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### FAA Safety Awareness and Feedback Survey

**Instructions:** Read each item carefully then mark the response that best describes your experiences as a **certificated general aviation pilot** with the services and support provided by the FAA during the past 12 months.

Responses to some items are required in order to skip those items that are not relevant to you. (OMB Control #, expires date) Participation is voluntary and anonymous. Your responses will be kept private to the extent provided by law.

SECTION A: Demographics	
<b>A1</b>	<b>Have you utilized, been issued, or renewed your pilot certificate <u>within the past 12 months</u>?</b> <input type="radio"/> Yes <input type="radio"/> No (skip to the "Thank you! Please submit/return the survey.")
<b>A2</b>	<b>What is the highest level of pilot certificate you currently hold?</b> <input type="radio"/> Student <input type="radio"/> Recreational <input type="radio"/> Sport <input type="radio"/> Private <input type="radio"/> Commercial <input type="radio"/> Airline Transport

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<b>A3</b>	<p><b>Which Flight Standards Region do you live in?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Alaskan Region (Alaska)</li> <li><input type="radio"/> Central Region (Illinois: <u>only</u> Madison, St. Clair, Monroe counties; Iowa; Kansas; Kentucky: <u>not</u> Boone, Kenton, and Campbell counties; Missouri; Tennessee; Nebraska)</li> <li><input type="radio"/> Eastern Region (Connecticut; Delaware; Maine; Maryland; Massachusetts; New Hampshire; New Jersey; New York; North Carolina; Pennsylvania; Rhode Island; Vermont; Virginia; West Virginia)</li> <li><input type="radio"/> Great Lakes Region (Illinois: <u>not</u> Madison St. Clair, Monroe counties; Indiana; Kentucky: <u>only</u> Boone, Kenton, and Campbell Counties; Michigan; Minnesota; North Dakota; Ohio; South Dakota; Wisconsin)</li> <li><input type="radio"/> Northwest Mountain Region (Colorado; Idaho; Montana; Oregon; Utah; Washington; Wyoming)</li> <li><input type="radio"/> Southern Region (Alabama; Florida; Georgia; Puerto Rico; South Carolina)</li> <li><input type="radio"/> Southwest Region (Arkansas; Louisiana; Mississippi; New Mexico; Oklahoma; Texas)</li> <li><input type="radio"/> Western-Pacific Region (Arizona; California; Hawaii; Nevada)</li> <li><input type="radio"/> International</li> </ul>
<b>A4</b>	<p><b>Do you use your certificate for hire in any of the following?</b> [mark all that apply]</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> I do not use my certificate for hire</li> <li><input type="checkbox"/> Part 61 (flight instructor)</li> <li><input type="checkbox"/> Part 91 (corporate)</li> <li><input type="checkbox"/> Part 121 (flag, domestic, supplemental operations)</li> <li><input type="checkbox"/> Part 125 (aircraft with 20 or more seats and cargo payload of 6,000 pounds or more when common carriage is not involved)</li> <li><input type="checkbox"/> Part 129 (foreign carrier and foreign operator of US-registered aircraft used in common carriage)</li> <li><input type="checkbox"/> Part 133 (rotorcraft external loads)</li> <li><input type="checkbox"/> Part 135 (commuter/on-demand operations)</li> <li><input type="checkbox"/> Part 137 (agricultural operations)</li> <li><input type="checkbox"/> Part 141 (pilot schools)</li> <li><input type="checkbox"/> Part 142 (training centers)</li> <li><input type="checkbox"/> Other (write in): _____</li> </ul>

<b>SECTION A: Demographics</b>	
<b>A5</b>	<b>Total flight hours you have logged:</b> _____ hours

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<b>A6</b>	<b>Do you hold any of the following?</b> [mark all that apply] <ul style="list-style-type: none"> <li>• None of the below</li> <li>• Instrumental Flight Rules (IFR)</li> <li>• Certified Flight Instructor (CFI)</li> <li>• Certified Flight Instrumental Instructor (CFII)</li> <li>• Certified Flight Instructor Multi-Engine (CFIM)</li> <li>• Multi-engine</li> <li>• Single-engine</li> <li>• Rotorcraft</li> <li>• Balloon</li> <li>• Glider</li> <li>• Other (write in): _____</li> </ul>
<b>A7</b>	<b>How long since you received your initial pilot certificate?</b> _____ years

SECTION B: FAA Guidance such as policy, regulations, handbooks, advisory circulars, orders and notices	
<b>B1</b>	<b>How familiar are you with current FAA guidance governing general aviation pilots?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Not at all familiar (skip to the next section)</li> <li><input type="radio"/> Somewhat familiar</li> <li><input type="radio"/> Quite familiar</li> <li><input type="radio"/> Extremely familiar</li> </ul>



