

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

TITLE OF INFORMATION COLLECTION: G270: Automated Interview Request Satisfaction Survey

PURPOSE: The Automated Interview Request (AIR) form is an online form that applicants use to request an interview with an examiner regarding their pending application. In an effort to provide excellence in customer service to our external stakeholders, this interview satisfaction survey will allow the USPTO to gain better knowledge of their interview experience for those interviews conducted using the AIR form.

DESCRIPTION OF RESPONDENTS:

Applicants who have conducted an interview after requesting the interview with the AIR (Automated Interview Request) form.

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: TC 3600 Director Tariq Hafiz

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
SORN 20 (Customer Call Center, Assistance and Satisfaction Survey Records)

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Name of Instrument	No. of Respondents	Participation Time	Burden
AIR Survey	20,400	6 mins (0.1 hrs)	2,040 hours
Totals	20,400	---	2,040 hours

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

FEDERAL COST: Contractors will process this collection, with an estimated cost of \$60,000.

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?

All applicants who have used the AIR form to request an interview will be surveyed.

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