

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

TITLE OF INFORMATION COLLECTION: USPTO Interview Stakeholder Survey

PURPOSE: This survey/poll is for the purpose of gauging the current patent examiner interview process at the USPTO. The questions will be focused on stakeholder satisfaction of the examiner interview processes as well as their satisfaction of current interview technology methods (i.e. video and telephone).

DESCRIPTION OF RESPONDENTS:

The respondents for the poll are interview stakeholders; this includes USPTO patent attorneys, agents, inventors, and/or other representative stakeholders requesting interview.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group

- Customer Satisfaction Survey
- Small Discussion 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: 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

Category of Respondent	No. of Respondents	Participation Time	Burden
Stakeholders Requesting Interview (In-Person, Telephone, or Video-Conference)	1,000	5 minutes (0.08 hours)	83 hours
Totals	1,000		83 hours

The USPTO estimates that 100% of the surveys will be submitted electronically

FEDERAL COST: The estimated annual cost to the Federal government is \$64 per hour for a GS-15 step 1 (Claire Pappas) + \$19 (30%) * 8 hours = \$664

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?

There will be an announcement on various USPTO websites, including the external Interview webpage alerting visitors to existence of the survey. Access from webpages to the online collection instrument (Survey Monkey) will be provided.

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: live poll software
2. Will interviewers or facilitators be used? Yes No

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