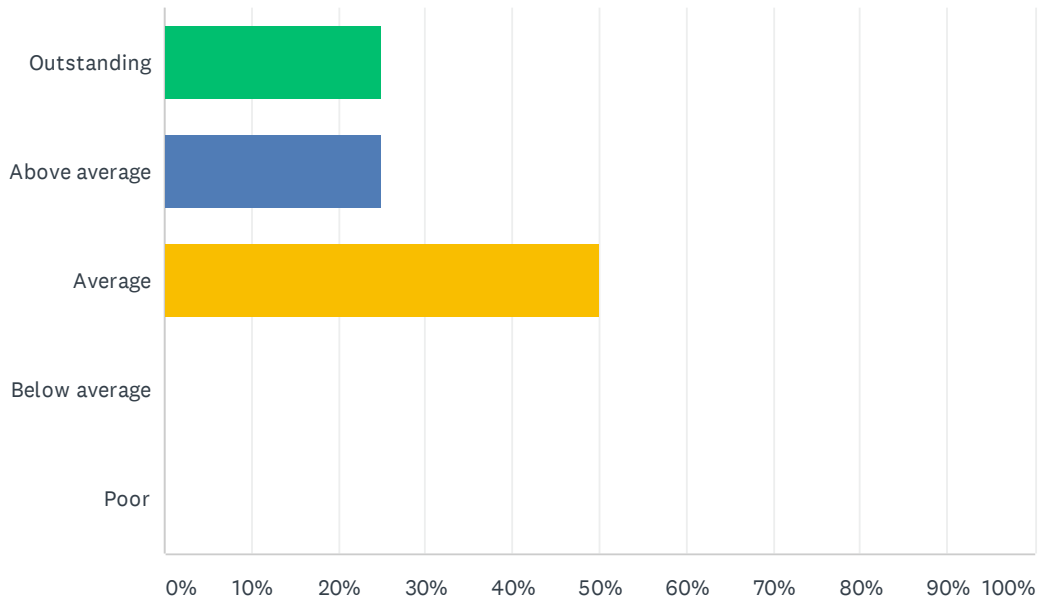


Q1 How would you rate your overall experience today?

