

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

Answered: 597   Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	25.46%	152
Above Average	23.12%	138
Average	25.13%	150
Below Average	9.55%	57
Poor	16.75%	100
TOTAL		597

## Q2 What information were you looking for today?

Answered: 597   Skipped: 0

ANSWER CHOICES	RESPONSES	
Disaster assistance: applying, checking my status, or learning more about assistance	28.81%	172
Employment or contracting opportunities	12.06%	72
Flood maps	10.89%	65
Other	9.72%	58
Grants	7.20%	43
Training	5.19%	31
Disaster declarations	4.69%	28
Recovering from a disaster	4.52%	27
Information about FEMA	3.69%	22
Contact information	2.85%	17
Preparing for a disaster	2.51%	15
Disasters (specifically, types of disasters)	2.35%	14
Forms or publications	2.35%	14
Flood insurance	1.68%	10
News	0.67%	4
Email, RSS feeds, or subscription services	0.34%	2
Exercises	0.34%	2
Photographs	0.17%	1
Video	0.00%	0
TOTAL		597

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

Answered: 597   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	47.07%	281
No	52.93%	316
TOTAL		597

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

Answered: 354   Skipped: 243

ANSWER CHOICES	RESPONSES	
Bad link	3.39%	12
Content wasn't easy to understand	22.32%	79
Error on page	7.91%	28
Multimedia/technical problem	5.93%	21
Other	53.67%	190
Outdated information	6.78%	24
TOTAL		354

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

Answered: 597   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	83.08%	496
No	16.92%	101
TOTAL		597

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

Answered: 597   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	75.21%	449
No	24.79%	148
TOTAL		597

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

Answered: 597   Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	9.55%	57
Disaster Survivor	27.47%	164
Emergency Managers and Personnel	5.36%	32
First Responder	4.19%	25
Government Official or Employee	5.53%	33
Home (Property) Owner	20.10%	120
Insurance Agent	0.84%	5
Job Seeker	8.71%	52
Media	0.67%	4
Other	11.89%	71
Student or Educator	5.70%	34
TOTAL		597

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

Answered: 597 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	40.37%	241
Navigated to general area but couldn't find the specific content needed	18.76%	112
Other	8.71%	52
Links did not take me where I expected	8.04%	48
Would often feel lost, not know where I was	7.71%	46
Had technical difficulties (e.g. error messages, broken links)	6.70%	40
Too many links or navigational choices	5.19%	31
Links/labels are difficult to understand, they are not intuitive	4.52%	27
TOTAL		597



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

Answered: 597    Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	26.97%	161
Did not use search bar today	25.46%	152
Results were not helpful	10.72%	64
Other	10.55%	63
I was not sure what words to use in my search	7.87%	47
Results were not relevant to my search terms or needs	7.54%	45
Returned not enough or no results	5.86%	35
Results were too similar/redundant	2.85%	17
Returned too many results	2.18%	13
TOTAL		597