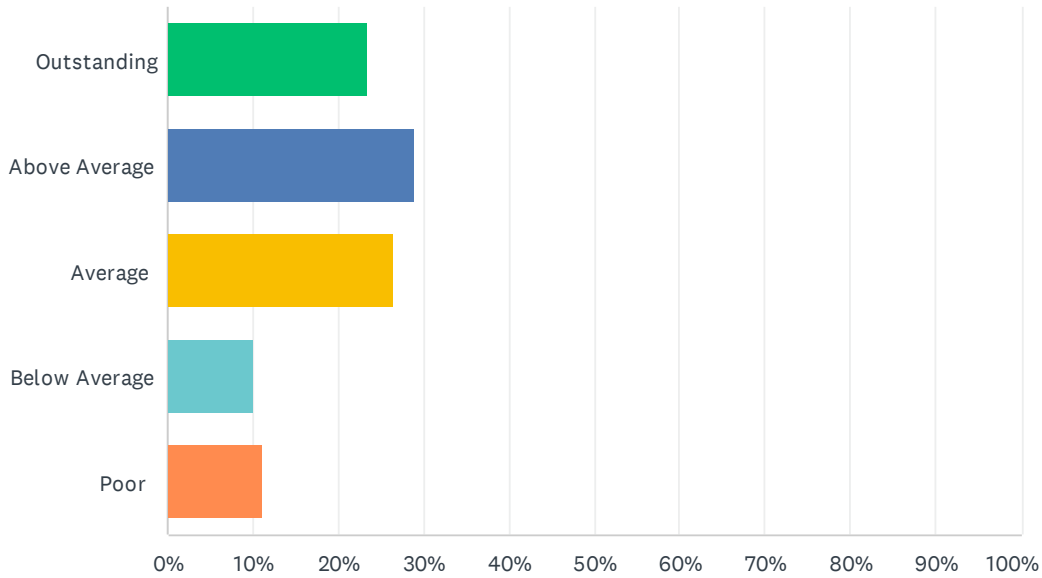


## Q1 How would you rate your overall experience today?

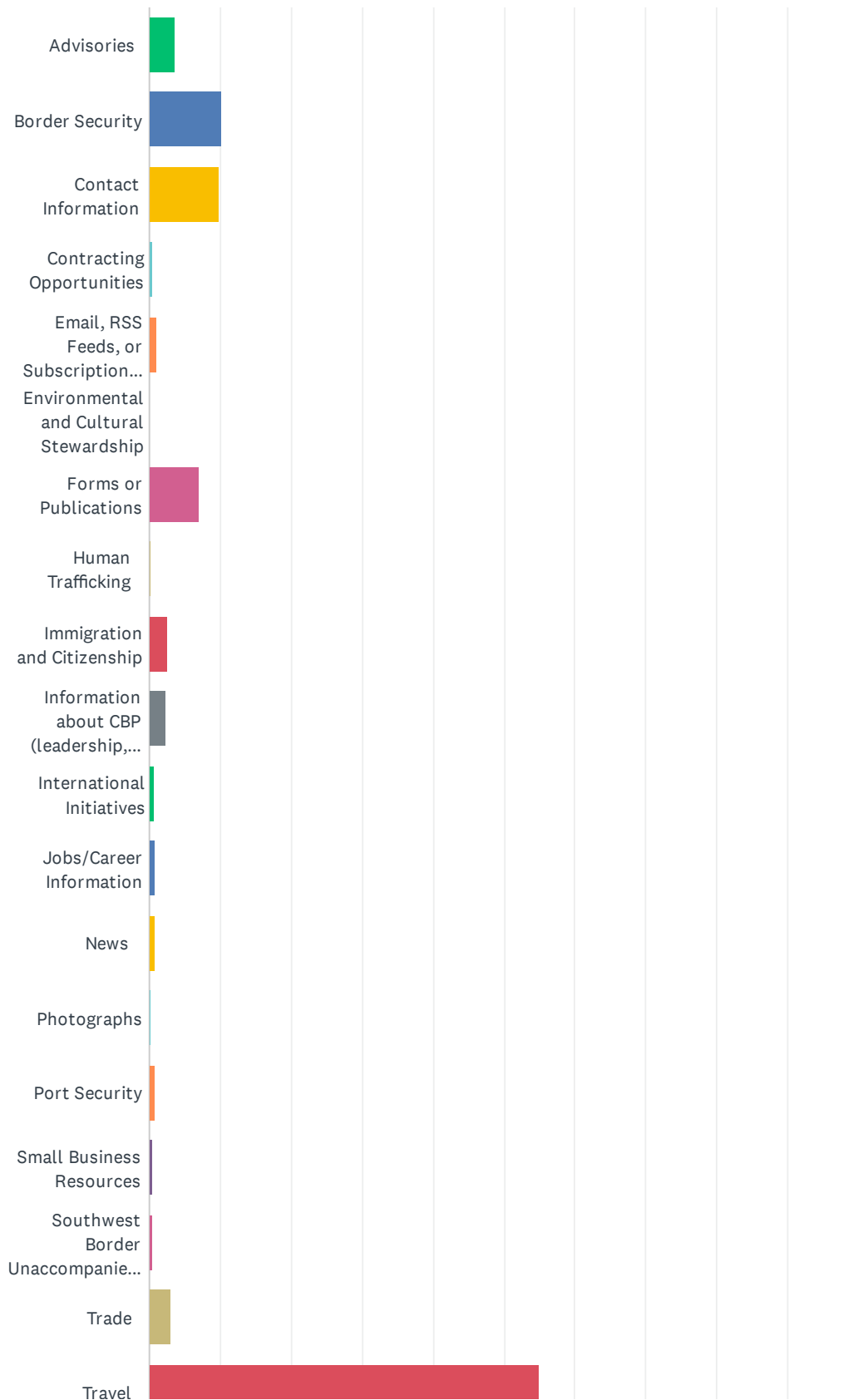
Answered: 4,739 Skipped: 0



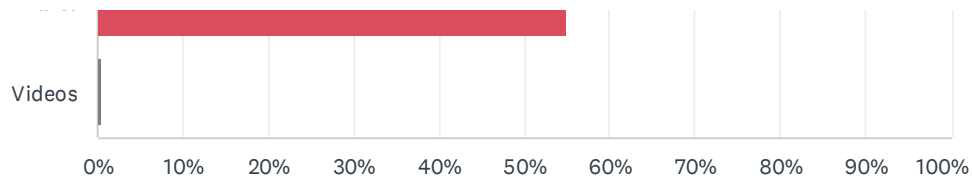
ANSWER CHOICES	RESPONSES	
Outstanding	23.38%	1,108
Above Average	29.01%	1,375
Average	26.50%	1,256
Below Average	10.07%	477
Poor	11.04%	523
<b>TOTAL</b>		<b>4,739</b>

## Q2 What information were you looking for today?

Answered: 4,739 Skipped: 0



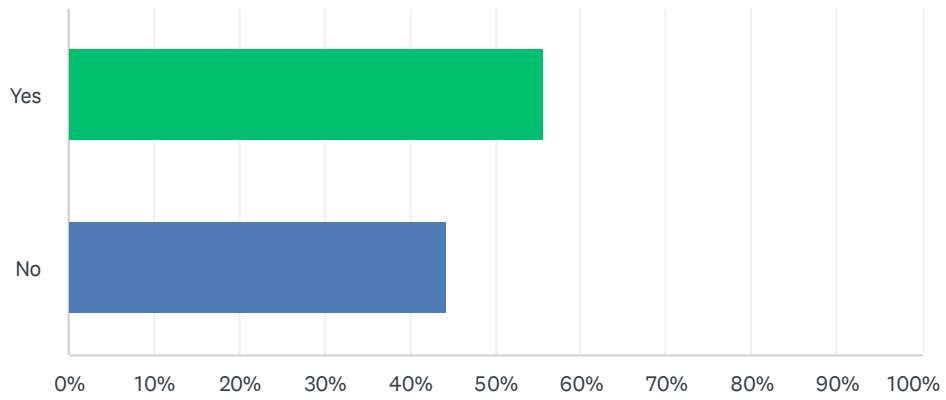
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.59%	170
Border Security	10.26%	486
Contact Information	9.88%	468
Contracting Opportunities	0.34%	16
Email, RSS Feeds, or Subscription Services	1.12%	53
Environmental and Cultural Stewardship	0.11%	5
Forms or Publications	6.98%	331
Human Trafficking	0.21%	10
Immigration and Citizenship	2.57%	122
Information about CBP (leadership, history, etc.)	2.32%	110
International Initiatives	0.72%	34
Jobs/Career Information	0.87%	41
News	0.87%	41
Photographs	0.23%	11
Port Security	0.93%	44
Small Business Resources	0.40%	19
Southwest Border Unaccompanied Alien Children/Family Unit	0.38%	18
Trade	2.89%	137
Travel	54.97%	2,605
Videos	0.38%	18
<b>TOTAL</b>		<b>4,739</b>

