

NEW (R) - In REVIEW

Department of Homeland Security  
Federal Emergency Management Agency  
DisasterAssistance.gov Customer Satisfaction Survey

OMB Control Number: 1660-0130  
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PAPERWORK BURDEN DISCLOSURE NOTICE  
FEMA Form 519-0-17

Public reporting burden for this form is estimated to average 15 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the form. This collection of information is voluntary. You are not required to respond to this collection of information unless it displays a valid OMB control number. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street SW, Washington, DC 20472, Paperwork Reduction Project (1660-0130). NOTE: Do not send your completed form to this address.

Your opinion matters! The answers you provide will help us improve our site for future users.

\* 1. How did you find out about our website? Select all that apply:

- Community or Church Group
- Aid/Disaster Working
- Social Media (Twitter, Facebook, etc.)
- Television, Radio, Newspaper, etc.
- Internet Search (Bing, Google, etc.)
- Family, Friends, Neighbors
- Other

\* 2. How would you rate your overall experience today?

Outstanding      Above Average      Average      Below Average      Poor

                      

If you answered "Below Average" or "Poor" please let us know why

\* 3. Were you able to complete the purpose of your visit?

- Yes
- No

If "No", please describe why you could not complete the purpose of your visit (bad link, couldn't find information, etc.)

\* 4. Select the rating that best describes the "Apply Online" process.

- Extremely easy to use
- Somewhat easy to use
- Neutral
- Somewhat difficult to use
- Very difficult to use

If you answered "Somewhat or Very difficult to use", please share how you think we can make the process easier.

\* 5. The Needs Assessment can be taken before you begin your application. By answering the Needs Assessment questions you would have received a personalized list of government programs that may be able to help.

Did you click on the "Find Assistance" button and take the Needs Assessment?

- Yes
- No

Exit this survey

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**\* 6. Select the rating that best describes the Needs Assessment?**

- Extremely easy to use
- Somewhat easy to use
- Neutral
- Somewhat difficult to use
- Very difficult to use

If you chose "Somewhat or Very difficult to use", please tell us why.

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**\* 7. Each of the questions in the Needs Assessment had an “information” (i) button. Clicking the button showed a 'tool-tip' to help explain the meaning of the question. Did you use the button for any questions?**

Yes

No

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**\* 8. Were the explanations in the tool-tips helpful?**

Yes

No

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**\* 9. Would you come back to this website if you could get this information or service from somewhere else?**

- Yes
- No

Comments

**\* 10. Will you recommend this website to a friend or colleague?**

- Yes
- No

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The following information is not required but will help us see who uses our site. There is also an option for you to volunteer to talk with us in the future. But, if you prefer to skip the questions, simply click Done at the bottom of the page.

**11. Which category below includes your age?**

- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 or older

**12. How often do you access the Internet?**

- Once a month or less
- Once a week
- Several times a week
- Every day
- Several times a day

**13. When you access the Internet, which of the following do you usually do? (check all that apply)**

- Send or receive email
- Use the Web for research, banking, entertainment, etc.
- Play computer games
- Create, edit and/or upload documents, presentations, etc.

At times we are given the opportunity to speak directly with disaster survivors to find out how we can make your online experience better. If you would like to be contacted in the future for additional feedback, please send your name, city/state and email address to [DAIP-PMO@fema.dhs.gov](mailto:DAIP-PMO@fema.dhs.gov).

*\*NOTE - Please do not include any additional personal information when sending your information to the above email address.*

*The information you provide will only be used for website feedback. Providing your name and email will not impact your Disaster Assistance Application or FEMA's decision.*

*We are unable to provide additional information about your application. If you have any questions about your application or need additional help, please contact 1-800-621-FEMA (1-800-621-3362), TTY 1-800-462-7585 or 711 or VRS 1-800-621-3362.*

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Done