

# FEMA.gov Customer Satisfaction Survey

Time Period: 8/1/2016 - 8/31/2016

## How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	376
▪ Above Average	30.85%	589
▪ Average	28.31%	578
▪ Below Average	11.51%	235
▪ Poor	12.93%	264
<b>Total</b>	<b>100%</b>	<b>2042</b>

## What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.64%	54
▪ Disaster assistance: applying, checking my status, or learning more about assistance	14.64%	299
▪ Disaster declarations	4.31%	88
▪ Disasters (specifically, types of disasters)	1.67%	34
▪ Email, RSS feeds, or subscription services	0.34%	7
▪ Employment or contracting opportunities	2.15%	44
▪ Exercises	0.69%	14
▪ Flood insurance	4.65%	95
▪ Flood maps	28.26%	577
▪ Forms or publications	4.60%	94
▪ Grants	7.05%	144
▪ Information about FEMA	2.69%	55
▪ News	0.69%	14
▪ Other	8.72%	178
▪ Photographs	0.59%	12
▪ Preparing for a disaster	7.39%	151
▪ Recovering from a disaster	2.79%	57
▪ Training	5.53%	113
▪ Video	0.59%	12
<b>Total</b>	<b>100%</b>	<b>2042</b>

## Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	51.62%	1054
▪ No	48.38%	988
<b>Total</b>	<b>100%</b>	<b>2042</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Bad link	6.24%	64
▪ Content wasn't easy to understand	33.72%	346
▪ Error on page	5.46%	56
▪ Multimedia / technical problem	4.39%	45
▪ Other	43.08%	442
▪ Outdated information	7.12%	73
<b>Total</b>	<b>100%</b>	<b>1026</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Yes	78.21%	1,597
▪ No	21.79%	445
<b>Total</b>	<b>100%</b>	<b>2,042</b>

**Will you recommend this website to a friend or colleague?**

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Yes	73.07%	1,492
▪ No	26.93%	550
<b>Total</b>	<b>100%</b>	<b>2,042</b>

**Which of the following best describes you?**

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Business, organization, non-profit, contractor, or vendor	22.62%	462
▪ Disaster Survivor	13.37%	273
▪ Emergency Managers and Personnel	6.42%	131
▪ First Responder	4.80%	98
▪ Government Official or Employee	10.38%	212
▪ Home (Property) Owner	23.85%	487
▪ Insurance Agent	2.45%	50
▪ Job Seeker	2.35%	48
▪ Media	0.34%	7
▪ Other	8.86%	181
▪ Student or Educator	4.55%	93
<b>Total</b>	<b>100%</b>	<b>2042</b>

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

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
▪ Encountered no difficulties	45.79%	935
▪ Navigated to general area but couldn't find the specific content needed	18.07%	369
▪ Links did not take me where I expected	7.84%	160
▪ Had technical difficulties (e.g. error messages, broken links)	6.71%	137
▪ Would often feel lost, not know where I was	6.66%	136
▪ Other	5.48%	112
▪ Too many links or navigational choices	3.77%	77
▪ Links/labels are difficult to understand, they are not intuitive	5.68%	116
<b>Total</b>	<b>100%</b>	<b>2042</b>

**How was your experience using our site search?**

<b>Answer Choices</b>	<b>Points</b>	<b>Responses</b>
▪ Did not use search bar today	30.02%	613
▪ Encountered no difficulties	29.68%	606
▪ Results were not helpful	12.49%	255
▪ Other	8.96%	183
▪ I was not sure what words to use in my search	5.44%	111
▪ Results were not relevant to my search terms or needs	6.22%	127
▪ Returned not enough or no results	4.46%	91
▪ Returned too many results	1.32%	27
▪ Results were too similar/redundant	1.42%	29
<b>Total</b>	<b>100%</b>	<b>2042</b>