

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 navigation menus, a search bar, and various news items.

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BLS

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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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 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 pop-up overlaid on the BLS.gov website. The pop-up is titled "BLS Customer Satisfaction Survey" and contains the following content:

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 (*).

The background website shows the BLS logo, navigation menu (HOME, SUBJECTS, DATA TOOLS), and various news articles. A "Geographic Information" section is visible at the bottom with buttons for Northeast, Mid-Atlantic, Southeast, Midwest, Southwest, Mountain-Plains, and West. The footer includes "LATEST NUMBERS" and "Consumer Price Index (CPI):".

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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 identifies itself as an official website of the United States government, provided by Touchpoints. The main header includes the U.S. Bureau of Labor Statistics logo and navigation links for Home, Subjects, Data Tools, Publications, Economic Releases, Classroom, and Beta. A search bar is also present.

The survey question is: "5. Did you search for any data, information, or numbers using any of the search boxes on the BLS.gov website? *". The response options are "Yes" and "No", both with radio buttons. Below the question, a note states: "Required questions are marked with an asterisk (*)." Navigation buttons for "Back" and "Next" are provided.

The background shows a blurred view of the BLS website content, including an "Announcements" section with a "Read More" button, a "COMMISSIONER'S CORNER" section with a puzzle graphic, and a "Geographic Information" section with a grid of regional links.

(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 modal is open, displaying question 6: "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 options, there is a note: "Required questions are marked with an asterisk (*)." and two buttons: "← Back" and "Next →". The background of the survey modal is a hand placing a red puzzle piece labeled "PERMANENT" into a larger puzzle with other pieces labeled "TEMPORARY".

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Contingent jobs and alternative work arrangements
Measuring jobs that workers don't expect...
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BLS Customer Satisfaction Survey

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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Required questions are marked with an asterisk (*).

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The screenshot shows the BLS Customer Satisfaction Survey form overlaid on the BLS 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 the following content:

8. Which of the following best describes you? *

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

Enter other text

Required questions are marked with an asterisk (*).

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The background website content includes an "Announcements" section with a "Read More" button, a "November jobless rates" article, and a "Geographic Information" section with a table of regional links.

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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

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

Required questions are marked with an asterisk (*).

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The image shows a screenshot of the BLS Customer Satisfaction Survey form overlaid on the BLS website. The website header includes the BLS logo, the text "U.S. BUREAU OF LABOR STATISTICS", 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 survey form is titled "BLS Customer Satisfaction Survey" and contains the following text:

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

Below the question is a large text input field. At the bottom of the form, there are two buttons: a blue "← Back" button and a green "Submit" button. A footer note at the bottom of the form reads: "An official form of the United States government. Provided by [Touchpoints](#)".

The background website content includes an "Announcements" section with a "Read More" button, a "COMMISSIONER'S CORNER" section with a puzzle graphic and the text "contingent jobs and alternative work arrangements", and a "Geographic Information" section with a table of regions:

Northeast	Mid-Atlantic	Southeast	Midwest
Southwest	Mountain-Plains	West	

Other visible text on the website includes "November jobless rates", "Total of 5,283 fatal work injuries", "In 2023, 13.7 million people", "Private industry compensation", "October job openings rates up in 12 states, down in 4, quits rates up in 11 states", "All Releases >>", "LATEST NUMBERS", and "Consumer Price Index (CPI):".