

**FEMA Form 007-0-5 Caller Services Helpline Survey**  
**Form Name Revised To: Helpline/Contact 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 called to register for FEMA assistance?</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 you registered?</p> <p>Yes</p> <p>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>Yes</p> <p>No</p> <p><i>If no: I understand. Thank you for your time and have a good day/evening.</i></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 for quality assurance.</p>	<p>Introduction Revision</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) who talked with a FEMA Representative on (Call Date)?</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. Do you remember speaking with (Agent) on (Call Date)?</p> <p><input type="radio"/> Yes</p> <p><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><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>
Begin	Let's start with questions specific to that telephone call.	Begin Revised To get started we'll use a scale of Excellent, Good, Satisfactory, Below Average or Poor.
1.	<p>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?</p> <p><i>If Below Average or Poor go to question 1a else go to question 2.</i></p>	<p>1.Revised How would you rate (Agent) on showing an <b>interest</b> in helping you?</p> <p><b><i>If response = Below Average or Poor go to 1a else go to 2.</i></b></p>
1a.	1a. What made you feel he/she was not interested in helping? Rushed Call	1a. Revised What made you feel he/she was not <b>interested</b> in helping?

	<p>Didn't Answer My Questions Didn't Listen No Empathy Minimized my losses Didn't make Me Eligible Other</p>	<p><input type="radio"/> Didn't Answer My 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/Contact <input type="radio"/> Other</p>
2.	<p>2. How would you rate him/her on providing information in an easy to understand manner?</p> <p>Excellent Good Satisfactory Below Average Poor</p> <p><i>If Below Average or Poor go to question 2a, if Excellent go to question 2b otherwise go to 3.</i></p>	<p>New Introduction: Now thinking about the information [Agent] provided during the registration, 3. Revised How would you rate him/her on <b>explaining information</b> so it was easy to understand?</p> <p><input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor</p> <p><i>If Below Average or Poor go to question 3a, if Excellent go to question 3b otherwise go to Q4.</i></p>
2a.	<p>2a. In what way was it Below Average or Poor?</p> <p>Talked too Fast Speech Unclear Jargon/Terminology Too Complicated Inconsistent Info Other</p>	<p>3a. Revised What did he/she do that made the <b>information</b> difficult to understand?</p> <p><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 <input type="radio"/> Talked too Fast <input type="radio"/> Too Complicated <input type="radio"/> Rude <input type="radio"/> Other</p>
2b.	<p>2b. What specifically did he/she do to help you understand the information?</p> <p>Patient Used Easy Terminology Asked if I Understood Repeated Information Other</p>	<p>3b. Revised What specifically did he/she do to help you understand the <b>information</b>?</p> <p><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</p>
3.	<p>3. How would you rate him/her on being courteous?</p> <p>Excellent Good Satisfactory Below Average Poor</p>	<p>2. Moved How would you rate him/her on being <b>courteous</b>?</p> <p><input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor</p>

	<p><i>If Below Average or Poor go to question 3a otherwise go to question 4.</i></p>	<p><b><i>If Below Average or Poor go to question 2a, otherwise go to question 3.</i></b></p>
3a.	<p>3a. In what way was he/she not courteous?</p> <p>Impatient Interrupted Accusatory Condescending Tone of voice Other</p>	<p>2a. Moved and Revised</p> <p>In what way was he/she not <b>courteous</b>?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Accusatory</li> <li><input type="radio"/> Agent wasn't Knowledgeable</li> <li><input type="radio"/> Condescending</li> <li><input type="radio"/> Didn't Answer My Questions</li> <li><input type="radio"/> Impatient</li> <li><input type="radio"/> Interrupted</li> <li><input type="radio"/> No Empathy</li> <li><input type="radio"/> Rude</li> <li><input type="radio"/> Tone of voice</li> <li><input type="radio"/> Other</li> </ul>
4.	<p>4. How would you rate him/her on letting you know what you needed to do next?</p> <p>Excellent Good Satisfactory Below Average Poor</p> <p><i>If Below Average or Poor go to question 4a otherwise go to question 5.</i></p>	4. No change
4a.	<p>4a. In what way was it Below Average/Poor?</p> <p>Next Steps not Given Didn't Answer My Questions Too Much Information No Time to Write Information Too Confusing Other</p>	<p>4a. Revised</p> <p>In what way was he/she [Q4 Response] in letting you know what you needed to do next?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Agent wasn't Knowledgeable</li> <li><input type="radio"/> Didn't answer my Questions</li> <li><input type="radio"/> Next Steps not Given</li> <li><input type="radio"/> Rushed/No time to Write information</li> <li><input type="radio"/> Too Confusing</li> <li><input type="radio"/> Too much Information</li> <li><input type="radio"/> Other</li> </ul>
5.	<p>5. How confident were you in how he/she handled what you 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
5a.	<p>5a. What specifically caused you to feel Not Very Confident/Not at all Confident?</p> <p>Inconsistent information No Confidence in Agent's Knowledge Didn't Answer My Questions Took Too Long Didn't Trust Agent Recorded Info Accurate Other</p>	Deleted
5b.	<p>5b. What specifically caused you to feel Extremely Confident??</p> <p>Provided Valuable Information Had Confidence in Agent's Knowledge</p>	Deleted

