

Ready.gov Customer Satisfaction Survey

Time Period: 11/1/2015 - 11/30/2015

How would you rate your overall experience today?

Answer Choices

- Outstanding
- Above Average
- Average
- Below Average
- Poor

Total

What information were you looking for today?

Answer Choices

- Contact information
- Disaster assistance: applying, checking my status, or learning more about assistance
- Disaster declarations
- Disasters (specifically, types of disasters)
- Email, RSS feeds, or subscription services
- Employment or contracting opportunities
- Exercises
- Flood insurance
- Flood maps
- Forms or publications
- Grants
- Information about FEMA
- News
- Other
- Photographs
- Preparing for a disaster
- Recovering from a disaster
- Training
- Video

Total

Were you able to complete the purpose of your visit?

Answer Choices

- Yes
- No

Total

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

Answer Choices

- Bad link
- Content wasn't easy to understand
- Error on page
- Multimedia / technical problem
- Other
- Outdated information

Total

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

Answer Choices

- Yes
- No

Total

Will you recommend this website to a friend or colleague?

Answer Choices

- Yes
- No

Total

Which of the following best describes you?

Answer Choices

- Business, organization, non-profit, contractor, or vendor
- Disaster Survivor
- Emergency Managers and Personnel
- First Responder
- Government Official or Employee
- Home (Property) Owner
- Insurance Agent
- Job Seeker
- Media
- Other
- Student or Educator

Total

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

Answer Choices

- Encountered no difficulties
- Had technical difficulties (e.g. error messages, broken links)
- Links did not take me where I expected
- Links/labels are difficult to understand, they are not intuitive
- Navigated to general area but couldn't find the specific content needed
- Too many links or navigational choices
- Would often feel lost, not know where I was
- Other

Total

How was your experience using our site search?

Answer Choices

- Did not use search bar today
- Encountered no difficulties
- I was not sure what words to use in my search
- Results were not helpful
- Results were not relevant to my search terms or needs
- Results were too similar/redundant
- Returned not enough or no results
- Returned too many results
- Other

Total

Percentage	Responses
25.83%	946
43.11%	1579
25.01%	916
3.44%	126
2.62%	96
100%	3663

Percentage	Responses
1.97%	72
4.15%	152
0.57%	21
7.48%	274
0.68%	25
0.63%	23
0.96%	35
0.25%	9
0.60%	22
2.87%	105
0.55%	20
1.34%	49
0.63%	23
9.58%	351
0.27%	10
59.38%	2175
1.45%	53
5.92%	217
0.74%	27
100%	3663

Percentage	Responses
78.65%	2881
21.35%	782
100%	3663

Percentage	Responses
11.83%	104
15.02%	132
5.57%	49
4.32%	38
56.66%	498
6.60%	58
100%	879

Percentage	Responses
91.78%	3,362
8.22%	301
100%	3663

Percentage	Responses
89.54%	3,280
10.46%	383
100%	3,663

Percentage	Responses
12.34%	452
2.73%	100
6.14%	225
4.48%	164
9.75%	357
32.62%	1195
0.22%	8
1.37%	50
0.66%	24
12.45%	456
17.25%	632
100%	3663

Percentage	Responses
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73.03%	2675
4.61%	169
4.26%	156
1.67%	61
6.17%	226
2.46%	90
2.57%	94
5.24%	192
100%	3663

Percentages	Responses
51.49%	1886
31.37%	1149
2.84%	104
3.08%	113
2.18%	80
0.87%	32
1.67%	61
0.79%	29
5.71%	209
100%	3663