FEMA Form 007-0-2
Internet Registration Survey

CURRENT LOCATION	CURRENT/OLDREVISED TEXT	REVISED TEXT
	FF90-150 Internet Registration Survey	FEMA Form 007-0-2 Internet Registration Survey
Pg 2 #1 No Change	1. Which of the following websites did you use to access to apply for disaster assistance? a) DisasterAssistance.gov b) FEMA.gov	1. Which of the following websites did you use to access to apply for disaster assistance? a) DisasterAssistance.gov b) FEMA.gov
Pg 2 #1a No Change	1a. How did you find out about that website? o Newspaper o Radio o Community Group o Television o Flyer o Friend or Family o Disaster Worker o Internet Search o Other	1a. How did you find out about that website? o Newspaper o Radio o Community Group o Television o Flyer o Friend or Family o Disaster Worker o Internet Search o Other
Pg 2 #2 No Change	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? o Yes o No o Don't Remember	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? o Yes o No o Don't Remember
Pg 2 #2a No Change	2a. This series of questions relate only to that questionnaire. How would you rate the questions on being easy to understand? o Extremely Easy o Very Easy o Easy o Not Very Easy o Not at all Easy o No Opinion	2a. This series of questions relate only to that questionnaire. How would you rate the questions on being easy to understand? o Extremely Easy o Very Easy o Easy o Not Very Easy o Not at all Easy o No Opinion
Pg 3, #2b No Change	2b. After completing the questionnaire you may have received information about other agencies. How helpful was that information? o Extremely Helpful o Very Helpful o Helpful o Not Very Helpful o Not at all Helpful o No Opinion	2b. After completing the questionnaire you may have received information about other agencies. How helpful was that information? o Extremely Helpful o Very Helpful o Helpful o Not Very Helpful o Not at all Helpful o No Opinion
Pg 3 #2c No Change	2c. How could the information have been more helpful? o More concise information o More detailed information o Provide contact phone number o Provide web address o Make less complicated	2c. How could the information have been more helpful? o More concise information o More detailed information o Provide contact phone number o Provide web address o Make less complicated

FF90-150 Internet Registration Survey - Change Request

	o Other (Specify)	o Other (Specify)
Page 4 #3 No Change	3. The website provided the ability to browse information by category or by agency. How helpful was it to browse by:	3. The website provided the ability to browse information by category or by agency. How helpful was it to browse by:
Page 4 #3a No Change	3a. Category? 　o Extremely Helpful 　o Very Helpful 　o Helpful 　o Not Very Helpful 　o Not at all Helpful 　o Did not use this method 　o No Opinion	3a. Category? 　o Extremely Helpful 　o Very Helpful 　o Helpful 　o Not Very Helpful 　o Not at all Helpful 　o Did not use this method 　o No Opinion
Page 4 #3b No Change	3b. What about by Agency? 　o Extremely Helpful 　o Very Helpful 　o Helpful 　o Not Very Helpful 　o Not at all Helpful 　o Did not use this method 　o No Opinion	3b. What about by Agency? 　o Extremely Helpful 　o Very Helpful 　o Helpful 　o Not Very Helpful 　o Not at all Helpful 　o Did not use this method 　o No Opinion
Pg 5 #4 No Change	4. Overall, how would you rate this website for obtaining disaster assistance information? Would you say it was: 　o Excellent 　o Good 　o Satisfactory 　o Below Average 　o Poor 　o No Opinion	4. Overall, how would you rate this website for obtaining disaster assistance information? Would you say it was: 　o Excellent 　o Good 　o Satisfactory 　o Below Average 　o Poor 　o No Opinion
Pg 5 #4a No Change	4a. Tell me a little about your reasons for that rating. o Difficulty navigating the screens o Questions hard to understand o Response option hard to understand o Referrals were too lengthy o Referrals were hard to understand o No contact phone numbers on referrals o No web address / link on referrals o Technical problems o Other (Specify)	4a. Tell me a little about your reasons for that rating. o Difficulty navigating the screens o Questions hard to understand o Response option hard to understand o Referrals were too lengthy o Referrals were hard to understand o No contact phone numbers on referrals o No web address / link on referrals o Technical problems o Other (Specify)
Pg 6 #5 No Change	5. For the next questions please think only about your experience in completing the online registration for disaster assistance. Overall, how would you rate that experience? Would you say it was: 　o Excellent 　o Good 　o Satisfactory 　o Below Average 　o Poor 　o No Opinion	5. For the next questions please think only about your experience in completing the online registration for disaster assistance. Overall, how would you rate that experience? Would you say it was: 　o Excellent 　o Good 　o Satisfactory 　o Below Average 　o Poor 　o No Opinion
Pg 6 #5a No Change	5a. Tell me a little about your reasons for that rating.	5a. Tell me a little about your reasons for that rating.

