

CUSTOM QUESTION LIST

Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y		Frequency
	What best describes your role when coming to this site?	Disaster Survivor Home (Property) Owner First responder Emergency Managers and Personnel Private Sector (business, small business, contractor, vendor) Government official or employee Building Science Professional Media Student or educator Job seeker Other	B A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Role
A	If you answered "other" above, please specify other role.			Text field, <100 char		N	Skip Logic Group	Other Role
B	In which section of the government are you an official or employee?	Federal State Local Tribal Other	C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Government
C	Please specify the other section of government.			Text field, <100 char		N	Skip Logic Group	Other Gov't
	What were you primarily looking to do on FEMA.gov today?	Apply for assistance, check the status of an application, or learn more about available assistance. Find information on a current disaster Find training and preparedness information Find grant information Find exercise information Find a form or publication Find employment or contracting opportunities and information Learn about a specific type of disaster Find contact information View flood maps or related information Get information on flood insurance Prepare for future disasters Locate information and resources to help recover from a disaster Learn about FEMA		Radio button, one-up vertical	Single	Y	OPS Group	Area of Site

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		Find FEMA news, Photographs, Video, RSS Feeds or Subscription services						
D	Other looking for	Other (please specify)	D	Text field, <100 char		N	OPS Group	Other Area
	Did you find the information you were looking for?	Yes		Radio button, one-up vertical	Single	Y	OPS Group	Did you find
		Partially						
		Still looking						
E	Please specify what you were looking for.	No (please specify what you were looking for)	E	Text field, <100 char		N	OPS Group	OE Looking for
	If you used search to find your information, what type of difficulty, if any, did you encounter with the search functionality?	I did not use Search today		Checkbox, one-up vertical	Multi	N	OPS Group	Search Difficulty
		Encountered no difficulties						
		Results were helpful						
		Results were not helpful						
		Returned too many results						
		Returned not enough or no results						
		Results were not relevant to my search terms or needs						
		Results were too similar/redundant						
		I was not sure what words to use in my search						
		Search required too many refinements to get what I needed						
F	Other Search Difficulties	Other (please specify)	F	Text field, <100 char		N	OPS Group	Other Search Difficulty
	If you used navigation to find your information, what type of difficulty, if any, did you encounter with the navigation on this site?	I did not use Navigation today		Checkbox, one-up vertical	Multi	N	OPS Group	Navigation Difficulty
		Encountered no difficulties						
		Could not determine the best link on most pages						
		Had difficulty finding detailed information						
		Had difficulty finding related information						
		Links did not take me where I expected						
		Navigation did not support what I was trying to accomplish						
		Links/labels are difficult to understand, they are not intuitive						
		Too many links or navigational choices						
		Had technical difficulties (e.g. error messages, broken links)						
		Could not get started or did not know where to begin						
		Could not navigate back to previous information						
		Would often feel lost, not know where I was						
		Navigated to general area but couldn't find the specific content needed						
G	Other Search Difficulties	Other (please specify)	G	Text field, <100 char		N	OPS Group	Other Search Difficulty
	If you can make one improvement to this site, what would it be?			Text area, no char limit		N		OE_One Improvement
	Do you have any other comments about this site?			Text area, no char limit		N		OE_Other Comment