

# Ready.gov Customer Satisfaction Survey

Time Period: 2/1/2016 - 2/29/2016

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	25.64%	60
▪ Above Average	42.31%	99
▪ Average	23.93%	56
▪ Below Average	5.98%	14
▪ Poor	2.14%	5
<b>Total</b>	<b>100%</b>	<b>234</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	0.85%	2
▪ Disaster assistance: applying, checking my status, or learning more about assistance	3.42%	8
▪ Disaster declarations	1.28%	3
▪ Disasters (specifically, types of disasters)	9.83%	23
▪ Email, RSS feeds, or subscription services	0.00%	0
▪ Employment or contracting opportunities	0.85%	2
▪ Exercises	1.71%	4
▪ Flood insurance	0.00%	0
▪ Flood maps	0.43%	1
▪ Forms or publications	2.99%	7
▪ Grants	0.00%	0
▪ Information about FEMA	0.85%	2
▪ News	1.71%	4
▪ Other	12.39%	29
▪ Photographs	0.43%	1
▪ Preparing for a disaster	52.56%	123
▪ Recovering from a disaster	0.43%	1
▪ Training	9.40%	22
▪ Video	0.85%	2
<b>Total</b>	<b>100%</b>	<b>234</b>

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

Answer Choices	Percentage	Responses
▪ Yes	78.63%	184
▪ No	21.37%	50
<b>Total</b>	<b>100%</b>	<b>234</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	5.00%	3
▪ Content wasn't easy to understand	18.33%	11
▪ Error on page	5.00%	3
▪ Multimedia / technical problem	3.33%	2
▪ Other	56.67%	34
▪ Outdated information	11.67%	7
<b>Total</b>	<b>100%</b>	<b>60</b>

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

Answer Choices	Percentage	Responses
▪ Yes	89.74%	210
▪ No	10.26%	24
<b>Total</b>	<b>100%</b>	<b>234</b>

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

Answer Choices	Percentage	Responses
▪ Yes	89.74%	210
▪ No	10.26%	24
<b>Total</b>	<b>100%</b>	<b>234</b>

**Which of the following best describes you?**

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	13.68%	32
▪ Disaster Survivor	2.56%	6
▪ Emergency Managers and Personnel	8.12%	19
▪ First Responder	3.85%	9
▪ Government Official or Employee	16.67%	39
▪ Home (Property) Owner	24.79%	58
▪ Insurance Agent	0.00%	0
▪ Job Seeker	1.71%	4
▪ Media	0.43%	1
▪ Other	8.12%	19
▪ Student or Educator	20.09%	47
<b>Total</b>	<b>100%</b>	<b>234</b>

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	71.37%	167
▪ Had technical difficulties (e.g. error messages, broken links)	2.99%	7
▪ Links did not take me where I expected	4.27%	10
▪ Links/labels are difficult to understand, they are not intuitive	2.14%	5
▪ Navigated to general area but couldn't find the specific content needed	9.40%	22
▪ Too many links or navigational choices	1.71%	4
▪ Would often feel lost, not know where I was	4.70%	11
▪ Other	3.42%	8
<b>Total</b>	<b>100%</b>	<b>234</b>

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

Answer Choices	Percentages	Responses
▪ Did not use search bar today	47.44%	111
▪ Encountered no difficulties	33.76%	79
▪ I was not sure what words to use in my search	3.42%	8
▪ Results were not helpful	3.85%	9
▪ Results were not relevant to my search terms or needs	2.14%	5
▪ Results were too similar/redundant	1.28%	3
▪ Returned not enough or no results	2.14%	5
▪ Returned too many results	0.00%	0
▪ Other	5.98%	14
<b>Total</b>	<b>100%</b>	<b>234</b>