

**Guide to questionnaire (Excel doc):**

(Tab 1 - Guide to Questionnaire)

(Tab 4 - Notes/History)

**Tab 2 - Model Questions**

- Located in column B are the Elements, or aspects of your website that drive/influence
- In Column D are the ACSI-based Satisfaction questions
- In Column F are Future Behavior questions - the activities we want visitors to do more
- Unlike the Custom Questions on Tab 3, Model Questions will stay consistent on your

**Tab 3 - Custom Questions**

- These are the questions that allow us to segment the Model Questions, visitors group
- I also included a question on "Social Value" which allows us to understand the role th
- Column Guide:
  - o Column A - please ignore
  - o B - *Skip Logic Label* dictates which previous response option that question is a
  - o C - *Question text* is the exact question text the respondent will see
  - o E - *Answer Choices* are the exact response options the respondent will see
  - o F - The *Skip To* letter will guide you to the appropriate follow-up question in th
  - o G - *Type* will explain how the respondent will answer the questions (e.g. a dro
  - o H - *Single or Multi* indicates if the respondent can provide one, or more than c
  - o I - *Required Y/N* indicates if a response is optional
  - o J - *Special Instructions* will allow you to know if that question is independent c
  - o K - *CQ Label* is the label we will apply to that question in our Client Portal for a



the visitor satisfaction

the of in the future  
questionnaire over the next year

ons, etc. Please let me know if there are other areas within the site you would like to ask about.  
that social media plays in driving traffic on your site. If you find a response choice for this question that does not

is associated with. You will also see groups of colored cells; these groups are skip logic groups.

the preceding row(s) - some responses will have multiple *Skip To* questions and others will simply have "Other"  
(up down menu or by entering text into a form field)  
one response

or dependent on another question(s)  
analysis purposes (we will perform a tutorial together)

: apply to your site, please advise and I can remove it. I am excited to see the responses to this question!

r (Please specify)"

**Model Name** USPTO Browse v3  
**Model ID** AJJNQwR8ooUA1A8BEQBVpg4C  
**Partitioned** SELECT ONE: Yes-2MQ  
**Date** 3.1.15

**Standard Web M**

	Label	Element Questions	
1	Look and Feel - Appeal	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of this site.	16
2	Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.	17
3	Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.	18
4	Site Performance - Loading	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages load</b> on this site.	
5	Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> on this site.	
6	Site Performance - Completeness	Please rate how <b>completely the page content loads</b> on this site.	
7	Navigation - Organized	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate <b>how well this site is organized</b> .	
8	Navigation - Options	Please rate the <b>options available for navigating</b> this site.	
9	Navigation - Layout	Please rate <b>how well the site layout helps you find what you need</b> .	
10	Information Browsing - Sort	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b> Please rate the ability to <b>sort information by criteria that are important to you</b> on this site.	
11	Information Browsing - Narrow	Please rate the <b>ability to narrow choices to find the information you are looking for</b> on this site.	
12	Information Browsing - Features	Please rate how well the <b>features</b> on the site <b>help you find the information you need</b> .	
13	Site Information - Thoroughness	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>thoroughness of information</b> provided on this site.	
14	Site Information - Understandable	Please rate how <b>understandable</b> this site's <b>information</b> is.	
15	Site Information - Answers	Please rate how well the site's <b>information provides answers to your questions</b> .	

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Underlined & Italic

Pink: Addition

Blue: Reword

**Model - Content Site providing Information**

Label	Satisfaction Questions		Label
	<b>Satisfaction</b>		
Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19	Return
Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? <i>(1= Falls Short, 10=Exceeds)</i>		
Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal website</b> ? <i>(1=Not Very Close, 10=Very Close)</i>	20	Recommend
		21	Primary Resource
		22	Use Web Channel Over Others
		23	Call

~~ugh~~: Delete  
ized: Re-order

### Future Behaviors

#### Return (1=Very Unlikely, 10=Very Likely)

How likely are you to **return to uspto.gov**?

