



Wave 2 Satisfaction Survey Results

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Submitted to:
Grants.gov Program Management Office

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Background and Methodology

- The purpose of the research is to measure users' satisfaction with the Grants.gov system and to assess the perceived value to their organizations.
- A ten-minute online survey (Wave 2) was administered in late July and early August 2004 to Grant Community members and Grantor Agency Representatives who visited Grants.gov in the prior two months.
- The survey covered the following areas:
 - Overall satisfaction with Grants.gov
 - Satisfaction with Grants.gov attributes (e.g., navigation, look and feel, and content)
 - Usage of and satisfaction with customer support
 - Evaluation of Grants.gov compared to current grant processes
 - Organizational demographics
- The results of Wave 2 of the Satisfaction Survey were compared to Wave 1 conducted in April 2004, and the Apply Pilot Satisfaction Survey conducted prior to the launch of Grants.gov in October 2003.

Background & Methodology (continued)

- A total of 338 online surveys were completed: 279 with Grant Community members and 59 with Grantors.
- *As with all quantitative market research, every sample has a margin of error, or confidence interval. For example, if 50% of respondents have answered yes to a particular question and the confidence interval is +/- 5%, it is statistically reliable to state that 45–55% of people in the identified demographic group would also say yes to the same question. Confidence intervals are 95% accurate, which is the standard confidence level in the market research industry.*
 - *For the Wave 2 Grant Community sample size of 279, the 95% confidence interval is +/- 6%*
 - *For the Wave 2 Grantor sample size of 59, the 95% confidence interval is +/- 12%*
- *It is possible to make inferences from these findings, particularly if thresholds for making decisions fall within the confidence interval. For example, if an action should be taken if at least 33% answer a question in a certain way, and 40% of the Grant Community respond in that manner, action would be recommended; this is because it is highly unlikely a false conclusion would be made as a result of “sampling error.”*
- *Significant differences between Wave 2 and the previous waves are noted in graphics with a (W1) for Wave 1 and a (AP) for the Apply Pilot. Differences between Wave 2 and the Apply Pilot Grantor groups are not noted, due to a small sample size for the Apply Pilot. Differences should be considered with caution.*

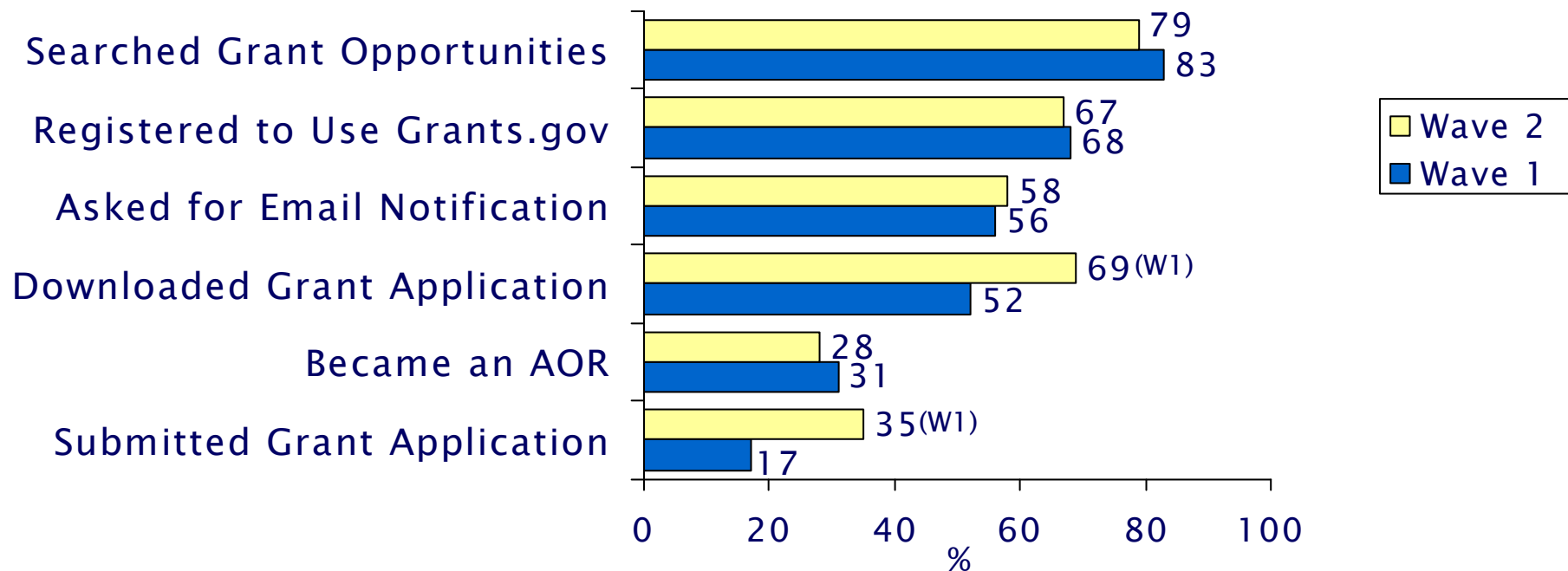
		Sample Size	Margin of Error
Grant Community	Wave 2	279	+/-6%
	Wave 1	190	+/-7%
	Apply Pilot	47	+/-13%
Grantors	Wave 2	59	+/-12%
	Wave 1	69	+/-11%
	Apply Pilot	18*	+/-24%

* This is a very small sample size compared to the large numbers of potential agency users of Grants.gov, and readers should view results based on them as directional, versus statistically reliable and projectable. Despite the small sample size, we believe it is worthwhile to report these findings since the 18 users accounted for 17 of the 26 agencies that will use Grants.gov. However, we have avoided comparisons between the groups.

Profile of Grant Community

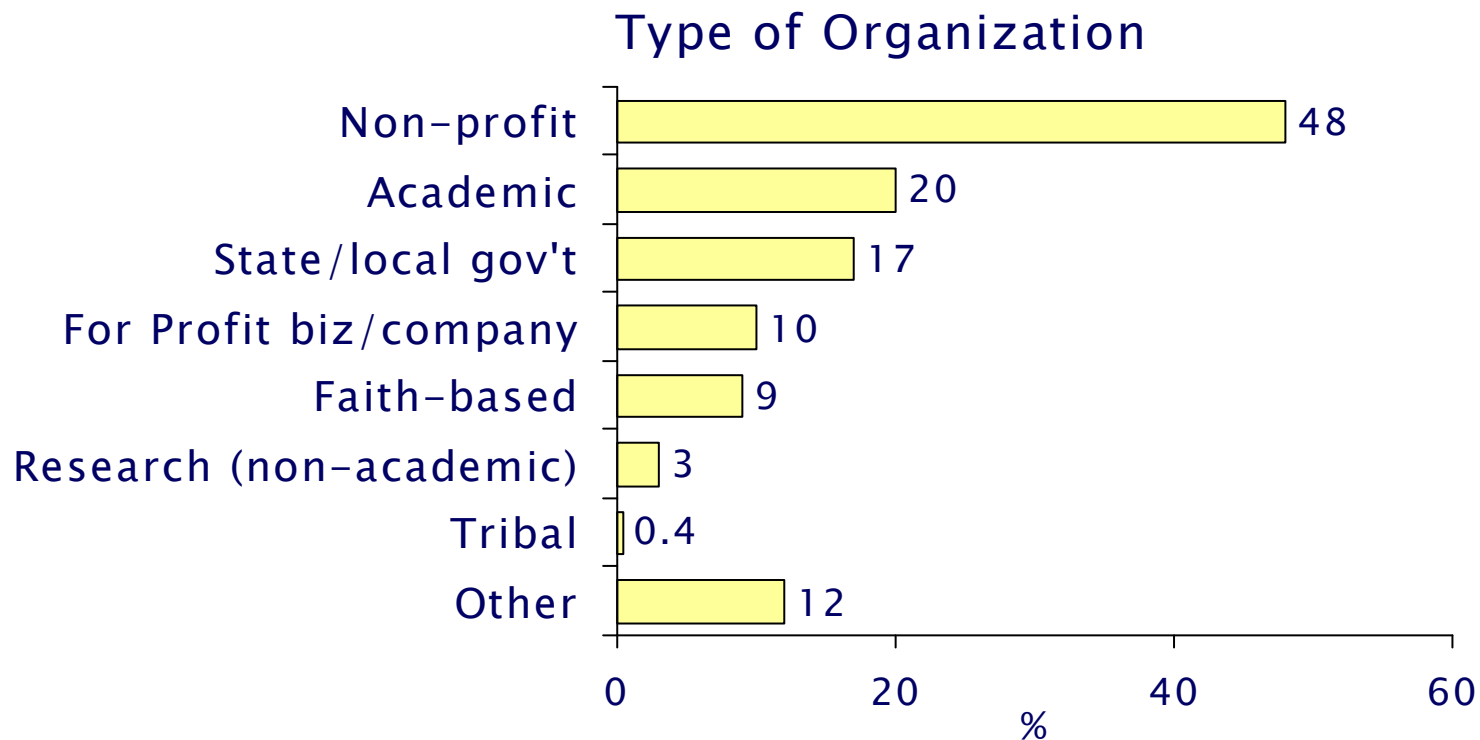
- In Wave 2, activity on Grants.gov among Grant Community members who completed the survey increased in key areas.
 - More Grant Community Members downloaded application packages and submitted grant applications, showing that they are beginning to adopt the system and use it as part of their grant application process.
- Similar to Wave 1, most Grant Community members searched for grant opportunities and registered to use Grants.gov, and slightly more than half asked for an email notification about updated opportunity postings.

