

Careers.gov Customer Satisfaction Survey

Time Period: 2/1/2016 - 2/29/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	18
▪ Above Average	30.85%	14
▪ Average	32.08%	17
▪ Below Average	7.55%	4
▪ Poor	0.00%	0
Total	87%	53

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	79.25%	42
▪ No	20.75%	11
Total	100%	53

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	21.43%	3
▪ Error on page	7.14%	1
▪ Multimedia / technical problem	0.00%	0
▪ Outdated information	0.00%	0
▪ Other	71.43%	10
Total	100%	14

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

Answer Choices	Percentage	Responses
▪ Yes	96.23%	51
▪ No	3.77%	2
Total	100%	53

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	88.68%	47
▪ No	11.32%	6
Total	100%	53

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	73.58%	39
▪ Navigated to general area but couldn't find the specific content needed	11.32%	6
▪ Links did not take me where I expected	7.55%	4
▪ Had technical difficulties (e.g. error messages, broken links)	0.00%	0
▪ Would often feel lost, not know where I was	1.89%	1
▪ Other	0.00%	0
▪ Too many links or navigational choices	5.66%	3
▪ Links/labels are difficult to understand, they are not intuitive	0.00%	0
Total	100%	53

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	41.51%	22
▪ Encountered no difficulties	33.96%	18
▪ Results were not helpful	1.89%	1
▪ Other	3.77%	2
▪ I was not sure what words to use in my search	5.66%	3
▪ Results were not relevant to my search terms or needs	3.77%	2
▪ Returned not enough or no results	5.66%	3
▪ Returned too many results	0.00%	0
▪ Results were too similar/redundant	3.77%	2
Total	100%	53