

FEMA.gov Customer Satisfaction Survey

Time Period: 9/1/2016 - 9/30/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	308
▪ Above Average	30.85%	490
▪ Average	31.16%	541
▪ Below Average	11.23%	195
▪ Poor	11.64%	202
Total	101%	1736

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	1.61%	28
▪ Disaster assistance: applying, checking my status, or learning more about assistance	7.43%	129
▪ Disaster declarations	3.63%	63
▪ Disasters (specifically, types of disasters)	1.79%	31
▪ Email, RSS feeds, or subscription services	0.40%	7
▪ Employment or contracting opportunities	1.73%	30
▪ Exercises	1.15%	20
▪ Flood insurance	4.21%	73
▪ Flood maps	29.38%	510
▪ Forms or publications	5.41%	94
▪ Grants	8.81%	153
▪ Information about FEMA	2.36%	41
▪ News	0.86%	15
▪ Other	9.56%	166
▪ Photographs	0.81%	14
▪ Preparing for a disaster	10.71%	186
▪ Recovering from a disaster	1.84%	32
▪ Training	7.83%	136
▪ Video	0.46%	8
Total	100%	1736

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	53.34%	926
▪ No	46.66%	810
Total	100%	1736

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

Answer Choices	Percentage	Responses
▪ Bad link	5.32%	45
▪ Content wasn't easy to understand	37.00%	313
▪ Error on page	5.91%	50
▪ Multimedia / technical problem	4.26%	36
▪ Other	40.90%	346
▪ Outdated information	6.62%	56
Total	100%	846

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

Answer Choices	Percentage	Responses
▪ Yes	79.84%	1,386
▪ No	20.16%	350
Total	100%	1,736

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	74.71%	1,297
▪ No	25.29%	439
Total	100%	1,736

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	22.41%	389
▪ Disaster Survivor	7.49%	130
▪ Emergency Managers and Personnel	6.91%	120
▪ First Responder	7.37%	128
▪ Government Official or Employee	11.23%	195
▪ Home (Property) Owner	24.83%	431
▪ Insurance Agent	2.13%	37
▪ Job Seeker	1.90%	33
▪ Media	0.40%	7
▪ Other	8.12%	141
▪ Student or Educator	7.20%	125
Total	100%	1736

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	47.81%	830
▪ Navigated to general area but couldn't find the specific content needed	17.63%	306
▪ Links did not take me where I expected	8.87%	154
▪ Had technical difficulties (e.g. error messages, broken links)	5.59%	97
▪ Would often feel lost, not know where I was	5.01%	87
▪ Other	5.07%	88
▪ Too many links or navigational choices	3.51%	61
▪ Links/labels are difficult to understand, they are not intuitive	6.51%	113
Total	100%	1736

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	31.74%	551
▪ Encountered no difficulties	29.90%	519
▪ Results were not helpful	13.65%	237
▪ Other	6.80%	118
▪ I was not sure what words to use in my search	5.13%	89
▪ Results were not relevant to my search terms or needs	4.90%	85
▪ Returned not enough or no results	5.76%	100
▪ Returned too many results	0.92%	16
▪ Results were too similar/redundant	1.21%	21
Total	100%	1736