

Careers.gov Customer Satisfaction Survey

Time Period: 10/1/2016 - 10/31/2016

How would you rate your overall experience today?

Answer Choices	Percentage	Responses
▪ Outstanding	16.18%	32
▪ Above Average	30.85%	53
▪ Average	34.90%	52
▪ Below Average	6.71%	10
▪ Poor	1.34%	2
Total	90%	149

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	61.07%	91
▪ No	38.93%	58
Total	100%	149

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

Answer Choices	Percentage	Responses
▪ Bad link	9.38%	6
▪ Content wasn't easy to understand	12.50%	8
▪ Error on page	6.25%	4
▪ Multimedia / technical problem	6.25%	4
▪ Outdated information	3.13%	2
▪ Other	62.50%	40
Total	100%	64

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

Answer Choices	Percentage	Responses
▪ Yes	89.26%	133
▪ No	10.74%	16
Total	100%	149

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	82.55%	123
▪ No	17.45%	26
Total	100%	149

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	54.36%	81
▪ Navigated to general area but couldn't find the specific content needed	16.11%	24
▪ Links did not take me where I expected	8.05%	12
▪ Had technical difficulties (e.g. error messages, broken links)	7.38%	11
▪ Would often feel lost, not know where I was	4.70%	7
▪ Other	6.71%	10
▪ Too many links or navigational choices	2.01%	3
▪ Links/labels are difficult to understand, they are not intuitive	0.67%	1
Total	100%	149

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	34.90%	52
▪ Encountered no difficulties	31.54%	47
▪ Results were not helpful	6.71%	10
▪ Other	5.37%	8
▪ I was not sure what words to use in my search	8.72%	13
▪ Results were not relevant to my search terms or needs	5.37%	8
▪ Returned not enough or no results	4.70%	7
▪ Returned too many results	0.00%	0
▪ Results were too similar/redundant	2.68%	4
Total	100%	149