FAA Website Satisfaction Questionnaire
Final

Introduction

This FAA survey is being administered by CFI Group, an independent third-party research group. This brief survey asks about your satisfaction with the **[INSERT WEBSITE]** website as well as ways that we can improve our service to you. Your answers will remain anonymous and will be combined with those from other respondents for research and evaluation purposes only.

This survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007, which expires May 31, 2018.

Please click the "Next" button to begin.

Introductory Questions

[Websites: DUATS.com and 1800wxbrief.com]

AGE   To start, please select your age group?

13 or younger	1	**[THANK AND TERMINATE]**
14-17	2	
18-24	3	
25-34	4	
35-44	5	
45-54	6	
55-64	7	
65 or older	8	

[Terminate text – Thank you for your interest in this survey. Those are the only questions we have for you.]

PURPOSE   For what reason(s) do you visit **[INSERT WEBSITE]**? Select all that apply

Obtain Aeronautical Information	1	
Obtain Metrological Information	2	
Obtain an Outlook Briefing (provided more than 6 hours ahead)	3	
Obtain a Standard Wx Briefing (meets all requirements of a legal briefing)	4	
Obtain an Abbreviated Wx Briefing*	5	
File an IFR ICAO Flight Plan	6	
File IFR Flight Plan (Domestic)	7	
File a VFR ICAO Flight Plan	8	
File a VFR Flight Plan (Domestic)	9	
Other, please specify	10	

DEVICE   What types of devices do you use to access **[INSERT WEBSITE]**? Select all that apply

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Desktop or laptop computer	1	
Smart phone (e.g., iPhone, BlackBerry, Windows Phone, Android Phone, etc.)	2	
Tablet device (e.g., iPad, Kindle Fire, etc.)	3	
Some other device (e.g., iPod Touch, web-enabled TV, etc.)	4	

FREQ   How frequently do you visit **[INSERT WEBSITE]**?

This is my first visit	1	
Daily or more	2	
Several times a week	3	
Weekly	4	
2-3 times a month	5	
Monthly	6	
Every few months or less	7	

Look and Feel

Please think about the look and feel of **[INSERT WEBSITE]**. Using a scale from 1 to 10 where 1 is "Poor," and 10 is "Excellent," please rate **[INSERT WEBSITE]** on the following: **[Randomize display order]**

(Select one for each row)

		Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know / Not Applicable
LF_CLAR	The clarity of the site's organization											
LF_VIS	The visual appeal of the site											

Navigation

Think about navigating **[INSERT WEBSITE]**. Using a scale from 1 to 10 where 1 is "Poor," and 10 is "Excellent," please rate **[INSERT WEBSITE]** on the following: **[Randomize display order]**

(Select one for each row)

		Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know / Not Applicable
NAV_FIND	The ability to find the information you want											
NAV_EASE	The ease of navigation											

		Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know / Not Applicable
NAV_STPS	The number of clicks to get what you want											

Functionality

Consider the Features and Tools available on **[INSERT WEBSITE]** and using the same 1 to 10 scale where 1 is "Poor," and 10 is "Excellent," please rate the following: **[Randomize display order]**

(Select one for each row)

		Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know / Not Applicable
FUN_USE	The usefulness of the website tools (e.g., route overlay, plain language, etc.)											
FUN_VAR	The variety of website tools											

Content/Information

INFOTYPE Which of the following types of information have you received from **[INSERT WEBSITE]** in the past 12 months? Select all that apply.

Temporary Flight Restriction (TFR)	1	
Adverse Conditions Information	2	
Weather Briefing Information	3	
None of the above	4	**[Skip to next section]**

[Ask if INFOTYPE = 1] Consider the Temporary Flight Restriction information on **[INSERT WEBSITE]**. Using the same 1 to 10 scale where 1 is "Poor," and 10 is "Excellent," please rate the following: **[Randomize display order]**

(Select one for each row)

		Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know / Not Applicable
CNT_ACC	The accuracy of information provided											
CNT_COMP	The comprehensiveness of information provided											
CNT_CLAR	The clarity of information provided											

[Ask if INFOTYPE = 2] Now, consider the Adverse Conditions information on **[INSERT WEBSITE]**. Using the same 1 to 10 scale where 1 is "Poor," and 10 is "Excellent," please rate the following: **[Randomize display order]**

(Select one for each row)

		Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know / Not Applicable
CNT_ACC	The accuracy of information provided											
CNT_COMP	The comprehensiveness of information provided											
CNT_CLAR	The clarity of information provided											

[Ask if INFOTYPE = 3] Now, consider the Weather Briefing information on **[INSERT WEBSITE]**. Using the same 1 to 10 scale where 1 is "Poor," and 10 is "Excellent," please rate the following: **[Randomize display order]**

(Select one for each row)

		Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know / Not Applicable
CNT_ACC	The accuracy of information provided											
CNT_COMP	The comprehensiveness of information provided											
CNT_CLAR	The clarity of information provided											

Site Performance

Consider the performance of the website itself. Using a scale from 1 to 10 where 1 is "Poor," and 10 is "Excellent," please rate **[INSERT WEBSITE]** on the following:

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(Select one for each row)

		Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know / Not Applicable
PER_SPD	The speed of page loads											
PER_RELI	The reliability of site performance											

Customer Satisfaction Index (CSI)

SATIS   Now, please consider your overall experience with **[INSERT WEBSITE]**. Using a 10-point scale where 1 means "Very Dissatisfied" and 10 means "Very Satisfied," how satisfied are you with this website?

