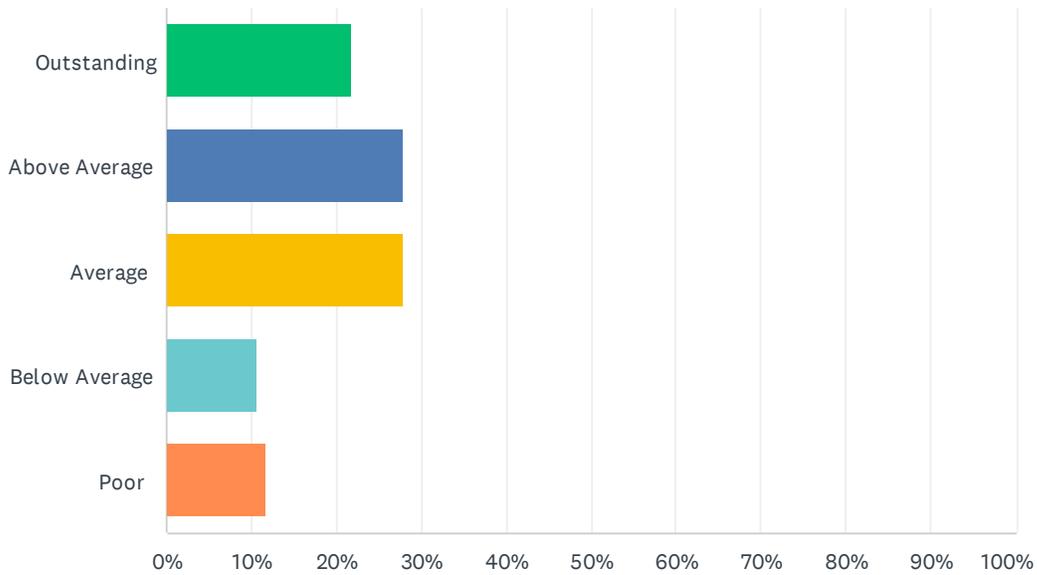


## Q1 How would you rate your overall experience today?

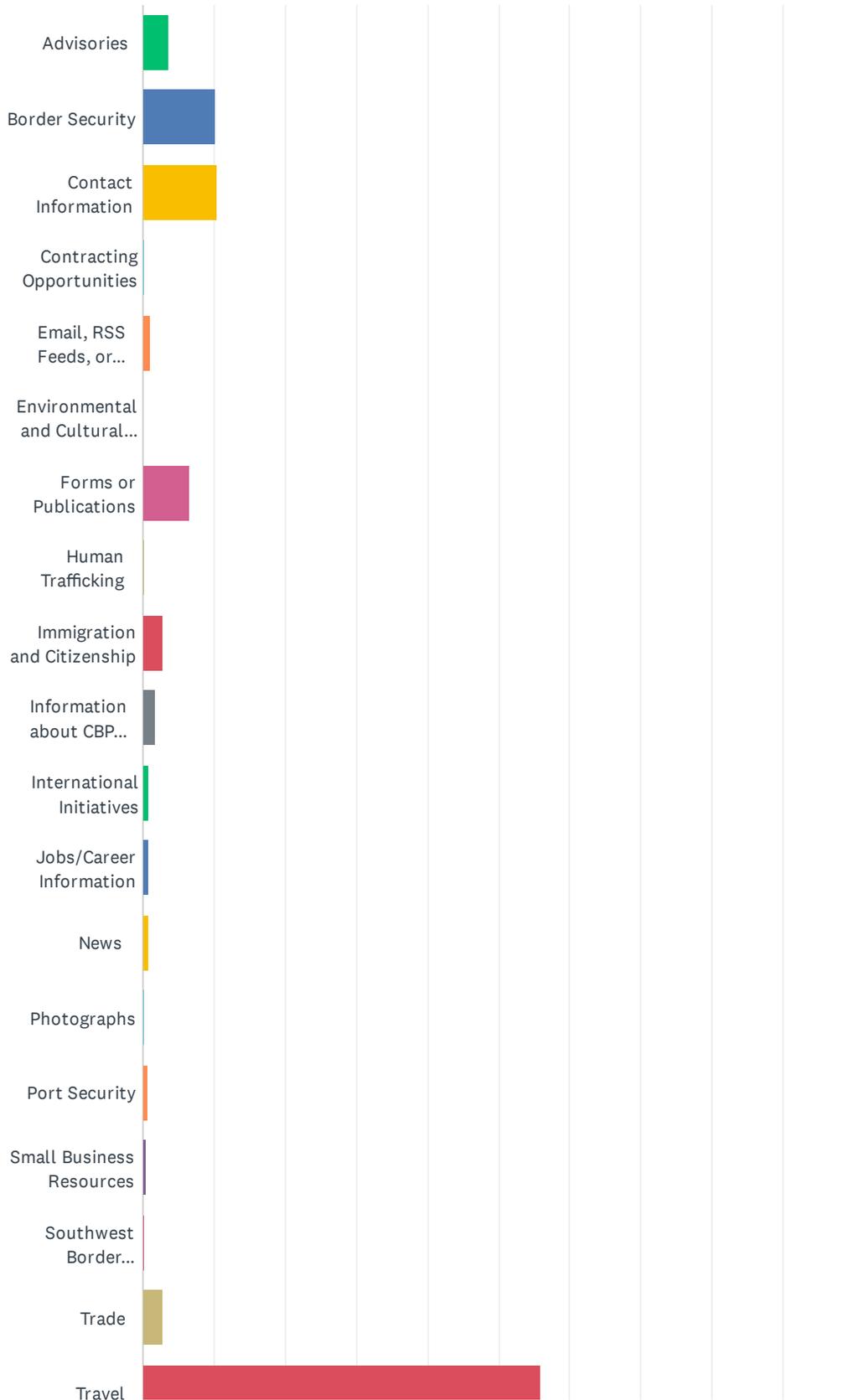
Answered: 5,405 Skipped: 0



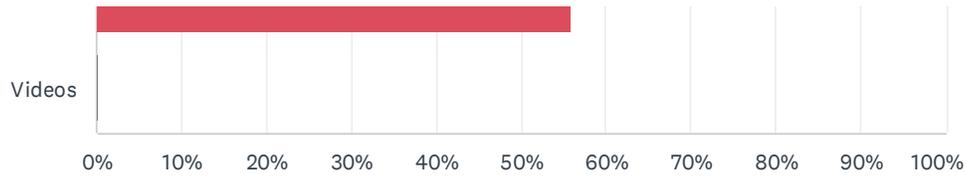
ANSWER CHOICES	RESPONSES	
Outstanding	21.79%	1,178
Above Average	27.90%	1,508
Average	27.86%	1,506
Below Average	10.64%	575
Poor	11.80%	638
<b>TOTAL</b>		<b>5,405</b>

## Q2 What information were you looking for today?

Answered: 5,405 Skipped: 0



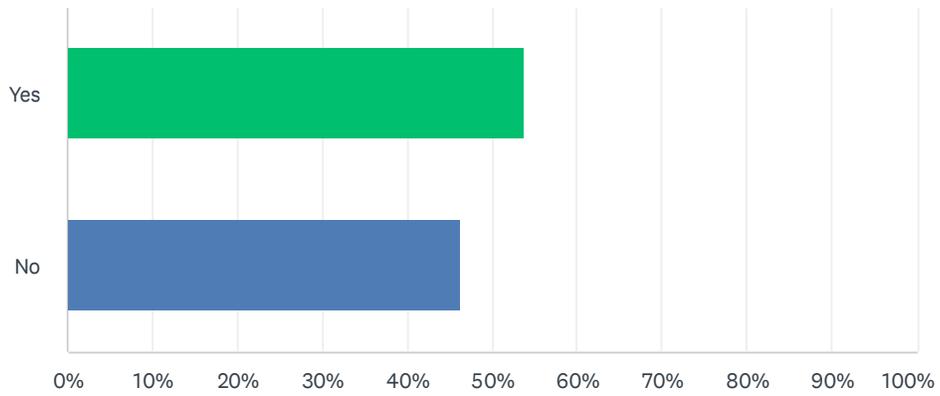
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.53%	191
Border Security	10.18%	550
Contact Information	10.49%	567
Contracting Opportunities	0.30%	16
Email, RSS Feeds, or Subscription Services	1.00%	54
Environmental and Cultural Stewardship	0.09%	5
Forms or Publications	6.72%	363
Human Trafficking	0.19%	10
Immigration and Citizenship	2.85%	154
Information about CBP (leadership, history, etc.)	1.74%	94
International Initiatives	0.87%	47
Jobs/Career Information	0.85%	46
News	0.85%	46
Photographs	0.11%	6
Port Security	0.61%	33
Small Business Resources	0.41%	22
Southwest Border Unaccompanied Alien Children/Family Unit	0.28%	15
Trade	2.87%	155
Travel	55.86%	3,019
Videos	0.22%	12
<b>TOTAL</b>		<b>5,405</b>

