

Online Letter of Map Change Screener for Usability Testing November 2023

OMB Control Number: 1601-0029, expiring 12/31/2026

Estimated duration: 5 minutes

All responses to this survey are voluntary

Send comments about this survey to: fema-riskmap-cx@fema.dhs.gov.

Background for usability testing:

The FEMA design team has redesigned pages for the Online Letter of Map Change application. We will be testing the user experience for these pages, as well as the content from Home Page, About Us, Resources, Contact and Application pages.

User type for recruitment:

Surveyors

Number of testers:

10 users for testing

Availability:

1 hour session

Starting:

Hello, my name is _____, and I'm calling from _____. We'd like to invite you to participate in a paid research study related to Online letter of map change. This was approved under Federal Government OMB: 1601-0029, expiring 12/31/2026. This survey will take about 5 minutes. All responses are voluntary. Feel free to provide any comments about this survey to fema-riskmap-cx@fema.dhs.gov.

The usability testing we are screening for will take approximately 60 minutes and will be conducted as a virtual interview, using video conferencing. If you qualify and participate, you will be compensated for your time.

Questions for screening:

Do you submit/pursue MT-1s on behalf of individuals or groups of homeowners?

Yes, individuals.

Yes, groups of homeowners.

No **TERMINATE**

How do you submit your MT-1 applications? (multi-select)

Online letter of Map Change site
Mail/email
eLOMA

How many applications do you submit a year?

- 0-1
- 1-3
- 3-5
- 5-7
- 7+

As a surveyor, what is your expertise?

Elevations
Property boundaries
Other: _____

What state are you located in?

Select from all states.