

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
for quantifiable recommendations
Personal Needs
Launch or Re-design
Marketing Initiatives



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Default text is included and you may modify this text as needed.

Welcome and Thank You Text
<p style="text-align: center;">Welcome Text</p> <p>Thank you for choosing the USPTO Automated Interview Request (AIR) form for your scheduling needs. We hope your experience was positive.</p> <p>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. The survey will take about 3-5 minutes. Thank you for your time, your feedback is key to evaluating our performance.</p>
<p style="text-align: center;">Thank You Text</p> <p>Thank you for taking our survey - and for helping us serve you better.</p>
<p style="text-align: center;">Example Desktop</p> <div style="border: 1px solid black; padding: 10px;"><p style="text-align: center;"></p><p style="text-align: center;">Customer Satisfaction Survey</p><p>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.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p>Required questions are denoted by an *</p><p style="text-align: right;"></p><p>1: *Please rate the extent to which the products on this website appeal to you.</p><p style="text-align: center;">disagree</p><p>Thank you for taking our survey - and for helping us serve you better.</p><p>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.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p><p style="text-align: center;">Copyright 2016 - all rights reserved</p><p style="text-align: center;">ForeSee ForeSee Privacy Policy Contact Us</p></div>

Model Name	USPTO Examiner Survey
Model ID	kkxttNw08sJpgNA1wpQ4dg4C
Partitioned	No
Date	5/1/2016

Label	Element Questions	
		1
		2
		3

~~Red & Strike-Through~~
Underlined & Italicized
Pink: Addition
Blue: Reword

Label	Satisfaction Questions	Label
Satisfaction - Overall	Satisfaction What is your overall satisfaction with this interview experience? (1=Very Dissatisfied, 10=Very Satisfied)	
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)	

gh: Delete
zed: Re-order



Future Behaviors

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Model Name USPTO Exan(Interviewer)
 Model ID kxkttNw08sJpgNA1wpQ4dg4C
 Partitioned No Model
 Date 10.13.2016

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



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
HAJ7019Q004		What type of interview was held?	Telephone only		Y	Radio button, one-up vertical	Skip Logic Group*	Method
HAJ7019Q006	A1	Please elaborate:	In Person (USPTO campus) Video Conference (via WebEx) Applicant was on a USPTO campus; Examiner was remote Examiner was on a USPTO campus; Applicant was remote None of the parties were on a USPTO campus	A1	Y	Radio button, one-up vertical	Skip Logic Group*	Method - WebEx
UNG0144531		Did you request an agenda prior to the interview?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Requested
UNG0144532	A	Why was an agenda not requested?	No	A	N	Text area, no char limit	Skip Logic Group*	Agenda Requested - Why Not Other
HAJ7019Q007		Was a proposed detailed agenda sent to the examiner prior to the interview?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Provided
UNG0144533	A	Did the applicant explain why an agenda was not provided?	No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Provided - Why Not
HAJ7019Q009	A1	Why was an agenda not provided?	Yes		N	Text area, no char limit	Skip Logic Group*	Agenda Provided - Why Not Other
HAJ7019Q011		Besides yourself, 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
HAJ7019Q012	A	Was the SPE or other examiner prepared (e.g. equipment setup, documents ready) at the scheduled time and date?	No		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Prepared
HAJ7019Q013	A	Did the SPE or other examiner understand the inventive concept?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Understanding
HAJ7019Q014		Was the applicant prepared at the scheduled time and date?	No		Y	Radio button, one-up vertical		Applicant - Prepared
HAJ7019Q015		Did the applicant understand and effectively explain the inventive concept?	Yes		Y	Radio button, one-up vertical		Applicant - Understanding
HAJ7019Q016		Was the applicant adequately prepared to explain the difference(s) between the claimed invention and prior art?	No		Y	Radio button, one-up vertical		Applicant - Thorough
HAJ7019Q017		Did the applicant discuss possible ways to overcome the rejections on record?	Yes		Y	Radio button, one-up vertical		Objections - Overcoming
HAJ7019Q018		Did the interview provide adequate time to address all issues?	No		Y	Radio button, one-up vertical		Adequate time
HAJ7019Q019		Were the applicant's positions presented with decorum, courtesy, and professionalism?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Applicant - Professionalism
HAJ7019Q020	A	Please explain the situation:	No	A	N	Text area, no char limit	Skip Logic Group*	Professionalism - OE Problems
HAJ7019Q021		What was your overall satisfaction with the ability to resolve issues during this interview?	Very Satisfied Satisfied Neither satisfied or dissatisfied Dissatisfied Very Dissatisfied		Y	Radio button, one-up vertical		Overall Satisfaction
HAJ7019Q022		Thinking about the process as a whole; was this an effective interview?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Effective
HAJ7019Q023	A	Please explain:	No	A	N	Text area, no char limit	Skip Logic Group*	Effective - OE No
HAJ7019Q024		Please provide any additional comments that might help us improve the process. Please do not include any information regarding the substance of the interview.			N	Text area, no char limit		Additional Improvements

