

# Ready.gov Customer Satisfaction Survey

Time Period: 04/1/2015 - 04/30/2015

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	30.37%	58
▪ Above Average	32.46%	62
▪ Average	25.65%	49
▪ Below Average	7.33%	14
▪ Poor	4.19%	8
<b>Total</b>	<b>100%</b>	<b>191</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.62%	5
▪ Disaster assistance: applying, checking my status, or learning more about assistance	4.19%	8
▪ Disaster declarations	0.52%	1
▪ Disasters (specifically, types of disasters)	9.95%	19
▪ Email, RSS feeds, or subscription services	0.00%	0
▪ Employment or contracting opportunities	0.00%	0
▪ Exercises	0.52%	1
▪ Flood insurance	0.00%	0
▪ Flood maps	0.00%	0
▪ Forms or publications	5.24%	10
▪ Grants	0.00%	0
▪ Information about FEMA	1.57%	3
▪ News	1.57%	3
▪ Other	13.09%	25
▪ Photographs	0.52%	1
▪ Preparing for a disaster	53.40%	102
▪ Recovering from a disaster	1.05%	2
▪ Training	5.76%	11
▪ Video	0.00%	0
<b>Total</b>	<b>100%</b>	<b>191</b>

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

Answer Choices	Percentage	Responses
▪ Yes	71.20%	136
▪ No	28.80%	55
<b>Total</b>	<b>100%</b>	<b>191</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	8.62%	5
▪ Content wasn't easy to understand	18.97%	11
▪ Error on page	3.45%	2
▪ Multimedia / technical problem	6.90%	4
▪ Other	58.62%	34
▪ Outdated information	3.45%	2
<b>Total</b>	<b>100%</b>	<b>58</b>

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

Answer Choices	Percentage	Responses
▪ Yes	85.34%	163
▪ No	14.66%	28
<b>Total</b>	<b>100%</b>	<b>191</b>

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

Answer Choices	Percentage	Responses
▪ Yes	83.77%	160
▪ No	16.23%	31
<b>Total</b>	<b>100%</b>	<b>191</b>

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

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	12.57%	24
▪ Disaster Survivor	3.14%	6
▪ Emergency Managers and Personnel	8.38%	16
▪ First Responder	4.71%	9
▪ Government Official or Employee	11.52%	22
▪ Home (Property) Owner	23.56%	45
▪ Insurance Agent	1.05%	2
▪ Job Seeker	0.52%	1
▪ Media	0.00%	0
▪ Other	13.61%	26
▪ Student or Educator	20.94%	40
<b>Total</b>	<b>100%</b>	<b>191</b>

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	66.49%	127
▪ Had technical difficulties (e.g. error messages, broken links)	3.66%	7
▪ Links did not take me where I expected	7.85%	15
▪ Links/labels are difficult to understand, they are not intuitive	2.09%	4
▪ Navigated to general area but couldn't find the specific content needed	8.38%	16
▪ Too many links or navigational choices	2.62%	5
▪ Would often feel lost, not know where I was	2.62%	5
▪ Other	6.28%	12
<b>Total</b>	<b>100%</b>	<b>191</b>

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

Answer Choices	Percentages	Responses
▪ Did not use search bar today	41.88%	80
▪ Encountered no difficulties	36.13%	69
▪ I was not sure what words to use in my search	5.24%	10
▪ Results were not helpful	4.71%	9
▪ Results were not relevant to my search terms or needs	2.09%	4
▪ Results were too similar/redundant	0.52%	1
▪ Returned not enough or no results	2.62%	5
▪ Returned too many results	0.52%	1
▪ Other	6.28%	12
<b>Total</b>	<b>100%</b>	<b>191</b>