#### Recommend (1=Very Unlikely, 10=Very Likely)

How likely are you to **recommend uspto.gov to someone else**?

#### Primary Resource (1=Very Unlikely, 10=Very Likely)

How likely are you to use uspto.gov as your **primary resource for patent and trademark information and services**?

#### Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)

How likely are you to **use uspto.gov rather than seeking information from other USPTO channels (e.g., call center, email)**?

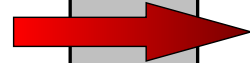
#### Call (1=Very Unlikely, 10=Very Likely)

How likely are you to **call USPTO** regarding the **information you looked for** online today?

Model Instance Name:  
 USPTO Browse v2  
 MID: 51cgowUFchExMNk8ZUN5Bw4C  
 Partitioned (Y/N): NO  
 Date: 5/1/14

**USPTO Browse v2**  
*Model questions utilize the ForeSee CXA methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Return (1=Very Unlikely, 10=Very Likely)</b>
Site Information - Thoroughness	Please rate the <b>thoroughness of information</b> provided on this site.	Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Return	How likely are you to <b>return to uspto.gov</b> ?
Site Information - Understandable	Please rate how <b>understandable</b> this site's information is.	Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
Site Information - Answers	Please rate how well the site's <b>information provides answers to your questions</b> .	Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	Recommend	How likely are you to <b>recommend uspto.gov to someone else</b> ?
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
Site Performance - Loading	Please rate how <b>quickly pages load</b> on this site.			Primary Resource	How likely are you to use uspto.gov as your <b>primary resource for patent and trademark information and services</b> ?
Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> on this site.				
Site Performance - Errors	Please rate how <b>completely the page content loads</b> on this site.				
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>				
Look and Feel - Appeal	Please rate the <b>visual appeal</b> of this site.				
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.				
Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.				
	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>				
Navigation - Organized	Please rate <b>how well the site is organized</b> .				
Navigation - Options	Please rate the <b>options available for navigating</b> this site.				
Navigation - Layout	Please rate <b>how well the site layout helps you find what you are looking for</b> .				



**Model Instance Name:**  
 USPTO Browse  
**MID:** Fxh4AZJEIIVZMNBwMBgk8A==  
**Date:** 12/15/2011

red & strike-through: DELETE  
 underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

USPTO Browse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQCol0009916		Please rate the clarity of the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009917		Please rate how well you understand the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009918		Please rate this site on its use of short, clear sentences.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
EDO07368		Which of the following <b>best describes</b> you?	Attorney/Agent/Support Staff Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker USPTO Employee Other (please specify)	A	Radio button, one-up vertical	Single	Y
EDO07369	A	Other description			char limit	Single	N
EDO07370		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other		Drop down, select one	Single	Y



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**USPTO Browse CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			U.S. State or Local Government	A			
			Non-U.S. Government				
			College/University				
			K-12 School				
			Individual / General public				
			Foreign citizen				
			Other (please specify)				
EDO07371	A	Please describe the organization you belong to.			char limit	Open	N
EDO07372		How <b>frequently</b> do you visit this site?	Daily or almost daily		Dropdown (Se	Single	Y



