

# FEMA.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%	323
▪ Above Average	30.85%	497
▪ Average	28.27%	473
▪ Below Average	11.66%	195
▪ Poor	11.06%	185
<b>Total</b>	<b>98%</b>	<b>1673</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.03%	34
▪ Disaster assistance: applying, checking my status, or learning more about assistance	6.99%	117
▪ Disaster declarations	4.72%	79
▪ Disasters (specifically, types of disasters)	1.67%	28
▪ Email, RSS feeds, or subscription services	0.36%	6
▪ Employment or contracting opportunities	1.79%	30
▪ Exercises	0.66%	11
▪ Flood insurance	4.00%	67
▪ Flood maps	34.43%	576
▪ Forms or publications	5.80%	97
▪ Grants	8.55%	143
▪ Information about FEMA	3.41%	57
▪ News	0.48%	8
▪ Other	8.97%	150
▪ Photographs	0.36%	6
▪ Preparing for a disaster	6.40%	107
▪ Recovering from a disaster	1.14%	19
▪ Training	7.71%	129
▪ Video	0.54%	9
<b>Total</b>	<b>100%</b>	<b>1673</b>

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

Answer Choices	Percentage	Responses
▪ Yes	56.43%	944
▪ No	43.57%	729
<b>Total</b>	<b>100%</b>	<b>1673</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	5.37%	41
▪ Content wasn't easy to understand	37.17%	284
▪ Error on page	6.02%	46
▪ Multimedia / technical problem	4.58%	35
▪ Other	39.01%	298
▪ Outdated information	7.85%	60
<b>Total</b>	<b>100%</b>	<b>764</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	79.08%	1,323
▪ No	20.92%	350
<b>Total</b>	<b>100%</b>	<b>1,673</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Yes	75.31%	1,260
▪ No	24.69%	413
<b>Total</b>	<b>100%</b>	<b>1,673</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	26.84%	449
▪ Disaster Survivor	5.20%	87
▪ Emergency Managers and Personnel	6.87%	115
▪ First Responder	7.11%	119
▪ Government Official or Employee	12.13%	203
▪ Home (Property) Owner	22.77%	381
▪ Insurance Agent	2.15%	36
▪ Job Seeker	1.43%	24
▪ Media	0.30%	5
▪ Other	7.77%	130
▪ Student or Educator	7.41%	124
<b>Total</b>	<b>100%</b>	<b>1673</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	49.43%	827
▪ Navigated to general area but couldn't find the specific content needed	17.45%	292
▪ Links did not take me where I expected	6.58%	110
▪ Had technical difficulties (e.g. error messages, broken links)	6.16%	103
▪ Would often feel lost, not know where I was	5.38%	90
▪ Other	4.36%	73
▪ Too many links or navigational choices	3.95%	66
▪ Links/labels are difficult to understand, they are not intuitive	6.69%	112
<b>Total</b>	<b>100%</b>	<b>1673</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	31.08%	520
▪ Encountered no difficulties	31.74%	531
▪ Results were not helpful	12.25%	205
▪ Other	6.93%	116
▪ I was not sure what words to use in my search	4.78%	80
▪ Results were not relevant to my search terms or needs	5.98%	100
▪ Returned not enough or no results	4.78%	80
▪ Returned too many results	0.96%	16
▪ Results were too similar/redundant	1.49%	25
<b>Total</b>	<b>100%</b>	<b>1673</b>