

Ready.gov Customer Satisfaction Survey

Time Period: 7/1/2015 - 7/31/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	22.15%	64
▪ Above Average	43.60%	126
▪ Average	27.34%	79
▪ Below Average	5.19%	15
▪ Poor	1.73%	5
Total	100%	289

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	1.04%	3
▪ Disaster assistance: applying, checking my status, or learning more about assistance	3.46%	10
▪ Disaster declarations	0.69%	2
▪ Disasters (specifically, types of disasters)	6.23%	18
▪ Email, RSS feeds, or subscription services	0.35%	1
▪ Employment or contracting opportunities	0.35%	1
▪ Exercises	1.04%	3
▪ Flood insurance	0.00%	0
▪ Flood maps	0.00%	0
▪ Forms or publications	3.46%	10
▪ Grants	0.69%	2
▪ Information about FEMA	0.69%	2
▪ News	0.69%	2
▪ Other	8.65%	25
▪ Photographs	0.00%	0
▪ Preparing for a disaster	67.47%	195
▪ Recovering from a disaster	0.69%	2
▪ Training	4.15%	12
▪ Video	0.35%	1
Total	100%	289

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	76.12%	220
▪ No	23.88%	69
Total	100%	289

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

Answer Choices	Percentage	Responses
▪ Bad link	6.85%	5
▪ Content wasn't easy to understand	13.70%	10
▪ Error on page	6.85%	5
▪ Multimedia / technical problem	1.37%	1
▪ Other	63.01%	46
▪ Outdated information	8.22%	6
Total	100%	73

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

Answer Choices	Percentage	Responses
▪ Yes	92.04%	266
▪ No	7.96%	23
Total	100%	289

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	89.97%	260
▪ No	10.03%	29
Total	100%	289

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	12.46%	36
▪ Disaster Survivor	1.04%	3
▪ Emergency Managers and Personnel	5.19%	15
▪ First Responder	4.15%	12
▪ Government Official or Employee	5.88%	17
▪ Home (Property) Owner	39.79%	115
▪ Insurance Agent	0.00%	0
▪ Job Seeker	2.42%	7
▪ Media	0.35%	1
▪ Other	16.61%	48
▪ Student or Educator	12.11%	35
Total	100%	289

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	75.09%	217
▪ Had technical difficulties (e.g. error messages, broken links)	4.50%	13
▪ Links did not take me where I expected	4.50%	13
▪ Links/labels are difficult to understand, they are not intuitive	2.08%	6
▪ Navigated to general area but couldn't find the specific content needed	6.23%	18
▪ Too many links or navigational choices	0.00%	0
▪ Would often feel lost, not know where I was	2.42%	7
▪ Other	5.19%	15
Total	100%	289

How was your experience using our site search?

Answer Choices	Percentages	Responses
▪ Did not use search bar today	55.71%	161
▪ Encountered no difficulties	30.80%	89
▪ I was not sure what words to use in my search	3.46%	10
▪ Results were not helpful	2.42%	7
▪ Results were not relevant to my search terms or needs	1.38%	4
▪ Results were too similar/redundant	0.69%	2
▪ Returned not enough or no results	1.04%	3
▪ Returned too many results	0.69%	2
▪ Other	3.81%	11
Total	100%	289