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

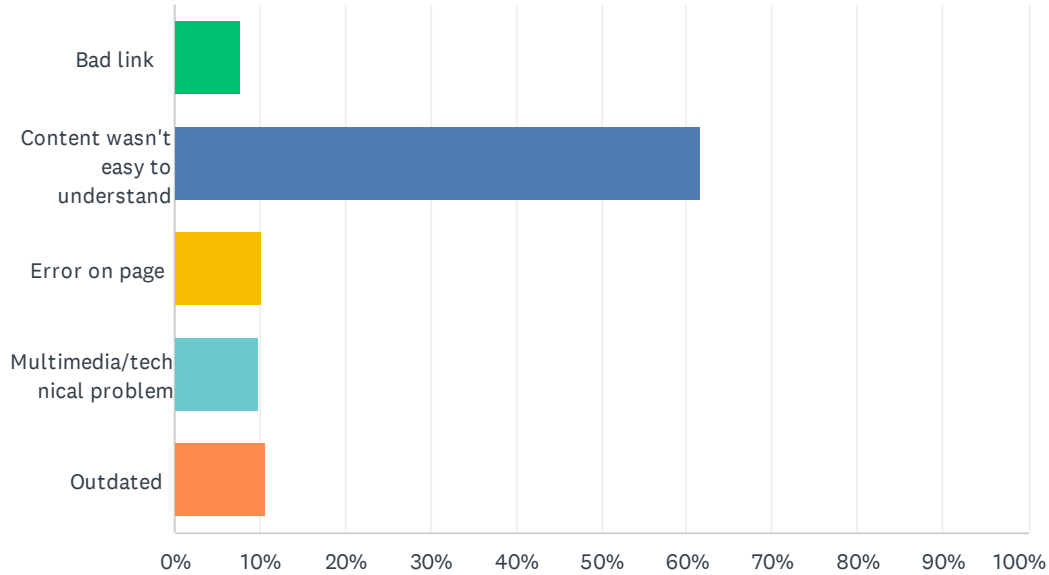
Answered: 4,739 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.60%	2,635
No	44.40%	2,104
TOTAL		4,739

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

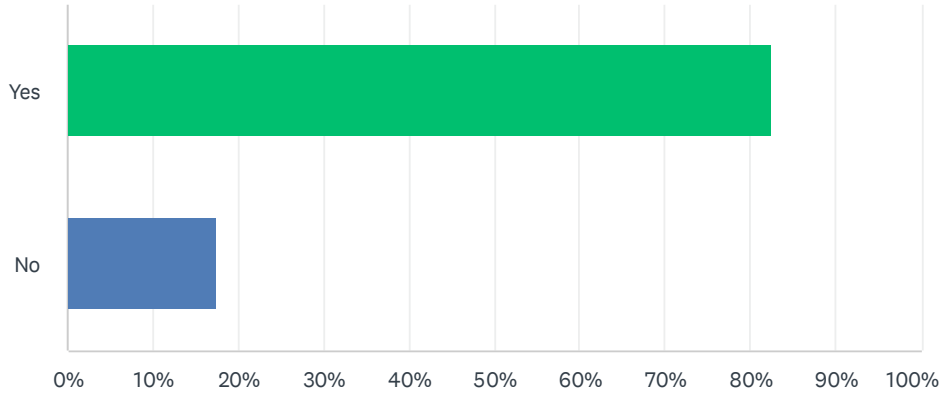
Answered: 2,061 Skipped: 2,678



ANSWER CHOICES	RESPONSES	
Bad link	7.62%	157
Content wasn't easy to understand	61.67%	1,271
Error on page	10.14%	209
Multimedia/technical problem	9.85%	203
Outdated	10.72%	221
<b>TOTAL</b>		<b>2,061</b>

