

Q1 How would you rate your overall experience today?

Answered: 150 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	42.67%	64
Above Average	33.33%	50
Average	16.00%	24
Below Average	2.00%	3
Poor	6.00%	9
TOTAL		150

Q2 What information were you looking for today?

Answered: 150 Skipped: 0

ANSWER CHOICES	RESPONSES	
Contact information	3.33%	5
Disaster assistance: applying, checking my status, or learning more about assistance	6.67%	10
Disaster declarations	0.00%	0
Disasters (specifically, types of disasters)	9.33%	14
Email, RSS feeds, or subscription services	0.67%	1
Employment or contracting opportunities	1.33%	2
Exercises	1.33%	2
Flood insurance	0.00%	0
Flood maps	1.33%	2
Forms or publications	0.67%	1
Grants	1.33%	2
Information about FEMA	1.33%	2
News	0.00%	0
Photographs	0.67%	1
Preparing for a disaster	48.67%	73
Recovering from a disaster	0.00%	0
Training	8.67%	13
Video	1.33%	2
Other	13.33%	20
TOTAL		150

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

Answered: 150 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	80.00%	120
No	20.00%	30
TOTAL		150

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

Answered: 45 Skipped: 105

ANSWER CHOICES	RESPONSES	
Bad link	6.67%	3
Content wasn't easy to understand	13.33%	6
Error on page	2.22%	1
Multimedia/technical problem	8.89%	4
Outdated information	4.44%	2
Other	64.44%	29
TOTAL		45

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

Answered: 150 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	88.00%	132
No	12.00%	18
TOTAL		150

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

Answered: 150 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	87.33%	131
No	12.67%	19
TOTAL		150

Q7 Which one of the following best describes you?

Answered: 150 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	10.67%	16
Disaster Survivor	3.33%	5
Emergency Managers and Personnel	5.33%	8
First Responder	4.67%	7
Government Official or Employee	4.00%	6
Home (Property) Owner	28.00%	42
Insurance Agent	0.00%	0
Job Seeker	0.67%	1
Media	0.67%	1
Student or Educator	28.67%	43
Other	14.00%	21
TOTAL		150

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

Answered: 150 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	71.33%	107
Had technical difficulties (e.g. error messages, broken links)	2.67%	4
Links did not take me where I expected	3.33%	5
Links/labels are difficult to understand, they are not intuitive	1.33%	2
Navigated to general area but couldn't find the specific content needed	6.00%	9
Too many links or navigational choices	2.67%	4
Would often feel lost, not know where I was	4.00%	6
Other	8.67%	13
TOTAL		150

Q9 How was your experience using our site search?

Answered: 150 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	37.33%	56
Encountered no difficulties	35.33%	53
I was not sure what words to use in my search	7.33%	11
Results were not helpful	3.33%	5
Results were not relevant to my search terms or needs	2.67%	4
Results were too similar/redundant	1.33%	2
Returned not enough or no results	1.33%	2
Returned too many results	2.00%	3
Other	9.33%	14
TOTAL		150