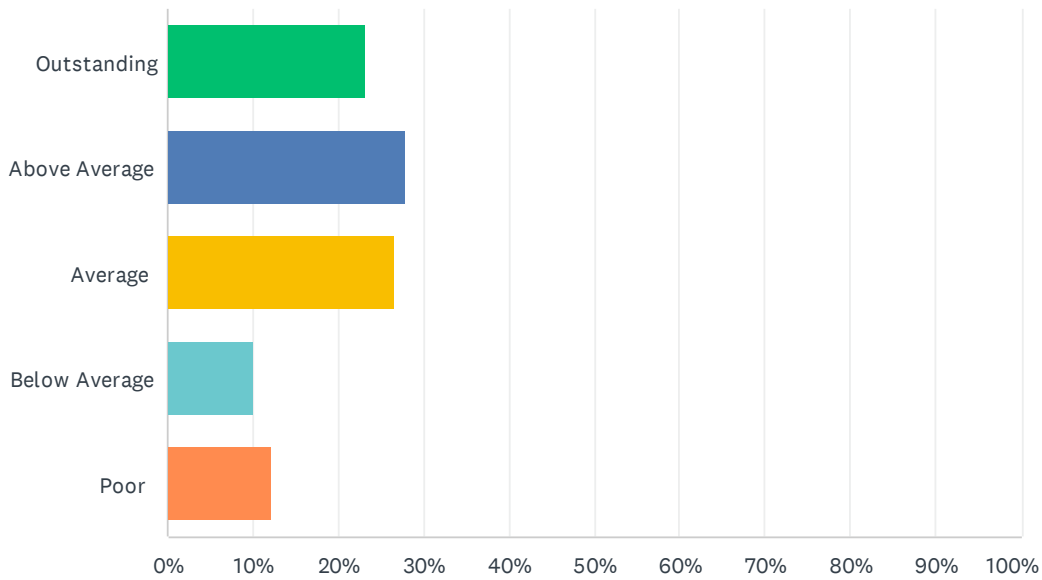


Q1 How would you rate your overall experience today?

