

Careers.gov Customer Satisfaction Survey

Time Period: 12/1/2015 - 12/31/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	16
▪ Above Average	30.85%	40
▪ Average	31.82%	28
▪ Below Average	3.41%	3
▪ Poor	1.14%	1
Total	83%	88

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	72.73%	64
▪ No	27.27%	24
Total	100%	88

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

Answer Choices	Percentage	Responses
▪ Bad link	7.41%	2
▪ Content wasn't easy to understand	18.52%	5
▪ Error on page	3.70%	1
▪ Multimedia / technical problem	0.00%	0
▪ Outdated information	0.00%	0
▪ Other	70.37%	19
Total	100%	27

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

Answer Choices	Percentage	Responses
▪ Yes	93.18%	82
▪ No	6.82%	6
Total	100%	88

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	93.18%	82
▪ No	6.82%	6
Total	100%	88

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	64.77%	57
▪ Navigated to general area but couldn't find the specific content needed	15.91%	14
▪ Links did not take me where I expected	7.95%	7
▪ Had technical difficulties (e.g. error messages, broken links)	2.27%	2
▪ Would often feel lost, not know where I was	0.00%	0
▪ Other	3.41%	3
▪ Too many links or navigational choices	3.41%	3
▪ Links/labels are difficult to understand, they are not intuitive	2.27%	2
Total	100%	88

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	37.50%	33
▪ Encountered no difficulties	31.82%	28
▪ Results were not helpful	3.41%	3
▪ Other	6.82%	6
▪ I was not sure what words to use in my search	5.68%	5
▪ Results were not relevant to my search terms or needs	6.82%	6
▪ Returned not enough or no results	6.82%	6
▪ Returned too many results	0.00%	0
▪ Results were too similar/redundant	1.14%	1
Total	100%	88