Grant Community Activities



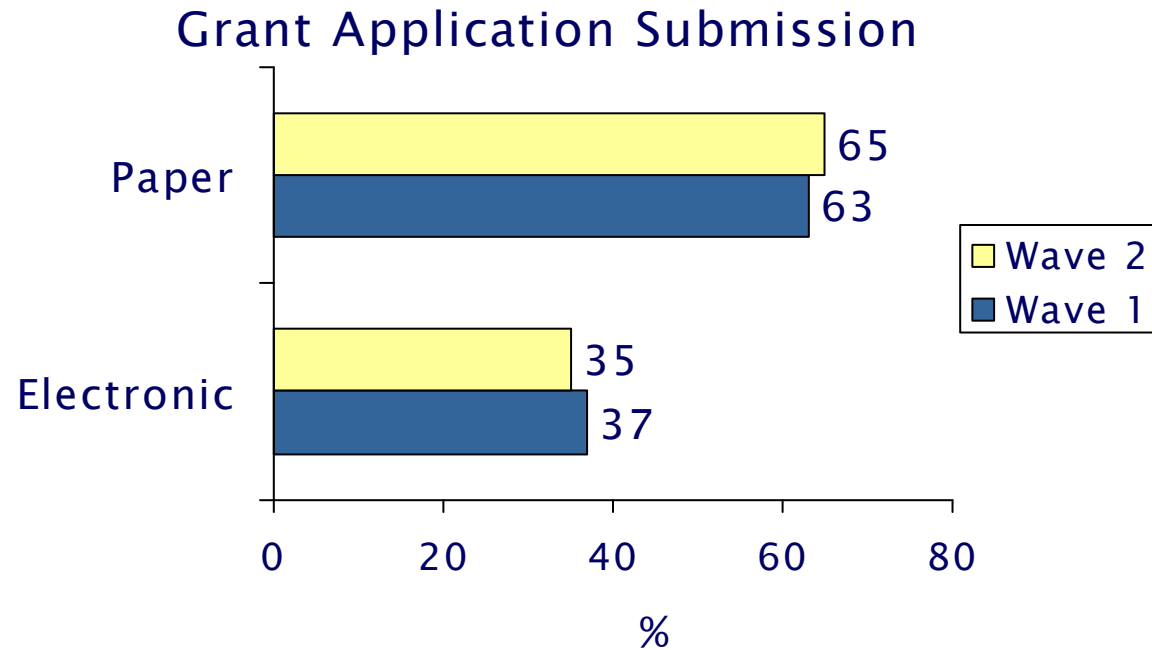
Profile of Grant Community (continued)

- Nearly half of Grant Community members who completed the survey are from non-profit organizations, while two-in-ten are part of academic institutions and state and local governments.
- Members of the Grant Community hold a variety of roles within their organization, including Executive Director, President/CEO, Development Director, Grant Coordinator, and Grant Writer.



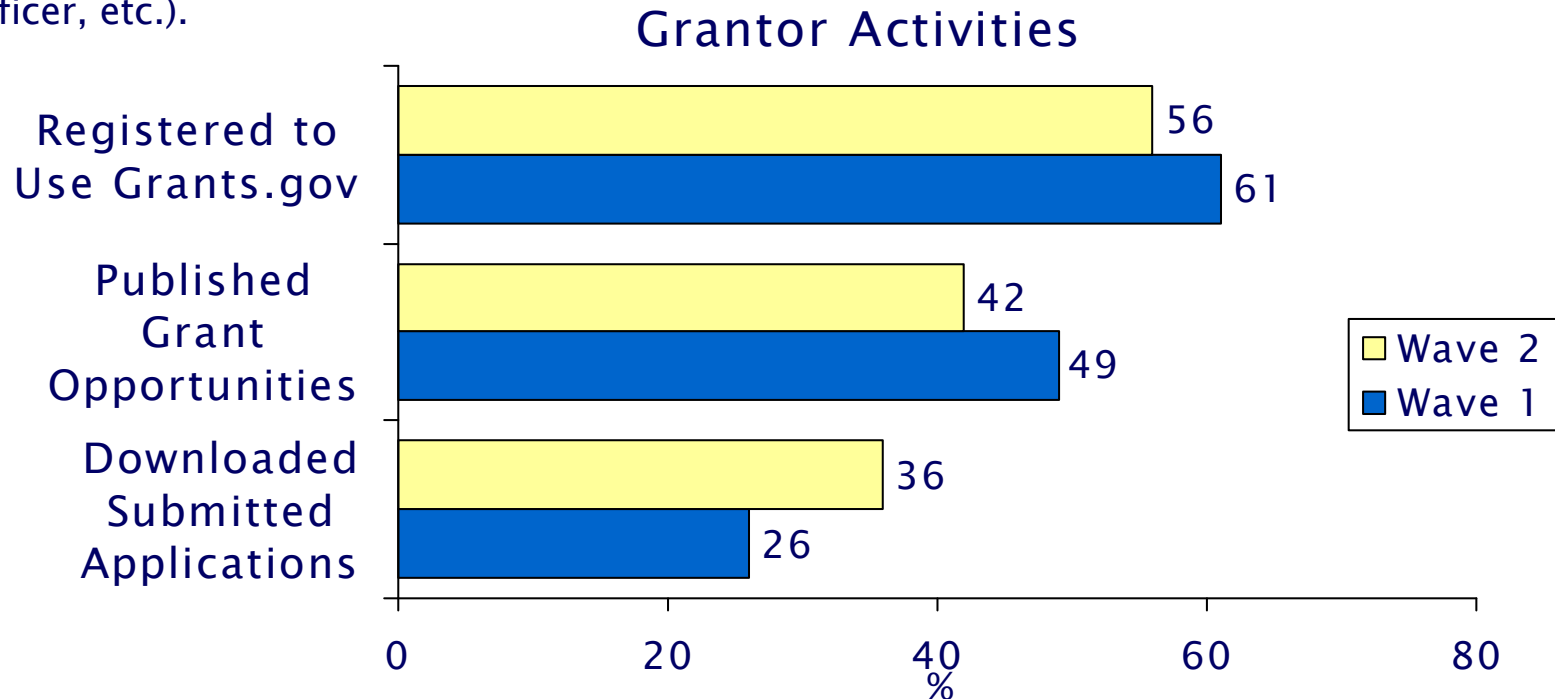
Profile of Grant Community (continued)

- Grant Community members continue to submit most of their grant applications on paper.



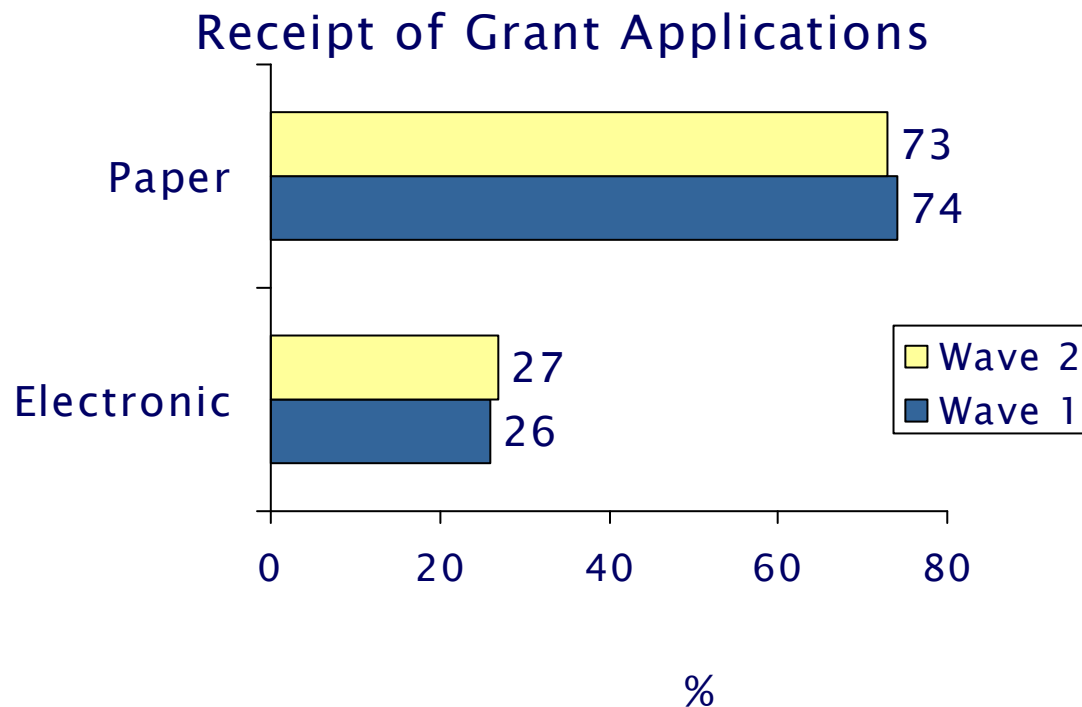
Profile of Grantors

- Grantors' activities on Grants.gov have not changed much since Wave 1.
 - The majority registered to use Grants.gov, four-in-ten, published grant opportunities, and slightly more than a third downloaded submitted applications.
- Grantor roles pertain mainly to grant administration (e.g., grant program manager, grants officer, etc.).



Profile of Grantors (cont.)

- Most Grantors continue to receive most of their grant applications from applicants on paper.
- 39% of Grantors have an electronic grant application system other than Grants.gov.
 - Systems mentioned by Grantors include NSF Fastlane, e-GRANT (through Carnegie-Mellon University), e-grants/Grant Administration and Payment System, CDC.gov Funding, TEAM and SOAR, eReceipt (cdmrp.org), Federal Aid Information Management System, OLDC and HSGABI, C-REEMS, eFile (with RD).
 - A few consider their electronic system to be e-mail.



