

# FEMA.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%	202
▪ Above Average	30.85%	363
▪ Average	29.71%	410
▪ Below Average	14.28%	197
▪ Poor	15.07%	208
<b>Total</b>	<b>106%</b>	<b>1380</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.39%	33
▪ Disaster assistance: applying, checking my status, or learning more about assistance	5.51%	76
▪ Disaster declarations	2.46%	34
▪ Disasters (specifically, types of disasters)	1.59%	22
▪ Email, RSS feeds, or subscription services	0.22%	3
▪ Employment or contracting opportunities	1.96%	27
▪ Exercises	0.58%	8
▪ Flood insurance	4.13%	57
▪ Flood maps	34.64%	478
▪ Forms or publications	4.20%	58
▪ Grants	14.20%	196
▪ Information about FEMA	2.90%	40
▪ News	0.29%	4
▪ Other	9.35%	129
▪ Photographs	0.29%	4
▪ Preparing for a disaster	6.74%	93
▪ Recovering from a disaster	1.16%	16
▪ Training	7.17%	99
▪ Video	0.22%	3
<b>Total</b>	<b>100%</b>	<b>1380</b>

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

Answer Choices	Percentage	Responses
▪ Yes	53.33%	736
▪ No	46.67%	644
<b>Total</b>	<b>100%</b>	<b>1380</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	7.98%	54
▪ Content wasn't easy to understand	33.53%	227
▪ Error on page	6.20%	42
▪ Multimedia / technical problem	5.17%	35
▪ Other	40.77%	276
▪ Outdated information	6.35%	43
<b>Total</b>	<b>100%</b>	<b>677</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	76.96%	1,062
▪ No	23.04%	318
<b>Total</b>	<b>100%</b>	<b>1,380</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Yes	71.81%	991
▪ No	28.19%	389
<b>Total</b>	<b>100%</b>	<b>1,380</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	26.09%	360
▪ Disaster Survivor	3.26%	45
▪ Emergency Managers and Personnel	7.46%	103
▪ First Responder	11.23%	155
▪ Government Official or Employee	14.71%	203
▪ Home (Property) Owner	17.75%	245
▪ Insurance Agent	2.39%	33
▪ Job Seeker	1.59%	22
▪ Media	0.14%	2
▪ Other	8.77%	121
▪ Student or Educator	6.59%	91
<b>Total</b>	<b>100%</b>	<b>1380</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	44.06%	608
▪ Navigated to general area but couldn't find the specific content needed	17.68%	244
▪ Links did not take me where I expected	8.70%	120
▪ Had technical difficulties (e.g. error messages, broken links)	7.03%	97
▪ Would often feel lost, not know where I was	6.01%	83
▪ Other	6.81%	94
▪ Too many links or navigational choices	3.84%	53
▪ Links/labels are difficult to understand, they are not intuitive	5.87%	81
<b>Total</b>	<b>100%</b>	<b>1380</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	30.87%	426
▪ Encountered no difficulties	27.68%	382
▪ Results were not helpful	13.48%	186
▪ Other	8.48%	117
▪ I was not sure what words to use in my search	5.00%	69
▪ Results were not relevant to my search terms or needs	6.59%	91
▪ Returned not enough or no results	5.51%	76
▪ Returned too many results	1.01%	14
▪ Results were too similar/redundant	1.38%	19
<b>Total</b>	<b>100%</b>	<b>1380</b>