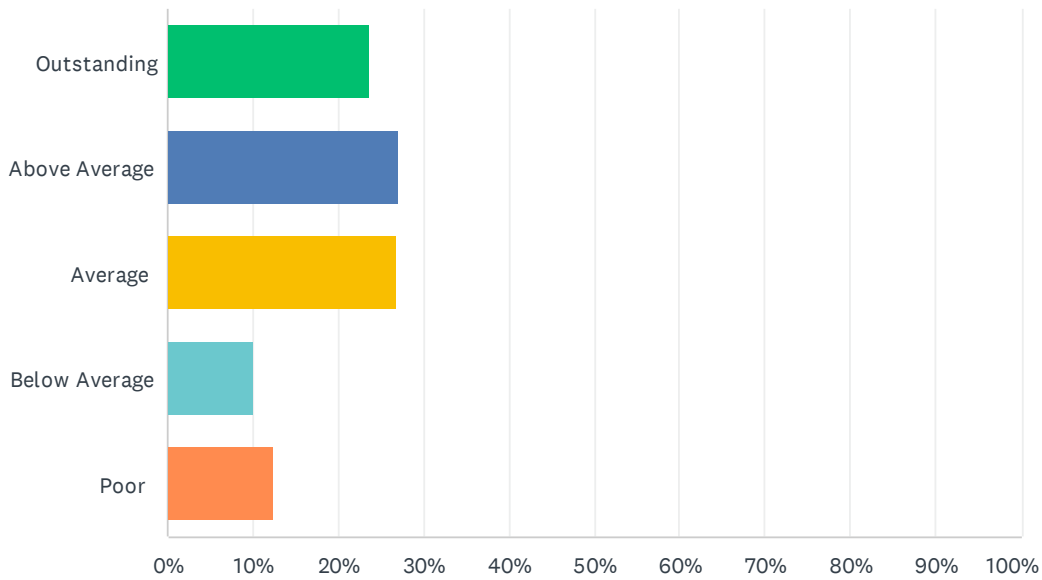


Q1 How would you rate your overall experience today?

