

Ready.gov Customer Satisfaction Survey

Time Period: 09/1/2015 - 09/30/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	24.86%	87
▪ Above Average	44.00%	154
▪ Average	23.71%	83
▪ Below Average	5.43%	19
▪ Poor	2.00%	7
Total	100%	350

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.00%	7
▪ Disaster assistance: applying, checking my status, or learning more about assistance	1.43%	5
▪ Disaster declarations	0.00%	0
▪ Disasters (specifically, types of disasters)	5.43%	19
▪ Email, RSS feeds, or subscription services	1.14%	4
▪ Employment or contracting opportunities	1.14%	4
▪ Exercises	0.86%	3
▪ Flood insurance	0.00%	0
▪ Flood maps	0.29%	1
▪ Forms or publications	3.43%	12
▪ Grants	0.00%	0
▪ Information about FEMA	0.86%	3
▪ News	0.29%	1
▪ Other	7.14%	25
▪ Photographs	0.00%	0
▪ Preparing for a disaster	63.71%	223
▪ Recovering from a disaster	2.00%	7
▪ Training	8.57%	30
▪ Video	1.71%	6
Total	100%	350

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	80.00%	280
▪ No	20.00%	70
Total	100%	350

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%	9
▪ Content wasn't easy to understand	19.75%	16
▪ Error on page	8.64%	7
▪ Multimedia / technical problem	3.70%	3
▪ Other	53.09%	43
▪ Outdated information	3.70%	3
Total	100%	81

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

Answer Choices	Percentage	Responses
▪ Yes	89.71%	314
▪ No	10.29%	36
Total	100%	350

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	90.29%	316
▪ No	9.71%	34
Total	100%	350

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	17.43%	61
▪ Disaster Survivor	2.29%	8
▪ Emergency Managers and Personnel	9.71%	34
▪ First Responder	4.00%	14
▪ Government Official or Employee	16.00%	56
▪ Home (Property) Owner	23.43%	82
▪ Insurance Agent	0.29%	1
▪ Job Seeker	1.14%	4
▪ Media	0.29%	1
▪ Other	12.29%	43
▪ Student or Educator	13.14%	46
Total	100%	350

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	73.43%	257
▪ Had technical difficulties (e.g. error messages, broken links)	4.57%	16
▪ Links did not take me where I expected	4.29%	15
▪ Links/labels are difficult to understand, they are not intuitive	1.71%	6
▪ Navigated to general area but couldn't find the specific content needed	8.00%	28
▪ Too many links or navigational choices	3.43%	12
▪ Would often feel lost, not know where I was	0.29%	1
▪ Other	4.29%	15
Total	100%	350

How was your experience using our site search?

Answer Choices	Percentages	Responses
▪ Did not use search bar today	51.14%	179
▪ Encountered no difficulties	31.43%	110
▪ I was not sure what words to use in my search	4.00%	14
▪ Results were not helpful	3.14%	11
▪ Results were not relevant to my search terms or needs	2.00%	7
▪ Results were too similar/redundant	1.14%	4
▪ Returned not enough or no results	2.86%	10
▪ Returned too many results	1.43%	5
▪ Other	2.86%	10
Total	100%	350