

FEMA.gov Customer Satisfaction Survey

Time Period: 1/1/2016 - 1/31/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	280
▪ Above Average	30.85%	518
▪ Average	27.73%	530
▪ Below Average	13.87%	265
▪ Poor	16.64%	318
Total	105%	1911

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.41%	46
▪ Disaster assistance: applying, checking my status, or learning more about assistance	5.44%	104
▪ Disaster declarations	4.40%	84
▪ Disasters (specifically, types of disasters)	1.62%	31
▪ Email, RSS feeds, or subscription services	0.52%	10
▪ Employment or contracting opportunities	1.52%	29
▪ Exercises	0.63%	12
▪ Flood insurance	3.14%	60
▪ Flood maps	39.46%	754
▪ Forms or publications	5.18%	99
▪ Grants	9.94%	190
▪ Information about FEMA	2.72%	52
▪ News	0.52%	10
▪ Other	8.01%	153
▪ Photographs	0.78%	15
▪ Preparing for a disaster	5.97%	114
▪ Recovering from a disaster	1.15%	22
▪ Training	6.07%	116
▪ Video	0.52%	10
Total	100%	1911

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	51.44%	983
▪ No	48.56%	928
Total	100%	1911

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

Answer Choices	Percentage	Responses
▪ Bad link	5.72%	55
▪ Content wasn't easy to understand	29.34%	282
▪ Error on page	8.22%	79
▪ Multimedia / technical problem	7.91%	76
▪ Other	42.87%	412
▪ Outdated information	5.93%	57
Total	100%	961

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

Answer Choices	Percentage	Responses
▪ Yes	77.50%	1,481
▪ No	22.50%	430
Total	100%	1,911

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	73.05%	1,396
▪ No	26.95%	515
Total	100%	1,911

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	28.99%	554
▪ Disaster Survivor	3.40%	65
▪ Emergency Managers and Personnel	7.48%	143
▪ First Responder	7.01%	134
▪ Government Official or Employee	10.99%	210
▪ Home (Property) Owner	22.45%	429
▪ Insurance Agent	2.46%	47
▪ Job Seeker	1.36%	26
▪ Media	0.31%	6
▪ Other	8.79%	168
▪ Student or Educator	6.75%	129
Total	100%	1911

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	43.22%	826
▪ Navigated to general area but couldn't find the specific content needed	19.99%	382
▪ Links did not take me where I expected	7.17%	137
▪ Had technical difficulties (e.g. error messages, broken links)	7.95%	152
▪ Would often feel lost, not know where I was	5.13%	98
▪ Other	5.76%	110
▪ Too many links or navigational choices	3.98%	76
▪ Links/labels are difficult to understand, they are not intuitive	6.80%	130
Total	100%	1911

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	30.87%	590
▪ Encountered no difficulties	26.74%	511
▪ Results were not helpful	13.87%	265
▪ Other	9.16%	175
▪ I was not sure what words to use in my search	4.97%	95
▪ Results were not relevant to my search terms or needs	5.70%	109
▪ Returned not enough or no results	5.97%	114
▪ Returned too many results	1.41%	27
▪ Results were too similar/redundant	1.31%	25
Total	100%	1911