

Careers.gov Customer Satisfaction Survey

Time Period: 11/1/2016 - 11/30/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	27
▪ Above Average	30.85%	15
▪ Average	35.29%	24
▪ Below Average	2.94%	2
▪ Poor	0.00%	0
Total	85%	68

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	75.00%	51
▪ No	25.00%	17
Total	100%	68

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

Answer Choices	Percentage	Responses
▪ Bad link	5.26%	1
▪ Content wasn't easy to understand	21.05%	4
▪ Error on page	5.26%	1
▪ Multimedia / technical problem	0.00%	0
▪ Outdated information	0.00%	0
▪ Other	68.42%	13
Total	100%	19

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

Answer Choices	Percentage	Responses
▪ Yes	89.71%	61
▪ No	10.29%	7
Total	100%	68

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	88.24%	60
▪ No	11.76%	8
Total	100%	68

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	66.18%	45
▪ Navigated to general area but couldn't find the specific content needed	17.65%	12
▪ Links did not take me where I expected	5.88%	4
▪ Had technical difficulties (e.g. error messages, broken links)	5.88%	4
▪ Would often feel lost, not know where I was	0.00%	0
▪ Other	2.94%	2
▪ Too many links or navigational choices	0.00%	0
▪ Links/labels are difficult to understand, they are not intuitive	1.47%	1
Total	100%	68

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	38.24%	26
▪ Encountered no difficulties	39.71%	27
▪ Results were not helpful	1.47%	1
▪ Other	7.35%	5
▪ I was not sure what words to use in my search	7.35%	5
▪ Results were not relevant to my search terms or needs	1.47%	1
▪ Returned not enough or no results	1.47%	1
▪ Returned too many results	0.00%	0
▪ Results were too similar/redundant	2.94%	2
Total	100%	68