## **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	Scor
Outstanding	492	100	4920
Above Average	155	75	1162
Average     Below Average	135	50 25	675 117
Poor	85	0	11/
Total	914		6875
What Information were you looking for today?			
Answer Choices	F	esponses	Percentag
Contact information		110	18.36
Contracting opportunities     Coherency it.		79 57	13.19
Cybersecurity     Forms or publications	_	7	9.52
Jobs / career information		323	53.92
Training  Fotal		23 <b>599</b>	3.84 <b>100</b>
		333	
Were you able to complete the purpose of your visit?			75.0
Answer Choices  • Yes	Responses 686	Points 100	Scor 6860
• No	228 914	0	6860
If you weren't able to complete your visit, please select the optio that best describes your difficulty. Answer Choices		esponses	Percentag
Bad link     Content wasn't easy to understand		5	33.33
Content wash t easy to understand     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Outdated information     Other		10	66.67 0.00
Total		15	100
Would you still return to this website if you could get this			90.4
information or service from another source?			
Answer Choices	Responses 827	Points 100	8270
• Yes	87	0	82/0
· · · · · · · · · · · · · · · · · · ·			
Total	914		
Total Will you recommend this website to a friend or colleague?			8270 <b>79.</b> 6
Will you recommend this website to a friend or colleague?  Answer Choices	914 Responses	Points	8270 <b>79.</b> 6
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes	914 Responses 728	Points 100	8270
Will you recommend this website to a friend or colleague?  Answer Choices	914 Responses	Points	79.6 Scor 7280
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No  Total	914 Responses 728 186	Points 100	<b>79.6</b> Scor
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No	914 Responses 728 186 914	Points 100	79.6 Scor 7280
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No  Total  Which of the following best describes you?	914 Responses 728 186 914	Points 100 0	79.6 Scor 7280 7280
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No  Total  Which of the following best describes you?  Answer Choices  • Business representative  • Educator	914 Responses 728 186 914	Points 100 0	79.6 Scot 7280 7280 Percentag 4.05 4.61
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No  Total  Which of the following best describes you?  Answer Choices  • Business representative  • Educator  • Federal government employee	914 Responses 728 186 914	Points 100 0 0 desponses 29 33 71	79.6 Scoi 7280 7280 Percentag 4.05 4.61 9.92
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No  Total  Which of the following best describes you?  Answer Choices  • Business representative  • Educator	914 Responses 728 186 914	Points 100 0  tesponses 29 33 71 52	79.6 Scot 7280 7280 Percentag 4.05 4.61 9.92 7.26
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No  Total  Which of the following best describes you?  Answer Choices  • Business representative  • Educator  • Federal government employee  • First responder / law enforcement official	914 Responses 728 186 914	Points 100 0 0 desponses 29 33 71	79.6 Scot 7280 Percentag 4.05 4.61 9.92 7.26
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No  Total  Which of the following best describes you?  Answer Choices  • Business representative  • Educator  • Federal government employee  • First responder / law enforcement official  • Government contractor  • International visitor  • Job seeker	914 Responses 728 186 914	Points 100 0  tesponses 29 33 71 52 144 20 241	79.6 Scoi 7280 7280 Percentag 4.05 4.61 9.92 7.26 1.96 2.79 33.66
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No  Total  Which of the following best describes you?  Answer Choices  • Business representative  • Educator  • Federal government employee  • First responder / law enforcement official  • Government contractor  • International visitor  • Job seeker  • Media representative	914 Responses 728 186 914	Points 100 0  stesponses 29 33 71 52 14 20 241	8270 79.6 Scot 7280 7280  Percentag 4.05 4.61 9.92 7.26 1.96 2.79 33.66 0.70
Will you recommend this website to a friend or colleague?  Answer Choices  • Yes  • No  Total  Which of the following best describes you?  Answer Choices  • Business representative  • Educator  • Federal government employee  • First responder / law enforcement official  • Government contractor  • International visitor  • Job seeker  • Media representative  • Mon-profit staff or volunteer	914 Responses 728 186 914	Points 100 0 0 100 100 100 100 100 100 100 10	79.6 Scot 7280 7280 Percentag 4.05 4.61 9.92 7.266 1.96 2.79 33.66 0.70 3.35
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