

FEMA Form 007-0-19  
Internet Inquiry Survey

CURRENT LOCATION	CURRENT/OLDREVISED TEXT	REVISED TEXT
	FF90-151 Internet Inquiry Survey	FEMA Form 007-0-19 Internet Inquiry Survey
Pg 2 #1 No Change	1. Which of the following websites did you use to access your disaster assistance application? a) DisasterAssistance.gov b) FEMA.gov	1. Which of the following websites did you use to access your disaster assistance application? a) DisasterAssistance.gov b) FEMA.gov
Pg 2 #1a No Change	1a. How did you find out about that website? <input type="radio"/> Newspaper <input type="radio"/> Radio <input type="radio"/> Community Group <input type="radio"/> Television <input type="radio"/> Flyer <input type="radio"/> Friend or Family <input type="radio"/> Disaster Worker <input type="radio"/> Internet Search <input type="radio"/> g) Other	1a. How did you find out about that website? <input type="radio"/> Newspaper <input type="radio"/> Radio <input type="radio"/> Community Group <input type="radio"/> Television <input type="radio"/> Flyer <input type="radio"/> Friend or Family <input type="radio"/> Disaster Worker <input type="radio"/> Internet Search <input type="radio"/> Other
Pg 2 #2 No Change	2. You were offered an option to take an anonymous Pre-Screening Questionnaire. Did you take the questionnaire? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't Remember	2. You were offered an option to take an anonymous Pre-Screening Questionnaire. Did you take the questionnaire? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> 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? <input type="radio"/> Extremely Easy <input type="radio"/> Very Easy <input type="radio"/> Easy <input type="radio"/> Not Very Easy <input type="radio"/> Not at all Easy <input type="radio"/> No Opinion	2a. This series of questions relate only to that questionnaire. How would you rate the questions on being easy to understand? <input type="radio"/> Extremely Easy <input type="radio"/> Very Easy <input type="radio"/> Easy <input type="radio"/> Not Very Easy <input type="radio"/> Not at all Easy <input type="radio"/> 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? <input type="radio"/> Extremely Helpful <input type="radio"/> Very Helpful <input type="radio"/> Helpful <input type="radio"/> Not Very Helpful <input type="radio"/> Not at all Helpful <input type="radio"/> No Opinion	2b. After completing the questionnaire you may have received information about other agencies. How helpful was that information? <input type="radio"/> Extremely Helpful <input type="radio"/> Very Helpful <input type="radio"/> Helpful <input type="radio"/> Not Very Helpful <input type="radio"/> Not at all Helpful <input type="radio"/> No Opinion
Pg 3 #2c No Change	2c. How could the information have been more helpful? <input type="radio"/> More concise information <input type="radio"/> More detailed information <input type="radio"/> Provide contact phone number <input type="radio"/> Provide web address <input type="radio"/> Make less complicated <input type="radio"/> Other (Specify)	2c. How could the information have been more helpful? <input type="radio"/> More concise information <input type="radio"/> More detailed information <input type="radio"/> Provide contact phone number <input type="radio"/> Provide web address <input type="radio"/> Make less complicated <input type="radio"/> 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? <input type="radio"/> Extremely Helpful <input type="radio"/> Very Helpful <input type="radio"/> Helpful <input type="radio"/> Not Very Helpful <input type="radio"/> Not at all Helpful <input type="radio"/> Did not use this method <input type="radio"/> No Opinion	3a. Category? <input type="radio"/> Extremely Helpful <input type="radio"/> Very Helpful <input type="radio"/> Helpful <input type="radio"/> Not Very Helpful <input type="radio"/> Not at all Helpful <input type="radio"/> Did not use this method <input type="radio"/> No Opinion
Page 4 #3b No Change	3b. What about by Agency? <input type="radio"/> Extremely Helpful <input type="radio"/> Very Helpful <input type="radio"/> Helpful <input type="radio"/> Not Very Helpful <input type="radio"/> Not at all Helpful <input type="radio"/> No Opinion	3b. What about by Agency? <input type="radio"/> Extremely Helpful <input type="radio"/> Very Helpful <input type="radio"/> Helpful <input type="radio"/> Not Very Helpful <input type="radio"/> Not at all Helpful <input type="radio"/> 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: <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor <input type="radio"/> No Opinion	4. Overall, how would you rate this website for obtaining disaster assistance information? Would you say it was: <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor <input type="radio"/> No Opinion
Pg 5 #4a No Change	4a. Tell me a little about your reasons for that rating. <input type="radio"/> Difficulty navigating the screens <input type="radio"/> Questions hard to understand <input type="radio"/> Response option hard to understand <input type="radio"/> Referrals were too lengthy <input type="radio"/> Referrals were hard to understand <input type="radio"/> No contact phone numbers on referrals <input type="radio"/> No web address / link on referrals <input type="radio"/> Technical problems <input type="radio"/> Other (Specify)	4a. Tell me a little about your reasons for that rating. <input type="radio"/> Difficulty navigating the screens <input type="radio"/> Questions hard to understand <input type="radio"/> Response option hard to understand <input type="radio"/> Referrals were too lengthy <input type="radio"/> Referrals were hard to understand <input type="radio"/> No contact phone numbers on referrals <input type="radio"/> No web address / link on referrals <input type="radio"/> Technical problems <input type="radio"/> Other (Specify)
Pg 6 #5 No Change	5. For the next questions please think only about your experience in using the internet to view or change your disaster assistance application. Overall, how would you rate that experience? Would you say it was: <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor <input type="radio"/> No Opinion	5. For the next questions please think only about your experience in using the internet to view or change your disaster assistance application. Overall, how would you rate that experience? Would you say it was: <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor <input type="radio"/> No Opinion
Pg 6 #5a In the Options - One word changed	5a. Tell me a little about your reasons for that rating. <input type="radio"/> System was difficult to use <input type="radio"/> Took too long to view/edit information	5a. Tell me a little about your reasons for that rating. <input type="radio"/> Screen was difficult to use <input type="radio"/> Took too long to view/edit information

