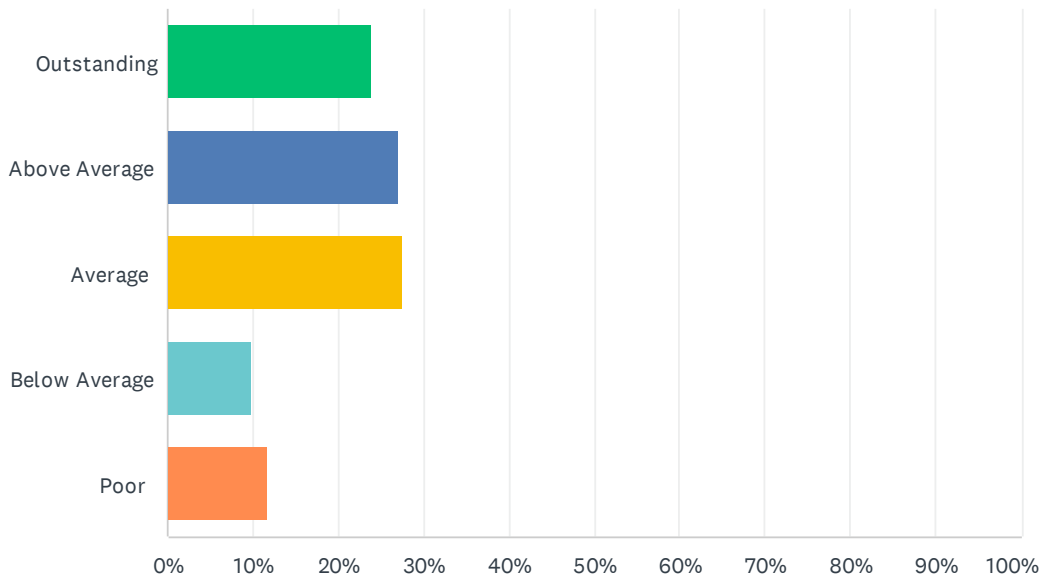


Q1 How would you rate your overall experience today?

