

**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:** [Digital Government Post Training Survey \(USAID Version\)](#)

**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 collection for this instrument is to understand USAID participants' experiences with the Digital Government training. We are asking questions about whether this training modality and delivery-system work for them. Such information will inform future USAID trainings as the Agency continues to refine its delivery methods. In addition, we want to understand whether the content in the training is delivered in a manner that USAID participants understand and find valuable to their work.**

**TYPE OF ACTIVITY:** (Check one)

- Customer Research (Interview, Focus Groups, Surveys)
- Customer Feedback Survey
- Usability Testing of Products or Services

**ACTIVITY DETAILS**

1. If this is a survey, will the results of this survey be reported to Touchpoints as part of quarterly reporting obligations specified in OMB Circular A-11 Section 280?
  - Yes
  - No
  - Not a survey
  
2. How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain
  
3. 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?)*

**We will collect information from USAID staff who participate in and complete a Digital Government training. These trainings are run through the USAID Mission and open to all interested USAID staff. This specific instrument was designed specifically for USAID staff according to USAID's clearance guidelines. The collected information will remain anonymous, unless the staff member answers an optional question about scheduling a follow-up call with the training team.**

*4. 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)*

**At the training conclusion participants will be asked to complete the form. Submissions will take place electronically.**

*5. 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?*

**This activity is a post-training evaluation questionnaire. The instrument will collect information about USAID participants' experience related to the completed training. The layout is eleven multiple choice questions and one open-ended question. The instrument will be administered online through a Google form. Question topics and responses will determine if the training modality and content delivery system work for USAID participants. What their degree of confidence is in incorporating Digital Government into their work. And whether participants found the content informative and relevant to their work.**

**6. 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 find the questions below. Full instrument is attached to this submission.**

**How would you rate your level of familiarity about digital government prior to this training?**

**To what extent has the digital government training improved your understanding of digital government?**

**To what extent was the content of the training relevant to your work?**

**On a scale from one to five, how confident do you feel in implementing the techniques which were covered in the training within your daily work tasks?**

**To what extent did the digital government training meet your expectations?**

**The delivery of the content was engaging (videos, facilitated discussion etc.).**

**The length of the workshop was sufficient to cover the materials.**

**This format was preferable over a self-guided training.**

**This training modality was preferable over the alternative.**

**Please expand on your thoughts about the delivery of the workshop content. What reasons did you like/not like the delivery of the content (the videos, the facilitated discussions etc.)?**

**To what extent do you think you will use what you learned in this training in your work?**

**Would you recommend this digital government training to others?**

**(Optional) If you are comfortable providing further feedback about this training in a one-on-one conversation with the training staff, please reply with your name and contact information to arrange a brief meeting.**

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

**XXX**

7. 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. 10<sup>th</sup>, or "This survey will remain on our website in alignment with the timing of the overall clearance.")*

**This survey will be administered at the conclusion of each Digital Government training. These trainings are scheduled to continue for an indefinite time period.**

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

Yes  **No**

If Yes, describe:

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Institutional Support Contractors(ISCs)	42	10 minutes	7hr
United States Direct Hires (USDH)	42	10 minutes	7hr
United States Personal Services Contractor (USPSC)	42	10 minutes	7hr
<b>Totals</b>	<b>126</b>	10 minutes	<b>21hr</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;
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 and email address of person who developed this survey/focus group/interview:

Name: Eric Keys

Email address: [ekeys@usaid.gov](mailto:ekeys@usaid.gov)

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

**OMB Control No. 0412-0609**

**Expiration Date: 05/31/2027**

**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.

**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.