	<ul style="list-style-type: none"> <li><input type="radio"/> Technical problems</li> <li><input type="radio"/> Instructions were hard to understand</li> <li><input type="radio"/> Help Page information was not clear</li> <li><input type="radio"/> Did not provide information needed</li> </ul>	<ul style="list-style-type: none"> <li><input type="radio"/> Technical problems</li> <li><input type="radio"/> Instructions were hard to understand</li> <li><input type="radio"/> Help Page information was not clear</li> <li><input type="radio"/> Did not provide information needed</li> </ul>
Pg 7 #6 No Change	<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> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> Did not Use</li> </ul>	<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> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> Did not Use</li> </ul>
Pg 7 #6a No Change	<p>6a. In what way was the help information below average or poor?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Information was too complicated</li> <li><input type="radio"/> Did not understand the terms used</li> <li><input type="radio"/> Not enough information provided</li> <li><input type="radio"/> Other (Specify)</li> </ul>	<p>6a. In what way was the help information below average or poor?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Information was too complicated</li> <li><input type="radio"/> Did not understand the terms used</li> <li><input type="radio"/> Not enough information provided</li> <li><input type="radio"/> Other (Specify)</li> </ul>
Pg 8 #7 No Change	<p>7. The Application Overview screen provided a summary of the categories of assistance, status of your Claim, date approved and eligible amount. How would you rate this section on providing needed information?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> No Opinion</li> </ul>	<p>7. The Application Overview screen provided a summary of the categories of assistance, status of your Claim, date approved and eligible amount. How would you rate this section on providing needed information?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> No Opinion</li> </ul>
Pg 8 #7a No Change	<p>7a. What were your reasons for this rating?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Did not understand Category Information</li> <li><input type="radio"/> Did not understand Status Information</li> <li><input type="radio"/> Not enough details provided</li> <li><input type="radio"/> Help instructions not clear</li> <li><input type="radio"/> Other (Specify)</li> </ul>	<p>7a. What were your reasons for this rating?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Did not understand Category Information</li> <li><input type="radio"/> Did not understand Status Information</li> <li><input type="radio"/> Not enough details provided</li> <li><input type="radio"/> Help instructions not clear</li> <li><input type="radio"/> Other (Specify)</li> </ul>
Pg 9 #8 Separated Options	<p>8. The Correspondence screen summarized correspondence sent from FEMA as well as letters and faxes you sent to FEMA. How would you rate this section? Would you say that information was:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> Didn't use /No Opinion</li> </ul>	<p>8. The Correspondence screen summarized correspondence sent from FEMA as well as letters and faxes you sent to FEMA. How would you rate this section? Would you say that information was:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> Did not Use</li> <li><input type="radio"/> No Opinion</li> </ul>
Pg 9 #8a Two Options split out	<p>8a. In what way was the correspondence information below average or poor?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Items requested by FEMA were difficult to understand</li> </ul>	<p>8a. In what way was the correspondence information below average or poor?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Items requested by FEMA were difficult to understand</li> </ul>

