

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

TITLE OF INFORMATION COLLECTION: G285: MyUSPTO Customer Satisfaction Survey

PURPOSE: To obtain quarterly user satisfaction information for MyUSPTO using an online survey. Feedback will be used to inform future MyUSPTO design and functionality.

DESCRIPTION OF RESPONDENTS: Members of MyUSPTO, which consist of stakeholders who have an interest in the patent/trademark process and/or the filing of patent/trademarks applications (e.g. attorneys, paralegals, inventors).

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: OCIO /Michael Weiss/

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

Name of Instrument	No. of Respondents	Participation Time	Burden
Electronic customer satisfaction survey	208 (52/quarter)	5 minutes	17.33 hours
Totals	208	- - -	17.33 hours

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

FEDERAL COST: The estimated annual cost to the Federal government is the combined average hourly rate of \$54.91 per hour for a GS-14 step 1 + \$16.47 (30%), which equals an hourly rate of \$71.38. \$71.38 * 5 hours for the surveys = **\$356.90**.

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 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 MyUSPTO users are eligible to complete the survey. MyUSPTO has approximately 71,000 subscribers. Using a confidence interval of 85% and a 10% margin of error, we have determined that a sample size of 52 subscribers is needed.

Once that sample of 52 is achieved, the survey will be removed until the next quarter.

The electronic survey will be embedded within the MyUSPTO application. The survey tool being used will present a pop-up containing the survey. The survey will not appear to until a user logs into the MyUSPTO system.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - 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 No