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  
- 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  
- Contact information: 110 18.36%  
- Contracting opportunities: 79 13.19%  
- Cybersecurity: 57 9.52%  
- Forms or publications: 10 1.67%  
- 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  
- 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  
- 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- Outdated information: 10 66.67%  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  
- 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  
- Yes: 728 100 72800  
- No: 186 0 0

Total 914 72800

Which of the following best describes you?

Answer Choices  
- Business representative: 29 4.05%  
- Educator: 33 4.61%  
- Federal government employee: 72 9.92%  
- First responder / law enforcement official: 52 7.28%  
- 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.

Answer Choices  
- 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: 38 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

Answer Choices  
- 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