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SECTION B: FAA Guidance such as policy, regulations, handbooks, advisory circulars, orders and notices	
<b>B3</b>	<p><b>Indicate your top 3 sources for FAA guidance to general aviation pilots.</b>            [use 1, 2, and 3 to order your choices, with 1 being your top choice]</p> <p><input type="checkbox"/> FAA website (faa.gov)  <input type="checkbox"/> FAA Safety Team website (faasafety.gov)  <input type="checkbox"/> Email notification from FAA Safety Team  <input type="checkbox"/> FAA Safety Briefing Magazine  <input type="checkbox"/> FAA social media (e.g., Facebook, Twitter, and Instagram)  <input type="checkbox"/> Professional organization website (e.g., AOPA and EAA)  <input type="checkbox"/> Type club website (e.g., American Bonanza Society and Piper Flyer Association)  <input type="checkbox"/> Your company website  <input type="checkbox"/> Non-FAA online media (e.g., <i>Flying</i>)  <input type="checkbox"/> Other (write in): _____</p>
<b>B4</b>	<p><b>Indicate your top 3 recommendations on how to improve the FAA's communication of guidance.</b> [use 1, 2, and 3 to order your choices, with 1 being your top choice]</p> <p><input type="checkbox"/> Provide an email notification that a change has been made with a link to the full text  <input type="checkbox"/> Email short concise explanations of changes with a link to the full text  <input type="checkbox"/> Advise general aviation industry groups and let them disseminate the information  <input type="checkbox"/> Email link to short video (3-5 minute) explaining the change  <input type="checkbox"/> Twitter posting with a link to the full text  <input type="checkbox"/> Other (write in): _____</p>
<b>B5</b>	<p><b>How important is FAA guidance for general aviation pilots to the safety of the National Airspace?</b></p> <p><input type="radio"/> Not at all important  <input type="radio"/> Somewhat important  <input type="radio"/> Quite important  <input type="radio"/> Extremely important</p>
<b>B6</b>	<p><b>Indicate your top 3 recommendations on how to improve FAA guidance for general aviation pilots.</b> [write in below]</p> <p>#1 _____            #2 _____            #3 _____</p>

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SECTION B: FAA Guidance such as policy, regulations, handbooks, advisory circulars, orders and notices	
<b>B7</b>	<b>Any additional feedback regarding FAA guidance to general aviation pilots? [mark all that apply]</b> <ul style="list-style-type: none"> <li>• Compliments (write in): _____</li> <li>• Complaints (write in): _____</li> <li>• Comments (write in): _____</li> </ul>

SECTION C: General Aviation Pilot Certification	
<b>C1</b>	<b><u>In the past 2 years</u>, have you received a new general aviation pilot certification?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No (skip to the next section)</li> </ul>
<b>C2</b>	<b>Overall, how satisfied were you with your <u>most recent</u> certification experience?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Very dissatisfied</li> <li><input type="radio"/> Dissatisfied</li> <li><input type="radio"/> Neither dissatisfied nor satisfied</li> <li><input type="radio"/> Satisfied</li> <li><input type="radio"/> Very satisfied</li> </ul>
<b>C3</b>	<b>How did your <u>most recent</u> certification experience compare to your expectations?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Far below expectations</li> <li><input type="radio"/> Below expectations</li> <li><input type="radio"/> Met expectations</li> <li><input type="radio"/> Exceeded expectations</li> <li><input type="radio"/> Well beyond expectations</li> </ul>
<b>C4</b>	<b>How would you rate the overall quality of certification services?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Very poor</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> Average</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Excellent</li> </ul>
<b>C5</b>	<b>Did the <u>practical</u> test for certification accurately measure your pilot skills? (matrix format)</b> <ul style="list-style-type: none"> <li><input type="radio"/> Not at all</li> <li><input type="radio"/> Partially</li> <li><input type="radio"/> Fully</li> </ul>

