

Careers.gov Customer Satisfaction Survey

Time Period: 11/1/2015 - 11/30/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	12
▪ Above Average	30.85%	18
▪ Average	27.91%	12
▪ Below Average	0.00%	0
▪ Poor	2.33%	1
Total	77%	43

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	74.42%	32
▪ No	25.58%	11
Total	100%	43

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

Answer Choices	Percentage	Responses
▪ Bad link	0.00%	0
▪ Content wasn't easy to understand	15.38%	2
▪ Error on page	15.38%	2
▪ Multimedia / technical problem	0.00%	0
▪ Outdated information	0.00%	0
▪ Other	69.23%	9
Total	100%	13

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

Answer Choices	Percentage	Responses
▪ Yes	100.00%	43
▪ No	0.00%	0
Total	100%	43

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	100.00%	43
▪ No	0.00%	0
Total	100%	43

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	76.74%	33
▪ Navigated to general area but couldn't find the specific content needed	2.33%	1
▪ Links did not take me where I expected	6.98%	3
▪ Had technical difficulties (e.g. error messages, broken links)	4.65%	2
▪ Would often feel lost, not know where I was	2.33%	1
▪ Other	6.98%	3
▪ Too many links or navigational choices	0.00%	0
▪ Links/labels are difficult to understand, they are not intuitive	0.00%	0
Total	100%	43

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	34.88%	15
▪ Encountered no difficulties	48.84%	21
▪ Results were not helpful	0.00%	0
▪ Other	4.65%	2
▪ I was not sure what words to use in my search	2.33%	1
▪ Results were not relevant to my search terms or needs	2.33%	1
▪ Returned not enough or no results	2.33%	1
▪ Returned too many results	2.33%	1
▪ Results were too similar/redundant	2.33%	1
Total	100%	43