

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: U.S.Patent and Trademark Office PTO
IA#: 30606 Amend 4
Date: 1/15/2019

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
1	Standard	Accessibility - Convenience
2	Standard	Accessibility - Wait Time
3	Standard	Examiner - Knowledge
4	Standard	Responses - Thoroughness
5	Standard	Responses- Resolved
6	Standard	Satisfaction - Overall
7	Standard	Satisfaction - Expectations
8	Standard	Satisfaction - Ideal
9	Standard	Contact Via Channel Again
10	Standard	Communicate Experience
11	Custom	Primary Reason
12	Custom	Primary Reason - Other
13	Custom	Examiner - Prepared
14	Custom	SPE - Present
15	Custom	SPE - Prepared
16	Custom	Resolution
17	Custom	Improve Understanding
18	Custom	Objections - Overcoming
19	Custom	Adequate time
20	Custom	Examiner - Professionalism
21	Custom	Professionalism - Problems OE
22	Custom	Additional Improvements
23	Custom	Application

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Survey Q#	Type#
1	Standard
2	Standard
3	Standard
4	Custom
5	Custom
6	Custom
7	Custom
8	Custom
9	Custom
10	Custom
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19	Custom
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21	Custom
22	Custom
23	Custom
24	Custom
25	Custom
26	Custom
27	Custom

Type Topic

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Interview - Cancellation Other

Method

Method - WebEx

Agenda Requested

Agenda Requested - Why Not Other

Agenda Provided

Agenda Provided - Why Not

Agenda Provided - Why Not Other

SPE

SPE - Prepared

SPE - Understanding

Applicant - Prepared

Applicant - Understanding

Applicant - Thorough

Objections - Overcoming

Adequate time

Applicant - Professionalism

Professionalism - OE Problems

Overall Satisfaction

Effective

Effective - OE No

Additional Improvements

ApplicationNumber

DateTimeInterview

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31	Custom
32	Custom
33	Custom
34	Custom
35	Custom
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41	Custom
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43	Custom
44	Custom
45	Custom

Type Topic

Accessibility - Convenience
Accessibility - Efficiency
Accessibility - Performance
Knowledge - Understanding
Knowledge - Directness
Knowledge - Accuracy
Response Speed - Time
Response Speed - Efficiency
Response Speed - Fixed First Time
Professionalism - Understandable
Professionalism - Responsiveness
Professionalism - Courtesy
Resolution - Detail
Resolution - Usefulness
Resolution - Clarity
Satisfaction - Overall
Satisfaction - Expectations
Satisfaction - Ideal
Contact Via Phone Again
Confidence
Recommend
Interview - Cancellation Other
Method
Method - WebEx
Agenda Requested
Agenda Requested - Why Not Other
Agenda Provided
Agenda Provided - Why Not
Agenda Provided - Why Not Other
SPE
SPE - Prepared
SPE - Understanding
Applicant - Prepared
Applicant - Understanding
Applicant - Thorough
Objections - Overcoming
Adequate time
Applicant - Professionalism
Professionalism - OE Problems
Overall Satisfaction

Effective

Effective - OE No

Additional Improvements

ApplicationNumber

DateTimeInterval