FEMA Form 007-0-02

OMB Control Number 1660-0036

Expiration \_\_\_

Public reporting burden for this survey is estimated to average 6 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. You are not required to respond to this collection of information unless it displays a valid OMB control number near the title of the electronic collection instrument, or for on-line applications, on the first screen viewed by the respondents. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (1660-0036) **NOTE: Do not send your completed form to this address.**

**The following survey is voluntary.**

**QUESTIONS**

**Introduction**

Hello, I’m calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_. My ID # is \_\_\_\_\_\_\_\_\_. May I please speak with (Applicant) or the person who registered for disaster assistance over the Internet?

If no: Thank you for your time and have a good day/evening. (Mark attempt)

If yes: We're looking for ways to improve the quality of our service and your opinion is very important to us. Would you volunteer to take **4 - 7** minutes to answer some questions?

If no: I understand, Thank you for your time and have a good day/evening)

If yes: Thank you. The following questions have been approved by the Office of Management and Budget under number 1660-0036. Please be assured your answers will not affect the outcome of your application for FEMA assistance.

1. Which of the following websites did you access to apply for disaster assistance?

 DisasterAssistance.gov

 FEMA.gov

 Another Federal Government website

 Another State Government Website

 A Non-Government website

 Don't Remember

*If DisasterAssistance.gov or FEMA.gov go to question 1a otherwise go to question 2.*

1a. How did you find out about that website?

 Newspaper Radio Community Group Television Flyer

 Friend or Family Disaster Worker Internet Search Other (Specify)

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?

 Yes

 No

 Don't Remember

*If yes go to question 2a otherwise go to question 3.*

2a. This series of questions relate only to that questionnaire. How would you rate questions on being easy to understand? Would you say:

 Extremely Easy

 Very Easy

 Easy

 Not Very Easy

 Not At All Easy

 No Opinion

*If Not Very Easy or Not At All Easy go to question 2b otherwise go to question 3.*

2b. After completing the questionnaire you may have received information about other agencies. How helpful was that information? Would you say:

 Extremely Helpful

 Very Helpful

 Helpful

 Not Very Helpful

 Not At All Helpful

 No Opinion

*If Not Very Helpful or Not At All Helpful go to question 2c otherwise go to question 3.*

2c. How could the information have been more helpful?

 More concise information

 More detailed information

 Provide contact phone number

 Provide web address

 Make less complicated

 Personalized information

 Other (Specify)

3. The website provided the ability to browse information by category or by agency. How helpful was it to browse by:

 3a. Category?

 Extremely Helpful

 Very Helpful

 Helpful

 Not Very Helpful

 Not At All Helpful

 Did not use this Method

 No Opinion

 3b. What about by Agency?

 Extremely Helpful

 Very Helpful

 Helpful

 Not Very Helpful

 Not At All Helpful

 Did not use this Method

 No Opinion

4. Overall, how would you rate this website for obtaining disaster assistance information? Would you say it was:

 Excellent

 Good

 Satisfactory

 Below Average

 Poor

 No Opinion

*If Below Average or Poor go to question 4a otherwise go to question 5.*

4a. Tell me a little about your reasons for that rating.

 Difficulty navigating the screens No contact phone numbers on referrals

 Questions hard to understand No web address / link on referrals

 Response option hard to understand Technical problems

 Referrals were too lengthy Referrals were hard to understand

 Other (Specify)

For the next questions please think only about your experience in completing the online registration for disaster assistance.

5. Overall, how would you rate that experience? Would you say it was:

 Excellent

 Good

 Satisfactory

 Below Average

 Poor

 No Opinion

*If Below Average or Poor go to question 5a otherwise go to question 6.*

5a. Tell me a little about your reasons for that rating.

 Screen navigation was difficult Instructions were hard to understand

 Took too long to complete registration Help Page information was not clear

 Technical problems Types of assistance were not clear

 Other (Specify)

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….

 Excellent

 Good

 Satisfactory

 Below Average

 Poor

 Did not use

*If Below Average or Poor go to question 6a otherwise go to question 7.*

6a. In what way was the help information Below Average or Poor?

 Information was too complicated

 Did not understand the terms used

 Not enough information provided

 Other (Specify)

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…

 Extremely Helpful

 Very Helpful

 Helpful

 Not Very Helpful

 Not At All Helpful

 Did not use

 No Opinion

*If Not Very Helpful or Not At All Helpful go to question 7a otherwise go to question 8.*

7a. What were your reasons for that rating?

 Descriptions of agency services was difficult to understand

 Agency contact information was incomplete

 Too much information

 Not enough information

 No agency found for assistance needed (Probe and Specify)

 Other (Specify)

8. Did you call the website's Technical Support 800 number about a technical problem?

 Yes

 No

*If yes go to question 8a otherwise go to question 9.*

8a. Thinking only about your communications with Technical Support, how would you rate the service you received? Would you say it was…

 Excellent

 Good

 Satisfactory

 Below Average

 Poor

 No Opinion

*If Below Average or Poor go to question 8b otherwise go to question 9.*

8b. In what way was the support Below Average or Poor?

 800 Number Tech did not answer question

 Took too long to get through to 800 number

 800 Number gave incorrect information

 800 Number Poor Customer Service

 Other (Specify)

9. In the future, should you need disaster assistance, how likely would you be to use this method to apply for assistance? Would you…

 Definitely use

 Probably use

 Might or Might Not use

 Probably would Not use

 Definitely would Not use

 No Opinion

*If Probably would Not use or Definitely would Not use go to question 9a otherwise go to question 10.*

9a. What changes are needed to increase the likelihood? (Specify)

10. Would you recommend the site to a friend or family member?

 Yes

 No

 Do Not Know

Your opinion is very valuable to us; may we call you at a later date to ask you some additional questions?

*If Yes:* Thank you for your time. Have a good day/evening.

*If No: I understand.* Thank you for your time. Have a good day/evening.