

Welcome and Thank You Text

Welcome Text

Thank you for visiting our site. 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.

Welcome Text - Alternate

Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.

Thank You Text - Alternate

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



Customer Satisfaction Survey

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

Cancel

Submit

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Model Name	USPTO Mobile v3	Red & Strike-Through: Delete	
Model ID	d5xApd9MsVlwYB4AcZJwlg4C	Underlined & Italicized: Re-order	
Partitioned	2MQ	Pink: Addition	
Date	3/1/2016	Blue: Reword	

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1	Look and Feel - Appeal Please rate the visual appeal of this mobile site.	16	Satisfaction - Overall What is your overall satisfaction with this mobile site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to uspto.gov mobile site ?
2	Look and Feel - Balance Please rate the balance of graphics and text on this mobile site.	17	Satisfaction - Expectations How well does this mobile site meet your expectations ? <i>(1= Falls Short, 10=Exceeds)</i>		Recommend (1=Very Unlikely, 10=Very Likely)
3	Look and Feel - Readability Please rate the readability of the pages on this mobile site.	18	Satisfaction - Ideal How does this mobile site compare to your idea of an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	20	Recommend How likely are you to recommend uspto.gov to someone else ?
4	Site Performance - Loading Please rate how quickly pages load on this mobile site.			21	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use uspto.gov as your primary resource for patent and trademark information and services ?
5	Site Performance - Consistency Please rate the consistency of speed from page to page on this mobile site.				Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
6	Site Performance - Completeness Please rate how completely the page content loads on this mobile site.			22	Use Web Channel Over Others How likely are you to use uspto.gov rather than seeking information from other USPTO channels (e.g., call center, email) ?
7	Navigation - Organized Please rate how well this mobile site is organized .			23	Call (1=Very Unlikely, 10=Very Likely) How likely are you to call USPTO regarding the information you looked for online today ?
8	Navigation - Options Please rate the options available for navigating this mobile site.				
9	Navigation - Layout Please rate how well the mobile site layout helps you find what you need .				
10	Information Browsing - Sort Please rate the ability to sort information by criteria that are important to you on this mobile site.				
11	Information Browsing - Narrow Please rate the ability to narrow choices to find the information you are looking for on this mobile site.				
12	Information Browsing - Features Please rate how well the features on the mobile site help you find the information you need .				
13	Site Information - Thoroughness Please rate the thoroughness of information on this mobile site.				
14	Site Information - Understandable Please rate how understandable information is on this mobile site.				
15	Site Information - Answers Please rate how well the information provides answers to your questions .				

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 Model ID d5xApd9MsVivYB4AcZJwlg4C
 Partitioned 2MQ
 Date 3/1/2016

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Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
KMJ6590Q001			Did you do any of the following prior to your visit today? (Select all that apply)	Visited uspto.gov on my computer Contacted a USPTO call center None of the above		Y	Checkbox, one-up vertical	Mutually Exclusive	Prior Action
KMJ6590Q002	Role		Which of the following best describes you?	Paralegal Attorney Agent Inventor Entrepreneur/Business Professional Research Professional Librarian/Information Professional Journalist Teacher/Educator Student Marketing Professional Non-Profit Professional Vendor Job Seeker Engineer Other		Y	Radio button, one-up vertical	Skip Logic Group*	Role
KMJ6590Q003		LL	Please describe your role.			N	Text area, no char limit	Skip Logic Group*	OE: Accomplish
	NEW		Please rate your level of agreement with the following statements. Select 1 for strongly disagree and 10 for strongly agree.	This interaction increased my confidence in the USPTO. My need was addressed. It was easy to complete what I needed to do. The information provided was clear. It took a reasonable amount of time to do what I needed to do.	1 2 3 4 5 6 7 8 9 10	Y	Radio button, one-up vertical		
KMJ6590Q004	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Radio button, one-up vertical		Visit Frequency
KMJ6590Q005	Primary Reason		What category best describes your primary reason for visiting the site today from your mobile device?	Patents Trademarks IP Law & Policy information USPTO Careers News & Events Other	A A RR	Y	Radio button, one-up vertical	Skip Logic Group Randomize Anchor Answer Choice	Primary Reason
KMJ6590Q006		RR	Please specify your reason for visiting today.			N	Text area, no char limit	Skip Logic Group	Reason Other
KMJ6590Q007		A	Where are you with the patent or trademark application process?	I have submitted an application I need clarification about the process before submitting an application Still deciding if I need or want to file an application I do not need to file an application I need to maintain an existing patent or trademark Other	1 2 3 3 4 D	Y	Radio button, one-up vertical	Skip Logic Group*	Application Process
KMJ6590Q008		D	Please specify where you are with the patent or trademark application process.			N	Text field, <100 char	Skip Logic Group*	OE_Application Process
KMJ6590Q009		1	What is your primary reason for visiting the site today? To...	Check application status Search for existing patents or trademarks Pay fees Obtain information about a pre-examination notice Other		Y	Radio button, one-up vertical	Skip Logic Group*	Submitted_Reason
KMJ6590Q010		1.1	Please specify your reason for visiting today.			N	Text field, <100 char	Skip Logic Group*	OE_Submitted_Reason
KMJ6590Q011		2	What is your primary reason for visiting the site today?	General questions about filing an application (e.g., process, fees) Examination policy and procedure Term adjustments General information about patents/trademarks International inquiries Other		Y	Radio button, one-up vertical	Skip Logic Group*	Clarification_Reason
KMJ6590Q012		2.1	Please specify your reason for visiting today.			N	Text field, <100 char	Skip Logic Group*	OE_Clarification_Reason

KMJ6590Q013		3	What was your primary reason for visiting the site today?			N	Text field, <100 char	Skip Logic Group*	General Reason
KMJ6590Q014		4	What is your primary reason for visiting the site today? To...	Obtain general information about keeping a patent or trademark active Learn about patent or trademark litigation Transfer ownership Download forms Pay fees Other		Y	Radio button, one-up vertical	Skip Logic Group*	Maintaining_Reason
KMJ6590Q015		4.1	Please specify your reason for visiting today.			N	Text field, <100 char	Skip Logic Group*	OE_Maintaining_Reason
KMJ6590Q016	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
KMJ6590Q017		QQ	Please tell us why you were unable to accomplish your task today. (Select all that apply)	Terminology is difficult to understand Did not know where to look for information Technical difficulties Did not understand the process necessary to complete my task Website content was not written clearly In progress Other	QQ,P UU	Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Task Difficulty
KMJ6590Q018		UU	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE:Task Difficulty
KMJ6590Q019		P	Do you intend to contact the USPTO call center to get information that you couldn't find on the USPTO website?	Yes No Undecided		Y	Radio button, one-up vertical	Skip Logic Group*	USPTO Support Centers
KMJ6590Q020		V	Why don't you intend to contact the USPTO call center?			N	Text area, no char limit	Skip Logic Group*	OE:USPTO Support Centers
KMJ6590Q021			Please tell us about your experience with the site-wide search box feature today. (Select all that apply)	I did not use the site-wide 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	Z Z Z Z Z Z Z Z	N	Checkbox, one-up vertical	Mutually Exclusive Mutually Exclusive Skip Logic Group* Randomize Anchor Answer Choice	Search Box Experience
KMJ6590Q022		Z	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	Drop down, select one	Skip Logic Group	Navigate First?
KMJ6590Q023			Do you have any other comments or suggestions regarding mobile access to uspto.gov?			N	Text area, no char limit		OE: Mobile Improvements