	Answered Questions Didn't Rush Trusted Agent Would Take Action Other	
6.	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? <i>If Below Average or Poor go to question 6a otherwise go to question 7.</i>	5. Revised Overall, would you say the level of customer service provided by [Agent] was Excellent, Good, Satisfactory, Below Average or Poor? <b><i>If Satisfactory, Below Average or Poor go to question 5a otherwise go to question 7.</i></b>
6a.	6a. what specifically could he/she have done better?	5a. Revised What specifically could he/she have done better? <ul style="list-style-type: none"> <li><input type="radio"/> Be More Accurate</li> <li><input type="radio"/> Be More Clear</li> <li><input type="radio"/> Be More Caring/Empathetic</li> <li><input type="radio"/> Have more Patience</li> <li><input type="radio"/> Provide More Details</li> <li><input type="radio"/> Use Plain Language</li> <li><input type="radio"/> Other</li> </ul>
New		Instruction to Interviewer: <b><i>If Type Call = DSA go to Q6 else go to Q7</i></b>
New		6.New Did the face to face meeting with [Agent] take place: <ul style="list-style-type: none"> <li><input type="radio"/> In your home</li> <li><input type="radio"/> At a business</li> <li><input type="radio"/> At your work place</li> <li><input type="radio"/> On the street</li> <li><input type="radio"/> In a shelter</li> <li><input type="radio"/> At a local meeting place such as a church, town hall, school etc.</li> <li><input type="radio"/> At a Disaster Recovery Center</li> <li><input type="radio"/> Other</li> <li><input type="radio"/> Did not meet face to face</li> </ul> <b><i>If response = Did not meet face to face to Q7 else go to 6a</i></b>
New		6a. New If you needed assistance with temporary housing how would you rate [Agent] in helping you with housing resources? Would you say: <ul style="list-style-type: none"> <li><input type="radio"/> Extremely Helpful</li> <li><input type="radio"/> Very Helpful</li> <li><input type="radio"/> Helpful</li> <li><input type="radio"/> Not Very Helpful</li> <li><input type="radio"/> Not at all Helpful</li> <li><input type="radio"/> Did not need temporary housing</li> </ul> <b><i>If response = Not Very Helpful or Not at all Helpful go to Q6b else go to q 6c</i></b>
New		6b. New In what way could they have been more helpful? (Text Box)
New		6c. New

		<p>If the representative provided you with information about other agencies or organizations how helpful was that information? Would you say:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Extremely Helpful</li> <li><input type="radio"/> Very Helpful</li> <li><input type="radio"/> Helpful</li> <li><input type="radio"/> Not Very Helpful</li> <li><input type="radio"/> Not at all Helpful</li> <li><input type="radio"/> Information not needed/provided</li> </ul> <p><b><i>If response = Not Very Helpful or Not at all Helpful go to Q6d else go to q 6e</i></b></p>
New		<p>6d. New In what way could it have been more helpful? (Text Box)</p>
New		<p>6e. New Did you have any needs that were not addressed by the representative?  <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> Don't know/don't remember</li> </ul> <p><b><i>If response = Yes go to 6f else go to 6g</i></b></p> </p>
New		<p>6f. New What specific needs were not addressed? (Text Box)</p>
New		<p>6g. New What did you like most about being able to meet face to face with the FEMA representative? (Text Box)</p>
New		<p>6h. What did you like least about being able to meet face to face with the FEMA representative? (Text Box)</p>
New		<p>6i. What suggestions do you have for FEMA on better ways to assist disaster survivors? (Text Box)</p>
New Transition		<p>Transition New The next few questions are related to the Recorded Messages and Prompts that you heard just prior to speaking with the FEMA Helpline Representative.</p>
New		<p>7. New Did you select a prompt option that allowed you to access your application and hear the status prior to talking with the Representative?  <ul style="list-style-type: none"> <li><input type="radio"/> Yes _____</li> <li><input type="radio"/> No</li> <li><input type="radio"/> Don't know / Don't remember</li> </ul> <p><b><i>If response = Yes go to 7a else go to 8</i></b></p> </p>
New		<p>7a. New How would you rate the automated system in providing the information you needed? Would you say it was Very Helpful,</p>

