

2120-0699 Supporting Statement B

B. Statistical Methods

1. Describe the potential respondent universe.

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

2019 Applicant Survey Metrics: 1 January to 31 December 2019	
3018	Number of cases or announcements with survey responses from applicants. (70.73% of the total 4267 cases or announcements available in the time period.)
138,953	Number of applicants that submitted applications and had the opportunity to fill out a survey
13019	Number of survey respondents or applicants
4.3	Average number of surveys per case or announcement
1588	Max number of surveys on a case or announcement
202	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 when submitting an application or when they check 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 was modified in September 2018 in an effort to increase applicant responses since there was a low participation rate on the applicant surveys. The "Feedback" control was moved to a page immediately before the application is submitted. This change resulted in an increase in survey participation from the applicants.

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.

Example of Survey Response Scenario: A survey respondent identifies an issue with the Supplemental Qualifications section of the application. Following the weekly AVIATOR Change Control meeting/its review, the issue is; thereafter, provided to the development team and mitigated in the next AVIATOR software release.

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

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