

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?

74.74

Answer Choices	Responses	Points	Score
▪ Outstanding	643	100	64300
▪ Above Average	230	75	17250
▪ Average	204	50	10200
▪ Below Average	40	25	1000
▪ Poor	124	0	0
Total	1241		92750

What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	150	18.43%
▪ Contracting opportunities	139	17.08%
▪ Cybersecurity	81	9.95%
▪ Forms or publications	13	1.60%
▪ Jobs / career information	394	48.40%
▪ Training	37	4.55%
Total	814	100%

Were you able to complete the purpose of your visit?

74.38

Answer Choices	Responses	Points	Score
▪ Yes	923	100	92300
▪ No	318	0	0
Total	1241		92300

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

Answer Choices	Responses	Percentage
▪ Bad link	14	41.18%
▪ 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▪ Outdated information	20	58.82%
▪ Other	0	0.00%
Total	34	100%

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

86.38

Answer Choices	Responses	Points	Score
▪ Yes	1072	100	107200
▪ No	169	0	0
Total	1241		107200

Will you recommend this website to a friend or colleague?

77.84

Answer Choices	Responses	Points	Score
▪ Yes	966	100	96600
▪ No	275	0	0
Total	1241		96600

Which of the following best describes you?

Answer Choices	Responses	Percentage
▪ Business representative	68	6.91%
▪ Educator	43	4.37%
▪ Federal government employee	98	9.96%
▪ First responder / law enforcement official	91	9.25%
▪ Government contractor	30	3.05%
▪ International visitor	30	3.05%
▪ Job seeker	294	29.88%
▪ Media representative	8	0.81%
▪ Non-profit staff or volunteer	20	2.03%
▪ Seeking citizenship or immigration information	0	0.00%
▪ State, tribal, territorial or local government representative	25	2.54%
▪ Student	277	28.15%
▪ Traveler (domestic or international)	0	0.00%
▪ Other	0	0.00%
Total	984	100%

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

73.89

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	812	100	81200
▪ Had technical difficulties (e.g. error messages, broken links)	63	0	0
▪ Links did not take me where I expected	20	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	62	0	0
▪ Too many links or navigational choices	37	0	0
▪ Would often feel lost, not know where I was	55	0	0
Total	1099		81200

How was your experience using our site search?

86.09

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

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	1046	100	104600
▪ I was not sure what words to use in my search	51	0	0
▪ Results were not helpful	53	0	0
▪ Results were not relevant to my search terms or needs	23	0	0
▪ Results were too similar / redundant	16	0	0
▪ Returned not enough or no results	26	0	0
▪ Returned too many results	0	0	0
Total	1215		104600