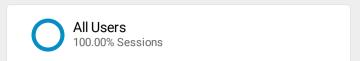


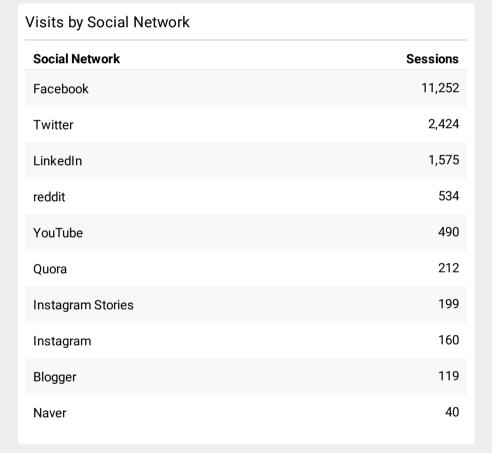
Apr 1, 2021 - Apr 30, 2021 **ICE.gov Web Analytics**

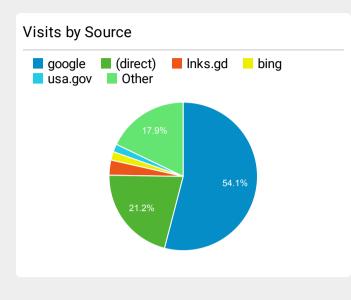


917,556 % of Total: 100.00% (917,556)	
	~~~
Avg. Visit Duration	
<b>00:01:59</b> Avg for View: <b>00:01:59</b> ( <b>0.00%</b> )	
Pageviews	
<b>1,641,944</b> % of Total: 100.00% (1,641,944)	~~~
Unique Visitors	
<b>627,844</b> % of Total: 100.00% (627,844)	<b>~~~</b>

Avg. Visit Duration	
<b>00:01:59</b> Avg for View: <b>00:01:59</b> ( <b>0.00%</b> )	
Pageviews	
<b>1,641,944</b> % of Total: 100.00% (1,641,944)	· · · · · ·
Unique Visitors	
<b>627,844</b> % of Total: 100.00% (627,844)	· · · · · ·
Avg. Pages / Visit	
<b>1.79</b> Avg for View: 1.79 (0.00%)	
Avg. Time on Page	
Avg. Time on Page  00:02:30  Avg for View: 00:02:30 (0.00%)	
00:02:30	
00:02:30	

Top Pages		
Page Title	Pageviews	Bounce Rate
(not set)	267,329	67.77%
ICE   U.S. Immigration and Customs Enforcement	117,027	50.36%
ICE Field Offices   ICE	97,711	41.88%
ICE Tip Form   ICE	54,717	77.52%
Student and Exchange Visitor Program   ICE	46,753	50.33%
Detention Facilities   ICE	43,175	37.15%
Contact   ICE	33,964	58.53%
ICE   Servicio de Inmigración y Control de Aduanas d e Estados Unidos	33,312	39.36%
I-901 SEVIS Fee   ICE	31,461	50.24%
Oficina de Detención y Deportación   ICE	28,495	16.92%







Top keywords		
Keyword	Users	Time on Page
ice	138	06:16:37
ICE	70	02:43:20
ice detainee locator	67	02:10:08
undefined	37	02:54:11
ice locator	36	02:13:41
sevis	22	00:39:02
immigration and customs enforc ement	21	01:05:38
homeland security investigations	20	00:49:28
hsi	17	00:12:47
ice inmate locator	17	01:42:01

## **DHS.gov Customer Satisfaction Survey**

4/1/21- 4/30/21

Would you still return to this website if you could get this information or service from another source?  Answer Choices Responses Points • Yes 209 100 • No 333 0  Total 242  Will you recommend this website to a friend or colleague?  Answer Choices Responses Points • Yes 201 100 • No 47 0  Total 248  Please describe your experience finding your way around (navigating) ICE.gov today.  NOTE: Excludes "Other" responses  Answer Choices Responses Points • Encountered no difficulties (e.g. error messages, broken links) 9 00 • Links did not take me where I expected 11 00 • Links / labels are difficult to understand, they are not intuitive 2 0 • Links / labels are difficult to understand, they are not intuitive 2 0 • Links / labels are difficult to understand, they are not intuitive 2 0 • Would often feel lost, not know where I was 12 0 • Would often feel lost, not know where I was 12 0 • Would often feel lost, not know where I was 12 0 • Total 200  How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Response Points • Encountered no difficulties (e.g. error messages) • For many links or navigational choices 8 0 • Would often feel lost, not know where I was 12 0 • Total 200 • Results were not relevant to my search terms or needs 100 • Results were not relevant to my search terms or needs 11 0 • Results were not enelopful 100 • Results were not enough or no results 11 0 • Results were not enough or no results 11 0 • Results were not enough or no results 11 0 • Results were not enough or no results 11 0 • Results were not enough or no results 11 0 • Results were not enough or no results 17 0	Judistaction Score	68.7		Overall Customer Satisfaction Score
• Outstanding         105         100           • Above Average         72         75           • Average         21         25           • Poor         28         0           Total         301         Vere Vere Vere Vere Vere Vere Vere Vere	your overall experience today?	67.0		low would you rate your overall experience today?
