



AT-A-GLANCE

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GRANTS POLICY COMMITTEE

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early March.*

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tatives have been up to in
RECENT OUTREACH
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CONTACT CENTER
improvements.*

UPCOMING EVENTS

ENHANCED GOOGLE SEARCH FUNCTIONALITY COMING SOON

One of the most exciting programs being pursued by Grants.gov and the new System Integrator, Anteon Corporation, is the move to improve search functionalities to better meet the needs of the grant community. Specifically, we are moving in 2007 to incorporate Google Search functionality that is surely familiar to every user or potential user.

The transition to a comfortable Google search interface will deliver a number of new benefits, in particular eliminating the load on the database for full-text searching. The introduction of Google appliances will enhance the Grants.gov user experience with drastically reduced search times and less confusion because of the familiar interface. Spellchecking and suggestions for misspelled words will also be a welcome addition to this powerful new search functionality that will be capable of caching 50,000 grant opportunities. Look for enhanced "search" power on April 1, 2007.

GRANTS.GOV TO CONDUCT USABILITY TESTING ON THE WEBSITE

Extensive usability testing is planned to ensure that the many site functionality improvements we have in mind for Grants.gov will operate the way we anticipate and benefit users in ways they have requested. Participants in our usability program will be end-users from different backgrounds, representing grantor and applicant communities. The testing will begin in the computer laboratory at HHS as early as February 2007.

Our user testing goal is to further streamline the processes required to successfully find and apply for a grant, in particular registration and search. Results and lessons learned from the testing will be incorporated into the site, so be looking for them this spring.

FORMS CONVERSION: WHAT DOES IT MEAN TO YOU?

Our forms conversion initiative is well underway to enhance the Grants.gov user experience by incorporating the familiar look and feel of Adobe forms (PDFs) rather than PureEdge forms. Additionally, this conversion will eliminate the current need for the Citrix interface, making the new forms platform independent, so you will have the same experience whether you are using Windows, Mac or Linux.

New Adobe forms will be available for public use on the Grants.gov website beginning April 1, 2007, and all application packages posted to Grants.gov after April 1 will use Adobe forms. Grants.gov will continue to accept PureEdge submissions for packages posted to the site prior to April 1, 2007. In fact, Grants.gov will continue to support and accept PureEdge based application packages until September 30, 2007. You should plan ahead to make the transition. If an opportunity closes after September 30, 2007 and the application package is in PureEdge, applicants should contact the awarding agency for specific submission instructions.

After April 1, Grants.gov will be using Adobe Reader 7.0.8, which is available for FREE download. You can access the Adobe website in order to download this software from the "Download Software" page on Grants.gov. All end users can utilize the FREE Adobe Reader 7.0.8, and no one – including Principal Investigators, Business Managers and Research Office Staff – will require Adobe Acrobat Professional.

MANAGING PARTNER



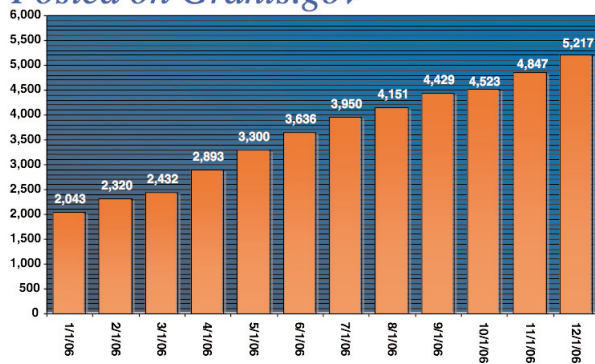
*Fulfilling the President's
Management Agenda*

Adobe Reader 7.0.8 is supported by the later Windows® platforms (Windows 2000 with Service Pack 2, Windows XP Professional or Home Edition, or Windows XP Tablet PC Edition), Mac OS X v.10.2.8 or 10.3, Palm OS® 3.0 (or later) and Pocket PC 2002 or 2003 platforms for handheld devices, Symbian OS™, Linux®, AIX®, HP/UX and Solaris™.

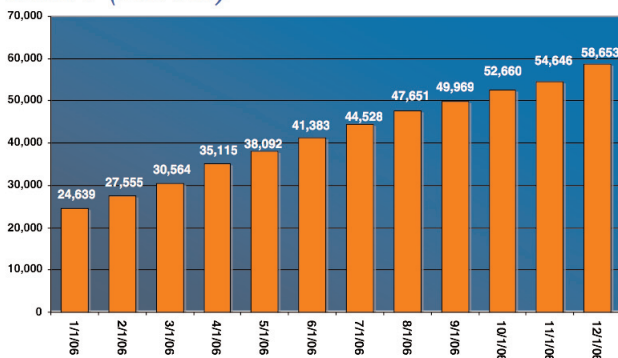
Applicants will NOT be required to submit only PDF attachments. Grants.gov will continue to accept attachment documents in various file types. Applicants should always thoroughly read the specific application instructions for each funding opportunity to determine if there may be requirements for any specific attachment file type.

