

## Welcome and Thank You Text

### Welcome Text

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.

### Thank You Text

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

### Welcome Text - Alternate

Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.

### Thank You Text - Alternate

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.



### 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.


Thank you for taking our survey - and for helping us serve you better.  
We appreciate your input!

Cancel

Submit

Copyright 2015 - all rights reserved

[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

<b>Model Name</b>	USPTO Mobile v3	<del>Red &amp; Strike Through</del> : Delete	
<b>Model ID</b>	d5xApd9MsVlwYB4AcZJwlg4C	<u>Underlined &amp; Italicized</u> : Re-order	
<b>Partitioned</b>	2MQ	Pink: Addition	
<b>Date</b>	3/1/2016	Blue: Rework	

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1	<b>Look and Feel - Appeal</b> Please rate the <b>visual appeal</b> of this mobile site.	16	<b>Satisfaction - Overall</b> What is your <b>overall satisfaction</b> with this mobile site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19	<b>Return</b> How likely are you to <b>return to uspto.gov mobile site</b> ?
2	<b>Look and Feel - Balance</b> Please rate the <b>balance of graphics and text</b> on this mobile site.	17	<b>Satisfaction - Expectations</b> How well does this mobile site <b>meet your expectations</b> ? <i>(1= Falls Short, 10=Exceeds)</i>		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3	<b>Look and Feel - Readability</b> Please rate the <b>readability of the pages</b> on this mobile site.	18	<b>Satisfaction - Ideal</b> How does this mobile site <b>compare to your idea of an ideal website</b> ? <i>(1=Not Very Close, 10=Very Close)</i>	20	<b>Recommend</b> How likely are you to <b>recommend uspto.gov to someone else</b> ?
4	<b>Site Performance - Loading</b> Please rate how <b>quickly pages load</b> on this mobile site.			21	<b>Primary Resource</b> How likely are you to use uspto.gov as your <b>primary resource for patent and trademark information and services</b> ?
5	<b>Site Performance - Consistency</b> Please rate the <b>consistency of speed from page to page</b> on this mobile site.				<b>Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)</b>
6	<b>Site Performance - Completeness</b> Please rate how <b>completely the page content loads</b> on this mobile site.			22	<b>Use Web Channel Over Others</b> How likely are you to <b>use uspto.gov rather than seeking information from other USPTO channels (e.g., call center, email)</b> ?
7	<b>Navigation - Organized</b> Please rate <b>how well this mobile site is organized</b> .			23	<b>Call (1=Very Unlikely, 10=Very Likely)</b> <b>Call</b> How likely are you to <b>call USPTO regarding the information you looked for online today</b> ?
8	<b>Navigation - Options</b> Please rate the <b>options available for navigating</b> this mobile site.				
9	<b>Navigation - Layout</b> Please rate <b>how well the mobile site layout helps you find what you need</b> .				
10	<b>Information Browsing - Sort</b> Please rate the ability to <b>sort information by criteria that are important to you</b> on this mobile site.				
11	<b>Information Browsing - Narrow</b> Please rate the <b>ability to narrow choices to find the information you are looking for</b> on this mobile site.				
12	<b>Information Browsing - Features</b> Please rate how well the <b>features on the mobile site help you find the information you need</b> .				
13	<b>Site Information - Thoroughness</b> Please rate the <b>thoroughness of information</b> on this mobile site.				
14	<b>Site Information - Understandable</b> Please rate how <b>understandable information</b> is on this mobile site.				
15	<b>Site Information - Answers</b> Please rate how well the <b>information provides answers to your questions</b> .				