Executive Summary and Implications

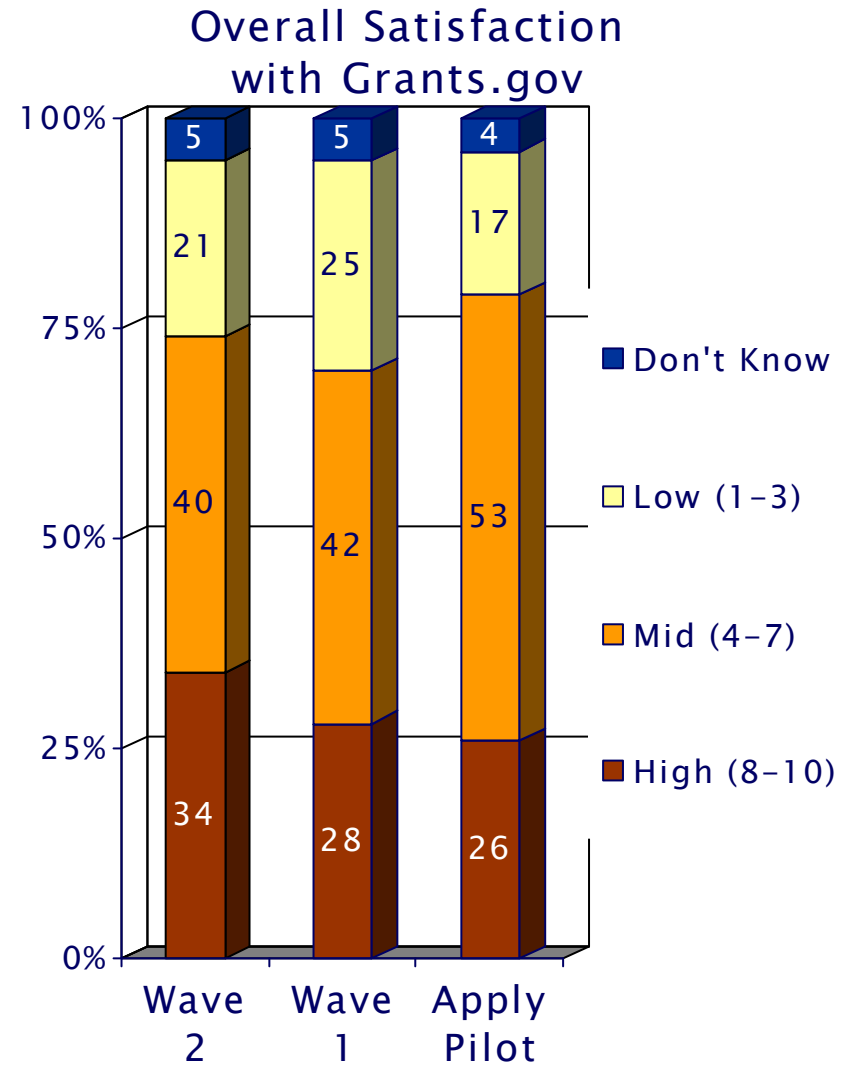
- Overall, satisfaction with Grants.gov remains relatively steady, and the majority of Grant Community members and Grantors feel the site meets or exceeds their expectations. There is some indication that the Grant Community is increasing its adoption of Grants.gov, and satisfaction with a few key areas of the site has increased. Grantors are less optimistic about the site. Both groups continue to struggle with usability issues.
- Grants.gov adoption has increased among the Grant Community since Wave 1, as more members are using the site to download grant applications and submit them to the agencies. Overall satisfaction within the group is holding steady, as some feel the site is cumbersome to use.
 - The majority of Grant Community members indicate that they prefer to use Grants.gov instead of their original process, which is comparable to Wave 1.
 - Grants.gov should improve basic site functionality for Grant Community members, e.g., provide clearer site organization, navigation, search capabilities, and transaction receipts, and make the site more convenient to use overall. In addition, Grants.gov needs to make it easier to assign AORs and apply for grants overall.
 - However, grant functionality has improved for Grant Community members in key areas since Wave 1. For nearly half of Grant Community members, the DUNS process and finding grant opportunities is easy, and they feel Grants.gov has the right forms for them.
 - Almost a quarter find application submission easy, which is up from Wave 1. However, this is a priority improvement area for Grant Community members, and Grants.gov should continue to work on it.
- Grantors' overall satisfaction with the site is down slightly primarily because of usability issues.
 - One key area that Grants.gov should focus on improving is making it easier to download applications for Grantors. This is a priority improvement area, and it dropped significantly in satisfaction since Wave 1.
 - Similar to the Grant Community, Grants.gov also should improve the basic site functionality for Grantors, e.g., provide clear organization on the site and flexibility in profiles and roles. One area Grants.gov should consider working on that is not a priority improvement area, but dropped in satisfaction since Wave 1, is page loading.

Executive Summary and Implications

- Continuing the trend in Wave 2, Grant Community members' satisfaction with customer support has increased since Wave 1, while Grantors' satisfaction remains steady.
 - Grant Community members called customer support more in Wave 2 than in Wave 1, making it the second most used Help method for the group after FAQs.
 - Grantors are using the tutorial significantly less in Wave 2, and continue to call customer support and use the FAQs most when they need help.
- The majority of Grant Community members continue to believe that Grants.gov makes the grant application process better and prefer it to their traditional processes, while less than half of Grantors feel the same.

Overall Satisfaction: Grant Community

- Satisfaction has slightly improved since Wave 1; nearly three quarters of Grant Community members are at least moderately satisfied with Grants.gov.
- A third are highly satisfied with the system.



Reasons for Satisfaction Ratings: Grant Community

- Some Grant Community members believe the site is easy to use, has strong customer service, and contains the right forms.
- Others find the site difficult to use and not comprehensive of all grant opportunities; and others have found customer service not responsive to their needs.

Reasons for Satisfaction:

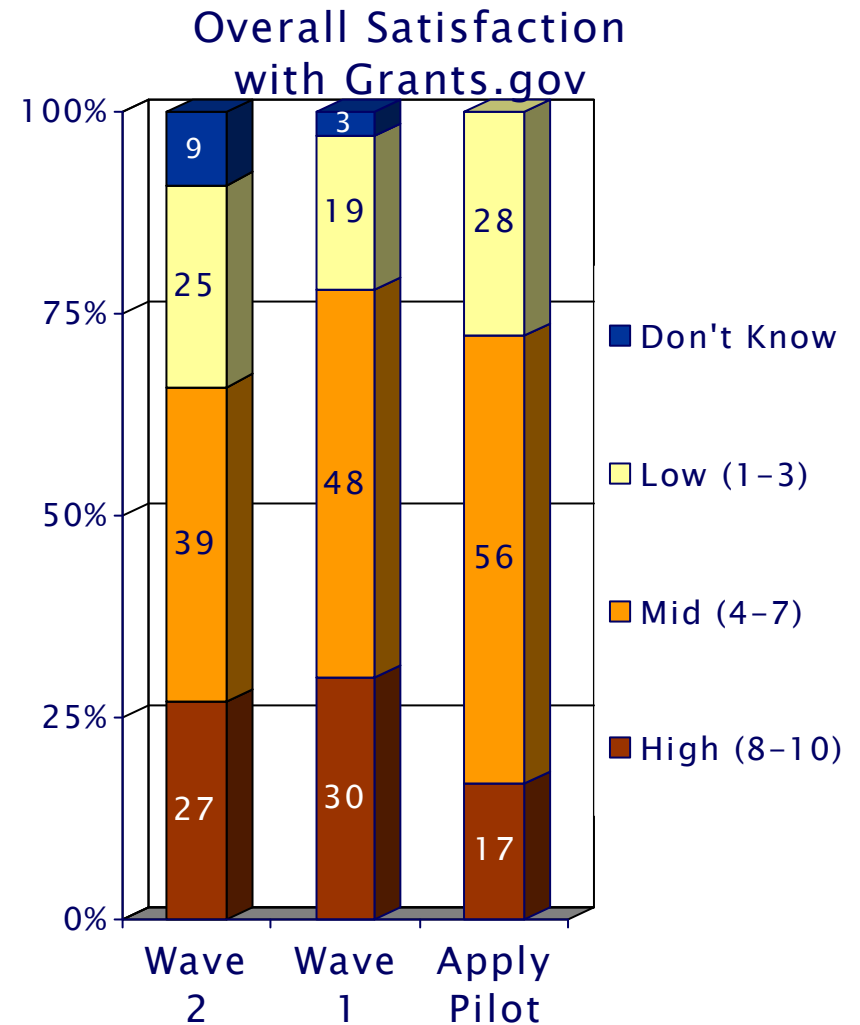
- Very user-friendly
- Good Customer Service (polite, quick, knowledgeable)
- Well-formatted and easy to follow
- Improvements continue to make the site more accessible
- Everything you need is contained in the website, such as all necessary forms
- Making applications available online makes it easier and faster
- Clear and precise directions
- Includes many opportunities for lots of different groups
- Email options make it easier to find out about available grants as soon as they are announced

Reasons for Dissatisfaction:

- Website is inefficient due to its disorganization
- No grant opportunities for individuals or certain groups
- Customer Service is impolite and slow
- No way to know if something is entered incorrectly until the submission fails without explanation
- Instructions are not clear and seem to go in circles
- Links often do not work
- Searching for grants is difficult and time consuming
- Problems with Macs downloading needed software

Overall Satisfaction: Grantors

- Grantors' satisfaction has dropped slightly since Wave 1; only 66% of Grantors are at least moderately satisfied in Wave 2 compared to 78% in Wave 1.
- Slightly more than a quarter are highly satisfied with Grants.gov in Wave 2.



Reasons for Satisfaction Ratings: Grantors

- Some Grantors believe the site is user-friendly and useful for the granting process.
- Others experience technical issues and find Grants.gov to be difficult to use.

Reasons for Satisfaction:

- Is easy to use and gain information
- Logical order makes it easy to find what you are looking for
- Addresses issues in a beneficial manner
- Great solution to the grant application issue
- Timely responses from customer service
- The site is beneficial to all types of users

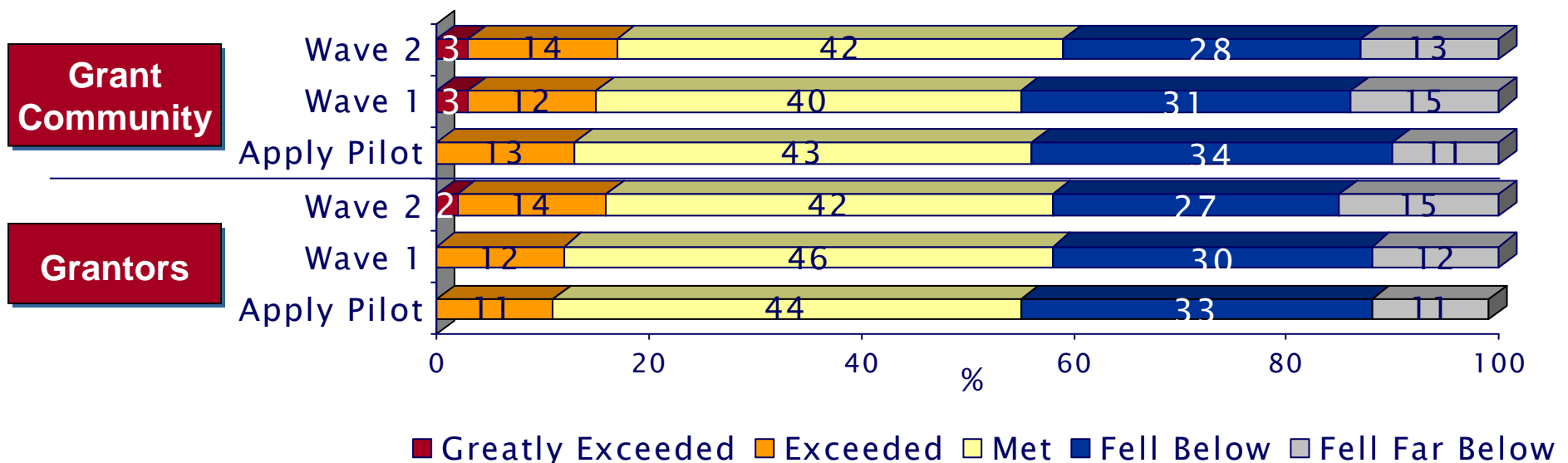
Reasons for Dissatisfaction:

