

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

Answered: 196   Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	39.29%	77
Above Average	31.12%	61
Average	20.41%	40
Below Average	4.59%	9
Poor	4.59%	9
TOTAL		196

## Q2 What information were you looking for today?

Answered: 196    Skipped: 0

ANSWER CHOICES	RESPONSES	
Contact information	3.06%	6
Disaster assistance: applying, checking my status, or learning more about assistance	8.67%	17
Disaster declarations	1.53%	3
Disasters (specifically, types of disasters)	18.37%	36
Email, RSS feeds, or subscription services	0.51%	1
Employment or contracting opportunities	0.51%	1
Exercises	0.51%	1
Flood insurance	0.51%	1
Flood maps	0.00%	0
Forms or publications	4.59%	9
Grants	1.53%	3
Information about FEMA	2.55%	5
News	0.00%	0
Photographs	0.00%	0
Preparing for a disaster	38.27%	75
Recovering from a disaster	1.53%	3
Training	5.61%	11
Video	0.51%	1
Other	11.73%	23
TOTAL		196

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

Answered: 196   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	77.04%	151
No	22.96%	45
TOTAL		196

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

Answered: 72 Skipped: 124

ANSWER CHOICES	RESPONSES	
Bad link	5.56%	4
Content wasn't easy to understand	9.72%	7
Error on page	9.72%	7
Multimedia/technical problem	4.17%	3
Outdated information	5.56%	4
Other	65.28%	47
TOTAL		72

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

Answered: 196   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	83.16%	163
No	16.84%	33
TOTAL		196

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

Answered: 196   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	82.65%	162
No	17.35%	34
TOTAL		196

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

Answered: 196 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	7.65%	15
Disaster Survivor	8.16%	16
Emergency Managers and Personnel	6.63%	13
First Responder	5.61%	11
Government Official or Employee	6.12%	12
Home (Property) Owner	17.35%	34
Insurance Agent	1.02%	2
Job Seeker	0.51%	1
Media	1.02%	2
Student or Educator	32.14%	63
Other	13.78%	27
TOTAL		196

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

Answered: 196 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	63.27%	124
Had technical difficulties (e.g. error messages, broken links)	5.10%	10
Links did not take me where I expected	5.61%	11
Links/labels are difficult to understand, they are not intuitive	1.53%	3
Navigated to general area but couldn't find the specific content needed	7.65%	15
Too many links or navigational choices	3.06%	6
Would often feel lost, not know where I was	3.06%	6
Other	10.71%	21
TOTAL		196



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

Answered: 196 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	39.80%	78
Encountered no difficulties	29.59%	58
I was not sure what words to use in my search	5.61%	11
Results were not helpful	5.61%	11
Results were not relevant to my search terms or needs	1.53%	3
Results were too similar/redundant	1.53%	3
Returned not enough or no results	2.04%	4
Returned too many results	2.55%	5
Other	11.73%	23
TOTAL		196