

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

**TITLE OF INFORMATION COLLECTION:** G295: USPTO Military Association/ USPTO Office of Human Resources Veteran Hiring Fair

**PURPOSE:** Veteran hiring remains a strategic business priority for the United States Patent and Trademark Office (USPTO). The agency has established a successful, highly regarded program – the Veteran Hiring Program – that is dedicated to placing transitioning service men and women into civilian jobs after leaving active duty. The USPTO also boasts a strong Veteran community with a thriving affinity group (volunteer employee group) called [the USPTO Military Association \(UMA\)](#) whose mission is to “serve, help, support, cultivate and promote Veterans.” The UMA is designed to meet the unique needs of service members through advocacy, education and career resources.

UMA’s President was hired through the a hiring event hosted by the agency and sought to “pay it forward” by hosting a similar job fair in the Fall of 2018. The goal was to educate Veterans on current job opportunities, provide tips and resources for preparing resumes and speaking one-on-one with other partner agencies and private sector companies recognized as being top employers to Veterans. On Friday, September 14, 2018, the UMA and the USPTO’s Office of Human Resources co-hosted a one-day job fair with the theme, “Get Connected. Get Hired.”

The event was held at the USPTO headquarters in Alexandria. Nearly 150 Veterans pre-registered and 100 attended. Fifteen partner organizations were invited. The USPTO wishes to survey the attendees and partners to gauge satisfaction with the fair and to plan for future Veteran events.

## DESCRIPTION OF RESPONDENTS:

Respondents will be limited to:

1. Attendees to the event who are interested in careers at the USPTO and/or those who simply want to seek more detailed information about the agency; and also
2. Partner organizations that may be interested in hosting future recruitment events with the USPTO.

## TYPE OF COLLECTION: (Check one or multiple)

Customer Comment Card/Complaint Form       Customer Satisfaction Survey  
 Usability Testing (e.g., Website or Software)       Small Discussion Group  
 Focus Group       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 Sharon C. Watson, Marketing and Communication Advisor

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [x] No
  - 1a. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [x] 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 [x] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Recruitment Event Satisfaction Survey (Attendees)	100	10 mins (.17 hours)	16.67 hours
Recruitment Event Satisfaction Survey (Partners)	15	10 mins (.17 hours)	2.5 hours
<b>Totals</b>	<b>115</b>		<b>19.17 hours</b>

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 \$66.11 per hour for a GS-14 step 7 + 19.83 (30%) \* 9.75 hours.  
 \$66.11 \* 9.75 hours = **\$644.57**

**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?

The registration site used provides a detailed overview of the event, and required would-be attendees to self-identify their eligibility to attend by answering the following questions:

***“...answer whether or not you meet the basic qualifications to join us at the USPTO Military Association Veteran Hiring Job Fair 2018:***

***Do you meet the following qualifications?***

- *I am a disabled veteran or a veteran who is eligible for a Veterans Recruitment Appointment (VRA) or a Schedule A appointment and can demonstrate this by providing a copy of my: DD-214 or Statement of Service (if currently in the Military) and VA letter, if you have a service-connected disability AND*
  
- *I am a U.S. citizen or a U.S. national.*

Registrants for our recruitment event, those that walk-in and attend on the day of the event and our partner employers will comprise the universe of survey respondents.

**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