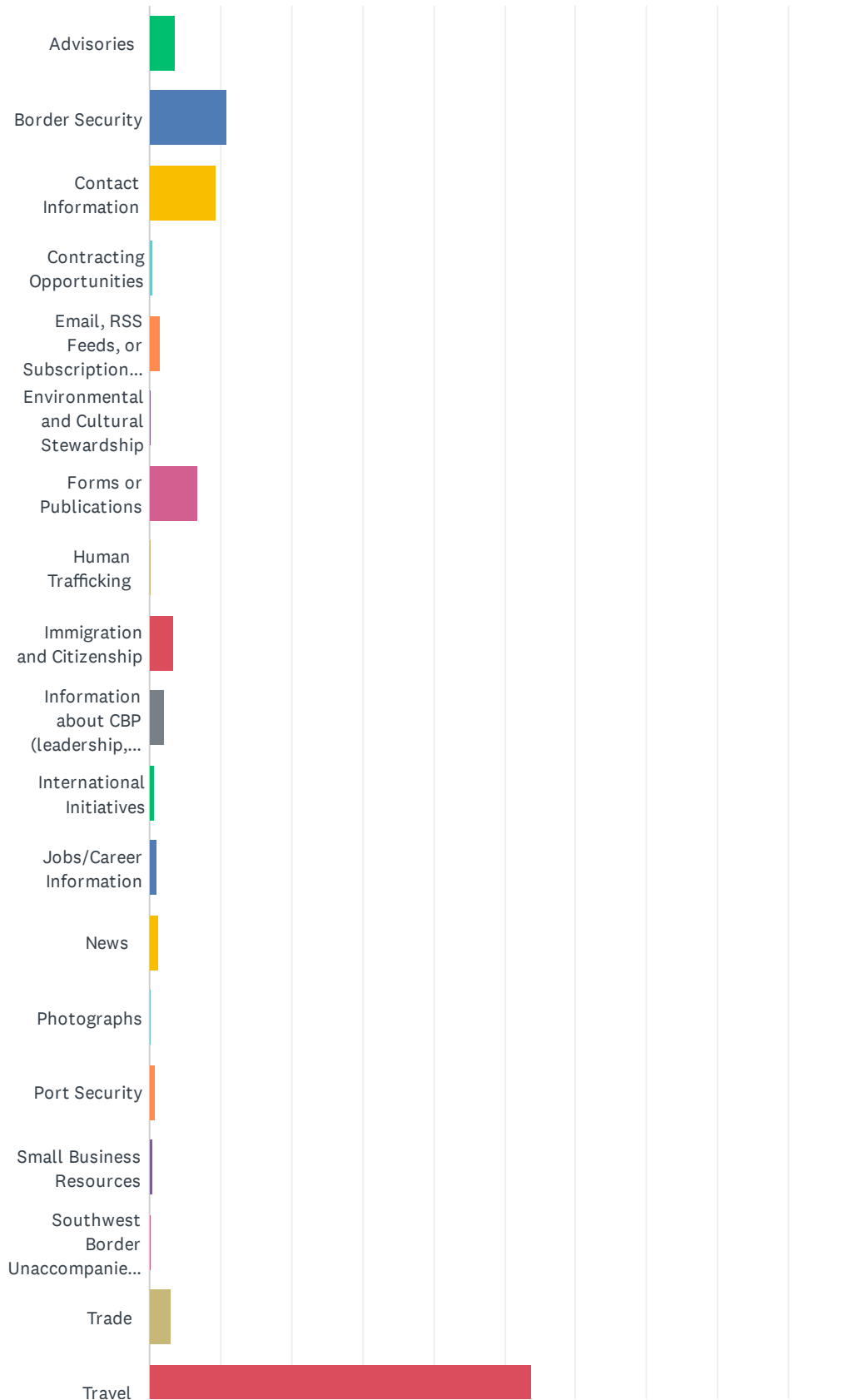
Answered: 5,550 Skipped: 0



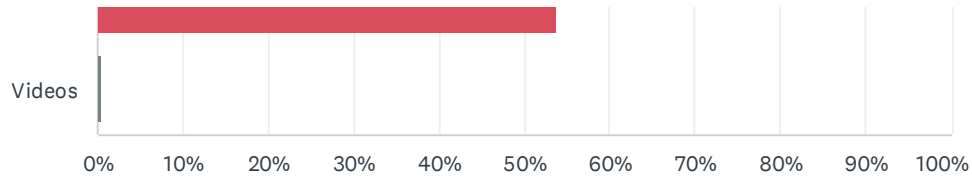
ANSWER CHOICES	RESPONSES	
Outstanding	23.78%	1,320
Above Average	27.17%	1,508
Average	27.50%	1,526
Below Average	9.87%	548
Poor	11.68%	648
TOTAL		5,550

Q2 What information were you looking for today?

Answered: 5,550 Skipped: 0



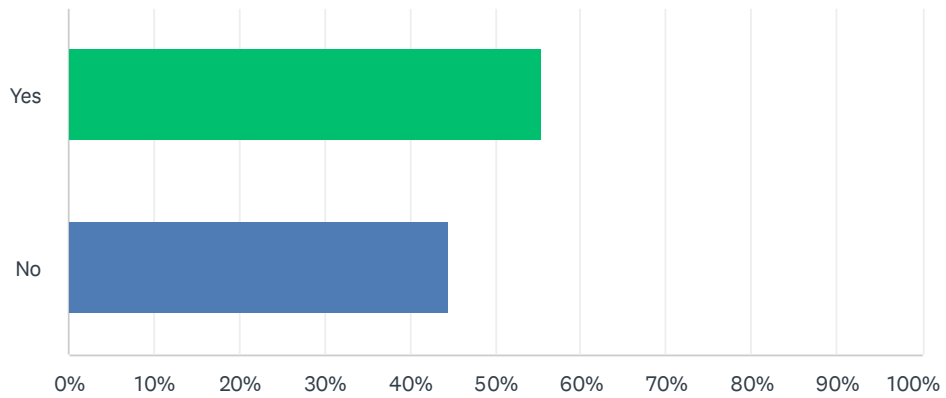
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.64%	202
Border Security	10.85%	602
Contact Information	9.39%	521
Contracting Opportunities	0.38%	21
Email, RSS Feeds, or Subscription Services	1.39%	77
Environmental and Cultural Stewardship	0.16%	9
Forms or Publications	6.79%	377
Human Trafficking	0.14%	8
Immigration and Citizenship	3.32%	184
Information about CBP (leadership, history, etc.)	2.13%	118
International Initiatives	0.58%	32
Jobs/Career Information	1.10%	61
News	1.35%	75
Photographs	0.22%	12
Port Security	0.81%	45
Small Business Resources	0.43%	24
Southwest Border Unaccompanied Alien Children/Family Unit	0.22%	12
Trade	3.08%	171
Travel	53.64%	2,977
Videos	0.40%	22
TOTAL		5,550

