FEMA Form 007-0-3 Caller Services Registration Survey
Form Name Revised To: Registration Survey

LOCATION OF CURRENT TEXT QUESTION NUMBER	CURRENT TEXT	REVISED TEXT
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 called to register for FEMA assistance? *If no:* Thank you for your time and have a good day/evening. *If yes:* 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? 　　　　Yes 　　　　No *If no:* Thank you for your time and have a good day/evening. *If yes:* Would you volunteer to take 3-7 minutes to answer some questions. 　　　　Yes 　　　　No *If no: I understand. 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 for quality assurance.	Introduction Revision 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 registered for FEMA assistance? 　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. Do you remember speaking with (Agent) when you registered? 　o　Yes 　o　No *If no:* Thank you for your time and have a good day/evening. *If yes:* Would you volunteer to take 3-7 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.
Begin	Let's start with questions specific to that	Let's start with questions related to your

	telephone call.	conversation with [agent], who assisted you in registering for FEMA disaster assistance.
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? *If Below Average or Poor go to question 1a else go to question 2.*	1.No Change
1a.	1a. What made you feel he/she was not interested in helping? 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? - o Didn't Answer My Question(s) - o Didn't Listen - o Didn't make Me Eligible - o Minimized my losses - o No Empathy - o Rushed Call/Contact - o Other
2.	2. How would you rate him/her on providing information in an easy to understand manner? Excellent Good Satisfactory Below Average Poor *If Below Average of Poor go to question 2a, if Excellent go to question 2b otherwise go to 3.*	New Introduction: Now thinking about the information [Agent] provided during the registration, 3. Revised How would you rate him/her on **explaining information** so it was easy to understand? - o Excellent - o Good - o Satisfactory - o Below Average - o Poor ***If Below Average of Poor go to question 3a, if Excellent go to question 3b otherwise go to 4.***
2a.	2a. In what way was it Below Average or Poor? Talked too Fast Speech Unclear Jargon/Terminology Too Complicated Inconsistent Info Other	3a. Revised What did he/she do that made the **information** difficult to understand? - o Agent Wasn't Knowledgeable - o Didn't Answer Questions - o Inconsistent Information - o Jargon/Terminology - o No Empathy - o Speech Unclear - o Talked too Fast - o Too Complicated - o Rude - o Other *Go to 4.*
2b.	2b. What specifically did he/she do to	3b. Revised

	help you understand the information? Patient Used Easy Terminology Asked if I Understood Repeated Information Other	What specifically did he/she do to help you understand the **information**? ○ Answered Questions ○ Asked if I Understood ○ Explained Details ○ Patient ○ Repeated Information ○ Used Easy to Understand Terminology ○ Other
3.	3. How would you rate him/her on being courteous? Excellent Good Satisfactory Below Average Poor *If Below Average or Poor go to question 3a otherwise go to question 4.*	2. Moved How would you rate him/her on being **courteous**? ○ Excellent ○ Good ○ Satisfactory ○ Below Average ○ Poor **If Below Average or Poor go to question 2a, otherwise go to question 3.**
3a.	3a. In what way was he/she not courteous? Impatient Interrupted Accusatory Condescending Tone of voice Other	2a. Moved and Revised In what way was he/she **not courteous**? ○ Accusatory ○ Agent wasn't Knowledgeable ○ Condescending ○ Didn't Answer My Questions ○ Impatient ○ Interrupted ○ No Empathy ○ Rude ○ Tone of voice ○ Other
4.	4. How would you rate him/her on letting you know what you needed to do next? Excellent Good Satisfactory Below Average Poor *If Below Average or Poor go to question 4a otherwise go to question 5.*	4. No change
4a.	4a. In what way was it Below Average/Poor? Next Steps not Given Didn't Answer My Questions Too Much Information No Time to Write Information Too Confusing Other	4a. Revised In what way was he/she Below Average/Poor] in letting you know what you needed to do next? ○ Agent wasn't Knowledgeable ○ Didn't answer my Questions ○ Next Steps not Given ○ Rushed/No time to Write

		information ○ Too Confusing ○ Too much Information ○ Other
5.	5. How confident were you in how he/she handled your Registration? Would you say you were Extremely Confident, Very Confident, Somewhat Confident, Not Very Confident, or Not at all Confident? *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.*	Deleted
5a.	5a. What specifically caused you to feel Not Very Confident/Not at all Confident? Inconsistent information No Confidence in Agent's Knowledge Didn't Answer My Questions Took Too Long Didn't Trust Agent Recorded Info Accurate Other	Deleted
5b.	5b. What specifically caused you to feel Extremely Confident?? Provided Valuable Information Had Confidence in Agent's Knowledge Answered My Questions Didn't Rush Trusted Agent Recorded Info Accurately Other	Deleted
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? *If Below Average or Poor go to question 6a otherwise go to question 7.*	5. Revised Overall, would you say the level of customer service provided by [Agent] was Excellent, Good, Satisfactory, Below Average or Poor? ***If Satisfactory, Below Average or Poor go to question 6a otherwise go to question 7.***
6a.	6a. what specifically could he/she have done better?	5a. Revised What specifically could he/she have done better? ○ Be More Accurate ○ Be More Clear ○ Be More Caring/Empathetic ○ Have more Patience ○ Provide More Details ○ Use Plain Language ○ Other
New		Instruction to Interviewer: ***If registration type flag indicates a face to face contact***

		go to Q6 else go to Q7.

