



*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 - Tablet / Phone**

Thank you for visiting [www.uspto.gov](http://www.uspto.gov) and agreeing to take part in a brief survey about your experience.

Please take a few minutes to share your opinions, which are essential in helping us provide the best customer experience possible.

#### **Thank You Text - Tablet / Phone**

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

Model Name USPTO Browse V4  
 Model ID  
 Partitioned Yes - 2MQ  
 Date  
 Model Version 17.3.Y

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
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 Satisfaction - Overall	<b>Satisfaction</b> What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Recommend	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>recommend uspto.gov</b> to someone else?
2 Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.	17 Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1= Falls Short, 10=Exceeds)	20 Primary Resource	<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b> How likely are you to use uspto.gov as your <b>primary resource</b> for patent and trademark information over other information providers?
3 Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.	18 Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal mobile site</b> ? (1=Not Very Close, 10=Very Close)		
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.			21 Likely to Apply	<b>Likely to Apply (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>apply</b> for patent or trademark protections through USPTO in the future?
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 how <b>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 how well the site layout helps you find what you need.				
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 on the site 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> .				

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
			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			Y	Checkbox, one-up vertical		Prior Action
			Which of the following <b>best describes</b> you?	Paralegal Attorney Agent Inventor Entrepreneur/Small Business Owner Research Professional Librarian Journalist Teacher/Educator Student Vendor Job Seeker Marketing Professional Nonprofit Professional Engineer Other	A		Y	Radio button, one-up vertical	Mutually Exclusive Skip Logic Group  Randomize	Visitor Role
		A	Please describe your role.				N	Text area, no char limit	Anchor Answer Choice Skip Logic Group	Role Other
			Which of the following <b>best describes</b> your organization?	Law firm Small Business Corporation US Nonprofit Government College/University K-12 School General public International Business International Nongovernmental Organization (NGO) Not applicable Other	B		Y	Radio button, one-up vertical	Anchor Answer Choice Skip Logic Group  Randomize	Type of Organization
		A	Please describe your organization.		A		N	Text area, no char limit	Anchor Answer Choice Skip Logic Group	Organization Other
		B	Which level of government is your organization?	US Federal or Tribal Nation US state or territory US local Foreign intellectual property office Other foreign government			Y	Radio button, one-up vertical	Skip Logic Group*	Level of Government
			Please indicate your level of agreement with the following statements: This interaction increased my confidence in the USPTO.	1=Strongly disagree 2 3 4 5=Strongly agree			Y	Radio button, Scale, no don't know		Confidence
			My need was addressed.	1=Strongly disagree 2 3 4 5=Strongly agree			Y	Radio button, Scale, no don't know		Need Addressed
			It was easy to complete what I needed to do.	1=Strongly disagree 2 3 4 5=Strongly agree			Y	Radio button, Scale, no don't know		Easy to complete
			The information provided was clear.	1=Strongly disagree 2 3 4 5=Strongly agree			Y	Radio button, Scale, no don't know		Information clear
			It took a reasonable amount of time to do what I needed to do.	1=Strongly disagree 2 3 4 5=Strongly agree			Y	Radio button, Scale, no don't know		Reasonable time

		Are you planning to use your intellectual property to do business internationally?	Yes		Y	Radio button, one-up vertical		Do business internationally
			No					
			Don't know/maybe					
		In which country are you located?	United States		Y	Drop down, select one		Country
			Alghanistan					
			Albania					
			Algeria					
			Andorra					
			Angola					
			Antigua & Deps					
			Argentina					
			Armenia					
			Australia					
			Austria					
			Azerbaijan					
			Bahamas					
			Bahrain					
			Bangladesh					
			Barbados					
			Belarus					
			Belgium					
			Belize					
			Benin					
			Bhutan					
			Bolivia					
			Bosnia Herzegovina					
			Botswana					
			Brazil					
			Brunei					
			Bulgaria					
			Burkina					
			Burundi					
			Cambodia					
			Cameroon					
			Canada					
			Cape Verde					
			Central African Rep					
			Chad					
			Chile					
			China					
			Colombia					
			Comoros					
			Congo					
			Congo (Democratic Rep)					
			Costa Rica					
			Croatia					
			Cuba					
			Cyprus					
			Czech Republic					
			Denmark					
			Djibouti					
			Dominica					
			Dominican Republic					
			East Timor					
			Ecuador					
			Egypt					
			El Salvador					
			Equatorial Guinea					
			Eritrea					
			Estonia					
			Ethiopia					
			Fiji					
			Finland					
			France					
			Gabon					
			Gambia					
			Georgia					
			Germany					
			Ghana					
			Greece					
			Grenada					
			Guatemala					
			Guinea					
			Guinea-Bissau					
			Guyana					
			Haiti					
			Honduras					
			Hungary					
			Iceland					
			India					

Indonesia
Iran
Iraq
Ireland (Republic)
Israel
Italy
Ivory Coast
Jamaica
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Korea North
Korea South
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macedonia
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Marshall Islands
Mauritania
Mauritius
Mexico
Micronesia
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Myanmar, (Burma)
Namibia
Nauru
Nepal
Netherlands
New Zealand
Nicaragua
Niger
Nigeria
Norway
Oman
Pakistan
Palau
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Poland
Portugal
Qatar
Romania
Russian Federation
Rwanda
St Kitts & Nevis
St Lucia
Saint Vincent & the Grenadines
Samoa
San Marino
Sao Tome & Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore

