

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

TITLE OF INFORMATION COLLECTION: USPTO Patents Dallas and San Jose Recruitment Outreach

PURPOSE: The purpose of this outreach program is to build awareness of available job opportunities, to shape positive perceptions about USPTO as a top employer of choice, and to convert event attendees into applicants.

This particular survey is targeted at attendees of the June Dallas/San Jose outreach event, but we anticipate using it to gather feedback from future, similar events.

DESCRIPTION OF RESPONDENTS:

Respondents will be limited to attendees of the event. (Lawyers, Inventors, General Public)

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: OHR Melissa Davis.

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

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
Recruitment Event Satisfaction Survey	90	12 mins (.2 hours)	18 hours
Totals	90		18 hours

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

FEDERAL COST: The Federal Cost is estimated at \$1,227.60.

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 [X] 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?

Registrants for our recruitment event and those that walk-in and attend on the day of the event will comprise the universe of survey respondents. Each attendee will receive an invitation to complete the survey.

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? [] Yes [x] No