

FEMA.gov Customer Satisfaction Survey

Time Period: 7/1/2016 - 7/30/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	197
▪ Above Average	30.85%	372
▪ Average	29.12%	366
▪ Below Average	12.97%	163
▪ Poor	12.65%	159
Total	102%	1257

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.94%	37
▪ Disaster assistance: applying, checking my status, or learning more about assistance	4.14%	52
▪ Disaster declarations	3.34%	42
▪ Disasters (specifically, types of disasters)	1.43%	18
▪ Email, RSS feeds, or subscription services	0.64%	8
▪ Employment or contracting opportunities	1.27%	16
▪ Exercises	0.95%	12
▪ Flood insurance	5.01%	63
▪ Flood maps	36.04%	453
▪ Forms or publications	6.60%	83
▪ Grants	8.75%	110
▪ Information about FEMA	1.91%	24
▪ News	0.56%	7
▪ Other	10.50%	132
▪ Photographs	0.56%	7
▪ Preparing for a disaster	5.89%	74
▪ Recovering from a disaster	0.88%	11
▪ Training	8.27%	104
▪ Video	0.32%	4
Total	100%	1257

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	9.00%	60
▪ No	91.00%	607
Total	100%	667

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

Answer Choices	Percentage	Responses
▪ Bad link	4.60%	29
▪ Content wasn't easy to understand	40.16%	253
▪ Error on page	5.08%	32
▪ Multimedia / technical problem	4.29%	27
▪ Other	39.52%	249
▪ Outdated information	6.35%	40
Total	100%	630

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

Answer Choices	Percentage	Responses
▪ Yes	76.85%	966
▪ No	23.15%	291
Total	100%	1,257

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	73.03%	918
▪ No	26.97%	339
Total	100%	1,257

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	25.14%	316
▪ Disaster Survivor	3.42%	43
▪ Emergency Managers and Personnel	8.51%	107
▪ First Responder	7.16%	90
▪ Government Official or Employee	11.22%	141
▪ Home (Property) Owner	24.03%	302
▪ Insurance Agent	1.91%	24
▪ Job Seeker	1.27%	16
▪ Media	0.56%	7
▪ Other	9.86%	124
▪ Student or Educator	6.92%	87
Total	100%	1257

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	47.26%	594
▪ Navigated to general area but couldn't find the specific content needed	19.97%	251
▪ Links did not take me where I expected	6.68%	84
▪ Had technical difficulties (e.g. error messages, broken links)	5.17%	65
▪ Would often feel lost, not know where I was	5.41%	68
▪ Other	5.09%	64
▪ Too many links or navigational choices	3.26%	41
▪ Links/labels are difficult to understand, they are not intuitive	7.16%	90
Total	100%	1257

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	30.79%	387
▪ Encountered no difficulties	29.67%	373
▪ Results were not helpful	12.89%	162
▪ Other	6.92%	87
▪ I was not sure what words to use in my search	5.09%	64
▪ Results were not relevant to my search terms or needs	6.44%	81
▪ Returned not enough or no results	5.09%	64
▪ Returned too many results	1.51%	19
▪ Results were too similar/redundant	1.59%	20
Total	100%	1257