			Slovakia						
			Slovenia						
			Solomon Islands						
			Somalia						
			South Africa						
			South Sudan						
			Spain						
			Sri Lanka						
			Sudan						
			Suriname						
			Swaziland						
			Sweden						
			Switzerland						
			Syria						
			Taiwan						
			Tajikistan						
			Tanzania						
			Thailand						
			Togo						
			Tonga						
			Trinidad & Tobago						
			Tunisia						
			Turkey						
			Turkmenistan						
			Tuvalu						
			Uganda						
			Ukraine						
			United Arab Emirates						
			United Kingdom						
			Uruguay						
			Uzbekistan						
			Vanuatu						
			Vatican City						
			Venezuela						
			Vietnam						
			Yemen						
			Zambia						
			Zimbabwe						
			How often do you visit this site?	First time		Y	Radio button, one up		Visit Frequency
				Daily					
				Weekly					
				Monthly					
				Once every few months					
				Once every 6 months or less					
			Which intellectual property type are you searching for today?	Patents	A	Y	Radio button, one up vertical	Skip Logic Group	Primary Reason
				Trademarks	A				
				Other	B				
		B	Which topic are you interested in today?	IP Law & Policy information		Y		Randomize	Other property type
				USPTO Careers					
				News & Events					
				Data Gathering & Accessing Reports					
				Other	C			Anchor Answer Choice	
		C	Please specify your reason for visiting today.			N	Text field, <100 char	Skip Logic Group	Reason Other
		A	Where are you with the patent or trademark application process?	Searching for existing patents or trademarks		Y	Radio button, one up vertical	Skip Logic Group	Application process
				I have submitted an application	A1				
				I need clarification about the process before submitting an application					
				Still deciding if I need or want to file an application	A2				
				I need to maintain an existing patent or trademark	A3				
				Not applicable					
				Other	A4			Mutually exclusive	
		A4	Please specify where you are with the patent or trademark application process.			N	Text field, <100 char	Skip Logic Group	Application process
		A1	Now that you've submitted an application, which step do you need to complete next?	Check application status	A5	Y	Radio button, one up vertical	Skip Logic Group	Submitted_Next Step
				Obtain information about a pre-examination notice					
				Pay fees					
				Respond to an office action					
				Petition					
				Appeal a decision					
				Contact my examiner					
				Get assistance with my filing					
				Other	A6				
		A5	How many total applications have you submitted to the USPTO?	1		Y	Radio button, one up vertical	Skip Logic Group	Number of applications
				2					
				3 to 5					
				6 to 10					
				11 to 20					
				21 to 50					
				More than 50					

	A6	Please specify your reason for visiting today.				N	Text field, <100 char	Skip Logic Group	Submitted_Reason
	A2	Which of the following questions are factors in deciding if you need or want to file an application?	How much does it cost? How long will it take? Do I need an attorney? What does a patent or trademark actually protect? Where do I start? How long does it last? Other	A7		N	Checkbox, one-up vertical	Skip Logic Group	Deciding factors_next step
	A7	Please specify the other factors				N	Text field, <100 char		Other Deciding factors_OE
	A3	Which maintenance step do you need to complete next?	Obtain general information about keeping a patent or trademark active Determine when my patent or trademark expires Calculate my maintenance fees Download forms Pay fees Reinstate or revive an expired patent or trademark Transfer ownership Learn about patent or trademark litigation Other	A8		Y	Radio button, one up vertical	Skip Logic Group	Maintaining_Next Step
	A8	Please specify your reason for visiting today.				N	Text field, <100 char	Skip Logic Group	Maintaining_Next step OE
		Did you accomplish what you wanted to do today on this site?	Yes No Partially	A9 A9		Y	Radio button, one-up vertical	Skip Logic Group	Accomplish
	A9	Please tell us why you were unable to accomplish your task today. (Select all that apply)	Did not know where to look for information Technical difficulties Did not understand the process necessary to complete my task Website content was unclear I'm in the process but I can't take further action online Other	A10		Y	Checkbox, one-up vertical	Skip Logic Group Randomize Anchor Answer Choice	Task Difficulty
	A10	Please tell us why you were unable to accomplish your task today.				N	Text area, no char limit	Skip Logic Group	OE:Task Difficulty
		Please tell us about your experience with the website search today. (Select all that apply)	I did not use the website 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):	A A A A A A A A,B		N	Checkbox, one-up vertical	Mutually Exclusive AND Anchor Mutually Exclusive AND Anchor Skip Logic Group Randomize Anchor Answer Choice	Search Box Experience
	B	Please specify your other search box issue.				N	Text area, no char limit	Skip Logic Group	Other Search Issue
	A	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			N	Radio button, one-up vertical	Skip Logic Group	Navigate First?
		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 Links/labels are difficult to understand 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:	A		N	Checkbox, one-up vertical	Mutually Exclusive AND Anchor Skip Logic Group randomize Anchor Answer Choice	Site Navigation
	A	Please specify your other navigation difficulty.				N	Text area, no char limit	Other navigation diff	Other Navigation
		Please share any additional details that describe how your experience on the USPTO site today could have been improved.				N	Text area, no char limit		Improvements