Internet Registration Survey

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.

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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)

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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)	

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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)

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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)

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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.