



Wisconsin Center for  
Education Research  
SCHOOL OF EDUCATION  
UNIVERSITY OF WISCONSIN-MADISON

# **WCER Project Feedback: Administrative Services Survey**

REPORT OF FINDINGS  
November 2021

# INTRODUCTION AND BACKGROUND

In November 2021, 94 WCER Principal Investigators (PIs) were invited to participate in an anonymous survey regarding the services provided by the Center. Depending on the question, there was a 56-62% response rate.

## THE DATA COLLECTED WAS USED FOR TWO PRIMARY PURPOSES:

1. To inform what should be prioritized in the first year of implementing the strategic plan, and;
2. To create a baseline against which the changes resulting from the strategic plan could be measured.

### INTERPRETING NAs

Using this example:

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
Sample	14.29%	8	12.50%	7	8.93%	5	8.93%	5	55.36%	31	56

- Removing the 31 N/A responses results in 25 ratings to this question
- Using 25 as the new denominator, we see that 32% are satisfied, 28% somewhat satisfied, 20% somewhat dissatisfied and 20% dissatisfied
- Grouping – 60% “satisfied” and 40% dissatisfied

# SECTION 1: SURVEY QUESTIONS AND RESPONSES

## INTEGRATED SERVICES

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The appropriateness of office and space allocations.	34.48%	20	34.48%	20	13.79%	8	1.72%	1	15.52%	9	58
The timeliness of resolutions for ad-hoc building maintenance requests.	37.93%	22	27.59%	16	5.17%	3	0.00%	0	29.31%	17	58
The quality of WCER-offered professional learning opportunities for me or my staff.	22.41%	13	39.66%	23	10.34%	6	3.45%	2	24.14%	14	58
The quality of onboarding and guidance to new PIs and their projects.	10.34%	6	17.24%	10	22.41%	13	24.14%	14	25.86%	15	58

## EVENTS AND COMMUNICATION SERVICES

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The quality of WCER community building events for me or my staff.	46.43%	26	23.21%	13	8.93%	5	1.79%	1	19.64%	11	56
The quality of WCER event promotion.	51.79%	29	23.21%	13	7.14%	4	0.00%	0	17.86%	10	56
The quality of the WCER website (wcer.wisc.edu).	48.21%	27	37.50%	21	3.57%	2	1.79%	1	8.93%	5	56
The quality of support for external project communications.	17.86%	10	26.79%	15	19.64%	11	14.29%	8	21.43%	12	56
The quality of the Inside WCER newsletter.	55.36%	31	33.93%	19	8.93%	5	0.00%	0	1.79%	1	56
The quality of social media communications.	12.50%	7	32.14%	18	12.50%	7	7.14%	4	35.71%	20	56
The quality of communication around campus policy impacting my staff.	35.71%	20	42.86%	24	7.14%	4	3.57%	2	10.71%	6	56

## FINANCIAL SERVICES

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The quality of processing financial information.	26.79%	15	39.29%	22	21.43%	12	12.50%	7	0.00%	0	56
The quality of guidance regarding allowable expenditures.	25.00%	14	39.29%	22	16.07%	9	17.86%	10	1.79%	1	56
The quality of guidance on agreements and agreement negotiations (consortium or MOU agreements, data use, licensing agreements, research partnerships or nondisclosure agreements).	19.64%	11	32.14%	18	16.07%	9	14.29%	8	17.86%	10	56
The quality of rate cards for fee-for-service activities.	14.29%	8	12.50%	7	8.93%	5	8.93%	5	55.36%	31	56
The timely processing of purchasing requests (e.g., supplies, registrations, memberships, etc.).	33.93%	19	39.29%	22	10.71%	6	8.93%	5	7.14%	4	56

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The timely processing of expense reports. (e.g., travel reimbursements).	48.21%	27	30.36%	17	1.79%	1	5.36%	3	14.29%	8	56
The quality of purchasing policy and process guidance.	26.79%	15	46.43%	26	17.86%	10	8.93%	5	0.00%	0	56
The quality of correspondence across all areas of financial services.	30.36%	17	46.43%	26	12.50%	7	8.93%	5	1.79%	1	56
The utility of financial projections.	30.36%	17	28.57%	16	12.50%	7	19.64%	11	8.93%	5	56

