

## OMB 2120-0699 AVIATOR Customer Survey

### Time to Complete/Para data:

(Test user completed a customer survey in the AVIATOR Test environment)

- Pretended to be a first-time applicant: Read the intro, every question, every answer, and all instructions.
- Took a few seconds with each question and contemplated the available answer; as a new applicant might do, when presented the AVIATOR customer survey for the first time
- Added short sentences, or blocks of words, in each of the comment text areas
- Took a screen shot immediately when the survey was rendered, time initiated on the test user's iPhone and, the test user took another screen shot and stopped the timer upon completing the customer survey

Federal Aviation Administration

HELP

OMB Control Number 2120-0699

## Survey

Thank you for applying for a position with the FAA. Please take a minute or two to give us your opinion on what we are doing well and what we need to do better. The feedback you provide will help us enhance our site to serve you better in the future. All results are confidential.

### USAJOBS portion of the application process

Please rate your experience with the following topics as it pertains to the USAJOBS portion of the application process?

**1. Was this your first time applying for a job using the USAJOBS application process?**

Yes

No

**2. Overall, my satisfaction with the USAJOBS portion of this application process was positive.**

Strongly Agree

Agree

Disagree

Strongly Disagree

No Basis to Judge

**3. I was able to navigate around the USAJOBS web site with little or no difficulty.**

Strongly Agree

Agree

Disagree

Strongly Disagree

No Basis to Judge

**4. I was able to complete and/or upload my resume in USAJOBS with little or no difficulty.**

Strongly Agree

Agree

Disagree

Strongly Disagree

No Basis to Judge

Beginning time

1:22 PM  
4/27/2021

AVIATOR :: Survey

jobstest.faa.gov/Modules/MyApplications/ApplicantSurvey.aspx?vid=12719

Apps Imported From IE Aviator links Other bookmarks Reading list

Agree  
 Disagree  
 Strongly Disagree  
 No Basis to Judge

**2. The transition between USAJOBS and FAA AVIATOR system was seamless.**  
 Strongly Agree  
 Agree  
 Disagree  
 Strongly Disagree  
 No Basis to Judge

**3. I like being able to store my resumes and documents and attach them to my FAA job application(s).**  
 Strongly Agree  
 Agree  
 Disagree  
 Strongly Disagree  
 No Basis to Judge

**4. This online process will make it easier for me to apply to future jobs for the FAA.**  
 Strongly Agree  
 Agree  
 Disagree  
 Strongly Disagree  
 No Basis to Judge

5. Please let us know any additional comments you feel will help us improve your application experience next time.  
could make the letters bigger

Characters remaining: 1971

Cancel Submit

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Ending time

1:24 PM  
4/27/2021

