

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

Answered: 570   Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	26.49%	151
Above Average	22.11%	126
Average	25.96%	148
Below Average	9.30%	53
Poor	16.14%	92
TOTAL		570

## Q2 What information were you looking for today?

Answered: 570   Skipped: 0

ANSWER CHOICES	RESPONSES	
Disaster assistance: applying, checking my status, or learning more about assistance	20.35%	116
Other	11.58%	66
Flood maps	10.18%	58
Grants	9.47%	54
Employment or contracting opportunities	8.95%	51
Training	6.84%	39
Disaster declarations	6.14%	35
Contact information	4.74%	27
Disasters (specifically, types of disasters)	3.86%	22
Recovering from a disaster	3.86%	22
Forms or publications	3.51%	20
Information about FEMA	3.16%	18
Preparing for a disaster	3.16%	18
Flood insurance	2.28%	13
News	0.88%	5
Email, RSS feeds, or subscription services	0.53%	3
Exercises	0.35%	2
Photographs	0.18%	1
Video	0.00%	0
TOTAL		570

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

Answered: 570   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	47.89%	273
No	52.11%	297
TOTAL		570

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

Answered: 333   Skipped: 237

ANSWER CHOICES	RESPONSES	
Bad link	5.11%	17
Content wasn't easy to understand	25.23%	84
Error on page	4.50%	15
Multimedia/technical problem	4.20%	14
Other	52.55%	175
Outdated information	8.41%	28
TOTAL		333

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

Answered: 570   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	79.30%	452
No	20.70%	118
TOTAL		570

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

Answered: 570   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	74.91%	427
No	25.09%	143
TOTAL		570

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

Answered: 570 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	14.21%	81
Disaster Survivor	22.46%	128
Emergency Managers and Personnel	5.09%	29
First Responder	5.44%	31
Government Official or Employee	8.42%	48
Home (Property) Owner	19.65%	112
Insurance Agent	1.05%	6
Job Seeker	8.25%	47
Media	0.53%	3
Other	10.35%	59
Student or Educator	4.56%	26
TOTAL		570

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

Answered: 570 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	39.12%	223
Navigated to general area but couldn't find the specific content needed	14.56%	83
Other	14.04%	80
Had technical difficulties (e.g. error messages, broken links)	8.07%	46
Links did not take me where I expected	7.37%	42
Would often feel lost, not know where I was	6.49%	37
Too many links or navigational choices	6.14%	35
Links/labels are difficult to understand, they are not intuitive	4.21%	24
TOTAL		570



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

Answered: 570   Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	25.96%	148
Encountered no difficulties	25.26%	144
Other	13.68%	78
Results were not helpful	13.51%	77
Results were not relevant to my search terms or needs	8.07%	46
Returned not enough or no results	5.44%	31
I was not sure what words to use in my search	3.51%	20
Results were too similar/redundant	2.28%	13
Returned too many results	2.28%	13
TOTAL		570