

FEMA.gov Customer Satisfaction Survey

Time Period: 4/1/2016 - 4/30/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	253
▪ Above Average	30.85%	444
▪ Average	28.43%	452
▪ Below Average	13.84%	220
▪ Poor	13.90%	221
Total	103%	1590

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.77%	44
▪ Disaster assistance: applying, checking my status, or learning more about assistance	6.16%	98
▪ Disaster declarations	4.34%	69
▪ Disasters (specifically, types of disasters)	1.38%	22
▪ Email, RSS feeds, or subscription services	0.44%	7
▪ Employment or contracting opportunities	1.01%	16
▪ Exercises	0.69%	11
▪ Flood insurance	4.47%	71
▪ Flood maps	34.34%	546
▪ Forms or publications	5.91%	94
▪ Grants	7.86%	125
▪ Information about FEMA	3.40%	54
▪ News	0.31%	5
▪ Other	10.31%	164
▪ Photographs	0.50%	8
▪ Preparing for a disaster	7.67%	122
▪ Recovering from a disaster	1.19%	19
▪ Training	6.42%	102
▪ Video	0.82%	13
Total	100%	1590

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	51.38%	817
▪ No	48.62%	773
Total	100%	1590

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

Answer Choices	Percentage	Responses
▪ Bad link	6.23%	50
▪ Content wasn't easy to understand	34.37%	276
▪ Error on page	5.98%	48
▪ Multimedia / technical problem	6.10%	49
▪ Other	39.85%	320
▪ Outdated information	7.47%	60
Total	100%	803

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

Answer Choices	Percentage	Responses
▪ Yes	78.55%	1,249
▪ No	21.45%	341
Total	100%	1,590

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	73.65%	1,171
▪ No	26.35%	419
Total	100%	1,590

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	25.79%	410
▪ Disaster Survivor	5.09%	81
▪ Emergency Managers and Personnel	8.55%	136
▪ First Responder	6.10%	97
▪ Government Official or Employee	11.26%	179
▪ Home (Property) Owner	23.65%	376
▪ Insurance Agent	2.39%	38
▪ Job Seeker	0.88%	14
▪ Media	0.57%	9
▪ Other	8.49%	135
▪ Student or Educator	7.23%	115
Total	100%	1590

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	44.15%	702
▪ Navigated to general area but couldn't find the specific content needed	18.24%	290
▪ Links did not take me where I expected	6.54%	104
▪ Had technical difficulties (e.g. error messages, broken links)	7.99%	127
▪ Would often feel lost, not know where I was	5.22%	83
▪ Other	6.48%	103
▪ Too many links or navigational choices	3.14%	50
▪ Links/labels are difficult to understand, they are not intuitive	8.24%	131
Total	100%	1590

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	32.39%	515
▪ Encountered no difficulties	27.23%	433
▪ Results were not helpful	12.89%	205
▪ Other	7.42%	118
▪ I was not sure what words to use in my search	5.09%	81
▪ Results were not relevant to my search terms or needs	6.48%	103
▪ Returned not enough or no results	5.66%	90
▪ Returned too many results	1.26%	20
▪ Results were too similar/redundant	1.57%	25
Total	100%	1590