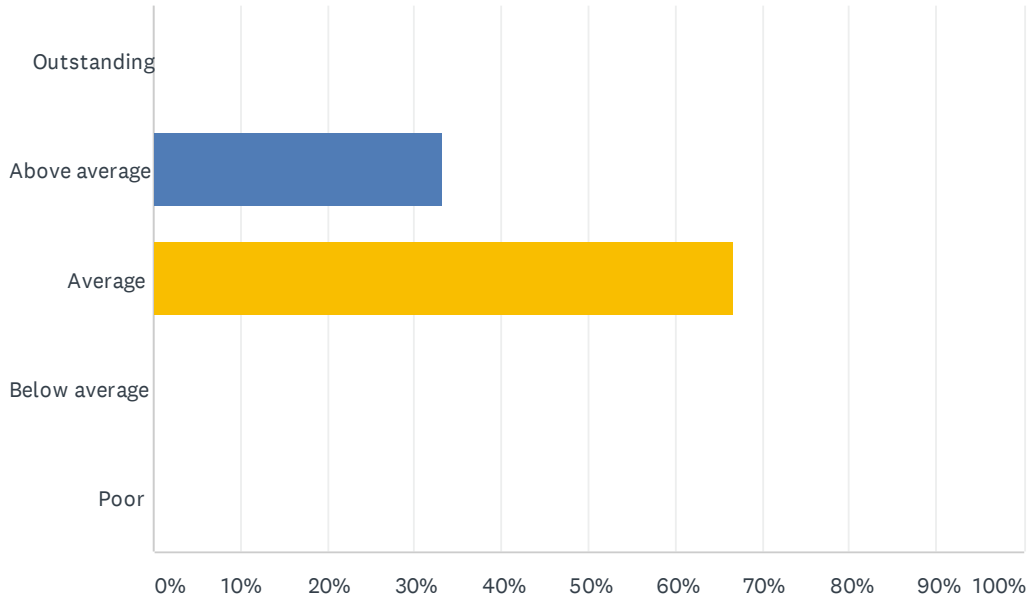


## Q1 How would you rate your overall experience today?

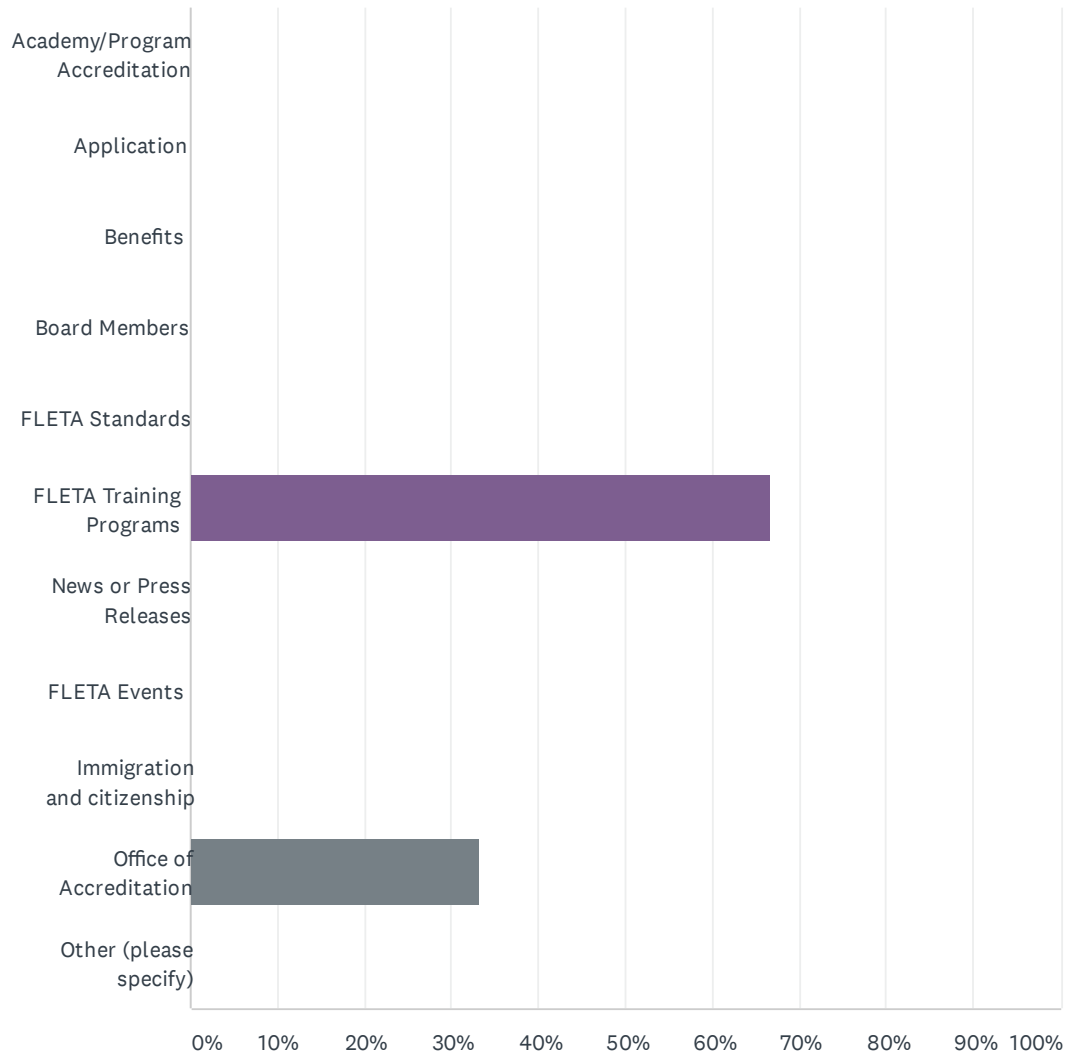
Answered: 3 Skipped: 0



ANSWER CHOICES	RESPONSES	
Outstanding	0.00%	0
Above average	33.33%	1
Average	66.67%	2
Below average	0.00%	0
Poor	0.00%	0
<b>TOTAL</b>		<b>3</b>

## Q2 What information were you looking for today?

Answered: 3 Skipped: 0

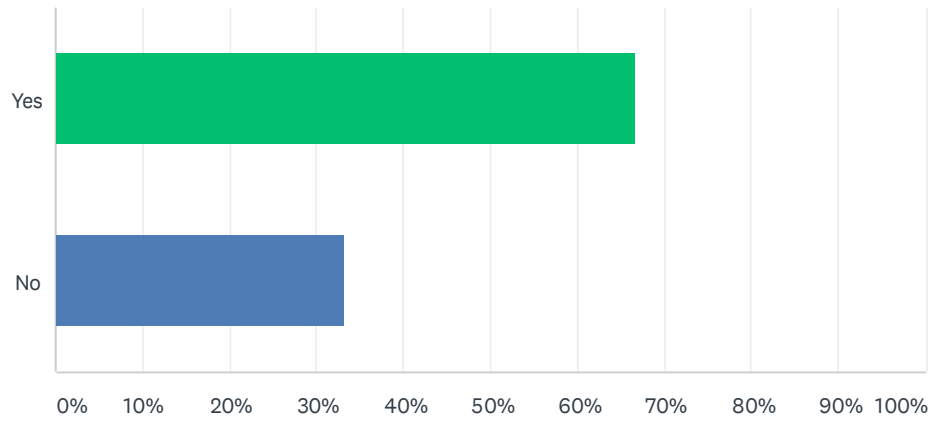


## FLETA.gov Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Academy/Program Accreditation	0.00%	0
Application	0.00%	0
Benefits	0.00%	0
Board Members	0.00%	0
FLETA Standards	0.00%	0
FLETA Training Programs	66.67%	2
News or Press Releases	0.00%	0
FLETA Events	0.00%	0
Immigration and citizenship	0.00%	0
Office of Accreditation	33.33%	1
Other (please specify)	0.00%	0
<b>TOTAL</b>		<b>3</b>