- Too many bugs that should have been previously worked out
- Many technical problems when submitting applications
- Difficult to download applications
- Service and reliability is sub-par
- Very difficult to set up templates
- Hard to get through the process without customer support
- Registration process is awkward and time consuming

Living Up to Expectations

- Similar to past waves, the majority of Grant Community members and Grantors in Wave 2 believe Grants.gov meets or exceeds their expectations.
 - The site meets or exceeds expectations because it provides access to the information they need, is easy to use, and simplifies the granting process.
 - Some Grant Community members perceive the site to be “partially implemented,” e.g., beta/post-beta program, ‘first run’, so they state that the site meets their expectations for one that is not fully completed. They expect to see improvements in the future.
- However, slightly more than four-in-ten claim that the site falls below their expectations.
 - For some, the site is hard to use, especially when trying to find information they need, applying for grants, and registering to use Grants.gov. They did not like being “one of the guinea pigs” and working through kinks.

Extent to which Grants.gov Met Expectations



Reasons for Low Grants.gov Usage

- 1% of Grant Community members (4 people) and 8% of Grantors (5 people) only registered to use Grants.gov; they have not done any other activities on the site.
- A few Grant Community members who have only registered are still working on getting their organizations set-up on Grants.gov, or are too busy to devote the time to do more on the site.
- Grantors who have only registered have not had a chance to do more on Grants.gov yet, while one is specifically waiting on grant applicants to use the system. Another Grantor is waiting for forms development.

Reasons for Low Activity on Grants.gov

Grant Community:

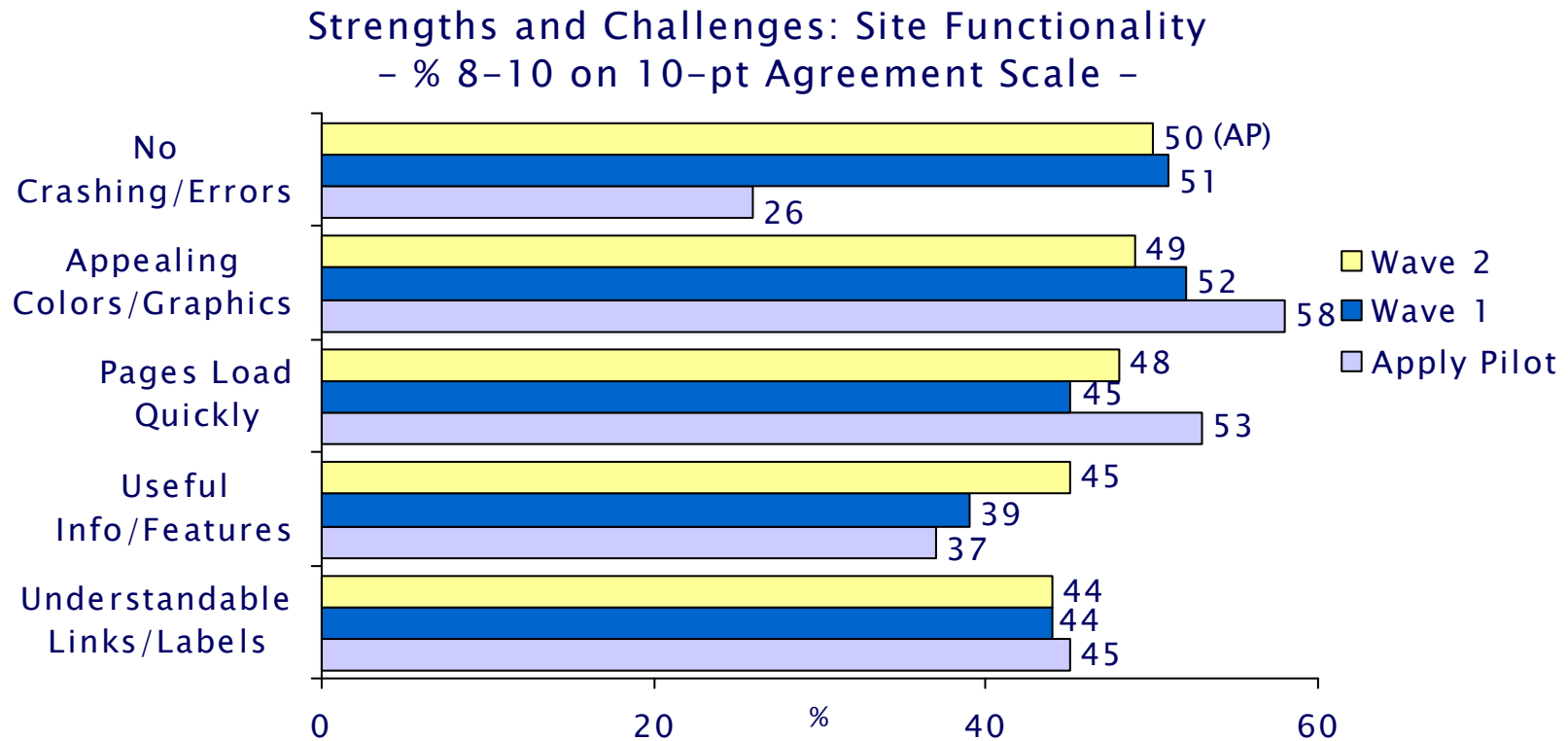
- “I’m still getting the guidelines that Grants.gov is requiring prior to instructing agencies with the State.”
- “Not enough time; I’m working on getting our institution registered and have run into a problem. I have information on solving it, but not enough time yet.”
- “Too busy.”
- “I am not a researcher; therefore, I do not submit grant applications or search for funding.”

Grantors:

- “Grant applicants I work with have not submitted any grants via the system yet.”
- “I have not had the opportunity to do more.” (3 mentions)
- “We are posting our opportunities on FedGrants.gov and are awaiting forms development before we can post application packages.”

Strengths and Challenges: Site Functionality Grant Community

- Grant Community members are moderately satisfied with the basic site functionality of Grants.gov, which is similar to Wave 1.
- Half believe the site does not crash or show error messages, and has an attractive look and feel and fast loading pages.

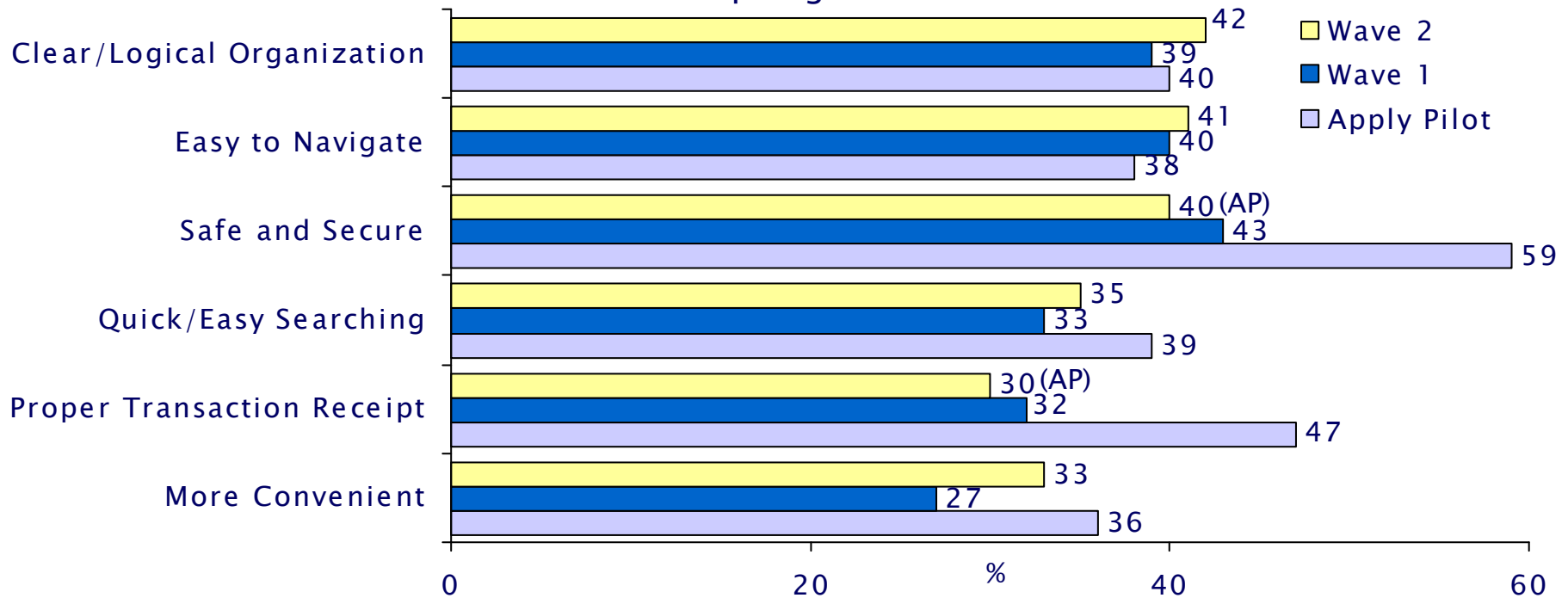


Strengths and Challenges: Site Functionality Grant Community (continued)

- About four-in-ten Grant Community members believe the site is organized well, easy to navigate, and secure.
- Slightly more than a third think the site is easy to search, and three-in-ten believe they received a proper transaction receipt
- A third find Grants.gov to be more convenient to use than other methods when working with grant applications.

