

Ready.gov Customer Satisfaction Survey

Time Period: 6/1/2015 - 6/30/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	21.90%	53
▪ Above Average	42.56%	103
▪ Average	28.51%	69
▪ Below Average	4.55%	11
▪ Poor	2.48%	6
Total	100%	242

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.89%	7
▪ Disaster assistance: applying, checking my status, or learning more about assistance	6.61%	16
▪ Disaster declarations	0.00%	0
▪ Disasters (specifically, types of disasters)	5.79%	14
▪ Email, RSS feeds, or subscription services	0.00%	0
▪ Employment or contracting opportunities	0.41%	1
▪ Exercises	0.83%	2
▪ Flood insurance	0.41%	1
▪ Flood maps	0.83%	2
▪ Forms or publications	2.07%	5
▪ Grants	0.83%	2
▪ Information about FEMA	1.24%	3
▪ News	0.00%	0
▪ Other	11.98%	29
▪ Photographs	0.41%	1
▪ Preparing for a disaster	59.92%	145
▪ Recovering from a disaster	2.48%	6
▪ Training	2.48%	6
▪ Video	0.83%	2
Total	100%	242

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	77.27%	187
▪ No	22.73%	55
Total	100%	242

If you weren't able to complete your visit, please select the option that best describes your difficulty.

Answer Choices	Percentage	Responses
▪ Bad link	14.52%	9
▪ Content wasn't easy to understand	9.68%	6
▪ Error on page	4.84%	3
▪ Multimedia / technical problem	4.84%	3
▪ Other	61.29%	38
▪ Outdated information	4.84%	3
Total	100%	62

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

Answer Choices	Percentage	Responses
▪ Yes	89.67%	217
▪ No	10.33%	25
Total	100%	242

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	88.43%	214
▪ No	11.57%	28
Total	100%	242

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	12.81%	31
▪ Disaster Survivor	1.65%	4
▪ Emergency Managers and Personnel	3.31%	8
▪ First Responder	3.72%	9
▪ Government Official or Employee	4.96%	12
▪ Home (Property) Owner	33.47%	81
▪ Insurance Agent	0.00%	0
▪ Job Seeker	2.48%	6
▪ Media	0.41%	1
▪ Other	14.88%	36
▪ Student or Educator	22.31%	54
Total	100%	242

Please describe your experience finding your way around (navigating) FEMA.gov today.

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	73.55%	178
▪ Had technical difficulties (e.g. error messages, broken links)	4.96%	12
▪ Links did not take me where I expected	2.48%	6
▪ Links/labels are difficult to understand, they are not intuitive	1.24%	3
▪ Navigated to general area but couldn't find the specific content needed	6.20%	15
▪ Too many links or navigational choices	2.89%	7
▪ Would often feel lost, not know where I was	3.31%	8
▪ Other	5.37%	13
Total	100%	242

How was your experience using our site search?

Answer Choices	Percentage	Responses
▪ Did not use search bar today	54.55%	132
▪ Encountered no difficulties	28.51%	69
▪ I was not sure what words to use in my search	2.07%	5
▪ Results were not helpful	2.48%	6
▪ Results were not relevant to my search terms or needs	3.31%	8
▪ Results were too similar/redundant	1.24%	3
▪ Returned not enough or no results	1.24%	3
▪ Returned too many results	1.24%	3
▪ Other	5.37%	13
Total	100%	242