

Ready.gov Customer Satisfaction Survey

Time Period: 10/1/2016 - 10/31/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	22.70%	79
▪ Above Average	41.09%	143
▪ Average	27.59%	96
▪ Below Average	4.02%	14
▪ Poor	4.60%	16
Total	100%	348

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.01%	7
▪ Disaster assistance: applying, checking my status, or learning more about assistance	8.33%	29
▪ Disaster declarations	1.44%	5
▪ Disasters (specifically, types of disasters)	7.47%	26
▪ Email, RSS feeds, or subscription services	0.29%	1
▪ Employment or contracting opportunities	1.15%	4
▪ Exercises	0.57%	2
▪ Flood insurance	0.00%	0
▪ Flood maps	0.00%	0
▪ Forms or publications	2.30%	8
▪ Grants	0.29%	1
▪ Information about FEMA	1.44%	5
▪ News	0.86%	3
▪ Other	5.75%	20
▪ Photographs	0.00%	0
▪ Preparing for a disaster	61.21%	213
▪ Recovering from a disaster	2.30%	8
▪ Training	4.60%	16
▪ Video	0.00%	0
Total	100%	348

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	77.01%	268
▪ No	22.99%	80
Total	100%	348

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

Answer Choices	Percentage	Responses
▪ Bad link	7.61%	7
▪ Content wasn't easy to understand	20.65%	19
▪ Error on page	7.61%	7
▪ Multimedia / technical problem	0.00%	0
▪ Other	63.04%	58
▪ Outdated information	1.09%	1
Total	100%	92

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

Answer Choices	Percentage	Responses
▪ Yes	85.63%	298
▪ No	14.37%	50
Total	100%	348

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	87.72%	300
▪ No	12.28%	42
Total	100%	342

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	9.20%	32
▪ Disaster Survivor	5.17%	18
▪ Emergency Managers and Personnel	4.31%	15
▪ First Responder	3.74%	13
▪ Government Official or Employee	6.90%	24
▪ Home (Property) Owner	37.36%	130
▪ Insurance Agent	0.29%	1
▪ Job Seeker	1.15%	4
▪ Media	0.57%	2
▪ Other	11.78%	41
▪ Student or Educator	19.54%	68
Total	100%	348

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	72.13%	251
▪ Had technical difficulties (e.g. error messages, broken links)	3.16%	11
▪ Links did not take me where I expected	4.02%	14
▪ Links/labels are difficult to understand, they are not intuitive	2.87%	10
▪ Navigated to general area but couldn't find the specific content needed	7.76%	27
▪ Too many links or navigational choices	1.72%	6
▪ Would often feel lost, not know where I was	3.74%	13
▪ Other	4.60%	16
Total	100%	348

How was your experience using our site search?

Answer Choices	Percentages	Responses
▪ Did not use search bar today	55.75%	194
▪ Encountered no difficulties	25.00%	87
▪ I was not sure what words to use in my search	3.45%	12
▪ Results were not helpful	4.31%	15
▪ Results were not relevant to my search terms or needs	3.16%	11
▪ Results were too similar/redundant	0.86%	3
▪ Returned not enough or no results	2.01%	7
▪ Returned too many results	0.86%	3
▪ Other	4.60%	16
Total	100%	348