**Special Instructions**

Skip Logic Group  
  
Randomize

Anchor Answer Choice  
Skip Logic Group

Skip Logic Group



**Special Instructions**

Randomize

Anchor Answer Choice

Skip Logic Group



Model Instance Name:  
 USPTO Browse

MID: Fxh4AZJEIIVZMNBwMBgk8A==

Partitioned (Y/N): NO

Date: 8/23/2010

**USPTO Browse**  
 Model questions utilize the ForeSee CXA methodology to determine scores and impacts

	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
	<b>Content (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>accuracy of information</b> on this site.	Satisfaction - Overall	<b>Satisfaction</b> What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Return	<b>Return (1=Very Unlikely, 10=Very Likely)</b> How likely are you to return to <b>uspto.gov</b> ?
	Please rate the <b>quality of information</b> on this site. Please rate the <b>freshness of content</b> on this site.	Satisfaction - Expectations Satisfaction - Ideal	How well does this site <b>meet your expectations</b> ? How does this site <b>compare to your idea of an ideal website</b> ?	Recommend	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b> How likely are you to recommend <b>uspto.gov</b> to someone else?
Site Information - Thoroughness	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>thoroughness of information</b> provided on this site.			Primary Resource	<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b> How likely are you to use <b>uspto.gov</b> as your <b>primary resource</b> for <b>patent and trademark information and services</b> ?
Site Information - Understandable	Please rate how <b>understandable</b> this site's <b>information</b> is.				<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b> I can count on this agency to <b>act in my best interests</b> .
Site Information - Answers	Please rate how well the site's <b>information</b> provides <b>answers to your questions</b> .				<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b> I consider this agency to be <b>trustworthy</b> . This agency can be trusted to <b>do what is right</b> .
Site Performance - Loading	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages</b> load on this site.				<b>Future Participation (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>express your thoughts or ideas</b> to this agency in the next 90 days?
Site Performance - Consistency	Please rate the <b>consistency of speed</b> from page to page on this site. Please rate the <b>ability to load pages without getting error messages</b> on this site.				
Site Performance - Errors	Please rate how <b>completely the page content</b> loads on this site.				
	<b>Functionality (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>usefulness of the features</b> provided on this site. Please rate the <b>convenience of the features</b> on this site. Please rate the <b>variety of features</b> on this site.				
Look and Feel - Appeal	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of this site.				
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.				
Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.				
Navigation - Organized	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate how well the site is <b>organized</b> .				
Navigation - Options	Please rate the <b>options available</b> for navigating this site.				

Model Instance Name:  
 USPTO Browse v3  
 MID: AJJNQwR8ooUA1A8BEQBVpg4C  
 Date: 3.1.16

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
BAN6596Q001		Did you do any of the following today prior to your visit? (Select all that apply)	Visited uspto.gov on my mobile phone or tablet Contacted a USPTO call center None of the above		Checkbox, one-up vertical	Y		Prior Action
NMS5187Q001		Which of the following <b>best describes</b> you?	Paralegal Attorney Agent Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher/Educator Student Vendor Job Seeker Marketing Professional Non-Profit Professional Engineer Other	A	Radio button, one-up vertical	Y	Mutually Exclusive Skip Logic Group  Randomize  Anchor Answer Choice	Visitor Role
NMS5187Q002	A	Please describe your role.			Text area, no char limit	N	Skip Logic Group	Role Other
		Which of the following <b>best describes</b> your organization?	Law firm Small Business Corporation Non-profit Government College/University K-12 School General public International Other	A	Radio button, one-up vertical	Y	Skip Logic Group  Randomize  Anchor Answer Choice	Type of Organization
NMS5187Q004	A	Please describe your organization.			Text area, no char limit	N	Skip Logic Group	Organization Other
<b>NEW</b>		Please rate your level of agreement with the following statements. Select 1 for strongly disagree and 10 for strongly agree.	This interaction increased my confidence in the USPTO. My need was addressed. It was easy to complete what I needed to do. The information provided was clear. It took a reasonable amount of time to do what I needed.	1 2 3 4 5 6 7 8 9 10	Radio button, one-up vertical	Y		

Model Instance Name:

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MID: AJJNQwR8ooUA1A8BEQBVpg4C

