

**United States Patent and Trademark Office**  
**Ombudsman Program - 2010 User Survey (DRAFT)**

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1. How many inquiries have you initiated with the Ombudsman Office? Please count all inquiries regardless of whether or not they have been closed out.

- One (1)                      Two (2)                      Three or More (3+)  
 ①                                  ②                                  ③

2. Please indicate the Technology Field in which the majority of your inquiries were made:

- Chemical (TCs 1600/1700)                      ①  
 Electrical (TCs 2100/2400/2600/2800)                      ②  
 Mechanical (TCs 3600/3700)                      ③  
 Designs (TC 2900)                      ④

3. Please rate your satisfaction with the Ombudsman Office with regard to:

- Receiving prompt response from the Ombudsman Office after your initial inquiry? .....  
 Timeliness of USPTO in addressing the issue(s) raised? .....  
 Ability of the Ombudsman Office to put you in contact with the right USPTO personnel responsible for facilitating your inquiry? .....  
 Ease of use of the program for initiating an inquiry? .....  
 Overall satisfaction with the Ombudsman program? .....

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied
Receiving prompt response from the Ombudsman Office after your initial inquiry? ..... ①	②	③	④	⑤	
Timeliness of USPTO in addressing the issue(s) raised? ..... ①	②	③	④	⑤	
Ability of the Ombudsman Office to put you in contact with the right USPTO personnel responsible for facilitating your inquiry? ..... ①	②	③	④	⑤	
Ease of use of the program for initiating an inquiry? ..... ①	②	③	④	⑤	
Overall satisfaction with the Ombudsman program? ..... ①	②	③	④	⑤	

4. How likely are you to recommend the Ombudsman Program to other USPTO customers that have issues similar to yours?

- Definitely Would Not      Probably Would Not      May or May Not      Probably Would      Definitely Would  
 ①                                  ②                                  ③                                  ④                                  ⑤

5. Please provide any comments you may have on how to improve the Ombudsman Program to more effectively meet your needs:

Under the Paperwork Reduction Act of 1995, persons are not required to respond to a collection of information unless it displays a valid OMB Control Number. This survey will gather feedback from customers who participate in the Ombudsman Program. The USPTO will use the data gathered from the survey to determine whether to continue the program and how it should be modified if it is continued. The data may also be used as baseline metrics for comparison in any future process or summative evaluations of the program. This survey is voluntary and all data collected will be confidential. Only the aggregated data and the frequency of the responses will be reported. The USPTO estimates that it will take respondents approximately 5 minutes (0.08 hours) to complete the survey, including the time to gather the information, complete the survey, and submit it electronically to the USPTO. The time may vary depending upon the circumstances of the individual respondent. If you have any comments or recommendations for reducing the length of this survey or on other aspects of this information collection, please send them to the United States Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450.