

Q1 How would you rate your overall experience today?

Answered: 144 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	45.83%	66
Above Average	20.83%	30
Average	24.31%	35
Below Average	0.69%	1
Poor	8.33%	12
TOTAL		144

Q2 What information were you looking for today?

Answered: 144 Skipped: 0

ANSWER CHOICES	RESPONSES	
Contact information	2.08%	3
Disaster assistance: applying, checking my status, or learning more about assistance	6.94%	10
Disaster declarations	4.17%	6
Disasters (specifically, types of disasters)	9.72%	14
Email, RSS feeds, or subscription services	0.69%	1
Employment or contracting opportunities	1.39%	2
Exercises	1.39%	2
Flood insurance	0.00%	0
Flood maps	2.78%	4
Forms or publications	1.39%	2
Grants	0.00%	0
Information about FEMA	0.69%	1
News	0.00%	0
Photographs	0.69%	1
Preparing for a disaster	38.89%	56
Recovering from a disaster	2.08%	3
Training	9.72%	14
Video	2.78%	4
Other	14.58%	21
TOTAL		144

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

Answered: 144 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	75.00%	108
No	25.00%	36
TOTAL		144

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

Answered: 57 Skipped: 87

ANSWER CHOICES	RESPONSES	
Bad link	7.02%	4
Content wasn't easy to understand	12.28%	7
Error on page	12.28%	7
Multimedia/technical problem	7.02%	4
Outdated information	7.02%	4
Other	54.39%	31
TOTAL		57

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

Answered: 144 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	84.03%	121
No	15.97%	23
TOTAL		144

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

Answered: 144 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	80.56%	116
No	19.44%	28
TOTAL		144

Q7 Which one of the following best describes you?

Answered: 144 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business, organization, non-profit, contractor, or vendor	12.50%	18
Disaster Survivor	10.42%	15
Emergency Managers and Personnel	5.56%	8
First Responder	4.17%	6
Government Official or Employee	4.17%	6
Home (Property) Owner	18.75%	27
Insurance Agent	0.00%	0
Job Seeker	1.39%	2
Media	2.08%	3
Student or Educator	25.69%	37
Other	15.28%	22
TOTAL		144

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

Answered: 144 Skipped: 0

ANSWER CHOICES	RESPONSES	
Encountered no difficulties	58.33%	84
Had technical difficulties (e.g. error messages, broken links)	5.56%	8
Links did not take me where I expected	6.25%	9
Links/labels are difficult to understand, they are not intuitive	2.78%	4
Navigated to general area but couldn't find the specific content needed	6.94%	10
Too many links or navigational choices	4.17%	6
Would often feel lost, not know where I was	4.17%	6
Other	11.81%	17
TOTAL		144

Q9 How was your experience using our site search?

Answered: 144 Skipped: 0

ANSWER CHOICES	RESPONSES	
Did not use search bar today	31.94%	46
Encountered no difficulties	33.33%	48
I was not sure what words to use in my search	5.56%	8
Results were not helpful	4.86%	7
Results were not relevant to my search terms or needs	4.86%	7
Results were too similar/redundant	2.08%	3
Returned not enough or no results	3.47%	5
Returned too many results	0.69%	1
Other	13.19%	19
TOTAL		144