

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

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## TITLE OF INFORMATION COLLECTION: eMOD Focus Session and Survey

**PURPOSE:** The United States Patent and Trademark Office (USPTO) is modernizing its eCommerce systems and will be conducting a focus session to gather feedback for the Electronic Filing System (EFS-Web) and the PAIR systems. The eMod Team is going to facilitate the event, and is comprised of members of the eCommerce Division within the Office of Patent Information Management. A survey will be made available to capture additional feedback from participants at the end of the session.

### DESCRIPTION OF RESPONDENTS:

The Respondents will be attendees at the eModernization (eMod) Focus Session occurring during the Legal Secretaries and Administrators Conference. The attendees will be legal secretaries, administrators and legal professionals involved in intellectual property law.

### TYPE OF COLLECTION: (Check one)

- |   |  |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form         | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group                  |
| <input checked="" type="checkbox"/> Focus Group                       | <input type="checkbox"/> 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: Marcie Lovett \_\_\_\_\_

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

### Personally Identifiable Information:

1. Is personally identifiable information (PII) collected?  Yes  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  No

**BURDEN HOURS**

| <b>Category of Respondent</b>           | <b>No. of Respondents</b> | <b>Participation Time</b> | <b>Burden</b>    |
|---|---------------------------|---------------------------|------------------|
| Individuals or Households (Focus Group) | 75                        | 105 minutes               | 131.25 hours     |
| Individuals or Households (Survey Form) | 75                        | 10 minutes                | 12.5 hours       |
|   |                           |                           |                  |
| <b>Totals</b>                           |                           |                           | <b>144 hours</b> |

The USPTO estimates that 0% of the surveys will be submitted electronically

**FEDERAL COST:** The estimated annual cost to the Federal government is \$25.82 per hour for a GS- 09 step 2 + \$25.82 (30%) \* 8 hours = \$269

**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  No

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?

The Respondents will be attendees at the eModernization (eMod) Focus Session occurring during the Legal Secretaries and Administrators Conference. All attendees will be invited to complete the survey.

**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
  - Other, Explain: Scan/Fax: Some Respondents take the surveys and scan them back to the USPTO when complete.)
2. Will interviewers or facilitators be used?  Yes  No

