

Ready.gov Customer Satisfaction Survey

Time Period: 11/1/2016 - 11/30/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	25.94%	55
▪ Above Average	44.34%	94
▪ Average	25.00%	53
▪ Below Average	3.30%	7
▪ Poor	1.42%	3
Total	100%	212

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	0.94%	2
▪ Disaster assistance: applying, checking my status, or learning more about assistance	7.55%	16
▪ Disaster declarations	0.47%	1
▪ Disasters (specifically, types of disasters)	10.85%	23
▪ Email, RSS feeds, or subscription services	0.00%	0
▪ Employment or contracting opportunities	0.94%	2
▪ Exercises	1.89%	4
▪ Flood insurance	0.94%	2
▪ Flood maps	0.00%	0
▪ Forms or publications	0.94%	2
▪ Grants	0.47%	1
▪ Information about FEMA	0.00%	0
▪ News	1.89%	4
▪ Other	8.49%	18
▪ Photographs	0.47%	1
▪ Preparing for a disaster	54.25%	115
▪ Recovering from a disaster	1.42%	3
▪ Training	7.55%	16
▪ Video	0.94%	2
Total	100%	212

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	78.77%	167
▪ No	21.23%	45
Total	100%	212

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

Answer Choices	Percentage	Responses
▪ Bad link	9.80%	5
▪ Content wasn't easy to understand	19.61%	10
▪ Error on page	7.84%	4
▪ Multimedia / technical problem	3.92%	2
▪ Other	49.02%	25
▪ Outdated information	9.80%	5
Total	100%	51

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

Answer Choices	Percentage	Responses
▪ Yes	91.51%	194
▪ No	8.49%	18
Total	100%	212

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	86.79%	184
▪ No	13.21%	28
Total	100%	212

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	12.26%	26
▪ Disaster Survivor	3.77%	8
▪ Emergency Managers and Personnel	5.66%	12
▪ First Responder	2.36%	5
▪ Government Official or Employee	9.43%	20
▪ Home (Property) Owner	28.77%	61
▪ Insurance Agent	0.00%	0
▪ Job Seeker	1.89%	4
▪ Media	0.94%	2
▪ Other	10.85%	23
▪ Student or Educator	24.06%	51
Total	100%	212

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	76.89%	163
▪ Had technical difficulties (e.g. error messages, broken links)	3.30%	7
▪ Links did not take me where I expected	1.89%	4
▪ Links/labels are difficult to understand, they are not intuitive	1.42%	3
▪ Navigated to general area but couldn't find the specific content needed	7.55%	16
▪ Too many links or navigational choices	1.89%	4
▪ Would often feel lost, not know where I was	2.36%	5
▪ Other	4.72%	10
Total	100%	212

How was your experience using our site search?

Answer Choices	Percentages	Responses
▪ Did not use search bar today	50.00%	106
▪ Encountered no difficulties	33.96%	72
▪ I was not sure what words to use in my search	3.30%	7
▪ Results were not helpful	2.36%	5
▪ Results were not relevant to my search terms or needs	1.89%	4
▪ Results were too similar/redundant	1.42%	3
▪ Returned not enough or no results	0.94%	2
▪ Returned too many results	1.42%	3
▪ Other	4.72%	10
Total	100%	212