

NEW (AI) - In REVIEW

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

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FEMA Form 519-0-17

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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. What method did you use to apply for assistance?

"Applying for assistance" refers to how you input your personal and damage information to request assistance from FEMA and other government agencies.

- Online - using DisasterAssistance.gov
- Online - with help from a FEMA representative in my neighborhood
- By phone - calling the FEMA Call Center

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* **5. 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.

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* 6. Select the rating that best describes the “Check Your Status” process.

“Check Your Status” refers to the steps you take to either create a username and password to access your application, or check for updates or messages from FEMA.

- 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.

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* 7. When checking or creating your account, did you upload documents?

Yes

No

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* 8. How would you describe the document upload 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.

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* 9. At any time, did you forget your PIN/Password and need to request a new one?

Yes

No

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* 10. How would you describe the change PIN/Password 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.

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11. Did you request to receive email updates?

Yes

No

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* 12. Did you find the emails helpful and informative?

- Yes
- No

If you chose "No" what can we change to make them more useful?

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* 13. Did you request to receive text message (SMS) updates?

- Yes
- No

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* 14. Did you find the text messages helpful and informative?

Yes

No

If you chose "No" what can we change to make them more useful?

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*** 15. Did you apply for assistance with other government agencies using links from this website?**

Yes

No

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*** 16. Would you come back to this website if you could get this information or service from another source?**

Yes

No

Comments

*** 17. 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.

18. Which category below includes your age?

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

19. 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

20. 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.

**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