## Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0690-0030)

**TITLE OF INFORMATION COLLECTION:** USPTO Customer Outreach Poll for the Biotechnology/Chemical/Pharmaceutical Partnership Meeting

**PURPOSE:** This survey/poll is for the purpose of gauging the agency outreach efforts and to provide needed training for our customers/stakeholders. The feedback will provide direction as to how USPTO can improve the Partnership meeting. The questions will be focused on what types of training are most needed by our customers, and how to improve the meeting format.

**DESCRIPTION OF RESPONDENTS**:

The respondents for the poll are the Partnership participants; this includes USPTO internal invitees and outside customers/stakeholders (including patent attorneys/agents and inventors).

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

[ ] Customer Comment Card/Complaint Form [ ] Customer Satisfaction Survey

[] Usability Testing (e.g., Website or Software [ ] Small Discussion Group

[x] Focus Group [ ] Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The 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 future.

Name:\_\_\_Sue Liu\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [ X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

**Gifts or Payments:**

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

**BURDEN HOURS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category of Respondent** | **No. of Respondents** | **Participation Time** | **Burden**  **Hours** |
| Patent Stakeholders Attending the Biotechnology/Chemical/Pharmaceutical Partnership Meeting | 360 | 20 mins | 120 hours |
| **Totals** | **360** |  | **120 Hrs** |

**FEDERAL COST:** The estimated annual cost to the Federal government is \_\_\_$38.55

(one GS-15 step 1; plus 30% compensation, for 30 minutes)\_\_\_\_\_\_\_\_\_

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe? [ ] Yes [X ] No

All the participants for the TC1600 Partnership meeting will be asked to participate in the survey, and voluntarily vote on a set of multiple choice questions during a live poll session.

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

[ ] Web-based or other forms of Social Media

[ ] Telephone

[ ] In-person

[ ] Mail

[ X] Other, Explain: live poll software

1. Will interviewers or facilitators be used? [ ] Yes [ X ] No