

Model Instance Name:
FAA Public Site V2 (May 2011)

MID: wJB1hFAAEF4UpZsAkJUQYg==

Date: NEW

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p>	<p>Satisfaction</p>	<p>Likelihood to Return (1=Very Unlikely, 10=Very Likely)</p>
<p>1 Please rate the usefulness of the services provided on this site.</p>	<p>21 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>24 How likely are you to return to this site?</p>
<p>2 Please rate the convenience of the services on this site.</p>	<p>22 How well does this site meet your expectations? (1= Falls Short, 10=Exceeds)</p>	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p>
<p>3 Please rate the ability to accomplish what you wanted to on this site.</p>	<p>23 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>25 How likely are you to recommend this site to someone else?</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p>		
<p>4 Please rate the ease of reading this site.</p>		
<p>5 Please rate the clarity of site organization.</p>		
<p>6 Please rate the clean layout of this site.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		
<p>7 Please rate the degree to which the number of steps to get where you want is acceptable.</p>		
<p>8 Please rate the ability to find information you want on this site.</p>		
<p>9 Please rate the clarity of site map/directory.</p>		
<p>10 Please rate the ease of navigation on this site.</p>		
<p>Search (1=Poor, 10=Excellent, Don't Know)</p>		
<p>11 Please rate the usefulness of search results on this site.</p>		
<p>12 Please rate how this site provides comprehensive search results.</p>		
<p>13 Please rate the organization of search results on this site.</p>		
<p>14 Please rate how the search feature helps you to narrow the results to find the information you want.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		
<p>15 Please rate the speed of loading the page on this site.</p>		
<p>16 Please rate the consistency of speed on this site.</p>		
<p>17 Please rate the reliability of site performance on this site.</p>		
<p>Content (1=Poor, 10=Excellent, Don't Know)</p>		
<p>18 Please rate the accuracy of information on this site.</p>		
<p>19 Please rate the quality of information on this site.</p>		
<p>20 Please rate the freshness of content on this site.</p>		

Model Instance Name:

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MID: wJBlhFAAEF4UpZsAkJUQYg==

Date:

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

FAA Public Site V2 (May 2011) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CWS07119		Were you able to complete your main task on FAA.gov?	Yes No	A, B D	Radio button, one-up vertical	Single
CWS07120	A	Please rate how easy it was to complete your task on FAA.gov.	1 = Very Difficult 2 3 4 5 6 7 8 9 10 = Very Easy		Radio button, scale, no don't know	Single
CWS07121	B	Completed task comments:			Text area, no char limit	Single
CWS07122	D	What prevented you from completing your task?			Text area, no char limit	Single



Required Y/N	Special Instructions
Y	Skip Logic Group
Y	
N	
N	

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FAA Public Site V2 (May 2011) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
CWS07119		Were you able to complete your main task on FAA.gov?	CWS07119A001	Yes	A, B D	Radio button, one-up vertical
			CWS07119A002	No		
CWS07120	A	Please rate how easy it was to complete your task on FAA.gov.	CWS07120A001	1 = Very Difficult		Radio button, scale, no don't know
			CWS07120A002	2		
			CWS07120A003	3		
			CWS07120A004	4		
			CWS07120A005	5		
			CWS07120A006	6		
			CWS07120A007	7		
			CWS07120A008	8		
			CWS07120A009	9		
			CWS07120A010	10 = Very Easy		
CWS07121	B	Completed task comments:				Text area, no char limit
CWS07122	D	What prevented you from completing your task?				Text area, no char limit

Single or Multi	Required Y/N	Special Instructions
Single	Y	Skip Logic Group
Single	Y	
Single	N	
Single	N	

Types

Text field, <100 char

Text area, no char limit

Drop down, select one

Radio button, one-up vertical

Radio button, two-up vertical

Radio button, three-up vertical

Radio button, scale, has don't know

Radio button, scale, no don't know

Checkbox, one-up vertical

Checkbox, two-up vertical

Checkbox, three-up vertical

Instructions

Randomize

Shared

OPS Group

Matrix Group

Rank Group

Comparative Matrix Group

Skip Logic Group


Multiple Lists Group

New List - March 1, 2013

Pilot (all types, including student pilots)
Mechanic/repair station staff
Airport operator/employee
Aviation enthusiast/hobbyist
General public/passenger
Engineer
Government employee (non-FAA)
Instructor/teacher/trainer **
Quality assurance professional
Researcher
Student
Other aviation industry professional
Other (plus text entry box)