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

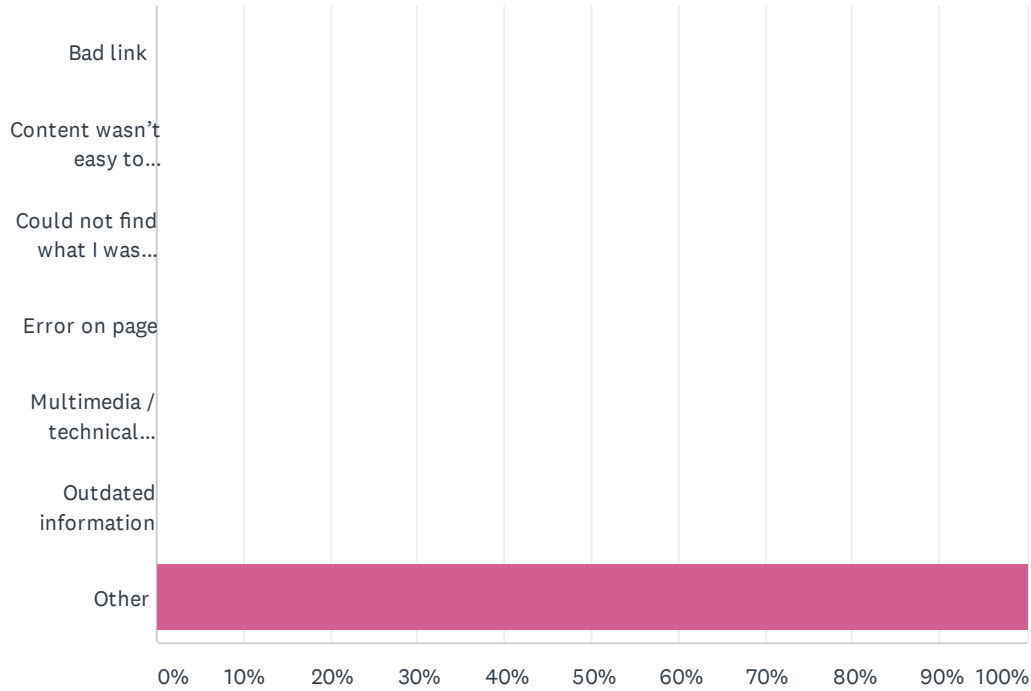
Answered: 3 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	66.67%	2
No	33.33%	1
TOTAL		3

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

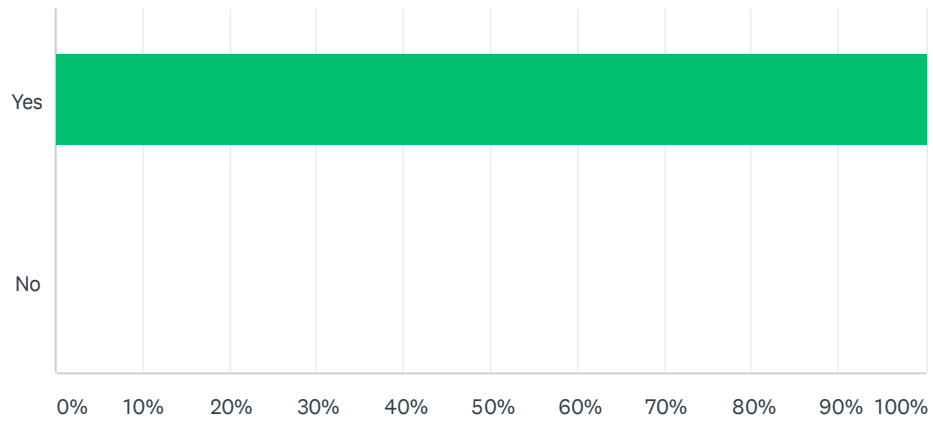
Answered: 1 Skipped: 2



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	0.00%	0
Error on page	0.00%	0
Multimedia / technical problem	0.00%	0
Outdated information	0.00%	0
Other	100.00%	1
<b>TOTAL</b>		<b>1</b>