Model Name USPTO Mobile v3  
 Model ID d5xApd9MsVlwYB4AcZJwlg4C  
 Partitioned 2MQ  
 Date 3/1/2016

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
KMJ6590Q001			Did you do any of the following prior to your visit today? (Select all that apply)	Visited uspto.gov on my computer Contacted a USPTO call center None of the above		Y	Checkbox, one-up vertical		Prior Action
KMJ6590Q002	Role		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 Marketing Professional Non-Profit Professional Vendor Job Seeker Engineer Other		Y	Radio button, one-up vertical	Mutually Exclusive Skip Logic Group*	Role
KMJ6590Q003		LL	Please describe your role.		LL	N	Text area, no char limit	Skip Logic Group*	OE: Accomplish
<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 to do.	1 2 3 4 5 6 7 8 9 10	Y	Radio button, one-up vertical		
KMJ6590Q004	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Radio button, one-up vertical		Visit Frequency
KMJ6590Q005	Primary Reason		What category best describes your <b>primary reason</b> for visiting the site today from your mobile device?	Patents Trademarks IP Law & Policy information USPTO Careers News & Events Other	A A    RR	Y	Radio button, one-up vertical	Skip Logic Group Randomize Anchor Answer Choice	Primary Reason
KMJ6590Q006		RR	Please specify your <b>reason</b> for visiting today.			N	Text area, no char limit	Skip Logic Group	Reason Other
KMJ6590Q007		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 4 D	Y	Radio button, one-up vertical	Skip Logic Group*	Application Process
KMJ6590Q008		D	Please specify where you are with the patent or trademark application process.			N	Text field, <100 char	Skip Logic Group*	OE_Application Process
KMJ6590Q009		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		Y	Radio button, one-up vertical	Skip Logic Group*	Submitted_Reason
KMJ6590Q010		1.1	Please specify your <b>reason</b> for visiting today.			N	Text field, <100 char	Skip Logic Group*	OE_Submitted_Reason
KMJ6590Q011		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		Y	Radio button, one-up vertical	Skip Logic Group*	Clarification_Reason

				Term adjustments					
				General information about patents/trademarks					
				International inquiries					
				Other	2.1				
KMJ6590Q012		2.1	Please specify your reason for visiting today.			N	Text field, <100 char	Skip Logic Group*	OE_Clarification_Reason
KMJ6590Q013		3	What was your primary reason for visiting the site today?			N	Text field, <100 char	Skip Logic Group*	General Reason
KMJ6590Q014		4	What is your primary reason for visiting the site today? To...	Obtain general information about keeping a patent or trademark active		Y	Radio button, one-up vertical	Skip Logic Group*	Maintaining_Reason
				Learn about patent or trademark litigation					
				Transfer ownership					
				Download forms					
				Pay fees					
				Other	4.1				
KMJ6590Q015		4.1	Please specify your reason for visiting today.			N	Text field, <100 char	Skip Logic Group*	OE_Maintaining_Reason
KMJ6590Q016	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
				No	QQ,P				
KMJ6590Q017		QQ	Please tell us why you were unable to accomplish your task today. (Select all that apply)	Terminology is difficult to understand		Y	Checkbox, one-up vertical	Skip Logic Group*	Task Difficulty
				Did not know where to look for information				Randomize	
				Technical difficulties					
				Did not understand the process necessary to complete my task					
				Website content was not written clearly					
				In progress					
				Other	UU			Anchor Answer Choice	
KMJ6590Q018		UU	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE:Task Difficulty
KMJ6590Q019		P	Do you intend to contact the USPTO call center to get information that you couldn't find on the USPTO website?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	USPTO Support Centers
				No	V				
				Undecided					
KMJ6590Q020		V	Why don't you intend to contact the USPTO call center?			N	Text area, no char limit	Skip Logic Group*	OE:USPTO Support Centers
KMJ6590Q021			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	Z	N	Checkbox, one-up vertical	Mutually Exclusive	Search Box Experience
				Search results were helpful	Z			Mutually Exclusive	
				Results were not relevant/not what I wanted	Z			Skip Logic Group*	
				Too many results/I needed to refine my search	Z				
				Not enough results	Z			Randomize	
				Returned NO results	Z				
				Received error message(s)	Z				
				Search speed was too slow	Z				
				I experienced a different search issue	Z			Anchor Answer Choice	
KMJ6590Q022		Z	Did you try using the site's navigational links before using the search feature today?	Yes, I navigated first		N	Drop down, select one	Skip Logic Group	Navigate First?
				No, I went straight to the search feature					
				Don't recall					
KMJ6590Q023			Do you have any other comments or suggestions regarding mobile access to uspto.gov?			N	Text area, no char limit		OE: Mobile Improvements