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

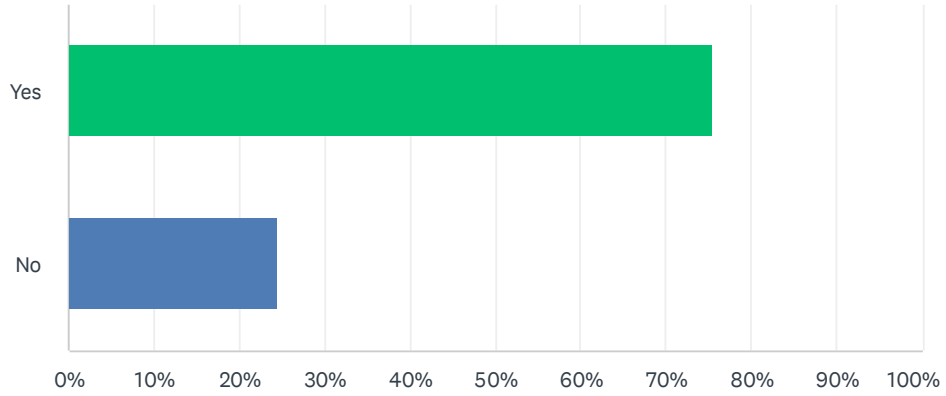
Answered: 4,739 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.46%	3,908
No	17.54%	831
TOTAL		4,739

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

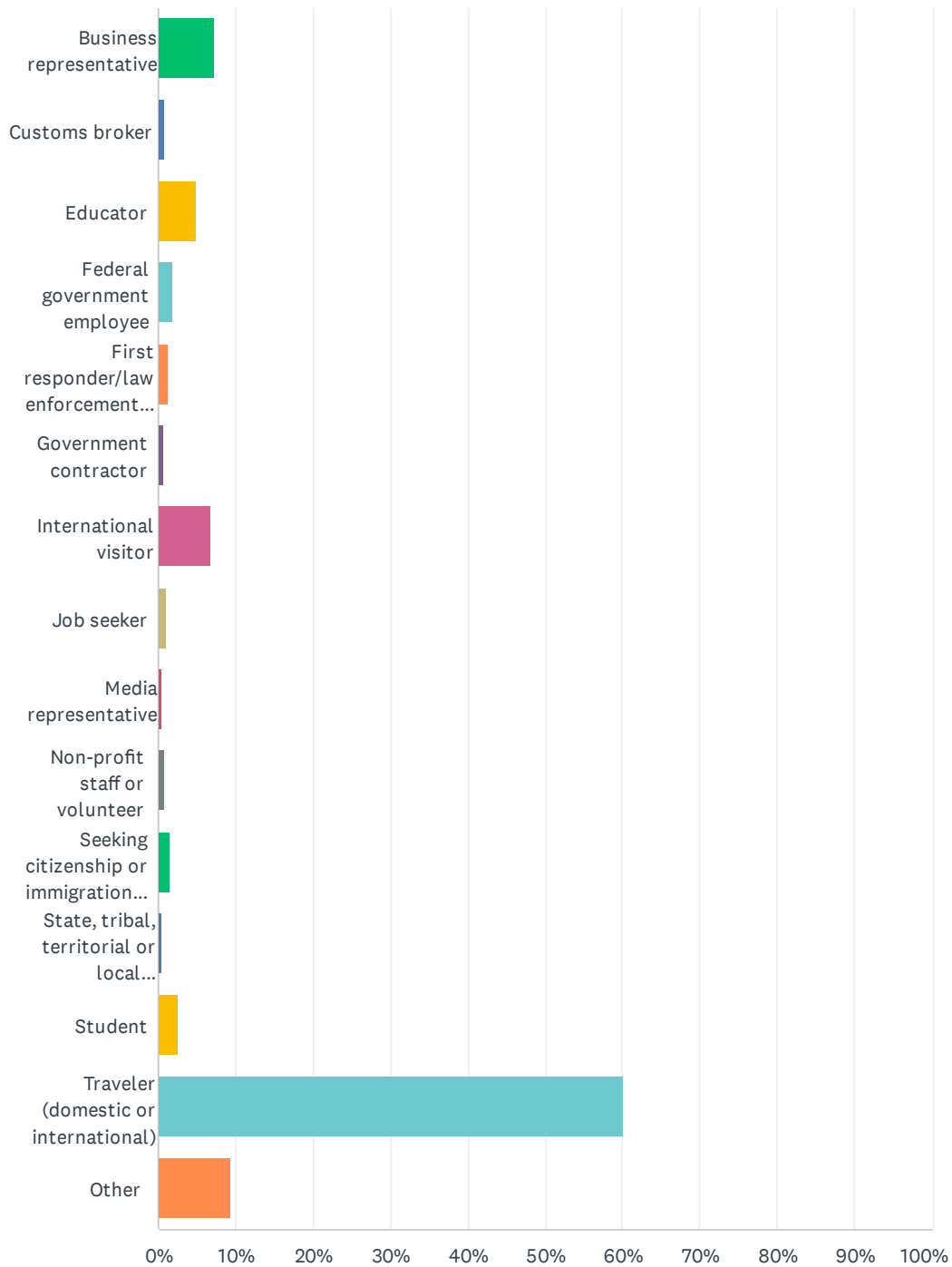
Answered: 4,739 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.48%	3,577
No	24.52%	1,162
TOTAL		4,739