Answered: 4 Skipped: 0

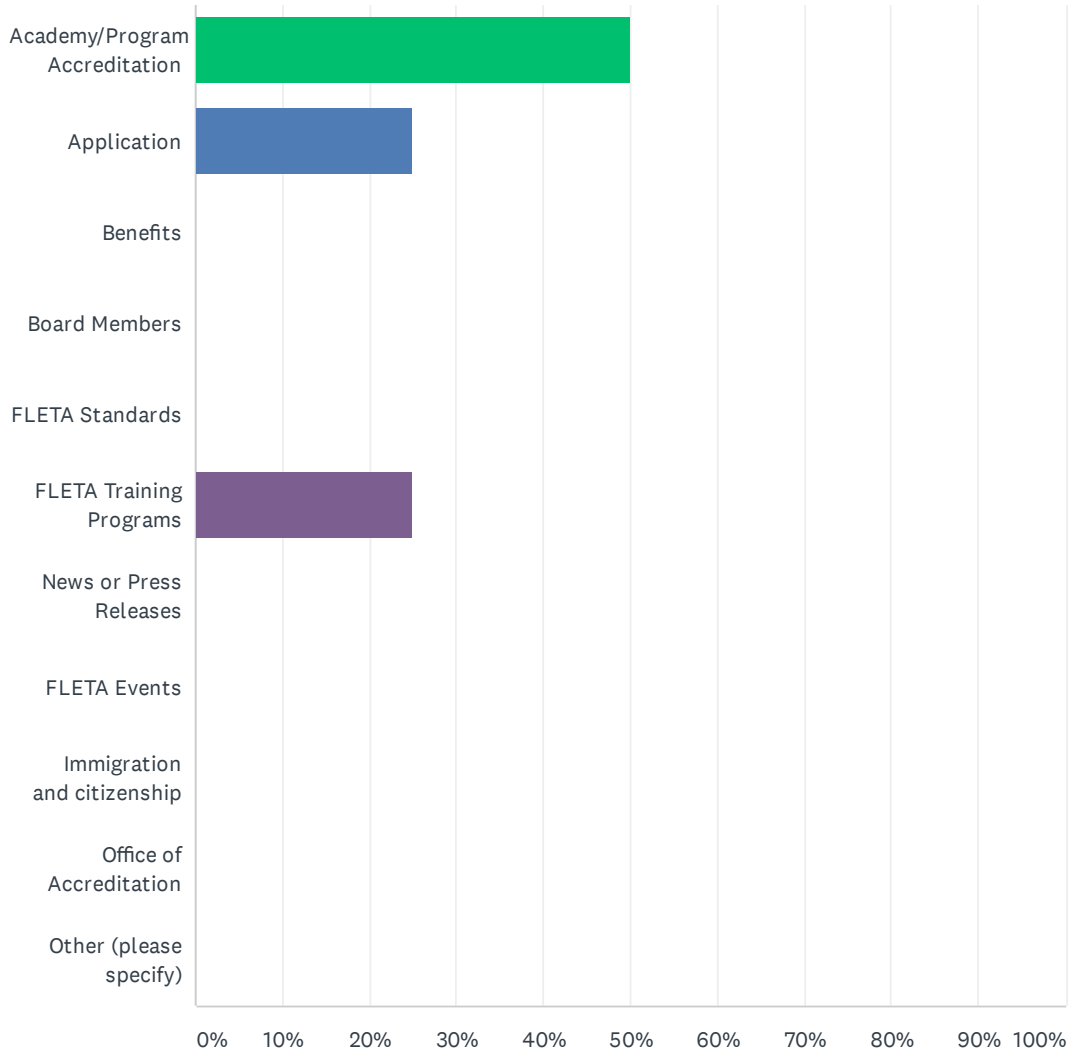


ANSWER CHOICES	RESPONSES	
Outstanding	25.00%	1
Above average	25.00%	1
Average	50.00%	2
Below average	0.00%	0
Poor	0.00%	0
TOTAL		4

Q2 What information were you looking for today?

Answered: 4 Skipped: 0

FLETA.gov Customer Satisfaction Survey



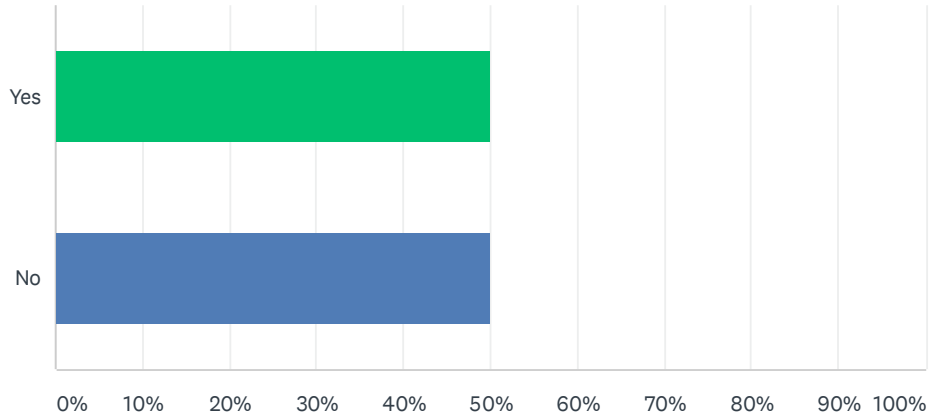
ANSWER CHOICES	RESPONSES	
Academy/Program Accreditation	50.00%	2
Application	25.00%	1
Benefits	0.00%	0
Board Members	0.00%	0
FLETA Standards	0.00%	0
FLETA Training Programs	25.00%	1
News or Press Releases	0.00%	0
FLETA Events	0.00%	0
Immigration and citizenship	0.00%	0
Office of Accreditation	0.00%	0
Other (please specify)	0.00%	0
TOTAL		4

#	OTHER (PLEASE SPECIFY)	DATE
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There are no responses.

Q3 Were you able to complete the purpose of your visit?