Model Name USPTO Exan(Interviewer)
 Model ID kxkttNw08sJpgNA1wpQ4dg4C
 Partitioned No Model
 Date 10.13.2016

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QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
HAJ7019Q004		What type of interview was held?	Telephone only		Y	Radio button, one-up vertical	Skip Logic Group*	Method
HAJ7019Q006	A1	Please elaborate:	In Person (USPTO campus) Video Conference (via WebEx) Applicant was on a USPTO campus; Examiner was remote Examiner was on a USPTO campus; Applicant was remote None of the parties were on a USPTO campus	A1	Y	Radio button, one-up vertical	Skip Logic Group*	Method - WebEx
UNG0144531		Did you request an agenda prior to the interview?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Requested
UNG0144532	A	Why was an agenda not requested?	No	A	N	Text area, no char limit	Skip Logic Group*	Agenda Requested - Why Not Other
HAJ7019Q007		Was a proposed detailed agenda sent to the examiner prior to the interview?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Provided
UNG0144533	A	Did the applicant explain why an agenda was not provided?	No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Provided - Why Not
HAJ7019Q009	A1	Why was an agenda not provided?	Yes		N	Text area, no char limit	Skip Logic Group*	Agenda Provided - Why Not Other
HAJ7019Q011		Besides yourself, 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
HAJ7019Q012	A	Was the SPE or other examiner prepared (e.g. equipment setup, documents ready) at the scheduled time and date?	No		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Prepared
HAJ7019Q013	A	Did the SPE or other examiner understand the inventive concept?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Understanding
HAJ7019Q014		Was the applicant prepared at the scheduled time and date?	No		Y	Radio button, one-up vertical		Applicant - Prepared
HAJ7019Q015		Did the applicant understand and effectively explain the inventive concept?	Yes		Y	Radio button, one-up vertical		Applicant - Understanding
HAJ7019Q016		Was the applicant adequately prepared to explain the difference(s) between the claimed invention and prior art?	No		Y	Radio button, one-up vertical		Applicant - Thorough
HAJ7019Q017		Did the applicant discuss possible ways to overcome the rejections on record?	Yes		Y	Radio button, one-up vertical		Objections - Overcoming
HAJ7019Q018		Did the interview provide adequate time to address all issues?	No		Y	Radio button, one-up vertical		Adequate time
HAJ7019Q019		Were the applicant's positions presented with decorum, courtesy, and professionalism?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Applicant - Professionalism
HAJ7019Q020	A	Please explain the situation:	No	A	N	Text area, no char limit	Skip Logic Group*	Professionalism - OE Problems
HAJ7019Q021		What was your overall satisfaction with the ability to resolve issues during this interview?	Very Satisfied Satisfied Neither satisfied or dissatisfied Dissatisfied Very Dissatisfied		Y	Radio button, one-up vertical		Overall Satisfaction
HAJ7019Q022		Thinking about the process as a whole; was this an effective interview?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Effective
HAJ7019Q023	A	Please explain:	No	A	N	Text area, no char limit	Skip Logic Group*	Effective - OE No
HAJ7019Q024		Please provide any additional comments that might help us improve the process. <i>Please do not include any information regarding the substance of the interview.</i>			N	Text area, no char limit		Additional Improvements

