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 End-of-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 end-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 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 twelve (12) 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 4: Engaging and Developing Communication Objectives (week of Sept. 5)
- Session 5: Measuring Success (week of Sept. 12)

Question 2: How clearly did each webinar session explain the key concepts?

Session	1 Not clearly at all	2	3 Somewhat clearly	4	5 Very clearly	Not Applicable
Session 4: Engaging and Developing Communication Objectives	○	○	○	○	○	○
Session 5: Measuring Success	○	○	○	○	○	○

Question 3: To what extent did each webinar session provide you with useful and actionable knowledge?

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 4: Engaging and Developing Communication Objectives	○	○	○	○	○	○
Session 5: Measuring Success	○	○	○	○	○	○

Question 4: How relevant were the exercises presented in each webinar session to the content that was being discussed?

Session	1 Not at all relevant	2	3 Somewhat relevant	4	5 Very relevant	Not Applicable
Session 4: Engaging and Developing Communication Objectives	○	○	○	○	○	○
Session 5: Measuring Success	○	○	○	○	○	○

Question 5: Was the length of each webinar sessions appropriate to cover the material?

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 4: Engaging and Developing Communication Objectives	○	○	○	○
Session 5: Measuring Success	○	○	○	○

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 4: Engaging and Developing Communication Objectives	○	○	○	○	○	○
Session 5: Measuring Success	○	○	○	○	○	○

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

Goal	1 Not well at all	2	3 Somewhat well	4	5 Very well
Identify opportunities for stakeholder engagement	○	○	○	○	○
Guide your development of a high-level R2A plan	○	○	○	○	○

Question 8: Do you feel more, equally, or less prepared to create a Research-to-Action plan now than you did before the webinar sessions?

- More prepared
- Equally prepared/no change
- Less prepared

Question 9: Do you feel more, equally, or less prepared to implement a Research-to-Action plan now than you did before the webinar sessions?

- More prepared
- Equally prepared/no change
- Less prepared

Question 10: Please tell us what elements of the Research-to-Action methodology, if any, you plan to use in your future work. (Select all that apply.)

- Setting research-to-action goals
- Identifying stakeholders
- Engaging stakeholders
- Developing communication objectives
- Measuring research-to-action success

Question 11: Please tell us what was most helpful about these webinar sessions.

Question 12: 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 after the end-point of the webinar portion of the technical assistance program(on or about September 12, 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

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

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.