Strengths and Challenges: Site Functionality (cont.)

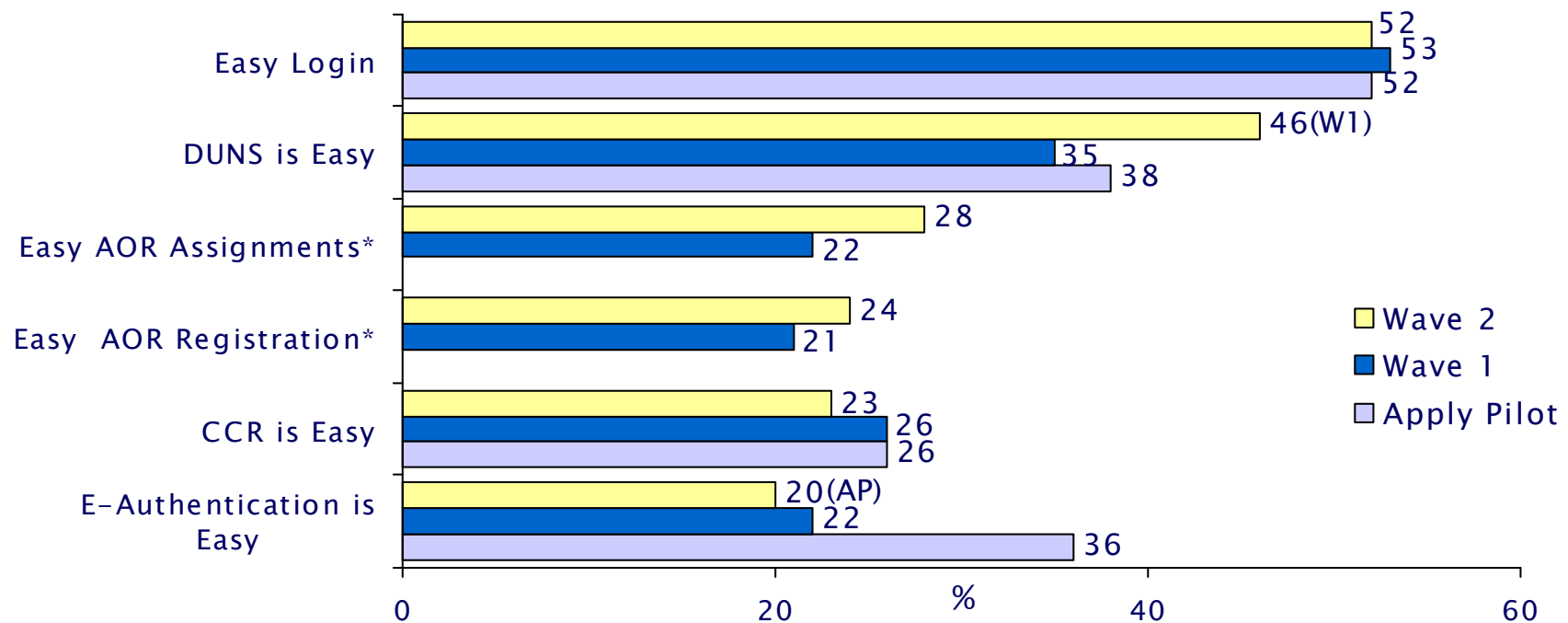
– % 8–10 on 10-pt Agreement Scale –



Strengths and Challenges: Account Set-up and Access Grant Community

- Grant Community members continue to struggle with the account set-up process for Grants.gov.
- Only half find the login and DUNS process easy, although the DUNS process has significantly improved for users since Wave 1.
- AOR registration and assignments, CCR registration, and E-Authentication continue to be obstacles for most Grant Community members.

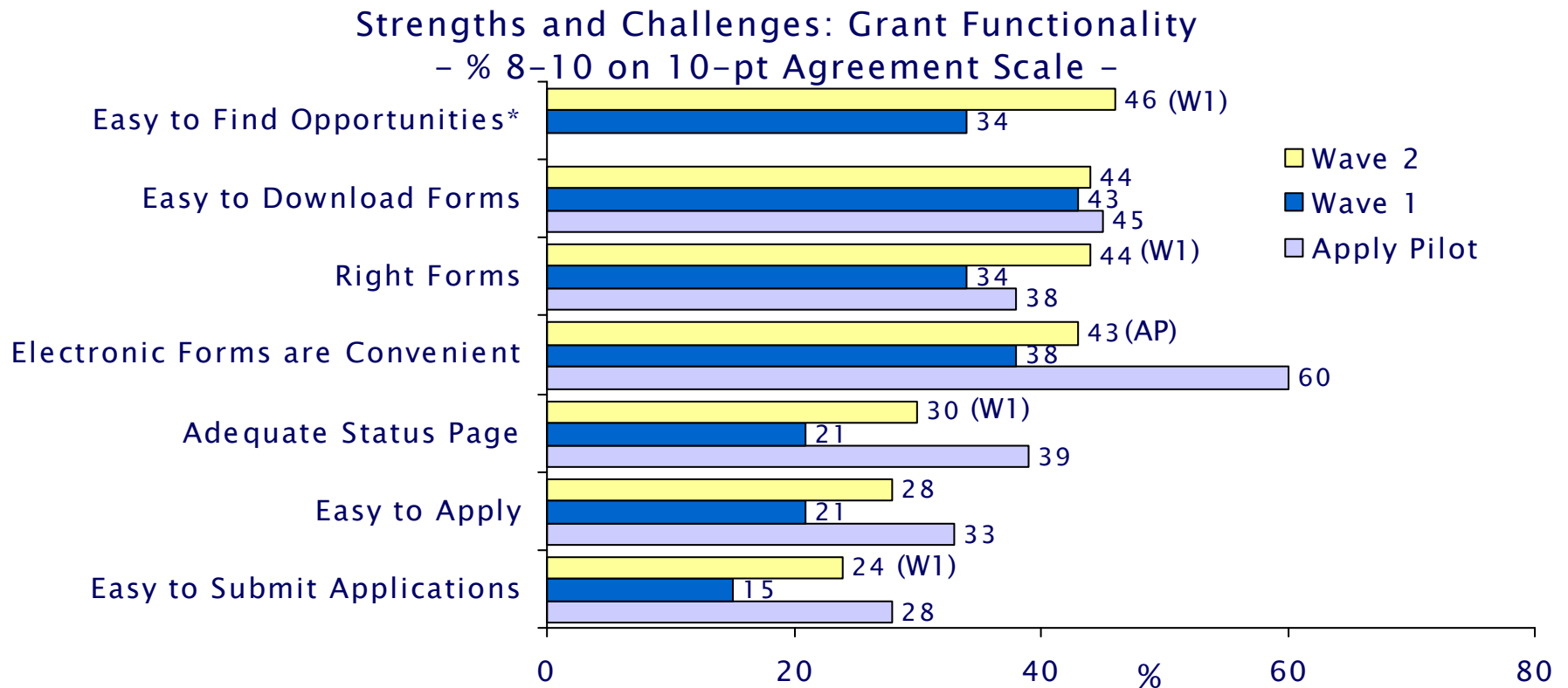
Strengths and Challenges: Account Set-up and Access
- % 8-10 on 10-pt Agreement Scale -



* Not measured in Apply Pilot (new attribute in Wave1)

Strengths and Challenges: Grant Functionality Grant Community

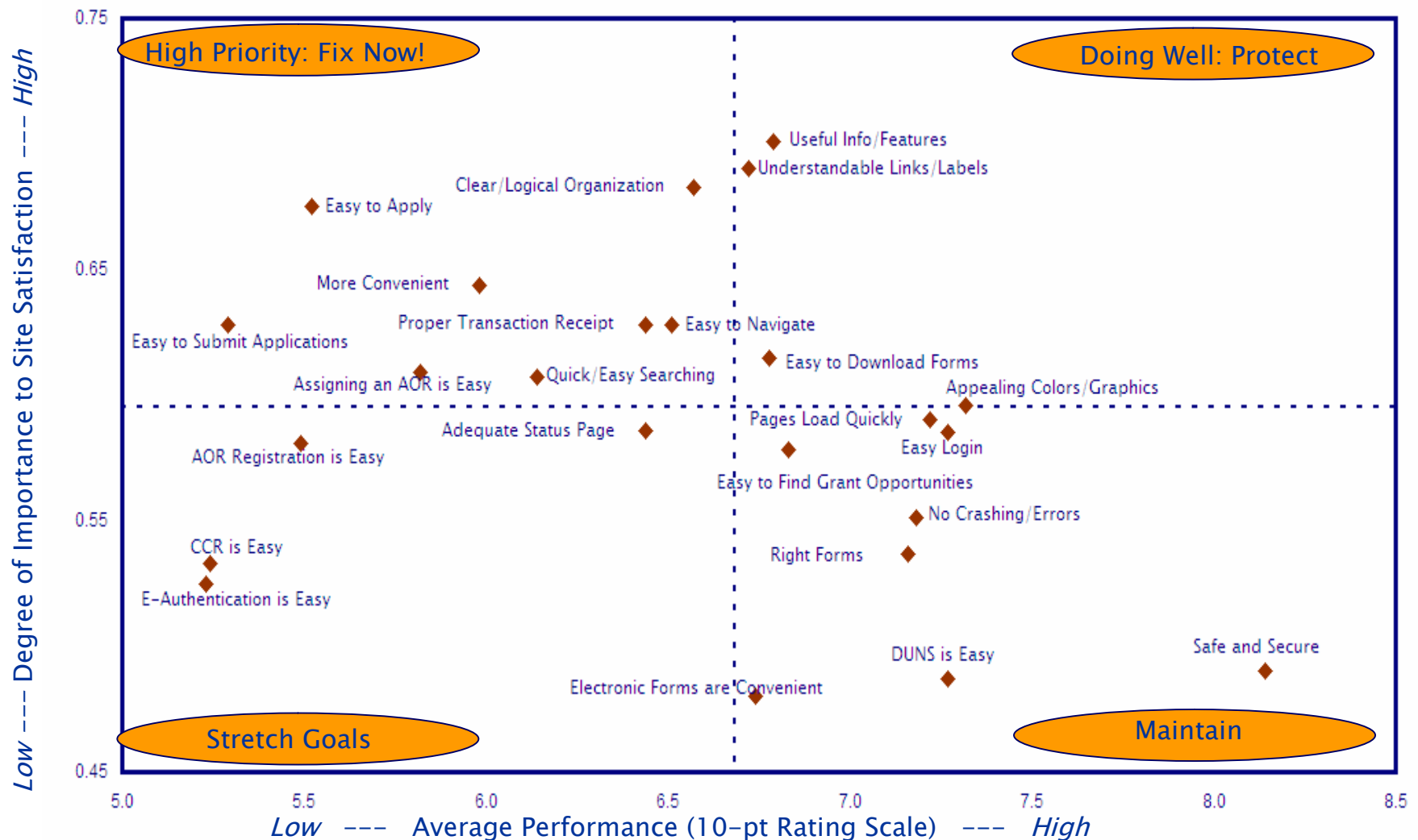
- Grant functionality has improved for the Grant Community in several key areas since Wave 1:
 - Ease of finding grant opportunities on Grants.gov
 - Having the right forms available on Grants.gov
 - Providing a status page that contains all the information applicants need
 - Ease of submitting applications
- Satisfaction with other grant functionality areas is consistent with Wave 1.