## Q7 Which of the following best describes you?

Answered: 4,739 Skipped: 0



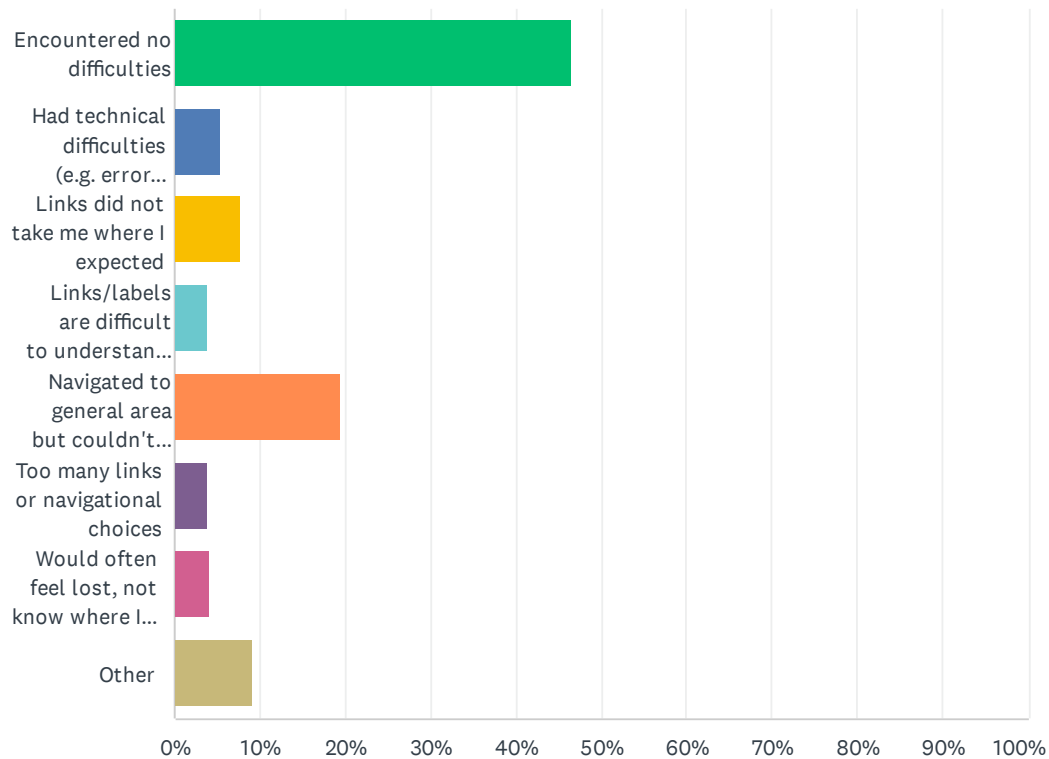


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.15%	339
Customs broker	0.80%	38
Educator	4.87%	231
Federal government employee	1.86%	88
First responder/law enforcement official	1.33%	63
Government contractor	0.65%	31
International visitor	6.86%	325
Job seeker	1.10%	52
Media representative	0.34%	16
Non-profit staff or volunteer	0.82%	39
Seeking citizenship or immigration information	1.56%	74
State, tribal, territorial or local government representative	0.34%	16
Student	2.66%	126
Traveler (domestic or international)	60.20%	2,853
Other	9.45%	448
<b>TOTAL</b>		<b>4,739</b>

