

# Contact Survey

FEMA Form 007-0-10

OMB No.: 1660-0036

Expires:

Public reporting burden for this survey is estimated to average 15 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.

## Contact Survey

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_\_\_ . My ID # is: \_\_\_\_\_ May I please speak with \_\_\_\_\_ (*applicant name*)?

Are you the one who handled your FEMA application? *If not the person who managed their case, ask:* Is that person available? And may I ask their name?

**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 5 - 8 minutes to answer some questions?

- If no: I understand, Thank you for your time. 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.

*If refused, document the Attempt Field as "Decline".* I understand. Thank you for your time.

# Contact Survey

<b>First Call Resolution Training</b> (This group of questions is for those who called the helpline multiple times.)	
<i>Question</i>	<i>Response Options</i>
<p>FCR1. After you registered, did you have a reason to call FEMA more than once about an unresolved issue? <b>(DO NOT read list)</b></p> <p>(If “No” or “No, went on-line” or “Do not Remember”, go to next series.)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> No, went on-line</li> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> Do not remember</li> </ul>
<p>FCR1a. What was the main topic you called about?</p> <p><b>(DO NOT read list. Mark all that apply. Probe type of assistance when letter and documentation are selected.)</b></p>	<ul style="list-style-type: none"> <li>• Appeal process</li> <li>• Award Insufficient</li> <li>• Check Status</li> <li>• Clarification on FEMA call or letter</li> <li>• Correct Information on file</li> <li>• Inspection issues</li> <li>• Rental assistance</li> <li>• Other</li> </ul>
<p>FCR1a-1. How many times did you call about the same topic?</p> <p>(Do not read list)</p>	<ul style="list-style-type: none"> <li>• 2-3 times</li> <li>• 4-5 times</li> <li>• 6-10 times</li> <li>• 11-15 times</li> <li>• Over 15</li> <li>• Do not Remember</li> </ul>
<p>FCR1b. To what extent was your issue resolved to your satisfaction? Would you say it was.... <b>(READ list)</b></p> <p>(If “Partially”, “Not at All” or “Still Pending”, go to Q.6c, otherwise skip to next series.)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Fully</li> <li><input type="checkbox"/> Partially</li> <li><input type="checkbox"/> Not at All</li> <li><input type="checkbox"/> Still Pending</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don’t know</li> </ul>

# Contact Survey

## First Call Resolution Training

(This group of questions is for those who called the helpline multiple times.)

<i>Question</i>	<i>Response Options</i>
FCR1c. Why has your issue not been resolved?  <b>(DO NOT read list. Mark all that apply.)</b>	<ul style="list-style-type: none"><li>• Award Insufficient</li><li>• Appeal in progress</li><li>• Documentation not received / lost</li><li>• Did not understand next steps</li><li>• Have not heard from FEMA</li><li>• Insurance not received or paperwork lost</li><li>• Future Options</li><li>• Other <b>(Specify in comments box)</b></li></ul>

# Contact Survey

<b>Automated Information System (IVR)</b>	
<i>Question</i>	<i>Response Options</i>
<p>(Ask IVR1 when the information is not available electronically).  <b>CQIVR#1. Have you used FEMA’s automated information system to check the status of your case over the telephone?</b></p> <p>(Do not READ list)            If No or Do not Remember, go to Next series of questions.            If Yes go to IVR2</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Do not Remember</li> </ul>
<p><b>CQIVR2. Were the instructions on the automated system easy to understand?</b></p> <p>(Do not READ list)            If No, go to IVR2a. If Yes or Do Not Remember, go to IVR3.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Do not Remember</li> </ul>
<p><b>CQIVR2a. What made it difficult?</b></p> <p>(Do not READ list. Check all that apply)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Terminology was confusing</li> <li><input type="checkbox"/> Could not hear due to hearing issues</li> <li><input type="checkbox"/> Could not hear due to phone issues</li> <li><input type="checkbox"/> Could not hear due to recording not clear</li> <li><input type="checkbox"/> Information unclear</li> <li><input type="checkbox"/> Language or dialect issues</li> <li><input type="checkbox"/> Next steps unclear</li> <li><input type="checkbox"/> Other</li> </ul>
<p><b>IVR3. How would you rate the automated system in providing you the information you needed? Would you say it was...</b></p> <p>(READ list)</p> <p>If Not very helpful, or Not at all Helpful, ask IVR3a. Otherwise, go to IVR5.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Extremely Helpful</li> <li><input type="checkbox"/> Very Helpful</li> <li><input type="checkbox"/> Somewhat Helpful</li> <li><input type="checkbox"/> Not very Helpful</li> <li><input type="checkbox"/> Not at all Helpful</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don’t know / No opinion</li> </ul>