### Q3 Were you able to complete the purpose of your visit?

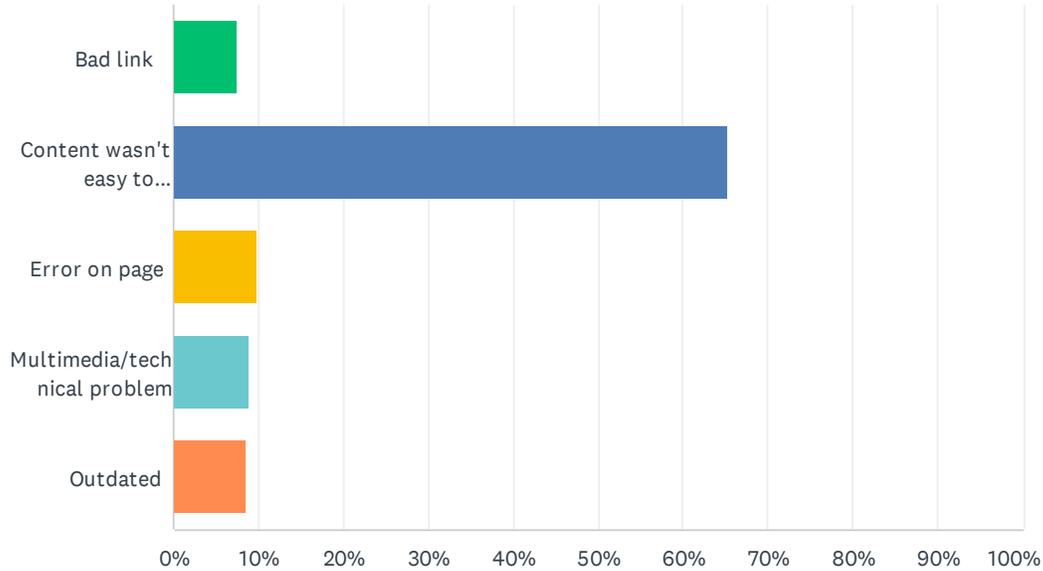
Answered: 5,405 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.77%	2,906
No	46.23%	2,499
TOTAL		5,405

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

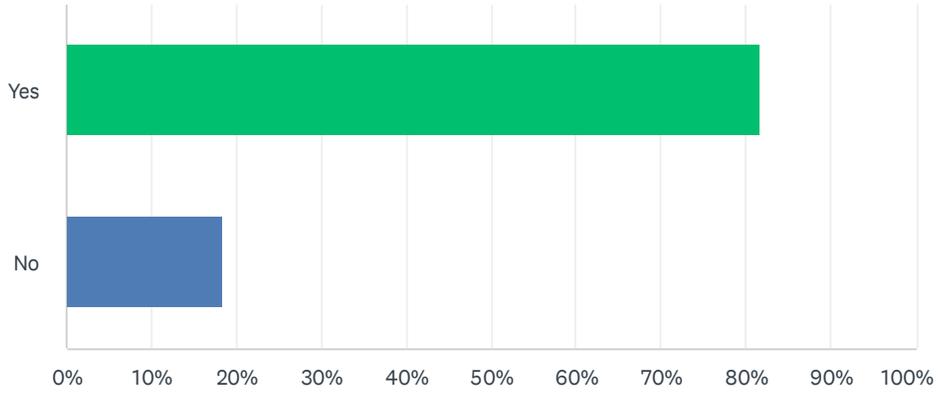
Answered: 2,428 Skipped: 2,977



ANSWER CHOICES	RESPONSES	
Bad link	7.37%	179
Content wasn't easy to understand	65.28%	1,585
Error on page	9.80%	238
Multimedia/technical problem	8.94%	217
Outdated	8.61%	209
TOTAL		2,428

