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 wit the model, these questions are standardized and have been tested and validated. Standardization of model questio 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.

Why Up

Analysis un

■ Top-Priority

Open-ends

Shift with S

Inform a Re

Evaluate M

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 guestions to evaluate initiatives

Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

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 you 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.

:e Your Custom Questions?

vered new questions to ask
reas influence resource use
r quantifiable recommendations
sonal Needs
unch or Re-design
ceting 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.

The survey will take about 3-5 minutes. Thank you for your time, your feedback is key to evaluating our performance.

Thank You Text

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

Example Desktop



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 *



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.





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ForeSee ForeSee Privacy Policy Contact Us

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

Dali	<u> </u>	311/2010	
	Label	Element Questions	
			1
			2
			3
			ľ

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)	



Future Behaviors

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



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HAJ7019Q004		What type of interview was held?	Telephone only		Y	Radio button, one-up	Skip Logic Group*	Method
			to Description (HODTO common)			vertical		
			In Person (USPTO campus) Video Conference (via WebEx)	A1				
HAJ7019Q006	A1	Please elaborate:	Applicant was on a USPTO campus; Examiner was remote	71	Y	Radio button, one-up	Skip Logic Group*	Method - WebEx
			, , , , , , , , , , , , , , , , , , ,			vertical		111111111111111111111111111111111111111
			Examiner was on a USPTO campus; Applicant was remote					
			None of the parties were on a USPTO campus					
UNG0144531		Did you request an agenda prior to the interview?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Requested
			No .	A		Vertical		
UNG0144532	Α	Why was an agenda not requested?			N	Text area, no char	Skip Logic Group*	Agenda Requested -
						limit		Why Not Other
HAJ7019Q007		Was a proposed detailed agenda sent to the examiner prior to the	Yes		Y	Radio button, one-up	Skip Logic Group*	Agenda Provided
		interview?	No	A		vertical		
UNG0144533	A		Yes	A1	Y	Radio button, one-up	Skin Logic Group*	Agenda Provided - Why
01100211000		and applicant explain my an agenda was not provided.		/		vertical	Chip Logic Group	Not
			No					
HAJ7019Q009	A1	Why was an agenda not provided?			N	Text area, no char	Skip Logic Group*	Agenda Provided - Why
HAJ7019Q011		Besides yourself, was a Supervisory Patent Examiner (SPE) or	Yes	A	Y	Radio button, one-up	Skip Logio Crovet	Not Other SPE
HW210T9Ö0TT		another examiner present at the interview?	165	A	Ť	vertical	Skip Logic Group*	SFE
		·	No No					
HAJ7019Q012	Α	Was the SPE or other examiner prepared (e.g. equipment setup,	Yes		Y	Radio button, one-up	Skip Logic Group*	SPE - Prepared
		documents ready) at the scheduled time and date?				vertical		
HAJ7019Q013	Α		No Yes		Y	Dadia battan ana an	Chia Lagia Craunt	SPE - Understanding
HA37019Q013	A	Did the SPE of other examiner understand the inventive concept?	165		,	Radio button, one-up vertical	Skip Logic Group"	SPE - Understanding
			No					
HAJ7019Q014		Was the applicant prepared at the scheduled time and date?	Yes		Y	Radio button, one-up		Applicant - Prepared
						vertical		
HAJ7019Q015		Did the applicant understand and effectively explain the inventive	No Yes		Y	Radio button, one-up		Applicant -
HA37013Q013		concept?	165		i '	vertical		Understanding
		·	No					
HAJ7019Q016			Yes		Y	Radio button, one-up		Applicant - Thorough
		between the claimed invention and prior art?	No			vertical		
HAJ7019Q017			No Yes		Y	Radio button, one-up	Objections - Overcomin	
		on record?				vertical		Constitution Constitution
			No					
HAJ7019Q018		Did the interview provide adequate time to address all issues?	Yes		Y	Radio button, one-up		Adequate time
			No			vertical		
HAJ7019Q019		Were the applicant's positions presented with decorum, courtesy, and	-		Y	Radio button, one-up	Skip Logic Group*	Applicant -
		professionalism?			·	vertical	Ling Logic Croup	Professionalism
			No	Α				
HAJ7019Q020	Α	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	Very Satisfied		Y	Radio button, one-up		Overall Satisfaction
		during this interview?	- ory Camerica		'	vertical		S.Graii GalisiaGlion
			Satisfied					
			Neither satisfied or dissatisfied					
			Dissatisfied					
HAJ7019Q022		Thinking about the process as a whole; was this an effective	Very Dissatisfied Yes	A	Y	Radio button, one-up	Skin Logic Group*	Effective
11/10/1019Q022		interview?		_ ^		vertical	OMP Logic Group"	Lincouve
			No	A				
HAJ7019Q023	Α	Please explain:			N	Text area, no char	Skip Logic Group*	Effective - OE No
HAJ7019Q024		Please provide any additional comments that might halp us improve			N	limit		Additional Improvements
HAJ1019Q024		Please provide any additional comments that might help us improve the process. Please do not include any information regarding the			IN IN	Text area, no char limit		Auditional improvements
		substance of the interview.		1	I	1	1	1

