

**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:** 2022 DRG Conference Final Evaluation

**PURPOSE OF COLLECTION:**

*Collect evaluative data from participants of the 2022 DRG Conference to assess the impact, success, and return on investment of the conference.*

**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 Google Forms
- ☐ Telephone
- ☐ In-person
- ☐ Mail
- ☐ Other, Explain

2. Who will you collect the information from?

*Anyone who participates in any part of the 2022 DRG Conference will be invited to participate in the survey. This includes USAID staff as well as implementing partners and representatives from industry, academia, etc.*

*The survey will be distributed through a Google Form that will be accessible to USAID and non-USAID conference participants. A link to the survey will be shared during sessions and plenaries held on the final day of the conference, as well as through all follow-up emails after the conference.*

*Participant contact information will be identified through registration information stored in the conference platform.*

3. How will you ask a respondent to provide this information?  
(e.g., after an application is submitted online, the final screen will present the opportunity to provide feedback by presenting a link to a feedback form / an actual feedback form)

*Data will be collected through a confidential Google Form.*

4. What will the activity look like?

*Participants who choose to participate will complete a three-question survey created in Google Forms.*

5. Please provide your question list.

*1. What one word or phrase would you use to describe the conference?*

*Short answer*

*2. To what degree do you expect attending the conference will affect your future work?*

*Likert Scale: 1 (Not at all) to 10 (Significantly)*

*3. How has the conference affected your understanding of DRG priorities, including the within the Presidential Initiative for Democratic Renewal?*

*o I feel more confused than I did before.*

*o The conference did not change my understanding.*

*o I increased my understanding.*

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

6. When will the activity happen?

*This survey will remain on our website in alignment with the timing of the overall clearance.*

XXX

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

[ ] Yes [X] No

If Yes, describe:

XXX

#### **BURDEN HOURS**

Category of Respondent	No. of Respondents	No. of Responses Per Year	Participation Time	Burden Hours
Implementing partners, contractors, industry professionals, and academia	50	50	1 min	0.5 hour

<b>Totals</b>	<b>50</b>	50	1 min	<b>0.5 hour</b>
---------------	-----------	----	-------	-----------------

**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: Mary Gallagher

**All instruments used to collect information must include:**

**OMB Control No. 0412-0609**

**Expiration Date: 04/30/2024**

**HELP SHEET**  
**(OMB Control Number: 0412-0609)**

---

**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.

**No. of Responses Per Year:** Provide an estimate of how many times a year the respondent will participate in the collection.

**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.