



# NAS SEP User Experience (UX) For Union Coordination

Nov 2016



**FAA**

# Overview

- **What's the Strategy:** Improve the user experience on the NAS SE Portal(SEP)
  - ✦ Seek user recommendations to improve the website
    - Identify opportunities to improve the user experience
    - Reuse ANG-B's annual global survey approach
- **How we plan to do it:** Use a Quick Poll and targeted survey
  - ✦ **Quick Poll** – Three questions available via an optional link
  - ✦ **Survey** – Email sent to SEP account holders requesting feedback
- **What about feedback:** SEP super users and ANG-B5 SMEs will analyze information and recommend improvement opportunities.
- **Why its important:** Support the planning and engineering workforce and empower them to innovate by improving the SEP user experience.



# List of all Survey Questions (offered to SEP Account Holders)

1. What is your overall experience with the NAS SE Portal? If poor, request further information
2. What is your primary reason for visiting the NAS SEP?
3. How did you hear about the NAS SEP?
4. How satisfied are you with the following features of the NAS SEP? If Dissatisfied or Very Dissatisfied, ask for further information
  - Products Page, NAS Datastore, Resources, Contact Us/Technical Help, FAQs, News and Announcements, Homepage, Reports
5. How satisfied are you with the following categories in relation to the NAS SEP? If Dissatisfied or Very Dissatisfied, ask for further information
  - Usefulness overall, Attractiveness, Ease of navigation, Site responsiveness, Search Box usefulness
6. After logging in, what would you most like to see immediately on your screen?
7. Which of the following NAS SEP features would you find most helpful?
8. Are there reports you would like to see on the NAS SE Portal that are not currently available? Describe below:
9. What would you like to see on the Portal that isn't already available now?
10. How likely are you to recommend the NAS SEP to a colleague? If Not likely or Not at all likely, ask for more information
11. Based on your experience today, how likely are you to return to the NAS SEP? If Not likely or Not at all likely, ask for more information
12. Please share any additional comments or experiences on the NAS SE Portal
13. Would you like someone to contact you regarding your responses on this questionnaire?



# Quick Poll Questions

1. Do you find this page useful?
2. Did you find this page easy to navigate?
3. Please provide any suggestions you have for this page.

These questions appear as an optional link on each web page accessible by account holders



# Who will Analyze the Data?

- ANG-B5 and SEP Super Users SMEs

SME Name	Division
Ian Bradley	ANG-B5
Jason Arpino (CTR)	ANG-B5
Ken Wise	ANG-B3
Rajnish Gulati	ANG-B12
Scott Goldsmith (CTR)	ANG-B5
Stacey Hamilton	ANG-B6
Steve Stratoti	ANG-B12
James Winbush	ANG-B22
Vince Telfer	ANG-B13
Lannie Herlihy	ANG-B13
Francisco Bermudez	ANG-C7
Cynthia Morris	ANG-B21
Tamon Honda	ANG-B71
Chris Reilly	ANG-B12
Greg Key	ANG-B13

- Analyze feedback
- Draft recommendations



# How will the Analysis be Used?

- Improvement objectives:
  - ✦ Grow user population,
  - ✦ Improve navigation,
  - ✦ Improve user value.
  
- **No projected impact to BUEs**