

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

Answered: 1,208   Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	23.34%	282
Above Average	17.55%	212
Average	25.50%	308
Below Average	13.25%	160
Poor	20.36%	246
TOTAL		1,208

## Q2 What information were you looking for today?

Answered: 1,208   Skipped: 0

ANSWER CHOICES	RESPONSES	
Disaster assistance: applying, checking my status, or learning more about assistance	48.92%	591
Other	7.20%	87
Employment or contracting opportunities	6.87%	83
Recovering from a disaster	5.96%	72
Grants	5.30%	64
Disaster declarations	4.97%	60
Flood maps	4.47%	54
Training	3.39%	41
Contact information	2.65%	32
Information about FEMA	2.65%	32
Disasters (specifically, types of disasters)	1.99%	24
Forms or publications	1.57%	19
Flood insurance	1.41%	17
Preparing for a disaster	1.41%	17
News	0.50%	6
Email, RSS feeds, or subscription services	0.33%	4
Exercises	0.25%	3
Photographs	0.08%	1
Video	0.08%	1
TOTAL		1,208

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

Answered: 1,208   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	43.21%	522
No	56.79%	686
TOTAL		1,208

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

Answered: 783   Skipped: 425

ANSWER CHOICES	RESPONSES	
Bad link	4.47%	35
Content wasn't easy to understand	19.92%	156
Error on page	13.03%	102
Multimedia/technical problem	4.21%	33
Other	49.94%	391
Outdated information	8.43%	66
TOTAL		783

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

Answered: 1,208   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	78.64%	950
No	21.36%	258
TOTAL		1,208

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

Answered: 1,208   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	71.85%	868
No	28.15%	340
TOTAL		1,208

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

Answered: 1,208   Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	8.20%	99
Disaster Survivor	45.78%	553
Emergency Managers and Personnel	3.64%	44
First Responder	3.23%	39
Government Official or Employee	3.89%	47
Home (Property) Owner	17.55%	212
Insurance Agent	0.41%	5
Job Seeker	6.71%	81
Media	0.17%	2
Other	6.87%	83
Student or Educator	3.56%	43
TOTAL		1,208

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

Answered: 1,208 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	34.27%	414
Navigated to general area but couldn't find the specific content needed	16.14%	195
Had technical difficulties (e.g. error messages, broken links)	11.59%	140
Other	11.42%	138
Links did not take me where I expected	9.19%	111
Would often feel lost, not know where I was	8.20%	99
Too many links or navigational choices	5.30%	64
Links/labels are difficult to understand, they are not intuitive	3.89%	47
TOTAL		1,208



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

Answered: 1,208 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	24.75%	299
Encountered no difficulties	22.85%	276
Results were not helpful	14.90%	180
Other	13.66%	165
Results were not relevant to my search terms or needs	7.95%	96
I was not sure what words to use in my search	6.87%	83
Returned not enough or no results	5.38%	65
Results were too similar/redundant	1.90%	23
Returned too many results	1.74%	21
TOTAL		1,208