

Model Instance Name:

USPTO Browse

MID: Fxh4AZJEIIVZMNBwMBgk8A==

Date: 8/23/2010



USPTO Browse

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know) Please rate the accuracy of information on this site. Please rate the quality of information on this site. Please rate the freshness of content on this site.</p>	<p>Satisfaction What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied) How well does this site meet your expectations? How does this site compare to your idea of an ideal website?</p>	<p>Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site? Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of the features provided on this site. Please rate the convenience of the features on this site. Please rate the variety of features on this site.</p>		<p>Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for patent and trademark information and services?</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site. Please rate the balance of graphics and text on this site. Please rate the readability of the pages on this site.</p>		<p>Trust (1=Strongly Disagree, 10=Strongly Agree) I can count on this agency to act in my best interests. I consider this agency to be trustworthy. This agency can be trusted to do what is right.</p>
<p>Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized. Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you are looking for. Please rate the number of clicks to get where you want on this site.</p>		<p>Future Participation (1=Very Unlikely, 10=Very Likely) How likely are you to express your thoughts or ideas to this agency in the next 90 days?</p>
<p>Online Transparency (1=Poor, 10=Excellent, Don't Know) Please rate how thoroughly this website discloses information about what this agency is doing. Please rate how quickly agency information is made available on this website. Please rate how well information about this agency's actions can be accessed by the public on this website.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site. Please rate the consistency of speed from page to page on this site. Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know) Please rate the process for completing task(s) on this site. Please rate the clarity of instructions for completing task(s) on this site. Please rate the verification of task completion on this site.</p>		



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red & strike-through: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

USPTO Browse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQCoI0009916		Please rate the clarity of the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCoI0009917		Please rate how well you understand the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCoI0009918		Please rate this site on its use of short, clear sentences.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
EDO07368		Which of the following best describes you?	Attorney/Agent/Support Staff Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker USPTO Employee Other (please specify)	A	Radio button, one-up vertical	Single	Y
EDO07369	A	Other description			char limit	Single	N
EDO07370		Which of the following best describes your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other		Drop down, select one	Single	Y

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			U.S. State or Local Government	A			
			Non-U.S. Government				
			College/University				
			K-12 School				
			Individual / General public				
			Foreign citizen				
			Other (please specify)				
EDO07371	A	Please describe the organization you belong to.			char limit	Open	N
EDO07372		How frequently do you visit this site?	Daily or almost daily		Dropdown (Sel	Single	Y



Special Instructions

Skip Logic Group
Randomize

Anchor Answer Choice
Skip Logic Group

Skip Logic Group



Special Instructions

Randomize

Anchor Answer Choice

Skip Logic Group