### Q5 Would you still return to this website if you could get this information or service from another source?

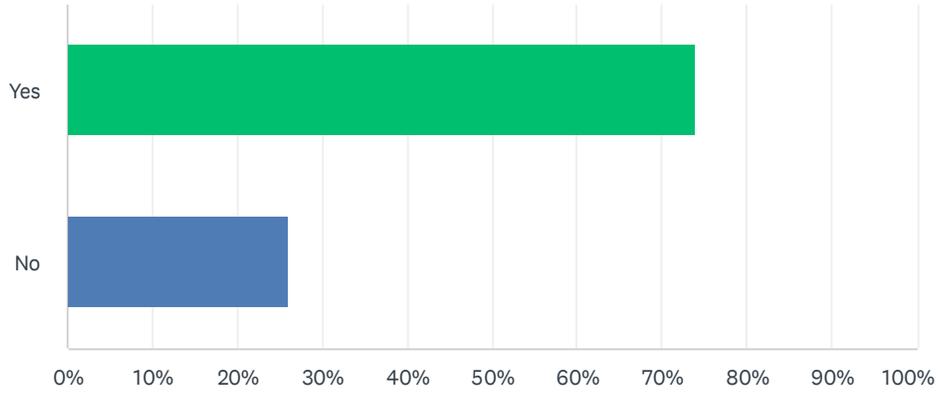
Answered: 5,405 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	81.72%	4,417
No	18.28%	988
TOTAL		5,405

## Q6 Will you recommend this website if you could get this information or service from another source?

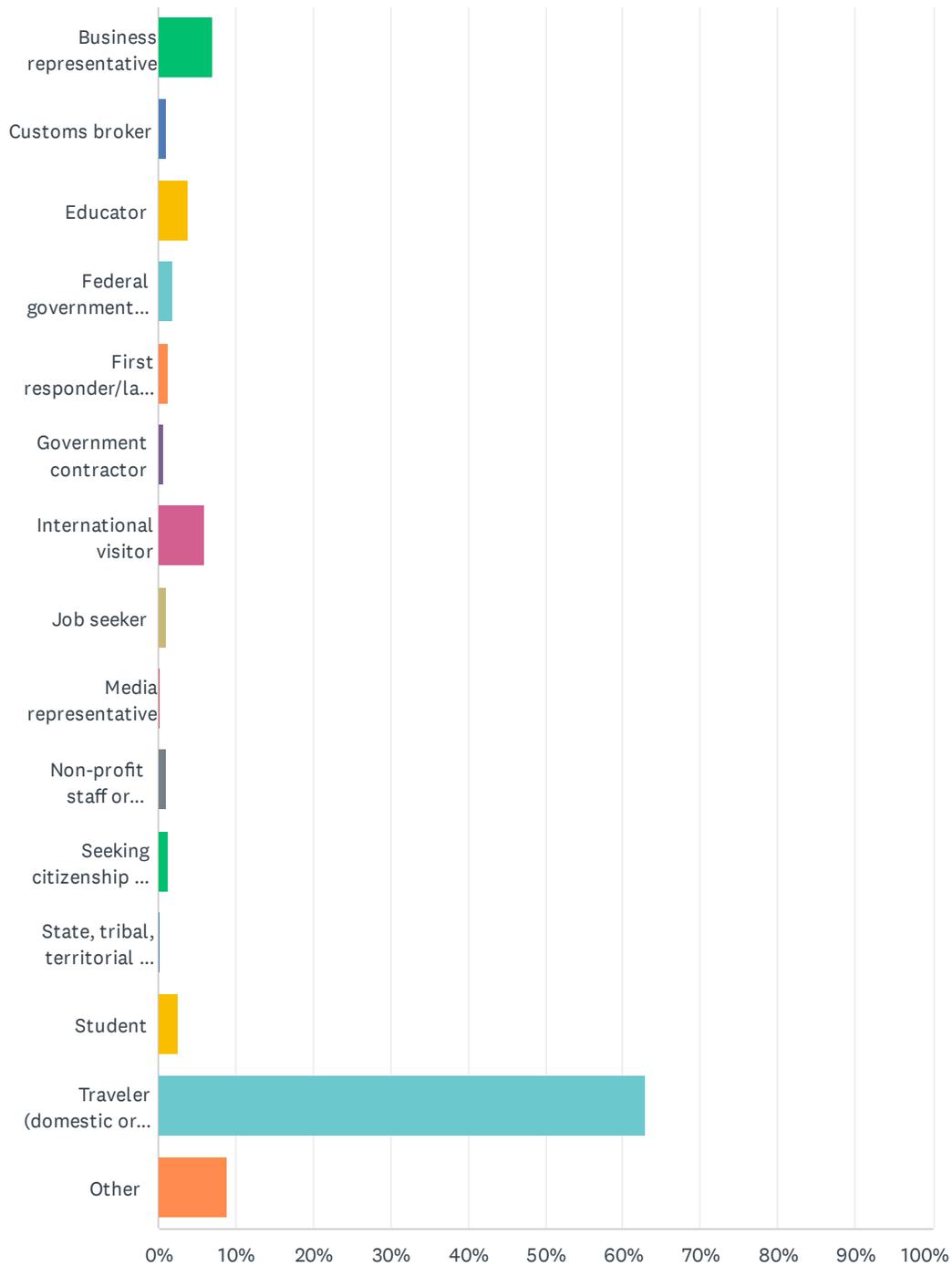
Answered: 5,405 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.99%	3,999
No	26.01%	1,406
TOTAL		5,405

