

Careers.gov Customer Satisfaction Survey

Time Period: 04/1/2015 - 04/30/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	22
▪ Above Average	30.85%	27
▪ Average	31.58%	24
▪ Below Average	3.95%	3
▪ Poor	0.00%	0
Total	83%	76

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	68.42%	52
▪ No	31.58%	24
Total	100%	76

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

Answer Choices	Percentage	Responses
▪ Bad link	11.54%	3
▪ Content wasn't easy to understand	7.69%	2
▪ Error on page	3.85%	1
▪ Multimedia / technical problem	3.85%	1
▪ Outdated information	11.54%	3
▪ Other	61.54%	16
Total	100%	26

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

Answer Choices	Percentage	Responses
▪ Yes	93.42%	71
▪ No	6.58%	5
Total	100%	76

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	89.47%	68
▪ No	10.53%	8
Total	100%	76

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	57.89%	44
▪ Navigated to general area but couldn't find the specific content needed	17.11%	13
▪ Links did not take me where I expected	9.21%	7
▪ Had technical difficulties (e.g. error messages, broken links)	5.26%	4
▪ Would often feel lost, not know where I was	3.95%	3
▪ Other	5.26%	4
▪ Too many links or navigational choices	1.32%	1
▪ Links/labels are difficult to understand, they are not intuitive	0.00%	0
Total	100%	76

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	35.53%	27
▪ Encountered no difficulties	36.84%	28
▪ Results were not helpful	1.32%	1
▪ Other	3.95%	3
▪ I was not sure what words to use in my search	9.21%	7
▪ Results were not relevant to my search terms or needs	1.32%	1
▪ Returned not enough or no results	7.89%	6
▪ Returned too many results	1.32%	1
▪ Results were too similar/redundant	2.63%	2
Total	100%	76