# Contact Survey

Automated Information System (IVR)	continued
Question	Response Options
<p><b>IVR 3a. Please tell me specifically what was not helpful.</b></p> <p>(Do not Read the list. Check all that apply.)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Confusing terminology</li> <li><input type="checkbox"/> Could not navigate</li> <li><input type="checkbox"/> Could not skip through</li> <li><input type="checkbox"/> Did not understand the status</li> <li><input type="checkbox"/> Instructions unclear</li> <li><input type="checkbox"/> Instructions excessive</li> <li><input type="checkbox"/> Had to contact Helpline (record Yes in IVR4)</li> <li><input type="checkbox"/> Had to punch too many numbers</li> <li><input type="checkbox"/> Had to start over</li> <li><input type="checkbox"/> Needed additional information</li> <li><input type="checkbox"/> No way to repeat the needed instruction</li> <li><input type="checkbox"/> No way to go back to the beginning</li> <li><input type="checkbox"/> Not confident the status was accurate</li> <li><input type="checkbox"/> Poor sound quality</li> <li><input type="checkbox"/> Other (record specific reason)</li> </ul>
<p>For all responses:</p> <p><b>IVR4. After you used the system, did you need to speak to a FEMA Helpline Representative for additional information or clarification?</b></p> <p>If yes, go to IVR4a If No or Do not Remember, go to IVR5.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Tried but was not able to Reach the HL</li> <li><input type="checkbox"/> Do not Remember</li> </ul>
<p><b>IVR4a: At the beginning of the automated message, you were prompted to select specific numbers. After you made your menu selections, was your call transferred correctly so you could speak to a FEMA representative?</b></p> <p>If No, go to IVR4b If Yes, go to IVR4c</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Do not Remember</li> </ul>
<p><b>IVR4b: What happened to your call?</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Got the wrong selection</li> <li><input type="checkbox"/> Had to start over</li> <li><input type="checkbox"/> Could not skip through the prompts</li> <li><input type="checkbox"/> Had to wait for the Spanish script to end</li> <li><input type="checkbox"/> Spoke too fast</li> <li><input type="checkbox"/> Other</li> </ul>

# Contact Survey

Automated Information System (IVR)	continued
Question	Response Options
<p><b>IVR4c. What additional information did you need?</b></p> <p>(Do not Read the list. Check all that apply.)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To be sure the automated message was correct</li> <li><input type="checkbox"/> Status check</li> <li><input type="checkbox"/> Appeals process</li> <li><input type="checkbox"/> Next steps</li> <li><input type="checkbox"/> Assistance purpose</li> <li><input type="checkbox"/> Assistance timeline</li> <li><input type="checkbox"/> Assistance method of payment</li> <li><input type="checkbox"/> Correspondence inquiry</li> <li><input type="checkbox"/> To ask which of my documents had been received</li> <li><input type="checkbox"/> Documents inquiry</li> <li><input type="checkbox"/> Other (specify)</li> </ul>
<p><b>IVR5: Would you use the automated system again?</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul>
<p><b>IVR6. What suggestions do you have to improve the automated system?</b> [If any, enter the suggestion]</p>	

# Contact Survey

<b>HELPLINE - COMPONENTS</b>							
HL	For this series of questions, please use a scale of Excellent, good, satisfactory, below average, or poor. How would you rate the <b>helpline process</b> on:  (READ scale only as needed)	Excellent	Good	Satisfactory	Below Average	Poor	Don't Know/ No Opinion/Not Applicable
HLa	Reaching a representative by phone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HLb	Helping you understand what additional information is needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HLc	Getting answers to your questions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HLd	Resolving your issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HLe	Clarifying the assistance available to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HLf	Clearly describing the next steps in the process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HLh	Letting you know how long it will take for your issue to be resolved?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HLi	Providing useful information to help your recovery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Helpline - OVERALL</b>							
HLj	What would be your overall rating of FEMA's Helpline process?  (If Below Average or Poor, go to HLk, otherwise skip to Next Series)	Excellent	Good	Satisfactory	Below Average	Poor	Don't Know/ No Opinion
HLk	Why are you less than satisfied with the Helpline Process?  (Clarify)						



