

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

**TITLE OF INFORMATION COLLECTION:** G301: Office of Innovation Development (OID) Outreach Events Survey

**PURPOSE:** Ascertain satisfaction with OID Outreach Events, effectiveness of each event, and needs for future events.

**DESCRIPTION OF RESPONDENTS:**

Independent 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: Office of Innovation Development

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  N/A

**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
OID Outreach Events Survey	3,000	5 minutes	250 hours
<b>Totals</b>			<b>250 hours</b>

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

**FEDERAL COST:** The USPTO estimates it will require 2 hours per event to graphically summarize the results from each event. With 30 events planned for the next year, 60 total hours are expected. The estimated annual cost to the Federal government is the combined average hourly rate of \$34.90 per hour for a GS-9 step 9 + \$10.47(30%) = which totals an hourly rate of \$45.37. \$45.37 \* 60 hours = **\$2,722.20.**

**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 attendees from each OID Outreach event will be emailed a survey invitation via a web link. With 30 events planned, the universe would consist of around 200 per event. Historically, external USPTO surveys have realized around a 50% responses rate. That percentage has been applied to get the hourly burden noted above. The universe is small enough, per event, that using a smaller sampling plan would not provide statistically reliable results. The event content and structures vary, so we want to obtain results for each individual event.

### 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

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**