

## **B. Statistical Methods**

### **1. Describe the potential respondent universe.**

This collection will be available to any U.S. Citizen seeking employment with the FAA. The past response rate based on the previous 5 years of collection indicate a rate of 131,000 applicants annually, of which 30% (39,300) participate in the survey.

### **2. Describe the procedures for the collection of information.**

The collection is voluntary and does not require applicants to respond.

Applicants will see the set of statements below and be given the opportunity to indicate their level of agreement with each statement.

### **USAJOBS portion of the application process**

Please rate your experience with the following topics as it pertains to the USAJOBS portion of the application process?

#### **1. Was this your first time applying for a job using the USAJOBS application process?**

- Yes
- No

#### **2. Overall, my satisfaction with the USAJOBS portion of this application process was positive.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

#### **3. I was able to navigate around the USAJOBS web site with little or no difficulty.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

#### **4. I was able to complete and/or upload my resume in USAJOBS with little or no difficulty.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

**5. I was able to successfully upload and attach my documents in USAJOBS with little or no difficulty.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

**6. I was able to get assistance with USAJOBS as needed.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

7. Please tell us what you **disliked** most about the **USAJOBS** portion of the application process. Telling us **WHY** you disagree to any statements above will help us improve in the future.

Characters remaining: 2000

8. Please tell us what you **liked** about the **USAJOBS** portion of the application process. Telling us what you liked the most will help us to not mess up what is working well.

Characters remaining: 2000

### **FAA portion of the application process**

**Please rate your experience with the following topics as it pertains to the FAA AVIATOR portion of the application process?**

**1. Was this your first time applying for a FAA job?**

- Yes
- No

**2. Overall, my satisfaction with the FAA AVIATOR portion of this application process was positive.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

**3. I was able to navigate around the FAA AVIATOR web site with little or no difficulty.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

**4. I was able to complete and submit the application with no difficulty (only applicable to applicants whose responses met the eligibility requirements of the position).**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

**5. The FAA AVIATOR system notified me when there was a problem with my application (applicable to applicants whose responses did NOT meet the eligibility requirements of the position).**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

**6. I was able to get assistance with the FAA AVIATOR system as needed.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

7. Please tell us what you **disliked** most about the **FAA AVIATOR** portion of the application process. Telling us **WHY** you disagree to any statements above will help us improve in the future.

Characters remaining: 2000

8. Please tell us what you **liked** about the **FAA AVIATOR** portion of the application process. Telling us what you liked the most will help us to not mess up what is working well.

Characters remaining: 2000

## Overall Application Process

### Overall Application Process

**1. The steps required to apply for the position were clear to me.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

**2. The transition between USAJOBS and FAA AVIATOR system was seamless.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

**3. I like being able to store my resumes and documents and attach them to my FAA job application(s).**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

**4. This online process will make it easier for me to apply to future jobs for the FAA.**

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Basis to Judge

5. Please let us know any additional comments you feel will help us improve your application experience next time.

Characters remaining: 2000

Negative responses of strongly disagree and disagree are evaluated to determine if additional comments explaining the rating were provided. In addition, responses of strongly agree and agree are evaluated to determine if a similar or greater amount of positive responses are in opposition to the negative responses.

Negative responses that are not out-weighted by positive responses are evaluated for system improvement.

**3. Describe methods to maximize response rates.**

All applicants are provided the opportunity to participate in the collection each time they apply for a position, however, it is noted that it is voluntary and has no bearing on their consideration for employment.

**4. Describe tests of procedures and methods to be undertaken.**

No test of procedures or methods is to be undertaken

**5. Provide the names of consultants and the person who will collect and analyze the information.**

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