

# Careers.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%	24
▪ Above Average	30.85%	36
▪ Average	40.54%	45
▪ Below Average	4.50%	5
▪ Poor	0.90%	1
<b>Total</b>	<b>93%</b>	<b>111</b>

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

Answer Choices	Percentage	Responses
▪ Yes	67.57%	75
▪ No	32.43%	36
<b>Total</b>	<b>100%</b>	<b>111</b>

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

Answer Choices	Percentage	Responses
▪ Bad link	5.13%	2
▪ Content wasn't easy to understand	7.69%	3
▪ Error on page	5.13%	2
▪ Multimedia / technical problem	5.13%	2
▪ Outdated information	10.26%	4
▪ Other	66.67%	26
<b>Total</b>	<b>100%</b>	<b>39</b>

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

Answer Choices	Percentage	Responses
▪ Yes	95.50%	106
▪ No	4.50%	5
<b>Total</b>	<b>100%</b>	<b>111</b>

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

Answer Choices	Percentage	Responses
▪ Yes	90.09%	100
▪ No	9.91%	11
<b>Total</b>	<b>100%</b>	<b>111</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Encountered no difficulties	62.16%	69
▪ Navigated to general area but couldn't find the specific content needed	13.51%	15
▪ Links did not take me where I expected	5.41%	6
▪ Had technical difficulties (e.g. error messages, broken links)	3.60%	4
▪ Would often feel lost, not know where I was	2.70%	3
▪ Other	4.50%	5
▪ Too many links or navigational choices	4.50%	5
▪ Links/labels are difficult to understand, they are not intuitive	3.60%	4
<b>Total</b>	<b>100%</b>	<b>111</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	38.74%	43
▪ Encountered no difficulties	31.53%	35
▪ Results were not helpful	6.31%	7
▪ Other	6.31%	7
▪ I was not sure what words to use in my search	8.11%	9
▪ Results were not relevant to my search terms or needs	4.50%	5
▪ Returned not enough or no results	2.70%	3
▪ Returned too many results	0.90%	1
▪ Results were too similar/redundant	0.90%	1
<b>Total</b>	<b>100%</b>	<b>111</b>