Above Average	Responses Points	s Points Sco	Responses	nswer Choices
• Average         75         50           • Below Average         21         25           • Poor         28         0           Total         301           Were you able to complete the purpose of your visit?           Answer Choices         Responses         Points           • Yes         184         100           • No         117         0           Total         301         0           Would you still return to this website if you could get this information or service from another source?           Answer Choices         Responses         Points           • Yes         209         100           • No         33         0           Total         242         0           Will you recommend this website to a friend or colleague?           Answer Choices         Responses         Points           • Yes         201         100           • Yes         201         100           • No         47         0           Total         248         24           Please describe your experience finding your way around (navigating)ICE.gov today.           NOTE: Excludes "Other" responses         Responses	105 100	5 100 105	105	<ul> <li>Outstanding</li> </ul>
				Above Average
Poor         28         0           Total         301           Were you able to complete the purpose of your visit?           Answer Choices         Responses         Points           • Yes         134         100           • No         117         0           Total         301           Would you still return to this website if you could get this information or service from another source?           Answer Choices         Responses         Points           • Yes         209         100           • No         33         0           Total         Responses         Points           • Yes         201         100           • No         47         0           • Total         48         201         100           • No         47         0         0         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100<				-
Total         301           Were you able to complete the purpose of your visit?         Responses         Points           Answer Choices         Responses         184         100           • Yes         184         100           • No         117         0           Total         301           Would you still return to this website if you could get this information or service from another source?           Answer Choices         Responses         Points           • Yes         209         100           • No         33         0           Total         242         Will you recommend this website to a friend or colleague?         Points           Answer Choices         Responses         Points           • Yes         201         100           • No         47         0           • Total         248         Points           Please describe your experience finding your way around (navigating)ICE.gov today.         No         47         0           • OTE: Excludes "Other" responses         Points         Points           • Encountered no difficulties (e.g. error messages, broken links)         9         0           • Links did not take me where lexpected         134 <td></td> <td></td> <td></td> <td></td>				
Answer Choices         Responses         Points           • Yes         194         100           • No         117         0           Total         301         301           Would you still return to this website if you could get this information or service from another source?           Answer Choices         Responses         Points           • Yes         209         100           • No         33         0           Total         242         201         100           • No         33         0         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100				
Answer Choices         Responses         Points           • Yes         134         100           • No         117         0           Total         301         301           Would you still return to this website if you could get this information or service from another source?           Answer Choices         Responses         Points           • Yes         209         100           • No         33         0           Total         242         201         100           • Yes         201         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100	nplete the purpose of your visit?	61.1		Vere you able to complete the purpose of your visit?