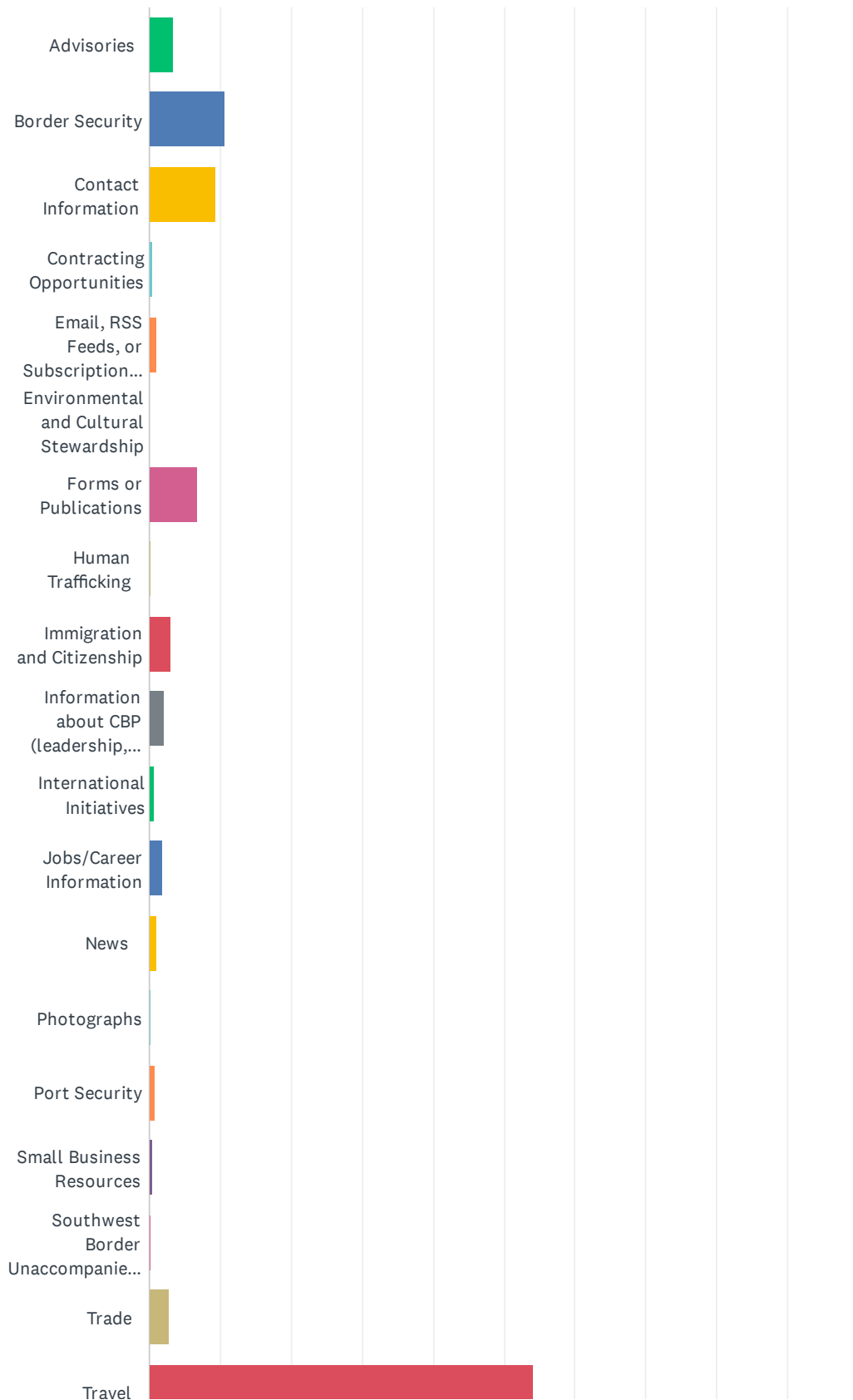
Answered: 63,495 Skipped: 0



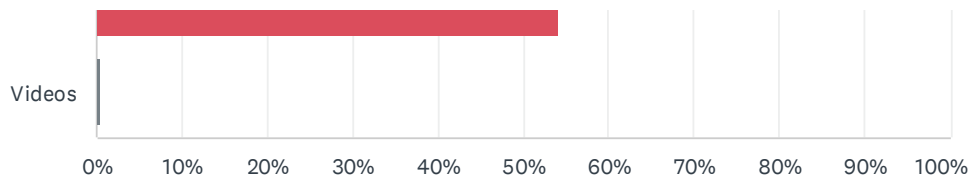
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---------------|
| Outstanding | 23.32% | 14,809 |
| Above Average | 27.83% | 17,672 |
| Average | 26.73% | 16,974 |
| Below Average | 10.06% | 6,388 |
| Poor | 12.05% | 7,652 |
| TOTAL | | 63,495 |

Q2 What information were you looking for today?

Answered: 63,495 Skipped: 0



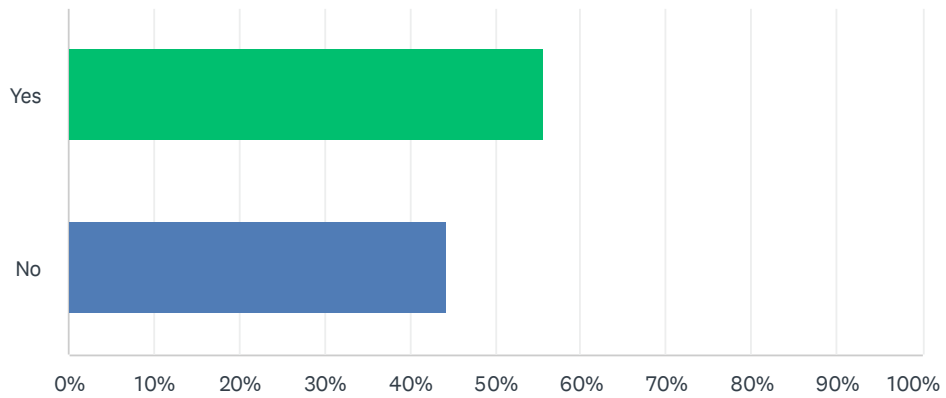
Customer Satisfaction Survey



| ANSWER CHOICES | RESPONSES | |
|---|-----------|---------------|
| Advisories | 3.38% | 2,147 |
| Border Security | 10.70% | 6,795 |
| Contact Information | 9.46% | 6,004 |
| Contracting Opportunities | 0.35% | 225 |
| Email, RSS Feeds, or Subscription Services | 1.16% | 738 |
| Environmental and Cultural Stewardship | 0.10% | 64 |
| Forms or Publications | 6.78% | 4,303 |
| Human Trafficking | 0.24% | 152 |
| Immigration and Citizenship | 3.00% | 1,906 |
| Information about CBP (leadership, history, etc.) | 2.21% | 1,406 |
| International Initiatives | 0.74% | 470 |
| Jobs/Career Information | 1.90% | 1,207 |
| News | 0.98% | 621 |
| Photographs | 0.17% | 105 |
| Port Security | 0.84% | 536 |
| Small Business Resources | 0.39% | 246 |
| Southwest Border Unaccompanied Alien Children/Family Unit | 0.29% | 186 |
| Trade | 2.78% | 1,767 |
| Travel | 54.18% | 34,402 |
| Videos | 0.34% | 215 |
| TOTAL | | 63,495 |

