

**Request for Approval under the “Generic Clearance for Improving Customer Experience: OMB Circular A-11, Section 280 Implementation”
(OMB Control Number: 0412-0609)**

TITLE OF INFORMATION COLLECTION: DEIA Checklists Questionnaire

PURPOSE OF COLLECTION:

DDI/EDU developed a series of Checklists for Promoting Diversity, Equity, Inclusion, and Accessibility in Educational Materials. These checklists aim to help USAID staff and implementing partners to provide direction during the process of identifying, revising, or creating materials that promote equity and inclusion across the education continuum, from pre-primary through higher education. To further refine the checklists, DDI developed a questionnaire to collect feedback from key stakeholders on the content and usability of the checklists. This feedback will be used to further refine the checklists before they are socialized within Missions and with partners and other donors. The survey will be directed to entities that are external to USAID.

TYPE OF ACTIVITY: (Check one)

- ☐ Customer Research (Interview, Focus Groups)
- ☒ Customer Feedback Survey
- ☐ User Testing

ACTIVITY DETAILS

1. How will you collect the information? (Check all that apply)

- ☒ Web-based or other forms of social media
- ☐ Telephone
- ☐ In-person
- ☐ Mail
- ☐ Other, Explain

2. Who will you collect the information from?

The target audience of this questionnaire are representatives from over thirty key stakeholders, including other donors, international organizations, and implementing partners. The individual representatives have been identified through the Center for Education, are people DDI/EDU has worked with in the past and are reputable for their expertise in the field of Diversity, Equity, Inclusion and Accessibility.

3. How will you ask a respondent to provide this information?

An email will be sent to the respondent with the link to the questionnaire.

4. What will the activity look like?

Respondents will respond to the questions in the questionnaire and will rate the relevance and usability of the checklist components. DDI will collect the responses through the Google Forms report feature and will compile the feedback and analyze it. The report content will be discussed by the checklist designers who will review the checklists according to the feedback received.

5. Please provide your question list.

Paste here the questions or prompts presented to participants in your activity. If you have an interview / facilitator guide, that can be attached to the submission and referenced here.

Please make sure that all instruments, instructions, and scripts are submitted with the request.

[Questionnaire - PDF version](#)

6. When will the activity happen?

This Questionnaire will remain on our website in alignment with the timing of the overall clearance. The Questionnaire will be sent out as soon as it is cleared. The respondents will be given up to two weeks to respond.

7. Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?

[] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Representatives of other donors	20	3 minutes	1 hour
Implementing Partners	20	3 minutes	1 hour
International Organizations and	20	3 minutes	1 hour
Totals			3 hours

CERTIFICATION:

I certify the following to be true:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial and do not raise issues of concern to other Federal agencies;
4. Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future;

5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered is intended to be used for general service improvement and program management purposes
7. Upon agreement between OMB and the agency aggregated data may be released as part of A-11, Section 280 requirements only on performance.gov. Summaries of customer research and user testing activities may be included in public-facing customer journey maps.
8. Additional release of data will be coordinated with OMB.

Name: Joshua Josa

All instruments used to collect information must include:

OMB Control No. 0412-0609

Expiration Date: 04/30/2024

HELP SHEET
(OMB Control Number: XXXX-XXXX)

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.