

# Request for Approval under the “Generic Clearance for Improving Customer Experience” (OMB Control Number: 0651-0080)

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**TITLE OF INFORMATION COLLECTION:** G322: DOCX Training Survey

**PURPOSE:** To measure the satisfaction of customers who received training by the USPTO’s Office of Patent Automation on filing patent applications in DOCX format. Results of the survey will help USPTO improve its trainings and the service it provides to applicants.

**DESCRIPTION OF RESPONDENTS:**

Respondents will be applicants, registered attorneys, and independent inventors who received training by the USPTO’s Office of Patent Automation. (Private Sector, Individuals and Households)

**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 Patent Automation

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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	8,536	5 minutes	683 hours
Individuals and Households	264	5 minutes	21 hours
<b>Totals</b>	<b>8,800</b>	---	<b>704 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 week to graphically summarize the results for each session. For 50 weeks, 100 total hours are expected. The Federal cost uses the combined hourly rate of \$37.45 per hour for a GS-9 step 10 (\$37.45) + \$11.24 (30%) which totals an hourly rate of \$48.69. The total estimated annual cost to the Federal government is 100 hours \* \$48.69 = **\$4,869**.

**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?

All attendees to the online DOCX training sessions will be emailed a survey invitation via a web 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