• Yes         184         100           • No         117         0           Total         301         301           Would you still return to this website if you could get this information or service from another source?           Answer Choices         Responses         Points           • Yes         209         100           • No         33         0           Total         242           Will you recommend this website to a friend or colleague?         Points           • Yes         201         100           • No         47         0           • Total         248         70           Total         248         70           • Yes         201         100           • No         47         0           • Total         28         70           Please describe your experience finding your way around (navigating)ICE.gov today.           NOTE: Excludes "Other" responses         8         8           • Encountered no difficulties         134         100           • Encountered no difficulties         134         100           • Links / Iabels are difficult to understand, they are not intuitive         2         0			Responses	
Would you still return to this website if you could get this information or service from another source?  Answer Choices Responses Points • Yes 209 100 • No 33 0  Total 242  Will you recommend this website to a friend or colleague?  Answer Choices Responses Points • Yes 201 100 • No 47 0  Total 243  Will you recommend this website to a friend or colleague?  Answer Choices Responses Points • Yes 201 100 • No 47 0  Total 248  Please describe your experience finding your way around (navigating) ICE. gov today.  NOTE: Excludes "Other" responses  Answer Choices Responses Points • Encountered no difficulties • Encountered no difficulties (e.g. error messages, broken links) 9 0 • Links of labels are difficult to understand, they are not intuitive 12 0 • Links / labels are difficult to understand, they are not intuitive 20 0 • Links / labels are difficult to understand, they are not intuitive 12 0 • Navigated to general area but couldn't find the specific content needed 34 0 • Nould often feel lost, not know where I way are not intuitive 12 0 • Navigated to general area but couldn't find the specific content needed 34 0 • Would often feel lost, not know where I was 12 0 • Total 220  How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Responses Points • Encountered no difficulties 10 0 • Results were not helpful 20 0 • Results were not relevant to my search terms or needs 11 0 • Results were not relevant to my search terms or needs 11 0 • Results were not encounted on or essults 11 0 • Results were not encounted or no results 7 0				• Yes
Would you still return to this website if you could get this information or service from another source?  Answer Choices Responses 209 100 100 100 100 100 100 100 100 100 1	117 0	7 0	117	• No
Answer Choices Responses Points  • Yes 209 100  • No 33 0  Total 242  Will you recommend this website to a friend or colleague?  Answer Choices Responses Points  • Yes 201 100  • No 47 0  Total 248  Please Choices Responses Points  • Yes 201 100  • No 47 0  Total 248  Please describe your experience finding your way around (navigating) ICE.gov today.  NOTE: Excludes "Other" responses  Answer Choices Responses Points  • Encountered no difficulties (e.g. error messages, broken links) 9 0  • Links did not take me where I expected 21 0  • Links / labels are difficult to understand, they are not intuitive 12 0  • Navigated to general area but couldn't find the specific content needed 34 0  • Too many links or navigational choices 8 0  • Would often feel lost, not know where I was 10 0  • How was your experience using our site search?  NOTE: Excludes "Other" responses  Answer Choices Response Points  • Encountered no difficulties (e.g. error messages) broken links) 10 0  • Response Points  •	301	1 184	301	otal
• Yes 20 100 • No 33 0  Total 242  Will you recommend this website to a friend or colleague?  Answer Choices Responses Points • Yes 201 100 • No 47 0  Total 248  Please describe your experience finding your way around (navigating) ICE.gov today.  NOTE: Excludes "Other" responses  Answer Choices Responses Points • Encountered no difficulties e.g. error messages, broken links) 9 0 • Links did not take me where I expected 21 0 • Links did not take me where I expected 21 0 • Links / labels are difficult to understand, they are not intuitive 2 0 • Navigated to general area but couldn't find the specific content needed 34 0 • Too many links or navigational choices 8 0 • Would often feel lost, not know where I was 12 0  Total 220  Total 220  How was your experience using our site search? NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Response Points  Encountered no difficulties 9 100 • Results were not helpful 22 0 • Results were not helpful 10 0 • Results were not relevant to my search terms or needs 11 0 • Results were not relevant to my search terms or needs 11 0 • Results were not relevant to my search terms or needs 11 0 • Results were not relevant to my search terms or needs 11 0 • Results were too similar / redundant 6 0 • Resurred not enough or no results 5 7	it to this website if you could get this	86.3		•
