Internet Inquiry 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 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)	

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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)

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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 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)	

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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)

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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)

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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)

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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.