New		6.New
		Did the face to face meeting with [Agent] take place:
		  o In your home
		  o At a business
		  o At your work place
		  o On the street
		  o In a shelter
		  o At a local meeting place such as a church, town hall, school etc.
		  o At a Disaster Recovery Center
		  o Other
		  o Did not meet face to face
		If response = Did not meet face to face to Q7 else go to 6a

New		6a. New
		If you needed assistance with temporary housing how would you rate [Agent] in helping you with housing recourses? Would you say:
		  o Extremely Helpful
		  o Very Helpful
		  o Helpful
		  o Not Very Helpful
		  o Not at all Helpful
		  o Did not need temporary housing
		If response = Not Very Helpful or Not at all Helpful go to Q6b else go to q 6c

New		6b. New In what way could they have been more helpful in assisting with housing resources? (Text Box)

New		6c. New
		If the representative provided you with information about other agencies or organizations 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 Information not needed/provided
		If response = Not Very Helpful or Not at all Helpful go to Q6d else go to q 6e

New		6d. New In what way could the information about other agencies or organizations have been

		more helpful? (Text Box)
New		6e. New Did you have any needs that were not addressed by the representative? ○ Yes ○ No ○ Don't Know/Remember *If response = Yes go to 6f else go to 6g)*
New		6f. New What specific needs were not addressed? (Text Box)
New		6g. New What did you like most about being able to meet face to face with the FEMA representative? (Text Box)
New		6h. What did you like least about being able to meet face to face with the FEMA representative? (Text Box)
New		6i. What suggestions do you have for FEMA on better ways to assist disaster survivors? (Text Box)
Transition	The next question is about the Internet On-line Registration available at the FEMA.gov and DisasterAssistance.gov websites.	Transition Revised The next questions are about the **Internet On-line Registration** available at the FEMA.gov and DisasterAssistance.gov websites.
7.	7. Did you personally attempt to do your Registration over the Internet? Yes No Don't Remember *If No go to question 7a otherwise go to question 7b.*	7. Revised Did you try to register for FEMA Disaster Assistance over the Internet? ○ Yes ○ No ○ Don't Remember *If No go to question Q7a if Yes go to Q7b else go to Q8*
7a.	7a. What were your reasons for not using the internet to register? 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	7a. Revised What were your reasons for **not using the internet to register**? ○ Computer Damaged ○ Didn't Know I Could ○ Limited Computer Skills ○ No Computer ○ No Internet Access ○ Preferred to Talk to FEMA ○ Security Concerns ○ Utilities Out ○ Website not Accessible

		o Other
7b.	7b. What is the reason you were unable to complete your registration over the Internet? 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	7b. Revised What are the reasons you were **unable to complete your registration over the Internet**? o Browser Issues o Info Needed not Available o Instructions Unclear o Navigation Issues o Preferred to Talk to FEMA o Registered on Phone Also o Security Concerns o Security Screen Characters o Slow Internet Response Time o Technical Problems o Too Complicated/Difficult o Took too Long o Website not Accessible o Other *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.*
New		7c. New When attempting to register were you using a mobile device such as an internet-enabled smart phone? o Yes o No o Don't Know/Remember
New		8. New Shortly after the disaster was declared, information was made available about FEMA's programs and how to register. What were your main sources for FEMA disaster assistance information? o Community Group (club, church, school, etc.) o Disaster Workers (ARC, Local Gov., etc.) o FEMA Disaster Worker o FEMA website 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 Television o Text, Phone, Email Alerts (reverse 911, robo call, RSS Feed, etc.) o Word of Mouth (friend, family, neighbor, employer, landlord etc.) o Other ***If response = FEMA website go to Q8a else go to Q9.***
New		8a. New Would you say the information provided through the FEMA website was Very helpful, Helpful, Not very helpful. ***If response = Not very helpful go to 8b unless the Q8 response also included FEMA Disaster Worker then go to Q8c else go to Q9.***
New		8b. New What could be changed to make the website information more helpful?
New		Introduction New For the next question please think about the **general process of applying** for disaster assistance.

New		9. New
		Overall, would you say FEMA's disaster assistance **application process** was…
		    o Excellent
		    o Good
		    o Satisfactory
		    o Below Average
		    o Poor
		    o Don't know/No Opinion
		If Below Average or Poor go to 9a otherwise go to 10.

New		9a. New In what way was it (Below Average/Poor)? (Text Box)
8.	8. Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions? Yes, No.	10. No change
Closing	**Closing** 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.	Closing Revised Thank you for your time. Have a good day/evening.