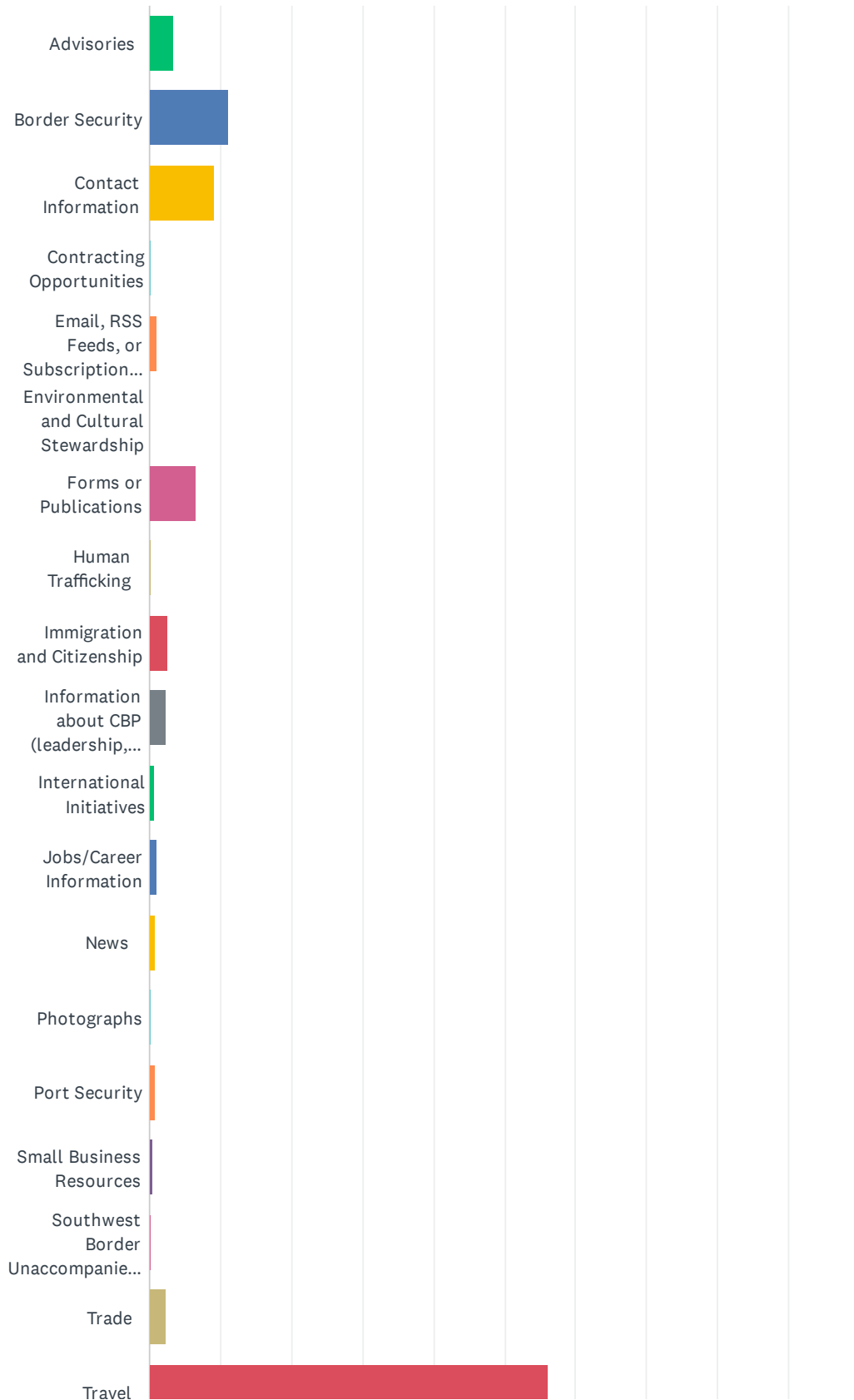
Answered: 5,328 Skipped: 0



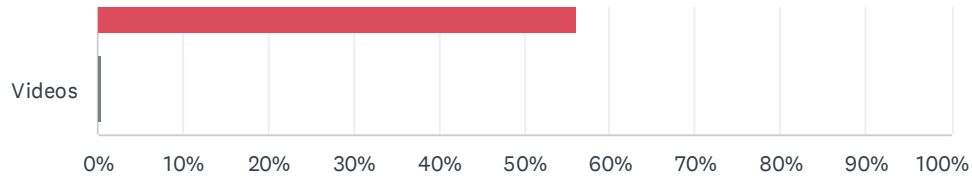
ANSWER CHOICES	RESPONSES	
Outstanding	23.69%	1,262
Above Average	27.05%	1,441
Average	26.82%	1,429
Below Average	10.04%	535
Poor	12.41%	661
TOTAL		5,328

Q2 What information were you looking for today?

Answered: 5,328 Skipped: 0



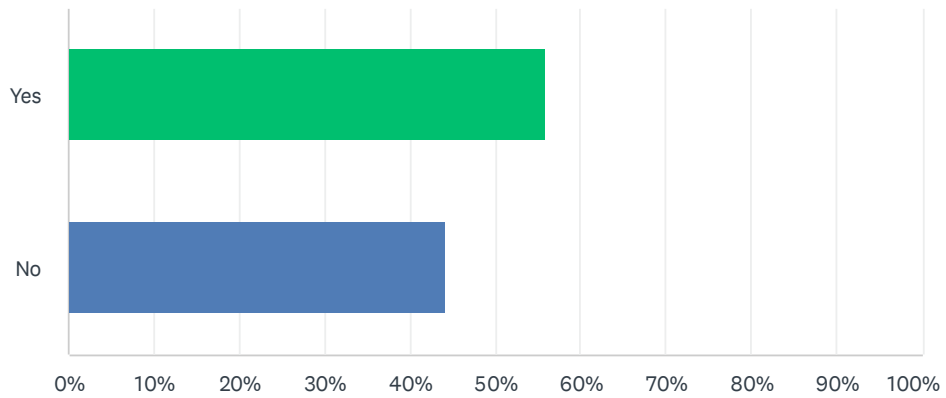
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.49%	186
Border Security	11.17%	595
Contact Information	9.20%	490
Contracting Opportunities	0.28%	15
Email, RSS Feeds, or Subscription Services	1.05%	56
Environmental and Cultural Stewardship	0.06%	3
Forms or Publications	6.59%	351
Human Trafficking	0.23%	12
Immigration and Citizenship	2.67%	142
Information about CBP (leadership, history, etc.)	2.29%	122
International Initiatives	0.56%	30
Jobs/Career Information	1.09%	58
News	0.88%	47
Photographs	0.19%	10
Port Security	0.84%	45
Small Business Resources	0.36%	19
Southwest Border Unaccompanied Alien Children/Family Unit	0.21%	11
Trade	2.33%	124
Travel	56.08%	2,988
Videos	0.45%	24
TOTAL		5,328