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

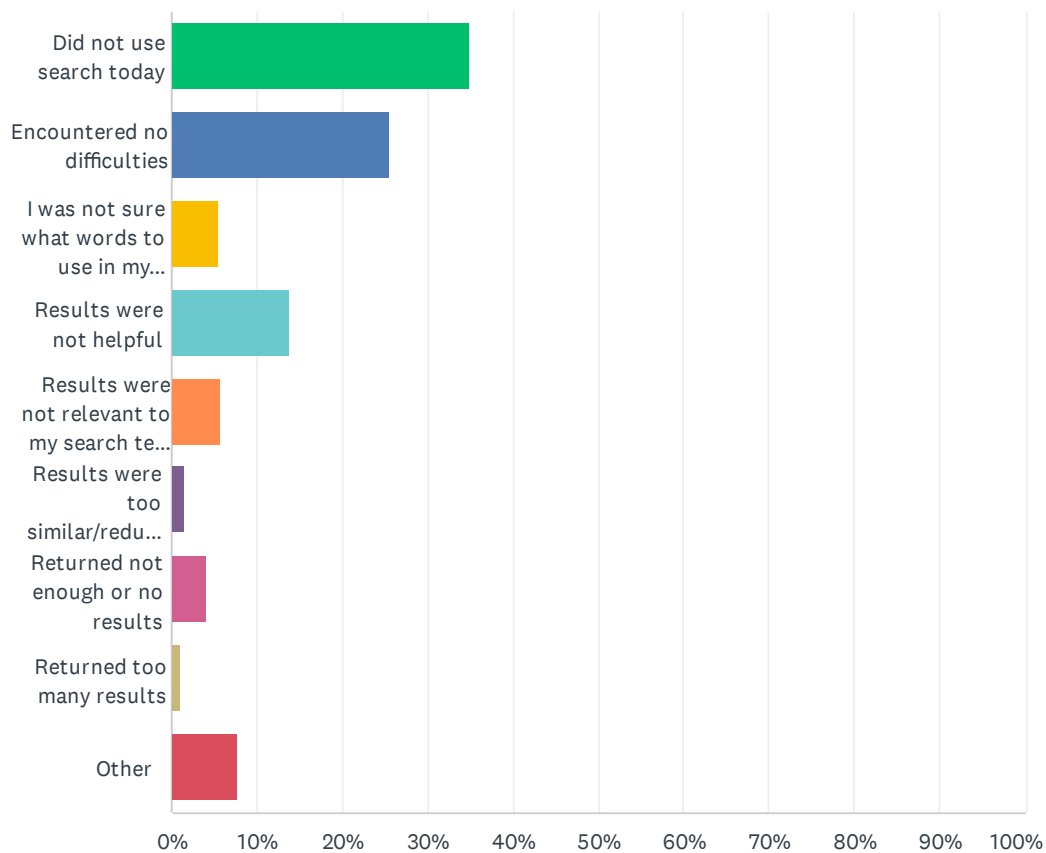
Answered: 4,739 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.51%	2,204
Had technical difficulties (e.g. error messages, broken links)	5.36%	254
Links did not take me where I expected	7.72%	366
Links/labels are difficult to understand, they are not intuitive	3.88%	184
Navigated to general area but couldn't find the specific content needed	19.39%	919
Too many links or navigational choices	3.82%	181
Would often feel lost, not know where I was	4.16%	197
Other	9.16%	434
<b>TOTAL</b>		<b>4,739</b>

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

Answered: 4,739 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.92%	1,655
Encountered no difficulties	25.55%	1,211
I was not sure what words to use in my search	5.61%	266
Results were not helpful	13.86%	657
Results were not relevant to my search terms or needs	5.72%	271
Results were too similar/redundant	1.48%	70
Returned not enough or no results	4.07%	193
Returned too many results	1.12%	53
Other	7.66%	363
<b>TOTAL</b>		<b>4,739</b>