



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 visiting my.uspto.gov. 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.
We appreciate your input!

Example Desktop

The example desktop layout shows a survey window with the FORESEE logo at the top right. Below the logo is the title "Customer Satisfaction Survey". The main text reads: "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." followed by "Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible." A note below states "Required questions are denoted by an *". A decorative wavy line separates the main text from the thank you message: "Thank you for taking our survey - and for helping us serve you better." Below this is another note: "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." At the bottom are two buttons: "Cancel" and "Submit".

Model Name MyUSPTO Desktop Informational
 Model ID
 Partitioned Yes - 2MQ
 Date
 Model Version 17.3.Y

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



Element Questions		Label	Satisfaction Questions	Label	Future Behaviors
	Site Performance (1=Poor, 10=Excellent, Don't Know)	13	Satisfaction - Overall What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>		Brand Confidence (1=Not At All Confident, 10=Very Confident)
1	Site Performance - Speed Please rate the speed that pages and content loaded for you.	14	Satisfaction - Expectations How well does this site meet your expectations ? <i>(1= Falls Short, 10=Exceeds)</i>	16	Brand Confidence Please rate your level of confidence in the data provided within the widgets on my.uspto.gov.
2	Site Performance - Completeness Please rate the consistency of complete loading of pages and content.	15	Satisfaction - Ideal How does this site compare to an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>		Return (1=Very Unlikely, 10=Very Likely)
3	Site Performance - Responsiveness Please rate the responsiveness of the pages to your actions.			17	Return How likely are you to return to my.uspto.gov in the future?
	Look and Feel (1=Poor, 10=Excellent, Don't Know)				Recommend (NPS) (1=Very Unlikely, 10=Very Likely)
4	Look and Feel - Appeal Please rate the visual appeal of the pages that you visited.			18	Recommend How likely are you to recommend my.uspto.gov to someone else ?
5	Look and Feel - Spacing Please rate the spacing between items on the pages that you visited.				Primary Resource (1=Very Unlikely, 10=Very Likely)
6	Look and Feel - Readability Please rate the legibility of the pages that you visited.			19	Primary Resource How likely are you to use my.uspto.gov as your primary resource for information regarding patents and trademarks .
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7	Navigation - Ease Please rate the ease of finding what you were looking for.				
8	Navigation - Layout Please rate the page layout on displaying content and links where you could find them.				
9	Navigation - Links Please rate the links on taking you where you needed to go.				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
10	Site Information - Relevance Please rate the relevance to your interests of the information that you found.				
11	Site Information - Thoroughness Please rate the thoroughness of the information that you found.				
12	Site Information - Readability Please rate the readability of the information that you found.				

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
	primary_reason_govt		What is your primary reason for visiting the site today?	Patents Trademarks Both Other	A B C D		Y	Radio button, one-up vertical	Skip Logic Group* Randomize	Primary Reason
	primary_reason_govt	A	What is your primary reason for visiting the site today?	Get status information on patents Pay a Patent fee Make an appointment Find a patent form View patent alerts View Patent Trial and Appeal Board Alerts File a patent			Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason_Patents
	primary_reason_govt	B	What is your primary reason for visiting the site today?	Get status information on trademarks Pay a trademark fee Find a trademark form View trademark alerts File a trademark Find TMOG updates			Y	Radio button, one-up vertical	Skip Logic Group* Randomize	Primary Reason_Trademarks
	primary_reason_govt	C	What is your primary reason for visiting the site today?	Access Fees and payments Manage MyUSPTO account Do research Find contact information Download a document View press releases or other recent news Find employment opportunities Find TMOG updates Social media (e.g., Facebook, Twitter, etc.) Other (please specify)	E	other_please_specify	Y	Radio button, one-up vertical	Skip Logic Group* Anchor Answer Choice	Primary Reason_Both
	primary_reason_other	E	Please specify the other reason for your visit.				N	Text field, <100 char	Skip Logic Group*	Primary Reason - Both_Other
	primary_reason_other	D	Please specify the other reason for your visit.				N	Text field, <100 char	Skip Logic Group*	Primary Reason - Other
	role_govt		Which of the following best describes your primary role?	Attorney Paralegal Inventor IT Professional/Engineer Research Professional Entrepreneur or other business professional Vendor Student Other other_please_specify			Y	Drop down, select one	Randomize	Role
			Which of the following best describes your organization?	Corporation Small Business College/University Law Firm Non-Profit Government International General Public K-12 School Other			Y	Drop down, select one		Organization
			Please rate your level of agreement with the following statements: This interaction increased my confidence in USPTO.	1=Strongly Disagree 2 3 4 5 6 7 8 9 10=Strongly Agree Don't Know			Y	Radio button, scale, has don't know		Increased Confidence
			My need was addressed.	1=Strongly Disagree 2 3 4 5 6 7 8 9 10=Strongly Agree Don't Know			Y	Radio button, scale, has don't know		Need Addressed
			It was easy to complete what I needed to do.	1=Strongly Disagree 2 3 4			Y	Radio button, scale, has don't know		Ease of Completion

				5				
				6				
				7				
				8				
				9				
				10=Strongly Agree				
				Don't Know				
			The information provided was clear.	1=Strongly Disagree		Y	Radio button, scale, has don't know	Info Clear
				2				
				3				
				4				
				5				
				6				
				7				
				8				
				9				
				10=Strongly Agree				
				Don't Know				
			it took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree		Y	Radio button, scale, has don't know	Reasonable Time
				2				
				3				
				4				
				5				
				6				
				7				
				8				
				9				
				10=Strongly Agree				
				Don't Know				
visit_frequency		How often do you visit this site?	This is my first visit			Y	Drop down, select one	Visit Frequency
			Once every 6 months or less often					
			Once every few months					
			Monthly					
			Weekly					
			Daily or more often					
improve		What else would you like to share with us to help improve your online experience with my.uspto.gov?				N	Text area, no char limit	Improve