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USPTO Browse v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
TAR0186525		Are you planning to use your intellectual property to do business internationally?	Yes No Don't know/maybe		Radio button, one-up vertical	Y		Do business internationally
TAR0186526		Are you located in the United States or within one of its territories?	Yes No	A	Radio button, one-up vertical	Y	Skip Logic Group	Located in US
TAR0186527	A	In which country are you located?			Text area, <100 char	N	Skip Logic Group	Which country
		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Radio button, one up	Y		Visit Frequency
		What category best describes your <b>primary reason</b> for visiting the site today?	Patents Trademarks IP Law & Policy information USPTO Careers News & Events Other	A A B	Radio button, one up vertical	Y	Skip Logic Group Randomize Anchor Answer Choice	Primary Reason
	B	Please specify your reason for visiting today.			Text field, <100 char	N	Skip Logic Group	Reason Other
	A	Where are you with the patent or trademark application process?	I have submitted an application I need clarification about the process before submitting an application Still deciding if I need or want to file an application I do not need to file an application I need to maintain an existing patent or trademark Other	1 2 3 3 4 D	Radio button, one up vertical	Y	Skip Logic Group	Application process
	D	Please specify where you are with the patent or trademark application process.			Text field, <100 char	N	Skip Logic Group	Application process
	1	What is your <b>primary reason</b> for visiting the site today? To...	Check application status Search for existing patents or trademarks Pay fees Obtain information about a pre-examination notice Other	1.1	Radio button, one up vertical	Y	Skip Logic Group	Submitted_Reason
	1.1	Please specify your reason for visiting today.			Text field, <100 char	N	Skip Logic Group	Submitted_Reason
	2	What is your <b>primary reason</b> for visiting the site today?	General questions about filing an application (e.g., process, fees) Examination policy and procedure Term adjustments General information about patents/trademarks		Radio button, one up vertical	Y	Skip Logic Group	Clarification_Reason

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			International inquires Other	2.1				
	2.1	Please specify your reason for visiting today.			Text field, <100 char	N	Skip Logic Group	Clarification_Reason
	3	What was your primary reason for visiting the site today?			Text field, <100 char	N	Skip Logic Group	General Reason
	4	What is your <b>primary reason</b> for visiting the site today? To...	Obtain general information about keeping a patent or trademark active Learn about patent or trademark litigation Transfer ownership Download forms Pay fees Other	4.1	Radio button, one up vertical	Y	Skip Logic Group	Maintaining_Reason
	4.1	Please specify your reason for visiting today.			Text field, <100 char	N	Skip Logic Group	Maintaining_Reason
BAN6596Q018		Did you accomplish what you wanted to do today on this site?	Yes No	QQ, G4	Radio button, one-up vertical	Y	Skip Logic Group	Accomplish
	QQ	Please tell us why you were unable to accomplish your task today. (Select all that apply)	Terminology is difficult to understand Did not know where to look for information Technical difficulties Did not understand the process necessary to complete my task Website content was not written clearly In progress Other	UU	Checkbox, one-up vertical	Y	Skip Logic Group  Randomize  Anchor Answer Choice	Task Difficulty
	UU	Please tell us why you were unable to accomplish your task today.			Text area, no char limit	N	Skip Logic Group	OE:Task Difficulty
NMS5187Q020	G4	Do you intend to contact the USPTO call center to get information that you couldn't find on the USPTO website?	Yes No Undecided	G6	Radio button, one-up vertical	N	Skip Logic Group	USPTO Support Centers
NMS5187Q021	G6	Why don't you intend to contact the USPTO call center?			Text area, no char limit	N	Skip Logic Group	OE_USPTO Support Centers
TAR0186544		Did you interact (e.g., visit in-person or call) with a USPTO Regional Office?	Yes No	A,B,C,D	Radio button, one-up vertical	Y	Skip Logic Group	Interact with RO
TAR0186545	A	Which of the following describes your reason for interacting with a Regional Office?	Patents Trademarks Both patents and trademarks Don't know		Radio button, one-up vertical	Y	Skip Logic Group	Reason for interacting with RO
TAR0186546	B	Which Regional Office did you interact with?	Midwest Regional Office (Detroit, MI)		Checkbox, one-up vertical	Y	Skip Logic Group	Which RO contacted