# Contact Survey

<b>APPEAL PROCESS (ATTEMPT)</b>		
APL 1	How satisfied are you with the determination of your case? (If somewhat or extremely dissatisfied, go to APL1a, otherwise skip to next series of questions)	<input type="checkbox"/> Extremely Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Somewhat Dissatisfied <input type="checkbox"/> Extremely Dissatisfied <input type="checkbox"/> No Opinion/Don't Know
APL 1a	Why were you dissatisfied?	<input type="checkbox"/>
APL 2	(This question is asked based on appeal flag, if they did not appeal, go to APL3.)  (If they did appeal, ask: ) How did you hear about the appeal process? (Do not read) Skip to question APL6.	<input type="checkbox"/> Helpline <input type="checkbox"/> Letter from FEMA <input type="checkbox"/> Friends/neighbors/family <input type="checkbox"/> Don't remember <input type="checkbox"/> Other (Specify)
APL 3	Were you aware FEMA has an appeal process? If yes, go to APL4. If no, go to APL5.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Remember

APL 4	What was the main factor in your decision not to appeal?	<input type="checkbox"/> Insufficient information on how to appeal <input type="checkbox"/> Process too complicated <input type="checkbox"/> Too much paperwork <input type="checkbox"/> Paperwork lost in the disaster <input type="checkbox"/> Not enough time <input type="checkbox"/> Personal/emotional issues <input type="checkbox"/> Don't remember <input type="checkbox"/> Other
APL 5	What suggestions do you have to improve the appeal process?	<input type="checkbox"/> Text

# Contact Survey

COMMUNICATIONS		
Now, I would like you to consider the many ways you may have become aware of FEMA's disaster assistance.		
<i>Question</i>	<i>Response Options</i>	
Com1. What were your main sources of FEMA disaster assistance information?	Source	Check
	Television	<input type="checkbox"/>
	Radio	<input type="checkbox"/>
	Newspaper	<input type="checkbox"/>
	Flyers/Signs	<input type="checkbox"/>
	Schools/Local Organizations	<input type="checkbox"/>
	Disaster Workers	<input type="checkbox"/>
	State/Local Government	<input type="checkbox"/>
	Social Media (Facebook, Twitter, etc.)	<input type="checkbox"/>
	FEMA website/Internet	<input type="checkbox"/>
	Voluntary Agencies	<input type="checkbox"/>
	Insurance Company	<input type="checkbox"/>
	Friends/Relatives/Neighbors	<input type="checkbox"/>
Other (Specify)	<input type="checkbox"/>	

# Contact Survey

## COMMUNICATIONS (Continued)

<i>Question</i>	<i>Response Options</i>							
<p>Com2. How would you rate each communication source mentioned [insert sources] on providing the information you needed? Would you say it was...</p> <p>(Select source checked and repeat if multiple sources.)</p> <p>(READ scale only as needed)</p>			Excellent	Good	Satisfactory	Below Average	Poor	Don't Know/ No Opinion
	Source	Check						
	Television							
	Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Flyers/Signs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Schools/Local Organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Disaster Workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	State/Local Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Social Media (Facebook, Twitter, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	FEMA website/Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Voluntary Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Insurance Company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Friends/Relatives/Neighbors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify)								

<i>Question</i>	<i>Response Options</i>
Com3. When did you first hear that you could apply for FEMA disaster assistance?	<ul style="list-style-type: none"> <li><input type="checkbox"/> Up to one week after the disaster declaration</li> <li><input type="checkbox"/> 2-3 weeks after the declaration</li> <li><input type="checkbox"/> 1-2 months after the declaration</li> <li><input type="checkbox"/> More than two months after the declaration</li> <li><input type="checkbox"/> Took a long time to be declared</li> <li><input type="checkbox"/> Other</li> </ul>

