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

TITLE OF INFORMATION COLLECTION: G422: DOCX Training Survey 2024

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.

TYPE OF COLLECTION: (Check one or multiple	TYPE (OF COL	LECTION:	(Check one	or multiple
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[] Customer Comment Card/Complaint Form	[X] Customer Satisfaction Survey
[] Usability Testing (e.g., Website or Software	[] Small Discussion Group
[] Focus Group	[] 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 <u>not</u> raise issues of concern to other federal agencies.
- 4. The results are <u>not</u> intended to be disseminated to the public.
- 5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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

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

Personally Identifiable Information:

- 1. Is personally identifiable information (PII) collected? $[\]$ Yes [X] 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 [X] N/A

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Type of Respondent	No. of	Participation	Burden
	Respondents	Time	
Private Sector	1,000	5 minutes	80 hours
Totals	1,000		80 hours

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

FEDERAL COST: The USPTO uses the hourly rate of \$37.45 per hour for a GS-9 step 10 (\$42.61) + \$12.78 (30%) which totals an hourly rate of \$55.39. The total estimated annual cost to the Federal government is 25 hours * \$55.39 = \$1,385.

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