	o Screen navigation was difficult o Took too long to complete registration o Technical problems o Instructions were hard to understand o Help Page information was not clear o Types of assistance were not clear o Other (specify)	o Screen navigation was difficult o Took too long to complete registration o Technical problems o Instructions were hard to understand o Help Page information was not clear o Types of assistance were not clear o Other (specify)

Pg 7 #6
No Change
	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:
	    o Excellent
	    o Good
	    o Satisfactory
	    o Below Average
	    o Poor
	    o Did not Use
		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:
		    o Excellent
		    o Good
		    o Satisfactory
		    o Below Average
		    o Poor
		    o Did not Use

Pg 7 #6a No Change	6a. In what way was the help information below average or poor? o Information was too complicated o Did not understand the terms used o Not enough information provided o Other (Specify)	6a. In what way was the help information below average or poor? o Information was too complicated o Did not understand the terms used o Not enough information provided o Other (Specify)

Pg 8 #7
No Change
	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…
	    o Extremely Helpful
	    o Very Helpful
	    o Helpful
	    o Not Very Helpful
	    o Not at all Helpful
	    o Did not Use
	    o No Opinion
		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
		    o Extremely Helpful
		    o Very Helpful
		    o Helpful
		    o Not Very Helpful
		    o Not at all Helpful
		    o Did not Use
		    o No Opinion

Pg 8 #7a No Change	7a. What were your reasons for this rating? o Descriptions of agency services was difficult to understand o Agency contact information was incomplete o Too much information o Not enough information o No agency found for assistance needed o Other (Specify)	7a. What were your reasons for this rating? o Descriptions of agency services was difficult to understand o Agency contact information was incomplete o Too much information o Not enough information o No agency found for assistance needed o Other (Specify)

Pg 9 #8
One word
	8. Did you ==use== the website's Technical Support services such as e-mailing or calling the 800 number about a technical problem?
	    o Yes
	    o No
		8. Did you ==call== the website's Technical Support 800 number about a technical problem?
		    o Yes
		    o No

Pg 9 #8a
Deleted
	8a. Which contact method did you use?
	e-mail
	    o email
	    o 800 number
		==Deleted==

	o both	

Pg 9 #8b
No Change
	8b. Thinking only about your communications with Technical Support, how would rate the service you received? Would you say it was?
	   o Excellent
	   o Good
	   o Satisfactory
	   o Below Average
	   o Poor
	   o No Opinion
		8b. Thinking only about your communication with Technical Support, how would rate the service you received? Would you say it was?
		   o Excellent
		   o Good
		   o Satisfactory
		   o Below Average
		   o Poor
		   o No Opinion

Pg 10 #8c Removed options	8c. In what way was the support Below Average or Poor? 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)	8c. In what way was the support Below Average or Poor? o 800 Number Tech did not answer question o Took too long to get through to 800 Number o 800 Number gave incorrect info o 800 Number Poor customer Service o Other (Specify)

Pg 10 #9
No Change
	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:
	   o Definitely use
	   o Probably Use
	   o Might or Might Not use
	   o Probably would Not use
	   o Definitely would Not use
	   o No Opinion
		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:
		   o Definitely use
		   o Probably Use
		   o Might or Might Not use
		   o Probably would Not use
		   o Definitely would Not use
		   o No Opinion

Pg 11 #9a No Change	9a. What changes are needed to increase the likelihood? (Specify)	9a. What changes are needed to increase the likelihood? (Specify)

Pg 11 Q#10
No Change
	10. Would you recommend the site to a friend or family member?
	   o Yes
	   o No
	   o Don't Know
		10. Would you recommend the site to a friend or family member?
		   o Yes
		   o No
		   o Don't Know

Pg 11 #11
No Change
	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?
	   o Yes
	   o 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

	Thank you very much for your time. Have a good day/evening	Thank you very much for your time. Have a good day/evening