**This instrument is covered by the Paperwork Reduction Act of 1995**

**OMB Control No. 0651-0088 (exp. 09/30/2028)**

**Estimated time to complete: 4 minutes**

**Your participation is voluntary and there are no effects for choosing not to participate.**

**Do not include any personal information on this survey including name, email address, phone number, etc.**

**A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995, unless the information collection has a currently valid OMB Control Number. Response to this information collection is voluntary; however, it allows the USPTO to analyze the overall effectiveness of the program. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the Chief Administrative Officer, United States Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 or email InformationCollection@uspto.gov.**

**USPTO Website Survey**

**Overall, how satisfied are you with your experience visiting www.uspto.gov today?**

* Very satisfied
* Satisfied
* Neither satisfied nor dissatisfied
* Dissatisfied
* Very dissatisfied

Please indicate your level of agreement with the following statement:

**I trust USPTO to grant patents and register trademarks in accordance with U.S. laws and regulations.**

* Strongly agree
* Agree
* Neither agree nor disagree
* Disagree
* Strongly disagree

*Display this question:*

*If Trust valence = Positive*

*Or Trust valence = Null*

**Which of the following was true of your experience when visiting www.uspto.gov today?**

**Choose all that apply:**

1. It took a reasonable amount of time to do what I needed to do
2. I was able to do what I needed to do
3. I understood what steps I needed to take to do what I needed to do
4. It was easy to complete what I needed to do
5. None of the above

*Display this question:*

*If Trust valence = Negative*

**Which of the following was true of your experience with when visting www.uspto.gov?**

**Choose all that apply:**

1. It took too long to do what I needed to do
2. I could not do what I needed to do
3. It was not clear what I needed to do
4. It was hard to do what I needed to do
5. None of the above

**How could we improve your experience when visiting www.uspto.gov?**

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**What was the purpose of your visit to www.uspto.gov today?**

**Choose all that apply:**

1. Gather information
2. Search for existing patents or trademarks
3. Apply for a patent or to register a trademark
4. Check the status of an application
5. Respond to an office action
6. Maintain an existing patent or trademark
7. Pay fees
8. File an appeal or petition
9. Access reports or data
10. Search for a job
11. Find and/or register for events
12. Other

**Was your visit to www.uspto.gov related to patents, trademarks, both, or something else?**

* Patents
* Trademarks
* Both patents and trademarks
* Something else

**Were you able to complete what you wanted to do today on www.uspto.gov?**

* Yes
* No
* Partially

*Display this question:*

*If Response = N0*

*Or*

*If Response = Partially*

**Please describe why:**

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**In the past 12 months, about how often have you visited www.uspto.gov?**

* First time
* Daily
* Weekly
* Monthly
* Once every few months
* Once every 6 months or less often

**How many patent or trademark applications have you filed with USPTO?**

* 0
* 1
* 2
* 3 to 5
* 6 to 10
* 11 to 49
* 50 or more

**Which of the following best describes you when visiting** [**www.uspto.gov**](http://www.uspto.gov) **today?**

* Patent attorney
* Trademark attorney
* Copyright attorney
* Paralegal or legal assistant
* Attorney not specializing in intellectual property
* Business owner
* Entrepreneur
* Engineer
* Inventor
* Intellectual property agent
* Artist/designer
* Researcher
* Office or administrative support staff
* Educator
* Student
* Other

*Display this question:*

*If “How many patent or trademark application(s) have you filed?” = 1 or higher number is selected (e.g.,*

*“I have not submitted any applications to USPTO”* ***is not selected)***

***AND***

*If the website visitor role does not = Patent attorney, Trademark attorney, Copyright attorney, Attorney not specializing in intellectual property, Paralegal or legal assistant*

**In your most recent application for a patent or to register a trademark, did an attorney or agent represent you before USPTO?**

* Yes, an attorney or agent filed my application on my behalf
* No, I filed my application on my own

**Which of the following best describes your organization?**

* Law firm
* Small business or startup
* Business (other than small business)
* Nonprofit or NGO
* Primary or secondary (K-12) school
* College or university
* U.S. federal government
* U.S. state, local, tribal, or territorial government
* Foreign government
* Individual
* Other

*Display this question:*

*If Which of the following best describes your organization? = Small business or startup*

*Or Which of the following best describes your organization? = Business (other than small business)*

*Or Which of the following best describes your organization? = Law firm*

**What is your organization’s legal entity type?**

* Sole proprietorship
* Limited liability corporation (LLC)
* Limited liability partnership (LLP)
* Corporation
* Other

*Display this question:*

*If Was your visit to www.uspto.gov related to patents, trademarks or something else? = Patents*

*Or Was your visit to www.uspto.gov related to patents, trademarks or something else? = Trademarks*

*Or Was your visit to www.uspto.gov related to patents, trademarks or something else? = Both patents and trademarks*

**What is your level of expertise in {the respondent’s selected choice: Patents, Trademarks, Both patents and trademarks}?**

* Novice
* Intermediate
* Expert