		<p>Somewhat Helpful or Not Very Helpful?  <b>If response = Not Very Helpful go to 7b else go to 7c</b></p>
New		<p>7b. New  What suggestions do you have for improving the automated information system? (Specify)</p>
New		<p>7c. New  How likely are you to use the automated information system to check on your FEMA assistance in the future? Would you:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Definitely use</li> <li><input type="radio"/> Probably use</li> <li><input type="radio"/> Might or Might Not use</li> <li><input type="radio"/> Probably would Not use</li> <li><input type="radio"/> Definitely would Not use</li> <li><input type="radio"/> Don't Know/No Opinion</li> </ul>
Transition	<p>The next question is about the Internet Disaster Assistance Center at FEMA.gov and Disaster Assistance.gov websites. You may view your account online to check status, activity information and make minor changes.</p>	<p>Transition Revised  The next question is about the FEMA.gov and Disaster Assistance.gov websites where you can view your account online to check status, view correspondence and make minor changes..</p>
7.	<p>7. Did you personally attempt to use a FEMA website to check on your application?</p> <p>Yes  No  Don't Remember</p> <p><i>If No go to question 7a if Yes go to 7b otherwise go to question 8.</i></p>	<p>8. Revised  Did you try to check on your application using FEMA's website?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> Don't Remember</li> </ul> <p><i>If response = No go to 8a, if Yes go to 8b, else go to 9.</i></p>
7a.	<p>7a. What were your reasons for not using the Internet to view your information?</p> <p>No Computer  No Internet Access  Computer Damaged  Limited Computer Skills  Security Concerns  Preferred to Talk to FEMA  Website not Accessible  Didn't Know I Could  Utilities Out  Other</p>	<p>8a. Revised  What were your reasons for <b>not using the internet to view your information?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Computer Damaged</li> <li><input type="radio"/> Didn't Know I Could</li> <li><input type="radio"/> Limited Computer Skills</li> <li><input type="radio"/> No Computer</li> <li><input type="radio"/> No Internet Access</li> <li><input type="radio"/> Preferred to Talk to FEMA</li> <li><input type="radio"/> Security Concerns</li> <li><input type="radio"/> Utilities Out</li> <li><input type="radio"/> Website not Accessible</li> <li><input type="radio"/> Other</li> </ul>
New		<p>8b. New  Overall, how would you rate that experience? Would you say it was:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> <li><input type="radio"/> Good</li> <li><input type="radio"/> Satisfactory</li> <li><input type="radio"/> Below Average</li> <li><input type="radio"/> Poor</li> <li><input type="radio"/> No Opinion</li> </ul> <p><i>If response = Below Average or Poor go to 8c else go to 8d.</i></p>

7b.	<p>7b. Why were you unable to view your information online?</p> <p>Browser Issues Navigation Issues Instructions Unclear Security Concerns Preferred to Talk to FEMA Website not Accessible Too Complicated/Difficult Registered on Phone Also Security Screen Characters Slow Internet Response Time Technical Problems Took too Long Info Needed not Available Other</p>	<p>8c. Revised Please tell me your reasons for that rating.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Browser Issues</li> <li><input type="radio"/> Info Needed not Available</li> <li><input type="radio"/> Instructions Unclear</li> <li><input type="radio"/> Navigation Issues</li> <li><input type="radio"/> Preferred to Talk to FEMA</li> <li><input type="radio"/> Registered on Phone Also</li> <li><input type="radio"/> Security Concerns</li> <li><input type="radio"/> Security Screen Characters</li> <li><input type="radio"/> Slow Internet Response Time</li> <li><input type="radio"/> Technical Problems</li> <li><input type="radio"/> Too Complicated/Difficult</li> <li><input type="radio"/> Took too Long</li> <li><input type="radio"/> Website not Accessible</li> <li><input type="radio"/> Other</li> </ul> <p><i>If response = Browser Issues, Slow Internet Response Time, Navigation Issues, Technical Problems, Website not Accessible or Security Screen Characters go to Q7c else go to 8.</i></p>
New		<p>8d. New When checking your FEMA application online, were you using a mobile device such as an internet-enabled smart phone?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> Don't Know/Remember</li> </ul>
		<p>8e. New In the future, how likely are you to use the DisasterAssistance.gov website to check your status? Would you...</p> <ul style="list-style-type: none"> <li><input type="radio"/> Definitely use</li> <li><input type="radio"/> Probably use</li> <li><input type="radio"/> Might or Might Not use</li> <li><input type="radio"/> Probably would Not use</li> <li><input type="radio"/> Definitely would Not use</li> <li><input type="radio"/> No Opinion</li> </ul> <p><i>If response = Probably would Not use or Definitely would Not use go to 8f else go to 9.</i></p>
New		<p>8f. New What changes are needed to increase the likelihood?</p>
8.	<p>8. Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions? Yes, No.</p>	9. No change
Closing	<p><b>Closing</b> If Yes: Thank you for your time. Have a good day/evening. If No: I understand. Thank you very time. Have a good day/evening.</p>	<p>Closing Revised Thank you for your time. Have a good day/evening.</p>