AGENCY STATUS AND PARTICIPATION

Application Packages Posted on Grants.gov



Grants.gov Registered Users (AORs)



A complete chart showing agency participation can be found at: <http://www.grants.gov/assets/StatusofAgencyParticipation.pdf>

QUICK TIP!

Want to learn about Federal grant opportunities available today?

1. Go to Find Grant Opportunities
2. Click Search Grant Opportunities
3. Click the Browse by Category button
4. Select a category that interests you
5. Your search results will display a listing of grants within the category you selected

For more tips on how to find grant opportunities, go to <http://www.grants.gov/section3/SearchingGrantOpportunities.pdf>

GRANTS POLICY COMMITTEE AND FEDERAL GRANT STREAMLINING

Federal activities to streamline grant management and administration are ongoing under the leadership of the Grants Policy Committee (GPC). The next GPC Stakeholder Meeting/Webcast will be held early March 2007. Check the “Grants Streamlining News” page on Grants.gov for further details at:

http://www.grants.gov/aboutgrants/grants_news.jsp

RECENT OUTREACH ACTIVITIES

Maryland Governor's Grants Office Web Session and Training in Baltimore, MD on December 18, 2006: 175 attendees and over 1,000 viewers logged in

Grants.gov Training for the Federal Demonstration Partnership (FDP) in Washington, DC on January 9, 2007: 300 attendees

Grants Executive Board (GEB) Meeting in Washington, DC on January 10, 2007

National Grants Management Association (NGMA) Presentation in Washington, DC on January 11, 2007: 75 attendees

GET CONNECTED

Sign up to receive the Succeed Newsletter – If you are receiving the Grants.gov Succeed Newsletter from a colleague or at a meeting, sign up to receive it by email – directly to your inbox. **Subscribe Today!**

<http://www.grants.gov/resources/subscribe.jsp>

CONTACT CENTER UPDATE

Have you had a reason to get in touch with our Contact Center recently? If so, then you already know Datatrac Information Services, Inc. Datatrac's broad Federal government experience, technical resources, flexible contract vehicles and strategic alliances enable them to offer integrated, "client-centric" solutions that are helping Grants.gov achieve our goal of providing topnotch Contact Center support.

Datatrac's performance to date is reflected in the improved operations that enabled us to meet our goal of an abandon rate of less than two percent in December 2006. One activity that has resulted in regular improvements is the addition of new Contact Center agents and cross-training of agents to improve service. Other key measures that Datatrac has taken to speed and upgrade service to you include:

- Defining a clear escalation path for responses to system issues after hours
- Rapid deployment of IVR modifications for holiday messaging
- Moving to obtain specific agency and sub-agency information from Applicants
- Launching a training initiative for all new hires on Grants.gov
- Allowing for greater flexibility during volume spikes to reduce interruption of service for callers
- Managing significant call volume surges with a focus on minimizing the impact on service levels

The results are impressive. In addition to getting the abandon rate below two percent, Datatrac has also succeeded in making progress in the important areas of ORC issue backup (e.g., issues on 11/6 were fully backed up on 11/8), and handling volume of contact. For example, an SBIR closing on 11/21 saw volume up 13.3% when compared to the same day the previous week. Contact Center improvement is a job that is never completed, but with Datatrac's support we are making measurable progress.

UPCOMING EVENTS

Connect with Grants.gov at the following upcoming events:

- 1/18/07** Health and Human Services (HHS) and Food and Drug Administration (FDA) - Grants.gov Demonstration
9:30am-12:00pm
White Oak Conference Room
5630 Fishers Lane
Rockville, Maryland 20852
- 1/29/07** 10th District Grants Conference
10:00am-1:00pm
Loudoun County School Board Building
21000 Education Court
Ashburn, VA 20148
- 2/5/07** SAMHSA (Substance Abuse and Mental Health Services Administration) Training
1:30pm-2:30pm
Renaissance Harborplace Hotel
202 East Pratt Street
Baltimore, MD 21202

February and March 2007

Scheduled information sessions for System-to-System users (applicant and grantor)

Early March 2007

Grants Policy Committee (GPC) Stakeholder Meeting/Webcast

For more information, visit:

http://www.grants.gov/aboutgrants/grants_news.jsp