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

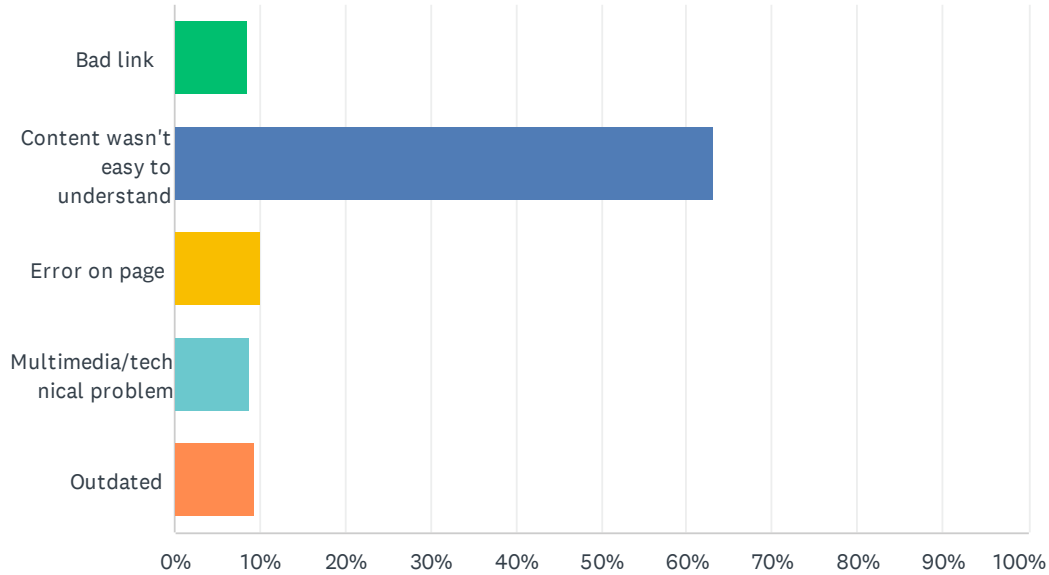
Answered: 5,328 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.91%	2,979
No	44.09%	2,349
TOTAL		5,328

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

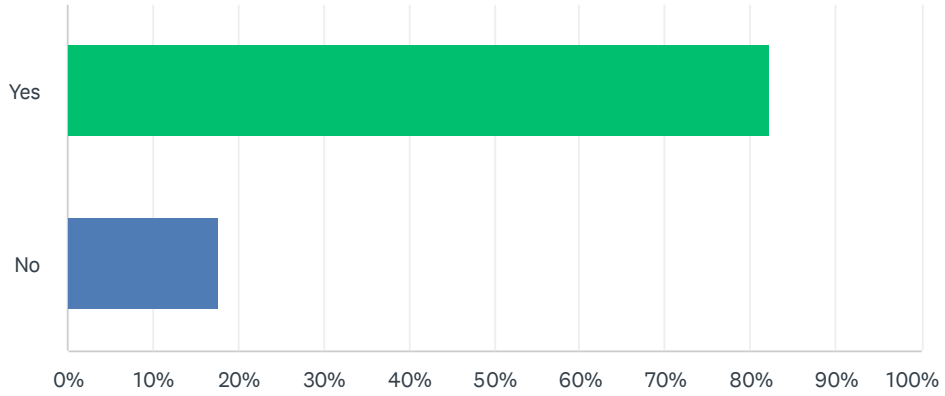
Answered: 2,349 Skipped: 2,979



ANSWER CHOICES	RESPONSES	
Bad link	8.56%	201
Content wasn't easy to understand	63.18%	1,484
Error on page	10.09%	237
Multimedia/technical problem	8.77%	206
Outdated	9.41%	221
TOTAL		2,349

