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Do not include any personal information on
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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:

- ☐ It took a reasonable amount of time to do what I needed to do
- ☐ I was able to do what I needed to do
- ☐ I understood what steps I needed to take to do what I needed to do
- ☐ It was easy to complete what I needed to do
- ☐ 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:

- ☐ It took too long to do what I needed to do
- ☐ I could not do what I needed to do
- ☐ It was not clear what I needed to do
- ☐ It was hard to do what I needed to do
- ☐ None of the above

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

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

Choose all that apply:

- ☐ Gather information
- ☐ Search for existing patents or trademarks
- ☐ Apply for a patent or to register a trademark
- ☐ Check the status of an application
- ☐ Respond to an office action
- ☐ Maintain an existing patent or trademark
- ☐ Pay fees
- ☐ File an appeal or petition

- ☐ Access reports or data
- ☐ Search for a job
- ☐ Find and/or register for events
- ☐ 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 = NO

Or

If Response = Partially

Please describe why:

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 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