

**Request for Approval under the "Generic Clearance for Improving  
Customer Experience: OMB Circular A-11, Section 280  
Implementation"  
(OMB Control Number:3090-0321)**

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**TITLE OF INFORMATION COLLECTION:** FAA.gov Feedback Survey

**PURPOSE OF COLLECTION:**

*What are you hoping to learn / improve? How do you plan to use what you learn? Are there artifacts (user personas, journey maps, digital roadmaps, summary of customer insights to inform service improvements, performance dashboards) the data from this collection will feed?*

Gain feedback and insights into user satisfaction of FAA.gov; identify issues with content and make continual improvements to the site based on user feedback. PRA approval was previously granted for this survey under a GEN IC request with the GSA Touchpoints A-11 Umbrella Clearance. This new request is for additional respondent counts and burden hours as we have exhausted our previous allotment.

**TYPE OF ACTIVITY:** (Check one)

- Customer Research (Interview, Focus Groups, Surveys)
- Customer Feedback Survey
- Usability Testing of Products or Services

**ACTIVITY DETAILS**

1. If this is a survey, will the results of this survey be reported to Touchpoints as part of quarterly reporting obligations specified in OMB Circular A-11 Section 280?
- Yes
  - No
  - Not a survey

2. How will you collect the information? (Check all that apply)
- Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain

3. Who will you collect the information from?  
*Explain who will be interviewed and why the group is appropriate for the Federal program / service to connect with. Please provide a description of how you plan to identify your potential group of respondents and if only a sample will be solicited for feedback,*

*how you will select them(e.g., anyone who provided an email address to a call center rep, a representative sample of Veterans who received outpatient services in May 2019, do you have a list of customers to reach out to (e.g., a CRM database that has the contact information, intercept interviews at a particular field office?)*

Survey will be available on all FAA.gov pages and to all users of FAA.gov to provide feedback.

4. How will you ask a respondent to provide this information?  
*(e.g., after an application is submitted online, the final screen will present the opportunity to provide feedback by presenting a link to a feedback form / an actual feedback form)*

A button is provided on every page of the FAA.gov website asking for their feedback. Users can choose to take the survey to help improve the website experience.

5. What will the activity look like?  
*Describe the information collection activity - e.g. what happens when a person agrees to participate? Will facilitators or interviewers be used? What's the format of the interview/focus group? If a survey, describe the overall survey layout/length/other details? If User Testing, what actions will you observe / how will you have respondents interact with a product you need feedback on?*

No facilitators or interviewers will be used. Survey asks users for feedback of their experience on FAA.gov. No personal follow-up or actions are taken with those who participate. No personal information is collected or solicited.

6. Please provide your question list.  
*Paste here the questions or prompts presented to participants in your activity. If you have an interview / facilitator guide, that can be attached to the submission and referenced here.*

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

*How would you rate your overall experience on FAA.gov? \**

*Were you able to complete your main task? \**

*If you were able to complete your main task, how would you rate the ease of task completion?*

*If you were unable to complete your main task, which best describes the reason why?*

*How would you rate your confidence in using FAA.gov as your main source of U.S. aviation information? \**

*How would you rate the efficiency of FAA.gov as a transactional tool? (Examples: drone registration, license renewal, aircraft registration, etc.) \**

*Did you use the search box during your visit? \**

*How would you rate the relevancy of the search results?*

*Do you use the FAA website as your primary resource for U.S. aviation information? \**

*Which best describes your role? \**

*Which best describes the main task that brought you to this site? \**

7. When will the activity happen?

*Describe the time frame or number of events that will occur (e.g., We will conduct focus groups on May 13,14,15, We plan to conduct customer intercept interviews over the course of the Summer at the field offices identified in response to #2 based on scheduling logistics concluding by Sept. 10<sup>th</sup>, or "This survey will remain on our website in alignment with the timing of the overall clearance.")*

Survey began on 9/1/2024 and continue indefinitely. It will remain on our website in alignment with the timing of the overall clearance.

8. Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?

Yes  No

If Yes, describe:

NA

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Individuals or Households	6,000/yr	3 minutes	300

<b>Totals</b>	<b>18,000</b>	<b>3</b>	<b>900</b>
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**CERTIFICATION:**

I certify the following to be true:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial;
4. Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered is intended to be used for general service improvement and program management purposes
7. Upon agreement between OMB and the agency aggregated data may be released as part of A-11, Section 280 requirements only on performance.gov. Summaries of customer research and user testing activities may be included in public-facing customer journey maps.
8. Additional release of data will be coordinated with OMB.

Name and email address of person who developed this survey/focus group/interview:

**Name: Jennifer Rossi**

**Email address: jennifer.l.rossi@faa.gov**

**All instruments used to collect information must include:**

**OMB Control No.: 3090-0321**

**Expiration Date: 11/30/2028**

**HELP SHEET**  
**(OMB Control Number: 3090-0321)**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.