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<b>SECTION C: General Aviation Pilot Certification</b>	
<b>C6</b>	<b>Did the <u>oral</u> test for certification accurately measure your pilot knowledge?</b> (matrix format) <input type="radio"/> Not at all <input type="radio"/> Partially <input type="radio"/> Fully
<b>C7</b>	<b>Did the <u>oral</u> test for certification measure your overall understanding of aviation safety risks?</b> (matrix format) <input type="radio"/> Not at all <input type="radio"/> Partially <input type="radio"/> Fully
<b>C8</b>	<b>Did the <u>written</u> test for certification accurately measure your pilot knowledge?</b> (matrix format) <input type="radio"/> Not at all <input type="radio"/> Partially <input type="radio"/> Fully
<b>C9</b>	<b>Did the <u>written</u> test for certification measure your overall understanding of aviation safety risks?</b> (matrix format) <input type="radio"/> Not at all <input type="radio"/> Partially <input type="radio"/> Fully
<b>C10</b>	<b>Who conducted the examination for your <u>most recent</u> certification?</b> <input type="radio"/> FAA Aviation Safety Inspector (ASI) (skip to...) <input type="radio"/> Designated Pilot Examiner (DPE) <input type="radio"/> School with examining authority (Part 141) (skip to...) <input type="radio"/> Don't know (skip to...)
<b>C11</b>	<b>How satisfied were you with the fee for the Designated Pilot Examiner (DPE)?</b> <input type="radio"/> Very dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neither dissatisfied nor satisfied <input type="radio"/> Satisfied <input type="radio"/> Very satisfied

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<b>SECTION C: General Aviation Pilot Certification</b>	
<b>C12</b>	<p><b>What would you give the examiner <u>high ratings</u> on?</b> [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Knowledgeable/Credible</li> <li>• Professional</li> <li>• Courteous and respectful</li> <li>• Thorough</li> <li>• Asked clear and concise questions</li> <li>• Followed the PTS—the FAA’s practical test standard</li> <li>• Clearly explained why a maneuver/answer was not correct</li> <li>• On time</li> <li>• Allowed enough time for the test--did not rush</li> <li>• Flexible scheduling</li> <li>• Attentive</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>C13</b>	<p><b>What would you give the examiner <u>low ratings</u> on?</b> [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Knowledgeable/Credible</li> <li>• Professional</li> <li>• Courteous and respectful</li> <li>• Thorough</li> <li>• Asked clear and concise questions</li> <li>• Followed the PTS—the FAA’s practical test standard</li> <li>• Clearly explained why a maneuver/answer was not correct</li> <li>• On time</li> <li>• Allowed enough time for the test--did not rush</li> <li>• Flexible scheduling</li> <li>• Attentive</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>C14</b>	<p><b>Did you pass the practical test for certification on your first attempt?</b></p> <p><input type="radio"/> Yes (skip next question)</p> <p><input type="radio"/> No</p>
<b>C15</b>	<p><b>Did the examiner fully explain why you failed?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>



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<b>SECTION C: General Aviation Pilot Certification</b>	
<b>C16</b>	<p><b>Which source did you use to find information regarding the certification process?</b>            [mark all that apply]</p> <ul style="list-style-type: none"> <li>• FAA website (faa.gov)</li> <li>• FAA Safety Team website (faasafety.gov) (skip to...)</li> <li>• Email notification from FAA Safety Team (skip to...)</li> <li>• FAA Safety Briefing Magazine (skip to...)</li> <li>• FAA social media (e.g., Facebook, Twitter, and Instagram) (skip to...)</li> <li>• Professional organization website (e.g., AOPA and EAA) (skip to...)</li> <li>• Type club website (e.g., American Bonanza Society and Piper Flyer Association) (skip to...)</li> <li>• Your company website (skip to...)</li> <li>• Non-FAA online media (e.g., <i>Flying</i>) (skip to...)</li> <li>• Other (write in): _____ (skip to...)</li> </ul>
<b>C17</b>	<p><b>Did the FAA website (faa.gov) provide the certification information you were seeking?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Did not use</p>
<b>C18</b>	<p><b>What would you give the FAA website (faa.gov) <u>high ratings</u> on?</b> [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Ease of use/navigation</li> <li>• Simplicity/not cluttered</li> <li>• Active links</li> <li>• Reliable search</li> <li>• Relevant/current information</li> <li>• Completeness of information</li> <li>• Useable, clearly written content</li> <li>• Downloadable information Secure</li> <li>• Accessible 24/7</li> <li>• User support (embedded help, tech support)</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>

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SECTION C: General Aviation Pilot Certification	
<b>C19</b>	<p><b>What would you give the FAA website (faa.gov) <u>low ratings</u> on?</b> [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Ease of use/navigation</li> <li>• Simplicity/not cluttered</li> <li>• Active links</li> <li>• Reliable search</li> <li>• Relevant/current information</li> <li>• Completeness of information</li> <li>• Useable, clearly written content</li> <li>• Downloadable information Secure</li> <li>• Accessible 24/7</li> <li>• User support (embedded help, tech support)</li> <li>• None of the above</li> <li>• Other (write in):_____ .</li> </ul>
<b>C20</b>	<p><b>Indicate your top 3 recommendations on how to improve the FAA website regarding pilot certification.</b> [write in below]</p> <p>#1 _____</p> <p>#2 _____</p> <p>#3 _____</p>
<b>C21</b>	<p><b>For your <u>most recent</u> pilot certification, did you apply online using the Integrated Airman Certification and Rating Application (IACRA)?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No (skip to...)</p>

