

Q1 How would you rate your overall experience on Ready.gov today?

Answered: 105 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	33.33%	35
Above Average	33.33%	35
Average	27.62%	29
Below Average	1.90%	2
Poor	3.81%	4
TOTAL		105

Q2 Which best describes what you wanted to do on the site today?

Answered: 95 Skipped: 10

ANSWER CHOICES	RESPONSES	
I wanted to find out more about a disaster that affects me.	17.89%	17
I wanted to learn how to prepare for a disaster.	61.05%	58
I wanted to help my business or organization prepare for a disaster.	6.32%	6
I wanted to find career or job information.	1.05%	1
I wanted to find flood insurance.	1.05%	1
I wanted to find flood maps.	1.05%	1
I wanted to find contact information.	3.16%	3
I wanted to find videos or pictures.	2.11%	2
I wanted to find training information.	6.32%	6
TOTAL		95

Q3 What information were you looking for today (select up to 3 that apply)?

Answered: 98 Skipped: 7

ANSWER CHOICES	RESPONSES	
Disaster Declarations	18.37%	18
Recovery Tools	27.55%	27
Flood Information for My Home or Business	10.20%	10
Flood Maps	10.20%	10
Flood Insurance	5.10%	5
Job Information	8.16%	8
News Releases	7.14%	7
Photos and Videos	12.24%	12
Preparedness Information	74.49%	73
Recovery Tools	18.37%	18
Training and Exercises	30.61%	30
Total Respondents: 98		

Q4 Were you able to complete the purpose of your visit?

Answered: 105 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	73.33%	77
No	0.00%	0
No, broken links.	1.90%	2
No, the information wasn't easy to understand.	1.90%	2
No, I couldn't find what I was looking for.	18.10%	19
No, pages didn't load correctly.	0.00%	0
No, outdated information.	4.76%	5
TOTAL		105

Q5 Did the website search help you get the information that you needed?

Answered: 102 Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	56.86%	58
I did not use search	23.53%	24
No, I wasn't sure what words to use in my search.	4.90%	5
No, results were not helpful.	5.88%	6
No, results were not relevant to my search terms or needs.	1.96%	2
No, results were too similar to each other.	0.98%	1
No, it didn't return enough results.	0.98%	1
No, it returned too many results.	4.90%	5
TOTAL		102

Q6 Would you still return to this website if you could get this information or service from another source?

Answered: 105 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	83.81%	88
No	16.19%	17
TOTAL		105

Q7 How likely is it that you would recommend this website to a friend or colleague?

Answered: 105 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Extremely likely	39.05%	41
Very likely	25.71%	27
Likely	22.86%	24
Unlikely	6.67%	7
Not likely at all	5.71%	6
TOTAL		105

Q8 Which option best describes you when you think about your reason for visiting the site today (select up to 3 that apply)?

Answered: 88 Skipped: 17

ANSWER CHOICES	RESPONSES	
Homeowner or renter	68.18%	60
Disaster survivor	17.05%	15
Emergency manager or personnel	11.36%	10
First responder	9.09%	8
Government official or employee	14.77%	13
Business owner	4.55%	4
Non-profit or organization leader	11.36%	10
Vendor or contractor	1.14%	1
Insurance agent	2.27%	2
Job seeker	9.09%	8
Media	9.09%	8
Total Respondents: 88		