

Internet Inquiry Electronic Survey

OMB Control Number 1660-0036
Expiration Date _____

PAPERWORK BURDEN DISCLOSURE NOTICE: 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.

PRIVACY ACT STATEMENT

AUTHORITY: Government Performance and Results Act (GPRA), 5 U.S.C. Ch. 3 as amended and the GPRA of 2010 (P.L. 111-352); Executive Order (EO) 12862, "Setting Customer Service Standards;" and its March 23, 1995 Memorandum addendum, "Improving Customer Service;" Executive Order 13411 "Improving Assistance for Disaster Victims;" Executive Order 13571 "Streamlining Service Delivery and Improving Customer Service;" and its June 13, 2011 Memorandum "Implementing Executive Order 13571 on Streamlining Service Delivery and Improving Customer Service."

PRINCIPAL PURPOSE(S): DHS/FEMA collects this information to measure Individual Assistance customers' satisfaction with FEMA services.

ROUTINE USE(S): This information is used for the principal purpose(s) noted above and will not be shared outside of DHS/FEMA, except as allowed under DHS/FEMA-008 - Disaster Recovery Assistance Files (April 30, 2013, 78 FR 25282), or as required by law.

DISCLOSURE: The disclosure of information on this form is strictly voluntary and will assist FEMA in making improvements to its Individual Assistance program; failure to provide the information requested will not impact the provision of FEMA Individual Assistance to qualified entities.

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QUESTIONS

Introduction

Thanks for visiting the Disaster Assistance.gov website. Please take 4-6 minutes to share your opinions on what we are doing well and where improvements are needed. Your voluntary feedback will help us to better serve disaster survivors.

Did you personally login and view or update your FEMA information online?

- Yes
- No

If no: Thank you for your time. End the questionnaire by closing your browser.

If yes:

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

- DisasterAssistance.gov
- FEMA.gov
- Don't Remember

(If response = DisasterAssistance.gov or FEMA.gov display question 1a otherwise display question 1b.)

1a. How did you find out about the [DisasterAssistance.gov/FEMA.gov] website? *(Select all that apply)*

- Community Group (club, church, school, etc.)
- Disaster Worker (FEMA, Red Cross, Local Government, etc.)
- Flyers, Signs, Billboards, Posters, etc.
- Internet searches (Google, Bing, etc.)
- Newspaper
- Prior Experience
- Radio
- Service Provider (Insurance, water, gas, phone, etc.)
- Social Media (Facebook, Twitter, etc.)
- Text, Phone, Email Alerts (reverse 911, robo call, RSS Feed, etc.)
- Television
- Word of Mouth (friend, family, neighbor, employer, landlord, etc.)
- Other (Please Explain in 500 characters or less)
- Don't Remember

1b. Did you use an internet-enabled smartphone to access your disaster assistance application?

- Yes
- No
- Don't Know/Remember

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The website provided a variety of options such as Apply Online, Check Your Status or Find Assistance.

2. Did you complete the Anonymous Questionnaire to find personalized assistance?

- Yes
- No
- Don't Remember

(If response = yes display question 2a otherwise display question 3.)

2a. This series of questions relate only to the **online anonymous questionnaire** you used to find other Forms of Assistance. How would you rate the questions on being easy to understand?

- Extremely Easy
- Very Easy
- Easy
- Not Very Easy
- Not At All Easy
- No Opinion

2b. After completing the online Anonymous Questionnaire, you may have received information about other agencies. How helpful was that information?

- Extremely Helpful
- Very Helpful
- Helpful
- Not Very Helpful
- Not At All Helpful
- No Opinion

(If response = Not Very Helpful or Not At All Helpful display question 2c otherwise display question 3.)

2c. How could the information about other agencies have been more helpful?

- Make less complicated/confusing
- More concise information
- More detailed information
- Personalized information specific to my situation (Please Explain in 500 characters or less)
- Complete & accurate contact phone number
- Complete & accurate web address/link
- Other (Please Explain in 500 characters or less)

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3. The website also provided options to browse information by Category or by Federal Agency.

3a. How helpful was it to browse by Category?

- Extremely Helpful
- Very Helpful
- Helpful
- Not Very Helpful
- Not At All Helpful
- Did not use this Method
- No Opinion

3b. How helpful was it to browse 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?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- No Opinion

(If response = Below Average or Poor go display question 4a otherwise display question 5.)

4a. The prior question asked you to rate the website for obtaining disaster assistance information. Which of the following reasons influenced your rating? ~~Please select the reasons that influenced your rating?~~

~~Did not find what I needed (Please Explain in 500 characters or less) ***(if selected display 4a.1)***~~

~~**4a.1** Briefly describe the information topic needed (Text Box)~~

- Phone numbers not provided/inaccurate
- Questions too complicated/hard to understand
- Referrals hard to understand
- Referrals too lengthy
- Response options too complicated/hard to understand
- Screen navigation difficult
- Technical problems

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- Web address or link not provided/accurate
- Other (Please Explain in 500 characters or less)

For the next questions, please think only about your experience in using the internet **to view, update, or upload information to your FEMA application.**

5. Overall, how would you rate that experience?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- No Opinion

(If response = Below Average or Poor display question 5a otherwise display question 6.)

