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: PEER Planning for Research Utilization Participant Mid-Webinar Series Satisfaction 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 participant feedback. The Partnerships for Enhanced Engagement in Research (PEER) program is an international grants program that funds scientists and engineers in USAID partner countries who collaborate with U.S. government-funded researchers to address global development challenges. The USAID-funded Research Technical Assistance Center(RTAC) leverages the scientific expertise of academic researchers to provide timely technical assistance. We are currently providing RTAC technical assistance as a component of the PEER award to the most recent cohort of PEER awardees. Through this mid-point survey, we hope to learn how well (or not well) our RTAC technical assistance process is working for participants. This information will be used to improve our internal processes during the remainder of this technical assistance, as well as 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 from the current
cycle of the PEER program. The survey will be sent to
approximately 30 researchers who have opted in to receive RTAC
technical assistance. The survey 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 nine (9) 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: Which PEER Planning for Research Utilization webinar sessions have you attended? (Attendance includes participating in the session live or watching the recorded session.)

- Session 1: [Kickoff] Introduction to Research-to-Action Planning Process (week of Aug.8)
- Session 2: Setting Research-to-Action Goals and Communication Objectives (week of Aug. 22)
- Session 3: Identifying Stakeholders (week of Aug. 29)

Question 2: How clearly did each webinar session explain the key concepts? (Please select "Not Applicable" for any sessions that you did not attend.)

Session	1 Not clearly at all	2	3 Somewhat clearly	4	5 Very clearly	Not Applicable
Session 1: Introduction to Research-to-Action Planning Process	○	○	○	○	○	○
Session 2: Setting Research-to-Action Goals and Communication Objectives	○	○	○	○	○	○
Session 3: Identifying Stakeholders	○	○	○	○	○	○

Question 3: To what extent did each webinar session provide you with useful and actionable knowledge? (Please select "Not Applicable" for any sessions that you did not attend.)

Session	1 Did not provide any useful and actionable knowledge	2	3 Provided some useful and actionable knowledge	4	5 Provided an ample amount of useful and actionable knowledge	Not Applicable
Session 1: Introduction to Research-to-Action Planning Process	○	○	○	○	○	○
Session 2: Setting Research-to-Action Goals and Communication Objectives	○	○	○	○	○	○
Session 3: Identifying Stakeholders	○	○	○	○	○	○

Question 4: How relevant were the exercises presented in each webinar session to the content that was being discussed? (Please select "Not Applicable" for any sessions that you did not attend.)

Session	1 Not at all relevant	2	3 Somewhat relevant	4	5 Very relevant	Not Applicable
Session 1: Introduction to Research-to-Action Planning Process	○	○	○	○	○	○
Session 2: Setting Research-to-Action Goals and Communication Objectives	○	○	○	○	○	○
Session 3: Identifying Stakeholders	○	○	○	○	○	○

Question 5: Was the length of each webinar session appropriate to cover the material? (Please select "Not Applicable" for any sessions that you did not attend.)

Session	Yes, the webinar session was the right length	No, the webinar session was too long	No, the webinar session was too short	Not Applicable
Session 1: Introduction to Research-to-Action Planning Process	○	○	○	○
Session 2: Setting Research-to-Action Goals and Communication Objectives	○	○	○	○
Session 3: Identifying Stakeholders	○	○	○	○

Question 6: How would you rate the quality of the materials offered as part of each webinar session?

Session	1 Very poor	2	3	4	5 Excellent	Not Applicable
Session 1: Introduction to Research-to-Action Planning Process	○	○	○	○	○	○
Session 2: Setting Research-to-Action Goals and Communication Objectives	○	○	○	○	○	○
Session 3: Identifying Stakeholders	○	○	○	○	○	○

Question 7: Overall, how well do you think the webinar sessions helped you achieve the following goals?

Goal	1 Not well at all	2	3 Somewhat well	4	5 Very well
Identify research-to-action goals	○	○	○	○	○
Identify key stakeholders and end users	○	○	○	○	○

Question 8: Please tell us what was most helpful about these webinar sessions.

Question 9: Please tell us how these webinar sessions could be improved.

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

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 around the mid-point of the webinar portion of the technical assistance program(on or about August 31, 2022).

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

6

Category of Respondent	No. of Respondents	No. of Responses Per Year	Participation Time	Burden Hours
	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

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.