

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

TITLE OF INFORMATION COLLECTION: G260: Electronic Business Center (EBC) Survey

PURPOSE: To gather information about customer satisfaction specific to the Electronic Business Center (EBC).

DESCRIPTION OF RESPONDENTS:

External EFS-Web and PAIR customers who utilize EBC services.

TYPE OF COLLECTION: (Check one or multiple)

- | | |
|---|--|
| <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: _____/Lisa Tran/_____

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
 - 1a. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
2. If applicable, has a System of 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

Instrument Name	No. of Respondents	Participation Time	Burden
Electronic Business Center (EBC) Survey	4200	3 Minutes (.05 hrs)	210 hours
Totals	4200	---	210 hours

The USPTO estimates that 100% of the surveys (small discussions, focus groups, etc.) will be conducted electronically.

FEDERAL COST: The estimated annual cost to the Federal government is the combined average hourly rate of \$23.18 per hour for a GS-08 step 01 + 6.95 (30%), which totals an hourly rate of **\$30.13**. $\$30.13 * 3.5 \text{ hours} = \mathbf{\$105.46}$

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?

Sampling will be ongoing, engaging customers who opt-in to the survey on the phone. Repeat callers who opted into the survey originally will not be polled multiple times. Customers calling the EBC Contact Center can elect to participate in the automated survey over the phone. They will be given prompts to choose (by selecting the corresponding number on their phone buttons) a number between 1 to 5, 1 being the least positive and 5 being the most positive response. This method makes it easier for customers to respond without having to go to another website to provide answers.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[] Web-based or other forms of Social Media
[X] Telephone
[] In-person
[] Mail
[] Other, Explain: live poll software
2. Will interviewers or facilitators be used? [] Yes [X] No