

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

**TITLE OF INFORMATION COLLECTION:** G321: IP Attaché Program – Stakeholder Satisfaction Survey

**PURPOSE:** This survey is to gather feedback from U.S. stakeholders regarding their experience and satisfaction with the USPTO IP Attaché Program.

**DESCRIPTION OF RESPONDENTS:** Respondents will be U.S. stakeholders who have utilized the IP Attaché Program.

**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 Policy and International Affairs (OPIA)

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

Type of Respondent	No. of Respondents	Participation Time	Burden
Private Sector (Survey)	125	3 minutes	6 hours
<b>Totals</b>	<b>125</b>	- - -	<b>6 hours</b>

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

**FEDERAL COST:** The combined hourly rate for a GS-14, step 7, is currently \$70.45 per hour + \$21.14 (30%) = \$91.59, including locality pay for the Washington, DC area.

The USPTO estimates that it takes a GS-14 step 7, one hour for data analysis and reporting of each summarized grouping. We currently summarize reported data three times a year. The total federal cost therefore is 3 \* \$91.59, or \$275.

**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 [X] 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?

An intake form is completed for each U.S. Stakeholder who reaches out to an IP attaché for assistance and/or information. Respondents who answer ‘Yes’ to a question about evaluating the program will be sent an email containing the survey link.

### **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