5a. Using the below list, please identify the reasons why the online viewing, updating or uploading experience was less than satisfactory. ~~Please select the reasons that influenced your rating.~~

- Help Page information hard to understand
- Instructions hard to understand (Please Explain in 500 characters or less) ***(if selected display 5a.1)***
 - ~~5a.1 Which instructions were hard to understand? (text box)~~
- Took too long to view/edit information
- Technical problems
- Did not provide information needed (Please Explain in 500 characters or less) ***(if selected display 5a.2)***
 - ~~5a.2 What type information was not provided? (text box)~~
- System/Screen navigation was difficult
- Difficulty/unable to edit/update information ***(if selected display 5a.3)***
 - ~~5a.3 What information was difficult to edit/update? (text box)~~
- Difficulty/unable to upload documents
- Logon password/PIN issues
- Other (Please Explain in 500 characters or less)

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 response = Below Average or Poor display question 6a otherwise display question 7.)

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6a. In what way was the help information Below Average/Poor?

- Did not understand the terms used
- Information was too complicated (Please Explain in 500 characters or less) ~~(if selected display 6a.1)~~
 - ~~▪ 6a.1—What information type was too complicated? (text box)~~
- Not enough information/did not answer question (Please Explain in 500 characters or less) ~~(if selected display 6a.2)~~
 - ~~▪ 6a.2—What was the information topic? (text box)~~
- Technical difficulties
- Other (Please Explain in 500 characters or less)

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?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Did Not Use
- No Opinion

(If response = Below Average or Poor display question 7a otherwise display question 8.)

7a. Please indicate why you found the Application Overview information to be [Below Average/Poor] ~~What were your reasons for that rating?~~

- Did not understand Category Information
- Did not understand Status Information
- Not enough details/information provided (Please Explain in 500 characters or less) ~~(if selected display 7a.1)~~
 - ~~▪ 7a.1—What was the information topic? (text box)~~
- Help instructions not clear
- Information was not updated/accurate (Please Explain I 500 characters of less) ~~(if selected display 7a.2)~~
 - ~~▪ 7a.2—What was the information type? (text box)~~
- Other (Please Explain in 500 characters or less)

8. The Correspondence screen provided information on letters and documents sent by FEMA as well as those received from you. How would you rate this section?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Did Not Use

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- No Opinion
(If response = Below Average or Poor display question 8a otherwise display question 9.)

8a. In what way was the information about correspondence sent by FEMA or received from you [Below Average/Poor]?

- Items requested by FEMA were difficult to understand
- ~~Items I sent to FEMA were not listed as received (Please Explain in 500 characters or less) **(if selected display 8a.1)**~~
 - ~~8a.1 What type items? (text box)~~
- Summary of letters was difficult to understand
- Help instructions not clear
- Not able to view/print correspondence
- Other (Please Explain in 500 characters or less)

9. Have you uploaded documents directly to your account rather than using fax or mail?

- Yes
- No
- Don't remember
- Didn't know I could
(If response = Yes display question 9a otherwise display question 9c.)

9a. How would you rate the document upload process?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Did Not Use
- No Opinion
(If response = Below Average or Poor display question 9b otherwise display question 9c.)

9b. What suggestions do you have for improving the document upload process? (Text box)

9c. FEMA disaster assistance applicants can receive alerts to log in to their online account to view new information. Are you receiving Text Message Alerts?

- Yes
- No
- Don't know/remember
(If response = Yes display 9d otherwise display question 10.)

9d. How would you rate the alert notification process in helping you stay informed about your application?

- Excellent
- Good
- Satisfactory
- Below Average

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- Poor
- Did Not Use
- No Opinion

(If response = Below Average or Poor display question 9e otherwise display question 10.)

9e. What suggestions do you have for improving the alert notification process? (Text Box)

10. 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/See
- No Opinion

(If response = Below Average or Poor display question 10a otherwise display question 11.)

10a. In what way was the information about other agencies or organizations [Below Average/Poor]?

Description of agency services was hard to understand/confusing (Please Explain in 500 characters or less) ***(if selected display 10a.1)***

10a.1 Which agency or organization? (text box)

Agency contact information not complete/accurate or could not use

No agency found for assistance needed (Please Explain in 500 characters or less) ***(if selected display 10a.2)***

10a.2 Which agency(s) should be added? (text box)

- Not enough information
- Screen navigation difficult
- Too much information
- Help instructions not clear
- Other (Please Explain in 500 characters or less)

11. Did you call the website's Technical Support toll free number for assistance with technical problems?

- Yes
- No
- Don't remember

(If response = yes display question 11a otherwise display question 12.)

11a. Thinking only about your communications with Technical Support, how would you rate the service you received?

- Excellent
- Good
- Satisfactory
- Below Average

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- Poor
- No Opinion

(If response = Below Average or Poor display question 11b otherwise display question 12.)

11b. In what way was the service from Technical Support [Below Average/Poor]?

- Technical Rep did not answer question (Please Explain in 500 characters or less) **(if selected display 11b.1)**
 - 11b.1—What was the topic of your unanswered question? (text box)
- Technical Rep gave incorrect information (Please Explain in 500 characters or less) **(if selected display 11b.2)**
 - 11b.2—In what way was the information incorrect? (text box)
- Technical Rep provided poor customer service
- Took too long or could not get through to Technical Helpdesk
- Other (Please Explain in 500 characters or less)

12. In the future, should you need to check on your FEMA application, how likely are you to use the online application?

- Definitely use
- Probably use
- Might or Might Not use
- Probably would Not use
- Definitely would Not use
- No Opinion

(If response = Probably would Not use or Definitely would Not use display question 12a otherwise display question 13.)

12a. What changes are needed to increase the likelihood? (Text Box)

13. Would you recommend the DisasterAssistance.gov site to a friend or family member?

- Yes
- No
- Don't Know

14. Your opinion is very valuable to us. May we contact you at a later date for additional feedback?

- Yes
- No

Close

Thank you for your time.