

FF 90-150, Internet On-Line Registration-Phone Survey

LOCATION	CURRENT TEXT	REVISED TEXT
None	(New Question in Revised Text)	1. Which of the following websites did you access to apply for disaster assistance? a) DisasterAssistance.gov b) FEMA.gov
Pg 6, #3	After the disaster, how did you hear about FEMA? a) Newspaper b) Television c) Radio d) FEMA Employees e) Community Groups f) Friends / Relatives g) Flyers h) Church i) Other	1a. How did you find out about that website? a) Newspaper b) Radio c) Community Group d) Television e) Friend or Family f) Disaster Worker g) Internet Search g) Other
Pg 6 #3a	How would you rate the effectiveness of the communications in helping you get the information you need? a) Excellent b) Good c) Satisfactory d) Below Average or e) Poor f) Don't know, no opinion	(This question is now removed)
Pg 6 #3b	In what way was the information below average or poor? a) The information did not accurately represent the services provided by FEMA b) The information was confusing c) There was insufficient information to help d) The information was too late e) Had to seek out information on my own f) Other (Specify)	(This question is now removed)
None	(Due to Executive Order: New Question in Revised)	2. You were offered an option to take an anonymous Pre-Screening Questionnaire before doing an online disaster assistance registration. Did you take the questionnaire? a) Yes b) No c) Don't Remember
None	(Due to Executive Order: New Question in Revised)	2a. This series of questions relate only to that questionnaire. How would you rate the questions on being easy to understand? a) Extremely Easy b) Very Easy c) Easy d) Not Very Easy e) Not at all Easy

		f) No Opinion
None	(Due to Executive Order: New Question in Revised)	2b. After completing the questionnaire you may have received information about other agencies. How helpful was that information? a) Extremely Helpful b) Very Helpful c) Helpful d) Not Very Helpful e) Not at all Helpful f) No Opinion
None	(Due to Executive Order: New Question in Revised)	2c. How could the information have been more helpful? a) More concise information b) More detailed information c) Provide contact phone number d) Provide web address e) Make less complicated f) Other (Specify)
None	(Due to Executive Order: New Question in Revised)	3. The website provided the ability to browse information by category or by agency. How helpful was it to browse by:
None	(New Question in Revised Text)	3a. Category? a) Extremely Helpful b) Very Helpful c) Helpful d) Not Very Helpful e) Not at all Helpful f) No Opinion
None	(New Question in Revised Text)	3b. What about by Agency? Extremely Helpful Very Helpful Helpful Not Very Helpful Not at all Helpful No Opinion
Pg 2 #1	Overall, how would you rate the information and support you've received from FEMA since the disaster occurred? Would d you say it's been: a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion	4. Overall, how would you rate the website for obtaining disaster assistance information? Would you say it was: a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion
Pg #1a	In what way was the information and support you received below average/poor? a) Did not receive financial/enough assistance b) Helpdesk Tech had poor attitude c) Application process too complicated d) Programs not explained clearly e) Helpdesk Tech didn't seem interested in	4a. Tell me a little about your reasons for that rating. a) Difficulty navigating the screens b) Questions hard to understand c) Response option hard to understand d) Referrals were too lengthy e) Referrals were hard to understand f) No contact phone numbers on

	<p>helping me</p> <p>f) Took too long to complete application</p> <p>g) Difficulty accessing Individual Assistance Center on FEMA.gov</p> <p>h) Was not treated with respect</p> <p>i) Other (Specify)</p>	<p>referrals</p> <p>g) No web address / link on referrals</p> <p>h) Technical problems</p> <p>i) Other (Specify)</p>
Pg 7 #5	<p>Overall how would you rate FEMA's Internet Registration System on making it easy to apply for disaster assistance? Would you say it was:</p> <p>a) Excellent</p> <p>b) Good</p> <p>c) Satisfactory</p> <p>d) Below Average</p> <p>e) Poor</p> <p>f) No Opinion</p>	<p>5. For the next questions please think only about your experience in completing the on-line registration for disaster assistance. Overall, how would you rate that experience? Would you say it was:</p> <p>a) Excellent</p> <p>b) Good</p> <p>c) Satisfactory</p> <p>d) Below Average</p> <p>e) Poor</p> <p>f) No Opinion</p>
Pg 7 #5a	<p>What difficulties did you have?</p> <p>a) Terms or instructions too complicated</p> <p>b) Took too much time</p> <p>c) Other (Specify)</p>	<p>5a. Tell me a little about your reasons for that rating.</p> <p>a) Screen navigation was difficult</p> <p>b) Took too long to complete the registration</p> <p>c) Technical problems</p> <p>d) Instructions were hard to understand</p> <p>e) Help Page information was not clear</p> <p>f) Types of assistance were not clear</p> <p>g) Other (Specify)</p>
None	(New Question in Revised Text)	<p>6. Each screen included a "Help for this Page" button to assist you in filling out your application. Would you say the help information was:</p> <p>a) Excellent</p> <p>b) Good</p> <p>c) Satisfactory</p> <p>d) Below Average</p> <p>e) Poor</p> <p>f) No Opinion</p>
None	(New Question in Revised Text)	<p>6a. In what way was the help information below average or poor?</p> <p>a) Information was too complicated</p> <p>b) Did not understand the terms used</p> <p>c) Not enough information provided</p> <p>d) Other (Specify)</p>
Page 10 #8	<p>When registering over the internet, were you referred to other agencies that may also be able to provide you with assistance?</p> <p>a) Yes</p> <p>b) No</p> <p>c) Don't Remember</p>	(The revised question #7 addresses the topic but with a different purpose: helpful scale versus recall of the referral)
Page 10 #8a	<p>Which agencies were you referred to?</p> <p>a) Small Business Administration</p> <p>b) American Red Cross</p> <p>c) Farm Services Agency</p> <p>d) Local Unemployment</p>	(The Revised question #7 addresses the topic but with a different purpose. Revised measures the helpfulness – not the recall of the referral)

