

FEMA Form 007-0-2 Internet Registration Survey
Form Name Revised To: Internet Registration Phone Survey

LOCATIO N OF CURRENT TEXT QUESTIO N NUMBER	CURRENT TEXT	REVISED TEXT
Introduction	<p>Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____. My ID # is _____.</p> <p>May I please speak with (Applicant) or the person who registered for disaster assistance over the Internet?</p> <p>If no: Thank you for your time and have a good day/evening.</p> <p>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 4 - 7 minutes to answer some questions?</p> <p>If no: I understand, Thank you for your time and have a good day/evening)</p> <p>If yes: 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 for quality assurance.</p>	<p>Revised</p> <p>Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____. My ID # is _____.</p> <p>May I please speak with (Applicant) or the person who applied for disaster assistance over the Internet?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><i>If no:</i> What would be a better time to call back? Thank you for your time and have a good day/evening.</p> <p><i>If yes:</i> 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?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><i>If no:</i> What would be a better time to call back? Thank you for your time and have a good day/evening)</p> <p><i>If yes:</i> 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.</p>
1.	<p>1. Which of the following websites did you access to apply for disaster assistance?</p> <p><input type="radio"/> DisasterAssistance.gov</p> <p><input type="radio"/> FEMA.gov</p>	<p>1. Which of the following websites did you access to apply for FEMA assistance?</p> <p><input type="radio"/> DisasterAssistance.gov</p> <p><input type="radio"/> FEMA.gov</p> <p><input type="radio"/> Another Federal Government</p>

	<p>Another Federal Government website Another State Government Website A Non-Government website Don't Remember</p> <p><i>If DisasterAssistance.gov or FEMA.gov go to question 1a otherwise go to question 2.</i></p>	<p>website <input type="radio"/> A State Government Website <input type="radio"/> A Non-Government website <input type="radio"/> Don't Remember</p> <p><i>If DisasterAssistance.gov or FEMA.gov go to question 1a otherwise go to question 2.</i></p>
1a.	<p>1a. How did you find out about that website?</p> <p>Newspaper Radio Community Group Television Flyer Friend or Family Disaster Worker Internet Search Other</p>	<p><input type="radio"/> 1a. How did you find out about that website? <input type="radio"/> Community Group (club, church, school, etc.) <input type="radio"/> Disaster Worker (FEMA, ARC, Local Gov., etc.) <input type="radio"/> Flyers, Signs, Billboards, Posters, etc. <input type="radio"/> Internet searches (Google, Bing, etc.) <input type="radio"/> Newspaper <input type="radio"/> Prior Experience <input type="radio"/> Radio <input type="radio"/> Service Provider (Insurance, water, gas, phone, etc.) <input type="radio"/> Social Media (Facebook, Twitter, etc.) <input type="radio"/> Text, Phone, Email Alerts (reverse 911, robo call, RSS Feed, etc.) <input type="radio"/> Television <input type="radio"/> Word of Mouth (friend, family, neighbor, employer, landlord, etc.) <input type="radio"/> Don't Remember <input type="radio"/> Other</p>
Introduction New		<p>New 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.</p>
2.	<p>2. You were offered an option to take an anonymous Pre-Screening Questionnaire before doing an online disaster assistance registration. Did you take the questionnaire?</p> <p>Yes No Don't Remember</p> <p><i>If yes go to question 2a otherwise go to question 3.</i></p>	<p>2. Revised Did you use the online anonymous questionnaire on the DisasterAssistance.gov website to get a personalized list of possible assistance?</p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't Remember</p> <p><i>If yes go to question 2a otherwise go to question 3.</i></p>

