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Office of Adolescent Health (OAH)
Annual Grantee Satisfaction Survey

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**Office of Adolescent Health (OAH)
Annual Grantee Satisfaction Survey**

E-mail Transmittal Script and Instructions

Dear OAH Grantee:

You have received this survey, because your organization has one or more federal awards (grant or cooperative agreement) funded by the Office of Adolescent Health. If your organization has more than one OAH award, you will receive a separate survey for each grant.

The purpose of this survey is to assess your satisfaction with OAH grantee support, communications, and other resources. We are also interested in your suggestions for how to improve the services, technical assistance (TA) products, and support from OAH and our contactors. OAH plans to use the results of the survey for continuous quality improvement efforts, including more effective customer service and to identify areas for improvement.

If you have more than one federal award from OAH, please complete a separate survey for each grant project. To provide your feedback, please visit: [https://www.surveymonkey.com/r/\[survey code\]](https://www.surveymonkey.com/r/[survey code]).

Please take the time to complete the survey. It should take about 20 minutes per grant project. If you have questions about this survey, please email Dr. Suzanne Randolph Cunningham at oahsurvey@mayatech.com.

Please submit your responses by [DATE/TIME]. Thank you for your participation.

Survey Script and Instructions

INTRODUCTION

You have received this survey, because your organization has one or more federal awards (grant or cooperative agreement) funded by the Office of Adolescent Health. If your organization has more than one OAH award, you will receive a separate survey for each grant.

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INSTRUCTIONS

If you have more than one federal award from OAH, please complete a separate survey for each grant project. Feel free to consult with others within your organization on each of your grant projects, but only submit one survey per grant.

Your participation is voluntary and confidential. You can skip any item. Please provide honest responses and complete information. Your responses will not affect your current award or your eligibility for, or receipt of, future services or funding.

Do not put your name or organization's name on the survey. Results will be reported to OAH in a manner that does not identify information about an individual or an organization and to be used only for the purposes of continuous quality improvement. Aggregated results may be used by OAH to share with

selected stakeholders (e.g., grantees, federal partners) for the purposes of knowledge-sharing and improving processes.

Please take the time to complete the survey. It should take about 20 minutes per grant project. If you have questions about this survey, please email Dr. Suzanne Randolph Cunningham at oahtsurvey@mayatech.com.

Please submit your responses by [DATE/TIME]. Thank you for your participation.

OAH TA Products

8. Have you used any [OAH-developed TA products](#) (e.g., tip sheets, online learning modules, TA briefs) in the current budget period?
- Yes
 No (will auto-skip to Q13)
9. How do you hear about OAH's TA product(s)? Check all that apply.
- MAX.gov
 OAH website search
 OAH Grantee Digest
 Other (please specify)
10. Which [OAH TA products](#) (click here to view) have you found most helpful this past year? Please list up to three.
- a. [Text Box]
b. [Text Box]
c. [Text Box]
11. How often would you say you use [OAH TA products](#) (click here to view)?
- Never
 Frequently (1-2 times a month)
 Seldom (1-2 times a quarter)
 Rarely (1-2 times a year)
12. What format for the [OAH TA products](#) do you find most helpful? (Check all that apply)
- Printable pdfs
 Web text
 Tip sheets
 e-Learning modules
 Checklists
 Toolkits
 Other (please specify)

Overall Guidance and Technical Assistance Feedback

13. Please describe how the support and technical assistance you received from OAH has affected your project. [Text Box]
14. Use this space to provide any suggestions for improving support from OAH project officers, staff and/or contractors. [Text Box]
15. Use this space to provide any suggestions for improving OAH programmatic guidance and/or technical assistance. [Text Box]

WEB-BASED COMMUNICATIONS/RESOURCES

MAX.gov

16. Please indicate the extent to which you agree with these statements about the components of [OAH MAX 2.0](#) (click her to view):

OAH MAX 2.0:	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree	Have not used/done yet
a. Log-in procedures are clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Navigation and finding information are easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. User design/experience is pleasing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Files upload smoothly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. My Grantee Page is useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. MAX listservs are valuable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The site is easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. I understand when to use this system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How satisfied are you with [OAH MAX 2.0](#)?

Satisfaction with MAX.gov	Very satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Not Sure <input type="radio"/>	Dissatisfied <input type="radio"/>	Very dissatisfied <input type="radio"/>	Not applicable <input type="radio"/>
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Performance Measures

The next set of items is about your project's perceptions of the Performance Measures (PMs) and the PM database.

18. Please indicate the extent to which you agree with these statements about the performance measures (PMs), PM database, and support you receive to submit the PMs:

Performance Measures (PM) Attributes:	Strongly agree	Agree	Not Sure	Disagree	Strongly Disagree	Have not used/done yet
a. The PM database is easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Sufficient support is provided to submit the PMs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Reports available from the PM database are useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. PMs are useful for our project's Continuous Quality Improvement (CQI) process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

OAH Website

This next set of questions is about the OAH website, available at: <https://www.hhs.gov/ash/oah/>.

19. How often have you used the OAH website in the past grant year?

- Never (skip to Q27 after table)
- Monthly
- Weekly
- Daily
- Other (please specify)

DEMOGRAPHIC QUESTIONS

27. Which of the following BEST describes your organization? (Check one)

- American Indian tribal government or tribal organization
- Educational institution
- For-profit organization
- Hospital/Clinic
- Local government agency (city, town, county)
- Non-profit organization
- State government agency
- Other (please specify) [Text box]

Thank you for your cooperation.

If you have to report on another grant, please complete a separate survey.

DONE