* Not measured in Apply Pilot (new attribute in Wave 1)

Grant Community Perceptions of Performance

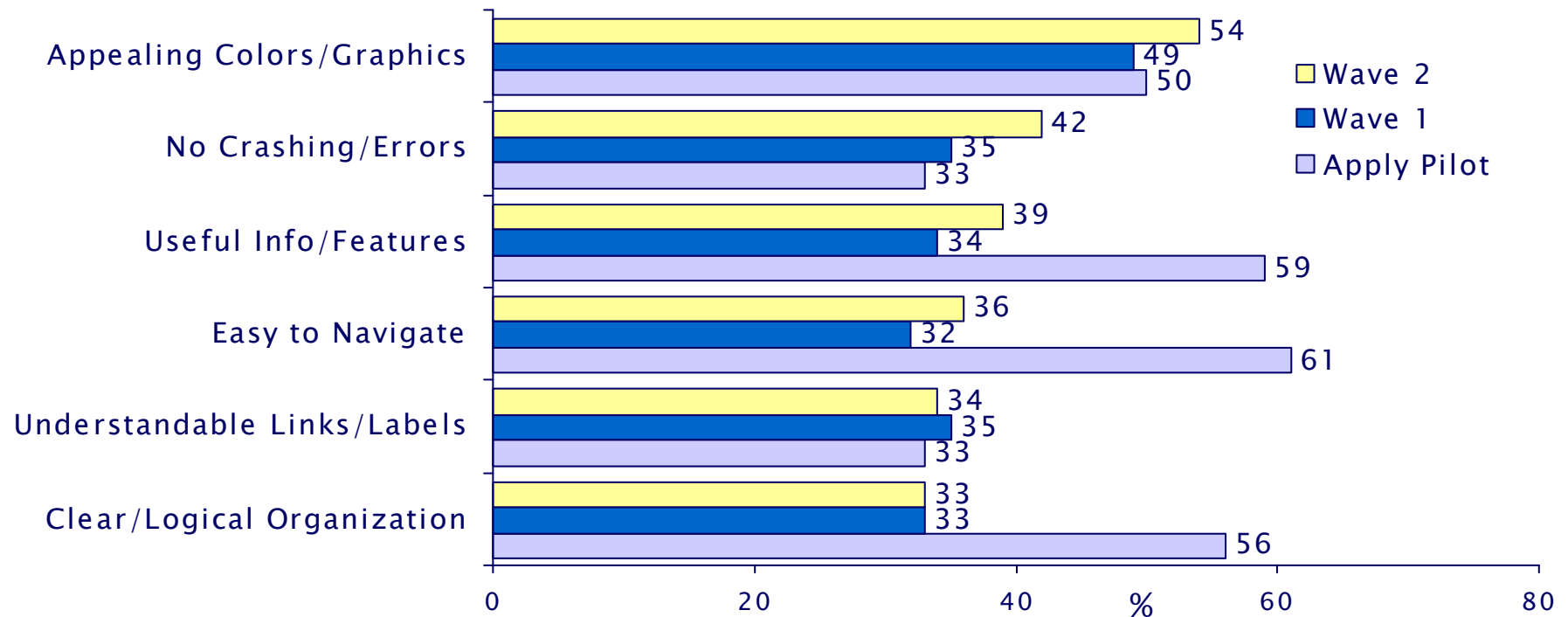
- The graph below considers the individual areas of performance relative to overall satisfaction and helps to prioritize areas that need more attention.
- Areas to continue to improve (see upper left corner) include making it easier to apply, submit applications, assign AORs, search and navigate, as well as providing a clear organization and proper transaction receipt, and making the process more convenient overall.



Strengths and Challenges: Site Functionality Grantors

- Grantors' satisfaction with the basic site functionality of Grants.gov has not changed much since Wave 1.
 - Half like the look and feel of the site.
 - Fewer believe the site is reliable, contains useful information and features, and is organized and intuitive to use.

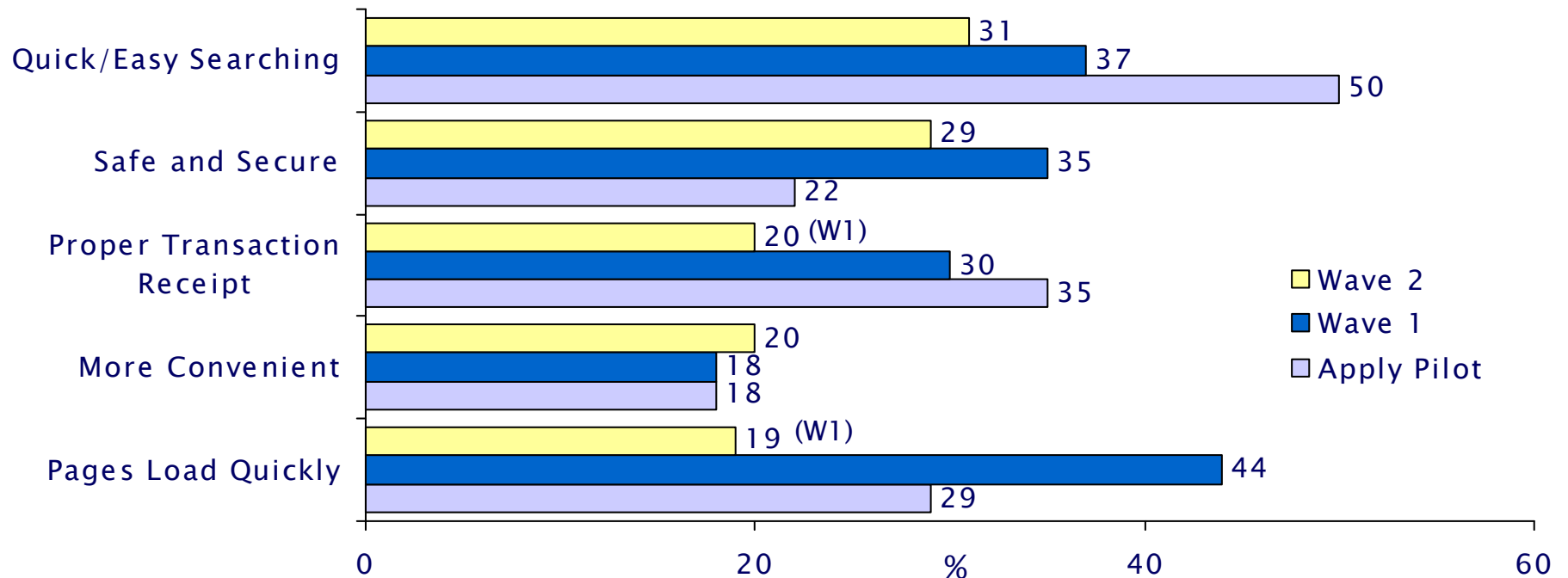
Strengths and Challenges: Site Functionality - % 8-10 on 10-pt Agreement Scale -



Strengths and Challenges: Site Functionality Grantors (continued)

- Only three-in-ten can search the site quickly and easily and find it safe and secure; fewer feel the site convenient to use overall.
- Grantors in Wave 2 are less likely to feel they receive a proper transaction receipt and that the pages load quickly on the site.

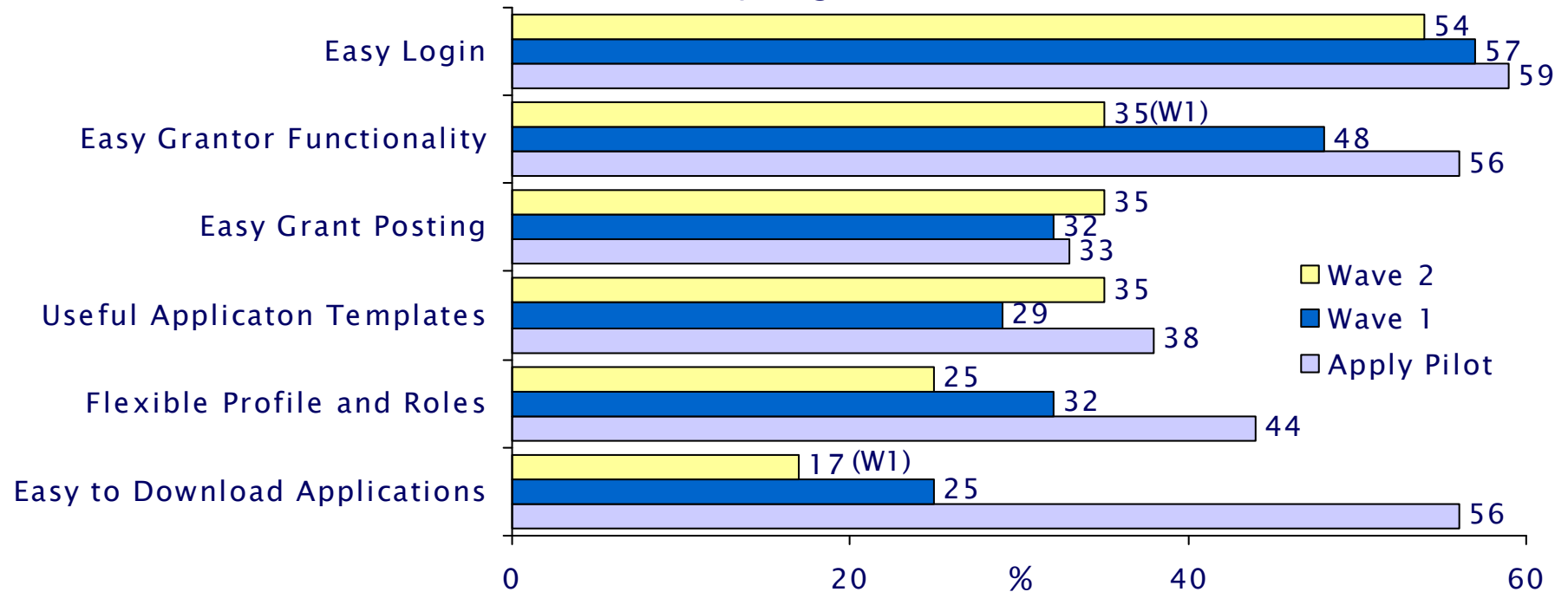
Strengths and Challenges: Site Functionality (cont.)
– % 8–10 on 10-pt Agreement Scale –