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SECTION C: General Aviation Pilot Certification	
<b>C22</b>	<p><b>What would you give IACRA <u>high ratings</u> on as an application tool for pilot certification?</b>            [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Ease of use/navigation</li> <li>• Simplicity/not cluttered</li> <li>• Active links</li> <li>• Reliable search</li> <li>• Relevant/current information</li> <li>• Completeness of information</li> <li>• Useable, clearly written content</li> <li>• Downloadable information</li> <li>• Secure</li> <li>• Accessible 24/7</li> <li>• User support (embedded help, tech support)</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>C23</b>	<p><b>What would you give IACRA <u>low ratings</u> on as an application tool for pilot certification?</b>            [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Ease of use/navigation</li> <li>• Simplicity/not cluttered</li> <li>• Active links</li> <li>• Reliable search</li> <li>• Relevant/current information</li> <li>• Completeness of information</li> <li>• Useable, clearly written content</li> <li>• Downloadable information</li> <li>• Secure</li> <li>• Accessible 24/7</li> <li>• User support (embedded help, tech support)</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>C24</b>	<p><b>Indicate your top 3 recommendations on how to improve IACRA. [write in below]</b></p> <p>#1 _____</p> <p>#2 _____</p> <p>#3 _____</p>

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SECTION C: General Aviation Pilot Certification	
<b>C25</b>	<p><b>How important is the general aviation pilot certification process to the safety of the National Airspace?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Not at all important</li> <li><input type="radio"/> Somewhat important</li> <li><input type="radio"/> Quite important</li> <li><input type="radio"/> Extremely important</li> </ul>
<b>C26</b>	<p><b>Indicate your top 3 recommendations on how to improve the pilot certification process.</b>          [use 1, 2, and 3 to order your choices, with 1 being your top choice]</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Increase availability of FAA Inspectors to perform certification</li> <li><input type="checkbox"/> Provide more Designated Pilot Examiners (DPEs)</li> <li><input type="checkbox"/> Further standardization of testing conducted by DPEs</li> <li><input type="checkbox"/> Control the fee charged by the DPEs</li> <li><input type="checkbox"/> Improve the Integrated Airman Certification and Rating Application (IACRA)</li> <li><input type="checkbox"/> Provide more online courses at faasafety.gov</li> <li><input type="checkbox"/> Provide more free courses at faasafety.gov</li> <li><input type="checkbox"/> Other (write in): _____</li> </ul>
<b>C27</b>	<p><b>Any additional feedback regarding pilot certification?</b> [mark all that apply]</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Compliments (write in): _____</li> <li><input type="checkbox"/> Complaints (write in): _____</li> <li><input type="checkbox"/> Comments (write in): _____</li> </ul>

SECTION D: FAA Training	
<b>D1</b>	<p><b><u>In the past 2 years</u>, did you complete required training for certification?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No (skip to the next section)</li> </ul>
<b>D2</b>	<p><b>How did you meet the required training for certification?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> FAA approved training (Part 141 school)</li> <li><input type="radio"/> Self-study (Part 61)</li> <li><input type="radio"/> Military competence</li> <li><input type="radio"/> Hold a foreign license</li> <li><input type="radio"/> Other (write in): _____</li> </ul>

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SECTION D: FAA Training	
<b>D3</b>	<p><b>To what extent did the required training <u>increase your awareness</u> of safety risks associated with general aviation?</b> (matrix format)</p> <p><input type="radio"/> Not at all</p> <p><input type="radio"/> Limited extent</p> <p><input type="radio"/> Moderate extent</p> <p><input type="radio"/> Considerable extent</p>
<b>D4</b>	<p><b>To what extent did the required training <u>increase your ability to manage</u> safety risks associated with general aviation?</b> (matrix format)</p> <p><input type="radio"/> Not at all</p> <p><input type="radio"/> Limited extent</p> <p><input type="radio"/> Moderate extent</p> <p><input type="radio"/> Considerable extent</p>
<b>D5</b>	<p><b>How important are the training requirements for general aviation pilot certification to the safety of the National Airspace?</b></p> <p><input type="radio"/> Not at all important</p> <p><input type="radio"/> Somewhat important</p> <p><input type="radio"/> Quite important</p> <p><input type="radio"/> Extremely important</p>
<b>D6</b>	<p><b><u>In the past 12 months</u>, which training program did you use to advance your general aviation knowledge?</b> [mark all that apply]</p> <ul style="list-style-type: none"> <li>• FAA WINGS Pilot Proficiency Program</li> <li>• Professional organization (e.g., AOPA)</li> <li>• Type club (e.g., American Society and Piper Flyer Association)</li> <li>• Flight school</li> <li>• Self-study</li> <li>• Other (write in): _____</li> </ul>

