FEMA Form 007-0-19

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 checked their application status over the Internet?

*If no:* Thank you for your time and have a good day/evening.

*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:* 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 that your answers will not affect the outcome of your application for FEMA assistance.

**Questions**

1. Which of the following websites did you use to access your disaster assistance application?

DisasterAssistance.gov

FEMA.gov

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. 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 the 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 or 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 using the internet to view or change your disaster assistance application.

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.

System was difficult to use Instructions were hard to understand

Took too long to view / edit information Help Page information was not clear

Technical problems Did not provide information needed

Other (Specify)

6. Each screen included a "Help for this page" button to assist you. 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

No enough information provided

Other (Specify)

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? Would you say that information was…

Excellent

Good

Satisfactory

Below Average

Poor

Did Not Use

No Opinion

*If Below Average or Poor go to question 7a otherwise go to question 8.*

7a. What were your reasons for that rating?

Did not understand Category Information

Did not understand Status Information

Not enough details provided

Help instructions not clear

Other (Specify)

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..

Excellent

Good

Satisfactory

Below Average

Poor

Did Not Use

No Opinion

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

8a. In what way was the correspondence information Below Average or Poor?

Items requested by FEMA were difficult to understand

Items I sent to FEMA were not listed as received

Summary of letter was difficult to understand

Help instructions not clear

Other (Specify)

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..

Excellent

Good

Satisfactory

Below Average

Poor

Did Not Use

No Opinion

*If Below Average or Poor go to question 9a otherwise go to question 10.*

9a. In what way was the information Below Average or Poor?

Description of agency services was difficult to understand

Agency contact information was incomplete

No agency found for assistance needed (Probe and Specify)

Help instructions not clear

Other (Specify)

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

Yes

No

*If yes go to question 10a otherwise go to question 11.*

10a. Thinking only about your communications with Technical Support, how would you rate the service your received? Would you say it was…

Excellent

Good

Satisfactory

Below Average

Poor

No Opinion

*If Below Average or Poor go to question 10b otherwise go to question 11.*

10b. 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)

11. If you need to check on your FEMA application again how likely would you be to use the internet? 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 11a otherwise go to question 12.*

11a. What changes are needed to increase the likelihood? (Specify)

12. Would you recommend the site to a friend of family member:

Yes

No

Do Not Know

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

Yes

No

*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.