	<ul style="list-style-type: none"> e) Internal Revenue f) Insurance company g) Other 	
Page 10 #8b	<p>Based on your application, we may have referred you to (read highlighted referrals that applicant did not identify in 10a). Would you like me to give you the information so you can contact them when you have an opportunity?</p> <ul style="list-style-type: none"> a) Yes b) No 	(This question is now removed)
None	(Revised is similar to #8 and #8a in Current but with a different purpose: helpful scale versus recall of the referral)	<p>7. After completing your registration, information was displayed about other agencies or organizations that may be able to assist you. Would you say that information was:</p> <ul style="list-style-type: none"> a) Extremely Helpful b) Very Helpful c) Helpful d) Not Very Helpful e) Not at all Helpful f) No Opinion
None	(New Follow Up Question in Revised Text)	<p>7a. What were your reasons for this rating?</p> <ul style="list-style-type: none"> a) Descriptions of agency services was difficult to understand b) Agency contact information was incomplete c) Too much information d) Not enough information e) No agency found for assistance needed f) Other (Specify)
Pg 3 #2	<p>After registering online, did you call the Internet technical Helpdesk</p> <ul style="list-style-type: none"> a) Yes b) No 	<p>8. Did you use the website's Technical Support services such as e-mailing or calling the 800 number about a technical problem?</p> <ul style="list-style-type: none"> h) Yes i) No
None	(New Question in the Revised Text)	<p>8a. Which contact method did you use?</p> <ul style="list-style-type: none"> a) e-mail b) 800 number c) both
Pg 3 #2 continued	<p>If yes: Thinking only about your call to the Technical Helpdesk, how would you rate the way the Technician handled your call? Would you say:</p> <ul style="list-style-type: none"> a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion 	<p>8b. Thinking only about your communications with Technical Support, how would rate the service you received? Would you say it was?</p> <ul style="list-style-type: none"> a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion
Pg 3 #2a	In what way was your call (below average or poor)?	8c. In what way was the support Below Average or Poor?

	<ul style="list-style-type: none"> a) Helpdesk phone was busy or on hold too long b) Helpdesk Tech had poor attitude c) Internet application process too complicated d) Didn't explain programs clearly e) Didn't seem interested in helping me f) Didn't take time to listen to me g) Took too long h) Helpdesk Tech couldn't answer question i) Didn't treat me with respect j) Other (Specify) 	<ul style="list-style-type: none"> a) 800 Number Tech did not answer question b) Took too long to get through to 800 Number c) 800 Number gave incorrect info d) 800 Number Poor customer Service e) e-mail response did not answer question f) Took too long to get e-mail response g) e-mail gave incorrect information h) Other (Specify)
Pg 4 #2b	<p>How would you rate the Technician on showing a genuine interest in your call?</p> <ul style="list-style-type: none"> a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion 	(This question and those following regarding the Helpdesk are all included in the one question above #10)
Pg 4 #2c	<p>On taking the time to listen to the details of your situation?</p> <ul style="list-style-type: none"> a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion 	(This question is now removed)
Pg 4 #2e	<p>On treating you with respect?</p> <ul style="list-style-type: none"> a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion 	(This question is now removed)
Pg 4 #2f	<p>How would you rate the Technician's overall attitude during your call?</p> <ul style="list-style-type: none"> a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion 	(This question is now removed)
Pg 4 #2g	<p>In what way was it (below average or poor)?</p> <ul style="list-style-type: none"> a) Condescending b) Impatient c) Rude d) Other (Specify) 	(This question is now removed)
Pg 5 #2h	<p>How would you rate the Helpdesk Technician on answering your questions? Would you say:</p> <ul style="list-style-type: none"> a) Excellent b) Good c) Satisfactory d) Below Average e) Poor 	(This question is now removed)

