

FEMA Form 007-0-3
CALLER SERVICES REGISTRATION SURVEY

CURRENT LOCATION	CURRENT TEXT	REVISED TEXT
	FEMA FORM 90-147	FEMA FORM 007-0-3
	Registration Intake Survey	Caller Services Registration Survey
Page 2	KEY RATING QUESTION All right, (Applicant’s name), we’ll start with a very general question about the service you received from FEMA.	Deleted
Page 2, Q#1	1. Overall, how would you rate the information and support you received from FEMA since the disaster occurred? Would you say it’s been... <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don’t know / No opinion	Deleted
Page 2, Q#1a	(If “Below average” or “Poor”, go to Q.1a, otherwise skip to Q.2) 1a. In what way was the information and support [Below average / poor]? <input type="checkbox"/> Did not receive enough / any financial Assistance <input type="checkbox"/> Poor Customer Service (Attitude, Respect, Interest, etc.) <input type="checkbox"/> Application process too complicated <input type="checkbox"/> Information inconsistent or wrong, programs not explained clearly <input type="checkbox"/> Dissatisfaction with Inspection <input type="checkbox"/> Difficulty REACHING FEMA <input type="checkbox"/> Insurance related issues (has coverage so no assistance, etc.) <input type="checkbox"/> Took too long to complete application <input type="checkbox"/> Other	Deleted
Page 4, Q#2b Changed	RI REPRESENTATIVE – ATTRIBUTE SERIES You may have already answered some of these questions; but, just to make sure I understand your opinions, I’m going to ask you some specific questions about the Representative you spoke with. 2b: How would you rate [HSR name] on showing a genuine interest in your situation?	Let's start with questions specific to that telephone call. 1.Using a rating scale of Excellent, Good, Satisfactory, Below Average or Poor, how would you rate _____ on showing an interest in helping you? Excellent Good Satisfactory Below Average (or) Poor

	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion	
Revised=New		(If response = Below Average or Poor go to Q1a.) 1a. What made you feel he/she was not interested? <ul style="list-style-type: none"> • Rushed call • Didn't Answer Questions • Didn't Listen • No Empathy • Minimize my losses • Didn't make me Eligible • Other
Page 5, Q#2h Changed	2h. How would you rate [HSR name/the representative] on clearly explaining the disaster assistance programs and services available to you? Would you say.... <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below Average, or <input type="checkbox"/> Poor (DO NOT read) Don't know / No opinion	2.How would you rate (him/her): on providing information in an easy to understand manner? Excellent Good Satisfactory Below Average (or) Poor
Page 5, Q#2i Changed	If "below average / poor" go to Q.2i, otherwise skip to Q.3. 2i. What programs and services was [HSR name/the representative] unable to explain <input type="checkbox"/> Language Barrier <input type="checkbox"/> Transportation <input type="checkbox"/> Rental/Hotel/Motel <input type="checkbox"/> Programs not explained or not accurately <input type="checkbox"/> Personal Property <input type="checkbox"/> Access Road/Bridge/Driveway, DEBRIS Removal <input type="checkbox"/> Other	(If response = Below Average or Poor go to Q2a.) 2a. In what way was it Below Average or Poor? <ul style="list-style-type: none"> • Talked Too Fast • Speech unclear • Too Complicated • Inconsistent Info • Other
Revised=New		If response Excellent, go to Q2b. 2b. What specifically did (he/she) do to help you understand the information? <ul style="list-style-type: none"> • Patient • Used easy terminology • Asked if understood • Repeated information • Other
Page 4, Q#2c	2c.on taking the time to listen to the	Deleted