Model Name USPTO Exan(Interviewer)
 Model ID kxxttNw08s.jpgNA1wpQ4dg4C
 Partitioned No Model
 Date 10.13.2016

Red & Strike-Through: Delete
 Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Rework



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
HAJ7019Q001		Did the interview occur?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Interview - Occurred
HAJ7019Q002	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:	A A1	Y	Radio button, one-up vertical	Skip Logic Group* randomize Anchor Answer Choice	Interview - Why Canceled
HAJ7019Q003	A1	Why did the interview not occur?			N	Text area, no char limit	Skip Logic Group*	Interview - Cancellation Other
HAJ7019Q004		What type of interview was held?	Telephone only		Y	Radio button, one-up vertical	Skip Logic Group*	Method
HAJ7019Q006	A1	Please elaborate:	In Person (USPTO campus) Video Conference (via WebEx) Applicant was on a USPTO campus; Examiner was remote Examiner was on a USPTO campus; Applicant was remote None of the parties were on a USPTO campus	A1	Y	Radio button, one-up vertical	Skip Logic Group*	Method - WebEx
UNG0144531		Did you request an agenda prior to the interview?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Requested
UNG0144532	A	Why was an agenda not requested?		A	N	Text area, no char limit	Skip Logic Group*	Agenda Requested - Why Not Other
HAJ7019Q007		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 Provided
UNG0144533	A	Did the applicant explain why an agenda was not provided?	Yes No	A1	Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Provided - Why Not
HAJ7019Q009	A1	Why was an agenda not provided?			N	Text area, no char limit	Skip Logic Group*	Agenda Provided - Why Not Other
HAJ7019Q011		Besides yourself, was a Supervisory Patent Examiner (SPE) or another examiner present at the interview?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	SPE
HAJ7019Q012	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
HAJ7019Q013	A	Did the SPE or other examiner understand the inventive concept?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Understanding
HAJ7019Q014		Was the applicant prepared at the scheduled time and date?	Yes No		Y	Radio button, one-up vertical		Applicant - Prepared
HAJ7019Q015		Did the applicant understand and effectively explain the inventive concept?	Yes No		Y	Radio button, one-up vertical		Applicant - Understanding
HAJ7019Q016		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
HAJ7019Q017		Did the applicant discuss possible ways to overcome the rejections on record?	Yes No		Y	Radio button, one-up vertical		Objections - Overcoming
HAJ7019Q018		Did the interview provide adequate time to address all issues?	Yes No		Y	Radio button, one-up vertical		Adequate time
HAJ7019Q019		Were the applicant's positions presented with decorum, courtesy, and professionalism?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Applicant - Professionalism
HAJ7019Q020	A	Please explain the situation:			N	Text area, no char limit	Skip Logic Group*	Professionalism - OE Problems
HAJ7019Q021		What was your overall satisfaction with the ability to resolve issues during this interview?	Very Satisfied Satisfied Neither satisfied or dissatisfied Dissatisfied Very Dissatisfied		Y	Radio button, one-up vertical		Overall Satisfaction
HAJ7019Q022		Thinking about the process as a whole; was this an effective interview?	Yes No	A A	Y	Radio button, one-up vertical	Skip Logic Group*	Effective
HAJ7019Q023	A	Please explain:			N	Text area, no char limit	Skip Logic Group*	Effective - OE No
HAJ7019Q024		Please provide any additional comments that might help us improve the process:			N	Text area, no char limit		Additional Improvements