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



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HAJ7019Q004		What type of interview was held?	Telephone only		Y	Radio button, one-up	Skip Logic Group*	Method
			In Person (USPTO campus)			vertical		
			Video Conference (via WebEx)	A1				
HAJ7019Q006	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					
UNG0144531		Did you request an agenda prior to the interview?	Yes		Y	Radio button, one-up	Skip Logic Group*	Agenda Requested
			No	A		vertical		
UNG0144532	Α	Why was an agenda not requested?			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	Yes		Y	Radio button, one-up	Skip Logic Group*	Agenda Provided
		interview?	No			vertical		
UNG0144533	A	Did the applicant explain why an agenda was not provided?	No Yes	A A1	Υ	Radio button, one-up	Skin Logic Group*	Agenda Provided - Why
01100211000		ar agonat nacrocipionica.	No		·	vertical	Chip Logic Group	Not
HAJ7019Q009	A1	Why was an agenda not provided?			N	Text area, no char	Skip Logic Group*	Agenda Provided - Why
HAJ7019Q011		Besides yourself, was a Supervisory Patent Examiner (SPE) or	Yes	A	Y	limit Radio button, one-up	Skip Logio Croust	Not Other SPE
HAJ/019Q011		another examiner present at the interview?	No	A .	Ť	vertical	Skip Logic Group	SPE
HAJ7019Q012	A	Was the SPE or other examiner prepared (e.g. equipment setup,	Yes		Y	Radio button, one-up	Skin Logic Group*	SPE - Prepared
		documents ready) at the scheduled time and date?			·	vertical	Chip Logic Croup	or 2 Propared
HAJ7019Q013	Α	Did the SPE or other examiner understand the inventive concept?	No Yes		Y	Radio button, one-up	Skip Logic Group*	SPE - Understanding
HW1/019G012	^	· ·			, ,	vertical	Skip Logic Group	SPE - Officerstationing
HAJ7019Q014		Was the applicant prepared at the scheduled time and date?	No Yes		Y	Radio button, one-up		Applicant - Prepared
		The tile approach property at the confedence time that take.			,	vertical		, applicant Tropared
HAJ7019Q015		Did the applicant understand and effectively explain the inventive	No Yes		Y	Radio button, one-up		Applicant -
HW1/019G019		concept?	No No		, '	vertical		Understanding
HAJ7019Q016		Was the applicant adequately prepared to explain the difference(s)	Yes		Y	Radio button, one-up	adio button, one-un	Applicant - Thorough
		between the claimed invention and prior art?				vertical		,,,
HAJ7019Q017		Did the applicant discuss possible ways to overcome the rejections	No Yes		Y	Radio button, one-up		Objections - Overcoming
HAUTOTEQUIT		on record?			'	vertical		Objections - Overcoming
HAJ7019Q018		Did the interview provide adequate time to address all issues?	No Yes		Y	Radio button, one-up		Adequate time
11/0/013Q010		and the merview provide datequate time to dataress an issues.			,	vertical		racquate time
HAJ7019Q019		Were the applicant's positions presented with decorum, courtesy, and	No Yes		Y	Radio button, one-up	Skip Logic Group*	Applicant -
		professionalism?	No	A	·	vertical		Professionalism
HAJ7019Q020	Α	Please explain the situation:	INCO .	A	N	Text area, no char	Skip Logic Group*	Professionalism - OE
HAJ7019Q021		What was your overall satisfaction with the ability to resolve issues	Very Satisfied		Y	Radio button, one-up		Problems Overall Satisfaction
		during this interview?	Satisfied			vertical		
			Neither satisfied or dissatisfied					
			Dissatisfied					
HA 170100000		Thinking about the process on a whole was this as effective	Very Dissatisfied	A	Y	Dadio button and in	Skip Logic Croust	Effective
HAJ7019Q022		Thinking about the process as a whole; was this an effective interview?	Yes		Y	Radio button, one-up vertical	экір Logic Group*	Ellective
HAJ7019Q023	A	Places explain:	No	A	N	Toyt area, no ober	Skip Logio Croust	Effective - OE No
HMJ1019Q023	A	Please explain:			IN	Text area, no char limit	Skip Logic Group*	Ellective - OE NO
HAJ7019Q024		Please provide any additional comments that might help us improve the process. Please do not include any information regarding the			N	Text area, no char limit		Additional Improvements

