

## Facilitator Guide – Focus Group

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While waiting for everyone to arrive, have the participants fill out the background information form if they have not done so already. Additional time can be given at the end.  
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Thanks for agreeing to be part of the focus group. We appreciate your willingness to participate.

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Facilitator and assistant facilitator (if present) will introduce themselves.  
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The reason we are having these focus groups is to find out\_\_\_\_\_.  
We need your input and want you to share your honest and open thoughts with us.

I want to first mention some ground rules:

**1. WE WANT YOU TO DO THE TALKING.**

We would like everyone to participate.

I may call on you if I haven't heard from you in a while.

**2. THERE ARE NO RIGHT OR WRONG ANSWERS**

Every person's experiences and opinions are important.

Speak up whether you agree or disagree.

We want to hear a wide range of opinions.

**3. WHAT IS SAID IN THIS ROOM STAYS HERE**

We want folks to feel comfortable sharing when sensitive issues come up.

**4. WE WILL BE RECORDING THE GROUP**

We want to make sure to capture everything you have to say.

We don't identify anyone by name in our report. You will remain anonymous.

**IF THERE ARE OTHERS PRESENT IN OBSERVATION ROOM:**

Also, there are a few people observing this session in another room. (They can't see us, just the screen.)

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Have the participants sign the audio and video recording consent form  
Begin the focus group discussion topics  
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Discussion (see questions below)

Thank you for your feedback today, it is much appreciated. Before you go, would you be interested in participating in another feedback session at a later date?

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Stop the recorder and save the file. Thank participants for their time  
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### **Focus group discussion topics**

While there may be variations in the discussion questions due to the user activities being discussed each week, the following list provides examples for the facilitator -

- How do you currently use the applications available through USPTO in your day to day work?
- How do you think your workflow would change if you had to submit applications in an alternate form?
- Describe an activity in the current process that you believe is unnecessarily complex.
- Describe a part of the current process that you believe is most susceptible to your making mistakes.
- What tips would you provide to someone just starting in your office regarding the use of USPTO applications?
- What do you think was the most useful comment brought up during discussion?
- Are there any comments or observations about the topic we have been discussing that no one has brought up that you believe are important to mention?

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