

Consolidated User Guide v5.0 Survey

Good afternoon,

An updated version of the Consolidated User Guide (CUG), CUG v5.0 and the accompanying Secure Flight Update was published to the Homeland Security Information Network (HSIN) on August 8, 2019. The objective of this survey is to gather feedback on your overall satisfaction and usage of the current version of the CUG. Responses from this survey will help improve the usability of the CUG. This survey should take no more than 10 minutes to complete and your participation is voluntary. If you choose to participate, please do so by MM/DD/YYYY. Please click onto the answer or answers that apply and reply to sender and SecureFlight@tsa.dhs.gov. We greatly appreciate your time and insight.

As the Security Manager/Director for your airline we are interested in your voluntary feedback to the following questions:

1. Which version of the CUG do you reference?
 4.3
 5.0

2. How are you informed when a new version of the CUG published?
 Homeland Security Information Network (HSIN) alert or postcard
 TSA International Industry Representative (IIR)
 TSA Principal Security Inspector (PSI)
 Other _____

3. Is the current process by which you are notified of a revised CUG version adequate?
 Yes
 No

4. Please select the option that best describes your role:
 Security
 Operations
 Technology
 Other _____

5. In your role, is the guidance in the CUG sufficient?
 Yes
 No
 N/A

6. If you answered no to question five, what subject do you find to have inadequate guidance?

7. How frequently do you refer to the CUG for guidance?
- Daily
 - Weekly
 - Monthly
 - Never
8. In recent years, the Transportation Security Administration changed the CUG updating process to show changed text in red font. Has this been helpful?
- Yes
 - No
9. Is the current organization of the CUG efficient for your organizational needs (e.g., Crew Vetting versus Passenger Vetting)?
- Yes
 - No
10. Using a scale of 1-5, with 1 being the lowest rating and 5 being the highest, how do you rate the overall usability of the CUG?
- 1- Overall rating lowest
 - 2
 - 3
 - 4
 - 5-Overall rating highest
 - Undecided
11. Please provide any additional feedback in the space below.

In the interest of making the CUG as useful to the reader as possible, DHS encourages readers to submit feedback (suggestions) for future versions to SecureFlight@DHS.TSA.GOV or to your CBP APIS account manager if applicable.