	f) No Opinion	
Pg 5 #2i	What question was the technician unable to answer? a) FEMA programs/policies b) Screen navigation c) Internet browser d) Error message e) System response time f) Data field terms/descriptions g) Other (Specific)	(This question is now removed)
Page 9 #7	Based on what you have seen, read, and heard, as well as your personal opinion, how would you rate FEMA's overall reputation in your community? Would you say it was: a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion	(The Current image questions are replaced with other image questions in the Revised Text #9 and #10)
Page 9 #7a	Why do you the reason would be (for below average or poor)? a) Poor attitude of FEMA personnel b) Application process too complicated c) No consistency in amount awarded d) FEMA didn't seem interested in helping e) Took too long to get assistance f) Disaster assistance information miss-communicated g) Not enough money awarded h) Was told I did not qualify for assistance i) Too much red tape to get assistance j) Representative didn't treat me with respect k) Other (Specify)	(This question is now removed)
None	(New Question in Revised Text)	9. In the future, should you need disaster assistance, what is the likelihood that you would use this method to apply for assistance? Would you: a) Definitely use b) Probably Use c) Might or Might Not use d) Probably would Not use e) Definitely would Not use f) No Opinion
Page 10 #9	For this next question, FEMA is very interested in getting your opinion on what we could do to improve our service. What suggestions would you like to pass on to FEMA? (Specify)	9a. What changes are needed to increase the likelihood? (Specify)
None	(New Question in Revised)	10. Would you recommend the site to a friend or family member? a) Yes b) No

		c) Don't Know
Page 29 #10 No Change	All right, I have only one more question for you. FEMA is very interested in the quality of service we provide you. May we call you at a later date to ask you some additional questions? a) Yes b) No	11. All right, I have only one more question. FEMA is very interested in the quality of service we provide. May we call you at a later date if we have additional questions? a) Yes b) No
Page 7 #4	When you registered on the internet, did you have any difficulty accessing the Individual Assistance Center? a) Yes b) No	(This question is now removed)
Page 7 #4a	What problems did you have? a) Website not available on previous attempt b) Registration button hard to find c) Unable to access Registration on previous attempt d) Not confident my Registration was saved/received by FEMA e) Other (Specify)	(This question is now removed)
Page 8 #6	Now I'd like you to think about the Inspection FEMA conducted to assess your damages. I see you had multiple inspections. Which one would you like to be surveyed about? a) Initial Inspection b) Second Inspection	(This question is now removed)
Page 8 #6a	How many days after your call did FEMA conduct the inspection?	(This question is now removed) Covered in another survey
Page 8 #6b	How would you rate the amount of time between your call and the inspection? Would you say it was: a) Excellent b) Good c) Satisfactory d) Below Average e) Poor f) No Opinion	(This question is now removed) Covered in another survey
Page 8 #6c	Overall, how satisfied are you with the inspection FEMA conducted? a) Extremely satisfied b) Very satisfied c) Satisfied d) Less than satisfied e) Not at all satisfied f) No opinion	(This question is now removed) Covered in another survey
Page 8 #6d	Why were you dissatisfied with the inspection? a) Not qualified, No financial assistance or not enough financial assistance b) Did not show concern/compassion c) Did not look at all my damages d) Did not explain anything to me e) Did not listen to me	(This question is now removed) Covered in another survey

	<ul style="list-style-type: none"> f) Did not answer my questions g) Did not come at scheduled time h) Did not take enough time i) Other (Specific) 	
Custom Question Series		
Pg 11-12 #CQIAC-Reg Series	<p>Did you personally attempt to do your Registration over the Internet?</p> <ul style="list-style-type: none"> a) Yes b) No c) Don't Remember 	(This series of questions is now removed and will be asked on a different survey)
Pg 13 #CQIAC-Inq Series	<p>Did you try to use the FEMA.gov website to check on your application?</p> <ul style="list-style-type: none"> a) Yes b) No c) Don't Remember 	(This series of questions is now removed and will be asked on a different survey)
Pg 14-16 #CQAD Series	<p>Auto Dialer: Did you receive a recorded message from FEMA stating your correspondence or fax was received or mail was returned?</p> <ul style="list-style-type: none"> a) Yes b) No c) Don't Remember 	(This series of questions is now removed and will be asked on a different survey)
Pg 17-19 #CQIVR Series	<p>Automated Information System (IVR): Have you used the automated method to check the status of your case?</p> <ul style="list-style-type: none"> a) Yes b) No c) Don't Remember 	(This series of questions is now removed and will be asked on a different survey)
Pg 20-23 #CQSN Series	<p>Special Needs: Has a FEMA Special Needs Caseworker given you a courtesy call about your needs for support after the disaster?</p> <ul style="list-style-type: none"> a) Yes b) No c) Don't Remember 	(This series of questions is now removed and will be asked on a different survey)
Pg 24 #CQCL Series	<p>Centralized Location: If FEMA were to provide internet access at a centralized location, how likely would you be to go to that location to use the internet and other services provided?</p> <ul style="list-style-type: none"> a) Extremely likely b) Very likely c) Somewhat likely d) Not very likely e) Not at all likely 	(This series of questions is now removed and will be asked on a different survey)
Pg 25-27 #CQDRC Series	<p>Disaster Recovery Center: Following the disaster, did you have an opportunity to visit FEMA's Disaster Recovery Center?</p> <ul style="list-style-type: none"> a) Yes b) No c) Don't Remember d) Would have gone, but there were none located in my area 	(This series of questions is now removed and will be asked on a different survey)
Pg 28 #CQ1-	Custom Questions for Future Use	(This question is now removed)

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