



Pro se

Welcome

OMB Control No. 0651-0080

Expiration Date: 8/31/2018

Thank you very much for volunteering your time and providing your feedback regarding your experiences with the United States Patent and Trademark Office (USPTO). Your voluntary response will be confidential and data will be analyzed in aggregated format only. The survey is designed to measure your opinion about the services that the USPTO provides for you as an applicant filing without legal representation. The results from this voluntary survey will assist us in guiding improvements and enhancements in the future.

The survey should take no more than 15 minutes to complete. For general questions regarding the purpose of the survey, contact Darnell Jayne (darnell.jayne@uspto.gov). If you encounter any problems with the survey instrument, contact Michael Easdale (michael.easdale@uspto.gov).

Click 'Next' below to begin the survey.

Under the Paperwork Reduction Act of 1995, persons are not required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number of this information collection is 0651-0080. This survey will gather feedback from applicants who file without legal representation. The USPTO will aggregate all responses and use the data gathered to determine how best to improve its Pro Se services. The USPTO estimates that it will take respondents approximately 15 minutes to complete the survey. This collection of information is voluntary in accordance with E.O. 12862, "Setting Customer Service Standards." All responses will remain confidential and are protected under the "Confidential Information Protection and Statistical Efficiency Act of 2002."



Pro se

Experience

1. Indicate your level of experience filing nonprovisional application(s) for patent, on your own (i.e., pro se).

- This was the first time that I have filed a nonprovisional patent application.
- I have filed up to 3 nonprovisional patent applications.
- I have filed 4 or more nonprovisional patent applications

2. Where are you in the patent process with your most recent nonprovisional application for patent?

- I have received a notice concerning missing parts of my application and am preparing a response.
- My application is assigned to an examiner and I'm waiting for an office action.
- I received an office action from an examiner and I'm preparing a response.
- I have received a notice that my application is allowed.
- My application has been issued as a patent.
- I am no longer pursuing my patent application.
- I received a notice that my application is abandoned.
- I don't know the status of my application.

3. For your most recently filed nonprovisional application for patent, please indicate what type of private legal assistance outside of the USPTO, if any, you have received (select all that apply):

- I hired an attorney or agent to write my application.
- I hired an attorney or agent to file my application.
- I hired an attorney or agent for prosecuting my application prior to receiving any USPTO communication.
- I hired an attorney or agent after receiving a pre-examination notice from the USPTO.
- I hired an attorney or agent after receiving an office action from the examiner.
- I received Pro bono assistance (i.e., free legal advice).
- I have been accepted into the Law School Clinic Assistance Program.
- I have not received private legal assistance outside of the USPTO.
- Other (please specify below)

4. If you contacted the USPTO for assistance, please indicate where you received your information (select all that apply):

- Pro se Assistance Program
- Visited www.USPTO.gov
- Inventor Assistance Center
- Help number listed on a notice received from the USPTO
- Examiner assigned to my nonprovisional application
- Ombudsman Program
- I have not received assistance from the USPTO
- Other (please specify below)



Pro Se Assistance Program Satisfaction

5. Please, rate your satisfaction specifically with the customer service of the USPTO Pro Se Assistance Program with regard to:

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Very Satisfied
Received prompt response after initial inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to put you in contact with the right USPTO personnel responsible for facilitating your inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping you informed of the status of your inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness to address issue(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of person who dealt with addressing inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How likely are you to recommend the USPTO Pro se Assistance Program to others?

Definitely Not Probably Not May or May Not Probably Would Definitely Would



Pro se

Assistance and Challenge

7. When receiving a correspondence from the USPTO, were the requirements set forth in the notice clear to you without assistance?

- Yes, I understood what I needed to do to meet all requirements in the notice.
- No, I had no idea what I needed to do to meet any of the requirements in the notice.
- I understood what I needed to do to meet part of the requirements in the notice.
- I have not received any correspondence from the USPTO

8. When receiving a correspondence from the USPTO, were the requirements clear to you with assistance?

- N/A, I have not received any assistance regarding requirements
- Yes, I understood what I needed to do to meet all the requirements in the notice.
- No, I had no idea what I needed to do to meet any of the requirements in the notice.
- I understood what I needed to do to meet part of the requirements in the notice.
- I have not received any correspondence from the USPTO

9. For each area listed below, use the dropdown boxes to answer A) Did you receive USPTO assistance and B) how challenging was the area considering your most recent application?

	Did you receive assistance from the USPTO on this particular item?	How challenging was this area for you? (if received, rate the challenge <u>AFTER</u> USPTO assistance)
Preparing a nonprovisional application for patent	<input type="text"/>	<input type="text"/>
Drafting claims to my invention	<input type="text"/>	<input type="text"/>
Drawing requirements	<input type="text"/>	<input type="text"/>
Finding forms/information about the patent process at www.uspto.gov	<input type="text"/>	<input type="text"/>
Filling out forms	<input type="text"/>	<input type="text"/>
Registering to be able to file follow-on papers online via EFS	<input type="text"/>	<input type="text"/>
Responding properly to USPTO notices	<input type="text"/>	<input type="text"/>
Replying to an examiner's Office action	<input type="text"/>	<input type="text"/>
Requesting an interview with the examiner	<input type="text"/>	<input type="text"/>
Understanding terminology	<input type="text"/>	<input type="text"/>
Making amendments to my nonprovisional patent application	<input type="text"/>	<input type="text"/>
Determining what fees I owe, and how much they are	<input type="text"/>	<input type="text"/>
Process after receiving a notice of allowance	<input type="text"/>	<input type="text"/>
Understanding why I did not receive a patent	<input type="text"/>	<input type="text"/>

Other (please specify below)



Pro se

Overall Patent Process

10. Based on your most recently filed nonprovisional application for patent, please rate your overall satisfaction with the patent process:

Very Dissatisfied Dissatisfied Neither Dissatisfied or Satisfied Satisfied Very Satisfied

11. Based on your most recently filed nonprovisional application for patent, would you file another patent application?

Yes
 No
 Unsure



Pro se

Exit Page

12. Please enter any additional comments. We especially would like to hear your ideas on making the patent process easier.

Thank you for taking our survey. Clicking 'Done' below will submit your responses.