

Airborne Science Customer Feedback

The Airborne Science Program is always looking for ways to improve the quality of its services. Please answer the following questions. Your comments and suggestions are especially important to us and will be used to improve our processes.

This information collection meets the requirements of 44 U.S.C. 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 2700-0153 and expires on 06/30/2014.

We estimate that it will take 15 minutes to read the instructions, gather the facts, and answer the questions.

Send comments relating to our time estimate to: Marilyn.Vasques@nasa.gov

Name

(Optional)

Mission

Provided with email invitation to survey

Log Number

Aircraft

Mission Start Date

Month

Day

Year

(opens popup calendar)

Mission End Date

Month

Day

Year

(opens popup calendar)

Payload configuration

Payload configuration is usually stated as MACPEX payload or OIB configuration and can be found in the flight reports.

Total Flights

Total Hours

Mission Role

- None -

(Pulldown lists: Principal Investigators, Instrument Scientists, Program Managers, Project Managers, Platform Scientists, Flight Crew, Ground Crew, Platform Managers, Modelers, Engineers, Technicians, Students and Other)

0 - Not Applicable 1 - Poor 2 - Fair 3 - Good 4 - Very Good 5 - Excellent

Flight Request Questions

How would you rate the Science Operations Flight Request System (SOFRS) and instructions regarding the use of the system?

○ ○ ○ ○ ○ ○

Comments:

How would you rate the timeliness and effectiveness in the processing of your flight request?

○ ○ ○ ○ ○ ○

0 - Not Applicable 1 - Poor 2 - Fair 3 - Good 4 - Very Good 5 - Excellent

Comments:

Aircraft Provider Questions

How would evaluate communications with the aircraft provider during the planning stages?

Comments:

How satisfied were you with references and advice provided to aid you in payload design, and integration?

Comments:

How satisfied were you with the timeliness and quality of installation and the engineering support provided?

Comments:

How satisfied were you with the overall process of payload integration and test flights?

Comments:

How would you rate the aircraft provider, flight crew and staff in responsiveness and professionalism?

Comments:

How well did the aircraft maintenance status permit timely mission departures and completions (do not consider project equipment or operational delays)?

0 - Not Applicable 1 - Poor 2 - Fair 3 - Good 4 - Very Good 5 - Excellent

Comments:

How would you rate our overall approach to safety?

Comments:

How would you evaluate our aircraft pricing, accounting, costing and scheduling?

Comments:

Mission Management Questions

How satisfied were you with the daily mission support provided (Mission Manager, ESPO)?

Comments:

How satisfied were you with the facilities and logistics support provided?

Comments:

How well did the Mission Tools Suite work for mission tracking work?

Comments:

How well were your mission objectives met?

Comments:

0 - Not Applicable 1 - Poor 2 - Fair 3 - Good 4 - Very Good 5 - Excellent

Are there any areas where we can improve our system or processes?

Comments:

Other Comments