

DHS.gov Customer Satisfaction Survey

Time Period: 02/01/2020-02/31/2020

Overall Customer Satisfaction Score

78.96

How would you rate your overall experience today?

74.76

Answer Choices	Responses	Points	Score
▪ Outstanding	715	100	71500
▪ Above Average	264	75	19800
▪ Average	198	50	9900
▪ Below Average	61	25	1525
▪ Poor	136	0	0
Total	1374		102725

What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	192	20.40%
▪ Contracting opportunities	181	19.23%
▪ Cybersecurity	93	9.88%
▪ Forms or publications	22	2.34%
▪ Jobs / career information	404	42.93%
▪ Training	49	5.21%
Total	941	100%

Were you able to complete the purpose of your visit?

73.00

Answer Choices	Responses	Points	Score
▪ Yes	1003	100	100300
▪ No	371	0	0
Total	1374		100300

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

Answer Choices	Responses	Percentage
▪ Bad link	22	55.00%
▪ 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▪ Outdated information	18	45.00%
▪ Other	0	0.00%
Total	40	100%

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

85.52

Answer Choices	Responses	Points	Score
▪ Yes	1175	100	117500
▪ No	199	0	0
Total	1374		117500

Will you recommend this website to a friend or colleague?

78.09

Answer Choices	Responses	Points	Score
▪ Yes	1073	100	107300
▪ No	301	0	0
Total	1374		107300

Which of the following best describes you?

Answer Choices	Responses	Percentage
▪ Business representative	72	6.55%
▪ Educator	66	6.00%
▪ Federal government employee	115	10.45%
▪ First responder / law enforcement official	111	10.09%
▪ Government contractor	35	3.18%
▪ International visitor	23	2.09%
▪ Job seeker	273	24.82%
▪ Media representative	9	0.82%
▪ Non-profit staff or volunteer	21	1.91%
▪ Seeking citizenship or immigration information	0	0.00%
▪ State, tribal, territorial or local government representative	20	1.82%
▪ Student	355	32.27%
▪ Traveler (domestic or international)	0	0.00%
▪ Other	0	0.00%
Total	1100	100%

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

77.55

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	926	100	92600
▪ Had technical difficulties (e.g. error messages, broken links)	80	0	0
▪ Links did not take me where I expected	18	0	0
▪ Links / labels are difficult to understand, they are not intuitive	50	0	0
▪ Navigated to general area but couldn't find the specific content needed	59	0	0
▪ Too many links or navigational choices	25	0	0
▪ Would often feel lost, not know where I was	36	0	0
Total	1194		92600

How was your experience using our site search?

84.74

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

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	1144	100	114400
▪ I was not sure what words to use in my search	65	0	0
▪ Results were not helpful	75	0	0
▪ Results were not relevant to my search terms or needs	22	0	0
▪ Results were too similar / redundant	20	0	0
▪ Returned not enough or no results	24	0	0
▪ Returned too many results	0	0	0
Total	1350		114400