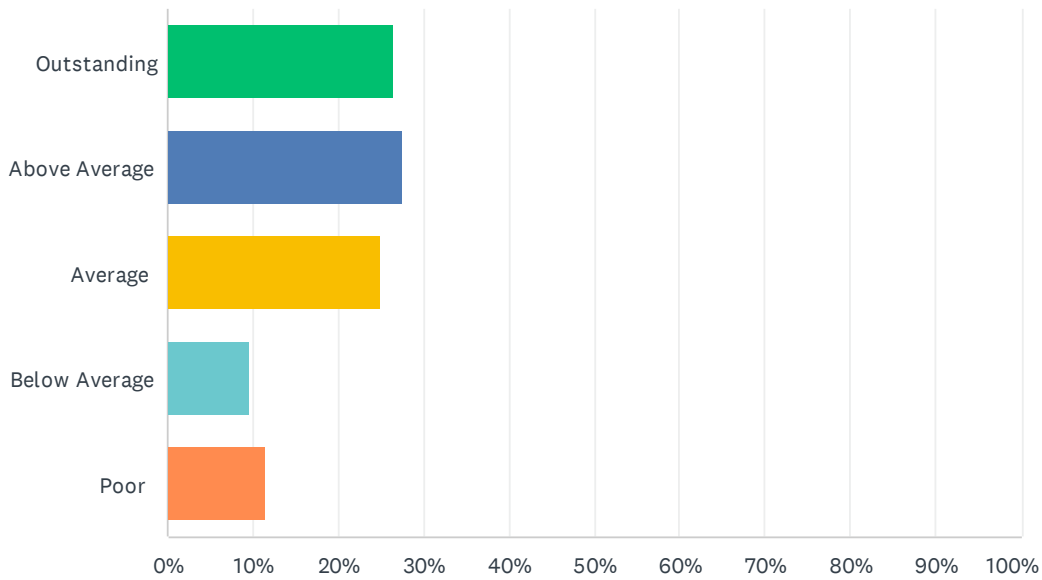


Q1 How would you rate your overall experience today?