	Very Dissatisfied 1	2	3	4	5	6	7	8	9	Very Satisfied 10
Overall Satisfaction with **[INSERT WEBSITE]**										

EXPECT   Using a 10-point scale where 1 now means "Falls Short Of Your Expectations" and 10 means "Exceeds Your Expectations," to what extent has **[INSERT WEBSITE]** fallen short of or exceeded your expectations?

	Falls Short Of Your Expectations 1	2	3	4	5	6	7	8	9	Exceeds Your Expectations 10
How well **[INSERT WEBSITE]** has met your expectations										

IDEAL   Now, think about an ideal website. Using a 10-point scale where 1 means "Not Very Close to the Ideal," and 10 means "Very Close to the Ideal," how well do you think **[INSERT WEBSITE]** compares with that ideal website?

	Not Very Close to the Ideal 1	2	3	4	5	6	7	8	9	Very Close to the Ideal 10
Satisfaction with **[INSERT WEBSITE]** compared to an ideal website										

Outcome Measures

On a scale from 1 to 10 where 1 means "Not at All Likely" and 10 means "Very Likely," please indicate how likely you are to:

		Not at All Likely 1	2	3	4	5	6	7	8	9	Very Likely 10	Don't Know / Not Applicable
RETURN	Use **[INSERT WEBSITE]** in the future											
RECOMM	Recommend **[INSERT WEBSITE]** to someone else											

USEOPEN   **[If RETURN <= 7]** What could **[INSERT WEBSITE]** improve to make you more likely to use the website in the future? [Open End]

Additional Questions and Demographics

FREQCALL   For each of the following reasons, how often did you call a flight service specialist after visiting [INSERT WEBSITE] in the past 12 months?

	Never (0%)	Rarely (1-33%)	Sometimes (34-65%)	Frequently (66-99%)	Always (100%)
Two way interaction to discuss the weather					
Validate weather information received online					
Validate Notice to Airmen (NOTAM) received online					
Validate Temporary Flight Restrictions (TFR) received online					
Validate other information (e.g., Special Use Airspace status) received online					
Assure that my flight plan went into the system					

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The information I needed was not available on the website				
Other **[optional]**				

INFO_OPN **[Ask if in FREQCALL shows calls for "the information I need…."]** Please specify what type(s) of information is unavailable on **[INSERT WEBSITE]** that you had to call a flight service specialist to receive. (Open Ended)

EXLOPEN **[Ask if FREQCALL shows call to flight specialist]** What would **[INSERT WEBSITE]** have to improve to allow you to use it exclusively to meet all of your preflight requirements? Please be as specific as possible. (Open Ended)

FOLLOWUP   The last time you visited **[INSERT WEBSITE],** did you call Flight Service to follow-up on the information you received from the website?

Yes	1	
No	2	

FLYING   How likely is it that you will call Flight Service to follow-up on information you receive from the website the next time you visit [INSERT WEBSITE]?

Extremely unlikely	1	
Somewhat unlikely	2	
Neither likely nor unlikely	3	
Somewhat likely	4	
Extremely likely	5	

FLYING   Which of the following categories best represents the primary reason for your flying?

Personal/recreational	1	
Business	2	
Commercial	3	
Other, please specify	4	

LONG   How long have you held a Pilot's certification?

Less than 2 years	1	
2 to 5 years	2	
6 to 10 years	3	
11 to 20 years	4	
21 to 30 years	5	
31 to 40 years	6	
41 to 50 years	7	
More than 50 years	8	

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CERT   What is your highest pilot certification rating?

Student	1	
Sport	2	
Recreational	3	
Private	4	
Commercial	5	
Airline Transport	6	
No Pilot Certification	7	

INSTRMNT   Do you hold an Instrument rating?

No	1	
Yes, but it is NOT current	2	
Yes, and it IS current	3	

INSTRUCT   Do you currently or have you ever provided flight instruction?

I have never provided flight instruction	1	
I used to provide flight instructions but no longer do	2	
I currently provide flight instruction	3	

Close

FINAL   Using the box below, please provide any additional comments you would like to provide about **[INSERT WEBSITE]**. **[Open End]**

Please click "Submit" below to finalize your responses. Thank you for your participation!

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