	<p>details of your situation?</p> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion	
Page 4, Q#2d	None	None
Page 4, Q#2e	<p>2e.on treating you with respect?</p> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion	Deleted
Page 4, Q#2f Changed	<p>2f. How would you rate [HSR name/ the representative] overall attitude during your call? Would you say it was....</p> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion	<p>3.How would you rate (him/her): on being courteous?</p> <p>Excellent Good Satisfactory Below Average (or) Poor</p>
Page 4, Q#2g Changed	<p>(If "Below average" / "Poor", go to Q.2g., otherwise skip to Q.2h.)</p> <p>2g. How was [HSR name/ the representative's] attitude [Below Average / Poor]?</p> <input type="checkbox"/> CONDESCENDING, Disrespectful <input type="checkbox"/> IMPATIENT; did not Listen <input type="checkbox"/> RUDE/Discourteous <input type="checkbox"/> Not interested, no compassion, no empathy <input type="checkbox"/> Other	<p>(If response = Below Average or Poor go to Q3a.)</p> <p>3a. In what way was he/she not courteous?</p> <ul style="list-style-type: none"> • Impatient • Interrupted • Accusatory • Condescending • Tone of Voice • Other
Revised=New		<p>4.How would you rate (him/her): on letting you know what you needed to do next?</p> <p>Excellent Good Satisfactory Below Average (or) Poor</p>
Revised=New		<p>(If response = Below Average or Poor go to Q4a.)</p> <p>4a. In what way was it Below Average/Poor?</p> <ul style="list-style-type: none"> • Next Steps not given • Didn't Answer Questions • Too much info • No time to write info

		<ul style="list-style-type: none"> • Too Confusing • Other
Revised=New		<p>5. How effective was (he/she) in handling your registration: Would you say</p> <p>Extremely effective Very Effective Somewhat Effective Not Very Effective Or Not at all Effective</p>
Revised=New		<p>If response=Not Very Effective or Not at All Effective go to Q5a.</p> <p>5a. In what way was (he/she) not effective?</p> <ul style="list-style-type: none"> • Inconsistent information • Didn't answer my questions • Did not trust agent / recorded info accurately • No confidence in agent's knowledge • Took too long
Revised=New		<p>If response=Extremely Effective go to Q5b.</p> <p>5b. What did (he/she) do that was especially effective?</p> <ul style="list-style-type: none"> • Provided valuable information • Answered questions • Instilled confidence • Quick but didn't rush • Other
Page 3, Q#2 Changed	<p>Thinking only about your initial telephone call to FEMA to apply for disaster assistance, how would you rate the way the Representative you spoke with handled your call? Would you say the [HSR name/representative] was ...</p> <p><input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below Average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion</p>	<p>6. What was your overall impression of the customer service provided by _____ (the rep)? Would you say it was</p> <p>Excellent Good Satisfactory Below Average (or) Poor</p>
Page 3, Q#2a Changed	<p>If (Below Average or Poor) go to Q. 2a, otherwise skip to Q.2b (attribute series).</p> <p>2a. In what way was your call [below average / poor?]</p> <p><input type="checkbox"/> Didn't receive any / enough ASSISTANCE <input type="checkbox"/> Rep had poor ATTITUDE <input type="checkbox"/> Language Barrier <input type="checkbox"/> Didn't EXPLAIN programs clearly or could not answer questions <input type="checkbox"/> Didn't seem INTERESTED in helping me <input type="checkbox"/> Didn't take time to LISTEN to</p>	<p>(If response = Satisfactory, Below Average or Poor go to Q6a.)</p> <p>6a. What specifically could he/she have done better?</p> <p>Text Box</p>