	<ul style="list-style-type: none"> <li><input type="radio"/> Items I sent to FEMA were not listed as received</li> <li><input type="radio"/> Summary of letter was difficult to understand</li> <li><input type="radio"/> Help instructions not clear</li> <li><input type="radio"/> Other (Specify)</li> </ul>	<ul style="list-style-type: none"> <li><input type="radio"/> Items I sent to FEMA were not listed as received</li> <li><input type="radio"/> Summary of letter was difficult to understand</li> <li><input type="radio"/> Help instructions not clear</li> <li><input type="radio"/> Other (Specify)</li> </ul>
Pg 10 #9 Separated Options	<p>9. The Agency screen provided contact information for other agencies or organizations that may be able to assist you. Would you say that information provided was:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average or</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> Didn't Use / No Opinion</li> </ul>	<p>9. The Agency screen provided contact information for other agencies or organizations that may be able to assist you. Would you say that information provided was:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average or</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> Didn't Use</li> <li><input type="radio"/> No Opinion</li> </ul>
Pg 10 #9a No Change	<p>9a. In what way was the information Below Average or Poor?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Descriptions of agency services was difficult to understand</li> <li><input type="radio"/> Agency contact information was incomplete</li> <li><input type="radio"/> No agency found for assistance needed</li> <li><input type="radio"/> Help instructions not clear</li> <li><input type="radio"/> Other (Specify)</li> </ul>	<p>9a. In what way was the information Below Average or Poor?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Descriptions of agency services was difficult to understand</li> <li><input type="radio"/> Agency contact information was incomplete</li> <li><input type="radio"/> No agency found for assistance needed</li> <li><input type="radio"/> Help instructions not clear</li> <li><input type="radio"/> Other (Specify)</li> </ul>
Pg 11 #10 One word in the question changed	<p>10. 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"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>	<p>10. Did you call the website's Technical Support 800 number about a technical problem?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>
Pg 11 #10a Deleted	<p>10a. Which contact method did you use?</p> <p>e-mail</p> <ul style="list-style-type: none"> <li><input type="radio"/> 800 number</li> <li><input type="radio"/> both</li> </ul>	Deleted
Pg 11 #10b No Change	<p>10b. 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"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> No Opinion</li> </ul>	<p>10b. Thinking only about your communication with Technical Support, how would rate the service you received? Would you say it was?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> No Opinion</li> </ul>
Pg 12 #10c Removed options	<p>10c. In what way was the support Below Average or Poor?</p> <ul style="list-style-type: none"> <li>a) 800 Number Tech did not answer question</li> <li>b) Took too long to get through to 800 Number</li> <li>c) 800 Number gave incorrect info</li> <li>d) 800 Number Poor customer Service</li> </ul>	<p>10c. In what way was the support Below Average or Poor?</p> <ul style="list-style-type: none"> <li><input type="radio"/> 800 Number Tech did not answer question</li> <li><input type="radio"/> Took too long to get through to 800 Number</li> <li><input type="radio"/> 800 Number gave incorrect info</li> <li><input type="radio"/> 800 Number Poor customer Service</li> <li><input type="radio"/> Other (Specify)</li> </ul>

	<p>e) e-mail response did not answer question</p> <p>f) Took too long to get e-mail response</p> <p>g) e-mail gave incorrect information</p> <p>h) Other (Specify)</p>	
Pg 12 #11 No Change	<p>11. If you need to check on your FEMA application again, how likely would you be to use the internet? Would you:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Definitely use</li> <li><input type="radio"/> Probably Use</li> <li><input type="radio"/> Might or Might Not use</li> <li><input type="radio"/> Probably would Not use</li> <li><input type="radio"/> Definitely would Not use</li> <li><input type="radio"/> No Opinion</li> </ul>	<p>11. If you need to check on your FEMA application again, how likely would you be to use the internet? Would you:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Definitely use</li> <li><input type="radio"/> Probably Use</li> <li><input type="radio"/> Might or Might Not use</li> <li><input type="radio"/> Probably would Not use</li> <li><input type="radio"/> Definitely would Not use</li> <li><input type="radio"/> No Opinion</li> </ul>
Pg 13 #11a No Change	<p>11a. What changes are needed to increase the likelihood? (Specify)</p>	<p>11a. What changes are needed to increase the likelihood? (Specify)</p>
Pg 13 Q#13 No Change	<p>12. Would you recommend the site to a friend or family member?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> Don't Know</li> </ul>	<p>12. Would you recommend the site to a friend or family member?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> Don't Know</li> </ul>
Pg 13 #13 No Change	<p>13. 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?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>	<p>13. 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?</p> <ul style="list-style-type: none"> <li>a) Yes</li> <li>b) No</li> </ul>
	<p>Thank you very much for your time. Have a good day/evening.</p>	<p>Thank you very much for your time. Have a good day/evening.</p>