

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

Answered: 302 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	23.18%	70
Above Average	21.52%	65
Average	34.77%	105
Below Average	9.27%	28
Poor	11.26%	34
TOTAL		302

## Q2 What information were you looking for today?

Answered: 302 Skipped: 0

ANSWER CHOICES	RESPONSES	
Disaster assistance: applying, checking my status, or learning more about assistance	24.50%	74
Employment or contracting opportunities	16.56%	50
Grants	11.59%	35
Other	11.59%	35
Flood maps	7.62%	23
Information about FEMA	5.30%	16
Recovering from a disaster	5.30%	16
Contact information	4.30%	13
Disaster declarations	4.30%	13
Forms or publications	2.65%	8
Preparing for a disaster	1.66%	5
Disasters (specifically, types of disasters)	1.32%	4
Flood insurance	1.32%	4
Training	1.32%	4
Email, RSS feeds, or subscription services	0.33%	1
News	0.33%	1
Exercises	0.00%	0
Photographs	0.00%	0
Video	0.00%	0
<b>TOTAL</b>		<b>302</b>

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

Answered: 302 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	43.05%	130
No	56.95%	172
TOTAL		302

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

Answered: 204 Skipped: 98

ANSWER CHOICES	RESPONSES	
Bad link	3.92%	8
Content wasn't easy to understand	26.47%	54
Error on page	5.39%	11
Multimedia/technical problem	2.94%	6
Other	55.39%	113
Outdated information	5.88%	12
<b>TOTAL</b>		<b>204</b>

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

Answered: 302 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	83.11%	251
No	16.89%	51
TOTAL		302

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

Answered: 302 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	78.81%	238
No	21.19%	64
TOTAL		302

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

Answered: 302 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	9.93%	30
Disaster Survivor	22.52%	68
Emergency Managers and Personnel	4.64%	14
First Responder	3.97%	12
Government Official or Employee	5.30%	16
Home (Property) Owner	15.23%	46
Insurance Agent	1.32%	4
Job Seeker	15.89%	48
Media	0.33%	1
Other	14.57%	44
Student or Educator	6.29%	19
<b>TOTAL</b>		<b>302</b>

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

Answered: 302 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	38.41%	116
Navigated to general area but couldn't find the specific content needed	18.21%	55
Other	12.58%	38
Links did not take me where I expected	11.59%	35
Would often feel lost, not know where I was	6.62%	20
Had technical difficulties (e.g. error messages, broken links)	5.63%	17
Too many links or navigational choices	3.64%	11
Links/labels are difficult to understand, they are not intuitive	3.31%	10
<b>TOTAL</b>		<b>302</b>

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

Answered: 302 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	23.18%	70
Did not use search bar today	22.52%	68
Other	15.23%	46
Results were not helpful	13.25%	40
I was not sure what words to use in my search	8.61%	26
Results were not relevant to my search terms or needs	6.95%	21
Returned not enough or no results	4.97%	15
Results were too similar/redundant	2.98%	9
Returned too many results	2.32%	7
<b>TOTAL</b>		<b>302</b>