

FEMA Form 007-0-6 Casework Representative Survey
Form Name Revised To: Casework Survey

LOCATION OF CURRENT TEXT QUESTION NUMBER	CURRENT TEXT	REVISED TEXT
Introduction	<p>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 received a phone call from (Agent) on (Call Date)?</p> <p><i>If no:</i> 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 Call Center service and your opinion is very important to us. Do you remember speaking with (Agent) when he/she called?</p> <p align="center">Yes No</p> <p><i>If no:</i> Thank you for your time and have a good day/evening.</p> <p><i>If yes:</i> Would you volunteer to take 3-7 minutes to answer some questions?</p> <p align="center">Yes No</p> <p><i>If no:</i> Thank you for your time and have a good day/evening.</p> <p><i>If yes:</i> Thank you. The following questions have been approved by the Office of Management and Budget under number 1660-0036. Please be assured that your answers will not affect the outcome of your application for FEMA assistance.</p>	<p>Introduction Revised</p> <p>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 received a phone call from FEMA Representative (Agent) on (Call Date)?</p> <p align="center"><input type="radio"/> Yes <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. Do you remember speaking with (Agent) when he/she called you about your application for FEMA disaster assistance?</p> <p align="center"><input type="radio"/> Yes <input type="radio"/> No</p> <p><i>If no:</i> Thank you for your time and have a good day/evening.</p> <p><i>If yes:</i> Would you volunteer to take 3-7 minutes to answer some questions?</p> <p align="center"><input type="radio"/> Yes <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</p>

		monitored and/or recorded for quality assurance.
Transition	Let's start with questions specific to that telephone call.	Transition Revised Let's start with questions related only to the telephone call with [Agent] who called you on [Call Date].
1.	1. Using a rating scale of Excellent, Good, Satisfactory Below Average or Poor, how would you rate (Agent) on showing an interest in helping you? <i>If Below Average or Poor go to question 1a otherwise go to question 2.</i>	No change
1a.	1a. What made you feel he/she was not interested? Rushed Call Didn't Answer My Questions Didn't Listen No Empathy Minimized My Losses Didn't Make Me Eligible Other	1a. Revised What made you feel he/she was not interested in helping? <ul style="list-style-type: none"> <input type="radio"/> Didn't Answer Question(s) <input type="radio"/> Didn't Listen <input type="radio"/> Didn't make Me Eligible <input type="radio"/> Minimized my losses <input type="radio"/> No Empathy <input type="radio"/> Rushed Call <input type="radio"/> Other
Transition New		Transition New Now thinking about the information [Agent] provided during the call,
2.	2. How would you rate him/her on providing information in an easy to understand manner? Excellent Good Satisfactory Below Average Poor <i>If Below Average of Poor go to question 2a, if Excellent go to question 2b otherwise go to 3.</i>	3. Relocated and revised How would you rate him/her on explaining information so it was easy to understand? <ul style="list-style-type: none"> <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor If response = Below Average or Poor go to 3a, if Excellent go to 3b else go to 4.
2a.	2a. In what way was it Below Average or Poor? Talked too Fast Speech Unclear Jargon/Terminology Too Complicated Inconsistent Information Other	3a. Relocated and revised What did he/she do that made it difficult to understand? <ul style="list-style-type: none"> <input type="radio"/> Agent Wasn't Knowledgeable <input type="radio"/> Didn't Answer Questions <input type="radio"/> Inconsistent Information <input type="radio"/> Jargon/Terminology <input type="radio"/> No Empathy <input type="radio"/> Speech Unclear

