

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

TITLE OF INFORMATION COLLECTION: AIPLA Legal Secretaries and Administrator’s Conference.

PURPOSE: This conference is provided to offer legal secretaries and administrators from private corporations and law firms training in Patent and Trademark Office operations, services and procedures. The participants are asked to fill out an evaluation to help us plan better for future conferences.

DESCRIPTION OF RESPONDENTS: Legal secretaries and administrators from private corporations and law firms.

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 Certification: /Deborah J. Reynolds/_____

OCIO Certification: __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 or Households: Conference Attendees	75	15 min	18.75 hours
Totals	75		18.75 hours

The USPTO estimates that 100% of the surveys will be submitted electronically-Survey is electronic

FEDERAL COST: The estimated annual cost to the Federal government is a GS- 13 step 5 at 8 hours: \$49.32 + \$14.80 (30% benefits)= \$64.12 * 8 hours = \$512.96

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

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 survey is only sent to the participants that attend the conference.

Administration of the Instrument

- How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail (a link sent by e-mail)
 - Other, Explain: live poll software

Will interviewers or facilitators be used? Yes No

