USPTO Patent e-Commerce Customer Satisfaction Measurement

Instructions

The United States Patent and Trademark Office requests your feedback on your experience with its patent eCommerce initiatives. Be assured that all of your responses will remain confidential. Data will be used in summary format only. Because you are a valued customer to the USPTO, your opinions are very important to us and will be used to guide our future action planning.

It is estimated that this brief questionnaire will require no more than 10 minutes of your time. Please choose only one response for each question unless directed otherwise. Should you have any questions or require assistance, please contact the Electronic Business Center at 1-866-217-9197 or via email at www.uspto.gov/ebc.

Thank you for your time and assistance.

Draft - USPTO Patent eCommerce Customer Satisfaction Measurement

1. Please indicate the category of filer that best describes you:

- Attorney at a patent law firm
- Employee of a patent law firm
- Attorney at a corporation
- Corporate employee/patent filer
- Independent inventor

2. Which statement best describes your organization's policy regarding electronic filing of patent applications or follow-on papers:

- It is required of all patent filers in our organization
- It is recommended but not required
- It is left to the discretion of individual patent filer
- There is no overall policy
- Other (please specify)

If you selected other, please specify:

(If select Corporate employee/patent filer in Q1 otherwise skip to Q5)

3. Which statement best describes your organization's electronic filing policy with respect to utilization of outside patent law firms it utilizes?

- Outside patent attorneys are required to file our patent applications electronically
- It is recommended, but not required, that outside attorneys use electronic filing
- It is left to the discretion of the outside attorney whether or not to e-file
- There is no corporate policy
- We do not utilize external patent law firms
- Other (please specify)

If you selected other, please specify:

4. Please indicate the items that you have filed electronically with the USPTO or another patent organization. (Select all that apply)

- Full patent application documents
- Provisional patent application documents
- Follow-on papers
- Pay fees online
- Fillable forms
- Other (please specify)

If you selected other, please specify:

5. Please indicate the approximate number of NEW (utility) patent applications filed by your company or firm annually. Include paper and electronic filings.
- 1-100
- 101-500
- 501-1000
- More than 1000

6. What (approximate) percentage of new utility filings is your organization currently submitting electronically?

- **0%**
- **<25%**
- **25 – 50%**
- **50 – 75%**
- **75 – 100%**
- **Do not know**

7. Please select the one statement that best describes your overall experience with the USPTO's EFS-Web.

- The system is easy to understand and use
- The system is difficult to understand and use
- Some parts of the system are easy and others are difficult to understand and use

8. In your opinion, what are the three most difficult or challenging steps in the filing process using EFS-Web?

- I do not find any of the steps challenging or difficult.
- Creating PDF files with embedded fonts
- Installing and configuring JAVA
- Indexing documents on the Attach Screen
- Uploading PDF files
- Using Multi-Doc PDF file
- Paying Fees
- Conforming EFS-Web to our established workflow processes
- Conforming to PKI Subscriber Agreement
- Fillable forms
- Other (please specify)

If you selected other, please specify:

9. Please rate your satisfaction with electronic filing of patent applications and follow-on papers using EFS-Web in the following categories. [matrix question]

Categories:
- Ease of filing
- Time involved in filing
- Confidence in security and integrity of applications filed electronically
- Compatibility with existing processes/workflows
- System reliability

Scale:
- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Unknown

10. Please rank the top three factors in terms of their importance to <u>your individual decision</u> whether to file electronically.

- Immediate visibility of application via PAIR
- Change in current work processes
- Confidence in the Technology
- Cost
- Ease of submission
- Proof of submission via immediate electronic acknowledgment receipt
- Time involved
- Organizational policy
- Other

11. Please rank the top three factors in terms of their importance to your <u>corporation's or firm's decision</u> whether to file electronically:

- Immediate visibility of application via PAIR
- Change in current work processes
- Confidence in the Technology
- Cost
- Ease of submission
- Proof of submission via immediate electronic acknowledgment receipt
- Time involved
- Other

12. Does your corporation or firm utilize Private PAIR to view applicable documents and data?

- Yes
- No

13. Do you make use of Private PAIR to view patent application submissions you make using EFS-Web?
   a. Yes
   b. No

If No, go to Q18.

