EXTERNAL EVALUATION 2019
SUMMARY & HIGHLIGHTS
What Was Evaluated?

- Home Page
- Register for An Account
- Affiliate to an Organization
- Search for Funding Opportunities
- Complete an Online Workspace
- Check your Application
- Submit to Beta.Grants.gov
EER Summary & Highlights

- **Total of ~90+ participants**
  Applicants and Grantors in Kickoffs, Guided Sessions, Office Hours

- **Over 50+ Applicant Organizations represented**

- **3 Federal Agencies represented**

- **290+ feedback items**
  Majority of feedback focused on enhancements and user-experience

**Duration:** Mon. June 17, 2019 – Fri. July 12, 2019
Grants.gov Homepage

Current Homepage

Beta Homepage
Streamlined Registration

Current Registration

Beta Registration
Search for Grants

Current Search

Beta Search
Complete Workspace Application Forms

Current Workspace Application Forms

Beta Workspace Application Forms
External Evaluation Objectives

**Increase User Adoption of Grants.gov Transformation**
Start from the “grass roots”—identify “power users” of Grants.gov system

**Confirm feature priorities**
Based on themes extracted from the user feedback from previous year

**Validate the new User Experience**
Is it easier or more streamlined to complete the tasks

**Identify major deltas in our functional representation of the requirements**

**Identify major showstoppers**
Applicant Organizations Who Participated

Over 50+ Applicant Organizations represented during kickoffs, guided, and office hours

- Adirondack Health Institute
- American Museum of Natural History
- AppleTree Institute for Education Innovation
- Arbor Research
- Arizona State University
- B&A Professional Grant Consulting
- Berkeley County Government
- Cayuse LLC
- Center for Rural Development
- Chesapeake Medical Communications
- Children's Aid
- City of Harrah
- College of Charleston, Cayuse
- Colorado Division of Criminal Justice
- Colorado Springs Utilities
- Colorado State University
- CSD of Knoxville, Inc.
- Duke University
- East Tennessee State University
- El Paso Community College
- Epicenter Memphis
- Florida Atlantic University
- Florida Gulf Coast University
- Florida Repertory Theatre
- Foundant Technologies: Grant Mgmt Software
- GraceMed
- Health Choice Network
- Iowa State University
- Maricopa County Community College District (Phoenix College)
- Mercy Medical Angels
- Metro Health
- Minnesota.gov
- Norman Public Schools
- NV Grant Office
- Ohio State University
- Ohio University
- Orange County Department of Education
- Red Lodge Area Community Foundation
- Shepherd Center
- Snow College
- The Research Foundation for The State University of New York
- The University of Texas Medical Branch at Galveston
- University of California Riverside
- University of California, Berkeley
- University of Colorado Boulder
- University of Houston
- University of Hudson
- University of Illinois at Urbana-Champaign
- University of Texas Medical Branch
- University of Virginia
- Vibrant Memphis Inc DBA Epicenter
- Western Michigan University
- Wilson Grant Consulting
Feedback Summary

16 Applicants

6 Grantors

73 Anonymous feedback items
Representing people who did not provide their email address

Did not include internal team members in counts for applicants and grantors
Feedback Breakdown

Feedback Items
Majority of feedback focused on enhancements and user-experience

Feedback by Module
- Apply: 45%
- Opportunity Planning & Posting: 21%
- Home & Content: 21%
- Find: 8%
- Reg/Auth: 5%

Feedback Types
- Positive Feedback: 20
- User Experience: 100
- New Features: 24
- Enhancements: 31
- Defects: 73
Total Feedback (291)

GRANTS.GOV Federal Demonstration Partnership
# EER Feedback: Enhancements/New Features

<table>
<thead>
<tr>
<th>Content</th>
<th>Apply</th>
<th>Opp. Planning</th>
<th>Search</th>
<th>Reg/Auth</th>
</tr>
</thead>
<tbody>
<tr>
<td>• More info. for Individual Applicants</td>
<td>• Pre-populate forms with SAM data</td>
<td>✓ Language should be clear about EST vs. EDT</td>
<td>✓ UX Improvement: Search bar does not clearly indicate what to search for</td>
<td>• Pre-populate account information with SAM data</td>
</tr>
<tr>
<td>• Privacy Policy – bold to stress importance</td>
<td>✓ Revisit the labels for required and optional fields in forms, consider visual cues</td>
<td>• Like future ability to create new app. package template “on the fly”-- this is a point of interruption (esp. for new grantors)</td>
<td>• Navigation: Lose context within the site and lack navigation to get back to where you came from</td>
<td>✓ Support additional methods to login – not only username and password</td>
</tr>
<tr>
<td>• User should be directed to a landing page when logged in</td>
<td>• Support addresses with PO Box</td>
<td>• The notify button does not allow to be selected for edits.</td>
<td>• Navigation: No link to just go to the opp. search page.</td>
<td>* Support SMS verification code for registration verification</td>
</tr>
<tr>
<td>✓ Lacks content for S2S users</td>
<td>• Include a link to look up the full ZIP code including the + 4</td>
<td>• Confusing how the Opening Date is Optional but the Closing Date is not.</td>
<td>• UX Improvement: There is a lot of scrolling.</td>
<td></td>
</tr>
</tbody>
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| ✓ Gray Checkmarks - Planning to develop | ✓ Color Checkmarks – Developed and available in beta.grants.gov |
GRANTS TRANSFORMATION SCHEDULE & UPDATES
Grants Transformation Release Milestones

Current Timeline and Key Dates
- S2S Alpha Launch
  - Nov. 2019
  - Grantor S2S (REST) in Sandbox environment
- S2S Beta Launch
  - Feb. 2020
- Apply S2S Beta Launch
  - Apr. 2020
- EE #2
  - Feb. 2020
  - Offline and Online Submissions
  - EE#1 feedback
- Grantor S2S Beta Launch
  - Feb. 2020
- Grantor S2S in Sandbox environment
- EE #3
  - Aug. 2020
  - Smart Search
  - Reports
  - Grantor and Applicant Experience
  - EE#2 feedback
- SOFT LAUNCH
  - Jan. 2021
  - GG 2.0 Available for subset of Grantors and Applicants
- LAUNCH
  - May. 2021
  - All Applicants & Grantors on GG 2.0

09/23/2019
What’s Next?

Participate in our next External Evaluation in February 2020

Who: You! And anyone who wants to participate (grantors, individuals, small business, large business, universities, and research institutions, etc.)

What: Grantor S2S (Grantors only), Offline and Online forms, Submission, etc.

When: Feb. 2020

Where: beta.grants.gov

Why: Continual optimization leading up to product Launch

https://beta.grants.gov/ is always open and continually updated. For External Evaluation testing interest and questions, please contact UAT@grants.gov
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