**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:**

Property homeowner

**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:**

Are you aware of any flooding issues related to your property or community?

Yes

No

Do you currently have a mortgage on a property?

Yes

No TERMINATE

Do you have flood insurance?

Yes

No

What type of property is your mortgage for?

Single-family house

Townhouse

Duplex or triplex

Condo

Mobile home

Other (please specify): \_\_\_\_\_\_\_\_\_\_

Have you interacted with Federal Emergency Management Agency (FEMA)?

Yes

No

Where do you currently live?

(city, state)

Which of the following best describes your age?

18-25

26-39

40-59

60-74

75+

Which of the following describes your highest level of education?

Some high school

High school graduate/GED

Some College / Trade

College Graduate

Postgraduate

Other, Explain

How many hours do you spend on the internet each week?

Less than 1 hour a week
1 to 3 hours
4 to 15 hours
More than 15 hours a week

What ways do you access the internet? **(multiselect)**

Phone

Tablet

Computer - personally owned

Computer - friend/neighbor

Computer - publicly available

Which of the following best describes your personal income?

$0-$30,000

$31,000-$60,000

$61,000-$90,000

$91,000-$120,000

$120,000+