

**FEMA Form 007-0-19 Internet Inquiry Survey  
Form Named Revised To: Internet Inquiry Phone Survey**

LOCATION OF CURRENT TEXT QUESTION NUMBER	CURRENT TEXT	REVISED TEXT
Introduction For Phone Survey	<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 checked their application status over the Internet?</p> <p>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 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) 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>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?</p> <p><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. Would you volunteer to take 5 - 7 minutes to answer some questions?</p> <p><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) <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>DisasterAssistance.gov FEMA.gov Don't Remember</p> <p><i>If DisasterAssistance.gov or FEMA.gov go to question 1a otherwise go to question 2.</i></p>	<p>Revised skip</p> <p><b><i>If DisasterAssistance.gov or FEMA.gov go to question 1a otherwise go to question 1b.</i></b></p>

1a.	<p>1a. How did you find out about that website?</p> <ul style="list-style-type: none"> <li>Newspaper</li> <li>Radio</li> <li>Community Group</li> <li>Television</li> <li>Flyer</li> <li>Friend or Family</li> <li>Disaster Worker</li> <li>Internet Search</li> <li>Other</li> </ul>	<p>1a. How did you find out about the [DisasterAssistance.gov/FEMA.gov] website?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Community Group (club, church, school, etc.)</li> <li><input type="radio"/> Disaster Worker (FEMA, ARC, Local Gov., etc.)</li> <li><input type="radio"/> Flyers, Signs, Billboards, Posters, etc.</li> <li><input type="radio"/> Internet searches (Google, Bing, etc.)</li> <li><input type="radio"/> Newspaper</li> <li><input type="radio"/> Prior Experience</li> <li><input type="radio"/> Radio</li> <li><input type="radio"/> Service Provider (Insurance, water, gas, phone, etc.)</li> <li><input type="radio"/> Social Media (Facebook, Twitter, etc.)</li> <li><input type="radio"/> Text, Phone, Email Alerts (reverse 911, robo call, RSS Feed, etc.)</li> <li><input type="radio"/> Television</li> <li><input type="radio"/> Word of Mouth (friend, family, neighbor, employer, landlord, etc.)</li> <li><input type="radio"/> Don't Remember</li> <li><input type="radio"/> Other</li> </ul>
New		<p>1b. Did you use an internet-enabled smart phone to access your disaster assistance application?</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>
Transition New		<p>Transition New</p> <p>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. Did you take the questionnaire?</p> <ul style="list-style-type: none"> <li>Yes</li> <li>No</li> <li>Don't Remember</li> </ul> <p><i>If yes go to question 2a otherwise go to question 3.</i></p>	<p>2. Revised</p> <p>Did you use the online anonymous questionnaire on the DisasterAssistance.gov website to get a personalized list of possible assistance?</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>

		<b><i>If yes go to question 2a otherwise go to question 3.</i></b>
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"> <li>Extremely Easy</li> <li>Very Easy</li> <li>Easy</li> <li>Not Very Easy</li> <li>Not At All Easy</li> <li>No Opinion</li> </ul> <p><i>If Not Very Easy or Not At All Easy go to question 2b otherwise go to question 3.</i></p>	<p>2a. This series of questions relates only to the <b>online anonymous questionnaire</b> 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"> <li><input type="radio"/> Extremely Easy</li> <li><input type="radio"/> Very Easy</li> <li><input type="radio"/> Easy</li> <li><input type="radio"/> Not Very Easy</li> <li><input type="radio"/> Not At All Easy</li> <li><input type="radio"/> No Opinion</li> </ul>
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"> <li>Extremely Helpful</li> <li>Very Helpful</li> <li>Helpful</li> <li>Not Very Helpful</li> <li>Not At All Helpful</li> <li>No Opinion</li> </ul> <p><i>If Not Very Helpful or Not At All Helpful go to question 2c otherwise go to question 3.</i></p>	<p>2b. Revised 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"> <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"/> No Opinion</li> </ul> <p><b><i>If Not Very Helpful or Not At All Helpful go to question 2c otherwise go to question 3.</i></b></p>
2c.	<p>2c. How could the information have been more helpful?</p> <ul style="list-style-type: none"> <li>More concise information</li> <li>More detailed information</li> <li>Provide contact phone number</li> <li>Provide web address</li> <li>Make less complicated</li> <li>Personalized information</li> <li>Other</li> </ul>	<p>2c. How could the information about other agencies have been more helpful?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Make less complicated</li> <li><input type="radio"/> More concise information</li> <li><input type="radio"/> More detailed information</li> <li><input type="radio"/> Personalized information specific to my situation</li> <li><input type="radio"/> Complete &amp; accurate contact phone number</li> <li><input type="radio"/> Complete &amp; accurate web address/link</li> <li><input type="radio"/> Other</li> </ul>
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> <p>Extremely Helpful  Very Helpful  Helpful  Not Very Helpful  Not At All Helpful  Did not use this Method  No Opinion</p>	No change
3b	<p>3b. What about by Agency?</p> <p>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:</p> <p>Excellent  Good  Satisfactory  Below Average  Poor  No Opinion</p> <p><i>If Below Average or Poor go to question 4a otherwise go to question 5.</i></p>	No change
4a.	<p>4a. Tell me a little about your reasons for that rating.</p> <p>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. Revised</p> <p>Please tell me your reasons for that rating.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Did not find what I needed</li> <li><input type="radio"/> Phone numbers not provided/accurate</li> <li><input type="radio"/> Questions too complicated/hard to understand</li> <li><input type="radio"/> Referrals hard to understand</li> <li><input type="radio"/> Referrals too lengthy</li> <li><input type="radio"/> Response options too complicated/hard to understand</li> <li><input type="radio"/> Screen navigation difficult</li> <li><input type="radio"/> Technical problems</li> <li><input type="radio"/> Web address or link not provided/accurate</li> <li><input type="radio"/> Other</li> </ul>
Introduction	<p>For the next questions please think only about your experience in using the internet to view or change your disaster assistance application.</p>	<p>Revised</p> <p>For the next questions please think only about your experience in using the internet <b>to view, update or upload</b></p>