Answered: 4 Skipped: 0

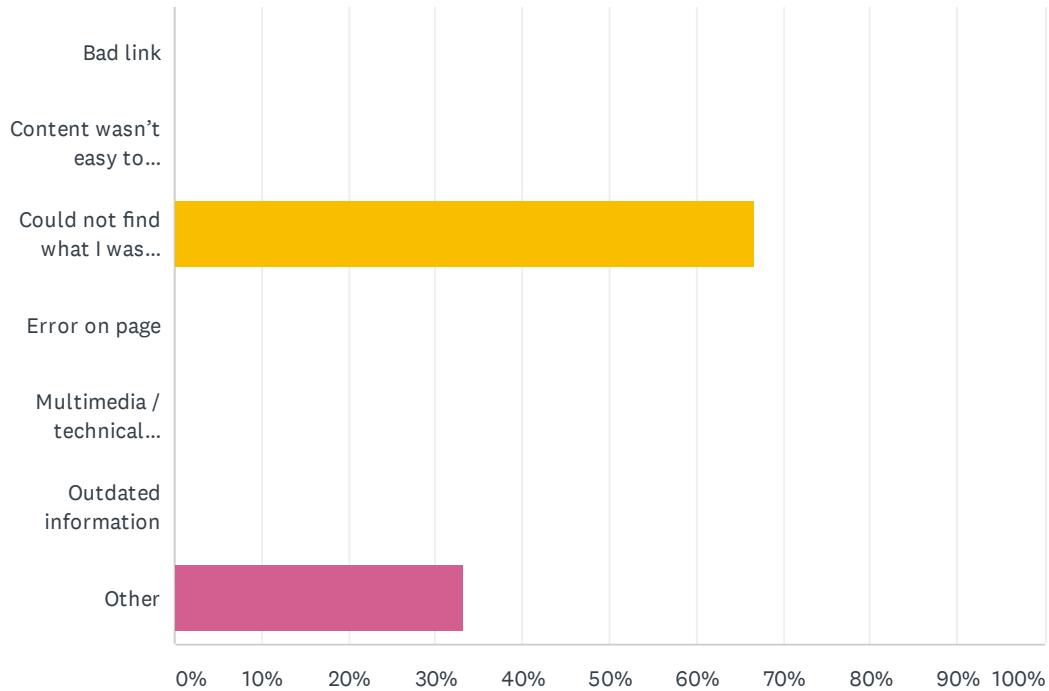


ANSWER CHOICES	RESPONSES
Yes	50.00% 2
No	50.00% 2
TOTAL	4

Q4 If you answered “No” to question 3, please select the option that best describes your difficulty.

Answered: 3 Skipped: 1

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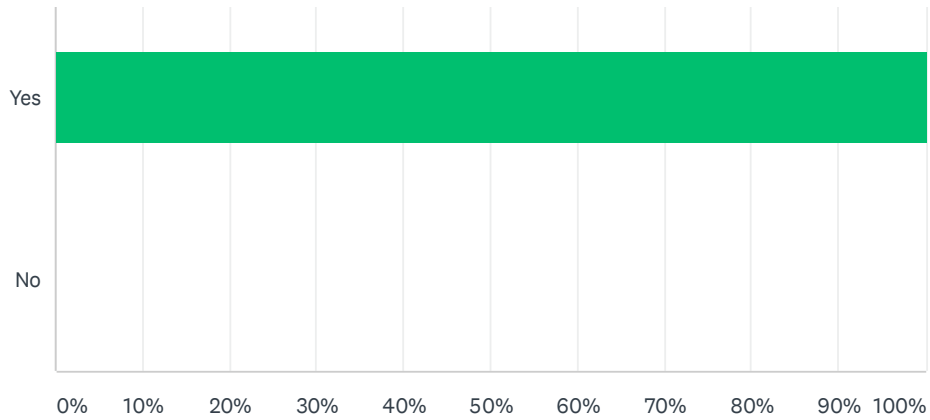


ANSWER CHOICES	RESPONSES	
Bad link	0.00%	0
Content wasn't easy to understand	0.00%	0
Could not find what I was looking for	66.67%	2
Error on page	0.00%	0
Multimedia / technical problem	0.00%	0
Outdated information	0.00%	0
Other	33.33%	1
TOTAL		3

Q5 Would you still return to this website if you could get this information or service from another source?

