

Careers.gov Customer Satisfaction Survey

Time Period: 08/1/2015 - 08/31/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	48
▪ Above Average	30.85%	53
▪ Average	34.43%	63
▪ Below Average	6.01%	11
▪ Poor	4.37%	8
Total	92%	183

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	55.74%	102
▪ No	44.26%	81
Total	100%	183

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

Answer Choices	Percentage	Responses
▪ Bad link	6.74%	6
▪ Content wasn't easy to understand	23.60%	21
▪ Error on page	11.24%	10
▪ Multimedia / technical problem	5.62%	5
▪ Outdated information	7.87%	7
▪ Other	44.94%	40
Total	100%	89

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

Answer Choices	Percentage	Responses
▪ Yes	89.62%	164
▪ No	10.38%	19
Total	100%	183

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	82.51%	151
▪ No	17.49%	32
Total	100%	183

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	48.09%	88
▪ Navigated to general area but couldn't find the specific content needed	16.94%	31
▪ Links did not take me where I expected	11.48%	21
▪ Had technical difficulties (e.g. error messages, broken links)	7.65%	14
▪ Would often feel lost, not know where I was	2.73%	5
▪ Other	8.20%	15
▪ Too many links or navigational choices	0.55%	1
▪ Links/labels are difficult to understand, they are not intuitive	4.37%	8
Total	100%	183

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	30.60%	56
▪ Encountered no difficulties	30.05%	55
▪ Results were not helpful	7.65%	14
▪ Other	6.01%	11
▪ I was not sure what words to use in my search	9.84%	18
▪ Results were not relevant to my search terms or needs	7.65%	14
▪ Returned not enough or no results	4.37%	8
▪ Returned too many results	1.64%	3
▪ Results were too similar/redundant	2.19%	4
Total	100%	183