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
		(Please select all that apply.)	Texas Regional Office (Dallas, TX) Rocky Mountain Regional Office (Denver, CO) Silicon Valley (Silicon Valley, CA) Don't recall					
TAR0186528	C	Did your interaction with the Regional Office provide you with the information you needed?	Yes Partially No Don't know		Radio button, one-up vertical	Y	Skip Logic Group	RO provided info
TAR0186529	D	How would you describe your interaction with the Regional Office?			Text area, no char limit	N	Skip Logic Group	OE_Describe interaction with RO
TAR0186530		In addition to visiting USPTO.gov, have you visited any webpages for a USPTO Regional Office?	Yes No Don't know	A,B,C	Radio button, one-up vertical	Y	Skip Logic Group	Visited RO page
TAR0186547	A	Which Regional Office page(s) did you visit? (Please select all that apply.)	Midwest Regional Office (Detroit, MI) Texas Regional Office (Dallas, TX) Rocky Mountain Regional Office (Denver, CO) Silicon Valley (Silicon Valley, CA) Don't recall		Check box, one-up vertical	N	Skip Logic Group	Which RO page visited
TAR0186531	B	Did you find the information you were looking for on the Regional Office page?	Yes No Was not looking for anything in particular		Radio button, one-up vertical	Y	Skip Logic Group	Find RO info
TAR0186548	C	What else would you like to see on the Regional Office pages?			Text area, no char limit	N	Skip Logic Group	OE_What else RO Page
NMS5187Q025	S	Please tell us about your experience with the site-wide search box feature today. (Select all that apply)	I did not use the site-wide search box Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue (please explain):	z z z z z z z z l,z	Checkbox, one-up vertical	N	Mutually Exclusive AND Anchor Mutually Exclusive AND Anchor Skip Logic Group Randomize Anchor Answer Choice	Search Box Experience
NMS5187Q026	I	Please specify your other search box issue.			Text area, no char limit	N	Skip Logic Group	Other Search Issue
NMS5187Q027	Z	Did you try using the site's navigational links before using the search feature today?	Yes, I navigated first No, I went straight to the search feature Don't recall		Radio button, one-up vertical	N	Skip Logic Group	Navigate First?
NMS5187Q028		How would you describe your navigation experience on this site today? (Select all that apply)	I had no difficulty navigating/browsing on www.uspto.gov Links often did not take me where I expected Had difficulty finding relevant information		Checkbox, one-up vertical	N	Mutually Exclusive AND Anchor Skip Logic Group	Site Navigation



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Links/labels are difficult to understand	M			randomize	
			Too many links/navigational options to choose from					
			Had technical difficulties (error messages, broken links, etc.)					
			Could not navigate back to previous information					
			I had a navigation difficulty not listed above:				Anchor Answer Choice	
NMS5187Q029	M	Please specify your other navigation difficulty.			Text area, no char limit	N	Other navigation diff	Other Navigation
NMS5187Q032		Please share any additional details that describe how your experience on the USPTO site today could have been improved.			Text area, no char limit	N		Improvements

Model Instance Name:

USPTO Browse v3

MID: TBD

Date: 3.1.16

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pink: ADDITION

blue + -->: REWORDING

orange - Jill edits

USPTO Browse v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions
		Did you do any of the following today prior to your visit? (Select all that apply)	Visited uspto.gov on my mobile phone or tablet Contacted a USPTO call center None of the above		Checkbox, one-up vertical	Y	Mutually Exclusive
NMS5187Q001		Which of the following <b>best describes</b> you?	Paralegal Attorney Agent Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher/Educator Student Vendor Job Seeker Marketing Professional Non-Profit Professional Engineer Other	A	Radio button, one-up vertical	Y	Skip Logic Group  Randomize  Anchor Answer Choice
NMS5187Q002	A	Please describe your role.			char limit	N	Skip Logic Group
		Which of the following <b>best describes</b> your organization?	Law firm Small Business Corporation Non-profit Government College/University K-12 School General public International Other	A	Radio button, one-up vertical	Y	Skip Logic Group  Randomize  Anchor Answer Choice
NMS5187Q004	A	Please describe your organization.			Text area, no char limit	N	Skip Logic Group

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 USPTO Browse v2  
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 pink: ADDITION  
 blue + -->: REWORDING

