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	1. Which of the following websites did you	1. Which of the following websites did you use
No Change	use to access your disaster assistance	to access your disaster assistance application?
	application?	a) DisasterAssistance.gov
	a) DisasterAssistance.gov	b) FEMA.gov
	b) FEMA.gov	
Pg 2 #1a	1a. How did you find out about that website?	1a. How did you find out about that website?
No Change	o Newspaper	o Newspaper
	o Radio	o Radio
	o Community Group	o Community Group
	O Television	O Television
	o Flyer	o Flyer
	o Friend or Family	o Friend or Family
	o Disaster Worker	o Disaster Worker
	o Internet Search	o Internet Search
	o g) Other	o Other
Pg 2 #2	2. You were offered an option to take an	2. You were offered an option to take an
No Change	anonymous Pre-Screening Questionnaire. Did	anonymous Pre-Screening Questionnaire. Did
	you take the questionnaire?	you take the questionnaire?
	0 Yes	o Yes
	o No	o No
	O Don't Remember	O Don't Remember
Pg 2 #2a	2a. This series of questions relate only to that	2a. This series of questions relate only to that
No Change	questionnaire. How would you rate the	questionnaire. How would you rate the
	questions on being easy to understand?	questions on being easy to understand?
	O Extremely Easy	O Extremely Easy
	O Very Easy	o Very Easy
	O Easy	O Easy
	O Not Very Easy	o Not Very Easy
	O Not at all Easy	O Not at all Easy
D 0 401	o No Opinion	O No Opinion
Pg 3, #2b	2b. After completing the questionnaire you	2b. After completing the questionnaire you may
No Change	may have received information about other	have received information about other agencies.
	agencies. How helpful was that information? O Extremely Helpful	How helpful was that information? O Extremely Helpful
	O Very Helpful	O Very Helpful
	O Helpful	O Helpful
	O Not Very Helpful	O Not Very Helpful
	-	_
Pg 3 #2c	O No Opinion 2c. How could the information have been	O No Opinion 2c. How could the information have been more
No Change	more helpful?	helpful?
140 Change	O More concise information	O More concise information
	More detailed information	O More detailed information
	o Provide contact phone number	o Provide contact phone number
	o Provide web address	O Provide web address
	3633	
	=	=
	o Other (Specify)	o Other (Specify)

Page 4 #3	3. The website provided the ability to browse	3. The website provided the ability to browse
No Change	information by category or by agency. How	information by category or by agency. How
	helpful was it to browse by:	helpful was it to browse by:
Page 4 #3a	3a. Category?	3a. Category?
No Change	o Extremely Helpful	o Extremely Helpful
	o Very Helpful	o Very Helpful
	o Helpful	o Helpful
	O Not Very Helpful	O Not Very Helpful
	O Not at all Helpful	O Not at all Helpful
	O Did not use this method	O Did not use this method
	o No Opinion	o No Opinion
Page 4 #3b	3b. What about by Agency?	3b. What about by Agency?
_		
No Change		
	o Very Helpful	O Very Helpful
	O Helpful	o Helpful
	O Not Very Helpful	o Not Very Helpful
	o Not at all Helpful	o Not at all Helpful
	o No Opinion	o No Opinion
Pg 5 #4	4. Overall, how would you rate this website	4. Overall, how would you rate this website for
No Change	for obtaining disaster assistance information?	obtaining disaster assistance information?
	Would you say it was:	Would you say it was:
	o Excellent	o Excellent
	0 Good	o Good
	o Satisfactory	o Satisfactory
	O Below Average	o Below Average
	o Poor	o Poor
	o No Opinion	0 No Opinion
Pg 5 #4a	4a. Tell me a little about your reasons for that	4a. Tell me a little about your reasons for that
No Change	rating.	rating.
