

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

TITLE OF INFORMATION COLLECTION: WebEx Stakeholder Testing

PURPOSE:

To obtain feedback from the public on ease of communicating and virtually interacting with the US Patent and Trademark Office by way of the web-based communication software, called Cisco WebEx.

Information collected from this small group of public beta testers will assist the USPTO in launching WebEx agency wide, as well as in creating participation instructions for users within and outside of USPTO.

To provide more flexible alternatives to face-to-face meetings and collaboration among Patent employees (examiners and others) with members of the external Intellectual Property (IP) community, USPTO is testing virtual meetings via the web-based conferencing software called WebEx. With WebEx, Patents can host meetings with the external IP community by holding a video conference, participating by telephone and sharing and editing documents. Participation in WebEx meetings is possible through computers (desktops and laptops), tablets, smart phones and land-based phones. WebEx, on behalf of USPTO, sends an invitation to invited meetings participants. This invite provides participants with unique links, logins and telephone numbers for each meeting.

DESCRIPTION OF RESPONDENTS:

Respondents are members of two industry associations who have volunteered to beta test the software along with USPTO representatives.

TYPE OF COLLECTION: (Check one)

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

Name: 

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 |
|--|--------------------|------------------------|-----------------------|
| Stakeholder Usability Testing Member (Individuals or Households) | 18 | 10 minutes (.17 hours) | 180 minutes (3 hours) |
| | | | |
| Totals | 18 | | 3 hours |

FEDERAL COST:

The estimated annual cost to the Federal Government is \$420 (18 responses x .5 hours = 9 hours; 9 hours x \$46.64 = \$420).

The USPTO estimates that it takes a GS-12 step 1, 30 minutes (0.5 hours) to gather and process information from the usability testing member. The hourly rate for a GS-12 step 1 is currently \$35.88 according to the U.S. Office of Personnel Management wage chart including locality pay for the Washington, D.C. area. When 30% is added to account for a fully loaded hourly rate (benefits and overhead), the rate per hour for a GS-12, step 1 is \$46.64. ($\$35.88 + \$10.76 = \46.64)

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?

USPTO requested volunteers for this beta testing from three sources:
-members of Intellectual Property Owners Association,
-members of the American Intellectual Property Law Association and
-USPTO examiners (internal and not included in this request).

The two industry organizations recruited a total 18 volunteers. USPTO recruited about 24 volunteers from the examiner corps.

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
2. Will interviewers or facilitators be used? Yes No

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