

## Q1 How would you rate your overall experience on FEMA.gov today?

Answered: 596   Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	23.83%	142
Above Average	18.96%	113
Average	26.68%	159
Below Average	11.91%	71
Poor	18.62%	111
TOTAL		596

## Q2 Which best describes what you wanted to do on the site today?

Answered: 440   Skipped: 156

ANSWER CHOICES	RESPONSES	
I wanted to find out more about a disaster that affects me.	43.41%	191
I wanted to learn how to prepare for a disaster.	6.59%	29
I wanted to help my business or organization prepare for a disaster.	5.23%	23
I wanted to find career or job information.	20.00%	88
I wanted to find flood insurance.	1.36%	6
I wanted to find flood maps.	8.41%	37
I wanted to find contact information.	7.27%	32
I wanted to find videos or pictures.	0.00%	0
I wanted to find training information.	7.73%	34
TOTAL		440

### Q3 What information were you looking for today (select up to 3 that apply)?

Answered: 488   Skipped: 108

ANSWER CHOICES	RESPONSES	
Disaster Declarations	41.19%	201
Recovery Tools	25.61%	125
Flood Information for My Home or Business	11.27%	55
Flood Maps	13.73%	67
Flood Insurance	6.76%	33
Job Information	24.59%	120
News Releases	12.30%	60
Photos and Videos	3.48%	17
Preparedness Information	14.55%	71
Recovery Tools	22.75%	111
Training and Exercises	19.06%	93
Total Respondents: 488		

## Q4 Were you able to complete the purpose of your visit?

Answered: 596   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	39.93%	238
No	0.00%	0
No, broken links.	6.04%	36
No, the information wasn't easy to understand.	11.24%	67
No, I couldn't find what I was looking for.	33.89%	202
No, pages didn't load correctly.	2.35%	14
No, outdated information.	6.54%	39
TOTAL		596

## Q5 Did the website search help you get the information that you needed?

Answered: 596    Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	34.06%	203
No, results were not helpful.	20.64%	123
I did not use search	15.94%	95
No, I wasn't sure what words to use in my search.	9.73%	58
No, results were not relevant to my search terms or needs.	7.72%	46
No, it didn't return enough results.	6.54%	39
No, it returned too many results.	3.19%	19
No, results were too similar to each other.	2.18%	13
Did not use search bar today	0.00%	0
Encountered no difficulties	0.00%	0
I was not sure what words to use in my search	0.00%	0
Results were not helpful	0.00%	0
Results were not relevant to my search terms or needs	0.00%	0
Results were too similar/redundant	0.00%	0
Returned not enough or no results	0.00%	0
Returned too many results	0.00%	0
Other	0.00%	0
<b>TOTAL</b>		<b>596</b>

## Q6 Would you still return to this website if you could get this information or service from another source?

Answered: 596 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	76.34%	455
No	23.66%	141
TOTAL		596

## Q7 How likely is it that you would recommend this website to a friend or colleague?

Answered: 596   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Extremely likely	31.88%	190
Very likely	15.77%	94
Likely	21.64%	129
Unlikely	16.11%	96
Not likely at all	14.60%	87
TOTAL		596

## Q8 Which option best describes you when you think about your reason for visiting the site today (select up to 3 that apply)?

Answered: 558   Skipped: 38

ANSWER CHOICES	RESPONSES	
Homeowner or renter	50.00%	279
Disaster survivor	44.09%	246
Emergency manager or personnel	14.16%	79
First responder	7.89%	44
Government official or employee	10.93%	61
Business owner	10.93%	61
Non-profit or organization leader	8.06%	45
Vendor or contractor	4.84%	27
Insurance agent	2.33%	13
Job seeker	17.92%	100
Media	4.12%	23
Total Respondents: 558		