

Q1 How would you rate your overall experience today?

Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	46.22%	55
Above Average	22.69%	27
Average	21.01%	25
Below Average	6.72%	8
Poor	3.36%	4
TOTAL		119

Q2 What information were you looking for today?

Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Contact information	3.36%	4
Disaster assistance: applying, checking my status, or learning more about assistance	9.24%	11
Disaster declarations	0.00%	0
Disasters (specifically, types of disasters)	5.88%	7
Email, RSS feeds, or subscription services	0.00%	0
Employment or contracting opportunities	2.52%	3
Exercises	1.68%	2
Flood insurance	0.00%	0
Flood maps	0.84%	1
Forms or publications	6.72%	8
Grants	0.00%	0
Information about FEMA	1.68%	2
News	0.00%	0
Photographs	0.00%	0
Preparing for a disaster	51.26%	61
Recovering from a disaster	1.68%	2
Training	4.20%	5
Video	0.00%	0
Other	10.92%	13
TOTAL		119

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

Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	75.63%	90
No	24.37%	29
TOTAL		119

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

Answered: 39 Skipped: 80

ANSWER CHOICES	RESPONSES	
Bad link	5.13%	2
Content wasn't easy to understand	12.82%	5
Error on page	10.26%	4
Multimedia/technical problem	12.82%	5
Outdated information	10.26%	4
Other	48.72%	19
TOTAL		39

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

Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	84.87%	101
No	15.13%	18
TOTAL		119

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

Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	84.03%	100
No	15.97%	19
TOTAL		119

Q7 Which one of the following best describes you?

Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	19.33%	23
Disaster Survivor	8.40%	10
Emergency Managers and Personnel	10.08%	12
First Responder	3.36%	4
Government Official or Employee	10.92%	13
Home (Property) Owner	20.17%	24
Insurance Agent	0.00%	0
Job Seeker	0.00%	0
Media	0.84%	1
Student or Educator	8.40%	10
Other	18.49%	22
TOTAL		119

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

Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	70.59%	84
Had technical difficulties (e.g. error messages, broken links)	2.52%	3
Links did not take me where I expected	3.36%	4
Links/labels are difficult to understand, they are not intuitive	3.36%	4
Navigated to general area but couldn't find the specific content needed	7.56%	9
Too many links or navigational choices	2.52%	3
Would often feel lost, not know where I was	6.72%	8
Other	3.36%	4
TOTAL		119

Q9 How was your experience using our site search?

Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	46.22%	55
Encountered no difficulties	31.09%	37
I was not sure what words to use in my search	3.36%	4
Results were not helpful	2.52%	3
Results were not relevant to my search terms or needs	5.04%	6
Results were too similar/redundant	0.84%	1
Returned not enough or no results	1.68%	2
Returned too many results	1.68%	2
Other	7.56%	9
TOTAL		119