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SECTION D: FAA Training	
<b>D7</b>	<b>Which is your preferred method for training on the FAASTeam website (faasafety.gov)?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Webinar</li> <li><input type="radio"/> Self-paced online training</li> <li><input type="radio"/> Podcasts</li> <li><input type="radio"/> Youtube</li> <li><input type="radio"/> Applications (Aps) for mobile devices</li> <li><input type="radio"/> E-book</li> <li><input type="radio"/> Live seminar/class</li> <li><input type="radio"/> Other (write in):</li> </ul>
<b>D8</b>	<b><u>In the past 12 months</u>, how often did you go to the FAASTeam website (faasafety.gov)?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Never</li> <li><input type="radio"/> A few times in the 12 months</li> <li><input type="radio"/> About once a month</li> <li><input type="radio"/> 2 to 3 times a month</li> <li><input type="radio"/> About once a week</li> <li><input type="radio"/> More than once a week</li> </ul>
<b>D9</b>	<b>Overall, how satisfied are you with information provided on the FAASTeam website (faasafety.gov)?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Very dissatisfied</li> <li><input type="radio"/> Dissatisfied</li> <li><input type="radio"/> Neither dissatisfied nor satisfied</li> <li><input type="radio"/> Satisfied</li> <li><input type="radio"/> Very satisfied</li> </ul>
<b>D10</b>	<b>Do you have an account on faasafety.gov?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No (skip to the next section)</li> </ul>
<b>D11</b>	<b><u>In the past 12 months</u>, how often did you log into your account on faasafety.gov?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Never (skip to...)</li> <li><input type="radio"/> A few times in the 12 months</li> <li><input type="radio"/> About once a month</li> <li><input type="radio"/> 2 to 3 times a month</li> <li><input type="radio"/> About once a week</li> <li><input type="radio"/> More than once a week</li> </ul>

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SECTION D: FAA Training	
<b>D12</b>	<b><u>In the past 12 months</u>, did you receive email from the FAASTeam?</b> <input type="radio"/> Yes <input type="radio"/> No (skip to...)
<b>D13</b>	<b><u>In the past 12 months</u>, what portion of the FAASTeam emails did you read?</b> <input type="radio"/> None <input type="radio"/> Very few <input type="radio"/> About half <input type="radio"/> Most <input type="radio"/> All
<b>D14</b>	<b>Indicate your top 3 recommendations on how to improve FAASTeam safety messages to general aviation pilots.</b> [use 1, 2, and 3 to order your choices, with 1 being your top choice] <input type="checkbox"/> Provide just in time messages for identified emerging threats <input type="checkbox"/> Shorter messages <input type="checkbox"/> More in-depth information in the messages <input type="checkbox"/> More variety in emailed safety messages <input type="checkbox"/> More frequent emailed safety messages <input type="checkbox"/> Use social media (e.g., Facebook, Twitter, and Instagram) <input type="checkbox"/> Include links to more information in Twitter postings <input type="checkbox"/> Other (write in): _____
<b>D15</b>	<b>Are you participating in the WINGS Pilot Proficiency Program?</b> <input type="radio"/> Yes <input type="radio"/> No (skip to...)
<b>D16</b>	<b><u>In the last 2 years</u>, have you completed at least <u>one</u> WINGS phase?</b> <input type="radio"/> Yes <input type="radio"/> No (skip to...)