## Q7 Which of the following best describes you?

Answered: 5,405 Skipped: 0

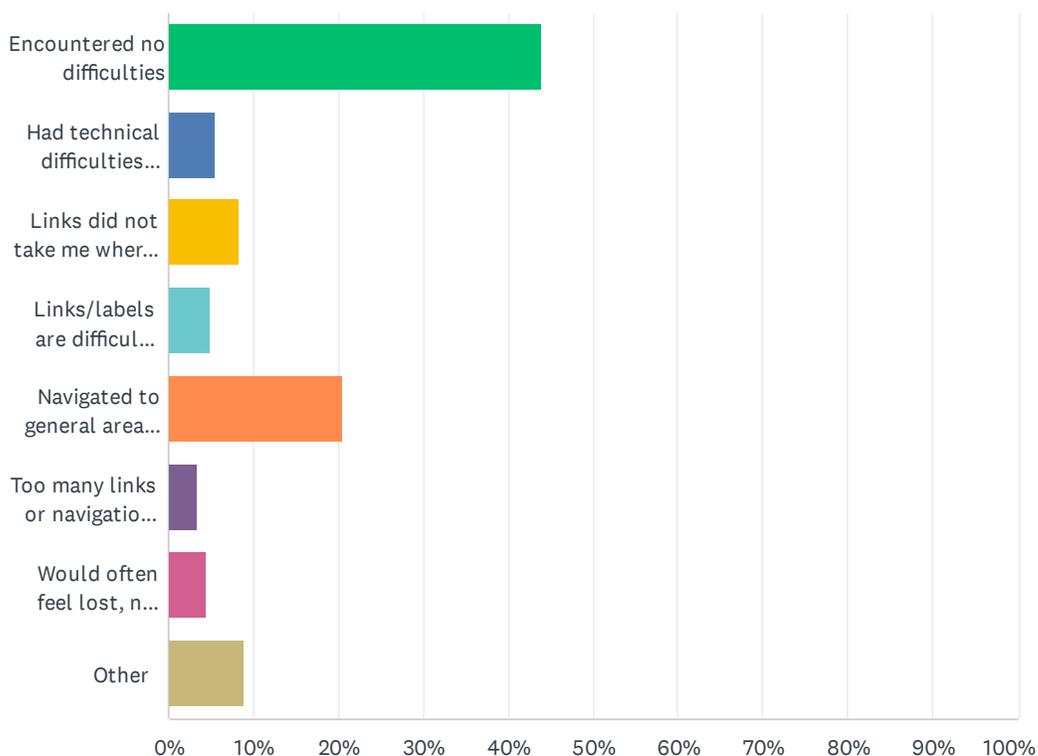


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.07%	382
Customs broker	0.98%	53
Educator	3.94%	213
Federal government employee	1.98%	107
First responder/law enforcement official	1.24%	67
Government contractor	0.63%	34
International visitor	6.07%	328
Job seeker	0.96%	52
Media representative	0.22%	12
Non-profit staff or volunteer	1.02%	55
Seeking citizenship or immigration information	1.22%	66
State, tribal, territorial or local government representative	0.30%	16
Student	2.61%	141
Traveler (domestic or international)	62.87%	3,398
Other	8.90%	481
<b>TOTAL</b>		<b>5,405</b>