		<b>information to your FEMA application.</b>
5.	<p>5. Overall, how would you rate that experience? Would you say it was:</p> <p>Excellent Good Satisfactory Below Average Poor No Opinion</p> <p><i>If Below Average or Poor go to question 5a otherwise go to question 6.</i></p>	No change
5a.	<p>5a. Tell me a little about your reasons for that rating.</p> <p>System was difficult to use Instructions were hard to understand Took too long to view / edit information Help Page information was not clear Technical problems Did not provide information needed Other</p>	<p>5a. Revised</p> <p>Please tell me your reasons for that rating.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Help Page information hard to understand</li> <li><input type="radio"/> Instructions hard to understand</li> <li><input type="radio"/> Took too long to view/edit information</li> <li><input type="radio"/> Technical problems</li> <li><input type="radio"/> Did not provide information needed</li> <li><input type="radio"/> System/Screen navigation was difficult</li> <li><input type="radio"/> Difficulty/unable to edit/update information</li> <li><input type="radio"/> Difficulty/unable to upload documents</li> <li><input type="radio"/> Logon password/PIN issues</li> <li><input type="radio"/> Other</li> </ul>
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> <p>Excellent Good Satisfactory Below Average Poor Did not use</p> <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> <p>Information was too complicated Did not understand the terms used Not enough information provided Other</p>	No change

7.	<p>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...</p> <p>Excellent Good Satisfactory Below Average Poor Did Not Use No Opinion</p> <p><i>If Below Average or Poor go to question 7a otherwise go to question 8.</i></p>	No change
7a.	<p>7a. What were your reasons for that rating?</p> <p>Did not understand Category Information Did not understand Status Information Not enough details provided Help instructions not clear Other</p>	<p>7a. Revised What were your reasons for that rating?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Did not understand Category Information</li> <li><input type="radio"/> Did not understand Status Information</li> <li><input type="radio"/> Not enough details/information provided</li> <li><input type="radio"/> Help instructions not clear</li> <li><input type="radio"/> Info was not updated/accurate</li> <li><input type="radio"/> Other</li> </ul>
8.	<p>8. The Correspondence screen summarized correspondence sent from FEMA as well as letters and faxes you sent to FEMA. How would you rate this section? Would you say that information was..</p> <p>Excellent Good Satisfactory Below Average Poor Did Not Use No Opinion</p> <p><i>If Below Average or Poor go to question 8a otherwise go to question 9.</i></p>	<p>8. Revised 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..</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"/> Did Not Use</li> <li><input type="radio"/> No Opinion</li> </ul> <p><b><i>If Below Average or Poor go to question 8a otherwise go to question 9.</i></b></p>
8a.	<p>8a. In what way was the correspondence information Below Average or Poor?</p> <p>Items requested by FEMA were difficult to understand Items I sent to FEMA were not listed as received</p>	<p>8a. Revised In what way was the correspondence information Below Average or Poor?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Items requested by FEMA were difficult to understand</li> <li><input type="radio"/> Items I sent to FEMA were not</li> </ul>