USPTO Browse v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
NMS5187Q001		Which of the following <b>best describes</b> you?	IP Professional: attorney/ agent IP Professional: paralegal Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker Marketing Professional Non-Profit Professional Engineer Other (please specify)	A	Radio button, one-up vertical	Single	Y
NMS5187Q002	A	Other description			char limit	Single	N
NMS5187Q003		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other U.S. State or Local Government College/University K-12 School Individual / General public International Other (please specify)	A	Radio button, one-up vertical	Single	Y
NMS5187Q004	A	Please describe the organization you belong to.			char limit	Open	N
NMS5187Q005		How <b>frequently</b> do you visit this site?	Daily or almost daily	TT	Radio button,	Single	Y



**Special Instructions**

Skip Logic Group

Randomize

Anchor Answer Choice

Skip Logic Group

Skip Logic Group

Randomize

Anchor Answer Choice

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Model Instance Name:  
 USPTO Browse v2  
 MID: 51cgowUFchExMNk8ZUN5Bw4C  
 Date: 5/1/14

red & strike-through: DELETE  
 underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

USPTO Browse v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
NMS5187Q001		Which of the following <b>best describes</b> you?	IP Professional: attorney/ agent IP Professional: paralegal Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker Engineer Other (please specify)	A	Drop down, select one	Single	Y
NMS5187Q002	A	Other description			char limit	Single	N
NMS5187Q003		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other U.S. State or Local Government College/University K-12 School Individual / General public International Other (please specify)	A	Drop down, select one	Single	Y
NMS5187Q004	A	Please describe the organization you belong to.			char limit	Open	N
NMS5187Q005		How <b>frequently</b> do you visit this site?	Daily or almost daily	TT	Dropdown	Single	Y



**Special Instructions**

Skip Logic Group

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Anchor Answer Choice

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Model Instance Name:

USPTO Browse

MID: Fxh4AZJEIIVZMNBwMBgk8A==

Date: 4/11/2013

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

USPTO Browse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			5-15 years 15+ years				
EDO07370		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other U.S. State or Local Government Non-U.S. Government College/University K-12 School Individual / General public Foreign citizen Other (please specify)	A	Drop down, select one	Single	Y
EDO07371	A	Please describe the organization you belong to.			char limit	Open	N
EDO07372		How <b>frequently</b> do you visit this site?	Daily or almost daily		Dropdown (Se	Single	Y



**Special Instructions**

Skip Logic Group

Randomize

Anchor Answer Choice

Skip Logic Group

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<b>Special Instructions</b>
Skip Logic Group
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Anchor Answer Choice
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**Model Instance Name:**  
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**MID:** Fxh4AZJEIIVZMNBwMBGk8A==  
**Date:** 4/11/2013

red & strike-through: DELETE  
 underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

**USPTO Browse CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQCol0009916		Please rate the clarity of the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009917		Please rate how well you understand the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009918		Please rate this site on its use of short, clear sentences.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
EDO07368		Which of the following <b>best describes</b> you?	Attorney/Agent/Support Staff Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker USPTO Employee Other (please specify)	A	Radio button, one-up vertical	Single	Y
EDO07369	A	Other description			char limit	Single	N
EDO07370		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other		Drop down, select one	Single	Y

**Model Instance Name:**  
 USPTO Browse  
**MID:** Fxh4AZJEIIVZMNBwMBgk8A==  
**Date:** 4/11/2013

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underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

USPTO Browse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			U.S. State or Local Government	A			
			Non-U.S. Government				
			College/University				
			K-12 School				
			Individual / General public				
			Foreign citizen				
			Other (please specify)				
EDO07371	A	Please describe the organization you belong to.			char limit	Open	N
EDO07372		How <b>frequently</b> do you visit this site?	Daily or almost daily		Dropdown (Se	Single	Y