Strengths and Challenges: Site Functionality Grantors (continued)

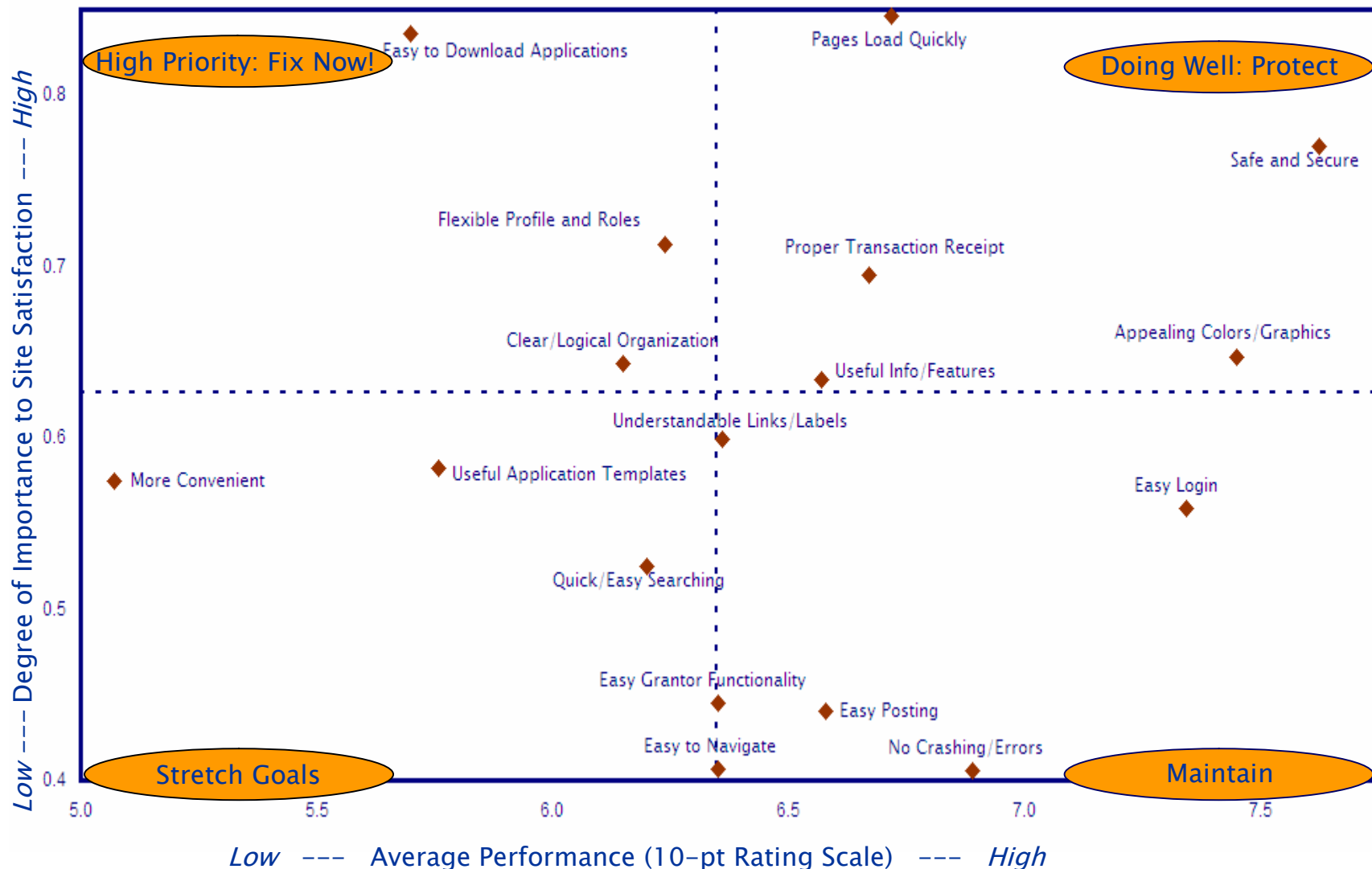
- Grantors have not seen an improvement in the grantor functionality since Wave 1, and in fact, fewer feel it is easy to use overall, specifically when downloading applications.
- Similar to Wave 1, half believe the login is easy, and a third find grant posting easy and the application templates useful.

Strengths and Challenges: Grantor Functionality
– % 8–10 on 10-pt Agreement Scale –



Grantor Perceptions of Performance

- The graph below considers the individual areas of performance relative to overall satisfaction and helps to prioritize areas that need more attention.
- Priorities for improvement include easier application downloads, clearer organization of information, and flexibility in profiles and roles as more grantors have completed their complete Grants.gov work cycle, i.e., publishing grant opportunities/packages and downloading applications.



Customer Support Needs

- Similar to Wave 1, half of Grantors (48%) and the Grant Community (54%) had questions or problems using Grants.gov. A summary of Wave 2 concerns are listed below.

Problems/Questions

Grant Community:

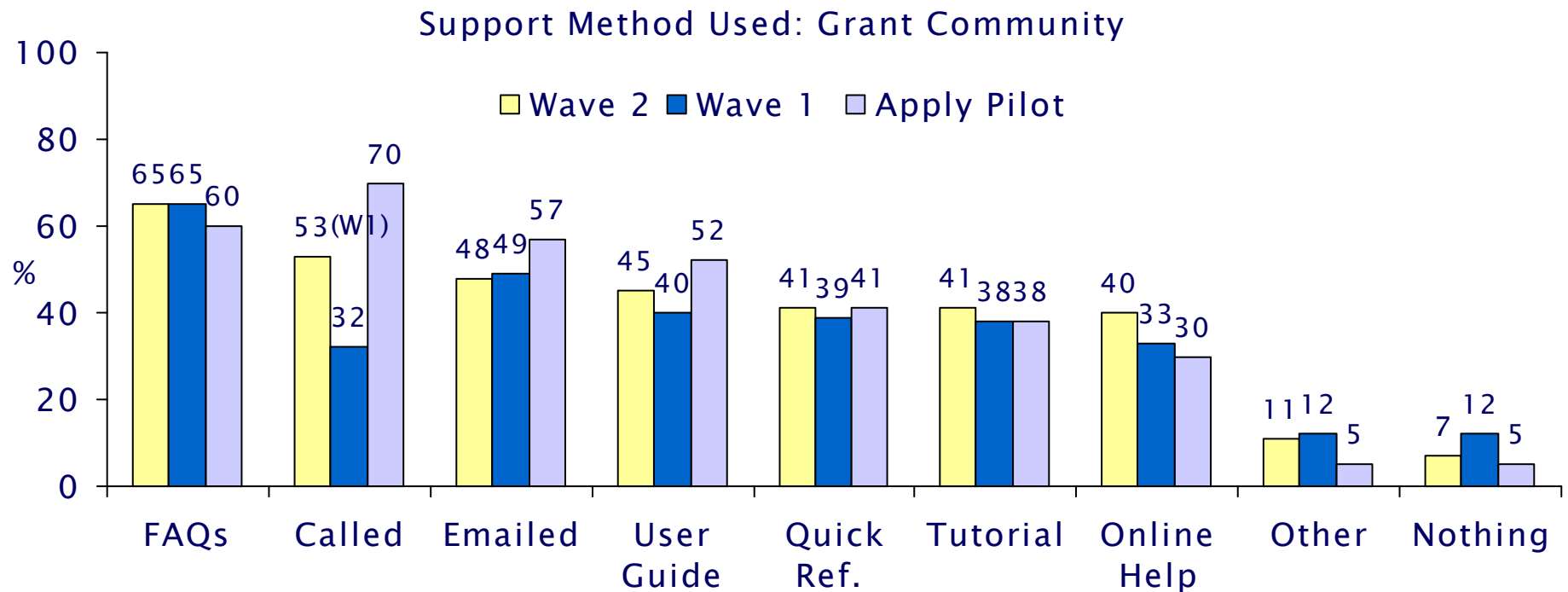
- Registering
- Submitting applications electronically is very complicated, problematic, time consuming
- Finding grants that individual/organization can qualify to receive
- Help Desk is not able to resolve problems
- Difficult to find phone number to Help Desk
- Problems using DUNS, getting CCR numbers and AOR authorizations
- Downloading grant applications is difficult, time consuming, unsuccessful
- Search function is ineffective (results are unrelated to search criteria, no sort option, e.g. "Search by Due Date")
- Logging in is confusing (many numbers to keep track of: TPIN, MPIN, Code Key #, User Name, User ID, passwords, etc.)
- Finding applications for grants that could not be submitted electronically

Grantors:

- Registering
- Uploading grant applications, information, instructions
- Viewing applications submitted to agency and sub-agencies
- Logging in (error messages, passwords do not work)
- Finding/locating pages/information within the site ("Build Announcement," Tutorial, support phone number)
- Documents and applications submitted must fit Grants.gov format (too generic)
- Downloading/uploading times on dial up connections
- Problems using DUNS number, establishing CFDA number for agency
- Transitions to new versions of the system deleted work that was saved or posted on previous versions
- Applicant issues with submission
- Help Desk personnel need proper training and cannot help most of the time
- Too many "bugs" in the system

