

Thank you for taking the time to share your feedback. Your opinion matters and the information you provide will help us enhance the online experience for future users.

PAPERWORK REDUCTION ACT BURDEN DISCLOSURE NOTICE

Public reporting burden for this survey is estimated to take 10 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. This collection of information is voluntary. You are not required to respond to this collection of information unless it displays a valid OMB control number displayed in the upper right corner of this form. Send comments regarding 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 20472-3100, Paperwork Reduction Project (1660-0130). **NOTE: Do not send your completed form to the above address.**

*How would you rate your overall experience today?

Outstanding Above Average Average Below Average Poor

If "Below Average" or "Poor" please let us know why.

*What was the main purpose of your visit to DisasterAssistance.gov?

- Apply for Assistance
- Check Status of my application (already applied)
- Research only. I did not apply for assistance or check my application status.

The public reporting burden to complete this information collection is estimated at 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collected information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to DHS/FEIMA, DAIP-PMO@fema.dhs.gov, ATTN: PRA 1601-0014.



Next

When "Apply for Assistance" is chosen the user is taken to the following page in the survey.

***Were you able to complete the purpose of your visit?**

- Yes
- No

If "No", please describe why you could not complete the purpose of your visit. (bad link, complicated process, etc.)

*** Select the rating that best describes your experience with the Find Assistance (questionnaire) process?**

- Extremely easy to use
- Somewhat easy to use
- Neutral
- Somewhat difficult to use
- Very difficult to use
- I didn't use Find Assistance (questionnaire)

If you chose "difficult to use", please share your comments on ways we can improve the process.

*** Select the rating that best describes your experience with the Apply Online process?**

- Extremely easy to use
- Somewhat easy to use
- Neutral
- Somewhat difficult to use
- Very difficult to use

If you chose "difficult to use", please share your comments on ways we can improve the process.

Thank you for taking the time to share your feedback. Your opinion matters and the information you provide will help us enhance the online experience for future users.

***How would you rate your overall experience today?**

Outstanding

Above Average

Average

Below Average

Poor



If "Below Average" or "Poor" please let us know why.

***What was the main purpose of your visit to DisasterAssistance.gov?**

Apply for Assistance

Check Status of my application (already applied)

Research only. I did not apply for assistance or check my application status.

The public reporting burden to complete this information collection is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collected information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to DHS/FEMA, DAP-PMO@fema.dhs.gov, ATTN: PRA 1601-0014.

17%

Next

When "Check Status" is chosen the user is taken to the following page in the survey.

***Were you able to complete the purpose of your visit?**

- Yes
- No

If "No", please describe why you could not complete the purpose of your visit. (bad link, complicated process, etc.)

*** Select the rating that best describes your experience with the Check Your Status process?**

Extremely easy to use	Somewhat easy to use	Neutral	Somewhat difficult to use	Very difficult to use
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you chose "difficult to use", please share your comments on ways we can improve the process.



[Prev](#) [Next](#)

Page 2 of the survey when person chooses "Check Status"

Thank you for taking the time to share your feedback. Your opinion matters and the information you provide will help us enhance the online experience for future users.

***How would you rate your overall experience today?**

Outstanding Above Average Average Below Average Poor

If "Below Average" or "Poor" please let us know why.

***What was the main purpose of your visit to DisasterAssistance.gov?**

- Apply for Assistance
- Check Status of my application (already applied)
- Research only. I did not apply for assistance or check my application status.

The public reporting burden to complete this information collection is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collected information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to DHS/FEMA, DAIP-PMO@fema.dhs.gov, ATTN: PRA 1601-0014.

17%

Next

When "Research Only" is chosen the user is taken to the following page in the survey.

***Were you able to complete the purpose of your visit?**

- Yes
- No

If "No", please describe why you could not complete the purpose of your visit. (bad link, complicated process, etc.)

*** Select the rating that best describes your experience with the following research functions.**

	Extremely easy to use	Somewhat easy to use	Neutral	Somewhat difficult to use	Very difficult to use	I didn't use this option
Frequently Asked Questions (FAQs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address Look-up (determine if a disaster has been declared for my area)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Disaster Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact Us	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsfeeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you chose "difficult to use" please share your comments on ways we can improve the process.



Prev Next

Page 2 of the survey when person chooses "Research Only"

*Would you return to this website if you could get this information or service from another source?

- Yes
- No

*Will you recommend this website to a friend or colleague?

- Yes
- No

Please share any additional comments you have about your experience using DisasterAssistance.gov.

*How likely are you to recommend this website to a friend or colleague?

Very Likely

Somewhat Likely

Not Likely



Prev

Next

ALL those surveyed are navigated to this page to answer mandatory questions

The following information is not required but will help us see who uses our site. There is also an option for you to volunteer to talk with us in the future. But, if you prefer to skip the questions, simply click **Done** at the bottom of the page.

Which category below includes your age?

- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 or older

How often do you access the Internet?

- Once a month or less
- Once a week
- Several times a week
- Every day
- Several times a day

When you access the Internet, which of the following do you usually do? (check all that apply)

- Send or receive email
- Use the Web for research, banking, entertainment, etc.
- Play computer games
- Create, edit and/or upload documents, presentations, etc.

At times we are given the opportunity to speak directly with disaster survivors to find out how we can make your online experience better.

If you would be willing to speak with us in the future about using our website, please provide your contact information below.

Name

City/Town

State/Province

Email Address

The information provided will only be used for website feedback. Providing your name and email will not impact your Disaster Assistance Application or FEMA's decision.



Prev Done

All those surveyed can answer questions if they choose to. Data will be used to provide additional information to our stakeholders. Email address will only be used if we are provided the opportunity to conduct Town Hall type feedback sessions.