• Yes         209         100           • No         33         0           Total         242           Will you recommend this website to a friend or colleague?           Answer Choices         Responses         Points           • Yes         201         100           • No         47         0           Total         248           Please describe your experience finding your way around (navigating)ICE.gov today.           NOTE: Excludes "Other" responses           Answer Choices         Responses         Points           • Encountered no difficulties         134         100           • Had technical difficulties (e.g. error messages, broken links)         9         0           • Links did not take me where I expected         21         0           • Links did not take me where I expected         21         0           • Links of labels are difficult to understand, they are not intuitive         2         0           • Links of labels are difficult to understand, they are not intuitive         2         0           • Links of labels are difficult to understand, they are not intuitive         2         0           • Links of labels are difficult to understand, they are not intuitive         2         0 <td>Responses Points</td> <td>s Points Sco</td> <td>Responses</td> <td>nswer Choices</td>	Responses Points	s Points Sco	Responses	nswer Choices
Will you recommend this website to a friend or colleague?  Answer Choices Responses Points  • Yes 201 100  • No 47 0  Total 248  Please describe your experience finding your way around (navigating)ICE.gov today.  NOTE: Excludes "Other" responses  Answer Choices Responses  Answer Choices Responses  • Encountered no difficulties (e.g. error messages, broken links) 9 0  • Links did not take me where I expected 21 0  • Links / labels are difficult to understand, they are not intuitive 2 0  • Navigated to general area but couldn't find the specific content needed 34 0  • Navigated to general area but couldn't find the specific content needed 34 0  • Too many links or navigational choices 8 0  • Would often feel lost, not know where I was 12 0  Total 220  How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Response Points  • Encountered no difficulties 6 9 100  • I was not sure what words to use in my search 19 0  • Results were not helpful 22 0  • Results were not helpful 6 0 0  • Results were not relevant to my search terms or needs 11 0  • Results were too similar / redundant 6 0 0  • Returned not enough or no results 7 0				• Yes
Will you recommend this website to a friend or colleague?  Answer Choices Responses 201 100  • Yes 201 100  • No 47 0  Total 248  Please describe your experience finding your way around (navigating) ICE.gov today.  NOTE: Excludes "Other" responses  Answer Choices Responses Points  • Encountered no difficulties (e.g. error messages, broken links) 9 00  • Links did not take me where I expected 21 00  • Links / labels are difficult to understand, they are not intuitive 2 00  • Navigated to general area but couldn't find the specific content needed 34 00  • Too many links or navigational choices 8 00  • Would often feel lost, not know where I was 12 00  Total 220  How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Response Points  • Encountered no difficulties 9 00  • Encountered no difficulties 9 00  • Results were not helpful 22 00  • Results were not helpful 22 00  • Results were not helpful 60 00  • Results were not relevant to my search terms or needs 11 00  • Results were too similar / redundant 60 00  • Returned not enough or no results 7 0	33 0	3 0	33	• No
Answer Choices 201 100  • Yes 201 100  • No 47 0  Total 248  Please describe your experience finding your way around (navigating)ICE.gov today.  NOTE: Excludes "Other" responses  Answer Choices Responses 134 100  • Had technical difficulties (e.g. error messages, broken links) 9 0  • Links did not take me where I expected 21 0  • Links / labels are difficult to understand, they are not intuitive 2 0  • Navigated to general area but couldn't find the specific content needed 34 0  • Too many links or navigational choices 8 0  • Would often feel lost, not know where I was 12 0  Total 220  How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Responses Points  • Encountered no difficulties (e.g. error messages, broken links) 10 0  • Would often feel lost, not know where I was 12 0  Total 200  How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Responses Points  • Encountered no difficulties 69 100  • I was not sure what words to use in my search 19 0  • Results were not helpful 22 0  • Results were not relevant to my search terms or needs 11 0  • Results were too similar / redundant 6 0  • Results were too similar / redundant 6 0  • Results were too similar / redundant 7 0	242	2 209	242	otal
Yes	this website to a friend or colleague?	81.0		Vill you recommend this website to a friend or colleague?
