

# FEMA.gov Customer Satisfaction Survey

Time Period: 10/1/2015 - 10/31/2015

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	258
▪ Above Average	30.85%	454
▪ Average	30.15%	492
▪ Below Average	12.62%	206
▪ Poor	13.60%	222
<b>Total</b>	<b>103%</b>	<b>1632</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	3.55%	58
▪ Disaster assistance: applying, checking my status, or learning more about assistance	11.52%	188
▪ Disaster declarations	5.33%	87
▪ Disasters (specifically, types of disasters)	2.76%	45
▪ Email, RSS feeds, or subscription services	0.31%	5
▪ Employment or contracting opportunities	2.45%	40
▪ Exercises	0.49%	8
▪ Flood insurance	6.00%	98
▪ Flood maps	13.54%	221
▪ Forms or publications	6.19%	101
▪ Grants	9.19%	150
▪ Information about FEMA	5.02%	82
▪ News	1.16%	19
▪ Other	10.97%	179
▪ Photographs	0.49%	8
▪ Preparing for a disaster	8.39%	137
▪ Recovering from a disaster	1.96%	32
▪ Training	9.74%	159
▪ Video	0.92%	15
<b>Total</b>	<b>100%</b>	<b>1632</b>

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

Answer Choices	Percentage	Responses
▪ Yes	48.41%	790
▪ No	51.59%	842
<b>Total</b>	<b>100%</b>	<b>1632</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	7.52%	66
▪ Content wasn't easy to understand	30.07%	264
▪ Error on page	6.26%	55
▪ Multimedia / technical problem	3.87%	34
▪ Other	47.15%	414
▪ Outdated information	5.13%	45
<b>Total</b>	<b>100%</b>	<b>878</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	78.25%	1,277
▪ No	21.75%	355
<b>Total</b>	<b>100%</b>	<b>1632</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Yes	72.43%	1,182
▪ No	27.57%	450
<b>Total</b>	<b>100%</b>	<b>1,632</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	15.87%	259
▪ Disaster Survivor	9.87%	161
▪ Emergency Managers and Personnel	8.27%	135
▪ First Responder	7.35%	120
▪ Government Official or Employee	10.66%	174
▪ Home (Property) Owner	25.18%	411
▪ Insurance Agent	2.51%	41
▪ Job Seeker	1.96%	32
▪ Media	0.43%	7
▪ Other	8.70%	142
▪ Student or Educator	9.19%	150
<b>Total</b>	<b>100%</b>	<b>1632</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	43.69%	713
▪ Navigated to general area but couldn't find the specific content needed	19.24%	314
▪ Links did not take me where I expected	8.64%	141
▪ Had technical difficulties (e.g. error messages, broken links)	6.74%	110
▪ Would often feel lost, not know where I was	6.25%	102
▪ Other	5.88%	96
▪ Too many links or navigational choices	5.64%	92
▪ Links/labels are difficult to understand, they are not intuitive	3.92%	64
<b>Total</b>	<b>100%</b>	<b>1632</b>

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

<b>Answer Choices</b>	<b>Points</b>	<b>Responses</b>
▪ Did not use search bar today	33.15%	541
▪ Encountered no difficulties	24.75%	404
▪ Results were not helpful	12.44%	203
▪ Other	7.84%	128
▪ I was not sure what words to use in my search	7.78%	127
▪ Results were not relevant to my search terms or needs	6.19%	101
▪ Returned not enough or no results	4.60%	75
▪ Returned too many results	1.65%	27
▪ Results were too similar/redundant	1.59%	26
<b>Total</b>	<b>100%</b>	<b>1632</b>