

Q1 How would you rate your overall experience today?

Answered: 410 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	25.85%	106
Above Average	23.66%	97
Average	28.05%	115
Below Average	8.29%	34
Poor	14.15%	58
TOTAL		410

Q2 What information were you looking for today?

Answered: 410 Skipped: 0

ANSWER CHOICES	RESPONSES	
Employment or contracting opportunities	18.78%	77
Flood maps	13.41%	55
Other	12.93%	53
Disaster assistance: applying, checking my status, or learning more about assistance	9.27%	38
Grants	8.54%	35
Contact information	5.61%	23
Training	5.37%	22
Information about FEMA	4.39%	18
Recovering from a disaster	3.90%	16
Forms or publications	3.66%	15
Disasters (specifically, types of disasters)	2.93%	12
Disaster declarations	2.68%	11
Preparing for a disaster	2.44%	10
Flood insurance	1.95%	8
Photographs	1.22%	5
News	0.98%	4
Exercises	0.73%	3
Video	0.73%	3
Email, RSS feeds, or subscription services	0.49%	2
TOTAL		410

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

Answered: 410 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	52.44%	215
No	47.56%	195
TOTAL		410

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

Answered: 231 Skipped: 179

ANSWER CHOICES	RESPONSES	
Bad link	5.19%	12
Content wasn't easy to understand	23.81%	55
Error on page	8.23%	19
Multimedia/technical problem	5.63%	13
Other	48.92%	113
Outdated information	8.23%	19
TOTAL		231

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

Answered: 410 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	81.71%	335
No	18.29%	75
TOTAL		410

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

Answered: 410 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	74.63%	306
No	25.37%	104
TOTAL		410

Q7 Which one of the following best describes you?

Answered: 410 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	17.07%	70
Disaster Survivor	11.22%	46
Emergency Managers and Personnel	6.59%	27
First Responder	4.15%	17
Government Official or Employee	6.83%	28
Home (Property) Owner	18.78%	77
Insurance Agent	0.98%	4
Job Seeker	15.61%	64
Media	0.73%	3
Other	8.05%	33
Student or Educator	10.00%	41
TOTAL		410

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

Answered: 410 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.10%	189
Navigated to general area but couldn't find the specific content needed	13.41%	55
Other	9.51%	39
Links did not take me where I expected	8.54%	35
Had technical difficulties (e.g. error messages, broken links)	7.07%	29
Would often feel lost, not know where I was	6.34%	26
Links/labels are difficult to understand, they are not intuitive	5.37%	22
Too many links or navigational choices	3.66%	15
TOTAL		410

Q9 How was your experience using our site search?

Answered: 410 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	28.54%	117
Encountered no difficulties	27.32%	112
Other	11.71%	48
Results were not helpful	9.76%	40
Results were not relevant to my search terms or needs	7.80%	32
I was not sure what words to use in my search	6.34%	26
Returned not enough or no results	5.12%	21
Results were too similar/redundant	1.95%	8
Returned too many results	1.46%	6
TOTAL		410