

Careers.gov Customer Satisfaction Survey

Time Period: 07/1/2015 - 07/30/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	35
▪ Above Average	30.85%	39
▪ Average	24.30%	26
▪ Below Average	5.61%	6
▪ Poor	0.93%	1
Total	78%	107

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	70.09%	75
▪ No	29.91%	32
Total	100%	107

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

Answer Choices	Percentage	Responses
▪ Bad link	2.78%	1
▪ Content wasn't easy to understand	27.78%	10
▪ Error on page	11.11%	4
▪ Multimedia / technical problem	0.00%	0
▪ Outdated information	5.56%	2
▪ Other	52.78%	19
Total	100%	36

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

Answer Choices	Percentage	Responses
▪ Yes	93.46%	100
▪ No	6.54%	7
Total	100%	107

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	86.92%	93
▪ No	13.08%	14
Total	100%	107

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	62.62%	67
▪ Navigated to general area but couldn't find the specific content needed	4.67%	5
▪ Links did not take me where I expected	7.48%	8
▪ Had technical difficulties (e.g. error messages, broken links)	4.67%	5
▪ Would often feel lost, not know where I was	8.41%	9
▪ Other	6.54%	7
▪ Too many links or navigational choices	3.74%	4
▪ Links/labels are difficult to understand, they are not intuitive	1.87%	2
Total	100%	107

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	31.78%	34
▪ Encountered no difficulties	43.93%	47
▪ Results were not helpful	1.87%	2
▪ Other	2.80%	3
▪ I was not sure what words to use in my search	7.48%	8
▪ Results were not relevant to my search terms or needs	3.74%	4
▪ Returned not enough or no results	4.67%	5
▪ Returned too many results	2.80%	3
▪ Results were too similar/redundant	0.93%	1
Total	100%	107