	o Difficulty navigating the screens	O Difficulty navigating the screens
	o Questions hard to understand	O Questions hard to understand
	o Response option hard to understand	o Response option hard to understand
	o Referrals were too lengthy	o Referrals were too lengthy
	o Referrals were hard to understand	o Referrals were hard to understand
	o No contact phone numbers on referrals	o No contact phone numbers on referrals
	o No web address / link on referrals	O No web address / link on referrals
	o Technical problems	o Technical problems
	o Other (Specify)	o Other (Specify)
Pg 6 #5	5. For the next questions please think only	5. For the next questions please think only
No Change	about your experience in using the internet to	about your experience in using the internet to
	view or change your disaster assistance	view or change your disaster assistance
	application. Overall, how would you rate that	application. Overall, how would you rate that
	experience? Would you say it was:	experience? Would you say it was:
	o Excellent	o Excellent
	o Good	o Good
	o Satisfactory	o Satisfactory
	o Below Average	o Below Average
	o Poor	o Poor
	o No Opinion	O No Opinion
Pg 6 #5a	5a. Tell me a little about your reasons for that	5a. Tell me a little about your reasons for that
In the Options	rating.	rating.
- One word	O System was difficult to use	O Screen was difficult to use
changed	O Took too long to view/edit information	O Took too long to view/edit information
changea	o rook too long to view/edit iiitoiiiidtioii	o rook too long to view/edit iiitoiiiiatioii

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	O Technical problems	O Technical problems
	o Instructions were hard to understand	O Instructions were hard to understand
	o Help Page information was not clear	o Help Page information was not clear
	o Did not provide information needed	o Did not provide information needed
Pg 7 #6	6. Each screen included a "Help for this Page"	6. Each screen included a "Help for this Page"
No Change	button to assist you in filling out your	button to assist you in filling out your
	application. Would you say the help	application. Would you say the help
	information was:	information was:
	o Excellent	o Excellent
	o Good	O Good
	o Satisfactory	O Satisfactory
	o Below Average	o Below Average
	O Poor	O Poor
	O Did not Use	O Did not Use
Pg 7 #6a	6a. In what way was the help information	6a. In what way was the help information
No Change	below average or poor?	below average or poor?
	O Information was too complicated	O Information was too complicated
	O Did not understand the terms used	o Did not understand the terms used
	o Not enough information provided	o Not enough information provided
	o Other (Specify)	o Other (Specify)
Pg 8 #7	7. The Application Overview screen provided	7. The Application Overview screen provided a
No Change	a summary of the categories of assistance,	summary of the categories of assistance, status
	status of your Claim, date approved and	of your Claim, date approved and eligible
	eligible amount. How would you rate this	amount. How would you rate this section on
	section on providing needed information?	providing needed information?
	o Excellent	o Excellent
	o Good	o Good
	O Satisfactory	O Satisfactory
	O Below Average	o Below Average
	_	_
	O Poor	
D 0 117	O No Opinion	o No Opinion
Pg 8 #7a	7a. What were your reasons for this rating?	7a. What were your reasons for this rating?
No Change	O Did not understand Category Information	O Did not understand Category Information
	o Did not understand Status Information	O Did not understand Status Information
	O Not enough details provided	O Not enough details provided
	o Help instructions not clear	o Help instructions not clear
	o Other (Specify)	o Other (Specify)
Pg 9 #8	8. The Correspondence screen summarized	8. The Correspondence screen summarized
Separated	correspondence sent from FEMA as well as	correspondence sent from FEMA as well as
Options	letters and faxes you sent to FEMA. How	letters and faxes you sent to FEMA. How
	would you rate this section? Would you say	would you rate this section? Would you say
	that information was:	that information was:
	o Excellent	o Excellent
	o Good	0 Good
	O Satisfactory	O Satisfactory
	O Below Average	Below Average
	O Poor	_
	o Didn/t use /No Opinion	O Did not Use
D 0 #6		O No Opinion
Pg 9 #8a	8a. In what way was the correspondence	8a. In what way was the correspondence
Two Options	information below average or poor?	information below average or poor?