## Q8 Please describe your experience finding your way around today.

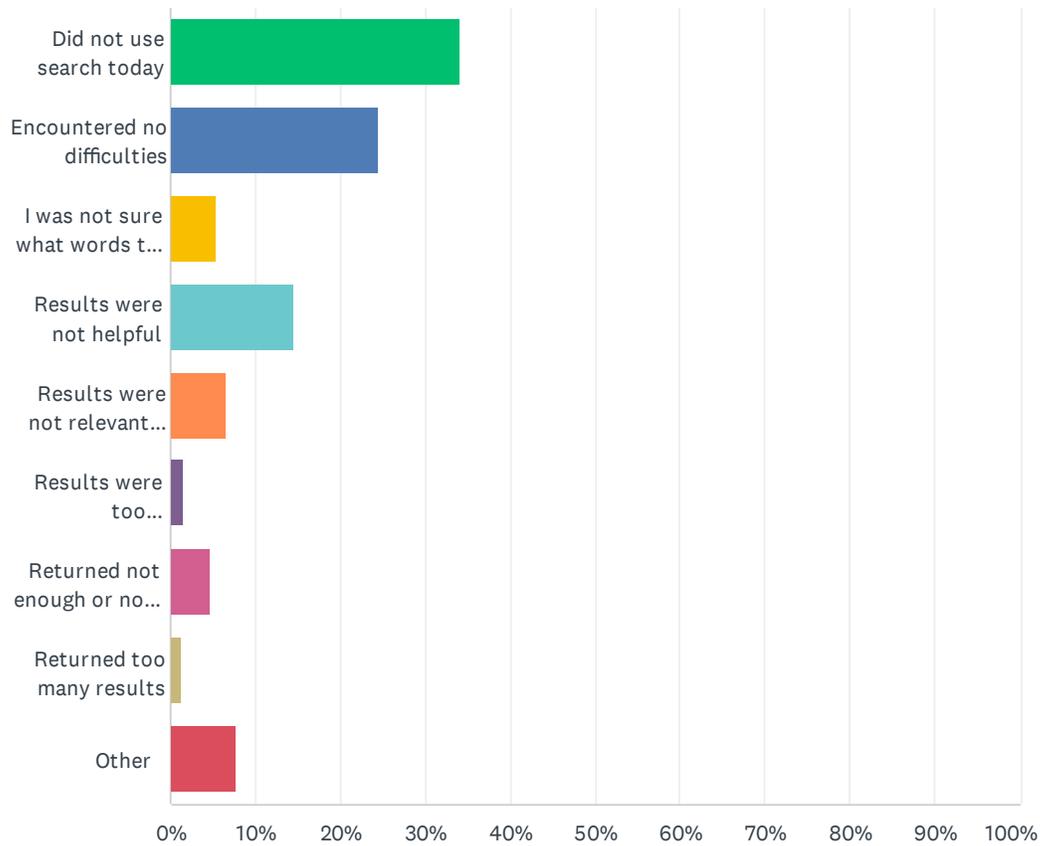
Answered: 5,405 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	44.01%	2,379
Had technical difficulties (e.g. error messages, broken links)	5.51%	298
Links did not take me where I expected	8.31%	449
Links/labels are difficult to understand, they are not intuitive	4.81%	260
Navigated to general area but couldn't find the specific content needed	20.50%	1,108
Too many links or navigational choices	3.46%	187
Would often feel lost, not know where I was	4.53%	245
Other	8.86%	479
<b>TOTAL</b>		<b>5,405</b>

## Q9 How was your experience using our site search?

Answered: 5,405 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.12%	1,844
Encountered no difficulties	24.51%	1,325
I was not sure what words to use in my search	5.35%	289
Results were not helpful	14.39%	778
Results were not relevant to my search terms or needs	6.64%	359
Results were too similar/redundant	1.44%	78
Returned not enough or no results	4.61%	249
Returned too many results	1.28%	69
Other	7.66%	414
<b>TOTAL</b>		<b>5,405</b>