

**KU Center for Research Satisfaction Survey  
September 2003**

**Recurring Themes in the Verbatim Comments**

- The survey reveals widespread lack of satisfaction with KUCR accounting reports that are available to PI's.
- The KUCR proposal preparation assistance group was often praised for their help.
- The comments contained many complaints about how Indirect Costs are used, how little is returned to units, and how little is used to maintain labs. There is also confusion about Federal accountability regulations and about how Federal F&A rates are determined.
- Several people reported difficulty with making GRA appointments. Some requested more guidance and/or flexibility in salary and appointment issues with regard to both GRAs and other grant-funded positions.
- Communication to PI's from KUCR is widely perceived to need improvement.
- Suggestions were made that some KUCR staff need more of a "pleased to serve you" attitude, and some people complained about not being able to get a definitive answer to questions after being referred to a series of several KUCR staff. KUCR is thought by some to be a barrier to rather than a facilitator of research productivity at KU.