

Careers.gov Customer Satisfaction Survey

Time Period: 09/1/2015 - 09/30/2015

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	33
▪ Above Average	30.85%	45
▪ Average	28.07%	32
▪ Below Average	1.75%	2
▪ Poor	1.75%	2
Total	79%	114

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	63.16%	72
▪ No	36.84%	42
Total	100%	114

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

Answer Choices	Percentage	Responses
▪ Bad link	10.20%	5
▪ Content wasn't easy to understand	16.33%	8
▪ Error on page	10.20%	5
▪ Multimedia / technical problem	4.08%	2
▪ Outdated information	2.04%	1
▪ Other	57.14%	28
Total	100%	49

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

Answer Choices	Percentage	Responses
▪ Yes	96.49%	110
▪ No	3.51%	4
Total	100%	114

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	92.98%	106
▪ No	7.02%	8
Total	100%	114

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	57.89%	66
▪ Navigated to general area but couldn't find the specific content needed	6.14%	7
▪ Links did not take me where I expected	12.28%	14
▪ Had technical difficulties (e.g. error messages, broken links)	8.77%	10
▪ Would often feel lost, not know where I was	4.39%	5
▪ Other	6.14%	7
▪ Too many links or navigational choices	1.75%	2
▪ Links/labels are difficult to understand, they are not intuitive	2.63%	3
Total	100%	114

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	34.21%	39
▪ Encountered no difficulties	32.46%	37
▪ Results were not helpful	3.51%	4
▪ Other	9.65%	11
▪ I was not sure what words to use in my search	9.65%	11
▪ Results were not relevant to my search terms or needs	4.39%	5
▪ Returned not enough or no results	0.88%	1
▪ Returned too many results	1.75%	2
▪ Results were too similar/redundant	3.51%	4
Total	100%	114