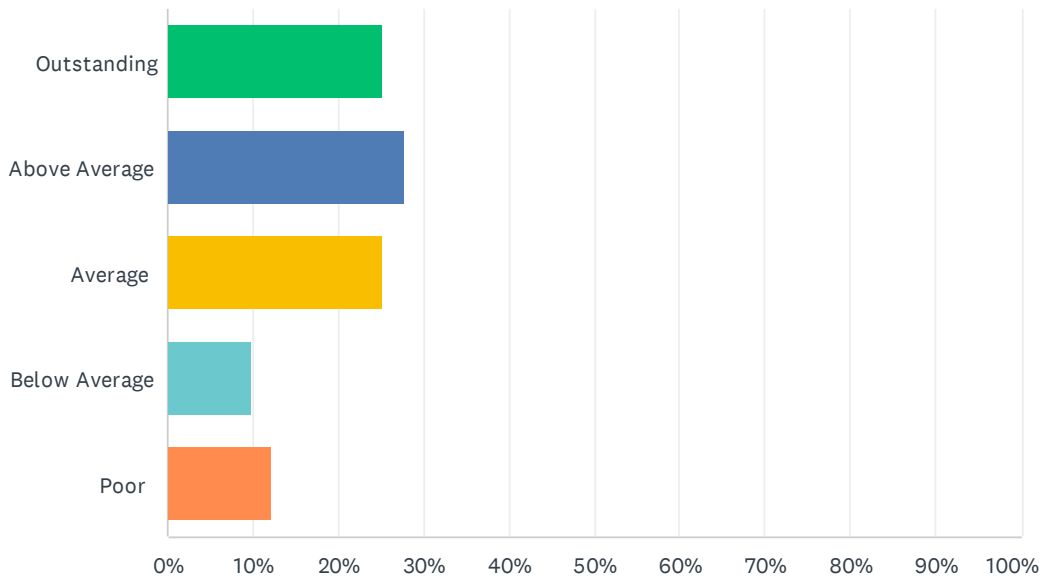


Q1 How would you rate your overall experience today?

