

FEMA.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%	236
▪ Above Average	30.85%	370
▪ Average	32.01%	442
▪ Below Average	12.60%	174
▪ Poor	11.51%	159
Total	103%	1381

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.75%	38
▪ Disaster assistance: applying, checking my status, or learning more about assistance	10.28%	142
▪ Disaster declarations	3.98%	55
▪ Disasters (specifically, types of disasters)	1.96%	27
▪ Email, RSS feeds, or subscription services	0.58%	8
▪ Employment or contracting opportunities	1.09%	15
▪ Exercises	0.65%	9
▪ Flood insurance	4.20%	58
▪ Flood maps	30.70%	424
▪ Forms or publications	4.42%	61
▪ Grants	10.79%	149
▪ Information about FEMA	3.84%	53
▪ News	0.29%	4
▪ Other	10.21%	141
▪ Photographs	0.65%	9
▪ Preparing for a disaster	5.50%	76
▪ Recovering from a disaster	2.17%	30
▪ Training	5.65%	78
▪ Video	0.29%	4
Total	100%	1381

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	53.29%	736
▪ No	46.71%	645
Total	100%	1381

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

Answer Choices	Percentage	Responses
▪ Bad link	5.65%	38
▪ Content wasn't easy to understand	38.54%	259
▪ Error on page	5.80%	39
▪ Multimedia / technical problem	5.65%	38
▪ Other	40.33%	271
▪ Outdated information	4.02%	27
Total	100%	672

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

Answer Choices	Percentage	Responses
▪ Yes	79.58%	1,099
▪ No	20.42%	282
Total	100%	1,381

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	74.58%	1,030
▪ No	25.42%	351
Total	100%	1,381

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	22.59%	312
▪ Disaster Survivor	8.11%	112
▪ Emergency Managers and Personnel	7.68%	106
▪ First Responder	7.60%	105
▪ Government Official or Employee	11.37%	157
▪ Home (Property) Owner	22.52%	311
▪ Insurance Agent	2.39%	33
▪ Job Seeker	1.23%	17
▪ Media	0.22%	3
▪ Other	7.97%	110
▪ Student or Educator	8.33%	115
Total	100%	1381

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	44.75%	618
▪ Navigated to general area but couldn't find the specific content needed	18.39%	254
▪ Links did not take me where I expected	8.40%	116
▪ Had technical difficulties (e.g. error messages, broken links)	6.08%	84
▪ Would often feel lost, not know where I was	6.08%	84
▪ Other	6.01%	83
▪ Too many links or navigational choices	4.20%	58
▪ Links/labels are difficult to understand, they are not intuitive	6.08%	84
Total	100%	1381

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	31.14%	430
▪ Encountered no difficulties	29.40%	406
▪ Results were not helpful	12.60%	174
▪ Other	7.53%	104
▪ I was not sure what words to use in my search	6.08%	84
▪ Results were not relevant to my search terms or needs	5.94%	82
▪ Returned not enough or no results	4.56%	63
▪ Returned too many results	1.38%	19
▪ Results were too similar/redundant	1.38%	19
Total	100%	1381