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

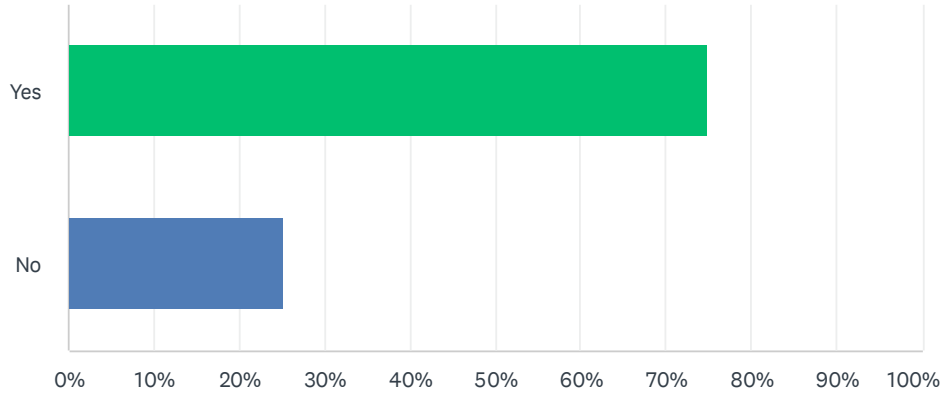
Answered: 5,328 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.39%	4,390
No	17.61%	938
TOTAL		5,328

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

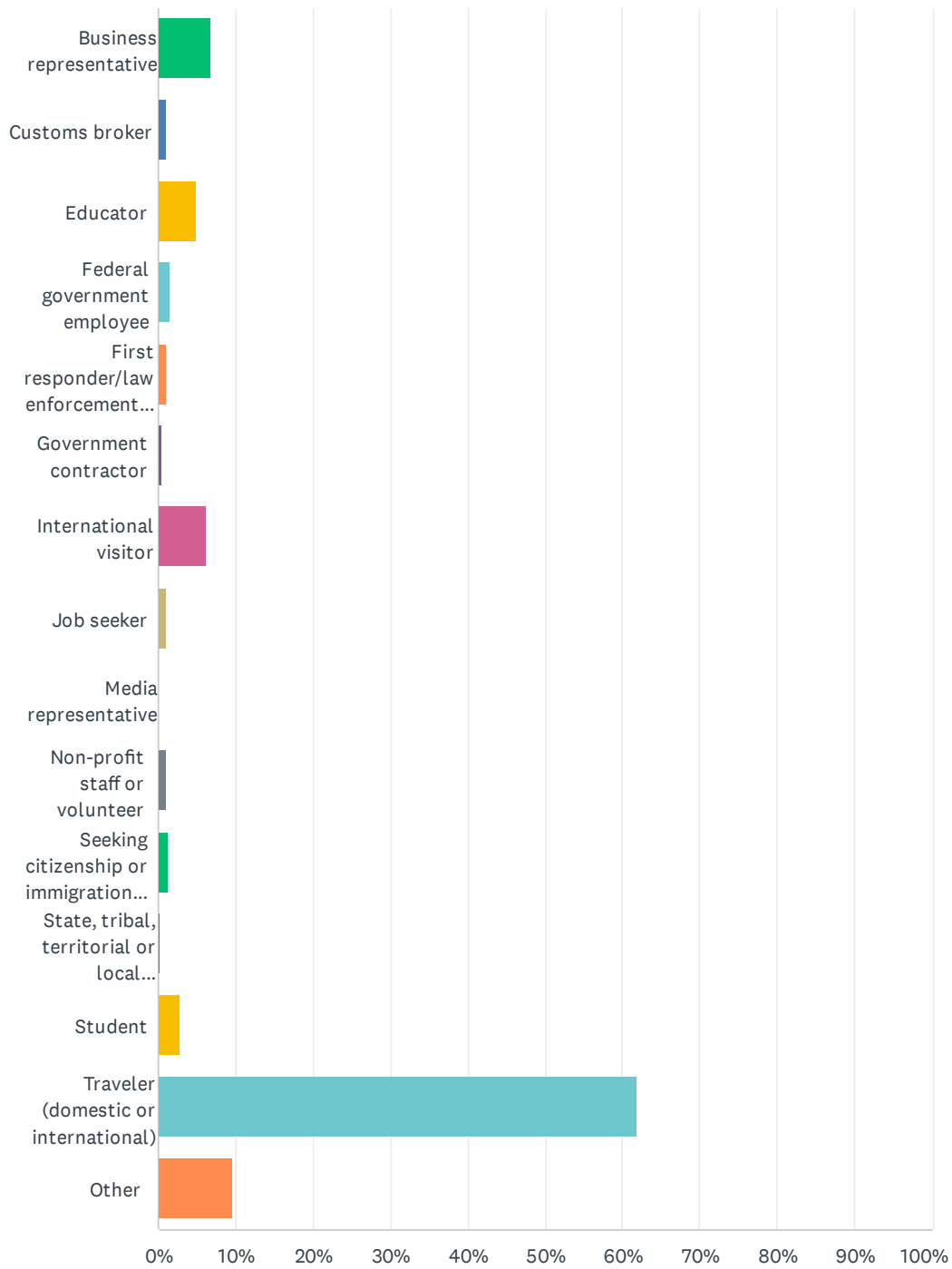
Answered: 5,328 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74.94%	3,993
No	25.06%	1,335
TOTAL		5,328

