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: Survey

PURPOSE OF COLLECTION:
What are you hoping to learn / improve? How do you plan to use what you learn? Are there artifacts (user personas, journey maps, digital roadmaps, summary of customer insights to inform service improvements, performance dashboards) the data from this collection will feed?

The purpose of the collection is to gather customer satisfaction feedback. The USAID-funded Research Technical Assistance Center (RTAC) leverages the technical and research expertise of higher education to provide short-term scientific and research-based technical assistance (TA) for USAID. Through this customer satisfaction survey, we hope to learn how well (or not well) our RTAC TA processes have been working for participating researchers (customers). This information will be used to improve our internal processes moving forward.

TYPE OF ACTIVITY: (Check one)

[ ] Customer Research (Interview, Focus Groups)
[X] Customer Feedback Survey
[ ] User Testing

ACTIVITY DETAILS

1. How will you collect the information? (Check all that apply)
   [X] Web-based or other forms of Social Media
   [ ] Telephone
   [ ] In-person
   [ ] Mail
   [ ] Other, Explain

2. Who will you collect the information from?
Explain who will be interviewed and why the group is appropriate for the Federal program / service to connect with. Please provide a description of how you plan to identify your potential group of respondents and if only a sample will be solicited for feedback, how you will select them(e.g., anyone who provided an email address to a call center rep, a representative sample of Veterans who received outpatient services in May 2019, do you have a list of customers to reach out to (e.g., a CRM database

that has the contact information, intercept interviews at a particular field office?)

Information will be collected from researchers who have previously been contracted through RTAC to provide services to USAID. The survey will be sent to approximately 30 researchers who have participated in RTAC and will be completely voluntary.

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)*

The respondents will be invited to provide this information via email with a link to an online survey.

4. What will the activity look like?
Describe the information collection activity – e.g. what happens when a person agrees to participate? Will facilitators or interviewers be used? What's the format of the interview/focus group? If a survey, describe the overall survey layout/length/other details? If User Testing, what actions will you observe / how will you have respondents interact with a product you need feedback on?

The information will be collected via an online survey consisting of 7 questions.

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.

Question 1: What buy-in were you involved in? (If you were involved in more than one buy-in, what buy-in are you reporting on now?)

Question 1 Response Options:

- Building the Evidence Base and Facilitating Learning and Strategic Planning for the Center for Development Research (Lab/CDR)
- Challenges and Best Practices for Research Translation in South East Asia
- Consortium
- Haiti Food Security Desk Review and Analysis
- Haiti Market Analysis
- Joint Global Challenges Research Fund (GCRF)-USAID Convening: Responsible Digital Development

- Long-Term Forecasting of COVID-Related Impacts on Food Security
- Machine Learning for Programmatic Synthesis
- Mali Food Security Desk Review, Stakeholder Mapping and Political Economy Analysis
- Mozambique Market Analysis
- Refugee Research Study in Kenya
- Regulatory Technology and Customer-Centric Financial Services
- Research and Innovations Fellowship Review
- Research Study/Desk Review of Minority Serving Institution Engagement with USAID
- Small and/or Early Stage SGB Segmentation
- Sustainable Financing Initiative for HIV/AIDS (SFI) Closeout
- The State of Resilience and Food Security Amidst Conflict
- Zimbabwe Food Security Desk Review and Stakeholder Mapping
- Zimbabwe Market Study and Food Security Analysis
- [additional response options will be added as buy-ins are added]

Question 2: How realistic was the timeline for…

Project Stage	Response Options		
Proposal Development	Not realistic at all	Somewhat realistic	Realistic
Implementation/fieldwork	Not realistic at all	Somewhat realistic	Realistic
Analysis	Not realistic at all	Somewhat realistic	Realistic
First draft of deliverables	Not realistic at all	Somewhat realistic	Realistic
Final draft of deliverables	Not realistic at all	Somewhat realistic	Realistic

Question 3: How satisfied were you with the process of planning the research project? This can include initial meetings with RTAC and research staff, feedback loops on planning of the research, and coordinating fieldwork.

Question 3 Response Options:

- 1 (Extremely dissatisfied)
- 2
- 3
- 4
- 5 (Extremely satisfied)

Question 4: How satisfied are you with the support provided by the RTAC staff during implementation, analysis, and writing?

Question 4 Response Options:

- 1 (Extremely dissatisfied)
- 2

- 3
- 4
- 5 (Extremely satisfied)

Question 5: Comments on the support provided
    Question 5 Response Options: Open-ended text box

Question 6: Would you participate in short-term research with USAID again?
    Question 6 Response Options:
- Yes
- Maybe
- No

Question 7: Comments on likelihood of doing short-term research with USAID again.
    Question 7 Response Options: Open-ended text box.

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

The survey instrument can be found here: https://norc.az1.qualtrics.com/jfe/form/SV_3Oa0n4NQ7dMSmJT

6. When will the activity happen?
   Describe the time frame or number of events that will occur (e.g., We will conduct focus groups on May 13,14,15, We plan to conduct customer intercept interviews over the course of the Summer at the field offices identified in response to #2 based on scheduling logistics concluding by Sept. 10th, or "This survey will remain on our website in alignment with the timing of the overall clearance.")

This survey will be sent upon completion of buy-ins on a rolling basis until the RTAC project concludes in July 2023. Of note, there are only a small number of projects selected for research TA each year so the number of instances of survey delivery will likely not exceed 30.

7. Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?
   [ ] Yes [X] No
   If Yes, describe:

N/A

BURDEN HOURS ESTIMATE

Category of Respondent	**No. of Respondents**	**No. of Responses Per Year**	**Participation Time**	**Burden Hours**
Researchers	30	30	5 minutes	2.5
Totals	**30**	30	5 minutes	**2.5**

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: Tara Hill, RTAC Contracting Officer’s Representative and Deputy Director, Research Division (USAID/DDI/ITR/R)

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.