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

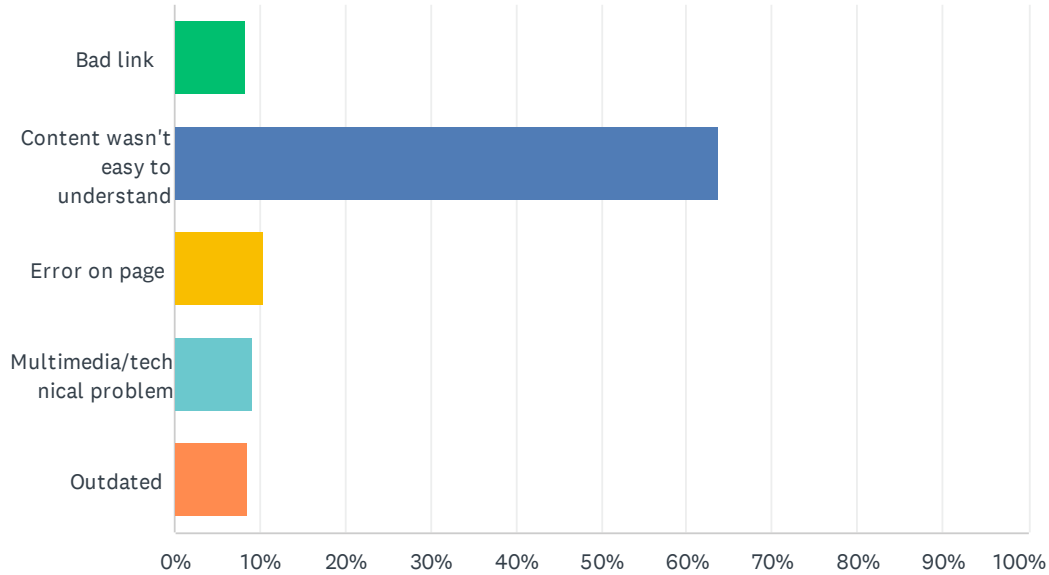
Answered: 5,550 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.35%	3,072
No	44.65%	2,478
TOTAL		5,550

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

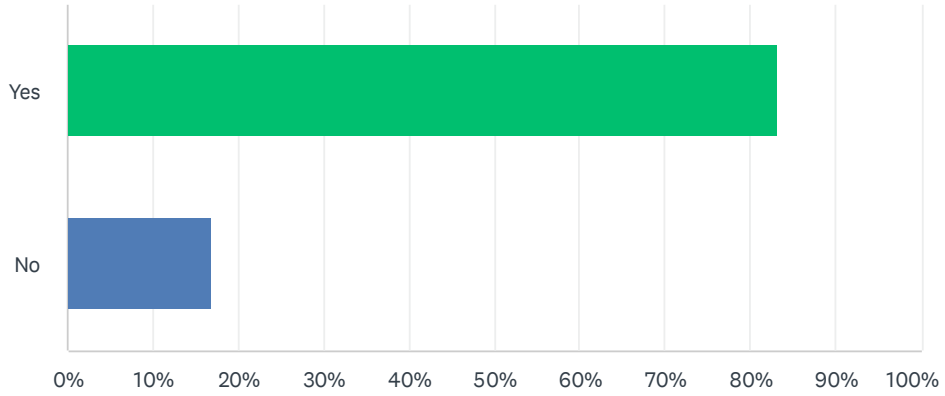
Answered: 2,475 Skipped: 3,075



ANSWER CHOICES	RESPONSES	
Bad link	8.28%	205
Content wasn't easy to understand	63.68%	1,576
Error on page	10.38%	257
Multimedia/technical problem	9.21%	228
Outdated	8.44%	209
TOTAL		2,475

