

DHS.gov Customer Satisfaction Survey

Time Period: 03/01/2020-03/31/2020

Overall Customer Satisfaction Score

78.95

How would you rate your overall experience today?

74.47

Answer Choices	Responses	Points	Score
▪ Outstanding	730	100	73000
▪ Above Average	240	75	18000
▪ Average	197	50	9850
▪ Below Average	65	25	1625
▪ Poor	144	0	0
Total	1376		102475

What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	188	21.10%
▪ Contracting opportunities	165	18.52%
▪ Cybersecurity	96	10.77%
▪ Forms or publications	11	1.23%
▪ Jobs / career information	402	45.12%
▪ Training	29	3.25%
Total	891	100%

Were you able to complete the purpose of your visit?

73.84

Answer Choices	Responses	Points	Score
▪ Yes	1016	100	101600
▪ No	360	0	0
Total	1376		101600

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

Answer Choices	Responses	Percentage
▪ Bad link	17	48.57%
▪ 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▪ Outdated information	18	51.43%
▪ Other	0	0.00%
Total	35	100%

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

85.76

Answer Choices	Responses	Points	Score
▪ Yes	1180	100	118000
▪ No	196	0	0
Total	1376		118000

Will you recommend this website to a friend or colleague?

77.25

Answer Choices	Responses	Points	Score
▪ Yes	1063	100	106300
▪ No	313	0	0
Total	1376		106300

Which of the following best describes you?

Answer Choices	Responses	Percentage
▪ Business representative	95	8.70%
▪ Educator	54	4.95%
▪ Federal government employee	81	7.42%
▪ First responder / law enforcement official	101	9.25%
▪ Government contractor	35	3.21%
▪ International visitor	27	2.47%
▪ Job seeker	292	26.74%
▪ Media representative	7	0.64%
▪ Non-profit staff or volunteer	35	3.21%
▪ Seeking citizenship or immigration information	0	0.00%
▪ State, tribal, territorial or local government representative	12	1.10%
▪ Student	353	32.33%
▪ Traveler (domestic or international)	0	0.00%
▪ Other	0	0.00%
Total	1092	100%

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

75.62

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	912	100	91200
▪ Had technical difficulties (e.g. error messages, broken links)	76	0	0
▪ Links did not take me where I expected	17	0	0
▪ Links / labels are difficult to understand, they are not intuitive	59	0	0
▪ Navigated to general area but couldn't find the specific content needed	59	0	0
▪ Too many links or navigational choices	30	0	0
▪ Would often feel lost, not know where I was	53	0	0
Total	1206		91200

How was your experience using our site search?

86.56

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

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	1159	100	115900
▪ I was not sure what words to use in my search	60	0	0
▪ Results were not helpful	53	0	0
▪ Results were not relevant to my search terms or needs	28	0	0
▪ Results were too similar / redundant	13	0	0
▪ Returned not enough or no results	26	0	0
▪ Returned too many results	0	0	0
Total	1339		115900