No	Responses Points	s Points Sco	Responses	nswer Choices
Please describe your experience finding your way around (navigating)ICE.gov today.  NOTE: Excludes "Other" responses  Answer Choices Responses  • Encountered no difficulties • Encountered no difficulties (e.g. error messages, broken links) • Links did not take me where I expected • Links / labels are difficult to understand, they are not intuitive • Links / labels are difficult to understand, they are not intuitive • Navigated to general area but couldn't find the specific content needed • Navigated to general area but couldn't find the specific content needed • Would often feel lost, not know where I was • Would often feel lost, not know where I was  Total 220  How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Responses Points • Encountered no difficulties 69 100 • I was not sure what words to use in my search • I was not sure what words to use in my search • Results were not helpful 22 0 • Results were not relevant to my search terms or needs • Results were too similar / redundant • Returned not enough or no results				• Yes
Please describe your experience finding your way around (navigating)ICE.gov today.  NOTE: Excludes "Other" responses  Answer Choices Responses  • Encountered no difficulties (e.g. error messages, broken links) 9 0  • Links did not take me where I expected 21 0  • Links / labels are difficult to understand, they are not intuitive 2 0  • Navigated to general area but couldn't find the specific content needed 34 0  • Too many links or navigational choices 8 0  • Would often feel lost, not know where I was 12 0  Total 220  How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Responses Points  • Encountered no difficulties 69 100  • I was not sure what words to use in my search 19 0  • Results were not helpful 22 0  • Results were not relevant to my search terms or needs 11 0  • Results were too similar / redundant 6 0  • Returned not enough or no results 7 0	47 0	7 0	47	• No
(navigating)ICE.gov today.  NOTE: Excludes "Other" responses  Answer Choices  • Encountered no difficulties • Had technical difficulties (e.g. error messages, broken links) • Links did not take me where I expected • Links / labels are difficult to understand, they are not intuitive • Navigated to general area but couldn't find the specific content needed • Too many links or navigational choices • Would often feel lost, not know where I was  Total  Total  How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices • Encountered no difficulties • Encountered no difficulties • Responses • Points • Encountered no difficulties • Responses hours are what words to use in my search • Results were not helpful • Results were not relevant to my search terms or needs • Response in 11 0 • Results were too similar / redundant • Returned not enough or no results	248	8 201	248	otal
NOTE: Excludes "Other" responses  Answer Choices  • Encountered no difficulties • Encountered no difficulties (e.g. error messages, broken links) • Had technical difficulties (e.g. error messages, broken links) • Links di not take me where I expected • Links / labels are difficult to understand, they are not intuitive • Navigated to general area but couldn't find the specific content needed • Navigated to general area but couldn't find the specific content needed • Nould often feel lost, not know where I was • Would often feel lost, not know where I was  Total  **Proof the Choices**  Answer Choices**  Answer Choices**  • Encountered no difficulties • Encountered no difficulties • Encountered no difficulties • Fencountered not gearch in my search • Results were not helpful • Results were not relevant to my search terms or needs • Results were not relevant to my search terms or needs • Results were too similar / redundant • Returned not enough or no results  7 0	experience finding your way around	60.9		lease describe your experience finding your way around
Answer Choices  • Encountered no difficulties • Encountered no difficulties • Had technical difficulties (e.g. error messages, broken links) • Had technical difficulties (e.g. error messages, broken links) • Had technical difficulties (e.g. error messages, broken links) • Links did not take me where I expected • Links / labels are difficult to understand, they are not intuitive • Links / labels are difficult to understand, they are not intuitive • Navigated to general area but couldn't find the specific content needed • Too many links or navigational choices • Would often feel lost, not know where I was • Would often feel lost, not know where I was  Total • Was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices • Responses • Encountered no difficulties • Encountered no difficulties • I was not sure what words to use in my search • Results were not helpful • Results were not relevant to my search terms or needs • Results were not relevant to my search terms or needs • Results were too similar / redundant • Returned not enough or no results • Returned not enough or no results	oday.			navigating)ICE.gov today.