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



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HAJ7019Q001		Did the interview occur?	Yes		¥	Radio button, one up	Skip Logic Group*	Interview - Occurred
			No.	A		Vertical		
HAJ7019Q002	Α	Please select the reason(s) 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	
			Other, please specify:	A1			Anchor Answer Choice	
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
			In Person (USPTO campus)					
HAJ7019Q006	A1	Please elaborate:	Video Conference (via WebEx) Applicant was on a USPTO campus; Examiner was remote	A1	Y Rac	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					
UNG0144531		Did you request an agenda prior to the interview?	Yes		Y	Radio button, one-up	Skip Logic Group*	Agenda Requested
						vertical		
LINICO1 44522			No	Α	N	Tout area no ober	Chia Lagia Craunt	Accords Dominated
UNG0144532	Α	Why was an agenda not requested?			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
			No	Α				
UNG0144533	A		Yes	A1	Y	Radio button, one-up vertical	Skip Logic Group*	Agenda Provided - Why Not
HAJ7019Q009	A1	Why was an agenda not provided?	No		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	Α	Y	Radio button, one-up vertical	Skip Logic Group*	SPE
			No					
HAJ7019Q012	Α	Was the SPE or other examiner prepared (e.g. equipment setup, documents ready) at the scheduled time and date?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	SPE - Prepared
114 170400040			No No			Dedie besteer een een	Olde Leede Occupt	ODE Hadamatandan
HAJ7019Q013	Α	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		Y	Radio button, one-up		Applicant - Prepared
					·	vertical		, pp
HAJ7019Q015			No Von		V Badia button and un	Y Radio button, one-up		Amaliaant
HAJ7019Q015		inventive concept?	Yes No		, Y	vertical		Applicant - Understanding
HAJ7019Q016		Was the applicant adequately prepared to explain the	Yes		Υ	Radio button, one-up		Applicant - Thorough
•		difference(s) between the claimed invention and prior art?				vertical		
HAJ7019Q017		Did the applicant discuss possible ways to overcome the	No Yes		Y	Radio button, one-up		Objections - Overcoming
		rejections on record?				vertical		
HAJ7019Q018			No Yes		Y	Radio button, one-up		Adequate time
						vertical		
			No					
HAJ7019Q019		courtesy, and professionalism?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Applicant - Professionalism
HAJ7019Q020	Α	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		Y	Radio button, one-up vertical		Overall Satisfaction
			Satisfied			1		
			Neither satisfied or dissatisfied					
			Dissatisfied Very Dissatisfied					
HAJ7019Q022		Thinking about the process as a whole; was this an effective	Very Dissatisfied Yes	Α	Y	Radio button, one-up	Skip Logic Group*	Effective
		interview?	No			vertical		
HAJ7019Q023	A	Please explain:	INU	A	N	Text area, no char	Skip Logic Group*	Effective - OE No
,					N	limit		
HAJ7019Q024		Please provide any additional comments that might help us improve the process:			N	Text area, no char limit		Additional Improvements