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

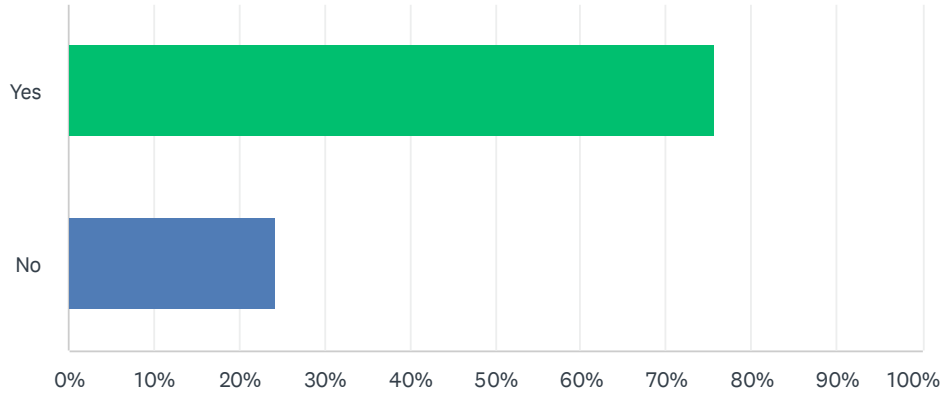
Answered: 5,550 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.26%	4,621
No	16.74%	929
TOTAL		5,550

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

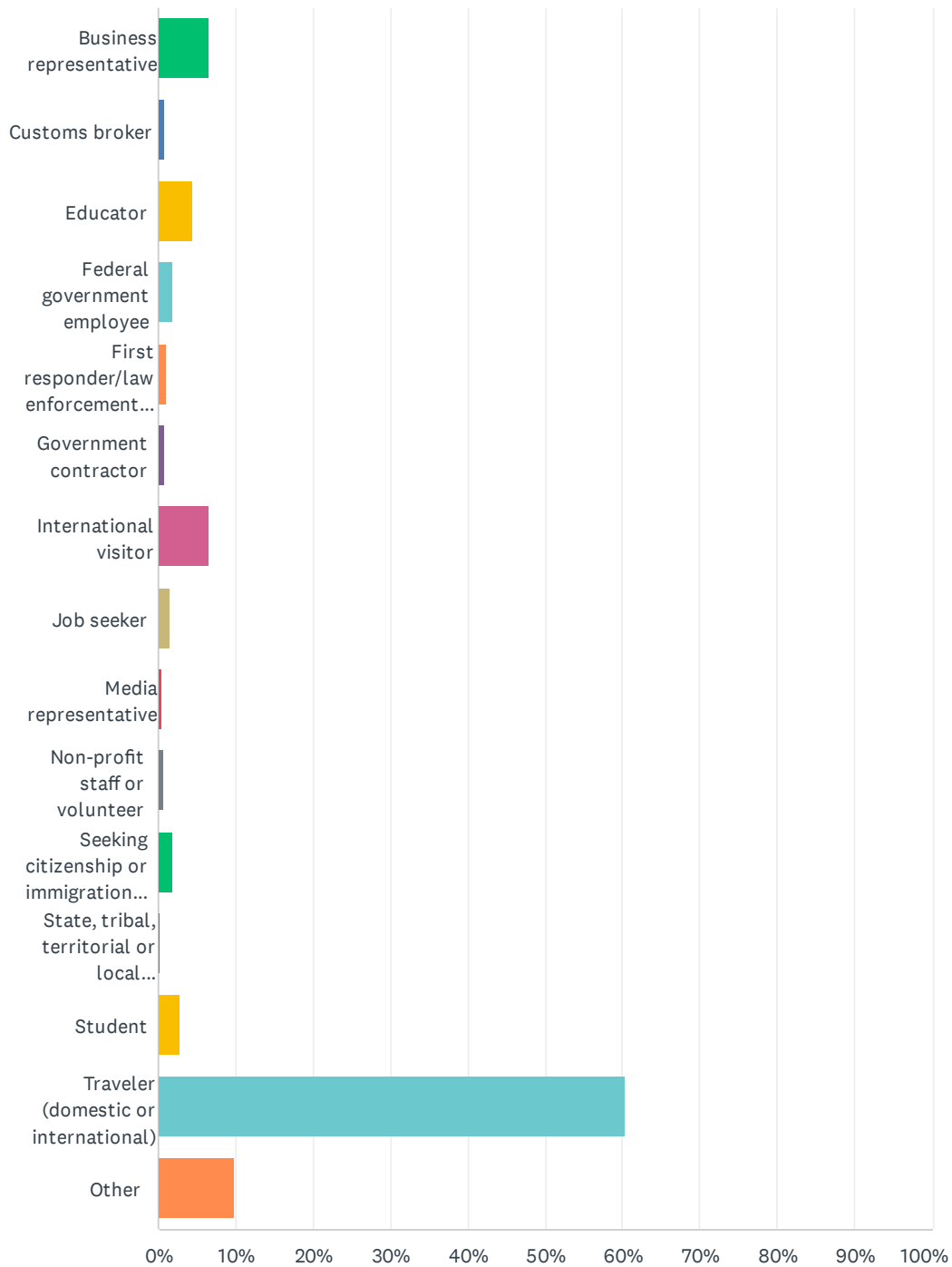
Answered: 5,550 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.77%	4,205
No	24.23%	1,345
TOTAL		5,550