<ul> <li>Encountered no difficulties</li> <li>Had technical difficulties (e.g. error messages, broken links)</li> <li>Links did not take me where I expected</li> <li>Links / labels are difficult to understand, they are not intuitive</li> <li>Navigated to general area but couldn't find the specific content needed</li> <li>Too many links or navigational choices</li> <li>Would often feel lost, not know where I was</li> <li>Would often feel lost, not know where I was</li> <li>Total</li> <li>Total</li> <li>How was your experience using our site search?</li> <li>NOTE: Excludes "Did not use search" and "Other" responses</li> <li>Encountered no difficulties</li> <li>I was not sure what words to use in my search</li> <li>Results were not helpful</li> <li>Results were not relevant to my search terms or needs</li> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> </ul>	ponses			OTE: Excludes "Other" responses
<ul> <li>Had technical difficulties (e.g. error messages, broken links)</li> <li>Links did not take me where I expected</li> <li>Links / labels are difficult to understand, they are not intuitive</li> <li>Navigated to general area but couldn't find the specific content needed</li> <li>Too many links or navigational choices</li> <li>Would often feel lost, not know where I was</li> <li>Would often feel lost, not know where I was</li> <li>Total</li> <li>Total</li> <li>How was your experience using our site search?</li> <li>NOTE: Excludes "Did not use search" and "Other" responses</li> <li>Encountered no difficulties</li> <li>I was not sure what words to use in my search</li> <li>Results were not helpful</li> <li>Results were not relevant to my search terms or needs</li> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> </ul>	Responses Points	s Points Sco	Responses	nswer Choices
<ul> <li>Links did not take me where I expected</li> <li>Links / labels are difficult to understand, they are not intuitive</li> <li>Navigated to general area but couldn't find the specific content needed</li> <li>Too many links or navigational choices</li> <li>Would often feel lost, not know where I was</li> <li>Would often feel lost, not know where I was</li> <li>Total</li> <li>How was your experience using our site search?</li> <li>NOTE: Excludes "Did not use search" and "Other" responses</li> <li>Encountered no difficulties</li> <li>I was not sure what words to use in my search</li> <li>Results were not helpful</li> <li>Results were not relevant to my search terms or needs</li> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> </ul>	lties 134 100	4 100 134	134	Encountered no difficulties
<ul> <li>Links / labels are difficult to understand, they are not intuitive</li> <li>Navigated to general area but couldn't find the specific content needed</li> <li>Too many links or navigational choices</li> <li>Would often feel lost, not know where I was</li> <li>Total</li> <li>Would often feel lost, not know where I was</li> <li>Total</li> <li>How was your experience using our site search?</li> <li>NOTE: Excludes "Did not use search" and "Other" responses</li> <li>Encountered no difficulties</li> <li>I was not sure what words to use in my search</li> <li>Results were not helpful</li> <li>Results were not relevant to my search terms or needs</li> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> </ul>	es (e.g. error messages, broken links) 9 0	9 0	9	<ul> <li>Had technical difficulties (e.g. error messages, broken links)</li> </ul>
<ul> <li>Navigated to general area but couldn't find the specific content needed</li> <li>Too many links or navigational choices</li> <li>Would often feel lost, not know where I was</li> <li>Would often feel lost, not know where I was</li> <li>Total</li> <li>How was your experience using our site search?</li> <li>NOTE: Excludes "Did not use search" and "Other" responses</li> <li>Encountered no difficulties</li> <li>I was not sure what words to use in my search</li> <li>Results were not helpful</li> <li>Results were not relevant to my search terms or needs</li> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> </ul>	•	1 0	21	•
<ul> <li>Too many links or navigational choices</li> <li>Would often feel lost, not know where I was</li> <li>Total</li> <li>How was your experience using our site search?</li> <li>NOTE: Excludes "Did not use search" and "Other" responses</li> <li>Encountered no difficulties</li> <li>I was not sure what words to use in my search</li> <li>Results were not helpful</li> <li>Results were not relevant to my search terms or needs</li> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> </ul>	·			· · · · · · · · · · · · · · · · · · ·
Would often feel lost, not know where I was  Total  Phow was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices  Encountered no difficulties  Encountered no difficulties  Responses  Points  Points  Responses  Points  Points  Responses  Points  Points  Results were not helpful  Results were not helpful  Results were not relevant to my search terms or needs  Results were too similar / redundant  Returned not enough or no results  Returned not enough or no results	·			
How was your experience using our site search?  NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices Responses Points  • Encountered no difficulties 69 100  • I was not sure what words to use in my search 19 0  • Results were not helpful 22 0  • Results were not relevant to my search terms or needs 11 0  • Results were too similar / redundant 6 0  • Returned not enough or no results 7 0				
NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices  • Encountered no difficulties • I was not sure what words to use in my search • Results were not helpful • Results were not relevant to my search terms or needs • Results were too similar / redundant • Returned not enough or no results  7				
NOTE: Excludes "Did not use search" and "Other" responses  Answer Choices  Encountered no difficulties  I was not sure what words to use in my search  Results were not helpful  Results were not relevant to my search terms or needs  Results were too similar / redundant  Returned not enough or no results  To other temporares  Returned not enough or no results	ence using our site search?	49.2		low was your experience using our site search?
