

E-COMMUNICATIONS SATISFACTION SURVEY

FEMA Form 007-0-12
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.

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Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____ . My Identification number is _____ . May I please speak with _____ (*applicant name*) or the person who emailed FEMA?

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 **7- 9** minutes to answer some questions?

- No (if no) I understand, Thank you for your time and have a nice day/evening)
- Yes (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.

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FEMA wants to improve the quality of its service and is putting an increased emphasis on electronic communications, both to and from disaster survivors.

1. How long after the disaster was it before you had access to the internet and e-mail?
 - a. Access not lost
 - b. One day or less
 - c. 2-3 days
 - d. 4-7 days
 - e. More than 7 days

THE FOLLOWING SERIES OF QUESTIONS RELATE TO COMMUNICATION FROM YOU TO FEMA.

2. Did you recently use e-mail to communicate with FEMA?
 - a. Yes
 - b. No

If yes, go to #3 and if no, go to #10.

3. Overall, how satisfied were you with this method of communication? (read list)
 - a. Extremely satisfied
 - b. Very satisfied
 - c. Satisfied
 - d. Dissatisfied
 - e. Extremely Dissatisfied

If you were Dissatisfied or Extremely Dissatisfied: (go to 3a, otherwise, go to #4)

3a. What caused you to give that rating? (text box here)

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4. Did you use a Smartphone or other mobile device to e-mail FEMA?

- a. Yes
- b. No

If yes, please provide the type of the mobile device: Android device, iPad, iPhone, Blackberry, Future Options, Other

If no, go to #5

5. Is this your first time to use e-mail to communicate with FEMA?

- a. Yes
- b. No

If yes, go to #7, and if no, go to #6.

6. How many times have you used e-mail to communicate with FEMA? (read list)

- a. 1- 2
- b. 3- 5
- c. Over 5

If the response was "over 5", ask #6a and 6b. If any other response, go to #7.

6a. Did you use e-mail to get a better understanding of FEMA's first response?

- a. Yes
- b. No

6b. Did you use e-mail to ask a follow up question?

- a. Yes
- b. No

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7. How would you rate the level of service you received when communicating by e-mail? (read list)
- a. Excellent
 - b. Good
 - c. Satisfactory
 - d. Below average
 - e. Poor
 - f. Do not Read (Don't Know / No Opinion)

If you answered below average or poor, go to 7a, otherwise, go to #8

7a. In what way was the level of service Below Average / Poor? (Specify: Text box)

8. How would you define a reasonable response time for FEMA to answer your e-mail inquiries? (read list)
- a. Immediately
 - b. Within 6 Hours.
 - c. Within 12 Hours
 - d. Within 24 Hours
 - e. Within 48 Hours

8a. How quickly did you hear from FEMA after your email inquiry?

- a. Immediately
- b. Within 6 Hours.
- c. Within 12 Hours
- d. Within 24 Hours
- e. Within 48 Hours

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9. How likely are you to use e-mail to send correspondence or documents to FEMA in the future? (read list)
- a. Definitely would use
 - b. Probably would use
 - c. Might or Might Not use
 - d. Probably Not use
 - e. Definitely Not use

THE FOLLOWING SERIES OF QUESTIONS RELATE TO COMMUNICATION FROM FEMA TO YOU.

10. Did FEMA recently use e-mail to communicate with you?

- a. Yes
- b. No

If yes, go to #11 and if no, thank them and conclude the call.

11. Overall, how satisfied were you with this method of communication? (read list)

- a. Extremely satisfied
- b. Very satisfied
- c. Satisfied
- d. Dissatisfied
- e. Extremely Dissatisfied

If you were Dissatisfied or Extremely Dissatisfied, go to 11a, otherwise go to #12.

11a. In what way were you dissatisfied with FEMA communications by e-mail? (Text box here)

12. Did you use a Smartphone or other mobile device to receive e-mail from FEMA?

- a. Yes
- b. No

If yes, go to 12a, if no, go to #13

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12a. What type of mobile device did you use? Android device, iPad, iPhone, Blackberry, Future Options, Other
(Specify, Text Box)

13. Is this your first time to use e-mail to receive communication from FEMA?

- a. Yes
- b. No

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14. What types of updates from FEMA would you want to receive? (Read list and mark all that apply)

- a. Amount of Grant
- b. Inspection appointment
- c. Correspondence or documents received by FEMA
- d. Correspondence or documents sent by FEMA
- e. Others (Text Box here)

15. 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 FEMA about electronic communication with FEMA that you haven't already shared?

(text box here)

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

- *Yes (If "yes") Thank you very much for your time. Have a good day/evening.*
- *No (If "no") I understand. Thank you very much for your time. Have a good day/evening.*