

Welcome and Thank You Text

The text you see here will appear at the top and bottom of your survey. Default text is included and you may modify this text as needed.

Model Questions

As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency with the model, these questions are standardized and have been tested and validated. Standardization of model questions allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts.

Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

Custom Questions

When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

- Why
- Analysis
 - Top-Pri
 - Open-e
 - Shift w
 - Inform
 - Evalua

Update Your Custom Questions?

Discovered new questions to ask
Key areas influence resource use
Data for quantifiable recommendations

Seasonal Needs

Re-launch or Re-design

Marketing Initiatives



The text you see here will appear at the top and bottom of your survey, examples below.
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Welcome and Thank You Text

Welcome Text


The National Flood Insurance Program (NFIP) would like to hear from you about your experiences as a NFIP partner. Please consider your most recent set of experiences when providing your opinions.

By taking this brief survey, your input will help improve the NFIP claims process for both the customers we serve and our program partners.

Thank You Text

Thank you for taking our survey, and for helping us improve our program our for customers and program partners. Please note that you will not receive a response from us based on your survey comments.

Example Desktop



Customer Satisfaction Survey


Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an **

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

Required questions are denoted by an *

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

[ForeSee](#)
[ForeSee Privacy Policy](#)

Model Name FEMA Adjuster - Audience 2
 Model ID
 Partitioned No
 Date 10/25/2017
 Model Version NA

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



| Label | Element Questions | Label | Satisfaction Questions | Label | Future Behaviors |
|-------|-------------------|-------------------------------|--|---------------------|---|
| | | | Satisfaction | | |
| | | 1 Satisfaction - Overall | What is your overall satisfaction as an NFIP partner? (1=Very Dissatisfied, 10=Very Satisfied) | 4 Recommend Program | Recommend Company (1=Very Unlikely, 10=Very Likely) How likely are you to recommend that someone purchase NFIP flood insurance? |
| | | 2 Satisfaction - Expectations | How well has your experience met your expectations of being an NFIP partner? (1=Falls Short, 10=Exceeds) | 5 Continue in Role | Continue in Role (1=Very Unlikely, 10=Very Likely) |
| | | 3 Satisfaction - Ideal | How does your experience as an NFIP partner compare to ideal work as an insurance provider? (1=Not Very Close, 10=Very Close) | | How likely are you to continue as an NFIP partner in the future? |
| | | | | | |