Internet Registration Phone Survey

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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 applied for disaster assistance over the Internet?

- o Yes
- o No

If no: What would be a better time to call back? Thank you for your time and have a good day/evening.

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 - 7** minutes to answer some questions?

- o Yes
- o No

If no: What would be a better time to call back? Thank you for your time and have a good day/evening)

If yes: Thank you. These questions comply with the Privacy Act of 1974 and have been approved by the Office of Management and Budget under number 1660-0036.   Your answers will not affect the outcome of your application for FEMA assistance. This call may be monitored and/or recorded for quality assurance.

1. Which of the following websites did you access to apply for FEMA assistance?
- o   DisasterAssistance.gov
- o   FEMA.gov
- o   Another Federal Government website
- o   A State Government Website
- o   A Non-Government website
- o   Don't Remember

   If DisasterAssistance.gov or FEMA.gov go to question 1a otherwise go to question 2.

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1a. How did you find out about that website?
- o Community Group (club, church, school, etc.)
- o Disaster Worker (FEMA, ARC, Local Gov., etc.)
- o Flyers, Signs, Billboards, Posters, etc.
- o Internet searches (Google, Bing, etc.)
- o Newspaper
- o Prior Experience
- o Radio
- o Service Provider (Insurance, water, gas, phone, etc.)
- o Social Media (Facebook, Twitter, etc.)
- o Text, Phone, Email Alerts (reverse 911, robo call, RSS Feed, etc.)
- o Television
- o Word of Mouth (friend, family, neighbor, employer, landlord, etc.)
- o Don't Remember
- o Other

The website provided a variety of options such as Applying for FEMA assistance online or accessing your account to check your application status. There was also an option to find assistance by taking an Anonymous Questionnaire with no log in or personal information required.

2. Did you use the online anonymous questionnaire on the DisasterAssistance.gov website to get a personalized list of possible assistance?
- o Yes
- o No
- o Don't Remember

If yes go to question 2a otherwise go to question 3.

2a. This series of questions relates 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? Would you say:
- o Extremely Easy
- o Very Easy
- o Easy
- o Not Very Easy
- o Not At All Easy
- o No Opinion

2b. After completing the online anonymous questionnaire, you may have received information about other agencies. How helpful was that information? Would you say:
- o Extremely Helpful
- o Very Helpful
- o Helpful

o   Not Very Helpful

o   Not At All Helpful

o   No Opinion

If Not Very Helpful or Not At All Helpful go to question 2c otherwise go to question 3.

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

o   Make less complicated

o   More concise information

o   More detailed information

o   Personalized information specific to my situation

o   Complete & accurate contact phone number

o   Complete & accurate web address/link

o   Other

3. The website also provided options to browse information by category or by Federal Agency. How helpful was it to browse by:

3a. Category? Would you say…

o   Extremely Helpful

o   Very Helpful

o   Helpful

o   Not Very Helpful

o   Not At All Helpful

o   Did not use this Method

o   No Opinion

3b. What about by Agency?

o   Extremely Helpful

o   Very Helpful

o   Helpful

o   Not Very Helpful

o   Not At All Helpful

o   Did not use this Method

o   No Opinion

4. Overall, how would you rate this website for obtaining disaster assistance information? Would you say it was:

o   Excellent

o   Good

o   Satisfactory

o   Below Average

o Poor

o No Opinion

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

4a. Please tell me your reasons for that rating.
- o Did not find what I needed
- o Phone numbers not provided/inaccurate
- o Questions too complicated/hard to understand
- o Referrals hard to understand
- o Referrals too lengthy
- o Response options too complicated/hard to understand
- o Screen navigation difficult
- o Technical problems
- o Web address or link not provided/inaccurate
- o Other

For the next questions please think only about your experience in completing the **online application for FEMA disaster assistance**.

5. Overall, how would you rate that experience? Would you say it was:
- o Excellent
- o Good
- o Satisfactory
- o Below Average
- o Poor
- o No Opinion

If Below Average or Poor go to question 5a otherwise go to question 6.

5a. Please tell me your reasons for that rating.
- o Could not edit or make comments
- o Help Page information hard to understand
- o Instructions hard to understand
- o Not applicable to my situation
- o Screen navigation was difficult
- o Technical problems
- o Took too long to complete application
- o Type of assistance not clear
- o Other

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6. Each screen included a "Help for this page" button to assist you in filling out your application. Would you say the help information was…
   o Excellent
   o Good
   o Satisfactory
   o Below Average
   o Poor
   o Did not use

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

6a. In what way was the "Help for this Page" information [Below Average/Poor]?
   o Did not understand the terms used
   o Information was too complicated
   o Not enough information/did not answer question
   o Technical difficulties
   o Other

7. After completing your application, information was displayed about other agencies or organizations that may be able to assist you. Would you say that information was…
   o Extremely Helpful
   o Very Helpful
   o Helpful
   o Not Very Helpful
   o Not At All Helpful
   o Did not use
   o No Opinion

   If Not Very Helpful or Not At All Helpful go to question 7a otherwise go to question 8.

7a. What were your reasons for that rating?
   o Agency contact information not complete/accurate or could not help
   o Descriptions of agency services was hard to understand/confusing
   o No agency found for assistance needed
   o Not enough information
   o Screen navigation difficult
   o Too much information
   o Other

8. Did you call the website's Technical Support toll free number for assistance with technical problems?
   o Yes
   o No
   o Do not remember

   If yes go to question 8a otherwise go to question 9.

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8a. Thinking only about your communications with Technical Support, how would you rate the service you received? Would you say it was…
- o Excellent
- o Good
- o Satisfactory
- o Below Average
- o Poor
- o No Opinion

    If Below Average or Poor go to question 8b otherwise go to question 9.

8b. In what way was the support [Below Average/Poor]?
- o Technical Rep did not answer question
- o Technical Rep gave incorrect info
- o Technical Rep poor customer service
- o Took too long or could not get through to Technical Helpdesk
- o Other

9. In the future, should you need disaster assistance, how likely are you to use this method to apply for assistance? Would you…
- o Definitely use
- o Probably use
- o Might or Might Not use
- o Probably would Not use
- o Definitely would Not use
- o No Opinion

    If Probably would Not use or Definitely would Not use go to question 9a otherwise go to question 10.

9a. What changes are needed to increase the likelihood?

10. Would you recommend the site to a friend or family member?
- o Yes
- o No
- o Do Not Know

Your opinion is very valuable to us. May we call at a later date to ask you additional questions?
- o Yes
- o No

Close

Thank you for your time. Have a good day/evening.