

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

Answered: 150   Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	38.67%	58
Above Average	32.67%	49
Average	18.67%	28
Below Average	2.00%	3
Poor	8.00%	12
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	5.33%	8
Disaster declarations	0.00%	0
Disasters (specifically, types of disasters)	8.67%	13
Email, RSS feeds, or subscription services	0.00%	0
Employment or contracting opportunities	0.67%	1
Exercises	1.33%	2
Flood insurance	1.33%	2
Flood maps	1.33%	2
Forms or publications	4.67%	7
Grants	0.67%	1
Information about FEMA	1.33%	2
News	0.67%	1
Photographs	0.00%	0
Preparing for a disaster	45.33%	68
Recovering from a disaster	1.33%	2
Training	10.67%	16
Video	0.00%	0
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: 40 Skipped: 110

ANSWER CHOICES	RESPONSES	
Bad link	5.00%	2
Content wasn't easy to understand	12.50%	5
Error on page	5.00%	2
Multimedia/technical problem	10.00%	4
Outdated information	10.00%	4
Other	57.50%	23
TOTAL		40

## 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	90.00%	135
No	10.00%	15
TOTAL		150

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

Answered: 150   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	85.33%	128
No	14.67%	22
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	12.00%	18
Disaster Survivor	6.00%	9
Emergency Managers and Personnel	4.00%	6
First Responder	2.67%	4
Government Official or Employee	8.67%	13
Home (Property) Owner	20.67%	31
Insurance Agent	0.67%	1
Job Seeker	2.00%	3
Media	1.33%	2
Student or Educator	22.67%	34
Other	19.33%	29
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	73.33%	110
Had technical difficulties (e.g. error messages, broken links)	2.67%	4
Links did not take me where I expected	2.67%	4
Links/labels are difficult to understand, they are not intuitive	2.00%	3
Navigated to general area but couldn't find the specific content needed	3.33%	5
Too many links or navigational choices	2.00%	3
Would often feel lost, not know where I was	4.00%	6
Other	10.00%	15
TOTAL		150



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

Answered: 150 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	44.00%	66
Encountered no difficulties	32.67%	49
I was not sure what words to use in my search	2.00%	3
Results were not helpful	0.67%	1
Results were not relevant to my search terms or needs	2.67%	4
Results were too similar/redundant	0.67%	1
Returned not enough or no results	3.33%	5
Returned too many results	1.33%	2
Other	12.67%	19
TOTAL		150