14. Please indicate the importance of the following changes to PAIR by designating the importance of each statement either to you personally or to the workflow of your firm or corporation. [Matrix Question with scale: Very important, Important, Not very important, Not important at all]

   a. Attorney Docket Number Self-Administration feature
   b. Customer Number Details Self-Administration feature
   c. Bib data XML download feature
   d. Status Changes XML download feature

15. Overall, how satisfied are you with the functionality of Private PAIR?
   a. Very satisfied
   b. Satisfied
   c. Neither satisfied nor dissatisfied
   d. Dissatisfied
   e. Very dissatisfied

16. I would like the ability to download application and document data in the following formats. Check all that apply.
   o XLS
   o CSV
   o PDF
   o XML
   o HTML
   o RSS

17. I would like the ability to download application transaction history in the following formats. Check all that apply.
   o XLS
   o CSV
   o XML
   o HTML
   o RSS

18. Please rate your level of awareness of the following e-commerce initiatives: (Scale of Very aware, somewhat aware, not aware at all)

- **EFS-Web**
- **Private PAIR**
- **Priority Document Exchange (PDX)**
- **Complex Work Units (CWU) Pilot**
- **PAIR Outgoing Electronic Correspondence**

19. How would you prefer to receive information about e-Commerce at USPTO (e.g., announcements, new features, pilot programs, documented problems, scheduled outages, etc.)?

- **RSS**
- **Targeted email**
- **Podcast**
- **USPTO website updates**
- **Broadcast emails**
- **eNewsletter**
- **Other- please specifiy**

20. Please indicate your level of satisfaction with the Electronic Business Center's (EBC's) ability to support your e-filing needs.
  - Very satisfied
  - Satisfied
  - Neither satisfied nor dissatisfied
  - Dissatisfied
  - Very dissatisfied
  - I have not used the EBC

If selected "I have not used" skip to Q23

21. Please indicate how beneficial extending the hours of the EBC to 24 hours per day 7 days per week would be to your organization.

Scaling:
  - Very beneficial
  - Somewhat beneficial
  - Not very beneficial
  - No impact at all

22. How rapidly would you say the EBC was able to resolve issues you have encountered ?

- While on the initial telephone call
- Within the same business day after the initial telephone call was made, or email was sent
- The next business day after the initial telephone call was made, or email was sent
- Two or more business days after the initial telephone call was made, or email was sent
- I was transferred to another USPTO organization
- They were unable to resolve my issue(s)

23. Which of the following statements best describes your participation in the patent application process in your organization?

- I am responsible for most or all parts of the submission
- I review patent submissions prepared by others
- I play a role in a collaborative or iterative process involving many other individuals
- I submit applications prepared by others
- Other (please specify)

If you selected other, please specify:

24. In your organization, who typically enters patent application data into a form?

- Another attorney/patent agent
- Paralegal or legal secretary
- Other (please specify)

If you selected other, please specify:

25. In what time zone do you typically file patent applications?

- Eastern
- Central
- Mountain
- Pacific
- Other (please specify)

If you selected other, please specify:

26. What type of training did you receive on EFS-Web prior to using it?

- USPTO Webinar Training
- USPTO On-Site Training in Alexandria, VA
- Training by resources within my company/firm
- Self-Training with USPTO resources (e.g. CBT, recorded training and/or training documents)
- Third party training
- None
- Other (please specify)

If you selected other, please specify:

27. Please indicate how much training, in your opinion, is needed in order to use EFS-Web?

- None
- Minimal
- Considerable
- Extensive

28. Please indicate how much training, in your opinion, is needed in order to use Private PAIR?

- None
- Minimal
- Considerable
- Extensive

29. Which area(s) of EFS-Web do you feel require the most training? Select all that apply.

- Creating PDF files with embedded fonts
- Installing and configuring JAVA
- Indexing documents on the Attach Screen
- Uploading PDF files
- Paying Fees
- Navigation and Functionality
- Using Multi-Doc PDF files
- EFS-Web Fillable Forms
- Other (please specify)

If you selected other, please specify:

30. Rank the top 3 enhancements to e-Commerce you would like to see, from most to least important:

- Certificates for non-attorneys
- Integration with document management system
- Tighter integration with other USPTO systems, e.g., assignments, RAM, etc.
- Additional forms
- Integration with international patent offices
- Improved online help facility
- Personalization, .i.e., the ability to customize my view and set up a profile
- Other – please specify

31. General Comments on EFS-Web: [verbose text]

32. General Comments on other e-Commerce Initiatives: [verbose text]