

Careers.gov Customer Satisfaction Survey

Time Period: 06/1/2015 - 06/30/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	23
▪ Above Average	30.85%	33
▪ Average	28.57%	24
▪ Below Average	1.19%	1
▪ Poor	3.57%	3
Total	80%	84

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	58.33%	49
▪ No	41.67%	35
Total	100%	84

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

Answer Choices	Percentage	Responses
▪ Bad link	8.57%	3
▪ Content wasn't easy to understand	14.29%	5
▪ Error on page	8.57%	3
▪ Multimedia / technical problem	5.71%	2
▪ Outdated information	5.71%	2
▪ Other	57.14%	20
Total	100%	35

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

Answer Choices	Percentage	Responses
▪ Yes	91.67%	77
▪ No	8.33%	7
Total	100%	84

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	85.71%	72
▪ No	14.29%	12
Total	100%	84

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	54.76%	46
▪ Navigated to general area but couldn't find the specific content needed	16.67%	14
▪ Links did not take me where I expected	14.29%	12
▪ Had technical difficulties (e.g. error messages, broken links)	5.95%	5
▪ Would often feel lost, not know where I was	0.00%	0
▪ Other	3.57%	3
▪ Too many links or navigational choices	1.19%	1
▪ Links/labels are difficult to understand, they are not intuitive	3.57%	3
Total	100%	84

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	29.76%	25
▪ Encountered no difficulties	34.52%	29
▪ Results were not helpful	4.76%	4
▪ Other	5.95%	5
▪ I was not sure what words to use in my search	9.52%	8
▪ Results were not relevant to my search terms or needs	4.76%	4
▪ Returned not enough or no results	7.14%	6
▪ Returned too many results	0.00%	0
▪ Results were too similar/redundant	3.57%	3
Total	100%	84