

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

TITLE OF INFORMATION COLLECTION: Survey for USPTO PPH User Feedback

PURPOSE: This survey is for the purpose of gauging the current PPH program. The questions will be focused on stakeholder knowledge of, use of, and satisfaction with the program.

DESCRIPTION OF RESPONDENTS:

The respondents for the survey includes USPTO patent attorneys, agents, inventors, and/or other representatives and stakeholders.

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 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.

Business Unit: Patents – Amber Ostrup

OCIO: 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
Individuals and Households	1,100	5 minutes (0.08 hours)	91.67 hours
Totals	1,100		91.67 hours

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

FEDERAL COST: The estimated annual cost to the Federal government is the combined average hourly rate of \$50.92 per hour for a GS-14 step 1 + 15.28 (30%) * 35 hours and \$43.09 per hour for a GS-13 step 1 + 12.93 (30%) * 3 hours, which totals an hourly rate of \$65.39. \$65.39 * 36.67 hours = **\$2397.63**

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 as well as on sites that promote the PPH and program, and information about the survey will be presented at events that involve discussion of the PPH programs. A random sampling will also be taken from the application filers where the USPTO was the first and second to file. 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