

Q1 How would you rate your overall experience today?

Answered: 610 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	28.52%	174
Above Average	22.30%	136
Average	27.38%	167
Below Average	9.67%	59
Poor	12.13%	74
TOTAL		610

Q2 What information were you looking for today?

Answered: 610 Skipped: 0

ANSWER CHOICES	RESPONSES	
Disaster assistance: applying, checking my status, or learning more about assistance	15.25%	93
Employment or contracting opportunities	13.11%	80
Other	12.62%	77
Grants	8.36%	51
Information about FEMA	8.36%	51
Flood maps	7.38%	45
Disaster declarations	5.25%	32
Training	4.10%	25
Contact information	3.44%	21
Recovering from a disaster	3.28%	20
Disasters (specifically, types of disasters)	3.11%	19
Forms or publications	3.11%	19
Preparing for a disaster	3.11%	19
Flood insurance	2.79%	17
News	2.79%	17
Exercises	1.48%	9
Email, RSS feeds, or subscription services	1.31%	8
Video	0.82%	5
Photographs	0.33%	2
TOTAL		610

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

Answered: 610 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	52.46%	320
No	47.54%	290
TOTAL		610

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

Answered: 340 Skipped: 270

ANSWER CHOICES	RESPONSES	
Bad link	5.59%	19
Content wasn't easy to understand	21.76%	74
Error on page	5.88%	20
Multimedia/technical problem	7.65%	26
Other	50.88%	173
Outdated information	8.24%	28
TOTAL		340

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

Answered: 610 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	82.30%	502
No	17.70%	108
TOTAL		610

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

Answered: 610 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	75.74%	462
No	24.26%	148
TOTAL		610

Q7 Which one of the following best describes you?

Answered: 610 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	12.79%	78
Disaster Survivor	12.62%	77
Emergency Managers and Personnel	7.38%	45
First Responder	4.59%	28
Government Official or Employee	9.34%	57
Home (Property) Owner	17.87%	109
Insurance Agent	1.31%	8
Job Seeker	10.00%	61
Media	0.66%	4
Other	12.46%	76
Student or Educator	10.98%	67
TOTAL		610

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

Answered: 610 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	49.51%	302
Navigated to general area but couldn't find the specific content needed	14.92%	91
Other	9.02%	55
Had technical difficulties (e.g. error messages, broken links)	7.21%	44
Links did not take me where I expected	6.56%	40
Would often feel lost, not know where I was	5.25%	32
Too many links or navigational choices	4.26%	26
Links/labels are difficult to understand, they are not intuitive	3.28%	20
TOTAL		610

Q9 How was your experience using our site search?

Answered: 610 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	34.43%	210
Encountered no difficulties	24.75%	151
Other	9.34%	57
Results were not helpful	8.85%	54
I was not sure what words to use in my search	7.70%	47
Results were not relevant to my search terms or needs	6.07%	37
Returned not enough or no results	4.10%	25
Results were too similar/redundant	2.46%	15
Returned too many results	2.30%	14
TOTAL		610