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

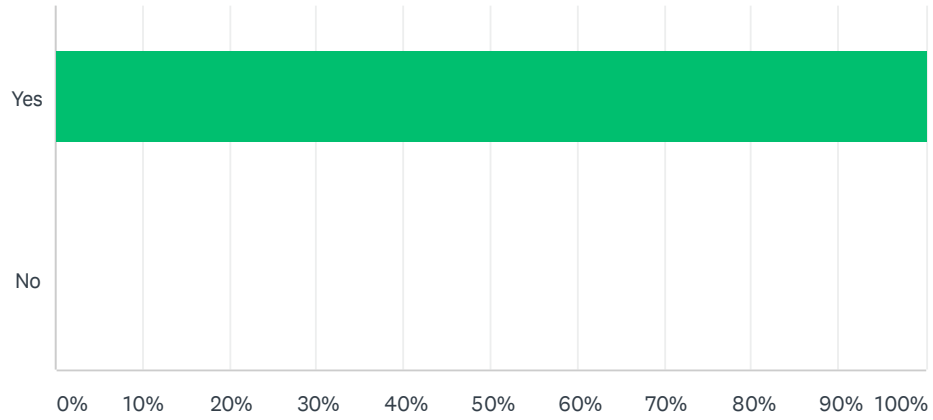
Answered: 3 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	3
No	0.00%	0
TOTAL		3

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

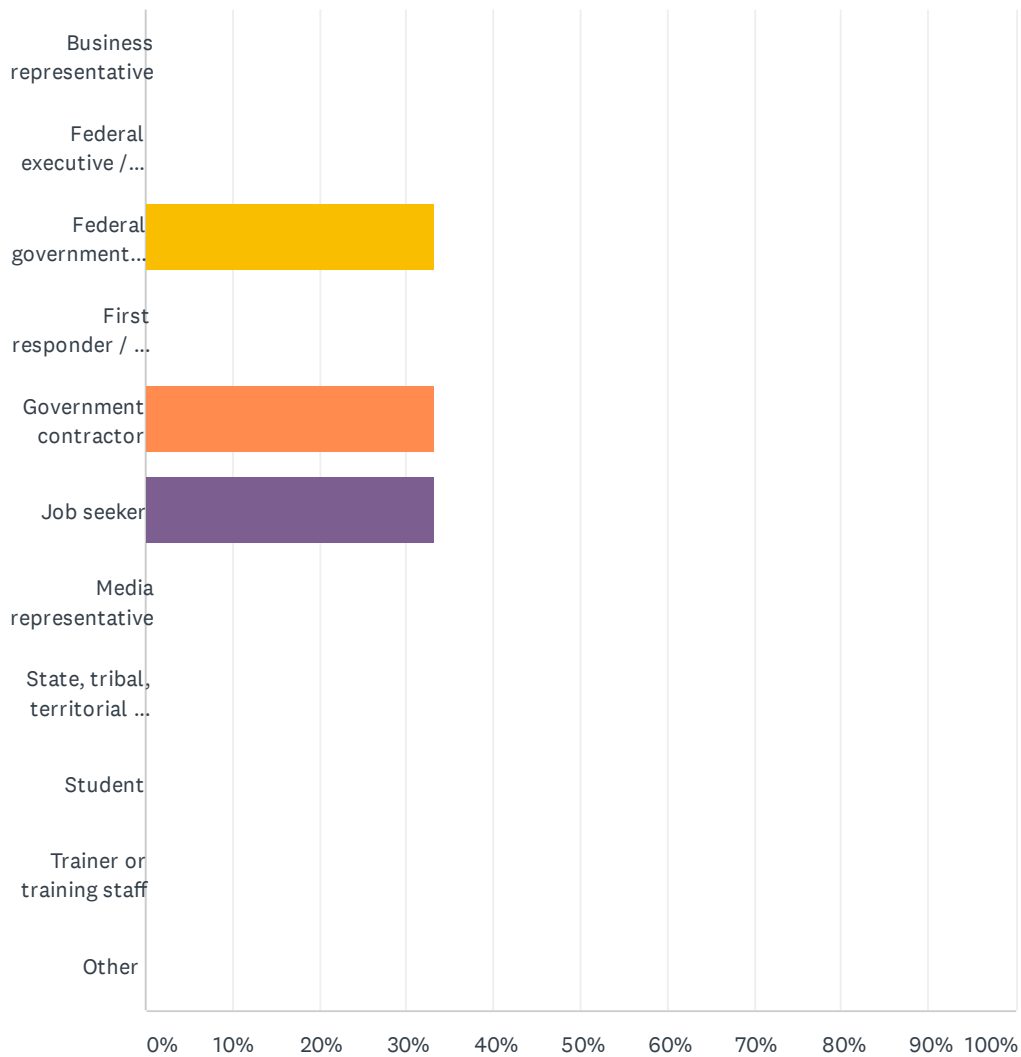
Answered: 3 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	3
No	0.00%	0
TOTAL		3