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



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HAJ7019Q001		Did the interview occur?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Interview - Occurred
			No	A		vertical		
HAJ7019Q002	Α	Please select the reason(s) why the interview did not occur:	No longer necessary		Y	Radio button, one-up	Skip Logic Group*	Interview - Why
			Unavailability of the applicant			vertical		Canceled
			Unavailability of the examiner				randomize	
			Other, please specify:	A1			Anchor Answer Choice	
HAJ7019Q003	A1	Why did the interview not occur?			N	Text area, no char	Skip Logic Group*	Interview - Cancellatio
						limit		Other
HAJ7019Q004		What type of interview was held?	Telephone only		Y	Radio button, one-up vertical	Skip Logic Group*	Method
			In Person (USPTO campus)					
			Video Conference (via WebEx)	A1				
HAJ7019Q005	A	How was the interview held?	Face-to-face In Person (USPTO campus)	A	¥	Radio button, one-up	Skip Logic Group*	Method - F2F
			, , ,			vertical		
HAJ7019Q006	A1	Please elaborate:	Applicant was on a USPTO campus; Examiner was remote	A1	ν	Radio button, one-up	Skin Logic Group*	Method - WebEx
	/12	i rouse diagorate.				vertical	Citip Logic Croup	Method WebEx
			Examiner was on a USPTO campus; Applicant was remote					
		Did you request an agenda prior to the interview?	None of the parties were on a USPTO campus		Y	Radio button, one-up	Skip Logic Group*	Agenda Requested
						vertical		
	A	Why was an apenda not remiested?	NO	Α	N	Teyt area inciden	Skin Logic Groups	Agenda Reguested
	~	my marangara na requestor				imit	Sup Logic Groαp	Why Not Other
HAJ7019Q007		Was a proposed detailed agenda sent to the examiner prior to	Yes		Υ	Radio button, one-up	Skip Logic Group*	Agenda Provided
		the interview?	No	A		vertical		
	Α	Did the applicant explain why an agenda was not provided?	Yes	A1	Y	Radio button, one-up	Skip Logic Group*	Agenda Provided - Wh
			The state of the s			vertical		Not
HAJ7019Q008		Why was an agenda not provided?	Examiner did not request an agenda		¥	Checkbox, one-up	Skip Logic Group*	Agenda - Why Not
		,				vertical		,
			Examiner requested an agenda, but the applicant did not provide					
			Applicant unable to submit an agenda				randomize	
			Other, please specify:				Anchor Answer	
HAJ7019Q009	A1	Why was an agenda was not provided?			N	Text area, no char	Skip Logic Group*	Agenda Provided - Wh
						limit	, , ,	Not Other
HAJ7019Q010		Why was the applicant unable to submit an agenda?			N	Text area, no char	Skip Logic Group*	Agenda - Applicant
HAJ7019Q011		Besides-the examiner on record yourself, was a Supervisory	Yes	A	Y	Radio button, one-up	Skip Logic Group*	SPE
		Patent Examiner (SPE) or another examiner present at the interview?				vertical		
		interview?	No .					
HAJ7019Q012	Α	Was the SPE or other examiner prepared (e.g. equipment setup, documents ready) at the scheduled time and date?	Yes		Υ	Radio button, one-up	Skip Logic Group*	SPE - Prepared
		setup, documents ready) at the scheduled time and date?	No			vertical		
HAJ7019Q013	Α	Did the SPE or other examiner understand the inventive	Yes		Y	Radio button, one-up	Skip Logic Group*	SPE - Understanding
		concept?				vertical		
HAJ7019Q014		Was the applicant prepared (e.g. equipment setup, documents	No Yes		Y	Radio button, one-up		Applicant - Prepared
		ready) at the scheduled time and date?			·	vertical		
HAJ7019Q015		Did the applicant understand and effectively explain the	No Yes		Y	Radio button, one-up		Applicant -
HW31019Q013		inventive concept?	i es		'	vertical		Understanding
		Market and the second	No		.,	De d'e heaten		Applicant There
HAJ7019Q016		Was the applicant adequately prepared to explain the difference(s) between the claimed invention and prior art?	Yes		Y	Radio button, one-up vertical		Applicant - Thorough
			No					
HAJ7019Q017		Did the applicant assist the examiner in identifying discuss possible ways to overcome the rejections on record?	Yes		Y	Radio button, one-up vertical		Objections - Overcomir
		,	No	1			1	
HAJ7019Q018		Did the interview provide adequate time to address all issues?	Yes		Y	Radio button, one-up		Adequate time
			No	1		vertical	1	
HAJ7019Q019		Were the applicant's positions presented with decorum,	Yes		Y	Radio button, one-up	Skip Logic Group*	Applicant -
		courtesy, and professionalism?				vertical		Professionalism
HAJ7019Q020	Α	Please explain the situation:	No .	A	N	Text area, no char	Skip Logic Group*	Professionalism - OE
						limit	, , , , , , , , ,	Problems
HAJ7019Q021		What was your overall satisfaction with the ability to resolve issues during this interview?	Very Satisfied		Y	Radio button, one-up vertical		Overall Satisfaction
		The state of the s	Satisfied	1			1	
			Neither satisfied or dissatisfied				1	
			Dissatisfied Very Dissatisfied	1			1	
HAJ7019Q022		Thinking about the process as a whole; was this an effective	Yes Yes	A	Y	Radio button, one-up	Skip Logic Group*	Effective
		interview?				vertical		
HAJ7019Q023	A	Please explain:	No	A	N	Text area, no char	Skip Logic Group*	Effective - OE No
						limit	Ellip Edgio Oroup	
HAJ7019Q024		Please provide any additional comments that might help us			N	Text area, no char limit		Additional Improvemen
	1	improve your experience the process:		1		mint	1	I