

FEMA.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%	432
▪ Above Average	30.85%	610
▪ Average	32.96%	843
▪ Below Average	12.90%	330
▪ Poor	13.41%	343
Total	106%	2558

What Information were you looking for today?

Answer Choices	Percentage	Responses
▪ Contact information	2.66%	68
▪ Disaster assistance: applying, checking my status, or learning more about assistance	21.97%	562
▪ Disaster declarations	6.96%	178
▪ Disasters (specifically, types of disasters)	2.15%	55
▪ Email, RSS feeds, or subscription services	0.43%	11
▪ Employment or contracting opportunities	1.49%	38
▪ Exercises	0.39%	10
▪ Flood insurance	4.46%	114
▪ Flood maps	24.59%	629
▪ Forms or publications	2.85%	73
▪ Grants	7.78%	199
▪ Information about FEMA	3.40%	87
▪ News	0.39%	10
▪ Other	7.08%	181
▪ Photographs	0.59%	15
▪ Preparing for a disaster	5.51%	141
▪ Recovering from a disaster	2.54%	65
▪ Training	4.26%	109
▪ Video	0.51%	13
Total	100%	2558

Were you able to complete the purpose of your visit?

Answer Choices	Percentage	Responses
▪ Yes	48.01%	1228
▪ No	51.99%	1330
Total	100%	2558

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

Answer Choices	Percentage	Responses
▪ Bad link	4.83%	66
▪ Content wasn't easy to understand	37.16%	508
▪ Error on page	6.80%	93
▪ Multimedia / technical problem	4.17%	57
▪ Other	40.31%	551
▪ Outdated information	6.73%	92
Total	100%	1367

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

Answer Choices	Percentage	Responses
▪ Yes	78.38%	2,005
▪ No	21.62%	553
Total	100%	2,558

Will you recommend this website to a friend or colleague?

Answer Choices	Percentage	Responses
▪ Yes	73.06%	1,869
▪ No	26.94%	689
Total	100%	2,558

Which of the following best describes you?

Answer Choices	Percentage	Responses
▪ Business, organization, non-profit, contractor, or vendor	18.92%	484
▪ Disaster Survivor	18.18%	465
▪ Emergency Managers and Personnel	5.71%	146
▪ First Responder	5.63%	144
▪ Government Official or Employee	6.68%	171
▪ Home (Property) Owner	28.19%	721
▪ Insurance Agent	1.76%	45
▪ Job Seeker	1.13%	29
▪ Media	0.39%	10
▪ Other	7.27%	186
▪ Student or Educator	6.14%	157
Total	100%	2558

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

Answer Choices	Percentage	Responses
▪ Encountered no difficulties	43.75%	1119
▪ Navigated to general area but couldn't find the specific content needed	19.19%	491
▪ Links did not take me where I expected	8.01%	205
▪ Had technical difficulties (e.g. error messages, broken links)	7.19%	184
▪ Would often feel lost, not know where I was	6.33%	162
▪ Other	5.86%	150
▪ Too many links or navigational choices	4.10%	105
▪ Links/labels are difficult to understand, they are not intuitive	5.55%	142
Total	100%	2558

How was your experience using our site search?

Answer Choices	Points	Responses
▪ Did not use search bar today	29.12%	745
▪ Encountered no difficulties	28.30%	724
▪ Results were not helpful	14.31%	366
▪ Other	8.09%	207
▪ I was not sure what words to use in my search	6.02%	154
▪ Results were not relevant to my search terms or needs	5.98%	153
▪ Returned not enough or no results	5.12%	131
▪ Returned too many results	1.45%	37
▪ Results were too similar/redundant	1.60%	41
Total	100%	2558