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

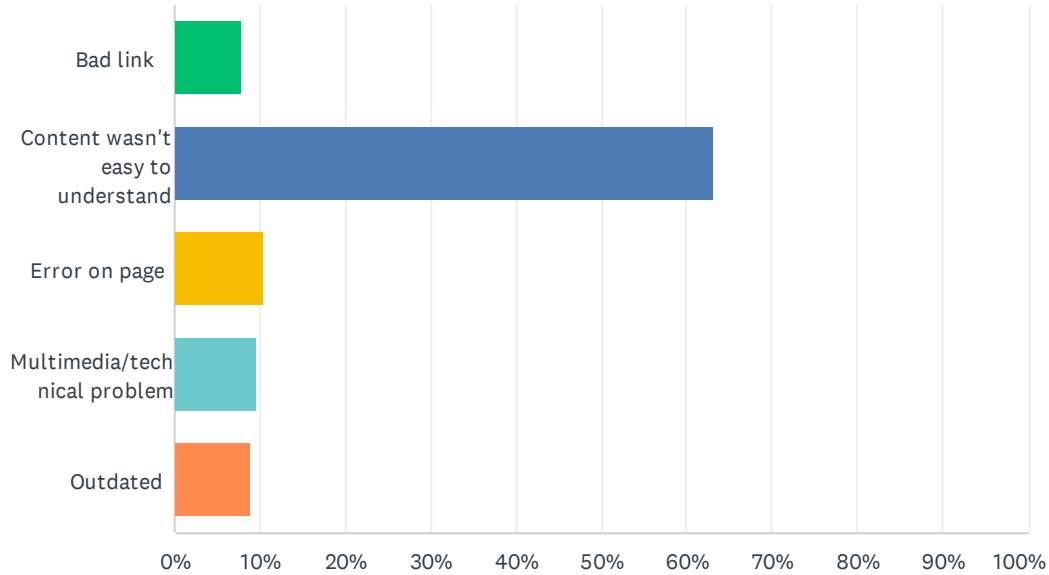
Answered: 63,495 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|--------|
| Yes | 55.57% | 35,283 |
| No | 44.43% | 28,212 |
| TOTAL | | 63,495 |

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

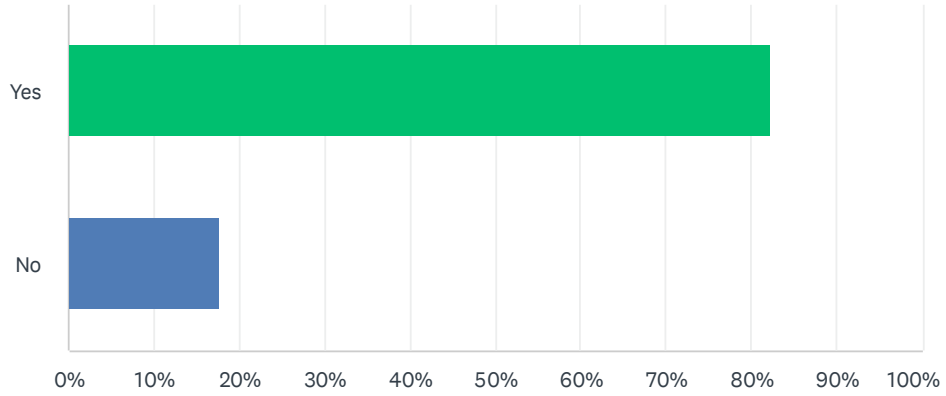
Answered: 27,982 Skipped: 35,513



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|---------------|
| Bad link | 7.91% | 2,212 |
| Content wasn't easy to understand | 63.15% | 17,670 |
| Error on page | 10.40% | 2,911 |
| Multimedia/technical problem | 9.54% | 2,670 |
| Outdated | 9.00% | 2,519 |
| TOTAL | | 27,982 |

