

Q1 How would you rate your overall experience today?

Answered: 750 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	20.40%	153
Above Average	21.33%	160
Average	26.53%	199
Below Average	11.07%	83
Poor	20.67%	155
TOTAL		750

Q2 What information were you looking for today?

Answered: 750 Skipped: 0

ANSWER CHOICES	RESPONSES	
Disaster assistance: applying, checking my status, or learning more about assistance	35.73%	268
Flood maps	10.53%	79
Other	9.73%	73
Employment or contracting opportunities	7.87%	59
Grants	6.40%	48
Recovering from a disaster	6.00%	45
Disaster declarations	5.87%	44
Training	4.53%	34
Information about FEMA	2.53%	19
Flood insurance	2.00%	15
Preparing for a disaster	2.00%	15
Forms or publications	1.87%	14
Contact information	1.47%	11
Disasters (specifically, types of disasters)	1.33%	10
Email, RSS feeds, or subscription services	0.67%	5
Exercises	0.53%	4
News	0.53%	4
Video	0.40%	3
Photographs	0.00%	0
TOTAL		750

Q3 Were you able to complete the purpose of your visit?

Answered: 750 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	41.87%	314
No	58.13%	436
TOTAL		750

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

Answered: 482 Skipped: 268

ANSWER CHOICES	RESPONSES	
Bad link	6.22%	30
Content wasn't easy to understand	21.58%	104
Error on page	8.30%	40
Multimedia/technical problem	5.39%	26
Other	50.41%	243
Outdated information	8.09%	39
TOTAL		482

Q5 Would you still return to this website if you could get this information or service from another source?

Answered: 750 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	76.27%	572
No	23.73%	178
TOTAL		750

Q6 Will you recommend this website to a friend or colleague?

Answered: 750 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	69.73%	523
No	30.27%	227
TOTAL		750

Q7 Which one of the following best describes you?

Answered: 750 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	11.87%	89
Disaster Survivor	32.67%	245
Emergency Managers and Personnel	4.27%	32
First Responder	3.73%	28
Government Official or Employee	7.33%	55
Home (Property) Owner	21.33%	160
Insurance Agent	0.67%	5
Job Seeker	6.13%	46
Media	0.40%	3
Other	8.67%	65
Student or Educator	2.93%	22
TOTAL		750

Q8 How was your experience finding your way around (navigating) FEMA.gov today?

Answered: 750 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	36.53%	274
Navigated to general area but couldn't find the specific content needed	17.47%	131
Other	10.53%	79
Links did not take me where I expected	10.13%	76
Would often feel lost, not know where I was	9.47%	71
Had technical difficulties (e.g. error messages, broken links)	7.73%	58
Too many links or navigational choices	4.67%	35
Links/labels are difficult to understand, they are not intuitive	3.47%	26
TOTAL		750

Q9 How was your experience using our site search?

Answered: 750 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	24.53%	184
Encountered no difficulties	22.27%	167
Results were not helpful	15.07%	113
Other	12.27%	92
Results were not relevant to my search terms or needs	8.00%	60
I was not sure what words to use in my search	7.47%	56
Returned not enough or no results	4.40%	33
Results were too similar/redundant	3.73%	28
Returned too many results	2.27%	17
TOTAL		750