

## SAFECOM NATIONWIDE SURVEY FREQUENTLY ASKED QUESTIONS

### GENERAL

#### What is the SAFECOM Nationwide Survey (SNS)?

The SNS is a nationwide data gathering effort that will equip government officials and emergency responders with critical information and data to make decisions about future emergency communications policies, funding, and programs. The data collected will depict the emergency response provider capabilities necessary for achieving operable, interoperable, and continuity of communications.

#### When will the SNS survey be released?

The SNS was released in the Fall 2017 and will remain open until February 23, 2018. Visit the [SAFECOM](#) website for the most up-to-date information.

### LOGISTICS

#### Is my organization required to take the survey?

Participating in the survey is not required. However, SAFECOM encourages participation to ensure the nation as a whole is represented in the findings.

#### Who should respond from my organization?

We recommend that each organization designate one person to complete and submit the survey with support from those colleagues who are best suited to answer individual questions or sets of questions.

#### How long will it take to complete the SNS?

Approximately 30 minutes, however, there are no time limit restrictions.

#### Do I need to create a username and password?

No, the survey is open to anyone who receives the link. You do not need to create a Survey Monkey account to take the SNS.

#### Does the SNS need to be completed all at once (i.e., in one single sitting)?

No. You can start the SNS, save your progress, and return to it later. This is particularly useful when you want to pause the survey to ask a colleague their thoughts on a particular question. However, because cookies<sup>1</sup> are needed to save all answers, **once you begin the SNS, you cannot delete your cookies or change devices.** To ensure that the cookies on your device are active, go to the advanced tab under the Privacy settings in your web browser to ensure *First-Party* cookies are allowed. If the cookies are deleted from the web browser before finishing, all survey progress will be erased.

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<sup>1</sup> Cookies:

session only or permanently on the hard disk (persistent cookie). Cookies provide a way for the website to recognize you and keep track of your preferences.

### How do I save my answers?

Every time the *Next* icon at the bottom of the SNS page is clicked, the survey will automatically save all answers and advance you to the next set of questions. Again, please **do not** delete or disable the cookies feature on your device; doing so will erase any progress.

Prev

Next

### Can I go back and alter my answers to previous questions?

Yes. You can click the *Back* icon at the bottom of the page in order to return to the previous page and change answers to preceding questions. However, once the SNS is submitted, you cannot change your answers.

### How will I know how many questions are left in the SNS?

There will be a progress bar at the bottom of the SNS indicating your progression throughout the survey.



### Can I start the SNS and send it to someone else to finish it?

No. Once you have started the SNS, the survey tool does not allow you to send the SNS to other individuals. The SNS must be started, completed, and submitted using the same device.

### How will I know when I have completed the survey?

Click *Submit* at the bottom of the SNS to complete the SNS.

Prev

Submit

## ACCESSIBILITY

### I received a control number; what is it and when do I need to use it?

If you received a control number, you are a local level respondent who has been selected to participate in a random sample. The SNS will have an additional question where the control number must be recorded. Using the control number greatly helps the analysis of the survey data.

### I didn't get a control number; do I need one?

No, you don't need one to respond to the survey. If you received one, see answer above.

### Why do some questions have square buttons while others have circles?

Circle buttons indicate that respondents can only select one answer from the list of choices. Checkboxes indicate that respondents are allowed to select multiple answers from the list of choices. Question prompts throughout the SNS include specific instructions on respondent answer choices (e.g., select one, and select all).

### What web browsers are supported by the survey tool?

Although the survey tool works best on Chrome (Version 16 and later) and Firefox (Version 13.0 and later), it will also support Safari (Version 5.0 and later) and Internet Explorer (Version 9.0 and later). If a respondent's device does not use any of these browsers, completing the survey online will not be possible and the respondent should request a paper copy or fillable PDF form. See Q&A below regarding alternative forms.

### **Can I take the SNS using a mobile device (e.g., on a smartphone or tablet)?**

Yes. You may take the SNS on a desktop computer, smartphone, or tablet. However, as stated above, cookies are needed to save all answers. Once you begin the SNS on a particular device you must complete it on that same device. If not, you will have to restart the SNS. To ensure that the cookies on your device are active, go to the advanced tab under the Privacy settings in your web browser to ensure *First-Party* cookies are allowed. *If the cookies are deleted from the web browser before finishing, all survey progress will be erased.*

### **Will the survey timeout by closing down after a given idle period?**

No. The SNS tool will not time out, however it will not prevent web browsers from timing out. Should the web browser timeout, the SNS will save from the point a respondent clicked *Next* on the bottom of the page.

### **Is the survey tool accessible for people with disabilities?**

Yes. The SNS tool is 508 compliant. This means that it is formatted in a way that provides accessibility to everyone, including individuals that have disabilities.

### **Is there a paper alternative to the online SNS?**

If you are unable to access the online SNS or would like to complete an alternate version, contact the SAFECOM Nationwide Survey Help Desk by e-mailing us at [SNS@hq.dhs.gov](mailto:SNS@hq.dhs.gov) or call toll free at (833) 723-3712. Help Desk hours of operation are from 9AM-6PM eastern time. If you need assistance outside of these normal business hours, feel free to send an email to the Help Desk and a DHS representative will respond as soon as possible.

### **How will the survey tool protect my PII?**

survey tool will not collect any PII, as SAFECOM will not be asking respondents any questions related to PII.

### **Are SNS responses secure?**

Yes. The SNS tool keeps user data secure and only collects as much respondent data as is required to make a respondent's experience as efficient as possible. For more details on data protection, see Survey Monkey's [Security](#) and [Privacy](#) Statements.

## **RESULTS**

### **When will SNS survey results be available?**

SNS survey results will be analyzed and published in the Nationwide Communications Baseline Assessment (NCBA), which will be posted to the [SAFECOM](#) website in 2018.

### **How will SAFECOM use my organization's SNS response?**

The data captured from survey responses will be aggregated for reporting purposes. Results will not be scored or ranked.

### **How does the SNS relate to past SAFECOM surveys?**

The SNS is similar to previous SAFECOM surveys. Updates to the SNS include additional emergency response providers and adjustments for the advancements made in emergency communications. The updates are based on the [2014 National Emergency Communications Plan](#) and public safety partner feedback. Information about past SAFECOM surveys can be found on the [SAFECOM](#) website.

## **ASSISTANCE**

### **Will SAFECOM provide technical assistance to respondents?**

SAFECOM will host a series of informational webinars to brief survey respondents on the SNS and how to use the survey tool. The webinars will be scheduled in late 2017 and early 2018. Visit the [SAFECOM](#) website for the most up-to-date information.

### **Who can I contact if I have questions?**

Questions on the SNS can be directed to the SNS Help Desk via email to [SNS@HQ.DHS.GOV](mailto:SNS@HQ.DHS.GOV) or call toll free at (833) 723-3712. Hours of operation are from 9AM-6PM eastern time. If you need assistance outside of these normal business hours, feel free to send an email to the Help Desk and a DHS representative will respond as soon as possible. Additionally, SNS informational resources are available on the [SAFECOM](#) website.