

Q1 How would you rate your overall experience today?

Answered: 544 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	23.16%	126
Above Average	23.90%	130
Average	25.37%	138
Below Average	10.66%	58
Poor	16.91%	92
TOTAL		544

Q2 What information were you looking for today?

Answered: 544 Skipped: 0

ANSWER CHOICES	RESPONSES	
Flood maps	14.52%	79
Disaster assistance: applying, checking my status, or learning more about assistance	13.97%	76
Grants	11.95%	65
Other	10.11%	55
Training	9.01%	49
Disaster declarations	7.54%	41
Employment or contracting opportunities	6.62%	36
Information about FEMA	4.60%	25
Preparing for a disaster	4.41%	24
Forms or publications	4.04%	22
Recovering from a disaster	3.86%	21
Flood insurance	2.57%	14
Contact information	2.39%	13
Disasters (specifically, types of disasters)	1.47%	8
Email, RSS feeds, or subscription services	0.92%	5
Exercises	0.92%	5
News	0.55%	3
Video	0.55%	3
Photographs	0.00%	0
TOTAL		544

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

Answered: 544 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	53.68%	292
No	46.32%	252
TOTAL		544

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

Answered: 292 Skipped: 252

ANSWER CHOICES	RESPONSES	
Bad link	7.88%	23
Content wasn't easy to understand	25.34%	74
Error on page	11.99%	35
Multimedia/technical problem	5.14%	15
Other	43.15%	126
Outdated information	6.51%	19
TOTAL		292

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

Answered: 544 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	78.86%	429
No	21.14%	115
TOTAL		544

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

Answered: 544 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	73.90%	402
No	26.10%	142
TOTAL		544

Q7 Which one of the following best describes you?

Answered: 544 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	17.28%	94
Disaster Survivor	14.71%	80
Emergency Managers and Personnel	7.90%	43
First Responder	7.54%	41
Government Official or Employee	9.01%	49
Home (Property) Owner	19.30%	105
Insurance Agent	1.84%	10
Job Seeker	6.07%	33
Media	0.37%	2
Other	9.74%	53
Student or Educator	6.25%	34
TOTAL		544

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

Answered: 544 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.24%	257
Navigated to general area but couldn't find the specific content needed	11.76%	64
Other	10.11%	55
Had technical difficulties (e.g. error messages, broken links)	9.56%	52
Too many links or navigational choices	7.17%	39
Links did not take me where I expected	5.88%	32
Would often feel lost, not know where I was	4.41%	24
Links/labels are difficult to understand, they are not intuitive	3.86%	21
TOTAL		544

Q9 How was your experience using our site search?

Answered: 544 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	28.86%	157
Encountered no difficulties	27.94%	152
Results were not helpful	12.68%	69
Other	11.21%	61
Results were not relevant to my search terms or needs	6.43%	35
I was not sure what words to use in my search	4.96%	27
Returned not enough or no results	4.41%	24
Returned too many results	1.84%	10
Results were too similar/redundant	1.65%	9
TOTAL		544