



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!

Model Name MyUSPTO Desktop Informational
 Model ID Qcssx109ttBcABRNYNoVNg4C
 Partitioned Yes - 2MQ
 Date
 Model Version 17.3.Y

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



Label	Element Questions
	Site Performance (1=Poor, 10=Excellent, Don't Know)
1 Site Performance - Speed	Please rate the speed that pages and content loaded for you.
2 Site Performance - Completeness	Please rate the consistency of complete loading of pages and content.
3 Site Performance - Responsiveness	Please rate the responsiveness of the pages to your actions.
	Look and Feel (1=Poor, 10=Excellent, Don't Know)
4 Look and Feel - Appeal	Please rate the visual appeal of the pages that you visited.
5 Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.
6 Look and Feel - Readability	Please rate the legibility of the pages that you visited.
	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.

Label	Satisfaction Questions
	Satisfaction
13 Satisfaction - Overall	What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>
14 Satisfaction - Expectations	How well does this site meet your expectations ? <i>(1=Falls Short, 10=Exceeds)</i>
15 Satisfaction - Ideal	How does this site compare to an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>

Label	Future Behaviors
	Brand Confidence (1=Not At All Confident, 10=Very Confident)
16 Brand Confidence	Please rate your level of confidence in the data provided within the widgets on my.uspto.gov.
	Return (1=Very Unlikely, 10=Very Likely)
17 Return	How likely are you to use the widgets on my.uspto.gov in the future?
	Recommend (NPS) (1=Very Unlikely, 10=Very Likely)
18 Recommend	How likely are you to recommend my.uspto.gov to a peer or colleague?
	Primary Resource (1=Very Unlikely, 10=Very Likely)
19 Primary Resource	How likely are you to use my.uspto.gov as your primary resource for obtaining information on patents and trademarks

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
ALK0291713	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 Anchor Answer Choice Anchor Answer Choice	Primary Reason
ALK0291714	primary_reason_govt	A	What specifically did you come to the site to do?	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 Other		Y	Radio button, one-up vertical	Skip Logic Group* Randomize	Primary Reason_Patents
ALK0291715	primary_reason_govt	B	What specifically did you come to the site to do?	Get status information on trademarks Pay a trademark fee Find a trademark form View trademark alerts File a trademark Find TMOG updates Other		Y	Radio button, one-up vertical	Skip Logic Group* Randomize	Primary Reason_Trademarks
ALK0291717	primary_reason_govt	C	What specifically did you come to the site to do?	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	Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Primary Reason_Both
ALK0291747	primary_reason_other	E	Please specify the other reason for your visit.			N	Text field, <100 char	Skip Logic Group*	Primary Reason - Both_Other
ALK0291748	primary_reason_other	D	Please specify the other reason for your visit.			N	Text field, <100 char	Skip Logic Group*	Primary Reason - Other
BRO0295969	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		Y	Drop down, select one		Role
BRO0296007	US_Commerce_USPTO_MyUSPTO_Desktop_Informational_Rate_Confidence		Please rate your level of agreement with the following statements: This interaction increased my confidence in the USPTO.	1 = Strongly Disagree 2 3 4 5 6 7 8 9 10 = Strongly Agree		Y	Radio button, scale, no don't know		Rate - Confidence
BRO0296008	US_Commerce_USPTO_MyUSPTO_Desktop_Informational_Rate_Need_Addressed		My need was addressed.	1 = Strongly Disagree 2 3 4		Y	Radio button, scale, no don't know		Rate - Need Addressed

				5				
				6				
				7				
				8				
				9				
BRO0296027	US_Commerce_USPTO_MyUSPTO_Desktop_Informational_Rate_Ease	It was easy to complete what I needed to do.	10 = Strongly Agree 1 = Strongly Disagree			Y	Radio button, scale, no don't know	Rate - Ease
				2				
				3				
				4				
				5				
				6				
				7				
				8				
				9				
BRO0296047	US_Commerce_USPTO_MyUSPTO_Desktop_Informational_Rate_Clarity	The information provided was clear.	10 = Strongly Agree 1 = Strongly Disagree			Y	Radio button, scale, no don't know	Rate - Clarity
				2				
				3				
				4				
				5				
				6				
				7				
				8				
				9				
BRO0296067	US_Commerce_USPTO_MyUSPTO_Desktop_Informational_Rate_Time_to_Complete	It took a reasonable amount of time to do what I needed to do.	10 = Strongly Agree 1 = Strongly Disagree			Y	Radio button, scale, no don't know	Rate - Time to Complete
				2				
				3				
				4				
				5				
				6				
				7				
				8				
				9				
JHR8309Q013	fs_visit_frequency	How often do you visit this site?	10 = Strongly Agree This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often			Y	Drop down, select one	Visit Frequency
JHR8309Q017	fs_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