Answered: 4 Skipped: 0

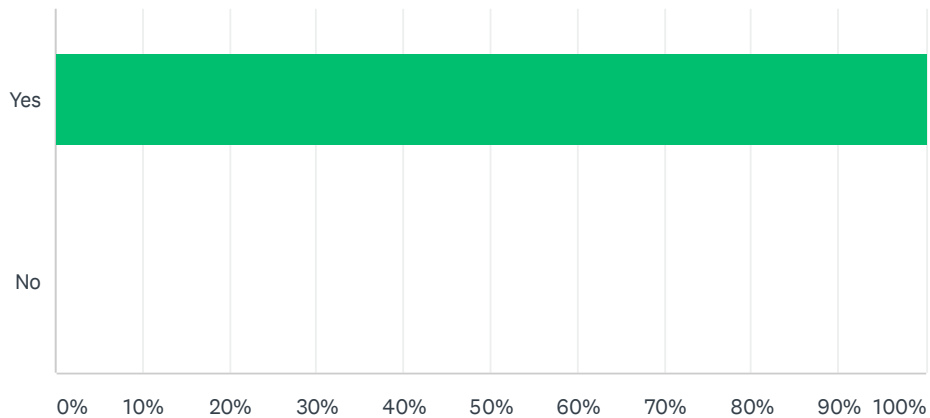
FLETA.gov Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES
Yes	100.00% 4
No	0.00% 0
TOTAL	4

Q6 Will you recommend this website to a friend or colleague?

