

FEMA.gov Customer Satisfaction Survey

Time Period: 9/1/2015 - 9/30/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	264
▪ Above Average	30.85%	453
▪ Average	28.59%	406
▪ Below Average	10.77%	153
▪ Poor	10.14%	144
Total	97%	1420

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.39%	34
▪ Disaster assistance: applying, checking my status, or learning more about assistance	5.21%	74
▪ Disaster declarations	4.44%	63
▪ Disasters (specifically, types of disasters)	3.38%	48
▪ Email, RSS feeds, or subscription services	0.77%	11
▪ Employment or contracting opportunities	2.32%	33
▪ Exercises	0.92%	13
▪ Flood insurance	4.51%	64
▪ Flood maps	12.46%	177
▪ Forms or publications	7.68%	109
▪ Grants	10.14%	144
▪ Information about FEMA	4.08%	58
▪ News	1.20%	17
▪ Other	10.14%	144
▪ Photographs	0.35%	5
▪ Preparing for a disaster	16.83%	239
▪ Recovering from a disaster	1.20%	17
▪ Training	11.20%	159
▪ Video	0.77%	11
Total	100%	1420

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	54.72%	777
▪ No	45.28%	643
Total	100%	1420

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

Answer Choices	Percentage	Responses
▪ Bad link	7.74%	52
▪ Content wasn't easy to understand	27.53%	185
▪ Error on page	5.36%	36
▪ Multimedia / technical problem	4.02%	27
▪ Other	49.55%	333
▪ Outdated information	5.80%	39
Total	100%	672

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

Answer Choices	Percentage	Responses
▪ Yes	82.46%	1,171
▪ No	17.54%	249
Total	100%	1420

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	78.24%	1,111
▪ No	21.76%	309
Total	100%	1,420

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	18.17%	258
▪ Disaster Survivor	5.21%	74
▪ Emergency Managers and Personnel	8.94%	127
▪ First Responder	10.28%	146
▪ Government Official or Employee	11.90%	169
▪ Home (Property) Owner	22.25%	316
▪ Insurance Agent	1.48%	21
▪ Job Seeker	1.97%	28
▪ Media	0.42%	6
▪ Other	9.37%	133
▪ Student or Educator	10.00%	142
Total	100%	1420

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	51.69%	734
▪ Navigated to general area but couldn't find the specific content needed	16.69%	237
▪ Links did not take me where I expected	7.46%	106
▪ Had technical difficulties (e.g. error messages, broken links)	5.35%	76
▪ Would often feel lost, not know where I was	5.28%	75
▪ Other	4.93%	70
▪ Too many links or navigational choices	4.93%	70
▪ Links/labels are difficult to understand, they are not intuitive	3.66%	52
Total	100%	1420

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	36.90%	524
▪ Encountered no difficulties	28.31%	402
▪ Results were not helpful	10.42%	148
▪ Other	6.41%	91
▪ I was not sure what words to use in my search	5.21%	74
▪ Results were not relevant to my search terms or needs	4.86%	69
▪ Returned not enough or no results	3.87%	55
▪ Returned too many results	2.46%	35
▪ Results were too similar/redundant	1.55%	22
Total	100%	1420