

**From:** [Kendal Manson](#)  
**To:** [Deborah.K.Jackson@faa.gov](mailto:Deborah.K.Jackson@faa.gov)  
**Subject:** NATCA's Recommendation: Aviation Safety Knowledge Management Environment (ASKME) User Feedback Data Capture Survey - Changes  
**Attachments:** [ASKME User Data Capture - 032221.pdf](#)

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Good morning Deborah,  
NATCA recommends participation in this survey.  
In accordance with Article 50 of the parties' CBA, we request the results of the survey at the same time they are distributed to the corresponding level of the Agency.  
Thank you,  
Kendal

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**From:** Jackson, Deborah K (FAA)  
**Sent:** Wednesday, March 24, 2021 11:38 AM  
**To:** 'Paul Rinaldi' <prinaldi@natcad.org>  
**Cc:** Kendal Manson <kmanson@natcad.org>; Nicole Vitale <nvitale@natcad.org>; diacopelli@natcad.org; Idlett, Patrick D (FAA) <Patrick.D.Idlett@faa.gov>; 'AHR-LERF-MGR <AHR-LERF-MGR@faa.gov>; 'AHR-LERFMT <AHR-LERFMT@faa.gov>  
**Subject:** AMENDED NOTICE: Aviation Safety Knowledge Management Environment (ASKME) User Feedback Data Capture Survey - Changes

Dear Mr. Rinaldi:

Please see the attached Aviation Safety Knowledge Management Environment (ASKME) User Feedback Data Capture survey being implemented by the Information Management Branch (AIR-950). The survey is intended to be completed by Aircraft Certification (AIR) Aviation Safety Inspectors (ASI), Aviation Safety Engineers (ASE), and Managers who use the following ASKME applications: Aircraft Certification Audit Information System (ACAIS), Aircraft Worthiness Certification (AWC), Airworthiness Directives Development (ADD). The purpose of the data capture is to gather user feedback regarding the usability of the ASKME applications. This feedback will be used to validate the need to improve and enhance the existing ASKME applications and improve the user experience and application usability for the AIR organization. The ASKME program is developing a business case to request funding from the Joint Resource Council (JRC) to improve the ASKME applications used by the AIR workforce.

The survey will be completed during duty hours and will be voluntary and anonymous in nature. The survey will be available for 10 days to allow users to provide input. The data will be collected in Google Forms. The survey results will be forwarded to the union NLT 30 days after completion of survey.

If you have any questions or concerns, please do not hesitate to contact me.

Thank you,

***Deborah K Jackson***

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