

Welcome and Thank You Text

Welcome Text

Thank you for visiting USPTO's Fees Self-Service Portal. Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Cancel

Submit

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Model Name USPTO FPNG Feedback
Model ID TBD
Partitioned No
Date 6.21.16

Red & Strike-Through: Delete
Underlined & Italicized: Re-order
Pink: Addition
Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Elements are not included for Feedback surveys.	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)	Return	How likely are you to return to the Fees Self-Service Portal?
		Satisfaction - Overall	What is your overall satisfaction with the USPTO Fees Self-Service Portal? (1=Very Dissatisfied, 10=Very Satisfied)		
		Satisfaction - Expectations	How well does the USPTO Fees Self-Service Portal meet your expectations? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
		Satisfaction - Ideal	How does the USPTO Fees Self-Service Portal compare to an ideal self-service portal? (1=Not Very Close, 10=Very Close)	Recommend	How likely are you to recommend the Fees Self-Service Portal to someone else?

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
			Which of the following did you use?	Financial Manager Patent Maintenance Fees Storefront I used both None of the above	A E A,E	Y	Radio button, one-up vertical	Skip Logic Group*	Task
		A	Are you an Administrator for a stored payment method in Financial Manager?	Yes No	B	Y	Radio button, one-up vertical	Skip Logic Group*	Admin in FM
		B	Do you use Financial Manager to assign user permissions for your stored payment method(s)?	Yes No	C	Y	Radio button, one-up vertical	Skip Logic Group*	Assigned Permission
		C	What is your primary reason for not assigning user permissions for your stored payment methods?	It takes too long to set up I'm the only person that uses my payment method(s) I'm not comfortable giving others access to my stored payment method(s) I don't understand the user permission settings I have another reason	D	Y	Radio button, one-up vertical	Skip Logic Group*	Reason No Permission
		D	Please tell us why you haven't assigned permissions for your stored payment methods:			N	Text field, <100 char	Skip Logic Group*	Other No Permission
		E	Do you use the shopping cart to pay for multiple items at once or save items for later payment?	Yes No	F		Radio button, one-up vertical	Skip Logic Group*	Use Shopping Cart
		F	What is your primary reason for not using the shopping cart to pay for multiple items at once or saving items for later payment?	I don't have the business need to pay for multiple items at once I don't have the business need to save anything for later payment I need itemized transactions to show up on my credit card statement I don't know how to use the shopping cart I have another reason	G		Radio button, one-up vertical	Skip Logic Group*	Reason No Cart
		G	Please tell us why haven't you used the shopping cart to pay for multiple items at once or save items for later payment:				Text field, <100 char	Skip Logic Group*	Other No Cart
	Accomplish		Were you able to accomplish what you came to do today?	Yes No	A B	Y	Radio button, one-up vertical	Skip Logic Group*	Task Accomplishment
		A	Was this task easy to complete?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Easy to Complete
	OE_Accomplish	B	What task were you unable to complete?			N	Text area, no char limit	Skip Logic Group*	Unsuccessful
			What resources did you attempt to use to answer your question(s)? (Select all that apply)	Fees Self-Service Portal Help USPTO Fee Payment Transition Resources (User Guide, Quick Start Guide, FAQs) Called or Emailed the Help Desk I used a different resource I did not use any resource(s)	A	Y	Checkbox, one-up vertical	Skip Logic Group*	Resources
		A	What other resource(s) did you use?			N	Text field, <100 char	Mutually Exclusive Skip Logic Group*	Other Resources
	OE_Improve Experience		Please share with us any suggestions you have to improve Financial Manager or the Patent Maintenance Fees Storefront:			N	Text area, no char limit		Improvement