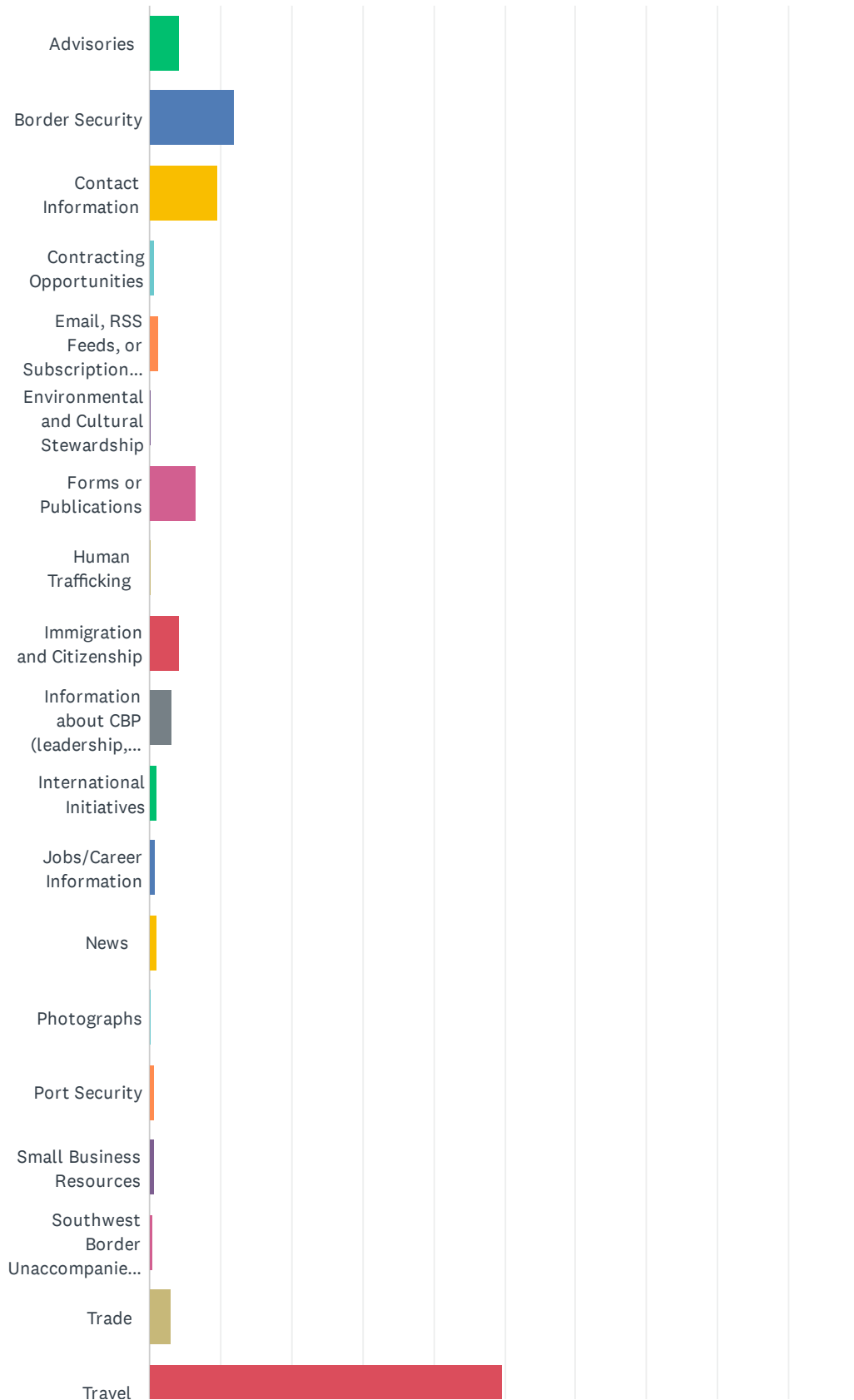
Answered: 5,080 Skipped: 0



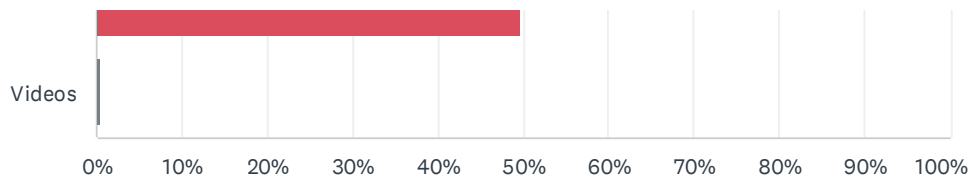
ANSWER CHOICES	RESPONSES	
Outstanding	25.18%	1,279
Above Average	27.66%	1,405
Average	25.22%	1,281
Below Average	9.88%	502
Poor	12.07%	613
TOTAL		5,080

Q2 What information were you looking for today?

Answered: 5,080 Skipped: 0



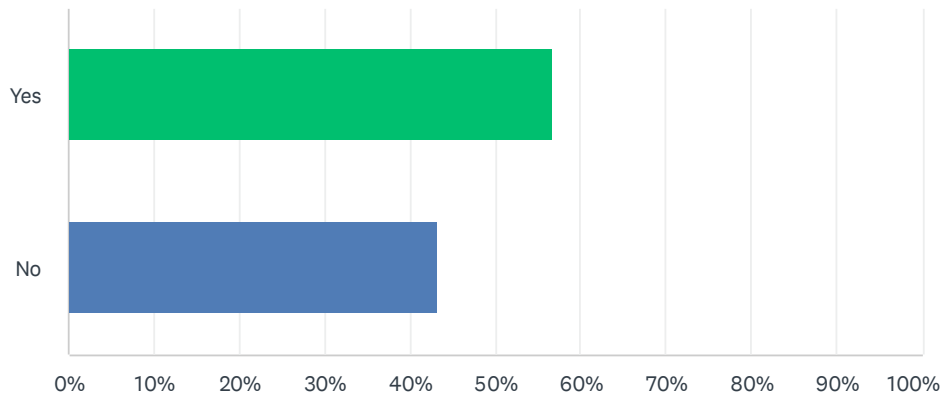
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	4.27%	217
Border Security	11.97%	608
Contact Information	9.51%	483
Contracting Opportunities	0.59%	30
Email, RSS Feeds, or Subscription Services	1.36%	69
Environmental and Cultural Stewardship	0.16%	8
Forms or Publications	6.52%	331
Human Trafficking	0.24%	12
Immigration and Citizenship	4.23%	215
Information about CBP (leadership, history, etc.)	3.29%	167
International Initiatives	1.04%	53
Jobs/Career Information	0.83%	42
News	1.10%	56
Photographs	0.18%	9
Port Security	0.71%	36
Small Business Resources	0.61%	31
Southwest Border Unaccompanied Alien Children/Family Unit	0.37%	19
Trade	2.89%	147
Travel	49.74%	2,527
Videos	0.39%	20
TOTAL		5,080

