

FEMA.gov Customer Satisfaction Survey

Time Period: 6/1/2016 - 6/30/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	261
▪ Above Average	30.85%	450
▪ Average	30.55%	480
▪ Below Average	11.97%	188
▪ Poor	12.22%	192
Total	102%	1571

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.36%	37
▪ Disaster assistance: applying, checking my status, or learning more about assistance	5.03%	79
▪ Disaster declarations	4.33%	68
▪ Disasters (specifically, types of disasters)	2.23%	35
▪ Email, RSS feeds, or subscription services	0.45%	7
▪ Employment or contracting opportunities	1.34%	21
▪ Exercises	1.85%	29
▪ Flood insurance	5.03%	79
▪ Flood maps	34.95%	549
▪ Forms or publications	4.77%	75
▪ Grants	6.43%	101
▪ Information about FEMA	2.36%	37
▪ News	0.89%	14
▪ Other	10.57%	166
▪ Photographs	0.38%	6
▪ Preparing for a disaster	7.57%	119
▪ Recovering from a disaster	2.04%	32
▪ Training	7.07%	111
▪ Video	0.38%	6
Total	100%	1571

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	54.23%	852
▪ No	45.77%	719
Total	100%	1571

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

Answer Choices	Percentage	Responses
▪ Bad link	5.01%	37
▪ Content wasn't easy to understand	41.27%	305
▪ Error on page	3.65%	27
▪ Multimedia / technical problem	4.33%	32
▪ Other	38.57%	285
▪ Outdated information	7.17%	53
Total	100%	739

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

Answer Choices	Percentage	Responses
▪ Yes	77.08%	1,211
▪ No	22.92%	360
Total	100%	1,571

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	73.07%	1,148
▪ No	26.93%	423
Total	100%	1,571

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	22.60%	355
▪ Disaster Survivor	5.09%	80
▪ Emergency Managers and Personnel	7.57%	119
▪ First Responder	6.56%	103
▪ Government Official or Employee	11.65%	183
▪ Home (Property) Owner	25.72%	404
▪ Insurance Agent	2.86%	45
▪ Job Seeker	1.40%	22
▪ Media	0.38%	6
▪ Other	9.42%	148
▪ Student or Educator	6.75%	106
Total	100%	1571

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	49.40%	776
▪ Navigated to general area but couldn't find the specific content needed	18.71%	294
▪ Links did not take me where I expected	7.07%	111
▪ Had technical difficulties (e.g. error messages, broken links)	4.71%	74
▪ Would often feel lost, not know where I was	4.90%	77
▪ Other	4.84%	76
▪ Too many links or navigational choices	3.44%	54
▪ Links/labels are difficult to understand, they are not intuitive	6.94%	109
Total	100%	1571

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	33.16%	521
▪ Encountered no difficulties	27.88%	438
▪ Results were not helpful	12.92%	203
▪ Other	6.11%	96
▪ I was not sure what words to use in my search	5.86%	92
▪ Results were not relevant to my search terms or needs	5.67%	89
▪ Returned not enough or no results	5.35%	84
▪ Returned too many results	1.08%	17
▪ Results were too similar/redundant	1.97%	31
Total	100%	1571