

# Ready.gov Customer Satisfaction Survey

Time Period: 5/1/2016 - 5/31/2016

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	28.64%	63
▪ Above Average	41.82%	92
▪ Average	22.27%	49
▪ Below Average	3.64%	8
▪ Poor	3.64%	8
<b>Total</b>	<b>100%</b>	<b>220</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	0.91%	2
▪ Disaster assistance: applying, checking my status, or learning more about assistance	5.91%	13
▪ Disaster declarations	0.45%	1
▪ Disasters (specifically, types of disasters)	13.18%	29
▪ Email, RSS feeds, or subscription services	0.00%	0
▪ Employment or contracting opportunities	0.00%	0
▪ Exercises	2.73%	6
▪ Flood insurance	0.45%	1
▪ Flood maps	0.91%	2
▪ Forms or publications	1.36%	3
▪ Grants	0.00%	0
▪ Information about FEMA	1.36%	3
▪ News	1.36%	3
▪ Other	13.18%	29
▪ Photographs	0.45%	1
▪ Preparing for a disaster	49.55%	109
▪ Recovering from a disaster	1.36%	3
▪ Training	5.00%	11
▪ Video	1.82%	4
<b>Total</b>	<b>100%</b>	<b>220</b>

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

Answer Choices	Percentage	Responses
▪ Yes	79.55%	175
▪ No	20.45%	45
<b>Total</b>	<b>100%</b>	<b>220</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	14.00%	7
▪ Content wasn't easy to understand	14.00%	7
▪ Error on page	4.00%	2
▪ Multimedia / technical problem	2.00%	1
▪ Other	58.00%	29
▪ Outdated information	8.00%	4
<b>Total</b>	<b>100%</b>	<b>50</b>

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

Answer Choices	Percentage	Responses
▪ Yes	90.45%	199
▪ No	9.55%	21
<b>Total</b>	<b>100%</b>	<b>220</b>

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

Answer Choices	Percentage	Responses
▪ Yes	85.91%	189
▪ No	14.09%	31
<b>Total</b>	<b>100%</b>	<b>220</b>

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

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	14.55%	32
▪ Disaster Survivor	3.64%	8
▪ Emergency Managers and Personnel	6.82%	15
▪ First Responder	2.73%	6
▪ Government Official or Employee	12.73%	28
▪ Home (Property) Owner	19.09%	42
▪ Insurance Agent	0.45%	1
▪ Job Seeker	0.45%	1
▪ Media	0.91%	2
▪ Other	10.45%	23
▪ Student or Educator	28.18%	62
<b>Total</b>	<b>100%</b>	<b>220</b>

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	75.91%	167
▪ Had technical difficulties (e.g. error messages, broken links)	3.18%	7
▪ Links did not take me where I expected	2.73%	6
▪ Links/labels are difficult to understand, they are not intuitive	0.91%	2
▪ Navigated to general area but couldn't find the specific content needed	5.45%	12
▪ Too many links or navigational choices	3.18%	7
▪ Would often feel lost, not know where I was	3.18%	7
▪ Other	5.45%	12
<b>Total</b>	<b>100%</b>	<b>220</b>

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

Answer Choices	Percentages	Responses
▪ Did not use search bar today	48.64%	107
▪ Encountered no difficulties	33.64%	74
▪ I was not sure what words to use in my search	2.27%	5
▪ Results were not helpful	1.36%	3
▪ Results were not relevant to my search terms or needs	3.18%	7
▪ Results were too similar/redundant	0.45%	1
▪ Returned not enough or no results	3.64%	8
▪ Returned too many results	0.91%	2
▪ Other	5.91%	13
<b>Total</b>	<b>100%</b>	<b>220</b>