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SECTION D: FAA Training	
<b>D17</b>	<p><b>What would you give the WINGS website <u>high ratings</u> on?</b> [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Ease of use/navigation</li> <li>• Simplicity/not cluttered</li> <li>• Active links</li> <li>• Reliable search</li> <li>• Relevant/current information</li> <li>• Completeness of information</li> <li>• Useable, clearly written content</li> <li>• Downloadable information</li> <li>• Secure</li> <li>• Accessible 24/7</li> <li>• User support (embedded help, tech support)</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>D18</b>	<p><b>What would you give the WINGS website <u>low ratings</u> on?</b> [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Ease of use/navigation</li> <li>• Simplicity/not cluttered</li> <li>• Active links</li> <li>• Reliable search</li> <li>• Relevant/current information</li> <li>• Completeness of information</li> <li>• Useable, clearly written content</li> <li>• Downloadable information</li> <li>• Secure</li> <li>• Accessible 24/7</li> <li>• User support (embedded help, tech support)</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>D19</b>	<p><b><u>In the past 12 months</u>, have you completed courses on faasafety.gov?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No (skip to...)</p>



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<b>SECTION D: FAA Training</b>	
<b>D20</b>	<b>Overall, how satisfied were you with the quality of the courses on faasafety.gov?</b> <ul style="list-style-type: none"><li><input type="radio"/> Very dissatisfied</li><li><input type="radio"/> Dissatisfied</li><li><input type="radio"/> Neither dissatisfied nor satisfied</li><li><input type="radio"/> Satisfied</li><li><input type="radio"/> Very satisfied</li></ul>
<b>D21</b>	<b>How did your experience completing the courses on faasafety.gov compare to your expectations?</b> <ul style="list-style-type: none"><li><input type="radio"/> Far below expectations</li><li><input type="radio"/> Below expectations</li><li><input type="radio"/> Met expectations</li><li><input type="radio"/> Exceeded expectations</li><li><input type="radio"/> Well beyond expectations</li></ul>
<b>D22</b>	<b>How would you rate the overall quality of the courses on faasafety.gov?</b> <ul style="list-style-type: none"><li><input type="radio"/> Very poor</li><li><input type="radio"/> Poor</li><li><input type="radio"/> Average</li><li><input type="radio"/> Good</li><li><input type="radio"/> Excellent</li></ul>
<b>D23</b>	<b>To what extent did the courses on faasafety.gov increase your awareness, assessment, or management of safety risk management?</b> <ul style="list-style-type: none"><li><input type="radio"/> Not at all</li><li><input type="radio"/> Limited extent</li><li><input type="radio"/> Moderate extent</li><li><input type="radio"/> Considerable extent</li></ul>
<b>D24</b>	<b>Which new training topics should be offered as an online course on faasafety.gov?</b> [mark all that apply] <ul style="list-style-type: none"><li><input type="checkbox"/> None of the below</li><li><input type="checkbox"/> Advanced preflight</li><li><input type="checkbox"/> Loss of control</li><li><input type="checkbox"/> Loss of power</li><li><input type="checkbox"/> Weather awareness</li><li><input type="checkbox"/> Safety Management System (SMS)</li><li><input type="checkbox"/> Other (write-in): _____</li></ul>

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SECTION D: FAA Training	
<b>D25</b>	<b>How much would you pay for vendor-provided training if offered on faasafety.gov?</b> \$ ____.
<b>D26</b>	<b>How important are the courses on faasafety.gov to the safety of the National Airspace?</b> <input type="radio"/> Not at all important <input type="radio"/> Somewhat important <input type="radio"/> Quite important <input type="radio"/> Extremely important
<b>D27</b>	<b>Indicate your top 3 recommendations on how to improve the courses on faasafety.gov.</b> [write in below] #1 _____ #2 _____ #3 _____
<b>D28</b>	<b>Any additional feedback regarding the courses on faasafety.gov?</b> [mark all that apply] <ul style="list-style-type: none"> <li><input type="checkbox"/> Compliments (write in): _____</li> <li><input type="checkbox"/> Complaints (write in): _____</li> <li><input type="checkbox"/> Comments (write in): _____</li> </ul>

SECTION E: Inspection/Surveillance	
<b>E1</b>	<b><u>In the past 12 months</u>, did you receive a ramp check/inspection by the FAA?</b> <input type="radio"/> Yes <input type="radio"/> No (skip to the next section)
<b>E2</b>	<b>How satisfied overall were you with your <u>recent</u> ramp check/inspection experience?</b> <input type="radio"/> Very dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neither dissatisfied nor satisfied <input type="radio"/> Satisfied <input type="radio"/> Very satisfied
<b>E3</b>	<b>How did your <u>recent</u> ramp check/inspection experience compare to your expectations?</b> <input type="radio"/> Far below expectations <input type="radio"/> Below expectations <input type="radio"/> Met expectations <input type="radio"/> Exceeded expectations <input type="radio"/> Well beyond expectations

