

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

Answered: 12 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	16.67%	2
Above Average	33.33%	4
Average	16.67%	2
Below Average	8.33%	1
Poor	25.00%	3
TOTAL		12

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

Answered: 9 Skipped: 3

ANSWER CHOICES	RESPONSES	
I wanted to find out more about a disaster that affects me.	66.67%	6
I wanted to learn how to prepare for a disaster.	11.11%	1
I wanted to help my business or organization prepare for a disaster.	0.00%	0
I wanted to find career or job information.	0.00%	0
I wanted to find flood insurance.	0.00%	0
I wanted to find flood maps.	22.22%	2
I wanted to find contact information.	0.00%	0
I wanted to find videos or pictures.	0.00%	0
I wanted to find training information.	0.00%	0
TOTAL		9

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

Answered: 11 Skipped: 1

ANSWER CHOICES	RESPONSES	
Disaster Declarations	54.55%	6
Recovery Tools	27.27%	3
Flood Information for My Home or Business	18.18%	2
Flood Maps	27.27%	3
Flood Insurance	18.18%	2
Job Information	0.00%	0
News Releases	9.09%	1
Photos and Videos	0.00%	0
Preparedness Information	9.09%	1
Recovery Tools	18.18%	2
Training and Exercises	9.09%	1
Total Respondents: 11		

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

Answered: 12 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	50.00%	6
No	0.00%	0
No, broken links.	16.67%	2
No, the information wasn't easy to understand.	8.33%	1
No, I couldn't find what I was looking for.	16.67%	2
No, pages didn't load correctly.	8.33%	1
No, outdated information.	0.00%	0
TOTAL		12

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

Answered: 12 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	58.33%	7
I did not use search	16.67%	2
No, results were not relevant to my search terms or needs.	16.67%	2
No, I wasn't sure what words to use in my search.	8.33%	1
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
No, results were not helpful.	0.00%	0
No, results were too similar to each other.	0.00%	0
No, it didn't return enough results.	0.00%	0
No, it returned too many results.	0.00%	0
TOTAL		12

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

Answered: 12 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	83.33%	10
No	16.67%	2
TOTAL		12

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

Answered: 12 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Extremely likely	33.33%	4
Very likely	33.33%	4
Likely	8.33%	1
Unlikely	8.33%	1
Not likely at all	16.67%	2
TOTAL		12

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

Answered: 11 Skipped: 1

ANSWER CHOICES	RESPONSES	
Homeowner or renter	63.64%	7
Disaster survivor	45.45%	5
Emergency manager or personnel	9.09%	1
First responder	0.00%	0
Government official or employee	9.09%	1
Business owner	18.18%	2
Non-profit or organization leader	9.09%	1
Vendor or contractor	9.09%	1
Insurance agent	9.09%	1
Job seeker	0.00%	0
Media	0.00%	0
Total Respondents: 11		