

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+