

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

Answered: 562 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	24.73%	139
Above Average	18.86%	106
Average	26.51%	149
Below Average	11.74%	66
Poor	18.15%	102
TOTAL		562

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

Answered: 392 Skipped: 170

ANSWER CHOICES	RESPONSES	
I wanted to find out more about a disaster that affects me.	40.05%	157
I wanted to learn how to prepare for a disaster.	9.18%	36
I wanted to help my business or organization prepare for a disaster.	8.67%	34
I wanted to find career or job information.	9.18%	36
I wanted to find flood insurance.	2.81%	11
I wanted to find flood maps.	12.76%	50
I wanted to find contact information.	5.36%	21
I wanted to find videos or pictures.	1.02%	4
I wanted to find training information.	10.97%	43
TOTAL		392

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

Answered: 448 Skipped: 114

ANSWER CHOICES	RESPONSES	
Disaster Declarations	37.72%	169
Recovery Tools	25.89%	116
Flood Information for My Home or Business	14.29%	64
Flood Maps	17.41%	78
Flood Insurance	8.48%	38
Job Information	13.62%	61
News Releases	11.16%	50
Photos and Videos	5.58%	25
Preparedness Information	23.44%	105
Recovery Tools	21.43%	96
Training and Exercises	25.00%	112
Total Respondents: 448		

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

Answered: 562 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	42.70%	240
No	0.00%	0
No, broken links.	6.23%	35
No, the information wasn't easy to understand.	11.39%	64
No, I couldn't find what I was looking for.	30.96%	174
No, pages didn't load correctly.	3.56%	20
No, outdated information.	5.16%	29
TOTAL		562

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

Answered: 562 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	36.12%	203
No, results were not helpful.	21.00%	118
I did not use search	15.66%	88
No, I wasn't sure what words to use in my search.	7.65%	43
No, results were not relevant to my search terms or needs.	7.47%	42
No, it didn't return enough results.	7.47%	42
No, it returned too many results.	2.67%	15
No, results were too similar to each other.	1.96%	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		562

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

Answered: 562 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	76.51%	430
No	23.49%	132
TOTAL		562

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

Answered: 562 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Extremely likely	32.21%	181
Very likely	17.97%	101
Likely	19.93%	112
Unlikely	15.48%	87
Not likely at all	14.41%	81
TOTAL		562

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

Answered: 496 Skipped: 66

ANSWER CHOICES	RESPONSES	
Homeowner or renter	49.40%	245
Disaster survivor	42.54%	211
Emergency manager or personnel	18.95%	94
First responder	13.10%	65
Government official or employee	13.51%	67
Business owner	8.67%	43
Non-profit or organization leader	9.27%	46
Vendor or contractor	5.24%	26
Insurance agent	2.02%	10
Job seeker	10.08%	50
Media	4.44%	22
Total Respondents: 496		