

Q1 How would you rate your overall experience today?

Answered: 166 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	40.36%	67
Above Average	29.52%	49
Average	22.29%	37
Below Average	3.01%	5
Poor	4.82%	8
TOTAL		166

Q2 What information were you looking for today?

Answered: 166 Skipped: 0

ANSWER CHOICES	RESPONSES	
Contact information	3.01%	5
Disaster assistance: applying, checking my status, or learning more about assistance	6.02%	10
Disaster declarations	6.02%	10
Disasters (specifically, types of disasters)	10.24%	17
Email, RSS feeds, or subscription services	0.60%	1
Employment or contracting opportunities	0.00%	0
Exercises	0.60%	1
Flood insurance	0.60%	1
Flood maps	1.81%	3
Forms or publications	0.60%	1
Grants	0.00%	0
Information about FEMA	1.20%	2
News	1.20%	2
Photographs	0.00%	0
Preparing for a disaster	49.40%	82
Recovering from a disaster	1.20%	2
Training	3.61%	6
Video	0.00%	0
Other	13.86%	23
TOTAL		166

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

Answered: 166 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	79.52%	132
No	20.48%	34
TOTAL		166

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

Answered: 46 Skipped: 120

ANSWER CHOICES	RESPONSES	
Bad link	8.70%	4
Content wasn't easy to understand	17.39%	8
Error on page	2.17%	1
Multimedia/technical problem	4.35%	2
Outdated information	8.70%	4
Other	58.70%	27
TOTAL		46

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

Answered: 166 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	86.75%	144
No	13.25%	22
TOTAL		166

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

Answered: 166 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	84.94%	141
No	15.06%	25
TOTAL		166

Q7 Which one of the following best describes you?

Answered: 166 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	16.27%	27
Disaster Survivor	5.42%	9
Emergency Managers and Personnel	4.22%	7
First Responder	4.82%	8
Government Official or Employee	8.43%	14
Home (Property) Owner	25.90%	43
Insurance Agent	0.00%	0
Job Seeker	1.20%	2
Media	0.60%	1
Student or Educator	20.48%	34
Other	12.65%	21
TOTAL		166

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

Answered: 166 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	69.28%	115
Had technical difficulties (e.g. error messages, broken links)	5.42%	9
Links did not take me where I expected	1.20%	2
Links/labels are difficult to understand, they are not intuitive	1.20%	2
Navigated to general area but couldn't find the specific content needed	8.43%	14
Too many links or navigational choices	5.42%	9
Would often feel lost, not know where I was	1.81%	3
Other	7.23%	12
TOTAL		166

Q9 How was your experience using our site search?

Answered: 166 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	48.80%	81
Encountered no difficulties	26.51%	44
I was not sure what words to use in my search	2.41%	4
Results were not helpful	4.82%	8
Results were not relevant to my search terms or needs	4.82%	8
Results were too similar/redundant	1.81%	3
Returned not enough or no results	3.01%	5
Returned too many results	0.60%	1
Other	7.23%	12
TOTAL		166