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SECTION E: Inspection/Surveillance	
<b>E4</b>	<p><b>How would you rate the overall quality of your <u>recent</u> ramp check/inspection experience?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Very poor</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> Average</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Excellent</li> </ul>
<b>E5</b>	<p><b>What would you give the inspector <u>high ratings</u> on? [mark all that apply]</b></p> <ul style="list-style-type: none"> <li>• Knowledgeable/Credible</li> <li>• Professional</li> <li>• Courteous and respectful</li> <li>• Fair</li> <li>• Thorough</li> <li>• Informative</li> <li>• Responsive</li> <li>• Attentive</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>E6</b>	<p><b>What would you give the inspector <u>low ratings</u> on? [mark all that apply]</b></p> <ul style="list-style-type: none"> <li>• Knowledgeable/Credible</li> <li>• Professional</li> <li>• Courteous and respectful</li> <li>• Fair</li> <li>• Thorough</li> <li>• Informative</li> <li>• Responsive</li> <li>• Attentive</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>E7</b>	<p><b>How important is general aviation pilot inspection/surveillance to the safety of the National Airspace?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Not at all important</li> <li><input type="radio"/> Somewhat important</li> <li><input type="radio"/> Quite important</li> <li><input type="radio"/> Extremely important</li> </ul>

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<b>SECTION E: Inspection/Surveillance</b>	
<b>E8</b>	<b>Indicate your top 3 recommendations on how to improve the FAA inspection/surveillance process.</b> [write in below] #1 _____ #2 _____ #3 _____
<b>E9</b>	<b>What was the outcome of the ramp check/inspection?</b> <input type="radio"/> No findings (skip to...) <input type="radio"/> Counseling (skip to...) <input type="radio"/> Letter of Investigation
<b>E10</b>	<b>What was the result of the investigation?</b> <input type="radio"/> Closed, no action taken <input type="radio"/> Remedial training <input type="radio"/> Letter of Warning <input type="radio"/> Letter of Correction <input type="radio"/> Certificate action: suspension <input type="radio"/> Certificate action: revocation <input type="radio"/> Administrative hearing
<b>E11</b>	<b>Was the investigation justified?</b> <input type="radio"/> Yes <input type="radio"/> Maybe <input type="radio"/> No
<b>E12</b>	<b>How satisfied were you with the outcome of the investigation?</b> <input type="radio"/> Very dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neither dissatisfied nor satisfied <input type="radio"/> Satisfied <input type="radio"/> Very satisfied
<b>E13</b>	<b>How did the outcome of the investigation compare to your expectations?</b> <input type="radio"/> Far below expectations <input type="radio"/> Below expectations <input type="radio"/> Met expectations <input type="radio"/> Exceeded expectations <input type="radio"/> Well beyond expectations

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SECTION E: Inspection/Surveillance	
<b>E14</b>	<b>How were you treated by the FAA throughout the investigation?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Unfairly</li> <li><input type="radio"/> Somewhat unfairly</li> <li><input type="radio"/> Neutral</li> <li><input type="radio"/> Somewhat fairly</li> <li><input type="radio"/> Fairly</li> </ul>
<b>E15</b>	<b>Indicate your top 3 recommendations on how to improve the FAA investigation process.</b> [write in below] #1 _____ #2 _____ #3 _____
<b>E16</b>	<b>Any additional feedback regarding FAA inspection/surveillance of general aviation pilots?</b> [mark all that apply] <ul style="list-style-type: none"> <li>• Compliments (write in): _____</li> <li>• Complaints (write in): _____</li> <li>• Comments (write in): _____</li> </ul>

SECTION F: Safety Management System (SMS)	
<b>F1</b>	<b>How familiar are you with the purpose of a safety management system (SMS)?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Not at all familiar (skip to the next section)</li> <li><input type="radio"/> Somewhat familiar</li> <li><input type="radio"/> Quite familiar</li> <li><input type="radio"/> Extremely familiar</li> </ul>
<b>F2</b>	<b>Do you or does your company have a safety management system (SMS)?</b> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No (skip to the next section)</li> </ul>
<b>F3</b>	<b>The safety management system (SMS) has increased awareness of aviation safety risk.</b> <ul style="list-style-type: none"> <li><input type="radio"/> Strongly disagree</li> <li><input type="radio"/> Disagree</li> <li><input type="radio"/> Neither disagree or agree</li> <li><input type="radio"/> Agree</li> <li><input type="radio"/> Strongly agree</li> </ul>

