

# Ready.gov Customer Satisfaction Survey

Time Period: 8/1/2015 - 8/31/2015

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	26.77%	136
▪ Above Average	46.06%	234
▪ Average	22.24%	113
▪ Below Average	2.56%	13
▪ Poor	2.36%	12
<b>Total</b>	<b>100%</b>	<b>508</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	1.77%	9
▪ Disaster assistance: applying, checking my status, or learning more about assistance	2.56%	13
▪ Disaster declarations	0.79%	4
▪ Disasters (specifically, types of disasters)	5.12%	26
▪ Email, RSS feeds, or subscription services	0.39%	2
▪ Employment or contracting opportunities	0.39%	2
▪ Exercises	0.79%	4
▪ Flood insurance	0.20%	1
▪ Flood maps	0.98%	5
▪ Forms or publications	2.56%	13
▪ Grants	0.79%	4
▪ Information about FEMA	0.98%	5
▪ News	0.98%	5
▪ Other	6.69%	34
▪ Photographs	0.00%	0
▪ Preparing for a disaster	67.72%	344
▪ Recovering from a disaster	1.57%	8
▪ Training	4.92%	25
▪ Video	0.79%	4
<b>Total</b>	<b>100%</b>	<b>508</b>

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

Answer Choices	Percentage	Responses
▪ Yes	88.35%	417
▪ No	11.65%	55
<b>Total</b>	<b>100%</b>	<b>472</b>

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

Answer Choices	Percentage	Responses
▪ Bad link	14.43%	14
▪ Content wasn't easy to understand	8.25%	8
▪ Error on page	7.22%	7
▪ Multimedia / technical problem	6.19%	6
▪ Outdated information	1.03%	1

▪ Other	62.89%	61
<b>Total</b>	<b>100%</b>	<b>97</b>

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

Answer Choices	Percentage	Responses
▪ Yes	92.52%	470
▪ No	7.48%	38
<b>Total</b>	<b>100%</b>	<b>508</b>

### Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	91.14%	463
▪ No	8.86%	45
<b>Total</b>	<b>100%</b>	<b>508</b>

### Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	12.60%	64
▪ Disaster Survivor	2.56%	13
▪ Emergency Managers and Personnel	7.87%	40
▪ First Responder	3.54%	18
▪ Government Official or Employee	11.22%	57
▪ Home (Property) Owner	36.61%	186
▪ Insurance Agent	0.00%	0
▪ Job Seeker	0.79%	4
▪ Media	1.18%	6
▪ Other	11.42%	58
▪ Student or Educator	12.20%	62
<b>Total</b>	<b>100%</b>	<b>508</b>

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	75.39%	383
▪ Had technical difficulties (e.g. error messages, broken links)	4.72%	24
▪ Links did not take me where I expected	4.33%	22
▪ Links/labels are difficult to understand, they are not intuitive	1.57%	8
▪ Navigated to general area but couldn't find the specific content needed	5.91%	30
▪ Too many links or navigational choices	2.17%	11
▪ Would often feel lost, not know where I was	1.57%	8
▪ Other	4.33%	22
<b>Total</b>	<b>100%</b>	<b>508</b>

### How was your experience using our site search?

Answer Choices	Percentages	Responses
▪ Did not use search bar today	56.30%	286
▪ Encountered no difficulties	32.48%	165
▪ I was not sure what words to use in my search	2.36%	12
▪ Results were not helpful	2.95%	15

▪ Results were not relevant to my search terms or needs	1.77%	9
▪ Results were too similar/redundant	0.39%	2
▪ Returned not enough or no results	1.18%	6
▪ Returned too many results	0.39%	2
▪ Other	2.17%	11
<b>Total</b>	<b>100%</b>	<b>508</b>