# Contact Survey

COMMUNICATIONS (Continued)																																	
Best Way To Contact	Response Options																																
Com4. What would be the <b>best way</b> for FEMA to provide general disaster assistance information to you after a disaster?	DO NOT READ (CHECK ONLY ONE)																																
	<table border="1"> <thead> <tr> <th>Source</th> <th>Best Way</th> </tr> </thead> <tbody> <tr> <td>Television</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Radio</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td>Newspaper</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Flyers/Signs</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Schools/Local Organizations</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Disaster Workers</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>State/Local Government</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Social Media (Facebook, Twitter, etc)</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>FEMA website/Internet</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Voluntary Agencies</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Insurance Company</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Reverse 911 (Auto Dialer)</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Email/Text Message</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Friends/Relatives/Neighbors</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Other (Specify)</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </tbody> </table>	Source	Best Way	Television	<input type="checkbox"/>	Radio	<input checked="" type="checkbox"/>	Newspaper	<input type="checkbox"/>	Flyers/Signs	<input type="checkbox"/>	Schools/Local Organizations	<input type="checkbox"/>	Disaster Workers	<input type="checkbox"/>	State/Local Government	<input type="checkbox"/>	Social Media (Facebook, Twitter, etc)	<input type="checkbox"/>	FEMA website/Internet	<input type="checkbox"/>	Voluntary Agencies	<input type="checkbox"/>	Insurance Company	<input type="checkbox"/>	Reverse 911 (Auto Dialer)	<input type="checkbox"/>	Email/Text Message	<input type="checkbox"/>	Friends/Relatives/Neighbors	<input type="checkbox"/>	Other (Specify)	<input type="checkbox"/>
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Other (Specify)	<input type="checkbox"/>																																

Com4a. What suggestions do you have to improve FEMA's communication? \_\_\_\_\_

# Contact Survey

<b>INTERNET INQUIRY / UPDATE (Skip if internet inquiry tracked in NEMIS event log)</b>	
These next questions are about using the Internet to check the status of your case.	
IIU1. Did you try to use the fema.gov site with a mobile device?	<input type="checkbox"/> No ( <b>Go to IIU1a</b> ) <input type="checkbox"/> Yes ( <b>Go to IIU2</b> ) <input type="checkbox"/> ( <b>DO NOT read</b> ) Don't remember ( <b>Skip to next series</b> )
IIU1a What were your reasons for not using a mobile device to check on your case? (Do not read list) <b>(Go to next series)</b>	<input type="checkbox"/> Don't have a mobile device <input type="checkbox"/> Don't have mobile internet access <input type="checkbox"/> Device damaged <input type="checkbox"/> Limited computer skills <input type="checkbox"/> Security concerns <input type="checkbox"/> FEMA.gov was not accessible <input type="checkbox"/> Wanted to talk to FEMA <input type="checkbox"/> Didn't know about the mobile on-line service <input type="checkbox"/> Utilities were out (battery charge issue) <input type="checkbox"/> No cell service Other (specify)
<b>IIU2</b> How would you rate your satisfaction using a mobile device to check the status of your case? (If Somewhat or Extremely Dissatisfied go to IIU2a, otherwise go to next series)	<input type="checkbox"/> Extremely Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Somewhat Dissatisfied <input type="checkbox"/> Extremely Dissatisfied <input type="checkbox"/> ( <b>DO NOT read</b> ) Don't know / No opinion
IIU2a. In what way were you dissatisfied. (Do not read list)	<input type="checkbox"/> Could not find the information needed <input type="checkbox"/> Could not update my information <input type="checkbox"/> ( <b>DO NOT read</b> ) Don't remember ( <b>Skip to next series</b> )

# Contact Survey

## SUGGESTIONS TO IMPROVE

<i>Question</i>	<i>Response Options</i>
<p><b>Suggestion.</b> FEMA is interested in getting your opinion on what we could do to improve our service. What other suggestions would you like to pass on to improve FEMA disaster assistance process that you haven't already shared?</p> <p><b>(Clarify all vague responses. Probe once with "WHAT OTHER SUGGESTIONS?" )</b></p>	<p>Open-ended Question  <b>Type response in designated area.</b></p> <hr/> <hr/> <hr/> <hr/>

## CALLBACK QUESTION

<i>Question</i>	<i>Response Options</i>
<p><b>Call back:</b> <i>Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions?</i></p>	<p><input type="checkbox"/> <b>Yes</b>  <input type="checkbox"/> <b>No</b></p>

## CLOSING

<p><i>Yes (If "yes") Thank you for your time. Have a good day/evening.</i></p>
<p><i>No (If "no") I understand. Thank you for your time. Have a good day/evening.</i></p>