

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

Answered: 933 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	23.58%	220
Above Average	18.33%	171
Average	24.22%	226
Below Average	12.11%	113
Poor	21.76%	203
TOTAL		933

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

Answered: 440 Skipped: 493

ANSWER CHOICES	RESPONSES	
I wanted to find out more about a disaster that affects me.	50.68%	223
I wanted to learn how to prepare for a disaster.	6.36%	28
I wanted to help my business or organization prepare for a disaster.	4.55%	20
I wanted to find career or job information.	11.59%	51
I wanted to find flood insurance.	2.05%	9
I wanted to find flood maps.	7.50%	33
I wanted to find contact information.	7.73%	34
I wanted to find videos or pictures.	1.36%	6
I wanted to find training information.	8.18%	36
TOTAL		440

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

Answered: 463 Skipped: 470

ANSWER CHOICES	RESPONSES	
Disaster Declarations	42.33%	196
Recovery Tools	31.97%	148
Flood Information for My Home or Business	15.77%	73
Flood Maps	11.02%	51
Flood Insurance	6.26%	29
Job Information	15.33%	71
News Releases	11.23%	52
Photos and Videos	4.10%	19
Preparedness Information	14.69%	68
Recovery Tools	25.92%	120
Training and Exercises	14.69%	68
Total Respondents: 463		

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

Answered: 933 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	42.23%	394
No	18.65%	174
No, broken links.	4.18%	39
No, the information wasn't easy to understand.	9.11%	85
No, I couldn't find what I was looking for.	19.51%	182
No, pages didn't load correctly.	3.75%	35
No, outdated information.	2.57%	24
TOTAL		933

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

Answered: 933 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	23.69%	221
No, results were not helpful.	13.93%	130
I did not use search	10.08%	94
Did not use search bar today	8.47%	79
Encountered no difficulties	7.07%	66
No, I wasn't sure what words to use in my search.	5.68%	53
No, results were not relevant to my search terms or needs.	5.47%	51
Results were not helpful	5.14%	48
Other	3.86%	36
No, it didn't return enough results.	3.75%	35
I was not sure what words to use in my search	3.22%	30
Results were not relevant to my search terms or needs	2.68%	25
Returned not enough or no results	1.82%	17
No, it returned too many results.	1.82%	17
No, results were too similar to each other.	1.61%	15
Returned too many results	0.96%	9
Results were too similar/redundant	0.75%	7
TOTAL		933

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

Answered: 933 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	75.78%	707
No	24.22%	226
TOTAL		933

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

Answered: 933 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	23.47%	219
No	10.50%	98
Extremely likely	18.86%	176
Very likely	10.72%	100
Likely	14.79%	138
Unlikely	10.93%	102
Not likely at all	10.72%	100
TOTAL		933

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

Answered: 580 Skipped: 353

ANSWER CHOICES	RESPONSES	
Homeowner or renter	56.55%	328
Disaster survivor	51.03%	296
Emergency manager or personnel	13.45%	78
First responder	5.86%	34
Government official or employee	7.76%	45
Business owner	9.83%	57
Non-profit or organization leader	5.69%	33
Vendor or contractor	3.62%	21
Insurance agent	2.41%	14
Job seeker	12.41%	72
Media	2.59%	15
Total Respondents: 580		