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<b>SECTION F: Safety Management System (SMS)</b>	
<b>F4</b>	<b>The safety management system (SMS) has improved assessment of safety risk.</b> <input type="radio"/> Strongly disagree <input type="radio"/> Disagree <input type="radio"/> Neither disagree or agree <input type="radio"/> Agree <input type="radio"/> Strongly agree
<b>F5</b>	<b>The safety management system (SMS) has improved management of safety risk.</b> <input type="radio"/> Strongly disagree <input type="radio"/> Disagree <input type="radio"/> Neither disagree or agree <input type="radio"/> Agree <input type="radio"/> Strongly agree
<b>F6</b>	<b>The safety management system (SMS) has positively impacted productivity.</b> <input type="radio"/> Strongly disagree <input type="radio"/> Disagree <input type="radio"/> Neither disagree or agree <input type="radio"/> Agree <input type="radio"/> Strongly agree
<b>F7</b>	<b>The safety management system (SMS) has improved overall safety.</b> <input type="radio"/> Strongly disagree <input type="radio"/> Disagree <input type="radio"/> Neither disagree or agree <input type="radio"/> Agree <input type="radio"/> Strongly agree
<b>F8</b>	<b>How important is a safety management system (SMS) to the safety of the National Airspace?</b> <input type="radio"/> Not at all important <input type="radio"/> Somewhat important <input type="radio"/> Quite important <input type="radio"/> Extremely important

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SECTION G: Filing a Complaint with the FAA																																			
<b>G1</b>	<b><u>In the past 12 months</u>, did you file a complaint with any of the FAA offices below?</b> <input type="radio"/> FSDO <input type="radio"/> Airmen Certification <input type="radio"/> Airman Records <input type="radio"/> Office of Aerospace Medicine <input type="radio"/> Air Traffic																																		
<b>G2</b>	<b>Overall, how satisfied were you with the manner in which the FAA handled your complaint?</b> <input type="radio"/> Very dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neither dissatisfied nor satisfied <input type="radio"/> Satisfied <input type="radio"/> Very satisfied																																		
<b>G3</b>	<b>How did the FAA's resolution of the complaint compare to your expectations?</b> <input type="radio"/> Far below expectations <input type="radio"/> Below expectations <input type="radio"/> Met expectations <input type="radio"/> Exceeded expectations <input type="radio"/> Well beyond expectations																																		
<b>G4</b>	<b>How did the FAA handle your complaint?</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Yes</th> <th style="text-align: center;">No</th> <th style="text-align: center;">N/A</th> </tr> </thead> <tbody> <tr> <td>Routed you to the appropriate staff member</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Responded in a professional manner</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Provided useful assistance with the complaint process</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Responded in a timely manner</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Clearly explained the complaint process</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Treated you with courtesy and respect</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td>Clearly explained the resolution</td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> </tbody> </table>				Yes	No	N/A	Routed you to the appropriate staff member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Responded in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Provided useful assistance with the complaint process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Responded in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Clearly explained the complaint process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Treated you with courtesy and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Clearly explained the resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Yes	No	N/A																																
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All responses to this collection of information are voluntary, under Executive Order 13571. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, Federal Aviation Administration, 10101 Hillwood Parkway, Fort Worth, TX 76177-1524

<b>SECTION G: Filing a Complaint with the FAA</b>	
<b>G5</b>	<p><b>What would you give the FAA staff who handled your complaint <u>high ratings</u> on?</b>            [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Knowledgeable/Credible Professional</li> <li>• Courteous and respectful</li> <li>• Fair</li> <li>• Thorough</li> <li>• Informative</li> <li>• Responsive</li> <li>• Attentive</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>G6</b>	<p><b>What would you give the FAA staff who handled your complaint <u>low ratings</u> on?</b>            [mark all that apply]</p> <ul style="list-style-type: none"> <li>• Knowledgeable/Credible Professional</li> <li>• Courteous and respectful</li> <li>• Fair</li> <li>• Thorough</li> <li>• Informative</li> <li>• Responsive</li> <li>• Attentive</li> <li>• None of the above</li> <li>• Other (write in): _____</li> </ul>
<b>G7</b>	<p><b>Indicate your top 3 recommendations on how to improve the FAA complaint process.</b>            [use 1, 2, and 3 to order your choices, with 1 being your top choice]</p> <p>___ Clearly explain the complaint process</p> <p>___ Assign complaint to appropriate staff member</p> <p>___ Provide assistance with the complaint process</p> <p>___ Respond in a timely manner</p> <p>___ Be courteous and respectful</p> <p>___ Provide feedback on complaint status</p> <p>___ Clearly explain the resolution</p> <p>___ Other (write in): _____</p>



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<b>SECTION G: Filing a Complaint with the FAA</b>	
<b>G8</b>	<b>Any additional feedback regarding the FAA complaint process? [mark all that apply]</b> <ul style="list-style-type: none"><li>• Compliments (write in): _____</li><li>• Complaints (write in): _____</li><li>• Comments (write in): _____</li></ul>