

FEMA.gov Customer Satisfaction Survey

Time Period: 8/1/2015 - 8/31/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	247
▪ Above Average	30.85%	422
▪ Average	31.05%	449
▪ Below Average	11.48%	166
▪ Poor	11.20%	162
Total	101%	1446

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	3.94%	57
▪ Disaster assistance: applying, checking my status, or learning more about assistance	6.43%	93
▪ Disaster declarations	5.81%	84
▪ Disasters (specifically, types of disasters)	1.87%	27
▪ Email, RSS feeds, or subscription services	0.62%	9
▪ Employment or contracting opportunities	2.28%	33
▪ Exercises	1.11%	16
▪ Flood insurance	4.56%	66
▪ Flood maps	14.45%	209
▪ Forms or publications	7.05%	102
▪ Grants	10.03%	145
▪ Information about FEMA	3.67%	53
▪ News	1.38%	20
▪ Other	11.62%	168
▪ Photographs	0.97%	14
▪ Preparing for a disaster	11.07%	160
▪ Recovering from a disaster	1.66%	24
▪ Training	10.58%	153
▪ Video	0.90%	13
Total	100%	1446

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	54.36%	786
▪ No	45.64%	660
Total	100%	1446

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

Answer Choices	Percentage	Responses
▪ Bad link	7.47%	51
▪ Content wasn't easy to understand	28.40%	194
▪ Error on page	5.56%	38
▪ Multimedia / technical problem	3.81%	26
▪ Other	48.46%	331
▪ Outdated information	6.30%	43
Total	100%	683

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

Answer Choices	Percentage	Responses
▪ Yes	79.81%	1,154
▪ No	20.19%	292
Total	100%	1,446

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	76.14%	1,101
▪ No	23.86%	345
Total	100%	1,446

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	16.32%	236
▪ Disaster Survivor	5.67%	82
▪ Emergency Managers and Personnel	10.86%	157
▪ First Responder	9.68%	140
▪ Government Official or Employee	12.79%	185
▪ Home (Property) Owner	22.48%	325
▪ Insurance Agent	2.14%	31
▪ Job Seeker	2.01%	29
▪ Media	0.41%	6
▪ Other	9.54%	138
▪ Student or Educator	8.09%	117
Total	100%	1446

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	48.82%	706
▪ Navigated to general area but couldn't find the specific content needed	17.01%	246
▪ Links did not take me where I expected	9.13%	132
▪ Had technical difficulties (e.g. error messages, broken links)	5.81%	84
▪ Would often feel lost, not know where I was	5.46%	79
▪ Other	5.26%	76
▪ Too many links or navigational choices	4.36%	63
▪ Links/labels are difficult to understand, they are not intuitive	4.15%	60
Total	100%	1446

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	37.41%	541
▪ Encountered no difficulties	25.31%	366
▪ Results were not helpful	12.38%	179
▪ Other	5.88%	85
▪ I was not sure what words to use in my search	5.81%	84
▪ Results were not relevant to my search terms or needs	5.12%	74
▪ Returned not enough or no results	4.50%	65
▪ Returned too many results	1.80%	26
▪ Results were too similar/redundant	1.80%	26
Total	100%	1446