<ul> <li>Encountered no difficulties</li> <li>I was not sure what words to use in my search</li> <li>Results were not helpful</li> <li>Results were not relevant to my search terms or needs</li> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> <li>7</li> </ul>	<del>-</del>	45.2		
I was not sure what words to use in my search190Results were not helpful220Results were not relevant to my search terms or needs110Results were too similar / redundant60Returned not enough or no results70	Responses Points	s Points Sco	Responses	nswer Choices
<ul> <li>Results were not helpful</li> <li>Results were not relevant to my search terms or needs</li> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> <li>7</li> </ul>	lties 69 100	9 100 69	69	Encountered no difficulties
<ul> <li>Results were not relevant to my search terms or needs</li> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> <li>7</li> <li>0</li> </ul>	ords to use in my search 19 0	9 0	19	<ul> <li>I was not sure what words to use in my search</li> </ul>
<ul> <li>Results were too similar / redundant</li> <li>Returned not enough or no results</li> <li>7</li> <li>0</li> </ul>		2 0	22	·
• Returned not enough or no results 7 0	·			·
-				
■ RETURNED TOO MANY RESULTS				
Total 140				Returned too many results

## **DHS.gov Customer Satisfaction Survey**

Time period :4/1/2021 -4/30/2021

## **Demographic Information**

#### What Information were you looking for today?

Answer Choices	Responses	Percentage
Contact information	22	7.31%
Student Exchange Vistor	54	17.94%
Online Detainee	19	6.31%
<ul> <li>Investigations</li> </ul>	20	6.64%
<ul> <li>Contracting opportunities</li> </ul>	3	1.00%
<ul> <li>Email, RSS feeds, or subscription services</li> </ul>	4	1.33%
<ul> <li>Forms or publications</li> </ul>	9	2.99%
Immigration Enforcement	56	18.60%
<ul> <li>Information about ICE (leadership, history, etc.)</li> </ul>	25	8.31%
<ul> <li>Jobs / career information</li> </ul>	34	11.30%
Law enforcement	17	5.65%
■ News	10	3.32%
<ul><li>Photographs</li></ul>	1	0.33%
Small business resources	1	0.33%
<ul> <li>Training</li> </ul>	4	1.33%
■ Videos	5	1.66%
■ Cybersecurity	5	1.66%
Human trafficking	12	3.99%
Total	301	100%

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

Answer Choices	Responses	Percentage
Bad link	11	10.38%
Content wasn't easy to understand	50	47.17%
Error on page	12	11.32%
Multimedia / technical problem	16	15.09%
Outdated information	17	16.04%
Total	106	100%

### Which of the following best describes you?

Answer Choices	Responses	Percentage
Business representative	11	4.49%
Educator	13	5.31%
Federal government employee	13	5.31%
First responder / law enforcement official	12	4.90%
Government contractor	7	2.86%
<ul> <li>International visitor</li> </ul>	12	4.90%
• Job seeker	25	10.20%
Media representative	2	0.82%
<ul> <li>Non-profit staff or volunteer</li> </ul>	7	2.86%
<ul> <li>State, tribal, territorial or local government representative</li> </ul>	2	0.82%
Student	58	23.67%
Traveler (domestic or international)	8	3.27%
• Other	75	30.61%
Total	245	100%