

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?


Uncovered new questions to ask
Key areas influence resource use
Is for quantifiable recommendations
Seasonal Needs
Re-launch or Re-design
Marketing Initiatives



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Welcome and Thank You Text	
<div>Welcome Text</div> <div>We understand that you filed a claim with the National Flood Insurance Program (NFIP) after experiencing a flood loss. We appreciate you taking the time to take this survey.</div> <div>By taking this brief survey, your input will help improve our process.</div>	
<div>Thank You Text</div> <div>Thank you for taking our survey and for helping us serve you better.</div>	
<div>Example Desktop</div> <div><div><div></div><div>Customer Satisfaction Survey</div><div>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.</div><div>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</div><div><i>Required questions are denoted by an *</i></div><div></div><div>Thank you for taking our survey - and for helping us serve you better.</div><div>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.</div><div><div>Cancel</div><div>Submit</div></div></div></div>	


Model Name	NFIP Claim Filing Functional	Red & Strike-Through: Delete	
Model ID	VphFlklxBg40l4Qx0xJgtg4C	<u>Underlined & Italicized</u> : Re-order	
Partitioned	No	Pink: Addition	
Date	10/27/2017		
Model Version	NA	Blue: Rework	

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Date	5/2/2018	Blue: Reword	

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
HAJ7571Q001			Was the communication and guidance you received on how to file your claim easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
				No	A				
				Don't know					
HAJ7571Q002		A	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity
HAJ7571Q003			Was the process to file your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	A				
				Don't know					
HAJ7571Q004		A	Please tell us why you found filing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
HAJ7571Q005			Where are you currently in the NFIP claims process?	Completed my claim filing		Y	Radio button, one-up vertical		Primary Reason
				Finalizing my claim submission					
				Find information about filing a claim					
				Find information about NFIP flood insurance					
				Submit supporting documentation for a loss					
				Add/change supporting documentation for a loss					
				Review the status of my claim					
				Find contact information					
				Other					
HAJ7571Q006			Which of these options did you mainly use to prepare for filing your claim?	Website	B	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
				Mobile site	B				
				Email					
				Call center	C				
				Agent	C				
				Other, please specify	A				
HAJ7571Q007		A	Please tell us how you filed your claim.			N	Text area, no char limit	Skip Logic Group*	OE_Report Method
HAJ7571Q008		B	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1=Very Dissatisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
				2	B1				
				3	B1				
				4	B1				
				5	B1				
				6	B1				
				7					
				8					
				9					
				Very Satisfied=10					
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE_Site Navigation
HAJ7571Q010		C	Was the person you spoke with sympathetic to your situation?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
				No					
HAJ7571Q011		C	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
				No					
HAJ7571Q012		C	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Obtain Assistance
				No					
HAJ7571Q013		C	Was the person you spoke with courteous?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
				No					
HAJ7571Q014		C	Was your call answered promptly?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Call Answered Promptly
				No					
HAJ7571Q015			Did you seek additional information to support filing your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info
				No					
HAJ7571Q016		A	Were you able to find the information you needed?	Yes	B	Y	Radio button, one-up vertical	Skip Logic Group*	Find Info
				No	C				
HAJ7571Q017		B	Where did you obtain the information you needed? (Please select all that apply.)	Website		Y	Checkbox, one-up vertical	Skip Logic Group*	Where Find Info

