
DATE: July 18, 2019

TO: Kristy Lisle, Executive Vice President, Instruction & Student Services
Kelaiah Harris, Instructional Services Coordinator

FROM: Ben Kaliczak, Research Analyst
Elaine Kuo, College Researcher

RE: Online Budget Resource Request Survey Results, Spring 2019

Overview

All administrators, faculty, and classified professionals who completed the inaugural online budget resource request form were invited to provide feedback on their experience. These individuals received an email to participate in an online survey. The survey administration occurred from June 4, 2019 through June 25, 2019, yielding 32 responses out of a possible 64 for a 50% response rate.

Highlights

- Over half of respondents (56%) reported it was “easy” to access the online budget resource request form.
- The majority of respondents (88%) indicated it took over 20 minutes to complete the online form.
- Almost half of respondents (41%) noted that it was “somewhat easy” to find someone to answer questions, while another one-fifth (19%) reported it was “not easy.”
- The most common issue encountered by the respondents include:
 - Difficulty gathering the proper information to submit to the site (31%);
 - Understanding the instruction of completing the online form (28%); and
 - Saving/printing a copy of the completed form (28%).
- Roughly one-fourth of respondents encountered “no issues” when completing the online form (28%).

Ease of Use and Access

Table 1 shows that over half of the respondents (56%) indicated the online form access was “easy,” with another 41% reporting “somewhat easy.” The survey results suggest that it took over 20 minutes to complete the form (Table 2). Table 3 indicates that while more respondents believed it was “somewhat easy” to get their questions answered (41%), the remaining responses seem divided on whether it was “easy” or “not easy” to identify a contact person (19% for each response option).

Table 1: Indicate how easy it was to access the online form.

Ease of Use	#	%
Easy	18	56%
Somewhat Easy	13	41%
Not Easy	1	3%
Total	32	100%

Table 2: Approximate the amount of time it took to complete the online annual budget form.

Time to Complete	#	%
5 minutes or less	1	3%
11-15 minutes	1	3%
16-20 minutes	2	6%
21 minutes or more	28	88%
Total	32	100%

Table 3: Indicate how easy it was to find someone to answer questions about the online annual budget form.¹

Ease of Finding Assistance	#	%
Easy	6	19%
Somewhat Easy	13	41%
Not Easy	6	19%
I did not have any questions	6	19%
Total	31	100%

¹ Null responses were excluded from table (n = 1).

Specific Issues

Table 4 examines whether respondents encountered any issues when completing the online form. Over one-fourth (28%) reported having “no issues,” while the majority reported experiencing one to three issues (53%).

Table 4: Number of issues encountered when filling out the online annual budget form.

Issues	#	%
No Issues	9	28%
One Issue	6	19%
Two Issues	5	16%
Three Issues	6	19%
Four Issues	3	9%
Five Issues	2	6%
All Listed Issues	1	3%
Grand Total	32	100%

The main issues reported when completing the online form included “gathering the proper information to submit to the site”(16%); “Understanding the instructions of completing the online form” (14%); “finding repetitive sections not valid to my resource requests” (14%); and “saving/printing a copy of my completed form” (14%). “Accessing the online site” was not reported as a serious issue encountered (0%) (Table 5). “Other” issues encountered were related to the limited/compressed timeline, training/support needs, and understanding the entire budget resource prioritization process (10%).

Table 5: Specific issues when filling out the online form²

Specific Issues	#	%
Difficulty gathering the proper information to submit to the site	10	16%
Understanding the instructions of completing the online form	9	14%
Finding repetitive sections not valid to my resource request	9	14%
Saving/printing a copy of my completed form	9	14%
Not finding sections valid to my resource request	8	13%
Other	6	10%
Submitting the online request form	5	8%
Organization/flow of form made it difficult to navigate the appropriate sections	3	5%
Being notified that I did not complete the form when I thought I did	2	3%
Navigating the online site	1	2%
Accessing Online Site	0	0%
Total Responses	62	100%

² Respondents could select more than one issue. Twenty-three respondents indicated they had at least one specific issue, nine indicated there were “no issues” and these respondents are omitted from the table.

Open Ended Responses

Survey respondents were asked to expand on other issues encountered and share any suggestions they had about the online budget resource request form. Full responses are grouped by themes.