split out	o Items requested by FEMA were difficult	o Items requested by FEMA were difficult to
	to understand	understand

	7 7 777.64	7 7 77776
	O Items I sent to FEMA were not listed as	O Items I sent to FEMA were not listed as
	received	received
	o Summary of letter was difficult to	o Summary of letter was difficult to
	understand	understand
	O Help instructions not clear	O Help instructions not clear
	o Other (Specify)	O Other (Specify)
Pg 10 #9	9. The Agency screen provided contact	9. The Agency screen provided contact
Separated Separated Separated	information for other agencies or	information for other agencies or organizations
Options	organizations that may be able to assist you.	that may be able to assist you. Would you say
	Would you say that information provided was:	that information provided was:
	o Excellent	0 Excellent
	o Good	o Good
	o Satisfactory	o Satisfactory
	o Below Average or	o Below Average or
	o Poor	o Poor
	o Didn't Use / No Opinion	O Didn't Use
		O No Opinion
Pg 10 #9a	9a. In what way was the information Below	9a. In what way was the information Below
No Change	Average or Poor?	Average or Poor?
	o Descriptions of agency services was	O Descriptions of agency services was
	difficult to understand	difficult to understand
	o Agency contact information was	O Agency contact information was
	incomplete	incomplete
	O No agency found for assistance needed	O No agency found for assistance needed
	O Help instructions not clear	O Help instructions not clear
D 44 1/40	O Other (Specify)	O Other (Specify)
Pg 11 #10	10. Did you use the website's Technical	10. Did you call the website's Technical
One word in	Support services such as e-mailing or calling	Support 800 number about a technical
the question	the 800 number about a technical problem? O Yes	problem? O Yes
<mark>changed</mark>	o No	o No
Pg 11 #10a	10a. Which contact method did you use?	Deleted
Deleted	e-mail	Defeted
Defeted	o 800 number	
	O both	
Pg 11 #10b	10b. Thinking only about your	10b. Thinking only about your communication
No Change	communications with Technical Support, how	with Technical Support, how would rate the
1 to change	would rate the service you received? Would	service you received? Would you say it was?
	you say it was?	0 Excellent
	o Excellent	o Good
	o Good	o Satisfactory
	o Satisfactory	o Below Average
	o Below Average	o Poor
	o Poor	o No Opinion
	o No Opinion	
Pg 12 #10c	10c. In what way was the support Below	10c. In what way was the support Below
Removed	Average or Poor?	Average or Poor?
<mark>options</mark>	a) 800 Number Tech did not answer	o 800 Number Tech did not answer question
_	question	O Took too long to get through to 800
	b) Took too long to get through to 800	Number
	Number	o 800 Number gave incorrect info
		, 0
	c) 800 Number gave incorrect info d) 800 Number Poor customer Service	o 800 Number Poor customer Service

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	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 12 #11	11. If you need to check on your FEMA	11. If you need to check on your FEMA
No Change	application again, how likely would you be to	application again, how likely would you be to
	use the internet? Would you:	use the internet? Would you:
	o Definitely use	o Definitely use
	o Probably Use	o Probably Use
	o Might or Might Not use	o Might or Might Not use
	 Probably would Not use 	 Probably would Not use
	 Definitely would Not use 	 Definitely would Not use
	o No Opinion	o No Opinion
Pg 13 #11a	11a. What changes are needed to increase the	11a. What changes are needed to increase the
No Change	likelihood? (Specify)	likelihood? (Specify)
Pg 13 Q#13	12. Would you recommend the site to a friend	12. Would you recommend the site to a friend
No Change	or family member?	or family member?
	o Yes	o Yes
	o No	o No
	o Don't Know	o Don't Know
Pg 13 #13	13. All right, I have only one more question.	13. All right, I have only one more question.
No Change	FEMA is very interested in the quality of	FEMA is very interested in the quality of
	service we provide. May we call you at a later	service we provide. May we call you at a later
	date if we have additional questions?	date if we have additional questions?
	o Yes	a) Yes
	o No	b) No
	Thank you very much for your time. Have a	Thank you very much for your time. Have a
	good day/evening.	good day/evening.