

2019 FEMA Mission Support Feedback Survey

FREQUENTLY ASKED QUESTIONS (FAQs)

What is the purpose of this survey? Mission Support wants to ensure that all employees receive exceptional, consistent, and quality services and support from their mission support service providers at Headquarters, Regional Offices, and/or Cadres in the field. This survey will provide Mission Support with important information to better meet your needs and requirements.

Did I already do this survey? If you have received an invitation or a reminder to take this specific feedback survey, **you have not taken it**. GSA also releases an annual Government-wide survey that asks about satisfaction with mission support functions. Unlike the GSA survey, this survey is specially tailored to FEMA Mission Support's core capabilities and the Agency's unique workforce and mission requirements.

Who should participate in the survey? All FEMA employees are encouraged to participate. Your participation will help to ensure that FEMA has a full understanding of all employees' experiences with Mission Support services. The results of this survey will be more accurate and actionable if everyone shares their experiences and opinions. There are comments boxes at the end of each section of the survey to provide an opportunity to explain your answers or provide additional details on how Mission Support can better meet the needs and requirements of FEMA employees. To protect your confidentiality, please do **not** share any personally identifiable information (PII) in the comment boxes. Several examples of PII include your name, social security number; driver's license number; financial account number; citizenship or immigration status; medical information; account passwords; and ethnic, religious, sexual orientation, or lifestyle information.

How long is this survey? This survey will take approximately 30 minutes to complete. Depending on your responses, it may take you more or less time.

Is this survey confidential? Yes, this survey is confidential. To protect your privacy, the survey team will never give FEMA individual survey responses. Your survey answers will not be linked to your name or identity. Only members of the survey team will have access to your individual responses, and they will take great care to protect your privacy and data. The survey team will only report survey results for aggregate groups that are large enough that no one can tell what an individual employee stated. Survey staff members have been trained to protect your confidentiality, and our research team has safeguarding procedures in place to ensure that survey data are protected from accidental disclosure.

Do I have to take the survey? Your participation is voluntary, and if you choose to take the survey, you may stop at any time and you can skip any question you don't want to answer. Your decision about whether to participate will not have any adverse effects on you professionally or personally.

Do I have to complete the web survey in one sitting? No. If you need to stop before you finish you may use the weblink and your PIN code to resume the survey at the question where you stopped.

Can I use my smartphone to complete the survey? Yes, you can complete the survey on your smartphone, tablet, computer, or other devices. You may also forward email invitations to participate in the survey from your work email address to your personal email address to facilitate accessing the survey on other devices.

Will I see the results of the survey? Yes, Mission Support will share findings from the survey with employees through a range of venues and communications beginning in spring 2020. The results will be reported only in aggregate so that individual employees cannot be identified.

Questions? If you have any general questions about this survey, you can contact the RAND survey team by email: FEMAFedback@rand.org. **For computer or technical questions about the survey website**, contact the RAND's Survey Research Group at srgwebhelp@rand.org. If you have questions about your rights as a research participant or need to report a research-related injury or concern, you can contact RAND's Human Subjects Protection Committee toll-free at (866) 697-5620 or by emailing hspcinfo@rand.org and if possible reference the following project ID 2019-0560.