Model Name	USPTO Exan(Interviewer)	Red & Strike-Through: Delete Underlined & Italicized: Re-order Pink: Addition Blue: Reword	
Model ID	kkxttNw08sJpgNA1wpQ4dg4C		
Partitioned	No Model		
Date	10.13.2016		

QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
Haj7019Q001		Did the interview occur?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Interview - Occurred
Haj7019Q002	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	Radio button, one-up vertical	Skip Logic Group* randomize Anchor Answer Choice	Interview - Why Canceled
Haj7019Q003	A1	Why did the interview not occur?			N	Text area, no char limit	Skip Logic Group*	Interview - Cancellation Other
Haj7019Q004		What type of interview was held?	Telephone only <u>In Person (USPTO campus)</u> <u>Video Conference (via WebEx)</u> Face-to-face		Y	Radio button, one-up vertical	Skip Logic Group*	Method
Haj7019Q005	A	How was the interview held?	In Person (USPTO campus) Video Conference (via WebEx)		Y	Radio button, one-up vertical	Skip Logic Group*	Method - F2F
Haj7019Q006	A1	Please elaborate:	Applicant was on a USPTO campus; Examiner was remote Examiner was on a USPTO campus; Applicant was remote None of the parties were on a USPTO campus		Y	Radio button, one-up vertical	Skip Logic Group*	Method - WebEx
		Did you request an agenda prior to the interview?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Prepared
	A	Why was an agenda not requested?	Yes No		Y	Text area, no char limit	Skip Logic Group*	Agenda Prepared - Why Not
Haj7019Q007		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 Provided
	A	Did the applicant explain why an agenda was not provided?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Provided - Why Not
Haj7019Q008		Why was an agenda not provided?	Examiner did not request an agenda Examiner requested an agenda, but the applicant did not provide Applicant unable to submit an agenda Other, please specify:		Y	Checkbox, one-up vertical	Skip Logic Group* randomize Anchor Answer Choice	Agenda - Why Not
Haj7019Q009	A1	Why was an agenda was not provided?			N	Text area, no char limit	Skip Logic Group*	Agenda Provided - Why Not Other
Haj7019Q010		Why was the applicant unable to submit an agenda?			N	Text area, no char limit	Skip Logic Group*	Agenda - Applicant Unable - Why
Haj7019Q011		Besides the examiner on record , 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
Haj7019Q012	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
Haj7019Q013	A	Did the SPE or other examiner understand the inventive concept?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Understanding
Haj7019Q014		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
Haj7019Q015		Did the applicant understand and effectively explain the inventive concept?	Yes No		Y	Radio button, one-up vertical		Applicant - Understanding
Haj7019Q016		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
Haj7019Q017		Did the applicant assist the examiner in identifying discuss possible ways to overcome the rejections on record?	Yes No		Y	Radio button, one-up vertical		Objections - Overcoming
Haj7019Q018		Did the interview provide adequate time to address all issues?	Yes No		Y	Radio button, one-up vertical		Adequate time
Haj7019Q019		Were the applicant's positions presented with decorum, courtesy, and professionalism?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Applicant - Professionalism
Haj7019Q020	A	Please explain the situation:			N	Text area, no char limit	Skip Logic Group*	Professionalism - OE Problems
Haj7019Q021		What was your overall satisfaction with the ability to resolve issues during this interview?	Very Satisfied Satisfied Neither satisfied or dissatisfied Dissatisfied Very Dissatisfied		Y	Radio button, one-up vertical		Overall Satisfaction
Haj7019Q022		Thinking about the process as a whole; was this an effective interview?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Effective
Haj7019Q023	A	Please explain:			N	Text area, no char limit	Skip Logic Group*	Effective - OE No
Haj7019Q024		Please provide any additional comments that might help us improve your experience the process:			N	Text area, no char limit		Additional Improvements