Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0651-0080)

TITLE OF INFORMATION COLLECTION: G245: Legal Secretaries and Administrator's Conference Survey and Focus Session .

PURPOSE: The LSAC participants are asked to fill out an evaluation to help us plan better for future conferences, which responds to events and USPTO lead discussions at the conference. Additonally, the USPTO is modernizing its eCommerce systems and will be conducting a focus session to gather feedback for the EFS-Web and PAIR systems. The eMod Team will facilitate the event.

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

[ ] Customer Comment Card/Complaint Form [√] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software [ ] Small Discussion Group
[√] Focus 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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 /__/Lisa Tran/_____

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	Participation	Burden

	Respondents	Time	
Private Sector Survey	100	15 min	25 hrs
Focus Session	30	120 min	60 hrs
Totals	**130**		**85 hrs**

The USPTO estimates that 100% of the surveys will be submitted electronically. Focus groups will be conducted on site.

FEDERAL COST: The estimated annual cost to the Federal government is the combined average hourly rate of $49.32 per hour for a GS-13 step 5 + 14.80 (30%) * 8 hours, which totals an hourly rate of $64.12, and $26.08 per hour for a GS-09 step 2 + 7.82 (30%) * 8 hours, which totals an hourly rate of $33.90. $64.12 * 8 hours = $512.96 and $33.90 * 8 hours = $271.20. **$512.96 + 271.96 = $784.16**

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?
<div align="right">[ ] Yes [√] No</div>

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 sent to all participants that attend the conference.

Administration of the Instrument
1. How will you collect the information?
        [√] 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

    Facilitators will be used only for the Focus Group