

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

TITLE OF INFORMATION COLLECTION: G406: The Global Intellectual Property Academy (GIPA) Domestic Survey 2024

PURPOSE: GIPA conducts this voluntary survey after each of its domestic programs. The purpose of these programs is to provide and support domestic public outreach to promote understanding of IP through collaboration with other U.S. government agencies, and through educational outreach for small and medium-sized enterprises. GIPA has created this survey in order to gauge satisfaction and usefulness of content with these programs. The voluntary survey will provide useful data in tailoring future programs as well as the continuance of current programing. The survey will include a net promoter score. The net promoter score provides data on how likely the attendee is to recommend the program.

DESCRIPTION OF RESPONDENTS: Respondents will be federal employees, small/medium enterprises and large organizations that have attended GIPA trainings and/or events.

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: OPIA /Kortney Hammonds/

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

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 (hours)
Private Sector	2,000	5 min	160
Totals	2,000	- - -	160

The USPTO estimates that 90% of the surveys will be conducted electronically.

FEDERAL COST:

The estimated annual cost to the federal government is the combined hourly rate of \$447 per hour for an IP Attorney and \$80.82 (\$62.17 per hour for a GS-13 step 4 + 18.65 (30%)), which totals an hourly rate of \$527.82 * 10 hours = **\$5,278**.

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 respondents will be those who have registered with USPTO for the GIPA domestic outreach programs. Respondents will be sent an email link to complete the survey.

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