

Careers.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%	20
▪ Above Average	30.85%	42
▪ Average	23.60%	21
▪ Below Average	3.37%	3
▪ Poor	3.37%	3
Total	77%	89

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	60.67%	54
▪ No	39.33%	35
Total	100%	89

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

Answer Choices	Percentage	Responses
▪ Bad link	5.26%	2
▪ Content wasn't easy to understand	21.05%	8
▪ Error on page	7.89%	3
▪ Multimedia / technical problem	5.26%	2
▪ Outdated information	7.89%	3
▪ Other	52.63%	20
Total	100%	38

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

Answer Choices	Percentage	Responses
▪ Yes	92.13%	82
▪ No	7.87%	7
Total	100%	89

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	91.01%	81
▪ No	8.99%	8
Total	100%	89

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	48.31%	43
▪ Navigated to general area but couldn't find the specific content needed	17.98%	16
▪ Links did not take me where I expected	14.61%	13
▪ Had technical difficulties (e.g. error messages, broken links)	4.49%	4
▪ Would often feel lost, not know where I was	2.25%	2
▪ Other	4.49%	4
▪ Too many links or navigational choices	3.37%	3
▪ Links/labels are difficult to understand, they are not intuitive	4.49%	4
Total	100%	89

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	28.09%	25
▪ Encountered no difficulties	33.71%	30
▪ Results were not helpful	5.62%	5
▪ Other	5.62%	5
▪ I was not sure what words to use in my search	14.61%	13
▪ Results were not relevant to my search terms or needs	6.74%	6
▪ Returned not enough or no results	2.25%	2
▪ Returned too many results	1.12%	1
▪ Results were too similar/redundant	2.25%	2
Total	100%	89