Answered: 4 Skipped: 0

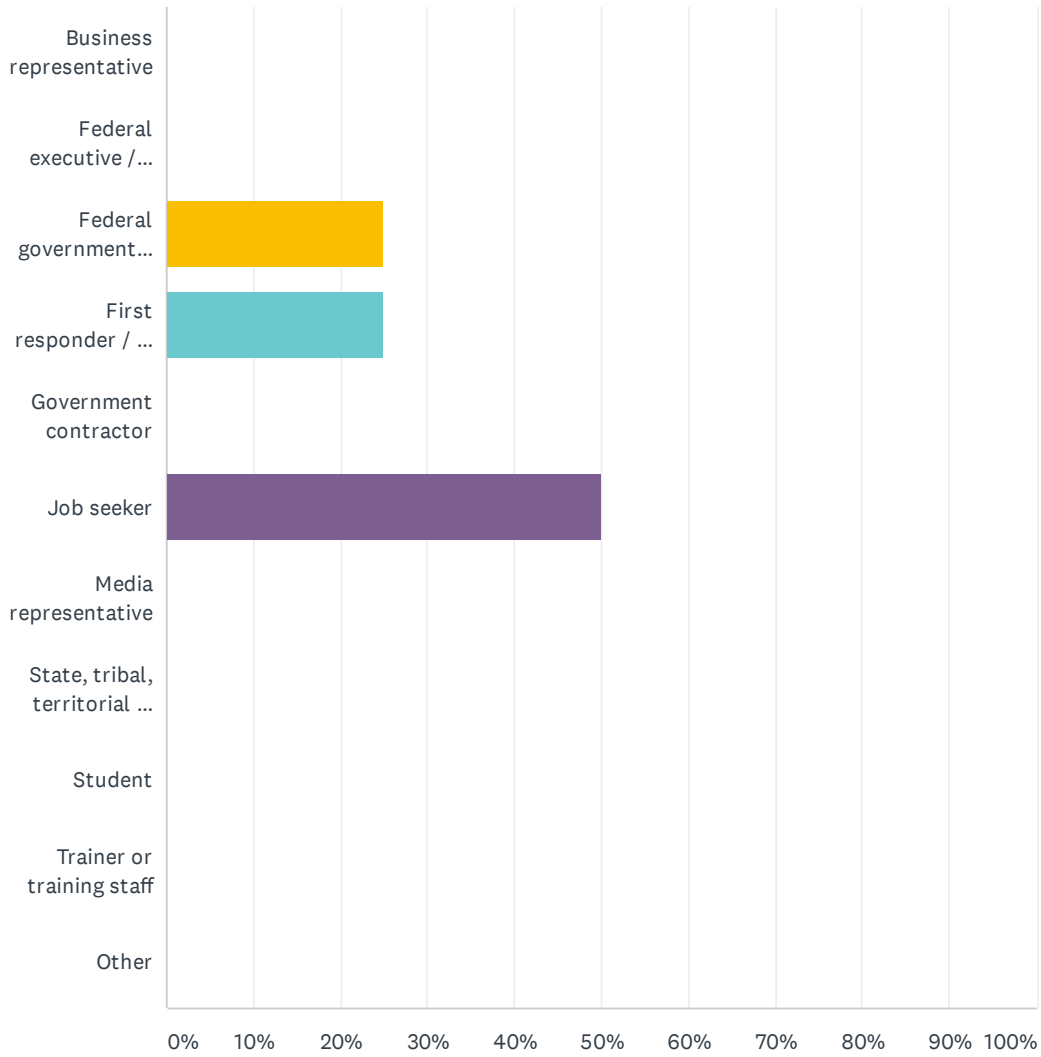


ANSWER CHOICES	RESPONSES
Yes	100.00% 4
No	0.00% 0
TOTAL	4

Q7 Which one of the following best describes you?

Answered: 4 Skipped: 0

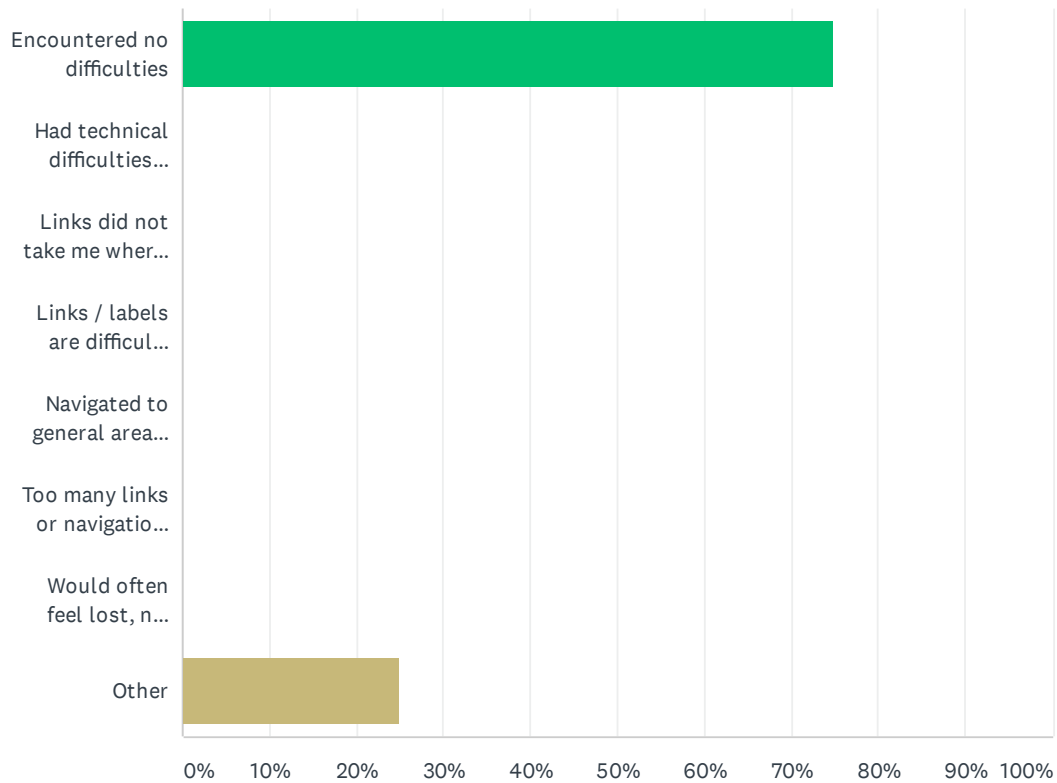
FLETA.gov Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Business representative	0.00%	0
Federal executive / manager	0.00%	0
Federal government employee	25.00%	1
First responder / law enforcement official	25.00%	1
Government contractor	0.00%	0
Job seeker	50.00%	2
Media representative	0.00%	0
State, tribal, territorial or local government representative	0.00%	0
Student	0.00%	0
Trainer or training staff	0.00%	0
Other	0.00%	0
TOTAL		4

Q8 Please describe your experience finding your way around (navigating) FLETA.gov today.

