

Caller Services Helpline Survey

FEMA Form 007-0-05
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 contacted the FEMA Helpline on (Call Date)?

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 Call Center service and your opinion is very important to us. Do you remember speaking with (Agent) when you called?

Yes
No

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

If yes: Would you volunteer to take 3-7 minutes to answer some questions.

Yes
No

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.

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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 (Agent) on showing an interest in helping you?

If Below Average or Poor go to question 1a otherwise go to question 2.

1a. What made you feel he/she was not interested in helping?

Rushed Call	Didn't Answer My Questions	Didn't Listen	No Empathy
Minimized My Losses	Didn't Make Me Eligible	Other (Specify)	

2. How would you rate him/her on providing information in an easy to understand manner?

Excellent
Good
Satisfactory
Below Average
Poor

If Below Average or Poor go to question 2a, if Excellent go to question 2b otherwise go to 3.

2a. In what way was it Below Average or Poor?

Talked too Fast	Speech Unclear	Jargon/Terminology
Too Complicated	Inconsistent Information	Other (Specify)

2b. What specifically did he/she do to help you understand the information?

Patient	Used Easy Terminology	Asked if I Understood
Repeated Information	Other (Specify)	

3. How would you rate him/her on being courteous?

Excellent
Good
Satisfactory
Below Average
Poor

If Below Average or Poor go to question 3a otherwise go to question 4.

3a. In what way was he/she not courteous?

Impatient	Interrupted	Accusatory
Condescending	Tone of Voice	Other (Specify)

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4. How would you rate him/her on letting you know what you needed to do next?

Excellent
Good
Satisfactory
Below Average
Poor

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

4a. In what way was it Below Average/Poor?

Next Steps not Given	Didn't Answer Questions	Too much Information
No time to Write Information	Too Confusing	Other (Specify)

5. How confident were you in how he/she handled what you called about? Would you say you were Extremely Confident, Very Confident, Somewhat Confident, Not Very Confident, or Not at all Confident?

If Not Very Confident or Not at all Confident go to question 5a, if Extremely Confident go to question 5b otherwise go to question 6.

5a. What specifically caused you to feel Not Very Confident/Not at all Confident?

Inconsistent Information	No confidence in Agent's Knowledge
Didn't Answer My Questions	Took too Long
Did not Trust Agent would Take Action	Other (Specify)

5b. What specifically caused you to feel Extremely Confident??

Provided Valuable Information	Had Confidence in Agent's Knowledge
Answered Questions	Didn't Rush
Trusted Agent Would Take Action	Other (Specify)

6. What was your overall impression of the customer service provided by (Agent)? Would you say it was Excellent, good, Satisfactory, Below Average or Poor?

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

6a. what specifically could he/she have done better? (Specify)

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The next question is about the Internet Disaster Assistance Center at FEMA.gov and Disaster Assistance.gov websites. You may view your account online to check status, activity information and make minor changes.

7. Did you personally attempt to use a FEMA website to check on your application?

- Yes
- No
- Don't Remember

If No go to question 7a if Yes go to 7b otherwise go to question 8.

7a. What were your reasons for not using the Internet to view your information?

- | | | |
|-------------------------|---------------------|---------------------------|
| No Computer | No Internet Access | Computer Damaged |
| Limited Computer Skills | Security Concerns | Preferred to Talk to FEMA |
| Website not Accessible | Didn't Know I Could | Utilities Out |
| Other (Specify) | | |

7b. Why were you unable to view your information online?

- | | | |
|-----------------------------|---------------------------|----------------------------|
| 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 |
| Info Needed not Available | Other (Specify) | |

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

Closing

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