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

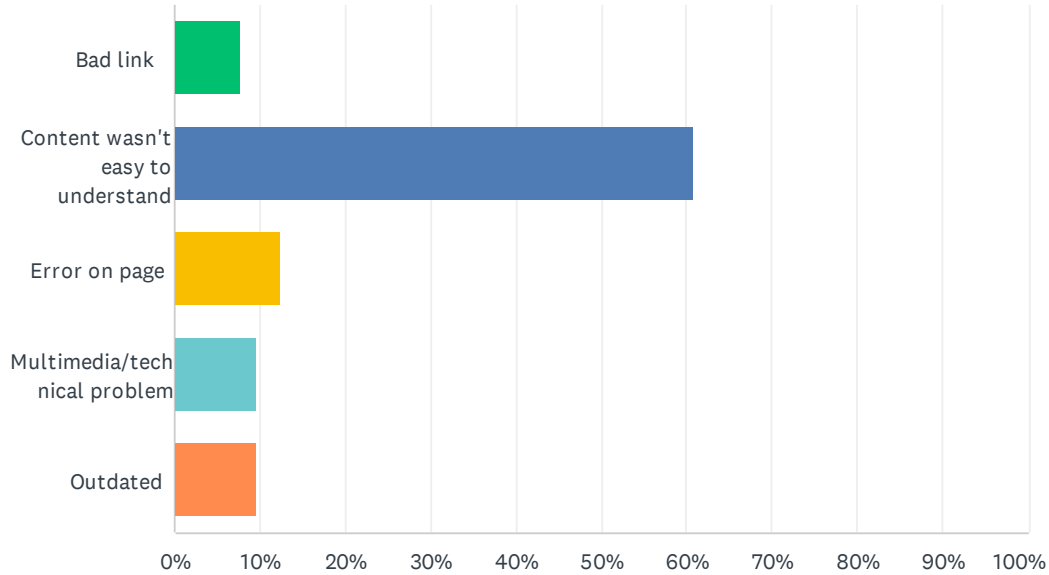
Answered: 5,080 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	56.65%	2,878
No	43.35%	2,202
TOTAL		5,080

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

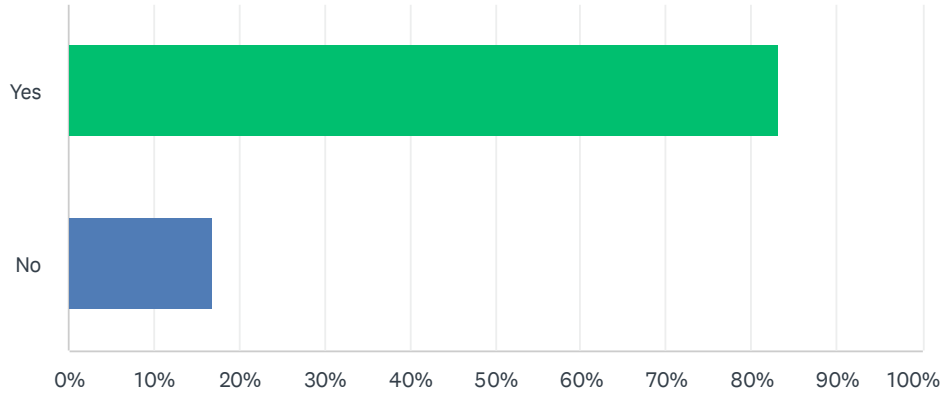
Answered: 2,277 Skipped: 2,803



ANSWER CHOICES	RESPONSES	
Bad link	7.69%	175
Content wasn't easy to understand	60.69%	1,382
Error on page	12.30%	280
Multimedia/technical problem	9.66%	220
Outdated	9.66%	220
TOTAL		2,277

