

Crisis Knowledge Index

Instructions: Below are several descriptions dealing with the extent to which you are now aware of the crisis that occurred. Please use the scale below to rate the degree to which each statement applies to your perceptions about your knowledge of the crisis:

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

- ___ 1. I know the details of the crisis.
- ___ 2. I do not feel knowledgeable about the crisis that occurred.
- ___ 3. The details of the crisis that occurred are very clear to me.
- ___ 4. I do not know enough about the crisis that occurred.
- ___ 5. I do not comprehend the details of the crisis that occurred.
- ___ 6. My knowledge of the crisis that occurred is limited.
- ___ 7. I completely understand the details of the crisis that occurred.
- ___ 8. I feel knowledgeable about the details of the crisis that occurred.
- ___ 9. I comprehend the details of the crisis that occurred.
- ___ 10. The details of the crisis that occurred are not clear to me.

Source:

Wrench, J. S., Fiore, A., & Charbonnette-Jordan, C. (2007). The impact of crisis communication on levels of acute-traumatic stress disorder as a result of the September 11, 2001, terrorist attacks on the United States. *Journal of the Wisconsin Communication Association, 26*, 30-45.