2a.	<p>2a. This series of questions relate only to that questionnaire. How would you rate questions on being easy to understand? Would you say:</p> <ul style="list-style-type: none"> Extremely Easy Very Easy Easy Not Very Easy Not At All Easy No Opinion <p><i>If Not Very Easy or Not At All Easy go to question 2b otherwise go to question 3.</i></p>	<p>2a. Revised 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:</p> <ul style="list-style-type: none"> <input type="radio"/> Extremely Easy <input type="radio"/> Very Easy <input type="radio"/> Easy <input type="radio"/> Not Very Easy <input type="radio"/> Not At All Easy <input type="radio"/> No Opinion
2b.	<p>2b. After completing the questionnaire you may have received information about other agencies. How helpful was that information? Would you say:</p> <ul style="list-style-type: none"> Extremely Helpful Very Helpful Helpful Not Very Helpful Not At All Helpful No Opinion <p><i>If Not Very Helpful or Not At All Helpful go to question 2c otherwise go to question 3.</i></p>	<p>2b. After completing the online anonymous questionnaire, you may have received information about other agencies. How helpful was that information? Would you say:</p> <ul style="list-style-type: none"> <input type="radio"/> Extremely Helpful <input type="radio"/> Very Helpful <input type="radio"/> Helpful <input type="radio"/> Not Very Helpful <input type="radio"/> Not At All Helpful <input type="radio"/> No Opinion <p><u>If Not Very Helpful or Not At All Helpful go to question 2c otherwise go to question 3.</u></p>
2c.	<p>2c. How could the information have been more helpful?</p> <ul style="list-style-type: none"> More concise information More detailed information Provide contact phone number Provide web address Make less complicated Personalized information Other 	<p>2c. Revised How could the information have been more helpful?</p> <ul style="list-style-type: none"> <input type="radio"/> Make less complicated <input type="radio"/> More concise information <input type="radio"/> More detailed information <input type="radio"/> Personalized information specific to my situation <input type="radio"/> Complete & accurate contact phone number <input type="radio"/> Complete & accurate web address/link <input type="radio"/> Other
Introduction 3.	<p>3. The website provided the ability to browse information by category or by agency. How helpful was it to browse by:</p>	<p>3. Revised The website also provided options to browse information by category or by Federal Agency. How helpful was it to browse by:</p>
3a.	<p>3a. Category?</p> <ul style="list-style-type: none"> Extremely Helpful Very Helpful Helpful 	<p>No change</p>

	<p>Not Very Helpful Not At All Helpful Did not use this Method No Opinion</p>	
3b	<p>3b. What about by Agency? Extremely Helpful Very Helpful Helpful Not Very Helpful Not At All Helpful Did not use this Method No Opinion</p>	No change
4.	<p>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 <i>If Below Average or Poor go to question 4a otherwise go to question 5.</i></p>	
	<p>4a. Tell me a little about your reasons for that rating. Difficulty navigating the screens No contact phone numbers on referrals Questions hard to understand No web address / link on referrals Response option hard to understand Technical problems Referrals were too lengthy Referrals were hard to understand Other</p>	<p>4a. Please tell me your reasons for that rating. <input type="radio"/> Did not find what I needed <input type="radio"/> Phone numbers not provided/inaccurate <input type="radio"/> Questions too complicated/hard to understand <input type="radio"/> Referrals hard to understand <input type="radio"/> Referrals too lengthy <input type="radio"/> Response options too complicated/hard to understand <input type="radio"/> Screen navigation difficult <input type="radio"/> Technical problems <input type="radio"/> Web address or link not provided/inaccurate <input type="radio"/> Other</p>
Introduction	<p>For the next questions please think only about your experience in completing the online registration for disaster assistance.</p>	No change
5.	<p>5. Overall, how would you rate that experience? Would you say it was: Excellent Good Satisfactory Below Average Poor No Opinion</p>	No change

	<i>If Below Average or Poor go to question 5a otherwise go to question 6.</i>	
5a.	<p>5a. Tell me a little about your reasons for that rating.</p> <ul style="list-style-type: none"> Screen navigation was difficult Instructions were hard to understand Took too long to complete registration Help Page information was not clear Technical problems Types of assistance were not clear Other 	<p>5a. Revised</p> <p>Please tell me your reasons for that rating.</p> <ul style="list-style-type: none"> <input type="radio"/> Could not edit or make comments <input type="radio"/> Help Page information hard to understand <input type="radio"/> Instructions hard to understand <input type="radio"/> Not applicable to my situation <input type="radio"/> Screen navigation was difficult <input type="radio"/> Technical problems <input type="radio"/> Took too long to complete application <input type="radio"/> Type of assistance not clear <input type="radio"/> Other
6.	<p>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....</p> <ul style="list-style-type: none"> Excellent Good Satisfactory Below Average Poor Did not use <p><i>If Below Average or Poor go to question 6a otherwise go to question 7.</i></p>	No change
6a.	<p>6a. In what way was the help information Below Average or Poor?</p> <ul style="list-style-type: none"> Information was too complicated Did not understand the terms used Not enough information provided Other 	<p>6a. Revised</p> <p>In what way was the "Help for this Page" information Below Average or Poor?</p> <ul style="list-style-type: none"> <input type="radio"/> Did not understand the terms used <input type="radio"/> Information was too complicated <input type="radio"/> Not enough information/did not answer question <input type="radio"/> Technical difficulties <input type="radio"/> Other
7.	<p>7. After completing your registration, information was displayed about other agencies or organizations that may be able to assist you. Would you say that information was...</p> <ul style="list-style-type: none"> Extremely Helpful Very Helpful Helpful Not Very Helpful Not At All Helpful Did not use 	No change