## Q7 Which one of the following best describes you?

Answered: 3 Skipped: 0



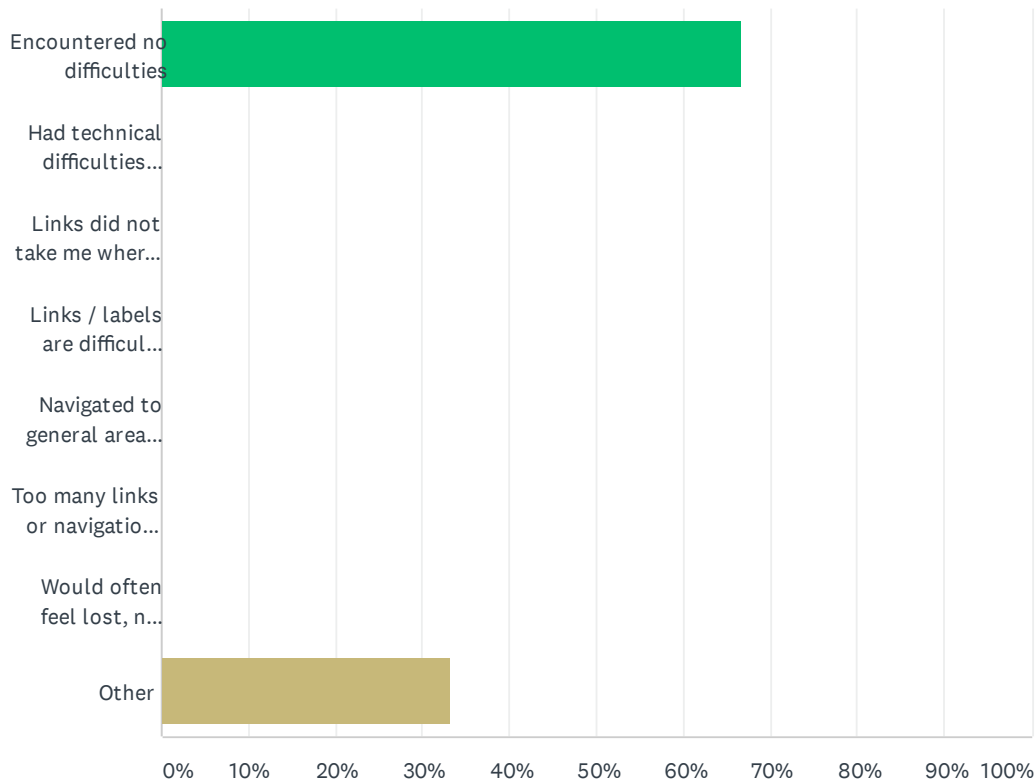


FLETA.gov Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	0.00%	0
Federal executive / manager	0.00%	0
Federal government employee	33.33%	1
First responder / law enforcement official	0.00%	0
Government contractor	33.33%	1
Job seeker	33.33%	1
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
<b>TOTAL</b>		<b>3</b>

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

