

## Questions for External Beta Testers of WebEx

### Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a currently valid OMB control number. This survey will collect feedback from the public on the ease of communicating and virtually interacting with the USPTO through web-based communication software. The USPTO will use the data from this survey to launch the use of the web-based software agency-wide and to create participation instructions for the users. The time required to complete this information collection is estimated to average 10 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, complete the survey, and submit it electronically to the USPTO. **If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to:** United States Patent and Trademark Office, 600 Dulany Ave; Alexandria, VA 22314.

In order to successfully evaluate and implement changes to meetings with USPTO via WebEx, we are asking for your feedback about today's test meeting.

Please take a few moments to answer the following 8 questions.

1. Please indicate your experience with participating or hosting any meeting via WebEx?

Participating	Hosting
No experience	No experience
Intermediate	Intermediate
Expert	Expert

2. How did you participate in today's meeting?

<i>These are the main selections.</i>	<i>These are the drop downs corresponding to each main selection.</i>
Workstation Type	
	PC
	Mac
Mobile Phone	
	Android
	Blackberry
	HTC
	Nokia
	iPhone
	Motorola

	Samsung
	Other (Enter Device)
Tablet	
	Cisco Cus
	iPad
	iPad 2
	Other (Enter Device)
Telephone (Landline)	
Unknown	

3. Please rate your satisfaction with the following areas. (If satisfaction is average or below, please explain why.)

	Excellent	Good	Average	Fair	Poor	N/A
Invitation						
Participation Instructions						
Joining the Meeting						
Ease of Use						
Audio Quality						
Video Quality						
Annotation Tools						
Overall Experience						
Ability to Accomplish Meeting Goal						

Comments

4. What type of the Internet Service Provider (ISP) do you have?

Cable
Fiber Optic (e.g., FiOS)
DSL
Other (List Type)

5. What Internet browser did you use for today's WebEx meeting?

Browser	Version Number (if known)
Chrome	
Firefox	
Internet Explorer	
Safari	
Other (List Name)	

6. Was it easy to share documents with WebEx?

Yes
No (Please describe)

7. Did you encounter any technical difficulties in today's webinar?

No
Yes (Please describe)

8. Please provide any additional comments about your experience with today's webinar.

Comments
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