

Welcome

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Thank you very much for volunteering your time and providing your feedback regarding your experiences with the United States Patent and Trademark Office (USPTO). Your voluntary response will be combined with all other responses and analyzed in aggregated format only. The survey is designed to measure your opinion about the services that the USPTO provides for you as an applicant filing without legal representation. The results from this survey will assist us in guiding improvements and enhancements in the future.

The survey should take no more than 10 minutes to complete. For general questions regarding the purpose of the survey, contact Darnell Jayne (darnell.jayne@uspto.gov). If you encounter any problems with the survey instrument, contact Michael Easdale (michael.easdale@uspto.gov).

Click 'Next' below to begin the survey.

Under the Paperwork Reduction Act of 1995, persons are not required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number of this information collection is 0651- 0080. This survey will gather feedback from applicants who file without legal representation, whose responses will be gathered and aggregated to determine how best to improve Pro Se services. The USPTO estimates that it will take respondents approximately 10 minutes to complete the survey. This collection of information is voluntary in accordance with E.O. 12862, "Setting Customer Service Standards."

Current Status

* 1. Tell us about your relationship to the last non-provisional patent application you filed with the United States Patent and Trademark Office (USPTO):

- I am a registered practitioner
- I am an inventor applicant, with no legal representation (pro se)
- I am a non-inventor applicant, with no legal representation (pro se)
- I am an inventor applicant, with legal representation
- I am a non-inventor applicant, with legal representation
- Other (please specify)

Pro se History

* 2. Have you at any time filed or prosecuted an application without legal representation (on your own, i.e. pro se)?

Yes

No

Experience

3. Indicate your level of experience filing nonprovisional application(s) for patent, on your own (i.e., pro se).

- This was the first time that I have filed a nonprovisional patent application.
- I have filed up to 3 nonprovisional patent applications.
- I have filed 4 or more nonprovisional patent applications

4. Where are you in the patent process with your most recent nonprovisional application for patent?

- I have received a notice concerning missing parts of my application and am preparing a response.
- My application is assigned to an examiner and I'm waiting for an office action.
- I received an office action from an examiner and I'm preparing a response.
- I have received a notice that my application is allowed.
- My application has been issued as a patent.
- I am no longer pursuing my patent application.
- I received a notice that my application is abandoned.
- I don't know the status of my application.

5. For your most recently filed nonprovisional application for patent, please indicate what type of private legal assistance outside of the USPTO, if any, you have received (select all that apply):

- I hired an attorney or agent to write my application.
- I hired an attorney or agent to file my application.
- I hired an attorney or agent for prosecuting my application prior to receiving any USPTO communication.
- I hired an attorney or agent after receiving a pre-examination notice from the USPTO.
- I hired an attorney or agent after receiving an office action from the examiner.
- I received Pro bono assistance (i.e., free legal advice).
- I have been accepted into the Law School Clinic Assistance Program.
- I have not received private legal assistance outside of the USPTO.
- Other (please specify below)

* 6. If you contacted the USPTO for assistance, please indicate where you received your information (select all that apply):

Pro se Assistance Program, including Pro se Art Unit (AU) 3649

Visited www.USPTO.gov

Inventor Assistance Center

Help number listed on a notice received from the USPTO

Examiner assigned to my nonprovisional application

Ombudsman Program

I have not received assistance from the USPTO

Other (please specify below)

Pro Se Assistance Program Satisfaction

7. Please, rate your satisfaction specifically with the customer service of the USPTO Pro Se Assistance Program (incl. AU 3649) with regard to:

	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied or satisfied	Somewhat satisfied	Very satisfied
Received prompt response after initial inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to put you in contact with the right USPTO personnel responsible for facilitating your inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping you informed of the status of your inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness to address issue(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of person who dealt with addressing inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How likely are you to recommend the USPTO Pro se Assistance Program (incl. AU 3649) to others?

- Definitely Not
 Probably Not
 May or May Not
 Probably Would
 Definitely Would

Action Difficulty

9. How difficult were any of the following actions for you (from very difficult to very easy). If you received assistance from the USPTO with any of the actions listed, please rate the action's difficulty after receiving assistance:

	Very difficult	Somewhat difficult	Neither difficult or easy	Somewhat easy	Very easy
Preparing a nonprovisional application for patent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding forms/information about the patent process at www.uspto.gov	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding the requirements in USPTO notices/examiner's office action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding completely to USPTO notices/examiner's office action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making amendments to my nonprovisional patent application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Determining what fees I owe, and why they are owed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Action Difficulty Followup

10. Please provide details on why these actions were difficult:

Preparing a nonprovisional application for patent

Finding forms/information about the patent process at
www.uspto.gov

Understanding the requirements in USPTO
notices/examiner's office action

Responding completely to USPTO
notices/examiner's office action

Making amendments to my nonprovisional patent
application

Determining what fees I owe, and why they are owed

Overall Patent Process

11. Based on your most recently filed nonprovisional application for patent, please rate your overall satisfaction with the patent process:

- Very Dissatisfied Dissatisfied Neither Dissatisfied or Satisfied Satisfied Very Satisfied

12. Based on your most recently filed nonprovisional application for patent, would you file another patent application?

- Yes
 No
 Unsure

Conclusion

13. Please enter any additional comments. We especially would like to hear your ideas on making the patent process easier.

Thank you for completing our survey!

Clicking 'Done' below will submit your responses, close the survey window, and redirect you to the public USPTO website.

When you are satisfied your responses are complete, click 'Done' to exit the survey.