

## Supporting Statement B

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### **B. Statistical Methods**

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

*FAA job seekers; this collection is offered to all applicants.*

2017 Applicant Survey Metrics: 1 January to 31 December 2017	
867	Number of cases or announcements with survey responses from applicants. (24.17% of the total 3587 cases or announcements available in the time period.)
198,211	Number of applicants that submitted applications and had the opportunity to fill out a survey
1645	Number of applicants that completed a survey
1.9	Average number of surveys per case or announcement
205	Max number of surveys on a case or announcement
14	Number of cases or announcements with more than 10 responses

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

*Online voluntary survey questions presented after submitting an application or checking the status of an application in AVIATOR.*

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

*Applicants have the ability to take the survey after submitting an application or when checking the status of a submitted application. The applicant is notified that collection of this information is voluntary. It is estimated that it will take each respondent 3 minutes to complete the survey. The program has submitted a change request in an effort to increase applicant participation. There is currently a low participation rate on the applicant survey. In order to receive a higher participation the program is requesting that the survey button be presented to applicants immediately after submission rather than have it on the right hand panel. The program is requesting that the "Feedback" block be removed from the Applicant Status page and instead, displayed on a page immediately after the application is submitted. The program office is asking that the page say "Help us improve the application process. Would you like to take a survey?" Allow the applicant to choose to "take the survey" or "not now".*

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

*Surveys are analyzed weekly, quarterly, and annually. Weekly analysis reports of submitted surveys are reviewed in the weekly AVIATOR Change Control meeting. Comments in the survey are reviewed. Any items that are actionable for AVIATOR enhancement are discussed as well as items that should be monitored.*

*As an example a survey respondent identified an issue with the Supplemental Qualifications section of the application which was then provided to the development team and mitigated in the next software release.*

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

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