Answered: 4 Skipped: 0

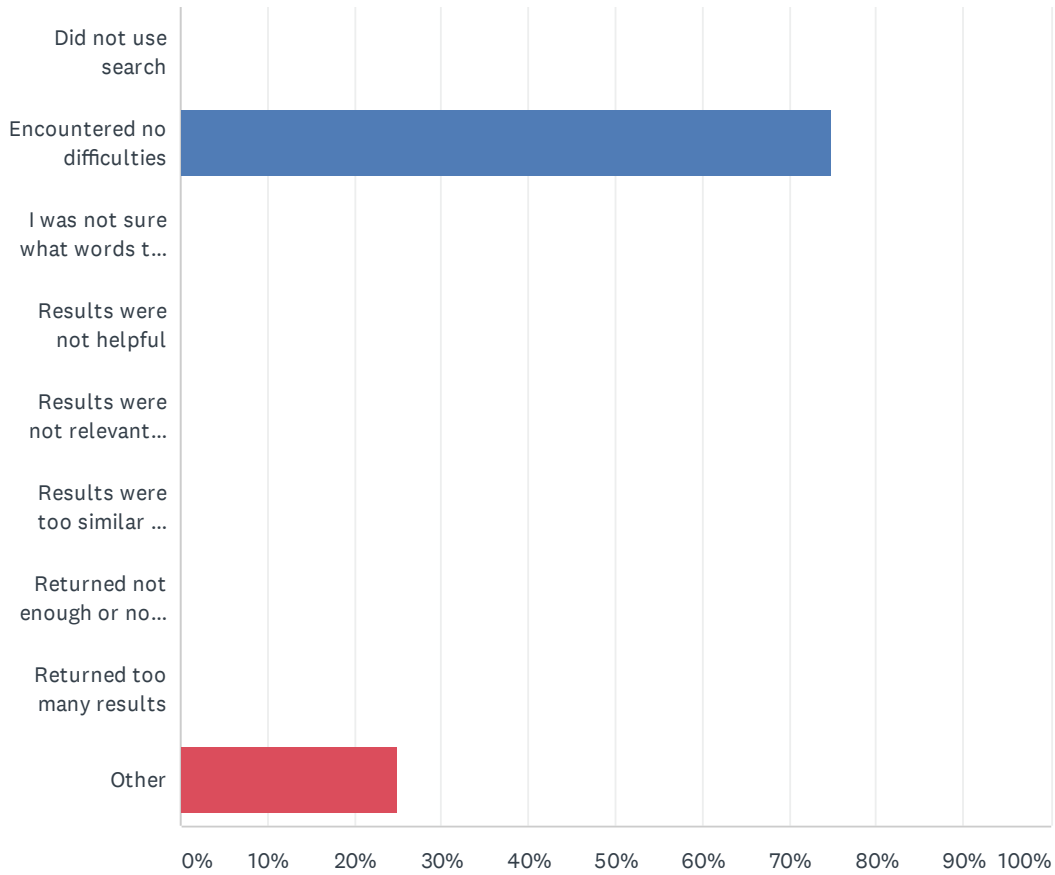


ANSWER CHOICES	RESPONSES	
Encountered no difficulties	75.00%	3
Had technical difficulties (e.g. error messages, broken links)	0.00%	0
Links did not take me where I expected	0.00%	0
Links / labels are difficult to understand, they are not intuitive	0.00%	0
Navigated to general area but couldn't find the specific content needed	0.00%	0
Too many links or navigational choices	0.00%	0
Would often feel lost, not know where I was	0.00%	0
Other	25.00%	1
TOTAL		4

Q9 How was your experience using our site search?

Answered: 4 Skipped: 0

FLETA.gov Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Did not use search	0.00%	0
Encountered no difficulties	75.00%	3
I was not sure what words to use in my search	0.00%	0
Results were not helpful	0.00%	0
Results were not relevant to my search terms or needs	0.00%	0
Results were too similar / redundant	0.00%	0
Returned not enough or no results	0.00%	0
Returned too many results	0.00%	0
Other	25.00%	1
TOTAL		4