Customer Support Usage: Grant Community

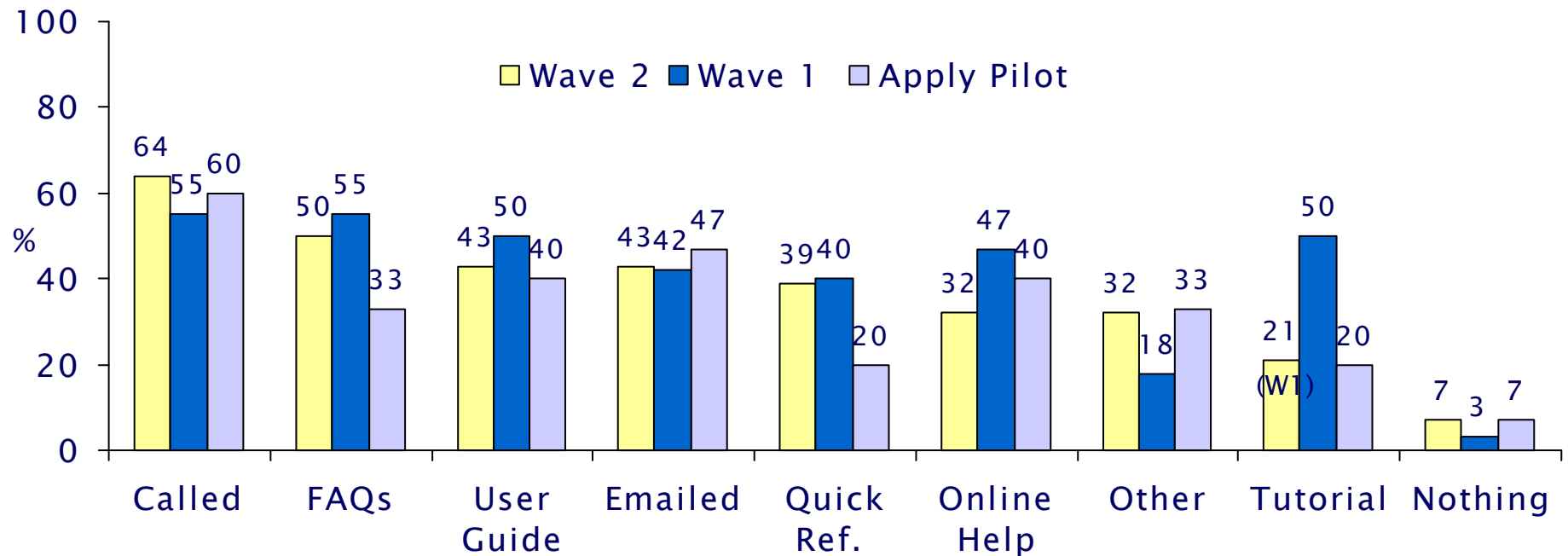
- Grant Community members use the FAQs, call and email customer support most to get help with Grants.gov.
- Grant Community members called Grants.gov for customer support more in Wave 2 than they did in Wave 1, making it the second most used customer support option.



Customer Support Usage: Grantors

- Grantors are most likely to call customer support, use the FAQs, read the user guide, and email customer support for help with Grants.gov.
- Grantors used the tutorial less in Wave 2 than they did in Wave 1 to help answer their questions about Grants.gov.

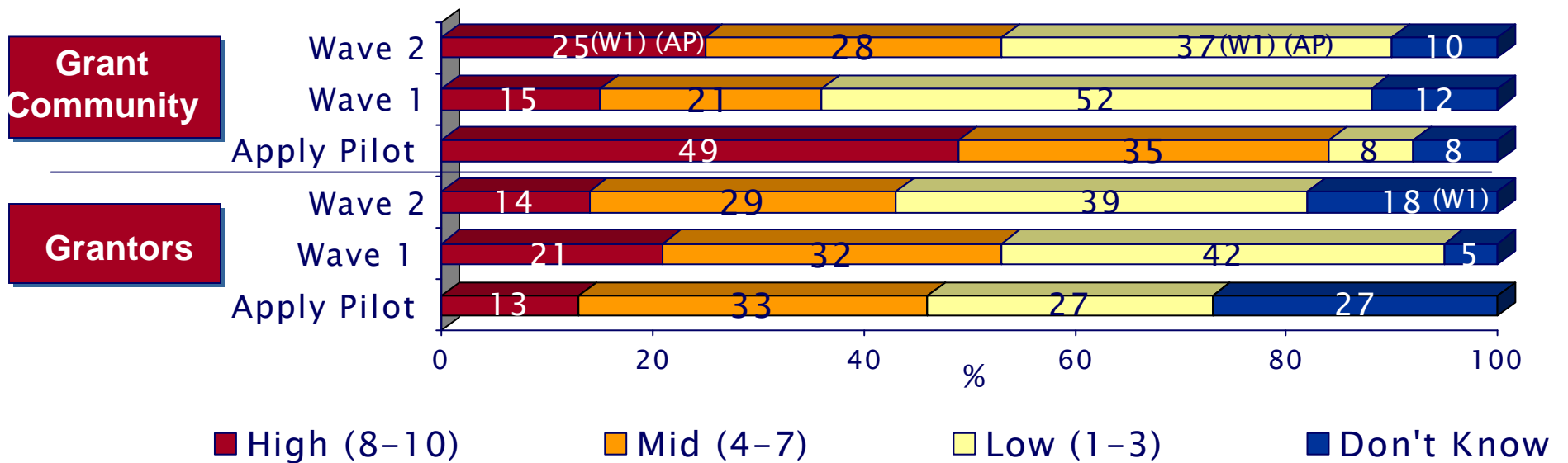
Support Method Used: Grantors



Satisfaction with Customer Support

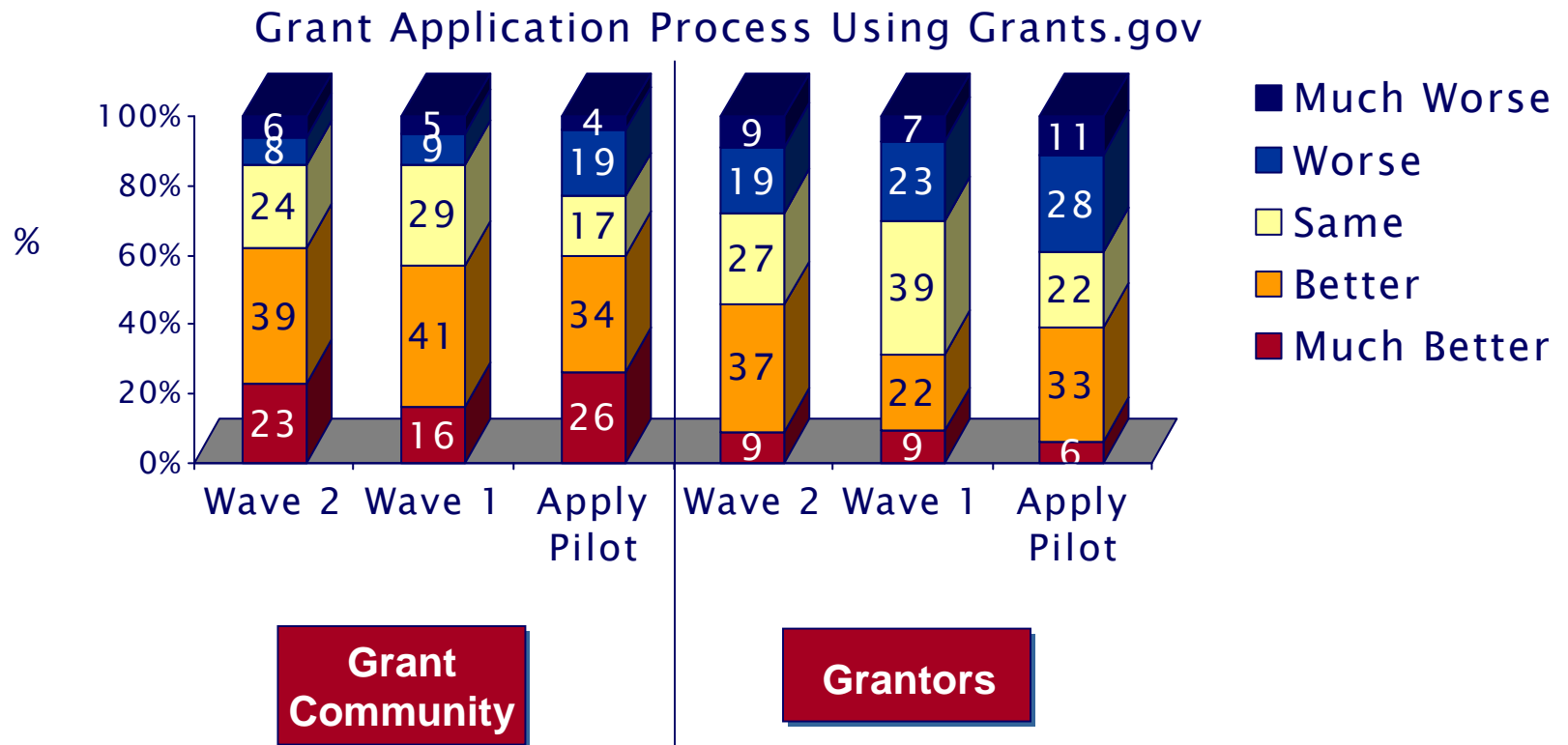
- Grant Community members are more satisfied with Grants.gov's customer support in Wave 2 compared to Wave 1.
- Grantors' satisfaction remains low and is holding steady.

Satisfaction with Customer Support



Comparison of Grants.gov vs. Traditional Process

- About two thirds (62%) of Grant Community members and nearly half (46%) of Grantors feel that Grants.gov makes the grant application process better.
- This is similar to Wave 1.



Preference for Future Usage

- The majority of Grant Community members indicate that they prefer to use Grants.gov instead of their original process, which is comparable to Wave 1.
- Grantors are less likely to prefer Grants.gov to their current process than Grant Community members.
- Of those Grant Community members and Grantors who have a mostly electronic process, 50% would still prefer to use Grants.gov and 21% would prefer to stick to their original process.

Preference Between Grants.gov and Original Process