Q7 Which of the following best describes you?

Answered: 5,328 Skipped: 0

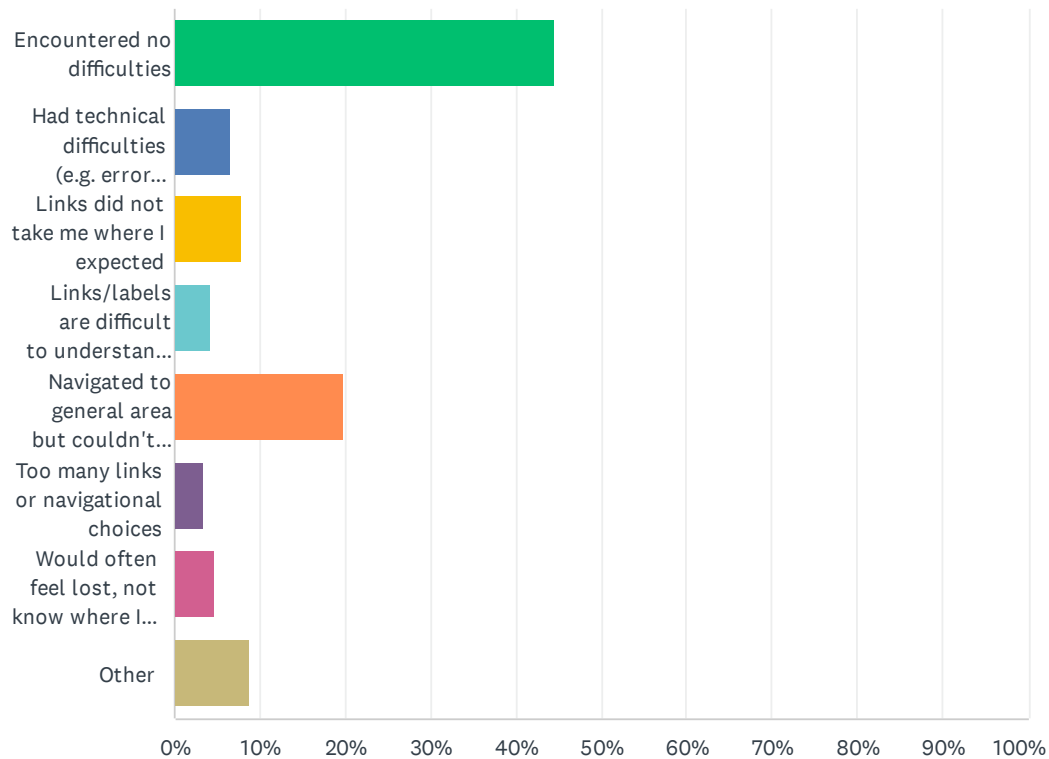


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.85%	365
Customs broker	1.03%	55
Educator	4.97%	265
Federal government employee	1.46%	78
First responder/law enforcement official	0.99%	53
Government contractor	0.53%	28
International visitor	6.29%	335
Job seeker	1.16%	62
Media representative	0.09%	5
Non-profit staff or volunteer	1.03%	55
Seeking citizenship or immigration information	1.22%	65
State, tribal, territorial or local government representative	0.24%	13
Student	2.68%	143
Traveler (domestic or international)	61.79%	3,292
Other	9.65%	514
TOTAL		5,328

Q8 Please describe your experience finding your way around today.

