



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: Rerword



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? (1=Very Dissatisfied, 10=Very Satisfied)
14 Satisfaction - Expectations	How well does this site meet your expectations ? (1= Falls Short, 10=Exceeds)
15 Satisfaction - Ideal	How does this site compare to an ideal website ? (1=Not Very Close, 10=Very Close)

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

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