

Q1 How would you rate your overall experience on FEMA.gov today?

Answered: 563 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	29.48%	166
Above Average	15.63%	88
Average	24.87%	140
Below Average	11.72%	66
Poor	18.29%	103
TOTAL		563

Q2 Which best describes what you wanted to do on the site today?

Answered: 402 Skipped: 161

ANSWER CHOICES	RESPONSES	
I wanted to find out more about a disaster that affects me.	46.27%	186
I wanted to learn how to prepare for a disaster.	7.21%	29
I wanted to help my business or organization prepare for a disaster.	4.98%	20
I wanted to find career or job information.	13.68%	55
I wanted to find flood insurance.	2.24%	9
I wanted to find flood maps.	6.97%	28
I wanted to find contact information.	6.72%	27
I wanted to find videos or pictures.	1.74%	7
I wanted to find training information.	10.20%	41
TOTAL		402

Q3 What information were you looking for today (select up to 3 that apply)?

Answered: 451 Skipped: 112

ANSWER CHOICES	RESPONSES	
Disaster Declarations	36.81%	166
Recovery Tools	33.70%	152
Flood Information for My Home or Business	13.30%	60
Flood Maps	10.86%	49
Flood Insurance	5.76%	26
Job Information	19.51%	88
News Releases	8.65%	39
Photos and Videos	5.76%	26
Preparedness Information	20.84%	94
Recovery Tools	29.71%	134
Training and Exercises	22.84%	103
Total Respondents: 451		

Q4 Were you able to complete the purpose of your visit?

Answered: 563 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	40.67%	229
No	0.00%	0
No, broken links.	4.97%	28
No, the information wasn't easy to understand.	12.43%	70
No, I couldn't find what I was looking for.	33.04%	186
No, pages didn't load correctly.	3.20%	18
No, outdated information.	5.68%	32
TOTAL		563

Q5 Did the website search help you get the information that you needed?

Answered: 563 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	36.94%	208
No, results were not helpful.	21.49%	121
I did not use search	13.14%	74
No, I wasn't sure what words to use in my search.	8.53%	48
No, results were not relevant to my search terms or needs.	8.35%	47
No, it didn't return enough results.	6.22%	35
No, it returned too many results.	3.37%	19
No, results were too similar to each other.	1.95%	11
Did not use search bar today	0.00%	0
Encountered no difficulties	0.00%	0
I was not sure what words to use in my search	0.00%	0
Results were not helpful	0.00%	0
Results were not relevant to my search terms or needs	0.00%	0
Results were too similar/redundant	0.00%	0
Returned not enough or no results	0.00%	0
Returned too many results	0.00%	0
Other	0.00%	0
TOTAL		563

Q6 Would you still return to this website if you could get this information or service from another source?

Answered: 563 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	76.20%	429
No	23.80%	134
TOTAL		563

Q7 How likely is it that you would recommend this website to a friend or colleague?

Answered: 563 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Extremely likely	33.75%	190
Very likely	14.74%	83
Likely	20.78%	117
Unlikely	15.28%	86
Not likely at all	15.45%	87
TOTAL		563

Q8 Which option best describes you when you think about your reason for visiting the site today (select up to 3 that apply)?

Answered: 524 Skipped: 39

ANSWER CHOICES	RESPONSES	
Homeowner or renter	53.82%	282
Disaster survivor	47.52%	249
Emergency manager or personnel	15.65%	82
First responder	7.82%	41
Government official or employee	9.35%	49
Business owner	8.21%	43
Non-profit or organization leader	7.25%	38
Vendor or contractor	4.01%	21
Insurance agent	1.91%	10
Job seeker	14.89%	78
Media	4.39%	23
Total Respondents: 524		