

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

Answered: 156 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	36.54%	57
Above Average	26.92%	42
Average	26.28%	41
Below Average	6.41%	10
Poor	3.85%	6
TOTAL		156

## Q2 What information were you looking for today?

Answered: 156 Skipped: 0

ANSWER CHOICES	RESPONSES	
Contact information	3.21%	5
Disaster assistance: applying, checking my status, or learning more about assistance	5.77%	9
Disaster declarations	1.28%	2
Disasters (specifically, types of disasters)	10.90%	17
Email, RSS feeds, or subscription services	0.64%	1
Employment or contracting opportunities	0.00%	0
Exercises	0.64%	1
Flood insurance	0.00%	0
Flood maps	0.64%	1
Forms or publications	2.56%	4
Grants	0.64%	1
Information about FEMA	0.64%	1
News	0.00%	0
Photographs	1.28%	2
Preparing for a disaster	42.95%	67
Recovering from a disaster	1.28%	2
Training	7.05%	11
Video	1.92%	3
Other	18.59%	29
<b>TOTAL</b>		<b>156</b>

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

Answered: 156 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	73.72%	115
No	26.28%	41
TOTAL		156

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

Answered: 57 Skipped: 99

ANSWER CHOICES	RESPONSES	
Bad link	5.26%	3
Content wasn't easy to understand	7.02%	4
Error on page	7.02%	4
Multimedia/technical problem	1.75%	1
Outdated information	22.81%	13
Other	56.14%	32
<b>TOTAL</b>		<b>57</b>

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

Answered: 156 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	89.74%	140
No	10.26%	16
TOTAL		156

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

Answered: 156 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	87.82%	137
No	12.18%	19
TOTAL		156

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

Answered: 156 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	10.90%	17
Disaster Survivor	6.41%	10
Emergency Managers and Personnel	12.18%	19
First Responder	4.49%	7
Government Official or Employee	9.62%	15
Home (Property) Owner	30.13%	47
Insurance Agent	0.00%	0
Job Seeker	1.28%	2
Media	0.00%	0
Student or Educator	12.18%	19
Other	12.82%	20
<b>TOTAL</b>		<b>156</b>

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

Answered: 156 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	70.51%	110
Had technical difficulties (e.g. error messages, broken links)	1.28%	2
Links did not take me where I expected	2.56%	4
Links/labels are difficult to understand, they are not intuitive	3.85%	6
Navigated to general area but couldn't find the specific content needed	7.05%	11
Too many links or navigational choices	5.77%	9
Would often feel lost, not know where I was	0.00%	0
Other	8.97%	14
<b>TOTAL</b>		<b>156</b>

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

Answered: 156 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	48.72%	76
Encountered no difficulties	33.33%	52
I was not sure what words to use in my search	2.56%	4
Results were not helpful	3.21%	5
Results were not relevant to my search terms or needs	0.00%	0
Results were too similar/redundant	1.92%	3
Returned not enough or no results	1.92%	3
Returned too many results	2.56%	4
Other	5.77%	9
<b>TOTAL</b>		<b>156</b>