

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

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

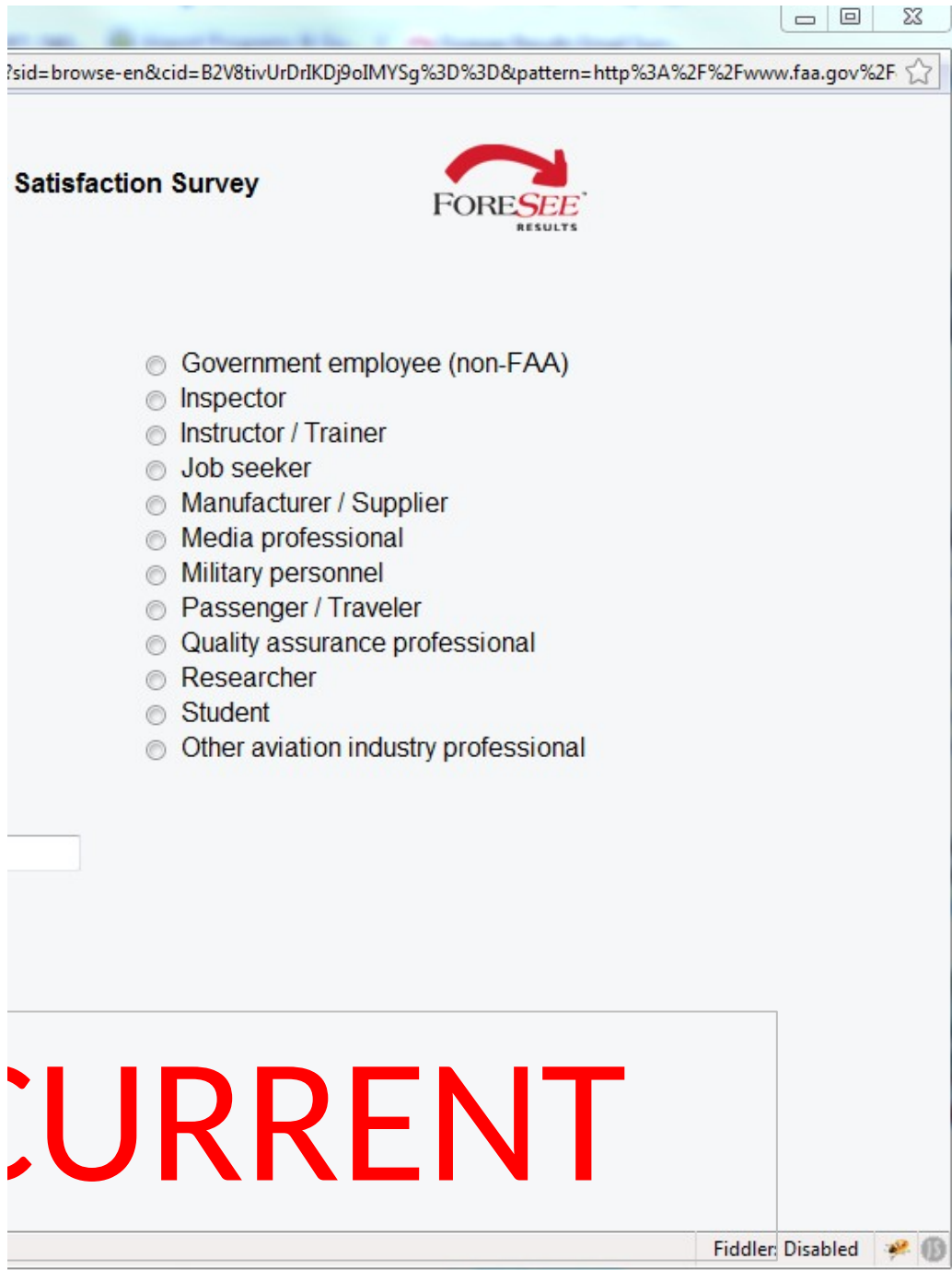


**FAA Customer**

**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



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## 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

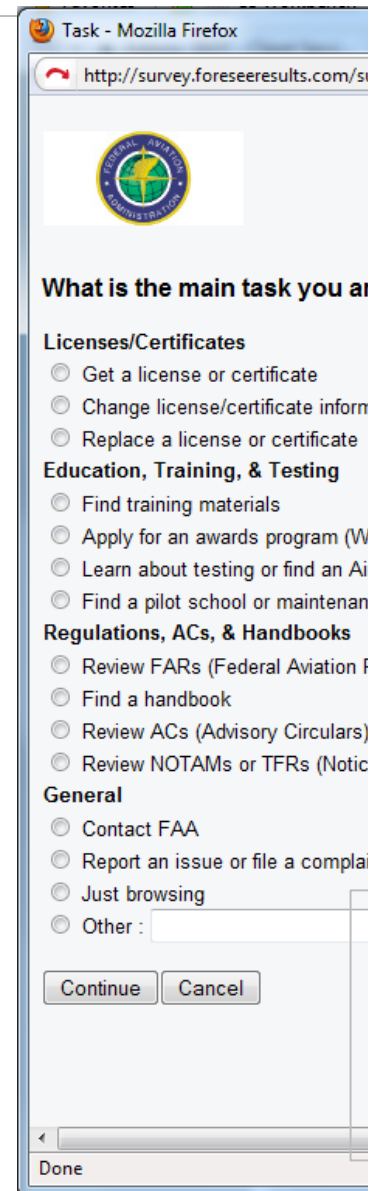
Understand what NextGen is  
Review NextGen programs/progress  
Research NextGen programs/progress

### 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)

ation

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)

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# CURRENT

Fiddler: Disabled