

# FEMA.gov Customer Satisfaction Survey

Time Period: 6/1/2015 - 6/30/2015

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	14.69%	236
▪ Above Average	29.00%	466
▪ Average	32.11%	516
▪ Below Average	10.33%	166
▪ Poor	13.88%	223
<b>Total</b>	<b>100%</b>	<b>1607</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	3.73%	60
▪ Disaster assistance: applying, checking my status, or learning more about assistance	11.26%	181
▪ Disaster declarations	6.66%	107
▪ Disasters (specifically, types of disasters)	2.68%	43
▪ Email, RSS feeds, or subscription services	0.62%	10
▪ Employment or contracting opportunities	2.36%	38
▪ Exercises	0.81%	13
▪ Flood insurance	6.60%	106
▪ Flood maps	15.74%	253
▪ Forms or publications	5.16%	83
▪ Grants	10.58%	170
▪ Information about FEMA	3.30%	53
▪ News	1.00%	16
▪ Other	9.71%	156
▪ Photographs	0.25%	4
▪ Preparing for a disaster	8.09%	130
▪ Recovering from a disaster	2.24%	36
▪ Training	8.65%	139
▪ Video	0.56%	9
<b>Total</b>	<b>100%</b>	<b>1607</b>

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

Answer Choices	Percentage	Responses
▪ Yes	47.85%	769
▪ No	52.15%	838
<b>Total</b>	<b>100%</b>	<b>1607</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Bad link	7.95%	70
▪ Content wasn't easy to understand	28.07%	247
▪ Error on page	8.52%	75
▪ Multimedia / technical problem	6.14%	54
▪ Other	43.98%	387
▪ Outdated information	5.34%	47
<b>Total</b>	<b>100%</b>	<b>880</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Yes	79.90%	1,284
▪ No	20.10%	323
<b>Total</b>	<b>100%</b>	<b>1607</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Yes	75.23%	1,209
▪ No	24.77%	398
<b>Total</b>	<b>100%</b>	<b>1,607</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Business, organization, non-profit, contractor, or vendor	19.35%	311
▪ Disaster Survivor	8.34%	134
▪ Emergency Managers and Personnel	8.59%	138
▪ First Responder	7.53%	121
▪ Government Official or Employee	10.83%	174
▪ Home (Property) Owner	26.38%	424
▪ Insurance Agent	2.43%	39
▪ Job Seeker	1.80%	29
▪ Media	0.56%	9
▪ Other	6.97%	112
▪ Student or Educator	7.22%	116
<b>Total</b>	<b>100%</b>	<b>1607</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Encountered no difficulties	43.31%	696
▪ Navigated to general area but couldn't find the specific content needed	18.67%	300
▪ Links did not take me where I expected	8.71%	140
▪ Had technical difficulties (e.g. error messages, broken links)	8.15%	131
▪ Would often feel lost, not know where I was	5.72%	92
▪ Other	5.66%	91
▪ Too many links or navigational choices	5.23%	84
▪ Links/labels are difficult to understand, they are not intuitive	4.54%	73
<b>Total</b>	<b>100%</b>	<b>1607</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Did not use search bar today	34.29%	551
▪ Encountered no difficulties	24.39%	392
▪ Results were not helpful	12.76%	205
▪ Other	7.16%	115
▪ I was not sure what words to use in my search	6.97%	112
▪ Results were not relevant to my search terms or needs	5.72%	92
▪ Returned not enough or no results	5.48%	88
▪ Returned too many results	1.68%	27
▪ Results were too similar/redundant	1.56%	25
<b>Total</b>	<b>100%</b>	<b>1607</b>