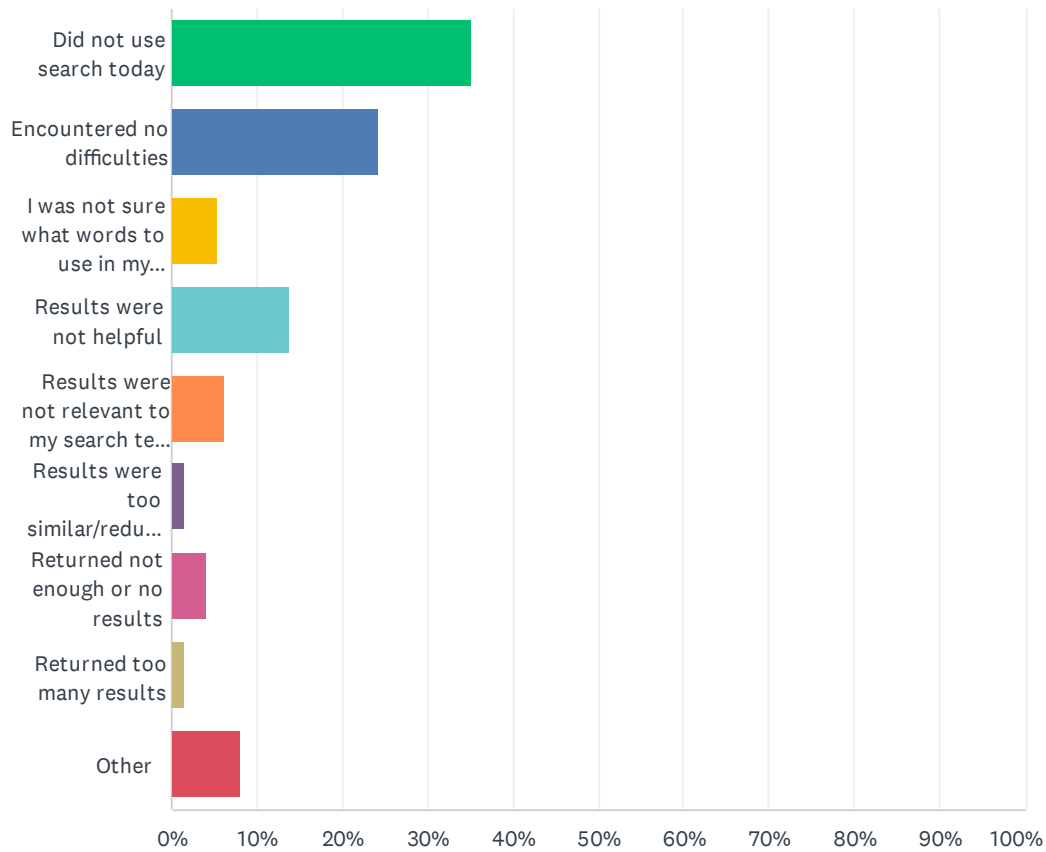
Answered: 5,328 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	44.54%	2,373
Had technical difficulties (e.g. error messages, broken links)	6.51%	347
Links did not take me where I expected	8.00%	426
Links/labels are difficult to understand, they are not intuitive	4.26%	227
Navigated to general area but couldn't find the specific content needed	19.78%	1,054
Too many links or navigational choices	3.49%	186
Would often feel lost, not know where I was	4.73%	252
Other	8.69%	463
TOTAL		5,328

Q9 How was your experience using our site search?

Answered: 5,328 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.10%	1,870
Encountered no difficulties	24.27%	1,293
I was not sure what words to use in my search	5.37%	286
Results were not helpful	13.89%	740
Results were not relevant to my search terms or needs	6.29%	335
Results were too similar/redundant	1.48%	79
Returned not enough or no results	4.05%	216
Returned too many results	1.39%	74
Other	8.16%	435
TOTAL		5,328