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

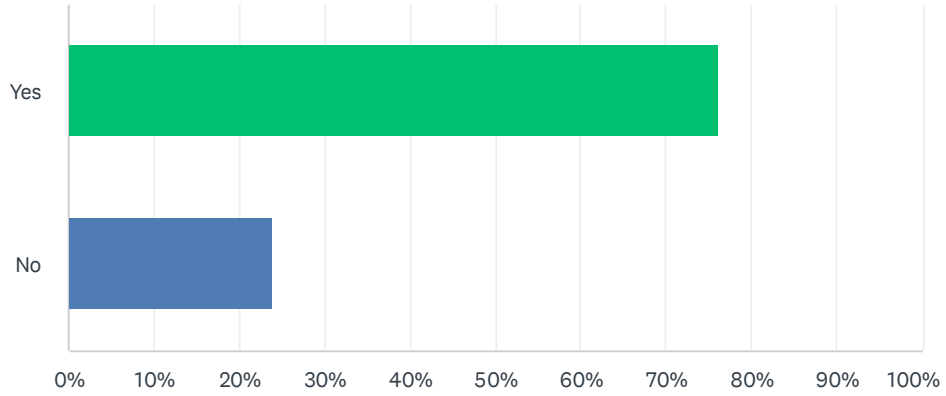
Answered: 5,080 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.21%	4,227
No	16.79%	853
TOTAL		5,080

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

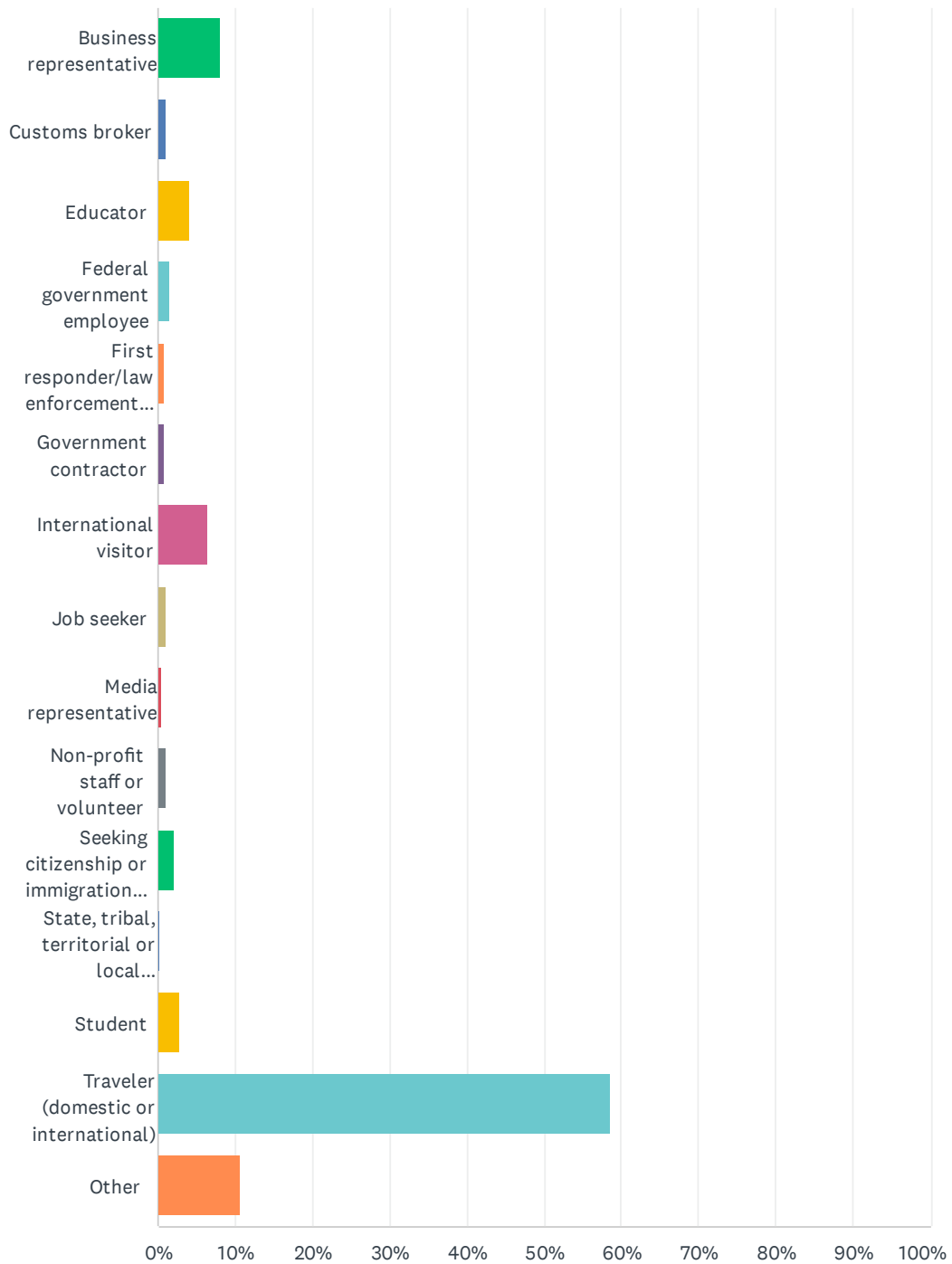
Answered: 5,080 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.14%	3,868
No	23.86%	1,212
TOTAL		5,080

