

CSP Survey Question Response denoting changes in survey from 2019 to the current proposed 2020 survey

Overview:

Added questions to gather information that was not already known or not easily derived from existing information sources. On that same note, we removed some questions that could be derived from existing sources. In order to provide better feedback options we consolidated some questions into one with a sliding scale for answers.

This survey has not been released to the public. Previous surveys were not released due to limited resources. Additional reviews associated with the questions allowed for inclusion of additional program elements. Further modifications were needed to reflect program updates, from the pilot to the current version, and new process improvements.

Question 1

Old Question 1: Who is taking this survey? Applicant's Representative (e.g., Attorney/Agent) Assignee

New Question 1: How did you first hear about CSP?

- a. Word of mouth
- b. USPTO presentation
- c. USPTO Patent Alert
- d. USPTO.gov
- e. USPTO Blog or newsletter
- f. Internal company/firm blog or newsletter
- g. JPO marketing
- h. KIPO marketing
- i. Other - [text field]

Explanation of change: The old question asks information that is already on the petition form, therefore this question is not needed. The new question helps with marketing efforts and broadens participation in the program.

Question 2 (Consolidation of four previous questions)

Old Question 2: Did CSP change your international filing strategy? Yes - Please Explain No - Please Explain Other - Please Explain

Old question 3: When compared to standard prosecution, how do you feel about the overall quality of the first US office action (PTOL 413-FA)? * Higher Quality - Please Explain Same Quality Lower Quality - Please Explain No first action was issued — application was allowed, abandoned or withdrawn from the Pilot

Old question 4: Do you feel that CSP saves you and/or your client money? Yes - It Costs Less No - It Costs The Same No - It Costs More Other (please explain)

Old Question 5: Do you feel that CSP will reduce overall prosecution time? Yes - Please Explain No - Please Explain Other (please explain)

New Question 2: Based on your experience using CSP, please rate how strongly you agree or disagree with the following statements.

[Strongly Disagree] [Disagree] [Neutral] [Agree] [Strongly Agree] [N/A]

- a. I will consider using CSP for future applications
- b. Using CSP provided me/my client financial savings
- c. Using CSP reduced overall prosecution time
- d. Using CSP reduced time to first action
- e. Using the CSP petition form was easy
- f. I feel more confident about associated IP rights
- g. I feel more confident that I received a complete search
- h. I had difficulty making the U.S. claims match the corresponding foreign office's claims
- i. It was difficult to communicate with the corresponding foreign representative
- j. It would be helpful to submit only one petition form in the future to cover all participating offices

Explanation of change: Original question 2 omitted, as participation in the CSP results in a filing strategy change so this question is already accounted for. New question covers new topics that are core features of the CSP program or likely hurdles in use of the CSP program, and is better suited to consolidate old questions 3 through 5 under its sliding agree/disagree scale. This also simplified the question for applicants allowing for customer experience based data instead of quality-process related data.

Question 3

Old question 6: If offered on a permanent basis, would you choose CSP over standard prosecution when cross-filing international applications? * Yes - Please Explain No - Please Explain Depends - Please Explain

New question 3: How likely are you to choose CSP when cross-filing applications?

- a. Slider from [Not at all likely] to [Extremely likely]

Explanation of change: Old question pre-supposed permanent basis and USPTO is unsure about future status. Gauging reuse of the CSP is the focus of the question, rewording focuses on that topic.

Question 7

Old question 7: Do you believe that the First Action Interview (FAI) program is the appropriate vehicle for this process? Yes No - Please Explain No Opinion

New Question 4: How likely are you to recommend CSP to a colleague or to other clients?

- a. Slider from [Not at all likely] to [Extremely likely]

Explanation of change: First action interview no longer part of the CSP process. New question helps gauge customer satisfaction and marketing options (will word of mouth spread program etc).

Question 8

Old question 8: Did you have difficulties with any of the following? (check all that apply) The CSP petition process (please explain) Making the US claims "substantially correspond" to the JPO claims (please explain) Communication with the corresponding foreign representative (please explain) Other (please explain).

New question 5: Would you like to see CSP expanded to additional IP offices? [Radio buttons]

- a. Yes.
- b. No.

Explanation of change: Old question 8 covered in new question 2. Expansion of CSP is a future option, so we can use the feedback by the existing CSP participants on which additional IP offices can be potential future partners.

Question 6 (New)

New question 6: Are you interested in the USPTO providing virtual and/or in-person CSP instruction to your clients/firm?

- a. Yes.
- b. No

Explanation of change: USPTO is interested in expanding instructional options, and to see if an increased awareness of both the pilot requirements and the petition process will help increase use of the CSP.

Question 7 (New)

New question 7: Please provide any additional feedback you may have regarding CSP. [open text field]

Explanation of change: Added an option for respondents to include any thoughts not covered elsewhere in the survey.