		<ul style="list-style-type: none"> <input type="radio"/> Talked too Fast <input type="radio"/> Too Complicated <input type="radio"/> Rude <input type="radio"/> Other
2b.	<p>2b. What specifically did he/she do to help you understand the information?</p> <ul style="list-style-type: none"> Patient Used Easy Terminology Asked if I Understood Repeated Information Other 	<p>3b. Relocated and revised</p> <p>What specifically did he/she do to help you understand the information?</p> <ul style="list-style-type: none"> <input type="radio"/> Answered Questions <input type="radio"/> Asked if I Understood <input type="radio"/> Explained Details <input type="radio"/> Patient <input type="radio"/> Repeated Information <input type="radio"/> Used Easy to Understand Terminology <input type="radio"/> Other
3.	<p>3. How would you rate him/her on being courteous?</p> <ul style="list-style-type: none"> Excellent Good Satisfactory Below Average Poor <p><i>If Below Average or Poor go to question 3a otherwise go to question 4.</i></p>	<p>2. Moved up but no change</p> <p>How would you rate him/her on being courteous?</p> <ul style="list-style-type: none"> <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor <p><i>If response = Below Average or Poor go to 2a otherwise go to 3.</i></p>
3a.	<p>3a. In what way was he/she not courteous?</p> <ul style="list-style-type: none"> Impatient Interrupted Accusatory Condescending Tone of Voice Other 	<p>2a. Revised</p> <p>In what way was he/she not courteous?</p> <ul style="list-style-type: none"> <input type="radio"/> Accusatory <input type="radio"/> Agent wasn't Knowledgeable <input type="radio"/> Condescending <input type="radio"/> Didn't Answer Questions <input type="radio"/> Impatient <input type="radio"/> Interrupted <input type="radio"/> No Empathy <input type="radio"/> Rude <input type="radio"/> Tone of voice <input type="radio"/> Other
4.	<p>4. How would you rate him/her on letting you know what you needed to do next?</p> <ul style="list-style-type: none"> Excellent Good Satisfactory Below Average Poor <p><i>If Below Average or Poor go to question 4a otherwise go to question 5.</i></p>	<p>No change</p>
4a.	<p>4a. In what way was it Below Average/Poor?</p>	<p>4a. Revised</p> <p>In what way was he/she [Below</p>

	<p>Next Steps not Given Didn't Answer Questions Too much Information No time to Write Information Too Confusing Other</p>	<p>Average/Poor] in letting you know what you needed to do next?</p> <ul style="list-style-type: none"> <input type="radio"/> Agent wasn't Knowledgeable <input type="radio"/> Didn't answer Questions <input type="radio"/> Next Steps not Given <input type="radio"/> Rushed/No time to Write information <input type="radio"/> Too Confusing <input type="radio"/> Too much Information <input type="radio"/> Other
5.	<p>5. How confident were you in how he/she handled the topic he/she called about? Would you say you were Extremely Confident, Very Confident, Somewhat Confident, Not Very Confident, or Not at all Confident?</p> <p><i>If Not Very Confident or Not at all Confident go to question 5a, if Extremely Confident go to question 5b otherwise go to question 6.</i></p>	Deleted
6.	<p>6. What was your overall impression of the customer service provided by (Agent)? Would you say it was Excellent, good, Satisfactory, Below Average or Poor?</p> <p><i>If Below Average or Poor go to question 6a otherwise go to question 7.</i></p>	<p>5. Revised</p> <p>Overall, would you say the level of customer service provided by (Agent) was Excellent, Good, Satisfactory, Below Average or Poor?</p> <p><i>If response = Satisfactory Below Average or Poor go to 5a else go to 6.</i></p>
6a.	<p>6a. what specifically could he/she have done better?</p>	<p>5a. Revised</p> <p>What specifically could he/she have done better?</p> <ul style="list-style-type: none"> <input type="radio"/> Be More Accurate <input type="radio"/> Be More Clear <input type="radio"/> Be More Caring/Empathetic <input type="radio"/> Have more Patience <input type="radio"/> Provide More Details <input type="radio"/> Use Plain Language <input type="radio"/> Other
7.	<p>7. Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions? Yes No</p>	No change
Closing	<p>If Yes. Thank you for your time. Have a good evening. If No. I understand. Thank you your time. Have a good day/evening.</p>	<p>Closing revised Thank you for your time. Have a good day/evening.</p>