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

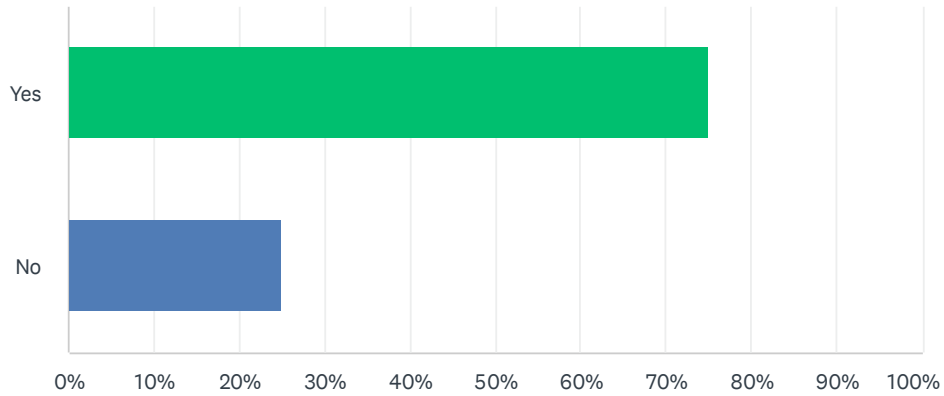
Answered: 63,495 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|--------|
| Yes | 82.41% | 52,324 |
| No | 17.59% | 11,171 |
| TOTAL | | 63,495 |

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

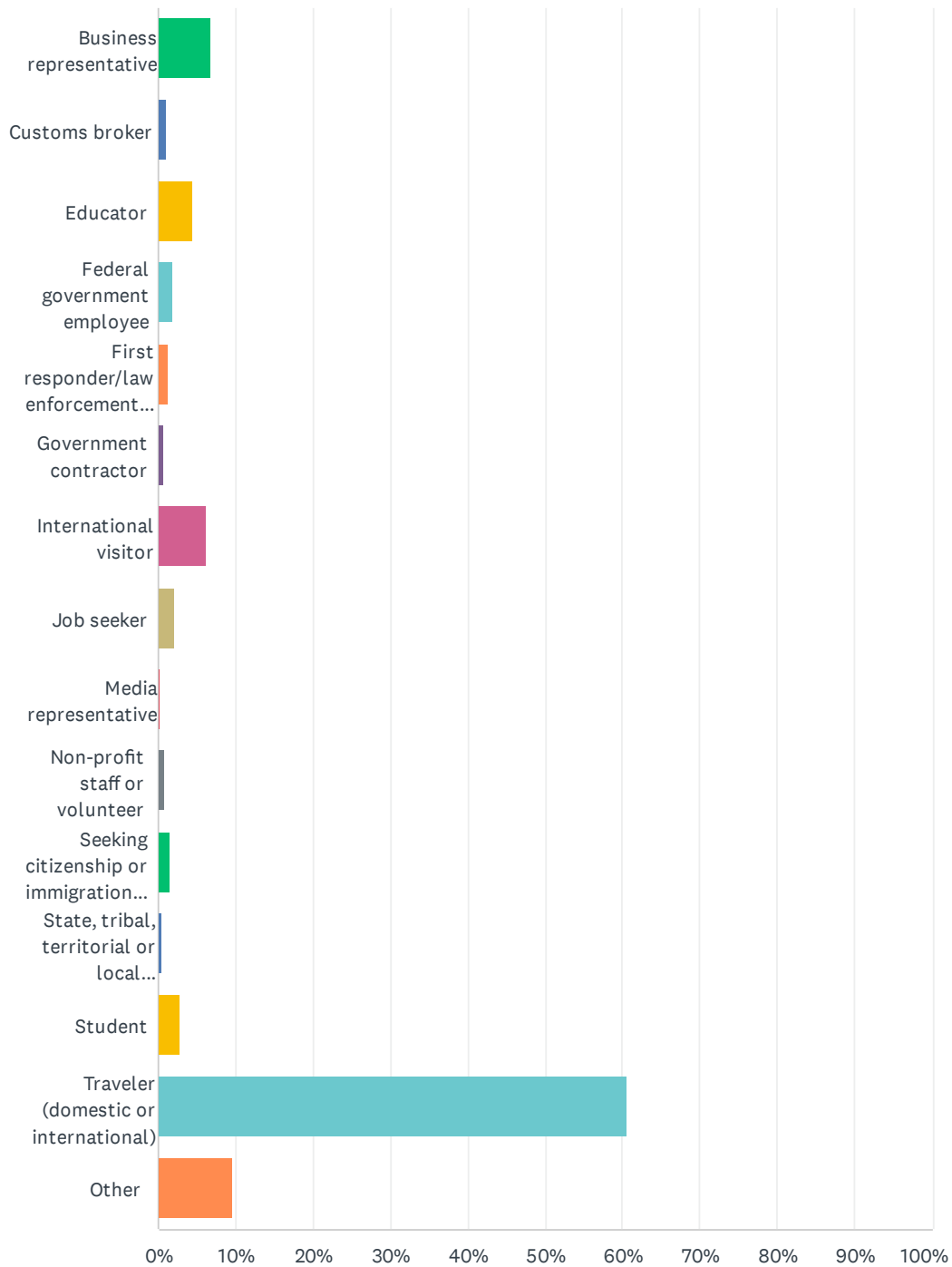
Answered: 63,495 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|--------|
| Yes | 75.15% | 47,718 |
| No | 24.85% | 15,777 |
| TOTAL | | 63,495 |