				Mobile site				Randomize	
				NFIP Handbook					
				Local official					
				Family or friend					
				My agent					
				My insurance carrier					
				Call center				Anchor Answer Choice	
				Other, please specify	B1				
H AJ7571Q018		B1	Please tell us how you obtained the information you needed.			N	Text area, no char limit	Skip Logic Group*	OE_Where Find Info
H AJ7571Q019		C	Please tell us what you were looking for and were unable to find.			N	Text area, no char limit	Skip Logic Group*	OE_What Info Missing
H AJ7571Q020			Approximately how long ago did you file your claim?	Less than one week		Y	Radio button, one-up vertical		Filing Timing
				One to two weeks					
				More than two weeks					
				Don't know					
				Have not filed my claim yet					
H AJ7571Q021			Do you feel the information you have regarding the NFIP claims process empowers you to successfully complete any next steps in the claims process?	Yes		Y	Radio button, one-up vertical		Claim Empowerment
				No					
				Don't know					
H AJ7571Q022	Do Next		What do you plan to do next?	Visit my insurance company website		Y	Radio button, one-up vertical	Skip Logic Group*	Do Next
				Wait for the review of my claim to come through					
				Contact my agent					
				Contact my adjuster					
				Contact my insurance company					
				Other, please specify	A				
				Nothing					
H AJ7571Q023		A	Please tell us what you plan to do next.			N	Text area, no char limit	Skip Logic Group*	OE_Do Next
H AJ7571Q024			Please tell us what we can improve in the process for filing a claim.			N	Text area, no char limit		OE_Improve
H AJ7571Q025			Have you filed and completed an NFIP claim previously (not including this current claim)?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
				No					
H AJ7571Q026		A	Were you satisfied with your previous NFIP claim experience?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
				No	B				
H AJ7571Q027		B	Please tell us why you were not satisfied with your previous claim experience.			N	Text area, no char limit	Skip Logic Group*	OE_Not Sat
H AJ7571Q028	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gender Fed Govt
				Female					
				Prefer not to respond					
H AJ7571Q029	Demographics: Age		Which category includes your age?	Under 18		N	Drop down, select one		Demos: Age
				18 - 24					
				25 - 34					
				35 - 44					
				45 - 54					
				55 - 64					
				65 or older					
				Prefer not to respond					
H AJ7571Q030			Please tell us what type of property has sustained damage.	Residential		Y	Radio button, one-up vertical		Property Type
				Business					
				Other property					
H AJ7571Q031			Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				Alaska					
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					
				Connecticut					
				Delaware					
				District of Columbia					
				Florida					
				Georgia					
				Guam					
				Hawaii					

				Idaho					
				Illinois					
				Indiana					
				Iowa					
				Kansas					
				Kentucky					
				Louisiana					
				Maine					
				Maryland					
				Massachusetts					
				Michigan					
				Minnesota					
				Mississippi					
				Missouri					
				Montana					
				Nebraska					
				Nevada					
				New Hampshire					
				New Jersey					
				New Mexico					
				New York					
				North Carolina					
				North Dakota					
				Northern Mariana Islands					
				Ohio					
				Oklahoma					
				Oregon					
				Pennsylvania					
				Puerto Rico					
				Rhode Island					
				South Carolina					
				South Dakota					
				Tennessee					
				Texas					
				US Virgin Islands		A			
				Utah					
				Vermont					
				Virginia					
				Washington					
				West Virginia					
				Wisconsin					
				Wyoming					
				Other					
				Prefer not to respond					
TAR0227291		A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
				Saint John					
				Saint Thomas					
				Prefer not to respond					

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				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					
				Connecticut					
				Delaware					
				District of Columbia					
				Florida					
				Georgia					
				Guam					
				Hawaii					

				Idaho					
				Illinois					
				Indiana					
				Iowa					
				Kansas					
				Kentucky					
				Louisiana					
				Maine					
				Maryland					
				Massachusetts					
				Michigan					
				Minnesota					
				Mississippi					
				Missouri					
				Montana					
				Nebraska					
				Nevada					
				New Hampshire					
				New Jersey					
				New Mexico					
				New York					
				North Carolina					
				North Dakota					
				Northern Mariana Islands					
				Ohio					
				Oklahoma					
				Oregon					
				Pennsylvania					
				Puerto Rico					
				Rhode Island					
				South Carolina					
				South Dakota					
				Tennessee					
				Texas					
				US Virgin Islands		A			
				Utah					
				Vermont					
				Virginia					
				Washington					
				West Virginia					
				Wisconsin					
				Wyoming					
				Live outside the United States Other					
				Prefer not to respond					
		A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
				Saint John					
				Saint Thomas					
				Prefer not to respond					