

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

## Welcome and Thank You Text

## **Welcome Text**

Thank you for participating in a FEMA Flood Risk meeting. We invite you 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 meeting experience possible.

## Welcome Text - Tablet / Phone

Thank you for participating in a FEMA Flood Risk meeting. We invite you to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

## **Thank You Text**

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.

## Thank You Text - Tablet / Phone

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

# **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 3

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.

Cancel

Submit

# **Example Mobile**



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.

·······

Cancel

ForeSee ForeSee Privacy Policy

ForeSee Results - Confidential and Proprietary

Model Name		FEMA Flood Risk Meeting - Public	Red & Strike-Through: Delete									
Model ID			Underlined & Italici	zed: Re-order FORESEE								
Partitioned		No	Pink: Addition									
Dat												
Model Version		NA .				Blue: Reword						
	Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors						
		1										



QID	AP Question Tag Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Lab
		How satisfied are you with the way the information was	1 - Not at all satisfied			Y	Radio button, scale, no		Overall -
		presented today?	2			$\dashv$	don't know		Satisfaction
			3			_			
			4						
			5 - Very satisfied						
		How confident are you that today's meeting increased your	1 - Not at all confident			Y	Radio button, scale, no		Overall -
		understanding of flood risk?					don't know		Confidence Risk
			2			_			i don
			3						
			4						
			5 - Very confident						
		How confident are you that today's meeting increased your	1 - Not at all confident			Y	Radio button, scale, no		Overall -
		understanding of actions you can take to reduce your flood risk?					don't know		Confidenc Actions tal
			2						
			3						
			4						
			5 - Very confident						
		How much do you agree/disagree with the statement below?	1 - Strongly disagree			Y	Radio button, scale, no don't know		Service - Understan
							don't know		Onderstan
		I now better understand my flood and/or other natural hazard							
		risk.	2						
			3						
			4			_			1
	+	I now know if my flood and/or other net well henced sick at a second	5 - Strongly agree	+		Y	Radio button seels :		Service -
		I now know if my flood and/or other natural hazard risk changed.	± - Suongry disagree			'	Radio button, scale, no don't know		risk chang
			2			$\neg$	1		1
			3						1
			4						
			5 - Strongly agree						-
		I now know my flood zone.	1 - Strongly disagree			Y	Radio button, scale, no don't know		Service - flood zone
			2				don't know		11000 2011
			3						
			4						
			5 - Strongly agree						
		I now know what my flood zone means/requires.	1 - Strongly disagree			Y	Radio button, scale, no don't know		Service -
							don't know		meaning
			2						incuming.
			3						
			4						
			5 - Strongly agree						
		I am now aware of my community's mitigation efforts.	1 - Strongly disagree			Y	Radio button, scale, no don't know		Service - prep
			2			-	don't know		bicb
			3						
			4						
			5 - Strongly agree						
			Request or seek out additional information on natural hazard			N	Checkbox, one-up		Future ac
		to take after the meeting? Select all that apply	identification, mitigation, emergency management, etc.			_	vertical		
			Encourage others to purchase flood insurance. Review materials provided during this meeting.			-			
			Consider getting flood insurance.			$\dashv$			1
			None of the above						
			Other (please specify)						
		How much do you agree/disagree with the statements below?	1 - Strongly disagree			Y	Radio button, scale, no		Mapping
							don't know		collabora
		The FEMA flood mapping process is a collaborative effort							1
		between FEMA and my community.	2			$\dashv$			1
			3						1
			4						1
			5 - Strongly agree						
		I understand the process to resolve concerns with pending	1 - Strongly disagree			Y	Radio button, scale, no		Understa
		flood zone designation for my property.	2			_	don't know		dispute p
			3			$\dashv$			
			4			$\dashv$			
			5 - Strongly agree						
		This meeting took place at a time and location that was	1 - Strongly disagree			Y	Radio button, scale, no		Convenie
		convenient for me.				_	don't know		1
			2	+		—			1
			4	_					1
			5 - Strongly agree			$\dashv$			1
		How much do you agree/disagree with the statements below?	1 - Strongly disagree			Y	Radio button, scale, no		Know ho
		,					don't know		contact
		I now know how to communicate with my FEMA flood							
		From Know now to communicate with my FEMA flood							1
		Imaging point of contact (i.e., the person you would contact if							
		mapping point of contact (i.e., the person you would contact if you had a question).	2	_		_			
		mapping point of contact (i.e., the person you would contact if you had a question).	2						

	5 - Strongly agree		7			1 1
My FEMA flood mapping partners empower me and my community to prevent and bounce back from a flood and/or other natural hazard.	1 - Strongly disagree			Radio button, scale, no don't know		FEMA empowers
	2					
	3					
	4					
	5 - Strongly agree					
What else would you like to share with us to help improve FEMA flood mapping meetings?			N	Text area, no char limit		OE_Improve
Which of the following best describes you?	Business owner		Y	Checkbox, one-up vertical		Role
	Home owner		1			
	Property owner		7			
	Renter		7			