Role - Mozilla Firefox

http://survey.foreseeresults.com/survey/FaaPrimary.html

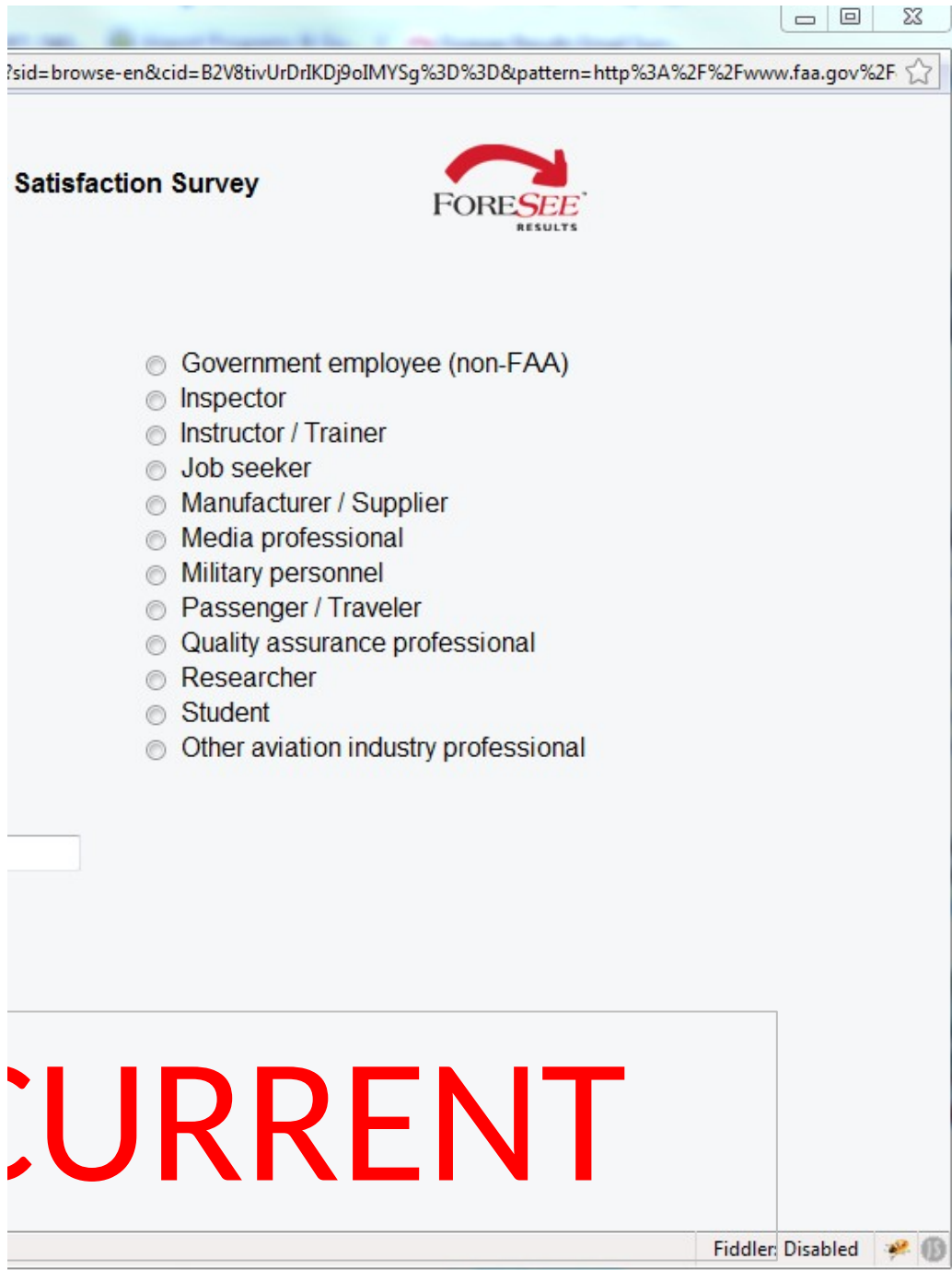


FAA Customer

Are you primarily a...

