

DHS.gov Customer Satisfaction Survey

Time Period: 05/01/2020- 05/31/2020

Overall Customer Satisfaction Score

80.45

How would you rate your overall experience today?

75.22

Answer Choices	Responses	Points	Score
▪ Outstanding	492	100	49200
▪ Above Average	155	75	11625
▪ Average	135	50	6750
▪ Below Average	47	25	1175
▪ Poor	85	0	0
Total	914		68750

What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	110	18.36%
▪ Contracting opportunities	79	13.19%
▪ Cybersecurity	57	9.52%
▪ Forms or publications	7	1.17%
▪ Jobs / career information	323	53.92%
▪ Training	23	3.84%
Total	599	100%

Were you able to complete the purpose of your visit?

75.05

Answer Choices	Responses	Points	Score
▪ Yes	686	100	68600
▪ No	228	0	0
Total	914		68600

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

Answer Choices	Responses	Percentage
▪ Bad link	5	33.33%
▪ 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▪ Outdated information	10	66.67%
▪ Other	0	0.00%
Total	15	100%

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

90.48

Answer Choices	Responses	Points	Score
▪ Yes	827	100	82700
▪ No	87	0	0
Total	914		82700

Will you recommend this website to a friend or colleague?

79.65

Answer Choices	Responses	Points	Score
▪ Yes	728	100	72800
▪ No	186	0	0
Total	914		72800

Which of the following best describes you?

Answer Choices	Responses	Percentage
▪ Business representative	29	4.05%
▪ Educator	33	4.61%
▪ Federal government employee	71	9.92%
▪ First responder / law enforcement official	52	7.26%
▪ Government contractor	14	1.96%
▪ International visitor	20	2.79%
▪ Job seeker	241	33.66%
▪ Media representative	5	0.70%
▪ Non-profit staff or volunteer	24	3.35%
▪ Seeking citizenship or immigration information	0	0.00%
▪ State, tribal, territorial or local government representative	18	2.51%
▪ Student	209	29.19%
▪ Traveler (domestic or international)	0	0.00%
▪ Other	0	0.00%
Total	716	100%

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

76.17

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	617	100	61700
▪ Had technical difficulties (e.g. error messages, broken links)	38	0	0
▪ Links did not take me where I expected	11	0	0
▪ Links / labels are difficult to understand, they are not intuitive	36	0	0
▪ Navigated to general area but couldn't find the specific content needed	38	0	0
▪ Too many links or navigational choices	31	0	0
▪ Would often feel lost, not know where I was	39	0	0
Total	810		61700

How was your experience using our site search?

85.78

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

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	766	100	76600
▪ I was not sure what words to use in my search	38	0	0
▪ Results were not helpful	42	0	0
▪ Results were not relevant to my search terms or needs	19	0	0
▪ Results were too similar / redundant	11	0	0
▪ Returned not enough or no results	17	0	0
▪ Returned too many results	0	0	0
Total	893		76600