

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

Answered: 355   Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	28.17%	100
Above Average	20.85%	74
Average	23.66%	84
Below Average	12.39%	44
Poor	14.93%	53
TOTAL		355

## Q2 What information were you looking for today?

Answered: 355    Skipped: 0

ANSWER CHOICES	RESPONSES	
Employment or contracting opportunities	15.21%	54
Other	14.08%	50
Flood maps	13.52%	48
Grants	12.96%	46
Disaster assistance: applying, checking my status, or learning more about assistance	9.30%	33
Disaster declarations	5.63%	20
Contact information	4.51%	16
Training	3.94%	14
Forms or publications	3.66%	13
Preparing for a disaster	3.66%	13
Information about FEMA	3.38%	12
Disasters (specifically, types of disasters)	3.10%	11
Flood insurance	2.54%	9
Recovering from a disaster	2.25%	8
News	1.13%	4
Exercises	0.56%	2
Email, RSS feeds, or subscription services	0.28%	1
Video	0.28%	1
Photographs	0.00%	0
TOTAL		355

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

Answered: 355   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	53.52%	190
No	46.48%	165
TOTAL		355

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

Answered: 194   Skipped: 161

ANSWER CHOICES	RESPONSES	
Bad link	7.22%	14
Content wasn't easy to understand	24.74%	48
Error on page	2.58%	5
Multimedia/technical problem	2.58%	5
Other	52.06%	101
Outdated information	10.82%	21
TOTAL		194

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

Answered: 355   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	79.15%	281
No	20.85%	74
TOTAL		355

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

Answered: 355   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	71.83%	255
No	28.17%	100
TOTAL		355

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

Answered: 355   Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	18.31%	65
Disaster Survivor	12.11%	43
Emergency Managers and Personnel	6.20%	22
First Responder	5.07%	18
Government Official or Employee	10.14%	36
Home (Property) Owner	15.21%	54
Insurance Agent	1.13%	4
Job Seeker	12.96%	46
Media	0.28%	1
Other	11.55%	41
Student or Educator	7.04%	25
TOTAL		355

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

Answered: 355 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.07%	160
Navigated to general area but couldn't find the specific content needed	14.93%	53
Links did not take me where I expected	11.83%	42
Would often feel lost, not know where I was	7.89%	28
Too many links or navigational choices	6.76%	24
Other	6.76%	24
Had technical difficulties (e.g. error messages, broken links)	3.66%	13
Links/labels are difficult to understand, they are not intuitive	3.10%	11
TOTAL		355



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

Answered: 355 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	30.14%	107
Encountered no difficulties	25.07%	89
Results were not helpful	12.11%	43
Other	9.30%	33
Results were not relevant to my search terms or needs	8.73%	31
I was not sure what words to use in my search	5.92%	21
Returned not enough or no results	3.94%	14
Results were too similar/redundant	2.54%	9
Returned too many results	2.25%	8
TOTAL		355