

# Ready.gov Customer Satisfaction Survey

Time Period: 07/1/2015 - 07/30/2015

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	27.09%	55
▪ Above Average	44.33%	90
▪ Average	21.67%	44
▪ Below Average	3.45%	7
▪ Poor	3.45%	7
<b>Total</b>	<b>100%</b>	<b>203</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.46%	5
▪ Disaster assistance: applying, checking my status, or learning more about assistance	4.93%	10
▪ Disaster declarations	0.99%	2
▪ Disasters (specifically, types of disasters)	7.39%	15
▪ Email, RSS feeds, or subscription services	0.49%	1
▪ Employment or contracting opportunities	0.49%	1
▪ Exercises	0.00%	0
▪ Flood insurance	0.00%	0
▪ Flood maps	0.00%	0
▪ Forms or publications	6.40%	13
▪ Grants	0.99%	2
▪ Information about FEMA	0.49%	1
▪ News	0.99%	2
▪ Other	10.84%	22
▪ Photographs	1.48%	3
▪ Preparing for a disaster	53.20%	108
▪ Recovering from a disaster	1.97%	4
▪ Training	6.40%	13
▪ Video	0.49%	1
<b>Total</b>	<b>100%</b>	<b>203</b>

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

Answer Choices	Percentage	Responses
▪ Yes	79.80%	162
▪ No	20.20%	41
<b>Total</b>	<b>100%</b>	<b>203</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	11.11%	5
▪ Content wasn't easy to understand	13.33%	6
▪ Error on page	6.67%	3
▪ Multimedia / technical problem	2.22%	1
▪ Other	60.00%	27
▪ Outdated information	6.67%	3
<b>Total</b>	<b>100%</b>	<b>45</b>

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

Answer Choices	Percentage	Responses
▪ Yes	92.12%	187
▪ No	7.88%	16
<b>Total</b>	<b>100%</b>	<b>203</b>

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

Answer Choices	Percentage	Responses
▪ Yes	91.13%	185
▪ No	8.87%	18
<b>Total</b>	<b>100%</b>	<b>203</b>

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

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	22.17%	45
▪ Disaster Survivor	1.48%	3
▪ Emergency Managers and Personnel	9.85%	20
▪ First Responder	6.40%	13
▪ Government Official or Employee	12.81%	26
▪ Home (Property) Owner	23.15%	47
▪ Insurance Agent	0.00%	0
▪ Job Seeker	0.99%	2
▪ Media	0.49%	1
▪ Other	8.37%	17
▪ Student or Educator	14.29%	29
<b>Total</b>	<b>100%</b>	<b>203</b>

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	74.38%	151
▪ Had technical difficulties (e.g. error messages, broken links)	3.45%	7
▪ Links did not take me where I expected	2.96%	6
▪ Links/labels are difficult to understand, they are not intuitive	1.97%	4
▪ Navigated to general area but couldn't find the specific content needed	6.40%	13
▪ Too many links or navigational choices	3.45%	7
▪ Would often feel lost, not know where I was	1.48%	3
▪ Other	5.91%	12
<b>Total</b>	<b>100%</b>	<b>203</b>

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

Answer Choices	Percentages	Responses
▪ Did not use search bar today	48.77%	99
▪ Encountered no difficulties	33.00%	67
▪ I was not sure what words to use in my search	2.46%	5
▪ Results were not helpful	4.43%	9
▪ Results were not relevant to my search terms or needs	0.49%	1
▪ Results were too similar/redundant	0.49%	1
▪ Returned not enough or no results	1.97%	4
▪ Returned too many results	0.49%	1
▪ Other	7.88%	16
<b>Total</b>	<b>100%</b>	<b>203</b>