



## Survey questions

1. When was the last time you visited an airline website or app?

- Within the last 4 weeks
- More than 4 weeks ago

2. Why did you visit the airline website or app that day? What were you trying to do?

E.g., check prices, book a flight, check-in, etc...

3. Were you able to complete your task that day?

- Yes
- No

If not, tell us why not

4. What would you change about that website or app?

What improvements would you make?