Q7 Which of the following best describes you?

Answered: 5,080 Skipped: 0

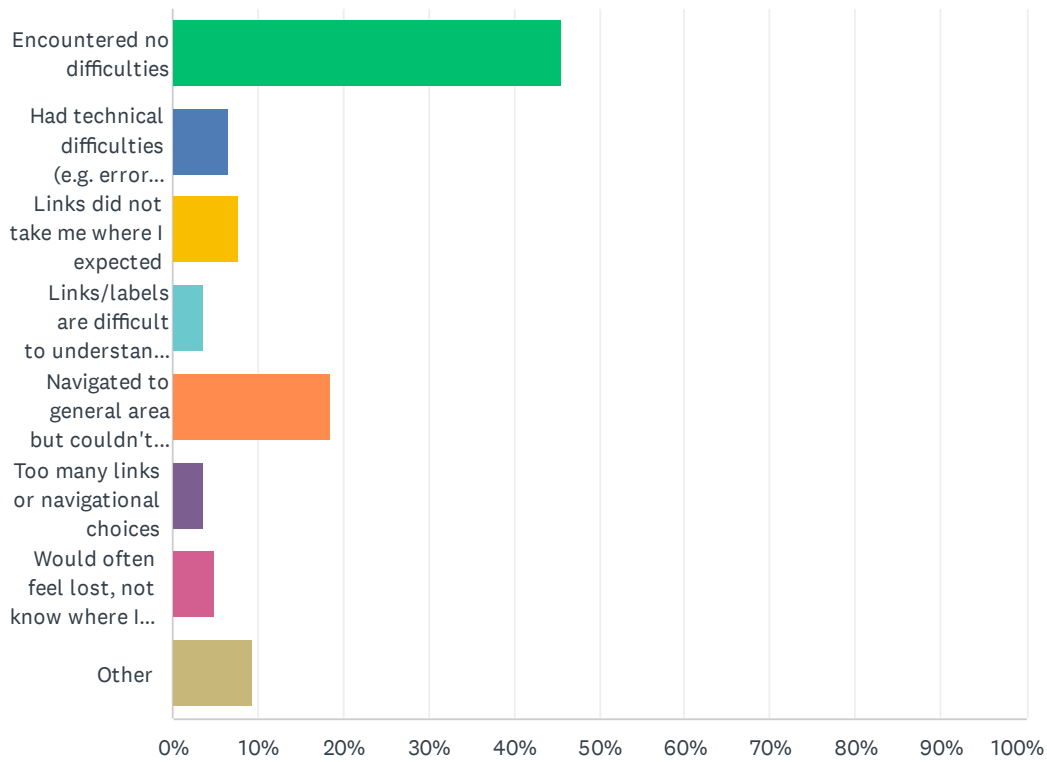


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	8.09%	411
Customs broker	1.16%	59
Educator	4.02%	204
Federal government employee	1.57%	80
First responder/law enforcement official	0.81%	41
Government contractor	0.75%	38
International visitor	6.40%	325
Job seeker	1.16%	59
Media representative	0.39%	20
Non-profit staff or volunteer	1.02%	52
Seeking citizenship or immigration information	2.20%	112
State, tribal, territorial or local government representative	0.20%	10
Student	2.85%	145
Traveler (domestic or international)	58.64%	2,979
Other	10.73%	545
TOTAL		5,080

Q8 Please describe your experience finding your way around today.

