

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

**TITLE OF INFORMATION COLLECTION:** G257: PTAB E2E System Survey and Focus Group

**PURPOSE:** To obtain feedback on the user experience with the current PTAB E2E system and to use that feedback to help develop and improve the system.

**DESCRIPTION OF RESPONDENTS:** Respondents will be members of external law firms that have experience with AIA reviews

**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 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: \_\_\_\_\_/Sonya Mazumdar/\_\_\_\_\_

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

Category of Respondent	No. of Respondents	Participation Time	Burden
External Engagement Survey	23	15 mins (.25 hrs)	5.75 hours
Focus Group	23	2 hours	46 hours
<b>Totals</b>	<b>46</b>	---	<b>51.75 hours</b>

The USPTO estimates that 50% of the questionnaires will be conducted electronically.

**FEDERAL COST:** The estimated annual cost to the Federal government is the combined average hourly rate of \$57.39 per hour for a GS-14 step 4 + 17.22 (30%) \* 8 hours, which totals an hourly rate of \$74.61. \$74.61 \* 8 hours = **\$596.88**

**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?

The group of respondents are volunteers that have previously participated in USPTO operations or initiatives.

### **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  
[X] In-person  
[ ] Mail  
[X] Other, Explain: E-Mail
2. Will interviewers or facilitators be used? [ ] Yes [X] No