**Special Instructions**

Skip Logic Group  
Randomize

Anchor Answer Choice

Skip Logic Group

Skip Logic Group



**Special Instructions**

Randomize

Anchor Answer Choice

Skip Logic Group



**Model Instance Name:**  
 USPTO Browse  
**MID:** Fxh4AZJEIIVZMNBwMBGk8A==  
**Date:** 12/15/2011

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 pink: ADDITION  
 blue + -->: REWORDING

**USPTO Browse CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQCol0009916		Please rate the clarity of the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009917		Please rate how well you understand the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009918		Please rate this site on its use of short, clear sentences.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
EDO07368		Which of the following <b>best describes</b> you?	Attorney/Agent/Support Staff Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker USPTO Employee Other (please specify)	A	Radio button, one-up vertical	Single	Y
EDO07369	A	Other description			char limit	Single	N
EDO07370		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other		Drop down, select one	Single	Y



**Model Instance Name:**  
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**MID:** Fxh4AZJEIIVZMNBwMBgk8A==  
**Date:** 12/15/2011

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**USPTO Browse CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			U.S. State or Local Government	A			
			Non-U.S. Government				
			College/University				
			K-12 School				
			Individual / General public				
			Foreign citizen				
			Other (please specify)				
EDO07371	A	Please describe the organization you belong to.			char limit	Open	N
EDO07372		How <b>frequently</b> do you visit this site?	Daily or almost daily		Dropdown (Se	Single	Y



**Special Instructions**

Skip Logic Group  
  
Randomize

Anchor Answer Choice  
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Skip Logic Group



**Special Instructions**

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Anchor Answer Choice

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**Model Instance Name:**  
 USPTO Browse  
**MID:** Fxh4AZJEIIVZMNBwMBGk8A==  
**Date:** 12/15/2011

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**USPTO Browse CUSTOM QUESTION LIST**

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ACQCol0009916		Please rate the clarity of the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009917		Please rate how well you understand the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009918		Please rate this site on its use of short, clear sentences.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
EDO07368		Which of the following <b>best describes</b> you?	Attorney/Agent/Support Staff Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker USPTO Employee Other (please specify)	A	Radio button, one-up vertical	Single	Y
EDO07369	A	Other description			char limit	Single	N
EDO07370		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other		Drop down, select one	Single	Y

**Model Instance Name:**  
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USPTO Browse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			U.S. State or Local Government	A			
			Non-U.S. Government				
			College/University				
			K-12 School				
			Individual / General public				
			Foreign citizen				
			Other (please specify)				
EDO07371	A	Please describe the organization you belong to.			char limit	Open	N
EDO07372		How <b>frequently</b> do you visit this site?	Daily or almost daily		Dropdown (Se	Single	Y



**Special Instructions**

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Randomize

Anchor Answer Choice  
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**Special Instructions**

Randomize

Anchor Answer Choice

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**Model Instance Name:**  
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**MID:** Fxh4AZJEIIVZMNBwMBgk8A==  
**Date:** 12/15/2011

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ACQCol0009916		Please rate the clarity of the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009917		Please rate how well you understand the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009918		Please rate this site on its use of short, clear sentences.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
EDO07368		Which of the following <b>best describes</b> you?	Attorney/Agent/Support Staff Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker USPTO Employee Other (please specify)	A	Radio button, one-up vertical	Single	Y
EDO07369	A	Other description			char limit	Single	N
EDO07370		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other		Drop down, select one	Single	Y



Model Instance Name:

USPTO Browse

MID: Fxh4AZJEIIVZMNBwMBgk8A==

Date: 12/15/2011

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blue + -->: REWORDING

USPTO Browse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			U.S. State or Local Government	A			
			Non-U.S. Government				
			College/University				
			K-12 School				
			Individual / General public				
			Foreign citizen				
			Other (please specify)				
EDO07371	A	Please describe the organization you belong to.			char limit	Open	N
EDO07372		How frequently do you visit this site?	Daily or almost daily		Dropdown (Se	Single	Y