	<p>No Opinion <i>If Not Very Helpful or Not At All Helpful go to question 7a otherwise go to question 8.</i></p>	
7a.	<p>7a. What were your reasons for that rating?</p> <ul style="list-style-type: none"> Descriptions of agency services was difficult to understand Agency contact information was incomplete Too much information Not enough information No agency found for assistance needed Other 	<p>7a. Revised What were your reasons for that rating?</p> <ul style="list-style-type: none"> <input type="radio"/> Agency contact information not complete/accurate or could not help <input type="radio"/> Descriptions of agency services was hard to understand/confusing <input type="radio"/> No agency found for assistance needed <input type="radio"/> Not enough information <input type="radio"/> Screen navigation difficult <input type="radio"/> Too much information <input type="radio"/> Other
8.	<p>8. Did you call the website's Technical Support 800 number about a technical problem?</p> <ul style="list-style-type: none"> Yes No <p><i>If yes go to question 8a otherwise go to question 9.</i></p>	<p>8. Revised Did you call the website's Technical Support toll free number for assistance with technical problems?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do not remember <p><i>If yes go to question 8a otherwise go to question 9.</i></p>
8a.	<p>8a. Thinking only about your communications with Technical Support, how would you rate the service you received? Would you say it was...</p> <ul style="list-style-type: none"> Excellent Good Satisfactory Below Average Poor No Opinion <p><i>If Below Average or Poor go to question 8b otherwise go to question 9.</i></p>	<p>No change</p>
8b.	<p>8b. In what way was the support Below Average or Poor?</p> <ul style="list-style-type: none"> 800 Number Tech did not answer question Took too long to get through to 800 number 800 Number gave incorrect information 800 Number Poor Customer Service 	<p>8b. In what way was the support Below Average/Poor?</p> <ul style="list-style-type: none"> <input type="radio"/> Technical Rep did not answer question <input type="radio"/> Technical Rep gave incorrect info <input type="radio"/> Technical Rep poor customer service <input type="radio"/> Took too long or could not get through to Technical Helpdesk <input type="radio"/> Other

	Other	
9.	<p>9. In the future, should you need disaster assistance, how likely would you be to use this method to apply for assistance? Would you...</p> <ul style="list-style-type: none"> Definitely use Probably use Might or Might Not use Probably would Not use Definitely would Not use No Opinion <p><i>If Probably would Not use or Definitely would Not use go to question 9a otherwise go to question 10.</i></p>	<p>9. Revised</p> <p>In the future, should you need disaster assistance, how likely are you to use this method to apply for assistance? Would you...</p> <ul style="list-style-type: none"> <input type="radio"/> Definitely use <input type="radio"/> Probably use <input type="radio"/> Might or Might Not use <input type="radio"/> Probably would Not use <input type="radio"/> Definitely would Not use <input type="radio"/> No Opinion <p><i>If Probably would Not use or Definitely would Not use go to question 9a otherwise go to question 10.</i></p>
9a.	9a. What changes are needed to increase the likelihood?	No change
10.	<p>10. Would you recommend the site to a friend or family member?</p> <ul style="list-style-type: none"> Yes No Do Not Know 	No change
Closing 11.	<p>11. Your opinion is very valuable to us; may we call you at a later date to ask you some additional questions?</p> <p><i>If Yes: Thank you for your time. Have a good day/evening.</i></p> <p><i>If No: I understand. Thank you for your time. Have a good day/evening.</i></p>	No change