

# FEMA.gov Customer Satisfaction Survey

Time Period: 5/1/2016 - 5/31/2016

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	254
▪ Above Average	30.85%	416
▪ Average	28.03%	402
▪ Below Average	11.99%	172
▪ Poor	13.25%	190
<b>Total</b>	<b>100%</b>	<b>1434</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.44%	35
▪ Disaster assistance: applying, checking my status, or learning more about assistance	5.37%	77
▪ Disaster declarations	3.84%	55
▪ Disasters (specifically, types of disasters)	2.16%	31
▪ Email, RSS feeds, or subscription services	0.49%	7
▪ Employment or contracting opportunities	1.12%	16
▪ Exercises	1.19%	17
▪ Flood insurance	4.95%	71
▪ Flood maps	36.12%	518
▪ Forms or publications	5.16%	74
▪ Grants	7.39%	106
▪ Information about FEMA	3.63%	52
▪ News	0.49%	7
▪ Other	9.00%	129
▪ Photographs	0.28%	4
▪ Preparing for a disaster	6.83%	98
▪ Recovering from a disaster	1.26%	18
▪ Training	7.39%	106
▪ Video	0.91%	13
<b>Total</b>	<b>100%</b>	<b>1434</b>

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

Answer Choices	Percentage	Responses
▪ Yes	55.79%	800
▪ No	44.21%	634
<b>Total</b>	<b>100%</b>	<b>1434</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	4.72%	32
▪ Content wasn't easy to understand	37.02%	251
▪ Error on page	4.42%	30
▪ Multimedia / technical problem	4.72%	32
▪ Other	43.66%	296
▪ Outdated information	5.46%	37
<b>Total</b>	<b>100%</b>	<b>678</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	78.17%	1,121
▪ No	21.83%	313
<b>Total</b>	<b>100%</b>	<b>1,434</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Yes	74.90%	1,074
▪ No	25.10%	360
<b>Total</b>	<b>100%</b>	<b>1,434</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	26.36%	378
▪ Disaster Survivor	5.23%	75
▪ Emergency Managers and Personnel	7.18%	103
▪ First Responder	6.49%	93
▪ Government Official or Employee	10.81%	155
▪ Home (Property) Owner	23.50%	337
▪ Insurance Agent	2.37%	34
▪ Job Seeker	1.32%	19
▪ Media	0.28%	4
▪ Other	8.44%	121
▪ Student or Educator	8.02%	115
<b>Total</b>	<b>100%</b>	<b>1434</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	47.54%	696
▪ Navigated to general area but couldn't find the specific content needed	19.67%	288
▪ Links did not take me where I expected	6.83%	100
▪ Had technical difficulties (e.g. error messages, broken links)	6.63%	97
▪ Would often feel lost, not know where I was	5.53%	81
▪ Other	4.71%	69
▪ Too many links or navigational choices	3.62%	53
▪ Links/labels are difficult to understand, they are not intuitive	5.46%	80
<b>Total</b>	<b>100%</b>	<b>1464</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	31.94%	458
▪ Encountered no difficulties	28.31%	406
▪ Results were not helpful	13.18%	189
▪ Other	6.90%	99
▪ I was not sure what words to use in my search	5.23%	75
▪ Results were not relevant to my search terms or needs	6.00%	86
▪ Returned not enough or no results	5.72%	82
▪ Returned too many results	1.32%	19
▪ Results were too similar/redundant	1.39%	20
<b>Total</b>	<b>100%</b>	<b>1434</b>