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
- ❑ Analys
- ❑ Top-Pri
- ❑ Open-e
- ❑ Shift w
- ❑ Inform
- ❑ Evaluat

Making Changes

Simply make the change that you desire and highlight that change with a different color text. Red works well becaus stands out.
If the change is "complicated" a brief explanation about what you would like to accomplish will help us understand yo 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.

pdate Your Custom Questions?

ncovered new questions to ask

ty areas influence resource use

s for quantifiable recommendations

Seasonal Needs

Re-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

Thank You Text

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

Example Desktop

FORESEE

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.

Required questions are denoted by an *

TRUSTe ▸ Certified Privacy

1: *Please rate the extent to which the products on this website appeal to

disagree

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.

Cancel   **Submit**

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ForeSee   ForeSee Privacy Policy   Contact Us

Model Name	USPTO Applicant Survey
Model ID	TBD
Partitioned	No
Date	5/1/2016

	Label	Element Questions	
		Accessibility	
1	**Accessibility - Convenience**	Thinking about scheduling with USPTO Automated Interview Request (AIR), please rate the following: The **convenience** of scheduling with AIR relative to other methods (1=Not Convenient at all, 10=Very Convenient, Don't Know)	**16**
2	**Accessibility - Easy Connection**	How **easy** it was to schedule an interview with AIR (1=Not Easy at all, 10=Very Easy, Don't Know)	**17**
3	**Accessibility - Wait Time**	**How long I had to wait** to confirm an interview with a examiner (1=Unexpected Wait Time, 10=Expected Wait Time at all, Don't Know)	**18**
		Examiner **(1=Poor, 10=Excellent, Don't Know)**	
4	**Examiner - Understanding**	Please rate the examiner who assisted you in the following areas: **Understanding** of my inventive concept	
5	**Examiner - Empathy**	**Recognition of the importance** of my inventive concept	
6	**Examiner - Knowledge**	**Level of knowledge** regarding my inventive concept and prior art	
7	**Examiner - Authority**	Level of **authority to resolve** rejections on records	
		Interview Effectiveness	
8	**Interview Effectiveness - Thoroughness**	Please rate the responses provided to your requests or questions in the following areas: **Thoroughness** of explanations regarding examiner's positions (1=Insufficient , 10=Very Thorough, Don't Know)	
9	**Interview Effectiveness - Clarity**	**Clarity** of examiner's positions (1=Poor , 10=Excellent, Don't Know)	
10	**Interview Effectiveness - Complete**	The extent to which my issues or requests were **resolved** (1=Not Resolved at all, 10=Completely Resolved, Don't Know)	

Label	Satisfaction Questions		Label
	Satisfaction		
Satisfaction - Overall	What is your **overall satisfaction** with this interview experience? (1=Very Dissatisfied, 10=Very Satisfied)	19	**Contact Via Channel Again**
Satisfaction - Expectations	How well did your interview experience **meet your expectations**? (1=Fell Short, 10=Exceeded)		
Satisfaction - Ideal	How well did your experience **compare to an ideal interview** experience? (1=Not Very Close, 10=Very Close)	21	**Communicate Experience**

~~gh~~: Delete
~~zed~~: Re-order

FORESEE

Future Behaviors

**Contact via Channel Again
(1=Very Unlikely, 10=Very Likely)**

How likely are you to schedule interviews using **USPTO AIR** in the future?

**Communicate Experience
(1=Very Unlikely, 10=Very Likely)**

How likely are you to **communicate with others** about your USPTO AIR Interview experience?

QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		Did the interview occur?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Interview - Occurred
			No	A				
	A	Please select the reason why the interview did not occur.	No longer necessary		Y	Radio button, one-up vertical	Skip Logic Group*	Interview - Why Canceled
			Unavailability of the applicant					
			Unavailability of the examiner				randomize Anchor Answer Choice	
			Other, please specify:	A1				
A1		Why did the interview not occur?			N	Text area, no char limit	Skip Logic Group*	Interview - Cancellation Other
		What was/were your reason(s) for requesting this interview?	Clarify reasons for rejection(s)		Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason
			Present proposed claim amendments					
			Discuss claims of prior art					
			Provide a demonstration					
			Other, please specify:	A				
	A	Please specify the other reason for your interview.			N	Text field, <100 char	Skip Logic Group*	Primary Reason - Other
		Did you reach resolution on pending issues during this interview?	Yes		Y	Radio button, one-up vertical		Resolution
			No					
		What type of interview was held?	Telephone only		Y	Radio button, one-up vertical	Skip Logic Group*	Method
			Video Conference (via WebEx)	A1				
			In-person					
	A1	Please elaborate:	Applicant was on a USPTO campus; Examiner was remote		Y	Radio button, one-up vertical	Skip Logic Group*	Method - WebEx
			Examiner was on a USPTO campus; Applicant was remote					
			None of the parties were on a USPTO campus					
		Was a proposed detailed agenda sent to the examiner prior to the interview?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda
			No	A				
	A	Why was an agenda not provided?	Examiner did not request an agenda		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda - Why Not
			Examiner requested an agenda, but I did not submit one in advance					
			Other, please specify:	A1				
A1		Why was an agenda not provided?			N	Text area, no char limit	Skip Logic Group*	Agenda - Why Not Other
	A	Please rate your level of understanding the examiner's positions **prior** to this interview.	1 = Examiner's positions were not at all clear		Y	Radio button, scale, no don't know		Rejections - Prior understanding
			2					
			3					
			4					
			5 = Examiner's positions were very clear					
		Did this interview improve your understanding of the examiner's positions regarding this application?	Yes		Y	Radio button, one-up vertical		Applicant - Prepared
			No					
		Besides the examiner on record, was a Supervisory Patent Examiner (SPE) or another examiner present at the interview?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	SPE
			No					
	A	Did the SPE or other examiner understand the inventive concept?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Understanding
			No					
		Was the examiner of record prepared (e.g. equipment setup, documents ready) at the scheduled time and date?	Yes		Y	Radio button, one-up vertical		Applicant - Prepared
			No					
		Did the examiner of record understand the inventive concept?	Yes		Y	Radio button, one-up vertical		Applicant - Understanding

			No					
		Was the examiner of record adequately prepared to discuss agenda items?	Yes		Y	Radio button, one-up vertical		Applicant - Thorough
			No					
		Did the examiner discuss possible ways to overcome the rejections of record?	Yes		Y	Radio button, one-up vertical		Objections - Overcoming
			No					
		Did the interview provide adequate time to address all issues?	Yes		Y	Radio button, one-up vertical		Adequate time
			No					
		How long did the interview last?			N	Text area, no char limit		Duration OE
		Were the examiner's positions presented with decorum, courtesy, and professionalism ?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Applicant - Professionalism
			No	A				
	A	Please explain:			N	Text area, no char limit	Skip Logic Group*	Professionalism - Problems OE
		Thinking about the process as a whole, was this an effective interview?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Effective
			No	A				
	A	Please explain:			N	Text area, no char limit	Skip Logic Group*	Effective - No OE
		Please provide any additional comments that might help us improve your experience:			N	Text area, no char limit		Additional Improvements