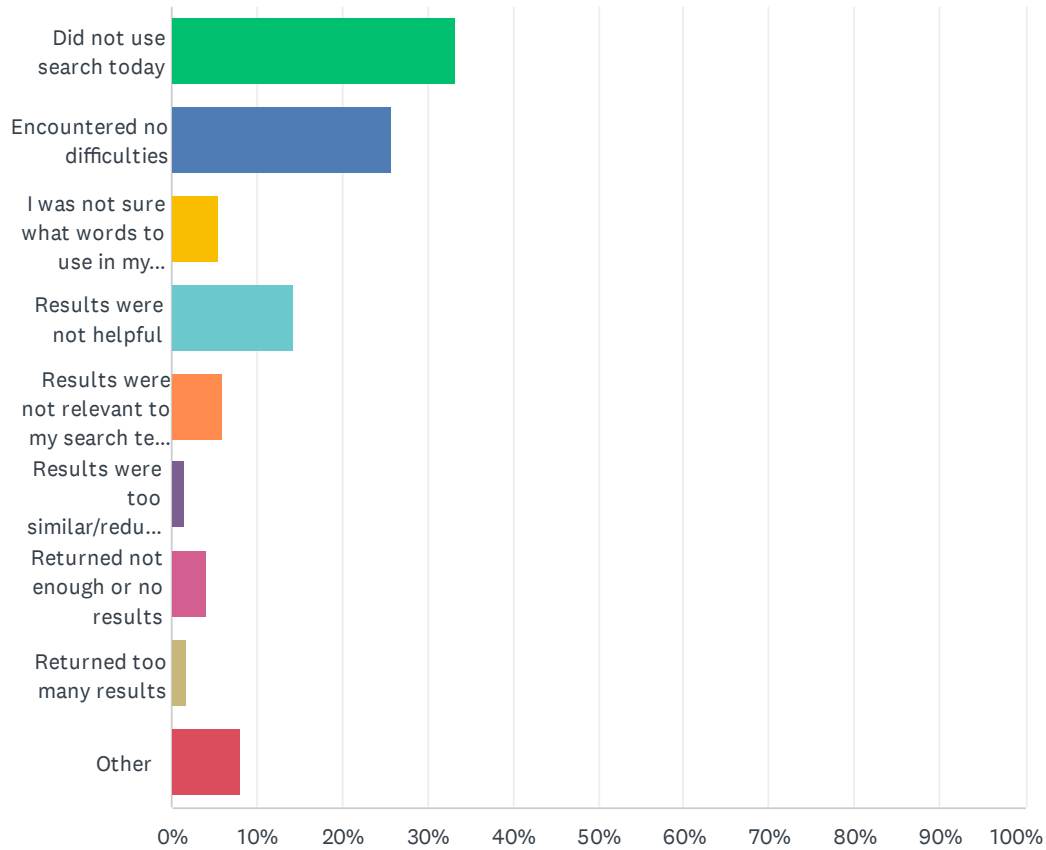
Answered: 5,080 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.73%	2,323
Had technical difficulties (e.g. error messages, broken links)	6.69%	340
Links did not take me where I expected	7.66%	389
Links/labels are difficult to understand, they are not intuitive	3.62%	184
Navigated to general area but couldn't find the specific content needed	18.46%	938
Too many links or navigational choices	3.66%	186
Would often feel lost, not know where I was	4.88%	248
Other	9.29%	472
TOTAL		5,080

Q9 How was your experience using our site search?

Answered: 5,080 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.35%	1,694
Encountered no difficulties	25.79%	1,310
I was not sure what words to use in my search	5.55%	282
Results were not helpful	14.21%	722
Results were not relevant to my search terms or needs	5.87%	298
Results were too similar/redundant	1.46%	74
Returned not enough or no results	4.07%	207
Returned too many results	1.69%	86
Other	8.01%	407
TOTAL		5,080