

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

**TITLE OF INFORMATION COLLECTION:** eFile Attorney Form Prototype Focus group

**PURPOSE:**

This collection will be designed to obtain feedback on the prototype of the eFile Attorney Form. The form is designed to create a single workspace interface that gives users control over workflow and allows them to perform multiple actions on records in a single session.

**DESCRIPTION OF RESPONDENTS:**

A group of 20 participants, either attorneys or paralegals, will be invited to participate in the focus-group webinar.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input 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.

Business Unit: \_\_\_\_\_ Catherine Cain \_\_\_\_\_

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
Focus Group	20	90 minutes	30
<b>Totals</b>	<b>20</b>	<b>90 minutes</b>	<b>30 hours</b>

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

**FEDERAL COST:** The estimated annual cost to the Federal government is the combined average hourly rate of \$72.59 per hour for a GS-15 step7 + 21.78 (30%) \* 4 hours and \$66.54 per hour for a GS-15 step 4 + 19.96(30%) \*4 hours, which combines to an hourly rate of 90.44. \$90.44 \* 8 hours = **\$732.52**

**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?

[X] 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?

Respondents were solicited via an email sent to the Trademarks stakeholder groups INTA, AIPLA, IPO, and ABA requesting volunteers to participate in a rountable (webinar) to provide feedback on the prototype of the eFile Attorney Form. Respondents were selected based on their affiliation with these stakeholder groups and previous experience with Trademarks electronic filing systems.

### **Administration of the Instrument**

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

[X] Web-based or other forms of Social Media

[ ] Telephone

[ ] In-person

[ ] Mail

[ ] Other, Explain: live poll software

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