

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

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## **TITLE OF INFORMATION COLLECTION:** G319: vILT Evaluation Survey

**PURPOSE:** The interactive virtual Instructor Led Training (vILT) delivers training to the public on a variety of examination practice and procedure topics. The trainings are derived from the same guidance we provide our experienced patent examiners, and the online format allows participants to remotely attend without the need to travel to USPTO locations. The information collection items included in this Fast Track request—an initial interest request, a needs assessment survey, and a course satisfaction survey—allow the United States Patent and Trademark Office (USPTO) to gauge the interest from potential course attendees in a given course and to determine the successes/shortcomings of an offered course following a stakeholder’s completion of the class.

### **DESCRIPTION OF RESPONDENTS:**

The vILT courses are open to all members of the public. Approximately 70% of registrants are registered practitioners and the remainder are inventors or individuals interested in intellectual property.

### **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 checked="" type="checkbox"/> Other: Course Interest and Needs Forms |

### **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 Stakeholder Experience (OPSE)

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

### **Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? ☒ Yes (Interest Form only) ☐ 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**

<b>Instrument</b>	<b>Type of respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden (hours)</b>
vILT Interest Request	Private Sector	4,480	5 minutes	358
---	Individuals and Households	1,920	5 minutes	154
vILT Needs Assessment Survey	Private Sector	140	5 minutes	11
---	Individuals and Households	60	5 minutes	5
vILT Evaluation Survey	Private Sector	2,240	5 minutes	179
---	Individuals and Households	960	5 minutes	77
<b>Totals</b>		<b>9,800</b>	---	<b>784 hours</b>

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

**FEDERAL COST:** The estimated 3-year cost to the Federal government 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 vILT Interest Request will be summarized for each of the 16 sessions, and take about 1 hour to complete and send formal course invitations. This equals 16 total hours. 16 hours \* \$48.69 = **\$779**. The Needs Assessment Survey will be summarized 4 times a year and take about 2 hours to graphically summarize and distribute. 4 sessions \* 2 hours = 8 hours. 8 hours \* \$48.69 = **\$390**. The vILT Evaluation Survey will be summarized for each of the 16 sessions, and take about 2 hour to graphically summarize and distribute. 16 sessions \* 2 hours = 32 hours. 32 hours \* \$48.69 = **\$1,558**.

**Total Federal cost for all 3 items = \$2,727.**

**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?

Potential respondents for the Needs Assessment Survey and/or the Interest Form will be based on the users who visit the vILT website: <https://www.uspto.gov/patents/patent-quality/virtual-instructor-led-training-1>. The courses and this site are marketed through Patents Alerts, social media, and direct emails to those who have requested to be notified of events. The universe of vILT course participants is defined by all parties who complete the vILT Interest Request. At the same website, users have the option to fill out the Needs Assessment Form. This form provides USPTO information on how to tailor course structures.

Once people are registered via the Interest Form, they can attend the vILT Courses online. There will be four individual vILT sessions within each course. Each attendee 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)
  - ☒ 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.**