

# Careers.gov Customer Satisfaction Survey

Time Period: 3/1/2016 - 3/31/2016

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	16
▪ Above Average	30.85%	27
▪ Average	21.31%	13
▪ Below Average	4.92%	3
▪ Poor	3.28%	2
<b>Total</b>	<b>77%</b>	<b>61</b>

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

Answer Choices	Percentage	Responses
▪ Yes	73.77%	45
▪ No	26.23%	16
<b>Total</b>	<b>100%</b>	<b>61</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	19.05%	4
▪ Content wasn't easy to understand	9.52%	2
▪ Error on page	9.52%	2
▪ Multimedia / technical problem	0.00%	0
▪ Outdated information	4.76%	1
▪ Other	57.14%	12
<b>Total</b>	<b>100%</b>	<b>21</b>

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

Answer Choices	Percentage	Responses
▪ Yes	91.80%	56
▪ No	8.20%	5
<b>Total</b>	<b>100%</b>	<b>61</b>

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

Answer Choices	Percentage	Responses
▪ Yes	86.89%	53
▪ No	13.11%	8
<b>Total</b>	<b>100%</b>	<b>61</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	68.85%	42
▪ Navigated to general area but couldn't find the specific content needed	11.48%	7
▪ Links did not take me where I expected	4.92%	3
▪ Had technical difficulties (e.g. error messages, broken links)	8.20%	5
▪ Would often feel lost, not know where I was	0.00%	0
▪ Other	6.56%	4
▪ Too many links or navigational choices	0.00%	0
▪ Links/labels are difficult to understand, they are not intuitive	0.00%	0
<b>Total</b>	<b>100%</b>	<b>61</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	27.87%	17
▪ Encountered no difficulties	47.54%	29
▪ Results were not helpful	4.92%	3
▪ Other	4.92%	3
▪ I was not sure what words to use in my search	3.28%	2
▪ Results were not relevant to my search terms or needs	3.28%	2
▪ Returned not enough or no results	4.92%	3
▪ Returned too many results	1.64%	1
▪ Results were too similar/redundant	1.64%	1
<b>Total</b>	<b>100%</b>	<b>61</b>