Q7 Which of the following best describes you?

Answered: 63,495 Skipped: 0

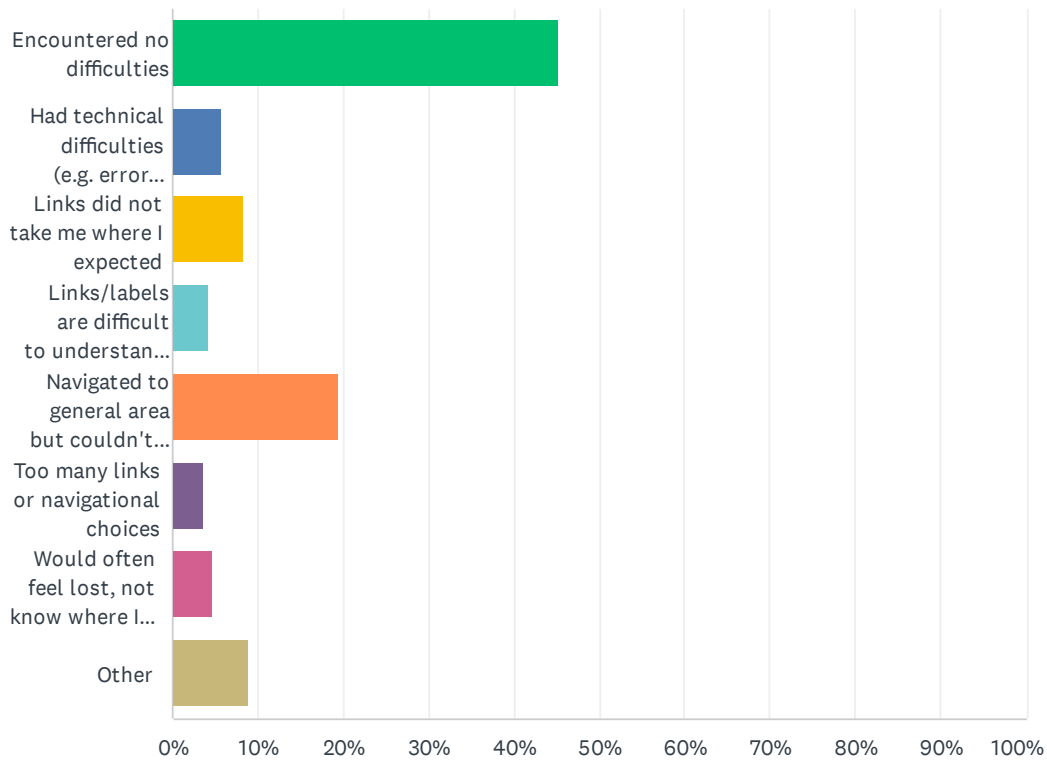


Customer Satisfaction Survey

| ANSWER CHOICES | RESPONSES | |
|---|-----------|---------------|
| Business representative | 6.92% | 4,392 |
| Customs broker | 1.05% | 668 |
| Educator | 4.39% | 2,789 |
| Federal government employee | 1.93% | 1,228 |
| First responder/law enforcement official | 1.23% | 780 |
| Government contractor | 0.73% | 461 |
| International visitor | 6.10% | 3,876 |
| Job seeker | 2.03% | 1,289 |
| Media representative | 0.29% | 186 |
| Non-profit staff or volunteer | 0.85% | 538 |
| Seeking citizenship or immigration information | 1.49% | 949 |
| State, tribal, territorial or local government representative | 0.32% | 205 |
| Student | 2.68% | 1,700 |
| Traveler (domestic or international) | 60.45% | 38,382 |
| Other | 9.53% | 6,052 |
| TOTAL | | 63,495 |

Q8 Please describe your experience finding your way around today.

