

Ready.gov Customer Satisfaction Survey

Time Period: 06/1/2015 - 06/30/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	31.02%	67
▪ Above Average	41.20%	89
▪ Average	22.22%	48
▪ Below Average	1.85%	4
▪ Poor	3.70%	8
Total	100%	216

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	1.39%	3
▪ Disaster assistance: applying, checking my status, or learning more about assistance	6.02%	13
▪ Disaster declarations	0.46%	1
▪ Disasters (specifically, types of disasters)	8.80%	19
▪ Email, RSS feeds, or subscription services	0.93%	2
▪ Employment or contracting opportunities	0.46%	1
▪ Exercises	0.46%	1
▪ Flood insurance	0.00%	0
▪ Flood maps	0.93%	2
▪ Forms or publications	5.09%	11
▪ Grants	0.93%	2
▪ Information about FEMA	0.93%	2
▪ News	0.46%	1
▪ Other	8.80%	19
▪ Photographs	0.00%	0
▪ Preparing for a disaster	55.56%	120
▪ Recovering from a disaster	1.39%	3
▪ Training	6.94%	15
▪ Video	0.46%	1
Total	100%	216

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	80.09%	173
▪ No	19.91%	43
Total	100%	216

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

Answer Choices	Percentage	Responses
▪ Bad link	14.29%	7
▪ Content wasn't easy to understand	12.24%	6
▪ Error on page	2.04%	1
▪ Multimedia / technical problem	2.04%	1
▪ Other	63.27%	31
▪ Outdated information	6.12%	3
Total	100%	49

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

Answer Choices	Percentage	Responses
▪ Yes	87.96%	190
▪ No	12.04%	26
Total	100%	216

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	83.33%	180
▪ No	16.67%	36
Total	100%	216

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	14.35%	31
▪ Disaster Survivor	2.78%	6
▪ Emergency Managers and Personnel	3.70%	8
▪ First Responder	6.02%	13
▪ Government Official or Employee	10.65%	23
▪ Home (Property) Owner	27.78%	60
▪ Insurance Agent	0.46%	1
▪ Job Seeker	1.39%	3
▪ Media	0.93%	2
▪ Other	13.43%	29
▪ Student or Educator	18.52%	40
Total	100%	216

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	74.54%	161
▪ Had technical difficulties (e.g. error messages, broken links)	4.17%	9
▪ Links did not take me where I expected	4.63%	10
▪ Links/labels are difficult to understand, they are not intuitive	3.70%	8
▪ Navigated to general area but couldn't find the specific content needed	6.02%	13
▪ Too many links or navigational choices	1.39%	3
▪ Would often feel lost, not know where I was	1.85%	4
▪ Other	3.70%	8
Total	100%	216

How was your experience using our site search?

Answer Choices	Percentages	Responses
▪ Did not use search bar today	50.00%	108
▪ Encountered no difficulties	34.72%	75
▪ I was not sure what words to use in my search	3.24%	7
▪ Results were not helpful	1.39%	3
▪ Results were not relevant to my search terms or needs	1.85%	4
▪ Results were too similar/redundant	0.93%	2
▪ Returned not enough or no results	2.78%	6
▪ Returned too many results	0.00%	0
▪ Other	5.09%	11
Total	100%	216