

Internet Inquiry Phone Survey

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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 (1660-1660) **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 is 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

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 recently checked their application status over the Internet?

- Yes
- 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?

- Yes
- 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 use to access your FEMA application?

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

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

1a. How did you find out about the [DisasterAssistance.gov/FEMA.gov] website?

- Community Group (club, church, school, etc.)
- Disaster Worker (FEMA, ARC, Local Gov., 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
- Don't Remember

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

- Yes
- No
- Don't Know/Remember

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?

- Yes
- No
- 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:

- 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? Would you say:

- Extremely Helpful
- Very Helpful
- Helpful
- Not Very Helpful
- Not At All Helpful
- 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 about other agencies have been more helpful?

- Make less complicated/confusing
- More concise information
- More detailed information
- Personalized information specific to my situation
- Complete & accurate contact phone number
- Complete & accurate web address/link

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- 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...

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

3b. What about 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? Would you say it was:

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- 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.

- Did not find what I needed
- Phone numbers not provided/accurate
- Questions too complicated/hard to understand
- Referrals hard to understand
- Referrals too lengthy
- Response options too complicated/hard to understand
- Screen navigation difficult

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- Technical problems
- Web address or link not provided/accurate
- Other

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? Would you say it was:

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- 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.

- Help Page information hard to understand
- Instructions hard to understand
- Took too long to view/edit information
- Technical problems
- Did not provide information needed
- System/Screen navigation was difficult
- Difficulty/unable to edit/update information
- Difficulty/unable to upload documents
- Logon password/PIN issues
- Other

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

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

- Did not understand the terms used
- Information was too complicated
- Not enough information/did not answer question
- Technical difficulties

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- Other

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? Would you say that information was...

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

If Below Average or Poor go to question 7a otherwise go to question 8.

7a. What were your reasons for that rating?

- Did not understand Category Information
- Did not understand Status Information
- Not enough details/information provided)
- Help instructions not clear
- Info was not updated/accurate
- Screen navigation difficult
- Other

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? Would you say that information was..

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

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

8a. In what way was the correspondence information [Below Average/Poor]?

- Items requested by FEMA were difficult to understand
- Items I sent to FEMA were not listed as received
- Summary of letters was difficult to understand
- Help instructions not clear
- Not able to view/print correspondence
- Other

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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 Yes go to question 9a otherwise go to question 9c.

9a. How would you rate the document upload process? Would you say it was:

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

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

9b. What suggestions do you have for improving the upload process?

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

- Yes
- No
- Don't know/remember

If Yes go to 9d otherwise go to question 10.

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

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

If Below Average or Poor go to question 9e otherwise go to question 10.

9e. What suggestions do you have for improving the alert notification process?

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

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- Satisfactory
- Below Average
- Poor
- Did Not Use/See
- No Opinion

If Below Average or Poor go to question 10a otherwise go to question 11.

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

- Description of agency services was hard to understand/confusing
- Agency contact information not complete/accurate or could not use
- No agency found for assistance needed
- Not enough information
- Screen navigation difficult
- Too much information
- Help instructions not clear
- Other

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

- Yes
- No
- Don't remember

If yes go to question 11a otherwise go to question 12.

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

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

If Below Average or Poor go to question 11b otherwise go to question 12.

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

- Technical Rep did not answer question
- Technical Rep gave incorrect info
- Technical Rep gave poor customer service
- Took too long or could not get through to Technical Helpdesk

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- Other

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

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

If Probably would Not use or Definitely would Not use go to question 12a otherwise go to question 13.

12a. What changes are needed to increase the likelihood of you using the online application in the future? (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 call at a later date to ask some additional questions?

- Yes
- No

Close

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

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