	<p>me</p> <ul style="list-style-type: none"> <input type="checkbox"/> Took TOO LONG to complete application <input type="checkbox"/> Rep made errors on my application or the call (disconnected me, etc.) <input type="checkbox"/> Didn't treat me with RESPECT <input type="checkbox"/> Other (Specify) 	
Page 12, CQIAC-Reg#1 Changed	<p>This question is about the On-Line Internet Registration available at the FEMA.gov website. This allows you to enter your Registration over the internet and is available 24 hours a day 7 days a week.</p> <p>CQ IAC-Reg#1. Did you personally, attempt to do your Registration over the Internet?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <p>(DO NOT read) Don't remember</p>	<p>The next question is about the Internet On-line Registration available at the FEMA.gov and DisasterAssistance.gov websites.</p> <p>7. Did you personally attempt to do your Registration over the Internet?</p> <p>Yes No Don't remember</p>
Page 12, CQIAC-Reg#1a Changed	<p>If no go to Question CQ IAC-Reg#1a. If yes go to Question CQ IAC-Reg#1b. If Don't remember, go to Next Question</p> <p>CQ IAC-Reg#1a. What were your reasons for not using the internet?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Don't have a COMPUTER <input type="checkbox"/> Don't have Internet ACCESS <input type="checkbox"/> Computer DAMAGED <input type="checkbox"/> Limited computer SKILLS <input type="checkbox"/> SECURITY Concerns <input type="checkbox"/> WEBSITE was not accessible <input type="checkbox"/> Wanted to TALK to FEMA <input type="checkbox"/> DIDN'T KNOW I could register on-line <input type="checkbox"/> UTILITIES were out could not use computer <p>Other (Specify)</p>	<p>(If response = Yes go to 7b) (If response = No go to 7a) (If response = Don't remember go Q8)</p> <p>7a. What were your reasons for not using the internet to register?</p> <ul style="list-style-type: none"> • No Computer • Limited Computer Skills • Website not accessible • No Internet Access • Security Concerns • Didn't know I could • Computer Damaged • Preferred to Talk to FEMA • Utilities out • Other (Specify)
Page 13, CQIAC-Reg#1b Changed	<p>CQ IAC-Reg#1b. Why were you unable to complete your registration over the Internet?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Did not have compatible BROWSER <input type="checkbox"/> Unable to NAVIGATE FEMA.gov <input type="checkbox"/> GENERAL instructions not clear <input type="checkbox"/> SPECIFIC instructions for entering data not clear <input type="checkbox"/> Too COMPLICATED / difficult to use <input type="checkbox"/> Not confident so ALSO registered over the phone <input type="checkbox"/> Unable to ACCESS the site of page 	<p>7b. Why is the reason you were unable to complete your registration over the internet?</p> <ul style="list-style-type: none"> • Browser Issues • Navigation Issues • Instructions unclear • Security Concerns • Preferred to Talk to FEMA • Website not accessible • Too complicated/difficult • Registered on phone also • Security screen characters • Slow Internet response time • Technical problems • Took too long • Other (Specify)

	<input type="checkbox"/> Difficulty with characters on SECURITY SCREEN <input type="checkbox"/> Response time too slow <input type="checkbox"/> Could not complete due to TECHNICAL problems <input type="checkbox"/> HELP DESK could not answer to technical questions <input type="checkbox"/> Took TOO LONG <input type="checkbox"/> Other (Specify)	
Page 6, Q#3-3b	POST DISASTER COMMUNICATION	Deleted
Page 7, Q#4-4a	CALL CENTER ACCESS	Deleted
Page 7, Q#5-5a	EASE OF APPLYING	Deleted
Page 8, Q#6-6d	INSPECTION TIMEFRAME	Deleted
Page 9, Q#7-7a	REPUTATION IN THE COMMUNITY	Deleted
Page 10, Q#8-8b	AGENCY REFERRALS	Deleted
Page 11, Q#9	SUGGESTION TO IMPROVE	Deleted
	PERMISSION All right, (Applicant's Name), I have only one more question for you. 10.FEMA is very interested in the quality of service we provide you. May we call you at a later date to ask you additional questions? <input type="checkbox"/> Yes <input type="checkbox"/> No	8.FEMA is very interested in the quality of service we provide. May we call you at a later date if we have additional questions? Yes No
	CLOSING If "yes," Great! Thank you very much for your patience and cooperation in answering our questions. Have a good evening. If "No," I understand. Thank you very much for taking the time to talk with me. Have a good evening.	CLOSING Thank you very much for your time. Have a good day/evening.