Timeline Issues

- We missed the initial application deadline as the online application was closed to further entries. We needed to use the downloadable form instead since the application was no longer available via online submission. As a result, the downloaded document formatting was in disarray and made it difficult to enter data into the fields.
- Timeline-rushed-I got it in on time, but others did not and we killed ourselves getting it in on time.
- We did not have enough time to prepare thoughtful budgeting.
- Timing for the deadline could be at a different time of the year. I want to say that I did appreciate that the form was online and not a pdf or a doc file. It was nice to be able to go back and continue work on this online form throughout the week.
- We didn't receive a lot of advance notice of the deadline, which was around spring break.
- It took 9 hours to complete the budget request. It is a much lengthier process than this survey indicates. To imagine what is needed for the following year as well as what ideas faculty have took a lot of time.
- Reduce the redundancy by having a summary section that gathers the justification ONCE for similar types of items. Positive observation: the program always successfully saved each entry--Yay. Question #2 asking about the amount of time is quite misleading- this can only refer to the data entry component. The information-gathering component is being neglected in this survey.

Training/Support Issues

- We were promised training that didn't materialize.
- I suggest that you offer training and interpretation sessions for different groups who need to use the form. Tailor the sessions to the trainees.
- Maybe hold workshops or other FAQ sessions leading up to the due date, can do training and maybe a sort of "open lab" type thing.... like a classroom??? Oh my god, are we an educational institution!?!?!?
- It's difficult for me to put a dollar amount on some of the requests. For example, the value of reassign time depends on who gets reassign time. It would be a little more helpful to have the form with this survey so that I can give you more specifics in terms of the questions that are repetitive or didn't make sense. Since I filled out this form some time ago, I don't remember the details. I could not print out the information in the dialog boxes. I could print out the template itself but not the words that were typed in. I didn't see the button I needed to press in order for the form to be submitted.
- Unclear differentiation of budget requests for CTE.
- Longer time line-no response to any of the items so far. Several e-mails sent awaiting a response. I offered to talk in person about the items, no response.

Training/Support Issues (cont'd)

- Difficulty with the process. Between the lack of a FT Dean in Fine Arts and the timing of the process it was very rushed. Functionally, this meant that CTE departments in particular had to individually find info for their applications. Same for B budget advice from Deans. While I know the intent was to have an open process, few knew what the general parameters were going in - was there money available? How were we going to spend all money in three months?

Process Issues

- Trying to understand how this form/process fits in with program goals and other budgets we are working with.
- The point below addresses the budget process itself more so than the actual online form. It is unclear how effective the annual budget distribution will be, if decisions are based solely on the written information submitted on the budget form. It seems to me that the budget process could make more effective choices if it also includes meeting with the stakeholder departments to better understand what is being requested. Otherwise, the current budget application process seems to only allow one opportunity for departments to submit a funding request with little chance for further communication to explain or emphasize issues in person as it relates to the program/department overall (and with this additional face-to-face input, could help to target the most pressing funding needs).
- Please alert us when it is time to prepare the budget for submission. We did not have adequate time to find or figure accurate costs, give thought to what we would like to submit for consideration. We also found out that while we submitted on time with what we had, others were given more time to complete. We have not heard back from the committee regarding our submission- as to whether it was complete, considered, or if there were any questions regarding what we did request.

Form Issues

- It was not clear if I needed to fill out the form for ongoing budget items, or how to indicate if something needed multi-year funding. On the form, the top half was about one type of funding, the bottom about another (I'd have to revisit the form to see which). It wasn't clear what I should do if I had a need for the bottom field, but not the top.
- Word limit for major requests not appropriate- difficult to see how anyone will have sufficient info to make a decision. Highly redundant in the info that is requested for each type of item.

No Issues

- I found that this form was a pretty good first shot. Some of the fields could have used a larger word count limit, but I understand that's protecting evaluators on the other side of the form.
- It was easy to fill out, thank you.
- My only questions were workforce related and answered by email. Otherwise, smooth process.

No Issues (cont'd)

- I thought the online budget form was very user-friendly and straightforward. I do not consider myself tech-savvy but navigation was pretty easy and when I had a question it was easy for me to explore a little bit to find the solution.
- The online form was very convenient, but it would have been very helpful if there was a downloadable word doc. version so we can work on it off line and in collaboration with others.

Source

FHDA IRP, Remark Survey [FHBudgetRequest.rws]