

Survey Invitation

This is the standard survey invitation. Default text is included. If you would like to modify this text please check with your analyst/client manager.

Welcome and Thank You Text

The text you see here will appear at the top and bottom of your survey. Default text is included and you may modify this text as needed.

Model Questions

As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency with the model, these questions are standardized and have been tested and validated. Standardization of model questions allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts.

Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

Custom Questions

When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

Why Up

- Analysis un
- Top-Priority
- Open-ends
- Shift with S
- Inform a Re
- Evaluate M

Making Changes

Simply make the change that you desire and highlight that change with a different color text. **Red** works well because it stands out.

If the change is "complicated" a brief explanation about what you would like to accomplish will help us understand your request and figure out the best way to implement. -Or- Just give us a call; talking through changes over the phone makes it quick and easy.

Are Your Custom Questions?

- derived new questions to ask
- areas influence resource use
- quantifiable recommendations
- Personal Needs
- Launch or Re-design
- Marketing Initiatives



The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text

Welcome Text

Thank you for choosing the USPTO Automated Interview Request (AIR) form for your scheduling needs. We hope your experience was positive.

At this time, we would like to hear any feedback you may have regarding the interview scheduled through the USPTO AIR form. Your responses will help us improve both Applicant's and Examiner's interview experiences.

Your response to this survey is anonymous and results will be viewed and reported in aggregate format only.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Example Desktop

The example desktop survey layout includes the FORESEE logo at the top right. Below it is the title "Customer Satisfaction Survey". The main text reads: "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." This is followed by: "Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible." A note states "Required questions are denoted by an *". To the right of this note is a "TRUSTe Certified Privacy" logo. Below this is a question: "Please rate the extent to which the products on this website appeal to you." with a scale from "disagree" to "agree". The survey concludes with: "Thank you for taking our survey - and for helping us serve you better. Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site." At the bottom are "Cancel" and "Submit" buttons, and a footer with "Copyright 2016 - all rights reserved" and links for "ForeSee", "ForeSee Privacy Policy", and "Contact Us".

Model Name USPTO Examiner Survey
 Model ID New
 Partitioned No Model
 Date 10.13.2016

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
			Did the interview occur?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Interview - Occurred
		A	Please select the reason(s) why the interview did not occur:	No longer necessary Unavailability of the applicant Unavailability of the examiner Other, please specify:		Y	Checkbox, one-up vertical	Skip Logic Group* randomise Anchor Answer Choice	Interview - Why Canceled
		A1	Why did the interview not occur?			N	Text field, <100 char	Skip Logic Group*	Interview - Cancellation Other
		A2	Was the applicant flexible in attempting to arrange a mutually convenient date and time for the interview?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Interview - Flex Reschedule
			What type of interview was held?	Telephone only Face-to-face		Y	Radio button, one-up vertical	Skip Logic Group*	Method
		A	How did you meet?	In Person (USPTO campus) Video Conference (via WebEx)		Y	Radio button, one-up vertical	Skip Logic Group*	Method - F2F
		A1	Please elaborate:	Applicant was on the USPTO campus; Examiner was remote Examiner was on the USPTO campus; Applicant was remote None of the parties were on the USPTO campus		Y	Radio button, one-up vertical	Skip Logic Group*	Method - WebEx
			Was a proposed detailed agenda sent to the examiner prior to the interview?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda
		A	Why was an agenda not provided?	Examiner did not request an agenda Examiner requested an agenda, but the applicant denied Applicant unable to submit an agenda Other, please specify:		Y	Checkbox, one-up vertical	Skip Logic Group* randomise Anchor Answer Choice	Agenda - Why Not
		A1	Why was an agenda not provided?			N	Text field, <100 char	Skip Logic Group*	Agenda - Why Not Other
		A2	Why was the applicant unable to submit an agenda?			N	Text field, <100 char	Skip Logic Group*	Agenda - Applicant Unable, Why
			Was a Supervisory Patent Examiner (SPE) or another examiner present at the interview?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	SPE
		A	Was the SPE or other examiner prepared (e.g. equipment setup, documents ready) at the scheduled time and date?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Prepared
		A	Did the SPE or other examiner understand the inventive concept?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Understanding
			Was the applicant prepared (e.g. equipment setup, documents ready) at the scheduled time and date?	Yes No		Y	Radio button, one-up vertical		Applicant - Prepared
			Did the applicant understand and effectively explain the inventive concept?	Yes No		Y	Radio button, one-up vertical		Applicant - Understanding
			Was the applicant adequately prepared to explain the difference(s) between the claimed invention and prior art?	Yes No		Y	Radio button, one-up vertical		Applicant - Thorough
			Did the applicant assist the examiner in identifying ways to overcome the rejections on record?	Yes No		Y	Radio button, one-up vertical		Objections - Overcoming

		Did the interview provide adequate time to address all issues?	Yes		Y	Radio button, one-up vertical		Adequate time
			No					
		Were the applicant's positions presented with decorum, courtesy, and professionalism?	Yes		Y	Radio button, one-up vertical		Applicant - Professionalism
			No					
		What was your overall satisfaction with this interview?	Very satisfied		Y	Radio button, one-up vertical		Overall Satisfaction
			Satisfied					
			Neither satisfied or dissatisfied					
			Dissatisfied					
			Very dissatisfied					
		Thinking about the process as a whole; was this an effective interview?	Yes		Y	Radio button, one-up vertical		Effective
			No					
		Please provide any additional comments that might help us improve your experience:			N	Text field, <100 char		Additional Improvements