

JUSTIFICATION FOR NONMATERIAL/NONSUBSTANTIVE CHANGE
Clearance for the Collection of Qualitative Feedback
on Agency Service Delivery
OMB Control Number 0651-0080

Background

Executive Order 12862 (<http://www.archives.gov/federal-register/executive-orders/pdf/12862.pdf>) directs Federal agencies to provide service to the public that matches or exceeds the best service available in the private sector. In order to work continuously to ensure that programs are effective and meet our customers' needs, the United States Patent and Trademark Office USPTO has obtained OMB approval of a generic clearance that collects qualitative feedback on Agency service delivery.

Collecting feedback allows for the Agency to have a pulse on customer satisfaction and adjust where necessary to meet and exceed expectations. It provides for an ongoing, collaborative, and actionable communication between the Agency and its customers and stakeholders. It enables the Agency to garner customer and stakeholder feedback in an efficient, timely manner. The information collected from USPTO customers and stakeholders helps to ensure that users have an opportunity to convey their experience with the Agency's programs.

The request is to update the respondents and burden hours in response to increased stakeholder need.

Respondents

Item	Currently Approved Respondents	Proposed Respondents	Respondent Increase
Customer Surveys	20,000	60,000	40,000
Questionnaires/Customer Comment Cards/ Complaint Forms	300	1,000	700
Focus Groups/ Interviews	6,000	10,000	4,000
Small Discussion Groups	600	1,200	600
Usability Tests (In-person observation (i.e., Website/ Software)	1,000	15,000	14,000
Totals	27,900	87,200	59,300

Burden Hours

Item	Currently Approved Hours	Proposed Hours	Hour Increase
Customer Surveys	1,667	5,000	3,333
Questionnaires/Customer Comment Cards/ Complaint Forms	25	80	55
Focus Groups/ Interviews	1,500	2,500	1,000
Small Discussion Groups	1,200	2,400	1,200
Usability Tests (In-person observation (i.e., Website/ Software)	667	10,000	9,333
Totals	5,059	19,980	14,921

Summary of Changes

The increase of 59,300 in responses and 14,891 hours is on account of the changes in agency estimates.

Changes in Burden

Burden Type	Currently Approved	Proposed Change	New Estimate
Respondents	27,900	59,300	87,200
Burden Hours	5,059	14,921	19,980
Non-hour costs	\$0.00	\$0.00	\$0.00

The 0651-0080 revised total burden is as follows:

- 87,200 respondents
- 19,980 burden hours
- \$0.00 in annual (non-hour) fees