Q7 Which of the following best describes you?

Answered: 5,550 Skipped: 0

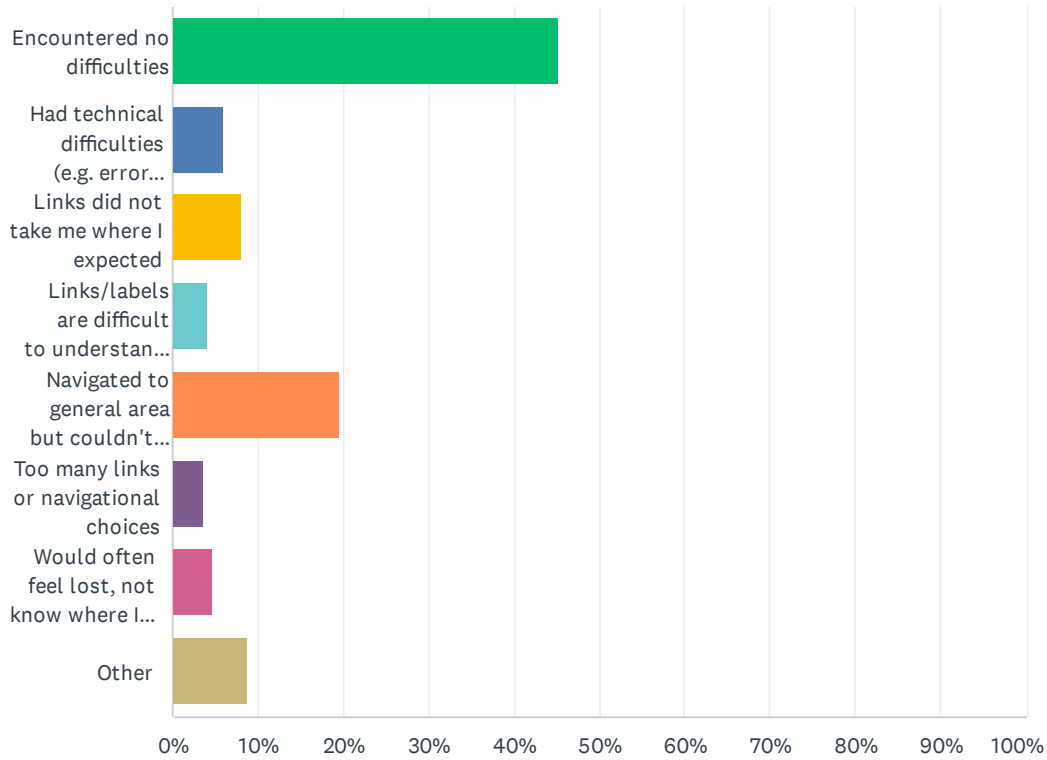


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.67%	370
Customs broker	0.92%	51
Educator	4.47%	248
Federal government employee	1.82%	101
First responder/law enforcement official	1.17%	65
Government contractor	0.79%	44
International visitor	6.54%	363
Job seeker	1.48%	82
Media representative	0.34%	19
Non-profit staff or volunteer	0.74%	41
Seeking citizenship or immigration information	1.86%	103
State, tribal, territorial or local government representative	0.27%	15
Student	2.77%	154
Traveler (domestic or international)	60.34%	3,349
Other	9.82%	545
TOTAL		5,550

Q8 Please describe your experience finding your way around today.

