

The screenshot shows the BLS Customer Satisfaction Survey modal overlaid on the BLS.gov website. The modal has a dark header with the BLS logo and the title "BLS Customer Satisfaction Survey". The main content area is white and contains the BLS logo, a thank-you message, two paragraphs of text, and a blue "Continue" button. The background website is dimmed and shows the BLS logo, navigation menu, and various news items.

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BLS Customer Satisfaction Survey

BLS

Thank you for visiting BLS.gov. Please answer a few questions to let us know what we're doing well and where we can improve BLS.gov. The feedback you provide will help us improve your website experience.

This voluntary survey is being collected by the Bureau of Labor Statistics under OMB No. 1225-0088 (Expiration Date: 1/31/2027). We estimate that this survey takes 3 minutes to complete. If you have any comments regarding this estimate, send them to BLS_PRA_Public@bls.gov. You are not required to respond to this collection unless it displays a currently valid OMB control number. Your participation is voluntary, and you have the right to stop at any time.

This survey is being administered by Touchpoints and resides on a server outside of the BLS Domain. The BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response.

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12/17/2024 **October job openings rates up in 12 states, down in 4; quits rates up in 11 states**

BLS Customer Satisfaction Survey

1. Overall, how would you rate your visit to BLS.gov today? *

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Required questions are marked with an asterisk (*).

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BLS **BLS Customer Satisfaction Survey** ✕

2. How easy or difficult was it for you to complete what you wanted to do while visiting BLS.gov today? *

Very easy
 Easy
 Neutral
 Difficult
 Very difficult

Required questions are marked with an asterisk (*).

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The screenshot shows the BLS Customer Satisfaction Survey form overlaid on the BLS.gov website. The website header includes the U.S. Bureau of Labor Statistics logo and navigation links. The survey form is titled "BLS Customer Satisfaction Survey" and contains a question about the user's purpose for visiting the site. The question is marked with an asterisk, indicating it is required. The form includes a list of checkboxes for various reasons, a text input field for "Other", and a "Required questions are marked with an asterisk (*)" note. The background website content includes an "Announcements" section, a "Commissioner's Corner" section with a puzzle graphic, and a "Geographic Information" section with regional links.

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3. What were you looking for during your visit to BLS.gov? (Select all that apply.) *

- How to complete a BLS survey
- A job posting or job opportunity (for example, job listings)
- A job with the Bureau of Labor Statistics
- Career information (for example, pay, skills, educational requirements)
- Latest data or numbers (such as recent unemployment or inflation number)
- Data or datasets (including for research, historic context)
- Research articles or reports produced by BLS
- Information on specific topic (such as wages, productivity)
- School or classroom activities
- Just browsing
- Other

Enter other text

Required questions are marked with an asterisk (*).

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BLS BLS Customer Satisfaction Survey

4. How easy or difficult was it to navigate the BLS.gov website? *

- Very easy
- Easy
- Neutral
- Difficult
- Very difficult

Required questions are marked with an asterisk (*).

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The screenshot displays the BLS Customer Satisfaction Survey interface. At the top, it features the BLS logo and navigation links for HOME, SUBJECTS, DATA TOOLS, PUBLICATIONS, ECONOMIC RELEASES, CLASSROOM, and BETA. A search bar is located in the top right corner. The main content area is divided into sections: Announcements, Commissioner's Corner, and a list of recent releases. A modal window titled "BLS Customer Satisfaction Survey" is overlaid on the page, displaying question 5: "5. Did you search for any data, information, or numbers using any of the search boxes on the BLS.gov website? *". Below the question are two radio button options: "Yes" and "No". A note states "Required questions are marked with an asterisk (*)." and there are "Back" and "Next" navigation buttons. The background shows a "Commissioner's Corner" section with a puzzle graphic and a "Latest Numbers" section for the Consumer Price Index (CPI).

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12/18/2024 **In 2023, 13.7 million people experience some unemployment, up by 747,000 from 2022**
12/17/2024 **Private industry compensation costs average \$44.40 per hour worked in September 2024**
12/17/2024 **October job openings rates up in 12 states, down in 4; quits rates up in 11 states**

BLS Customer Satisfaction Survey
5. Did you search for any data, information, or numbers using any of the search boxes on the BLS.gov website? *
 Yes
 No
Required questions are marked with an asterisk (*).
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(Question 6 only displays if the answer to questions 5 is "yes.")

The screenshot shows the BLS Customer Satisfaction Survey interface. At the top, there is a navigation bar with the BLS logo and the text "U.S. BUREAU OF LABOR STATISTICS". Below the navigation bar, there are several menu items: HOME, SUBJECTS, DATA TOOLS, PUBLICATIONS, ECONOMIC RELEASES, CLASSROOM, and BETA. The main content area is divided into several sections. On the left, there is an "Announcements" section with a "Read More" button. Below that, there is a "December 20" section with a "November jobless rates" article. On the right, there is a "COMMISSIONER'S CORNER" section with a "Contingent jobs and alternative work arrangements" article. In the center, a survey question is displayed: "6. How relevant were the results to what you were looking for? *". The question has four radio button options: "Very relevant", "Somewhat relevant", "A little relevant", and "Not at all relevant". Below the question, there is a note: "Required questions are marked with an asterisk (*)." and two buttons: "Back" and "Next".

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6. How relevant were the results to what you were looking for? *

Very relevant
 Somewhat relevant
 A little relevant
 Not at all relevant

Required questions are marked with an asterisk (*).

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(Question 7 only displays if the answer to question 6 is “a little relevant” or “not at all relevant.”)

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7. What was it about the search results that made them not relevant to what you were looking for? (Select all that apply.) *

- The most relevant results did not appear at the top of the list
- The results did not have enough information to determine if they were relevant
- There were too many results shown
- The search got me lost in the website
- There were too few results
- The results were too general
- The results were out of date
- Other

Enter other text

Required questions are marked with an asterisk (*).

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8. Which of the following best describes you? *

- Student
- Educator
- Media
- Academic
- Businessperson/Professional
- Jobseeker
- Member of the Public
- Government Employee
- Other

Below the radio buttons is a text input field with the placeholder "Enter other text".

Required questions are marked with an asterisk (*).

Navigation buttons: "← Back" and "Next →".

Footer: "An official form of the United States government. Provided by Touchpoints".

The background website content includes "Announcements", "November jobless rates", "Total of 5,283 fatal work injuries", "In 2023, 13.7 million people", "Private industry compensation", "October job openings rates", and "Geographic Information".

The screenshot displays the BLS Customer Satisfaction Survey interface. At the top, there is a header with the BLS logo and navigation links. A modal window is open, showing a survey question: "9. How often do you visit the BLS.gov website for any reason? *". Below the question are four radio button options: "Several times per month", "At least once per month", "Less than once per month", and "First time visiting". The question is marked with an asterisk, indicating it is a required question. Below the options, a note states: "Required questions are marked with an asterisk (*).". There are "Back" and "Next" buttons for navigation. The background shows the BLS website with various news items and a "Geographic Information" section.

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BLS Customer Satisfaction Survey

9. How often do you visit the BLS.gov website for any reason? *

- Several times per month
- At least once per month
- Less than once per month
- First time visiting

Required questions are marked with an asterisk (*).

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10. Based on your visit to BLS.gov today, how much would you agree or disagree that the Bureau of Labor Statistics is a trusted source of information? *

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

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11. Do you have any suggestions for improvements to the BLS.gov website?

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