

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

Answered: 524   Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	25.19%	132
Above Average	18.13%	95
Average	30.34%	159
Below Average	9.35%	49
Poor	16.98%	89
TOTAL		524

## Q2 What information were you looking for today?

Answered: 524   Skipped: 0

ANSWER CHOICES	RESPONSES	
Employment or contracting opportunities	17.18%	90
Flood maps	13.55%	71
Other	11.64%	61
Disaster assistance: applying, checking my status, or learning more about assistance	11.07%	58
Grants	10.69%	56
Training	7.06%	37
Disaster declarations	4.96%	26
Information about FEMA	4.58%	24
Forms or publications	3.82%	20
Preparing for a disaster	3.63%	19
Contact information	3.05%	16
Recovering from a disaster	2.67%	14
Disasters (specifically, types of disasters)	2.29%	12
Flood insurance	1.34%	7
News	0.76%	4
Exercises	0.57%	3
Email, RSS feeds, or subscription services	0.38%	2
Photographs	0.38%	2
Video	0.38%	2
TOTAL		524

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

Answered: 524   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	46.18%	242
No	53.82%	282
TOTAL		524

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

Answered: 318   Skipped: 206

ANSWER CHOICES	RESPONSES	
Bad link	5.35%	17
Content wasn't easy to understand	23.27%	74
Error on page	5.97%	19
Multimedia/technical problem	5.03%	16
Other	54.09%	172
Outdated information	6.29%	20
TOTAL		318

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

Answered: 524   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	81.87%	429
No	18.13%	95
TOTAL		524

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

Answered: 524   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	73.09%	383
No	26.91%	141
TOTAL		524

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

Answered: 524   Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	15.84%	83
Disaster Survivor	10.11%	53
Emergency Managers and Personnel	6.49%	34
First Responder	9.54%	50
Government Official or Employee	8.97%	47
Home (Property) Owner	13.74%	72
Insurance Agent	0.38%	2
Job Seeker	14.50%	76
Media	0.57%	3
Other	12.98%	68
Student or Educator	6.87%	36
TOTAL		524

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

Answered: 524 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	41.41%	217
Navigated to general area but couldn't find the specific content needed	16.98%	89
Other	9.54%	50
Links did not take me where I expected	8.97%	47
Would often feel lost, not know where I was	7.06%	37
Too many links or navigational choices	5.92%	31
Had technical difficulties (e.g. error messages, broken links)	5.34%	28
Links/labels are difficult to understand, they are not intuitive	4.77%	25
TOTAL		524



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

Answered: 524 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	25.95%	136
Encountered no difficulties	25.38%	133
Results were not helpful	14.89%	78
Other	14.31%	75
I was not sure what words to use in my search	6.11%	32
Results were not relevant to my search terms or needs	5.73%	30
Returned not enough or no results	4.96%	26
Returned too many results	1.53%	8
Results were too similar/redundant	1.15%	6
TOTAL		524