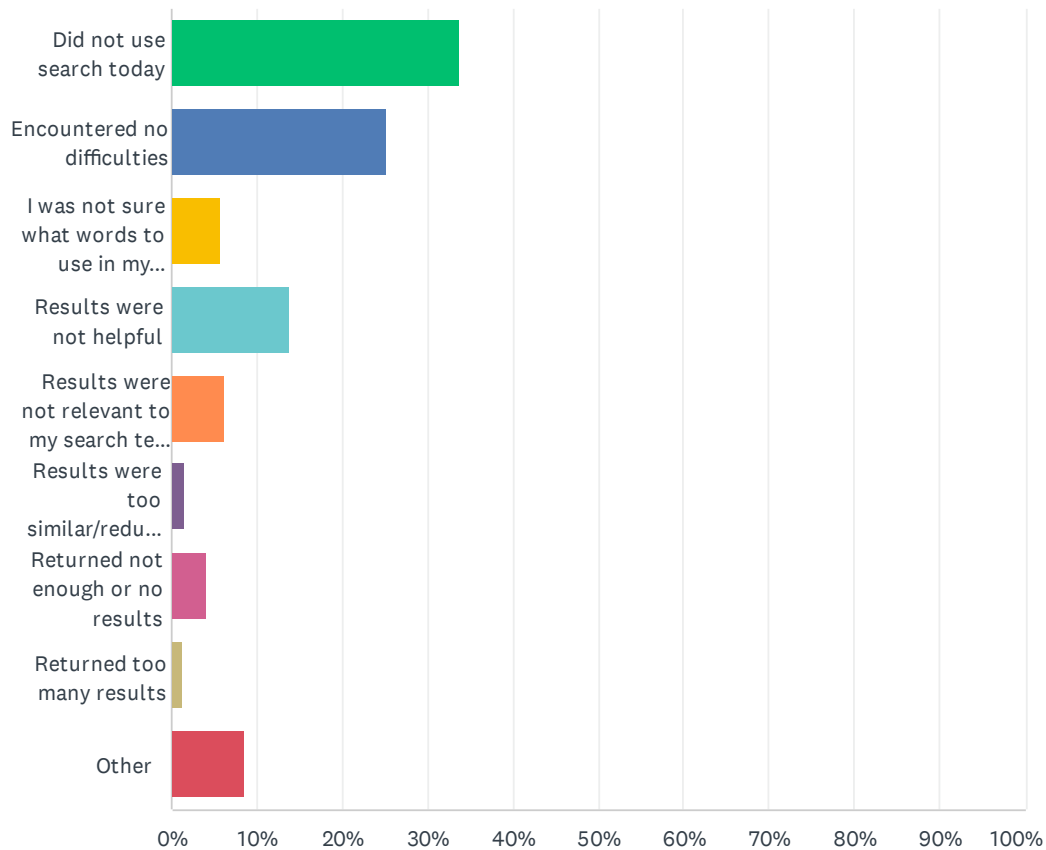
Answered: 5,550 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.15%	2,506
Had technical difficulties (e.g. error messages, broken links)	6.07%	337
Links did not take me where I expected	8.20%	455
Links/labels are difficult to understand, they are not intuitive	3.98%	221
Navigated to general area but couldn't find the specific content needed	19.60%	1,088
Too many links or navigational choices	3.66%	203
Would often feel lost, not know where I was	4.68%	260
Other	8.65%	480
TOTAL		5,550

Q9 How was your experience using our site search?

Answered: 5,550 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.71%	1,871
Encountered no difficulties	25.26%	1,402
I was not sure what words to use in my search	5.69%	316
Results were not helpful	13.82%	767
Results were not relevant to my search terms or needs	6.18%	343
Results were too similar/redundant	1.39%	77
Returned not enough or no results	4.05%	225
Returned too many results	1.32%	73
Other	8.58%	476
TOTAL		5,550