You are our Client!
Grant Applicant Survey

U.S. Department of Housing And Urban Development
Office of Departmental Grants Management and Oversight

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The Department of Housing and Urban Development is trying to provide a more user friendly, customer driven funding process. Please let us have your comments and recommendations for improvements to the Notice of Funding Availability Application and forms and/or the Electronic Grant Application Outreach process. You can complete and submit this survey and attach it to your electronic application or you mail directly to: Department of Housing and Urban Development, 451 7th Street, SW – Room 3156, Washington, DC 20410.

Instructions. Listed below are several questions regarding outreach conducted by the Federal Government to prepare organizations for the Grants.gov registration process, the retrieval of funding opportunities, and submission of electronic applications. The grading scale below provides options from extremely helpful to not applicable. In the box provided, grade the government on its outreach efforts from O-None thru G-Not applicable to my needs. Section seven provides space for you to make SUGGESTIONS FOR IMPROVEMENT, please identify the section you are commenting on. Field level help is available by click on the **F1** key.

O= None   **A** = Extremely helpful   **B** = Somewhat helpful   **C** = Helpful   **D** = Not very helpful
F = Not helpful   **G** = Not applicable to my needs

Section 1 – Electronic Grant Application Outreach   Provide details about the type of information you received from HUD about Grants.gov as indicated below.

1. The brochure(s)/guide(s) (insert title(s)):		Grade: O-None
2. Title of the workshop(s) /conference(s)/meeting(s)/training/forum(s)	Date attended:	Grade: O-None
3. Title(s) of satellite broadcast(s):	Date(s):	Grade: O-None
4. Did you receive information from the Agency Call Center? ☐ Yes ☐ No If yes, please provide the date(s) and rate the quality of assistance received.	Date(s):	Grade: O-None
5. Did you receive information from the Grant.gov Contact Center? ? ☐ Yes ☐ No If yes, please provide the date(s) and rate the quality of assistance received.	Date(s):	Grade: O-None

6.   How could we improve our communications to you and others like you (please explain)?

Section 2 – Electronic Grant Application Registration Process

1.Did you find the Grants.gov website information on registration clearer and easier to understand than last year?   ☐ Yes ☐ No

2.Do you have access to IBM compatible software?   ☐ Yes ☐ No

3.Do you have Internet access within your office or division?   ☐ Yes ☐ No

    If no, is the access within:

      a. Within your organization?   ☐ Yes ☐ No

      b. Available in your building?   ☐ Yes ☐ No

c. Available at home?　　　　　　　　　　　　　　　　　☐ Yes ☐ No
d. Available within 1 mile of where you work?　　　　　☐ Yes ☐ No
e. Available within 5 miles of where you work?　　　　☐ Yes ☐ No
f. Available more than 5 miles of where you work?　　☐ Yes ☐ No

4. Do you have problems with Internet access due to any of the following?

Cost?　　　　　　　　　　☐ Yes ☐ No
Reliability?　　　　　　　☐ Yes ☐ No
Office access rights?　　☐ Yes ☐ No
Poor quality reception?　☐ Yes ☐ No

Section 3 – Funding Opportunities

Which Funding Opportunity are you commenting on	Insert CFDA numeral:
1. Did you find the Submission Checklist helpful?	☐ Yes ☐ No
2. Were the Funding Opportunity instructions clearer and easier to follow than last year?	☐ Yes ☐ No
3. Were the Program specific funding opportunity instructions clearer and easier to follow than last year?	☐ Yes ☐ No
4. Did you find sections of the funding opportunity duplicative?	☐ Yes ☐ No

If yes, to any of the questions above, identify the section(s) and areas for streamlining the redundant information.

Section 4 – Finding Grant Opportunities

1. Was it easier to find the Finding Opportunities on-line through Grants.gov than previous methods?	☐ Yes ☐ No
2. Based on previous years, how easy was it to find grants in the	Choose from dropdown
a. Federal Register	None
b. Trade journals	None
c. Agency websites	None
3. How could finding grant opportunities be improved (please explain)?	

Section 5 – Applying for Grant Opportunities

1. Was there more than one person involved in completing the application submission?	Number: 0
2. Did you find the electronic application useful fur dissemination purposes?	☐ Yes ☐ No
3. Did the same individual who downloaded the grant application submit the application?	☐ Yes ☐ No
4. Did you know where to look for instructions for completing and submitting the application?	☐ Yes ☐ No
5. At what point in the process did you download and read the Application Instructions?	O-Not applicable
6. What Section of the Electronic Application Desktop Guide were most useful?	
7. How could the Electronic Application Desktop Guide be improved (please explain)?	

8. Did you find the Submission Tips helpful?	Grade O-None
9. Did you find the NOFA Application Submission Checklist helpful?	Grade O-None
10. Did you know how to use the attachment form in the application package?	☐ Yes ☐ No ☐ Do not know
11. Did you have a problem saving your application?	☐ Yes ☐ No ☐ Do not know

Section 6 – Applicant Information

Organization Legal Name _____

Address _____   City_____   State _____

Zip Code_____   Telephone Number: (including area code) _____

Contact Name: _____   Email Address

Section 7 – Suggestions
For improving the Electronic Grant process, please specify below. Please identify the section you are commenting on.