- Pilot (all types, including student pilots)
- Mechanic / Repair station staff
- Air Traffic Controller
- Airline operator / employee
- Airport staff person
- AME or medical staff person
- Analyst
- Attorney / Legal professional
- Contractor / Consultant
- Designee (DAR, DPE, DER, DME, etc.)
- Dispatcher
- Engineer
- FAA employee
- Foreign aviation authority
- Other :

Done



Satisfaction Survey



- Government employee (non-FAA)
- Inspector
- Instructor / Trainer
- Job seeker
- Manufacturer / Supplier
- Media professional
- Military personnel
- Passenger / Traveler
- Quality assurance professional
- Researcher
- Student
- Other aviation industry professional

CURRENT

New List - March 1, 2013

Aircraft Registration & N-Numbers

Register an aircraft or update a registration
N-Numbers - Change, reserve, or review registration numbers

Licenses/Certificates

Get a license or certificate
Change license or certificate information
Replace a license or certificate

Documents

Find aeronautical charts, procedures, or diagrams
Find a form
Find a handbook, guide, or manual
Find training materials
Review ACs (Advisory Circulars)
Find ADs (Airworthiness Directives)

Data

Look up Accident & Incidents reports and statistics
Search aircraft data
Search airmen data

Regulations

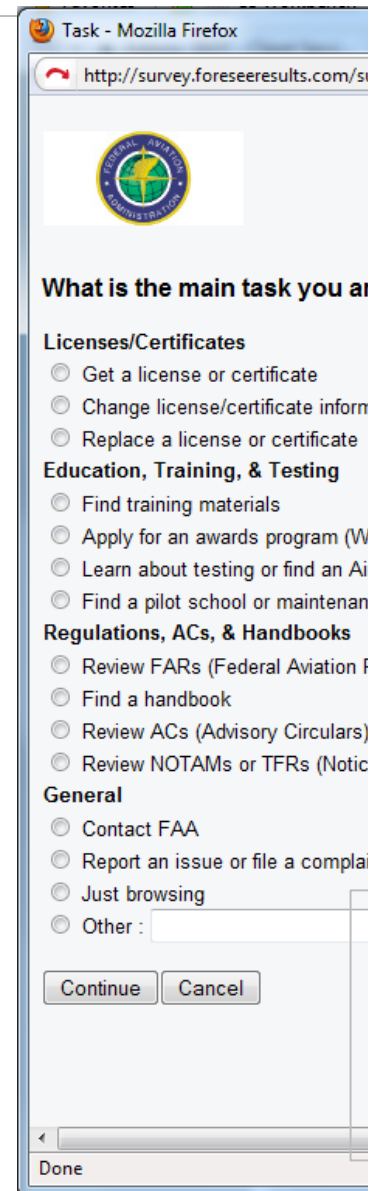
Review FARs (Federal Aviation Regulations)
Review NOTAMS or TFRs (Notices to Airmen; Temp Flight Restrictions)

NextGen

Understand what NextGen is
Review NextGen programs/progress
Research NextGen programs/progress


General

Find a person or office
Just Browsing
Other (with text field for description)



Task - Mozilla Firefox

http://survey.foreseeresults.com/s



What is the main task you are

Licenses/Certificates

- Get a license or certificate
- Change license/certificate inform
- Replace a license or certificate

Education, Training, & Testing

- Find training materials
- Apply for an awards program (W
- Learn about testing or find an Ai
- Find a pilot school or maintenanc

Regulations, ACs, & Handbooks

- Review FARs (Federal Aviation F
- Find a handbook
- Review ACs (Advisory Circulars)
- Review NOTAMS or TFRs (Notic

General


- Contact FAA
- Report an issue or file a complai
- Just browsing
- Other :

Continue Cancel

Done

urvey/FAATasks.html?sid=browse-en&cid=B2V8tivUrDrIKDj9oIMYSg%3D%3D&pattern=http%3A%2F%2Fwww.faa.gov%2F&

FAA Customer Satisfaction Survey



re trying to accomplish today? (Select one option)

nation

Medical certification for pilots

- Get or replace a medical certificate
- Find an AME (Aviation Medical Examiner)

Accidents, Safety, & Repairs

- Look up Accident & Incident reports and statistics
- Review ADs, SAIBs, or other Aircraft Safety Alerts
- Review STCs (Supplemental Type Certificates)
- Attend a safety seminar

Aircraft registration & N-numbers

- Register an aircraft (or update aircraft registration)
- N-numbers – Change, reserve, or review registration numbers

Find or search

- Find a form (8710, 337, 8130-3, etc.)
- Find a FSDO or other office (MIDO, ACO, IFO, etc.)
- Search aircraft data
- Search airmen data
- Find a designee or examiner
- Find a job at FAA

INGS, Charles Taylor, etc.)

irmen Knowledge Testing Center

ice school

Regulations)

es to Airmen; Temp. Flight Restrictions)

int

CURRENT

Fiddler: Disabled