



**NATIONAL SCIENCE FOUNDATION
Office of Budget, Finance & Award Management
4201 Wilson Boulevard
Arlington, VA 22230**

Subject: [NSF's Financial Management Awards Survey](#)

Dear Colleagues:

In an ongoing effort to better serve our growing grantee community I am pleased to present the results of our most recent grantee survey. The objective of this study was to assess and measure the effectiveness of NSF's post-award financial management processes, and to solicit customer feedback as a means of identifying areas of improvement. The survey concentrated on the NSF FastLane system's online financial functions, and the responses will be used to develop recommendations for improvement based on input received directly from our valued grantee community.

This survey is an extension of our commitment to providing the highest standards of customer service in financial and award management. It is another step in our continuous effort to make transactions with our stakeholders more user-friendly, while increasing the effectiveness and integrity of our internal operations.

I truly appreciate the time and effort you've spent in responding to this survey. We rely on your valued feedback as we develop new and improved business processes for further streamlining NSF's financial award systems.

Thomas N. Cooley
Chief Financial Officer &
Director, Office of Budget, Finance & Award Management