

FAA
Office of Civil Rights

Customer Survey

Office of Civil Rights - Equal Opportunity and Equal Employment Services:

Service Areas/Technical Center (Internal Equal Employment Program) – Complaint Inquiries/Intake, Consultation, Counseling, Alternate Dispute Resolution, Legal Findings/Settlements, Reasonable Accommodation, Outreach, Training and Special Emphasis

National External Operations Programs – Consultations, Technical Assistance, Training, Counseling, Investigations, Adjudications, Dispute Resolution, Grants, Contracts and Compliance Reviews

National Policy and Compliance Program – Congressional Inquiries, Complaint Reconsideration, Policy Writing and Adherence, Training, Outreach and Special Emphasis

Executive Resource Management – Administration, Finance and Personnel Management

1. Type of Organization:

- FAA
- Federal
- State, Local, Tribal Government

2. Please choose your role:

- Executive
- Manager
- Staff Member
- Other

Federal Aviation Administration (FAA) Office of Civil Rights - Customer Survey

Services

Please express your agreement or disagreement with each of the statements by selecting from the following.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

3. I understand the equal opportunity and equal employment services provided by the FAA Office of Civil Rights.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

4. Civil Rights specialists are available to provide support to my organization when needed.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

5. Civil Rights Team Lead specialists are available to make day to day decisions and address concerns when needed.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

6. Civil Rights specialists provide technical assistance in understanding the EEO laws, regulations and policies.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

7. Civil Rights specialists provide training to my organization on EEO laws, regulations and policies.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

8. Reference question #7, the training provided is applied within my organization.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

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Communication

9. FAA Office of Civil Rights has effective customer feedback methods.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

10. Reference question #9, customer feedback is used to improve services provided.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

11. FAA Office of Civil Rights communicates changes to policies and directives in a timely manner.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

12. Communications with my organization have positively influenced the services received from the FAA Office of Civil Rights.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

13. FAA Office of Civil Rights responds to voicemail/email messages from my organization within a timely manner.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

Collaboration

14. FAA Office of Civil Rights collaborates with my organization at the management team level.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

15. Reference question #14, this collaboration has positively influenced the services received.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

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Programs

Office of Civil Rights - Equal Opportunity and Equal Employment Services:

Service Areas (Internal Equal Employment Program) - Alternate Dispute Resolution, Legal Findings/Settlements, Reasonable Accommodation, Outreach, Training and Special Emphasis

Technical Center (Internal Equal Employment Program) – Counseling, Complaint Inquiries/Intake, Consultation, Alternate Dispute Resolution, Legal Findings/Settlements, Reasonable Accommodation, Outreach, Training and Special Emphasis

National External Operations Programs – Consultations, Technical Assistance, Training, Counseling, Investigations, Adjudications, Dispute Resolution, Grants, Contracts and Compliance Reviews

National Policy and Compliance Program – Congressional Inquiries, Complaint Reconsideration, Policy Writing and Adherence, Training, Outreach and Special Emphasis

Executive Resource Management – Administration, Finance and Personnel Management

Based on the services listed above, please respond to the statements below. Choose N/A if the question does not apply.

16. The Service Areas provide assistance to my organization.

Strongly Agree

Agree

Neither Agree or

Disagree

Disagree

Strongly Disagree

N/A

17. The National EEO Complaint Services Staff provides assistance to my organization.

Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. The National External Operations Program provides assistance to my organization.

Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. The National Policy and Compliance Program provides assistance to my organization.

Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. The Executive Resource Management Staff provides assistance to my organization.

Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Additional comments:

Thank you for completing our survey!