

## Q1 How would you rate your overall experience today?

Answered: 471   Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	23.57%	111
Above Average	25.90%	122
Average	24.63%	116
Below Average	11.25%	53
Poor	14.65%	69
TOTAL		471

## Q2 What information were you looking for today?

Answered: 471    Skipped: 0

ANSWER CHOICES	RESPONSES	
Flood maps	15.50%	73
Grants	13.80%	65
Disaster assistance: applying, checking my status, or learning more about assistance	12.31%	58
Employment or contracting opportunities	9.34%	44
Other	9.13%	43
Disaster declarations	8.49%	40
Training	7.22%	34
Forms or publications	4.46%	21
Disasters (specifically, types of disasters)	3.18%	15
Information about FEMA	3.18%	15
Contact information	2.97%	14
Preparing for a disaster	2.97%	14
Recovering from a disaster	2.55%	12
Flood insurance	2.34%	11
Exercises	0.85%	4
News	0.64%	3
Photographs	0.64%	3
Email, RSS feeds, or subscription services	0.21%	1
Video	0.21%	1
TOTAL		471

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

Answered: 471   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	50.11%	236
No	49.89%	235
TOTAL		471

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

Answered: 265   Skipped: 206

ANSWER CHOICES	RESPONSES	
Bad link	5.66%	15
Content wasn't easy to understand	24.15%	64
Error on page	5.28%	14
Multimedia/technical problem	4.91%	13
Other	51.70%	137
Outdated information	8.30%	22
TOTAL		265

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

Answered: 471   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	78.56%	370
No	21.44%	101
TOTAL		471

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

Answered: 471   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	72.40%	341
No	27.60%	130
TOTAL		471

## Q7 Which one of the following best describes you?

Answered: 471   Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	20.81%	98
Disaster Survivor	13.38%	63
Emergency Managers and Personnel	8.49%	40
First Responder	6.79%	32
Government Official or Employee	8.28%	39
Home (Property) Owner	14.65%	69
Insurance Agent	1.91%	9
Job Seeker	8.92%	42
Media	0.64%	3
Other	10.40%	49
Student or Educator	5.73%	27
TOTAL		471

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

Answered: 471 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	43.10%	203
Navigated to general area but couldn't find the specific content needed	16.99%	80
Other	12.95%	61
Would often feel lost, not know where I was	7.86%	37
Had technical difficulties (e.g. error messages, broken links)	6.79%	32
Links/labels are difficult to understand, they are not intuitive	4.46%	21
Links did not take me where I expected	4.25%	20
Too many links or navigational choices	3.61%	17
TOTAL		471



## Q9 How was your experience using our site search?

Answered: 471 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	28.03%	132
Encountered no difficulties	25.48%	120
Other	12.31%	58
Results were not helpful	12.10%	57
I was not sure what words to use in my search	7.01%	33
Returned not enough or no results	5.52%	26
Results were not relevant to my search terms or needs	4.88%	23
Results were too similar/redundant	2.55%	12
Returned too many results	2.12%	10
TOTAL		471