

## DHS.gov Customer Satisfaction Survey

Time Period: 04/01/2020- 04/31/2020

### Overall Customer Satisfaction Score

**81.79**

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

**77.92**

Answer Choices	Responses	Points	Score
▪ Outstanding	762	100	76200
▪ Above Average	262	75	19650
▪ Average	219	50	10950
▪ Below Average	48	25	1200
▪ Poor	95	0	0
<b>Total</b>	<b>1386</b>		<b>108000</b>

#### What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	154	16.14%
▪ Contracting opportunities	219	22.96%
▪ Cybersecurity	74	7.76%
▪ Forms or publications	15	1.57%
▪ Jobs / career information	451	47.27%
▪ Training	41	4.30%
<b>Total</b>	<b>954</b>	<b>100%</b>

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

**76.48**

Answer Choices	Responses	Points	Score
▪ Yes	1060	100	106000
▪ No	326	0	0
<b>Total</b>	<b>1386</b>		<b>106000</b>

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

Answer Choices	Responses	Percentage
▪ Bad link	16	50.00%
▪ Content wasn't easy to understand	0	0.00%
▪ Could not find what I was looking for	0	0.00%
▪ Error on page	0	0.00%
▪ Multimedia / technical problem	0	0.00%
▪ Outdated information	16	50.00%
▪ Other	0	0.00%
<b>Total</b>	<b>32</b>	<b>100%</b>

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

**87.88**

Answer Choices	Responses	Points	Score
▪ Yes	1218	100	121800
▪ No	168	0	0
<b>Total</b>	<b>1386</b>		<b>121800</b>

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

**79.29**

Answer Choices	Responses	Points	Score
▪ Yes	1099	100	109900
▪ No	287	0	0
<b>Total</b>	<b>1386</b>		<b>109900</b>

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

Answer Choices	Responses	Percentage
▪ Business representative	59	5.32%
▪ Educator	60	5.41%
▪ Federal government employee	96	8.65%
▪ First responder / law enforcement official	90	8.11%
▪ Government contractor	33	2.97%
▪ International visitor	25	2.25%
▪ Job seeker	349	31.44%
▪ Media representative	5	0.45%
▪ Non-profit staff or volunteer	37	3.33%
▪ Seeking citizenship or immigration information	0	0.00%
▪ State, tribal, territorial or local government representative	18	1.62%
▪ Student	338	30.45%
▪ Traveler (domestic or international)	0	0.00%
▪ Other	0	0.00%
<b>Total</b>	<b>1110</b>	<b>100%</b>

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

**80.26**

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	988	100	98800
▪ Had technical difficulties (e.g. error messages, broken links)	68	0	0
▪ Links did not take me where I expected	12	0	0
▪ Links / labels are difficult to understand, they are not intuitive	46	0	0
▪ Navigated to general area but couldn't find the specific content needed	52	0	0
▪ Too many links or navigational choices	28	0	0
▪ Would often feel lost, not know where I was	37	0	0
<b>Total</b>	<b>1231</b>		<b>98800</b>

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

**88.94**

NOTE: Excludes "Did not use search" and "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	1198	100	119800
▪ I was not sure what words to use in my search	49	0	0
▪ Results were not helpful	45	0	0
▪ Results were not relevant to my search terms or needs	24	0	0
▪ Results were too similar / redundant	13	0	0
▪ Returned not enough or no results	18	0	0
▪ Returned too many results	0	0	0
<b>Total</b>	<b>1347</b>		<b>119800</b>