review deadline.</p> <p>4. Continue and improve timely updates to Pls on the status of items handled in OCG, informing when delays are encountered.</p>	<p>1. Adjust workloads to respond more timely so that needs are met. <i>Actions Taken: Workload was reviewed and changes made to County assignments.</i></p> <p>2. Roles and Responsibilities will be understood better by Pls and support staff, thus increasing the occurrences that questions will be sent to the Unit most able to provide an answer. <i>Actions Taken: Requested a Session be approved that includes Roles and Responsibilities at the Statewide Conference</i> <i>Actions Taken: Session was approved for Statewide Conference with BOC as co-presenter.</i></p> <p>3. The Timeline Document created will take the mystery out of what to expect when submitting a proposal for OCG review and submittal, thus clarifying timelines in the proposal review/submittal process. <i>Action Taken: In process of being produced.</i></p> <p>4. Pls and support staff will better understand why delays are happening in the processing of their proposals and awards. <i>Actions Taken: Discussed with Staff importance of keeping Pls informed of status of proposals and awards and if there are delays. Attended Customer Service Essentials Training.</i></p>

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	3.87	Approval Workflow process	<p>Short Term Goals (3 to 6 months): 1. Update swimlanes flowcharts to reflect current processes and communicate broadly. Also make flowcharts easily accessible.</p> <p>Ongoing: 2. OCG Director will work with ARC Directors and Business Managers involved in the C&G process to review and improve workflow in the overall C&G process.</p>	<p>1. The updated and easily accessible Swimlane Flowcharts will increase our customers' knowledge of the proposal and award process and assist in ensuring that appropriate service units are engaged on contracts & grants related matters. <i>Action Taken: In process of being produced.</i></p> <p>2. Overall C&G Workflow Process improvement will increase process efficiency, and ensure customer service is well-balanced with compliance requirements. <i>Actions Taken: Worked with BOC to eliminate the Salary Savings Request Form by including pertinent details in the Good News Letter for Payroll to make the adjustments.</i></p>

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ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)	ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Effectively uses website to provide access to information and services (3.72)	Update OCG Website as needed now, but make a major overhaul when OCG actually moves to the new ANR Website platform.	Better Website now--Excellent website when new website is launched will improve the overall readability and access to OCG services and information. This would include an update to our FAQ page.
Clarity of Policy (3.93)	<p><u>Short Term Goals (3 to 6 months):</u> 1. Improve new advisor "Welcome Packet" to include more links to webinar recordings, website, information on policies, templates (i.e., like budget justification.).</p> <p><u>Long Term Goal (6 months to 1 year):</u> 2. Create Cheat Sheet for academics and staff listing important C&G policies with the relevant links. Post on website, including on FAQ page.</p>	<p>1. Improved Welcome Packet for New Academics will provide OCG staff assignments and contact information and will make important information readily available, including C&G policies and related resources, improving academic onboarding. <i>Action Taken: In process of being finalized.</i></p> <p>2. Using the Cheat Sheet, Academics and staff will be able to find policies relevant</p>

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		to C&G in one place that will be easily accessible on our website.
Clear Procedures (3.96)	<p>1. Communicate the updated process workflows and improvements made in the Primary Opportunity tasks.</p> <p>2 Post all procedures on our website so they are easily accessible.</p> <p>3. Improve Welcome Packet for New Academics to include more links to OCG Procedures.</p>	<p>1. Communicating the new process workflows and improvements broadly will provide increased transparency into C&G process requirements.</p> <p>2. Posted procedures that are easily accessible will increase understanding and knowledge into completing a PI initiated task or action.</p> <p>3. By providing clear OCG procedures in the Welcome Packet for New Academics, they will have the information available, which will help to make their transition to ANR easier.</p>
Training for clientele (4.00)	<p><u>Short Term Goals (3 to 6 months):</u></p> <p>1. Update Welcome Packet to also include links to training webinars.</p> <p><u>Long Term (6 months to 1 year):</u></p> <p>2. Specialized Training for County Directors.</p>	<p>1. Including training opportunities in OCG's Welcome Packet will provide this information when first hired at ANR.</p> <p>2. Providing special County Director training will assist them with their own C&G projects and also as mentors to the advisors/staff in their County.</p>

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	<p>3. Targeted training for new Academics.</p> <p>4. Institute Weekly Office Hours.</p>	<p>3. New Academic Targeted Training will assist our new academics in learning grant writing and other skills necessary to be successful in their ANR career.</p> <p>4. Instituting Weekly/Bi-Monthly Office Hours, and knowing when OCG staff will be available, will create ongoing opportunities for our academics and staff to contact our office when they have questions that need answering.</p>
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