## GRANT SERVICES

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The accuracy of grant and sub-award submission to RSP/funders.	66.07%	37	26.79%	15	5.36%	3	0.00%	0	1.79%	1	56
The quality of the budgeting and re-budgeting processes.	51.79%	29	32.14%	18	8.93%	5	5.36%	3	1.79%	1	56
The quality of processing of sub-awards.	51.79%	29	14.29%	8	5.36%	3	5.36%	3	23.21%	13	56
The utility of monthly grant financial reports.	42.86%	24	25.00%	14	12.50%	7	12.50%	7	7.14%	4	56
The quality of correspondence with the grants team.	69.64%	39	21.43%	12	5.36%	3	1.79%	1	1.79%	1	56
The quality of editing on research proposals.	75.00%	42	12.50%	7	3.57%	2	0.00%	0	8.93%	5	56

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The quality of proposal resources provided by editing team (e.g., electronic grant notifications, boilerplates, sample proposals).	51.79%	29	26.79%	15	5.36%	3	0.00%	0	16.07%	9	56
The quality of correspondence with editors.	76.79%	43	8.93%	5	1.79%	1	0.00%	0	12.50%	7	56



## HUMAN RESOURCES

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The quality of support with staff recruitment and hiring.	53.57%	30	23.21%	13	7.14%	4	3.57%	2	12.50%	7	56
The quality of support with staff compensation and promotion requests.	46.43%	26	26.79%	15	1.79%	1	5.36%	3	19.64%	11	56
The quality of payroll and benefits services for grant/project staff.	50.00%	28	28.57%	16	5.36%	3	1.79%	1	14.29%	8	56
The quality of support for staff performance management.	46.43%	26	25.00%	14	7.14%	4	3.57%	2	17.86%	10	56
The quality of support for international staff and students – visas, etc.	3.57%	2	10.71%	6	0.00%	0	1.79%	1	83.93%	47	56
The quality of correspondence on human resource services.	48.21%	27	26.79%	15	7.14%	4	3.57%	2	14.29%	8	56
The timeliness of support from human resources.	48.21%	27	30.36%	17	5.36%	3	5.36%	3	10.71%	6	56

## TECHNICAL SERVICES

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The quality of help desk support.	63.64%	35	14.55%	8	5.45%	3	3.64%	2	12.73%	7	55
The timeliness of resolution to help desk requests.	65.45%	36	14.55%	8	3.64%	2	3.64%	2	12.73%	7	55
The quality of project equipment support.	58.18%	32	21.82%	12	1.82%	1	3.64%	2	14.55%	8	55
The quality of conference room equipment support.	21.82%	12	25.45%	14	9.09%	5	7.27%	4	36.36%	20	55
The quality of project website development.	32.73%	18	16.36%	9	9.09%	5	3.64%	2	38.18%	21	55
The timeliness of project website updates.	27.27%	15	14.55%	8	7.27%	4	1.82%	1	49.09%	27	55
The quality of graphic design.	41.82%	23	16.36%	9	5.45%	3	1.82%	1	34.55%	19	55

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The quality of custom software application development services.	12.73%	7	10.91%	6	1.82%	1	1.82%	1	72.73%	40	55
The quality of custom data collection applications.	10.91%	6	7.27%	4	3.64%	2	1.82%	1	76.36%	42	55
The quality of correspondence across all areas of technical services.	49.09%	27	29.09%	16	3.64%	2	7.27%	4	10.91%	6	55
The quality of hardware and software support and guidance.	47.27%	26	27.27%	15	7.27%	4	5.45%	3	12.73%	7	55

## OVERALL

Question	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		N/A		Total
The speed/timeliness in addressing service concerns overall.	39.62%	21	47.17%	25	7.55%	4	3.77%	2	1.89%	1	53
The accuracy in addressing service concerns overall.	33.96%	18	54.72%	29	3.77%	2	3.77%	2	3.77%	2	53

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