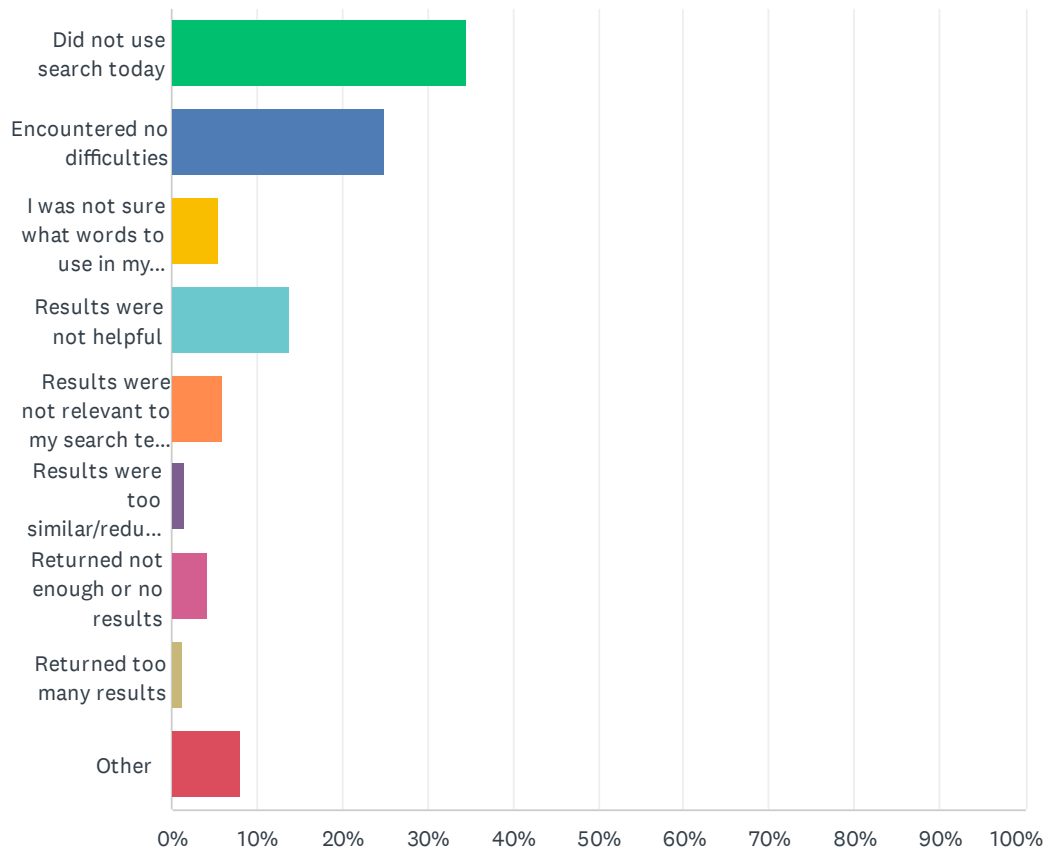
Answered: 63,495 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|---------------|
| Encountered no difficulties | 45.29% | 28,756 |
| Had technical difficulties (e.g. error messages, broken links) | 5.74% | 3,643 |
| Links did not take me where I expected | 8.30% | 5,268 |
| Links/labels are difficult to understand, they are not intuitive | 4.25% | 2,697 |
| Navigated to general area but couldn't find the specific content needed | 19.30% | 12,253 |
| Too many links or navigational choices | 3.56% | 2,262 |
| Would often feel lost, not know where I was | 4.69% | 2,981 |
| Other | 8.87% | 5,635 |
| TOTAL | | 63,495 |

Q9 How was your experience using our site search?

Answered: 63,495 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|---------------|
| Did not use search today | 34.44% | 21,867 |
| Encountered no difficulties | 24.92% | 15,821 |
| I was not sure what words to use in my search | 5.49% | 3,483 |
| Results were not helpful | 13.96% | 8,863 |
| Results were not relevant to my search terms or needs | 6.00% | 3,811 |
| Results were too similar/redundant | 1.45% | 923 |
| Returned not enough or no results | 4.28% | 2,717 |
| Returned too many results | 1.28% | 811 |
| Other | 8.19% | 5,199 |
| TOTAL | | 63,495 |