	<p>Summary of letter was difficult to understand  Help instructions not clear  Other</p>	<p>listed as received</p> <ul style="list-style-type: none"> <li><input type="radio"/> Summary of letters was difficult to understand</li> <li><input type="radio"/> Help instructions not clear</li> <li><input type="radio"/> Not able to view/print correspondence</li> <li><input type="radio"/> Other</li> </ul>
New		<p>9. New  Have you uploaded documents directly to your account rather than using fax or mail?</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> <li><input type="radio"/> Didn't know I could</li> </ul> <p><b><i>If Yes go to question 9a otherwise go to question 9c.</i></b></p>
New		<p>9a. new  How would you rate the document upload process? 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"/> Did Not Use</li> <li><input type="radio"/> No Opinion</li> </ul> <p><b><i>If Below Average or Poor go to question 9b otherwise go to question 9c.</i></b></p>
New		<p>9b. New  What suggestions do you have for improving the upload process?</p>
New		<p>9c. New  FEMA disaster assistance applicants can receive alerts to login to their online account to view new information. Are you receiving Text Message Alerts?</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><b><i>If Yes go to 9d otherwise go to question 10.</i></b></p>
New		<p>9d. New  How would you rate the alert notification process in helping you stay informed about your application? Would you say it was...</p> <ul style="list-style-type: none"> <li><input type="radio"/> Excellent</li> </ul>

		<ul style="list-style-type: none"> <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"/> Did Not Use</li> <li><input type="radio"/> No Opinion</li> </ul> <p><b><i>If Below Average or Poor go to question 9e otherwise go to question 10.</i></b></p>
New		9e. New What suggestions do you have for improving the alert notification process?
9.	<p>9. 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..</p> <ul style="list-style-type: none"> <li>Excellent</li> <li>Good</li> <li>Satisfactory</li> <li>Below Average</li> <li>Poor</li> <li>Did Not Use</li> <li>No Opinion</li> </ul> <p><b><i>If Below Average or Poor go to question 9a otherwise go to question 10.</i></b></p>	10. No change
9a.	<p>9a. In what way was the information Below Average or Poor?</p> <ul style="list-style-type: none"> <li>Description of agency services was difficult to understand</li> <li>Agency contact information was incomplete</li> <li>No agency found for assistance needed</li> <li>Help instructions not clear</li> <li>Other</li> </ul>	<p>10a. Revised</p> <p>In what way was the information about other agencies or organization [Below Average/Poor]?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Description of agency services was hard to understand/confusing</li> <li><input type="radio"/> Agency contact information not complete/accurate or could not use</li> <li><input type="radio"/> No agency found for assistance needed</li> <li><input type="radio"/> Not enough information</li> <li><input type="radio"/> Screen navigation difficult</li> <li><input type="radio"/> Too much information</li> <li><input type="radio"/> Help instructions not clear</li> <li><input type="radio"/> Other</li> </ul>
10.	<p>10. Did you call the website's Technical Support 800 number about a technical problem?</p> <ul style="list-style-type: none"> <li>Yes</li> <li>No</li> </ul> <p><b><i>If yes go to question 10a otherwise go to question 11.</i></b></p>	<p>11. Revised</p> <p>Did you call the website's Technical Support toll free number for assistance with technical problems?</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><b><i>If yes go to question 11a otherwise go to</i></b></p>



		<b>question 12.</b>
10a.	<p>10a. Thinking only about your communications with Technical Support, how would you rate the service your received? Would you say it was...</p> <p>Excellent Good Satisfactory Below Average Poor No Opinion</p> <p><i>If Below Average or Poor go to question 10b otherwise go to question 11.</i></p>	11a. No change
10b.	<p>10b. In what way was the support Below Average or Poor?</p> <p>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 Other</p>	<p>11b. Revised</p> <p>In what way was the service from Technical Support [Below Average/Poor]?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Technical Rep did not answer question</li> <li><input type="radio"/> Technical Rep gave incorrect info</li> <li><input type="radio"/> Technical Rep gave poor customer service</li> <li><input type="radio"/> Took too long or could not get through to Technical Helpdesk</li> <li><input type="radio"/> Other</li> </ul>
11.	<p>11. If you need to check on your FEMA application again how likely would you be to use the internet? Would you...</p> <p>Definitely use Probably use Might or Might Not use Probably would Not use Definitely would Not use No Opinion</p> <p><i>If Probably would Not use or Definitely would Not use go to question 11a otherwise go to question 12.</i></p>	<p>12. Revised</p> <p>In the future, should you need to check on your FEMA application, how likely are you be to use the online application? 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><b><i>If Probably would Not use or Definitely would Not use go to question 12a otherwise go to question 13.</i></b></p>
11a.	11a. What changes are needed to increase the likelihood?	12a. Revised What changes are needed to increase the likelihood of you using the online application in the future? (Text Box)
12.	<p>12. Would you recommend the site to a friend or family member?</p> <p>Yes No Do Not Know</p>	<p>13. Revised</p> <p>Would you recommend the DisasterAssistance.gov site to a friend or family member?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> </ul>

		<input type="radio"/> No <input type="radio"/> Don't Know
Closing 13.	13. Your opinion is very valuable to us; may we call you at a later date to ask you some additional questions? <i>If Yes:</i> Thank you for your time. Have a good day/evening. <i>If No: I understand.</i> Thank you for your time. Have a good day/evening.	14. No change