**Special Instructions**

Skip Logic Group  
Randomize

Anchor Answer Choice  
Skip Logic Group

Skip Logic Group



**Special Instructions**

Randomize

Anchor Answer Choice

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**Model Instance Name:**  
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**MID:** Fxh4AZJEIIVZMNBwMBgk8A==  
**Date:** 12/15/2011

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQCol0009916		Please rate the clarity of the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009917		Please rate how well you understand the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
ACQCol0009918		Please rate this site on its use of short, clear sentences.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y
EDO07368		Which of the following <b>best describes</b> you?	Attorney/Agent/Support Staff Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker USPTO Employee Other (please specify)	A	Radio button, one-up vertical	Single	Y
EDO07369	A	Other description			char limit	Single	N
EDO07370		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other		Drop down, select one	Single	Y

Model Instance Name:

USPTO Browse

MID: Fxh4AZJEIIVZMNBwMBgk8A==

Date: 12/15/2011

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USPTO Browse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			U.S. State or Local Government	A			
			Non-U.S. Government				
			College/University				
			K-12 School				
			Individual / General public				
			Foreign citizen				
			Other (please specify)				
EDO07371	A	Please describe the organization you belong to.			char limit	Open	N
EDO07372		How frequently do you visit this site?	Daily or almost daily	R	Dropdown (Se	Single	Y



**Special Instructions**

Skip Logic Group  
  
Randomize

Anchor Answer Choice  
Skip Logic Group

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**Special Instructions**

Randomize

Anchor Answer Choice

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Model Instance Name:  
 USPTO Browse  
 MID: Fxh4AZJEIIVZMNBwMBgk8A==  
 Date: 12/15/2011

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underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

**USPTO Browse CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
		Please rate the clarity of the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y	
		Please rate how well you understand the wording on this site.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y	
		Please rate this site on its use of short, clear sentences.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio button, scale, has don't know	Single	Y	
EDO07368		Which of the following <b>best describes</b> you?	Attorney/Agent/Support Staff Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker USPTO Employee Other (please specify)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group  Randomize  Anchor Answer Choice
EDO07369	A	Other description			char limit	Single	N	Skip Logic Group
EDO07370		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other		Drop down, select one	Single	Y	Skip Logic Group



**Model Instance Name:**  
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**MID:** Fxh4AZJEIIVZMNBwMBgk8A==  
**Date:** 12/15/2011

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underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

USPTO Browse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			U.S. State or Local Government	A				Randomize
			Non-U.S. Government					
			College/University					
			K-12 School					
			Individual / General public					
			Foreign citizen					
			Other (please specify)					Anchor Answer Choice
EDO07371	A	Please describe the organization you belong to.			char limit	Open	N	Skip Logic Group
EDO07372		How frequently do you visit this site?	Daily or almost daily	R	Dropdown (Sel	Single	Y	Skip Logic Group

Model Instance Name:  
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 MID: Fxh4AZJEIIVZMNBwMBgk8A==  
 Date: 5/17/2011

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underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

USPTO Browse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO07368		Which of the following <b>best describes</b> you?	Attorney/Agent/Support Staff Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher / Educator Student Vendor Job Seeker USPTO Employee Other (please specify)	A	Radio button, one-up vertical	Single	Y
EDO07369	A	Other <del>primary reason</del> --> description			Text area, no char limit	Single	N
EDO07370		Which of the following <b>best describes</b> your organization?	Law firm/Private company/Corporation Non-profit/Non-governmental Organization Federal: U.S. Congress / Committee Staff Federal: U.S. Executive Branch, Other U.S. State or Local Government Non-U.S. Government College/University K-12 School Individual / General public Foreign citizen Other (please specify)	A	Drop down, select one	Single	Y
EDO07371	A	Please describe the organization you belong to.			Text area, no char limit	Open	N
EDO07372		How <b>frequently</b> do you visit this site?	Daily or almost daily		Dropdown (Select-one)	Single	Y



**Special Instructions**

Skip Logic Group  
Randomize

Anchor Answer Choice

Skip Logic Group

Skip Logic Group  
Randomize  
Anchor Answer Choice

Skip Logic Group

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