

External User Engagement Survey

Guidelines

Assign a priority level to the following statements, 1 being High Priority and 5 being Low Priority.

Statements

	High				Low
I need to be able to upload files quickly.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
I need to be able to create a petition easily.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
If I encounter a warning message during filing I need to know how to fix the issue and handle those message so they go away	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
I need for the filed documents to be authorized or “stamped” by PTO in some way - provide a notification or a “return receipt” - or date/time stamp	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
I need to make sure that the system is safe and secure and not open to the public unless explicitly required.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
I need to understand that my document upload or other interaction with the system, has been successful.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
I need to make online payments securely.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
I need to be able to edit/remove/replace documents (exhibits, petition, response, motion etc) during filing	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
I need confirmation that documents have been received and that I will be notified of further course of action.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

External User Engagement Survey

Statements

	High				Low
I need to receive notifications for important notices like Accorded Filing Date, when opposing counsel has made an appearance, filing of paper, request etc	1	2	3	4	5
I need to be able to review documents uploaded by opposing counsel	1	2	3	4	5
I need to be able to receive notifications/communication issued by PTO	1	2	3	4	5
I need to have the ability to provide a common email for the legal team for any given AIA Review, in addition to individual email ids	1	2	3	4	5
I need to be able to import more than one document at a time, from the docket (bulk upload/download).	1	2	3	4	5
I need to know when a final decision has been made on a case that cases from my firm have been joined with.	1	2	3	4	5
I need to be able to find the status of my petition(s) easily.	1	2	3	4	5
I need to know specifications regarding scanned documents.	1	2	3	4	5
I need to minimize data entry by making sure that data once entered is reused in all relevant places on the application.	1	2	3	4	5
I don't want to spend too much time on being trained on how to use the system (provide confirmation and say what next steps are).	1	2	3	4	5

External User Engagement Survey

Improvements

Are there other tasks that you would like to perform on the application? If yes, list the top 3.

1.

2.

3.

If you have more than 3 items enter them below.

External User Engagement Survey

Pain Points

What are your top 3 pain points using PRPS?

1.

2.

3.

What new features/functionality would you like to see on the system?

The United States Patent and Trademark Office (USPTO) is conducting this survey to poll users on their experience with the PTAB E2E system. This survey is strictly voluntary, includes 23 questions and should take approximately 15 minutes to complete. This information collection contains requirements subject to the Paperwork Reduction Act (PRA). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to penalty for failure to comply with, a collection of information subject to the requirements of the PRA, unless that collection of information displays a currently valid OMB control number.