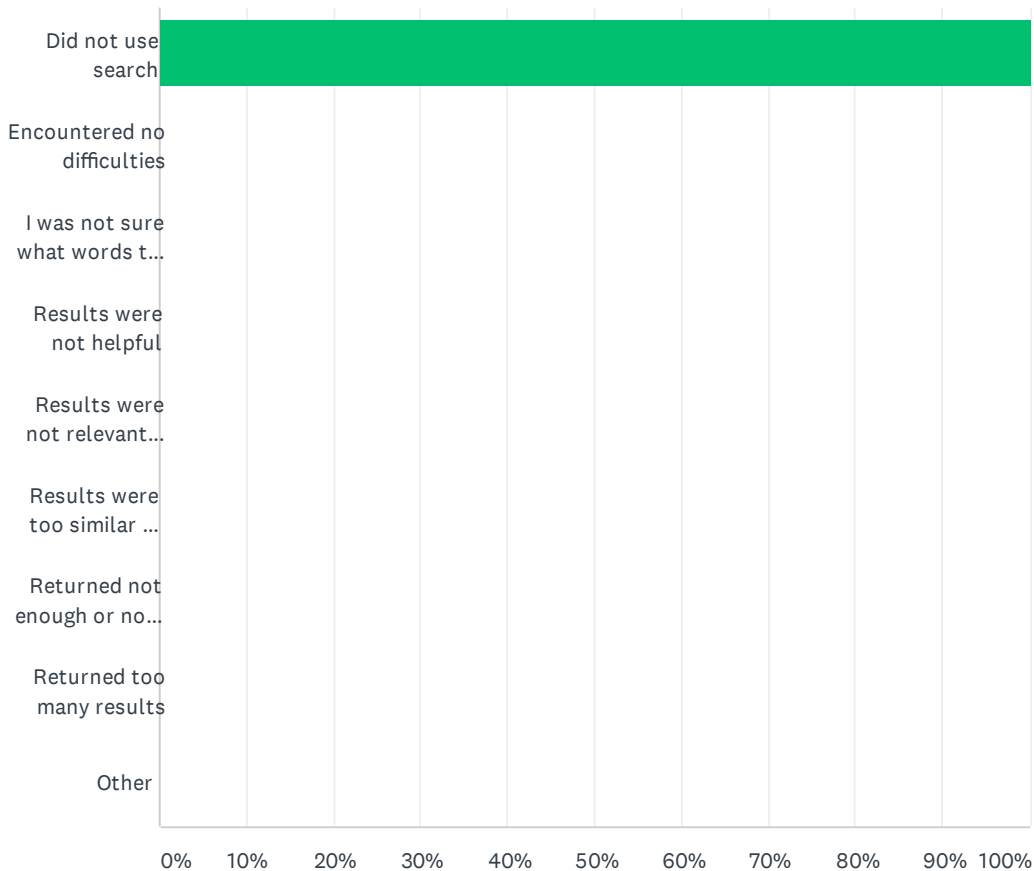
Answered: 3 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	66.67%	2
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	33.33%	1
<b>TOTAL</b>		<b>3</b>

## Q9 How was your experience using our site search?

Answered: 3 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search	100.00%	3
Encountered no difficulties	0.00%	0
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	0.00%	0
<b>TOTAL</b>		<b>3</b>