

SUPPORTING STATEMENT
United States Patent and Trademark Office
International Work Sharing Program
OMB CONTROL NUMBER 0651-0079
February 2019

B. COLLECTION OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Universe and Respondent Selection

Data from the Collaborative Search Pilot (CSP) is used to evaluate the effectiveness of Pilot Program. The USPTO expects 300 responses to the survey annually. The respondent pool will be constructed by contacting all participants accepted into the CSP Program.

2. Procedures for Collecting Information

Email addresses are collected from applicants and attorneys when they submit a petition request to be accepted into the CSP, a USPTO International Work Sharing initiative. The Pilot Survey is a voluntary survey. A link to the online survey is sent to each applicant and attorney who has provided an email address and has participated in the Pilot. The survey period will be open as long as there are participants admitted to the Program. Respondents will not be given a survey link until after their participation in the pilot has concluded. The survey will be sent to the application after they received the initial search results from the offices.

The CSP Survey is a customer satisfaction survey using an online survey instrument. The survey results will only be used by the USPTO to determine the effectiveness of the Pilot Program. The Program will use aggregated results to determine any differences in customer's satisfaction and usage between the Japan Patent Office (JPO) and the Korean Intellectual Property Office (KIPO) pilot programs. This data may be used to determine if one or more of the pilot programs should be continued. The data may be combined to provide average responses and issues identified across both programs, but some data may not be combinable. The USPTO may discuss the analysis of the surveys and the aggregated data with the appropriate representatives of the JPO and the KIPO in discussing the future of either pilot program.

3. Methods to Maximize Responses

Efforts are made within the current survey design to maximize response rates to enhance the reliability of survey results. These include:

- Use of properly defined respondent pool. A survey link will only be sent to participants who were admitted into the CSP Program

- Assuring all participants that only aggregated data will be used. Individual responses will be kept private/only used in aggregated totals, to the extent permitted by law.
- A follow-up email reminder will be sent to customers who have not responded within three (3) weeks.
- Use of survey instrument that is both brief and simple. The survey instrument contains only 7 questions. Questions are geared towards measuring satisfaction and do not require any additional research by respondents. The emailed survey link sends the respondent directly to the instrument, and does not require sign-ups, IDs, logins, etc.
- The primary USPTO International Work Sharing contact information is provided within the email notification in case a respondent has any questions or concerns about survey content.

4. Testing of Procedures

The CSP Survey is a survey conducted by the Agency. The USPTO has conducted similar limited pool surveys for years. Because the pool of respondents is both small and the survey is provided only after previous contact with an USPTO program, thus limiting the possible confusion or misinterpretation of the survey instrument. Given these factors, special testing is not considered necessary.

5. Contact for Statistical Aspects and Data Collection

The Office of International Patent Cooperation of the USPTO is responsible for conducting and summarizing the CSP Survey. Amber Ostrup is the point of contact for this survey. She can be reached by phone at 571-272-7984 or by e-mail at Amber.Ostrup@uspto.gov.

References

A. CSP Survey