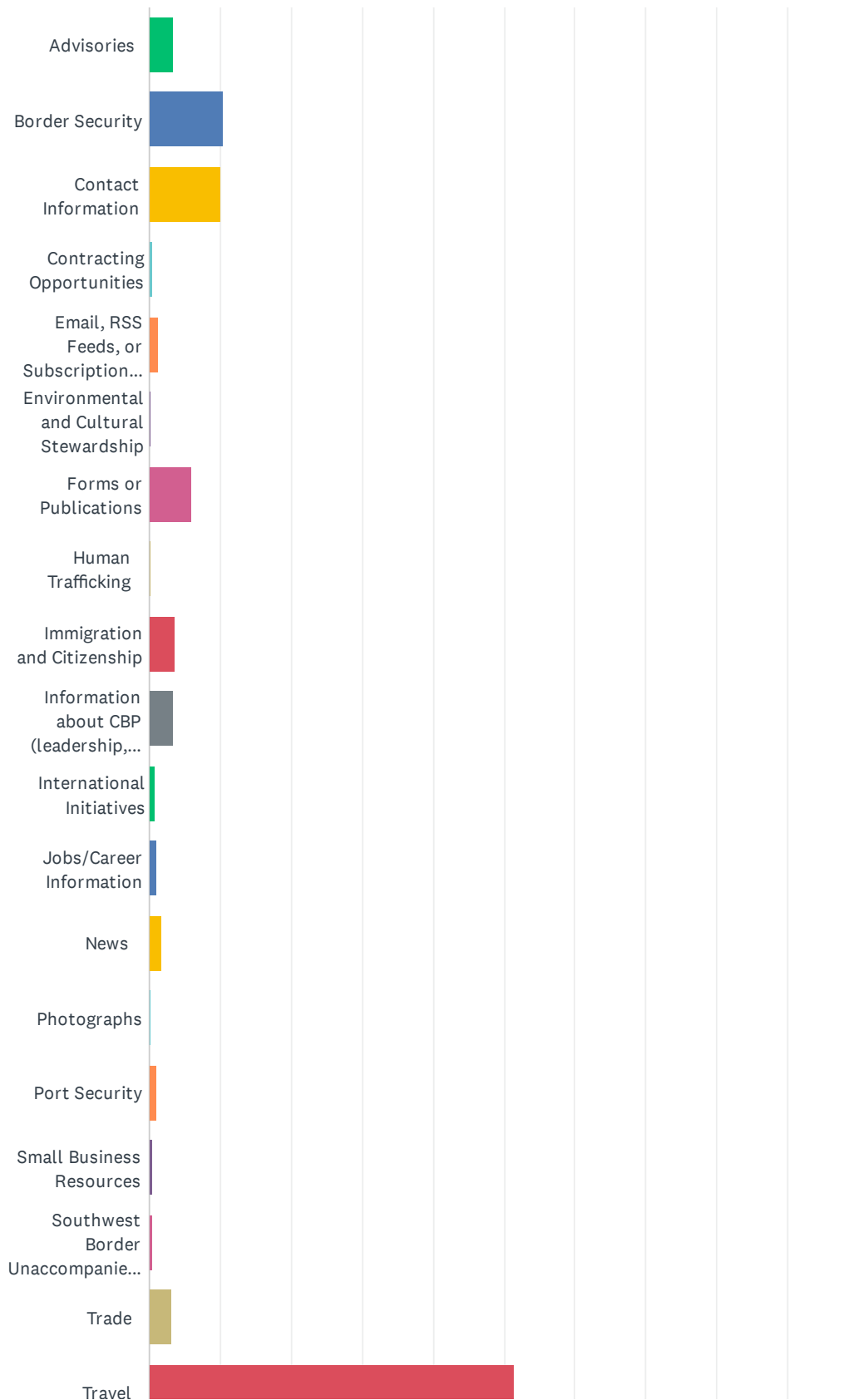
Answered: 4,463 Skipped: 0



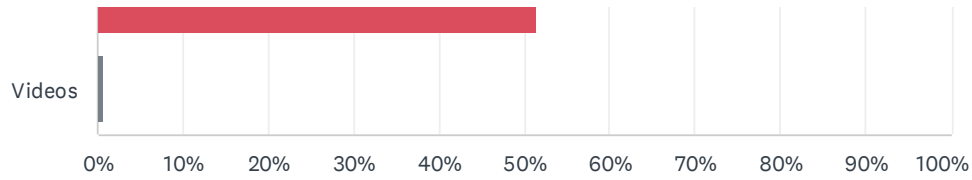
ANSWER CHOICES	RESPONSES	
Outstanding	26.48%	1,182
Above Average	27.45%	1,225
Average	24.87%	1,110
Below Average	9.61%	429
Poor	11.58%	517
TOTAL		4,463

Q2 What information were you looking for today?

Answered: 4,463 Skipped: 0



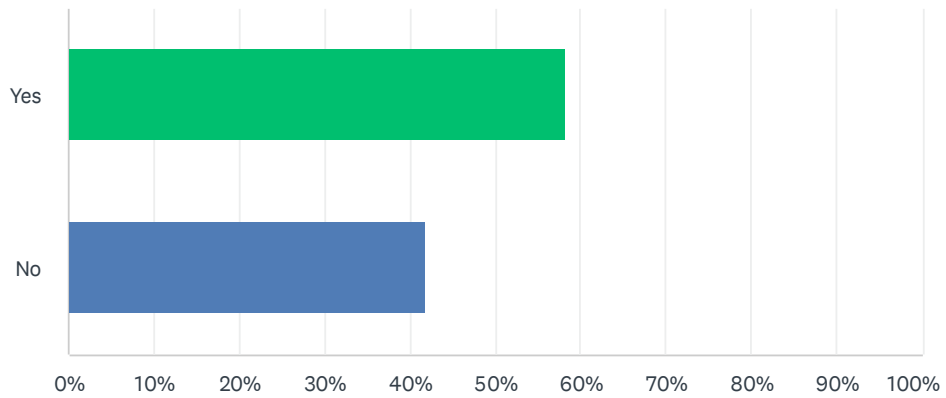
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.50%	156
Border Security	10.55%	471
Contact Information	9.93%	443
Contracting Opportunities	0.47%	21
Email, RSS Feeds, or Subscription Services	1.19%	53
Environmental and Cultural Stewardship	0.11%	5
Forms or Publications	6.03%	269
Human Trafficking	0.31%	14
Immigration and Citizenship	3.72%	166
Information about CBP (leadership, history, etc.)	3.47%	155
International Initiatives	0.92%	41
Jobs/Career Information	1.08%	48
News	1.64%	73
Photographs	0.20%	9
Port Security	0.99%	44
Small Business Resources	0.40%	18
Southwest Border Unaccompanied Alien Children/Family Unit	0.34%	15
Trade	3.20%	143
Travel	51.33%	2,291
Videos	0.63%	28
TOTAL		4,463

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

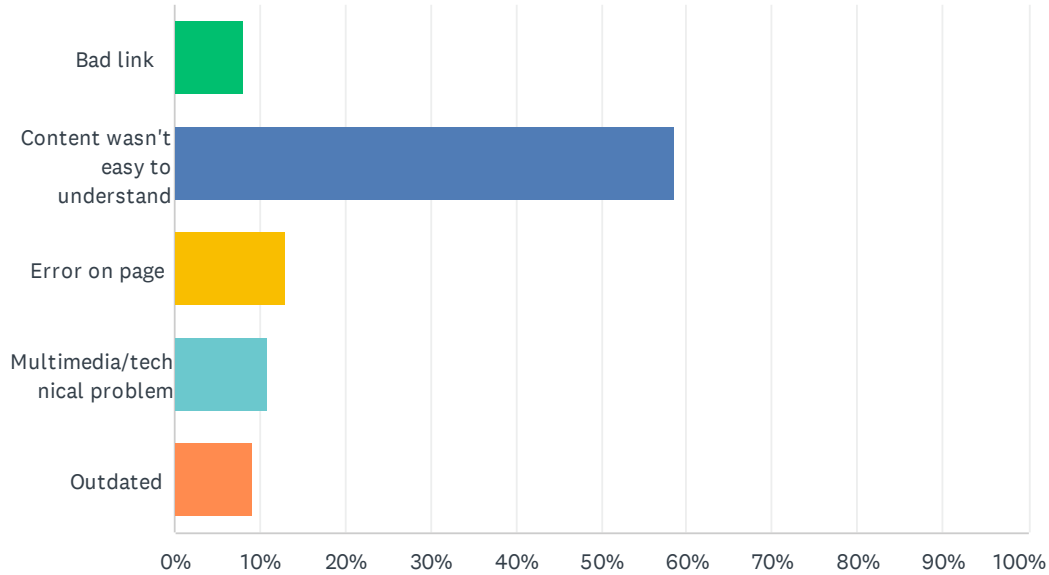
Answered: 4,463 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.28%	2,601
No	41.72%	1,862
TOTAL		4,463

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

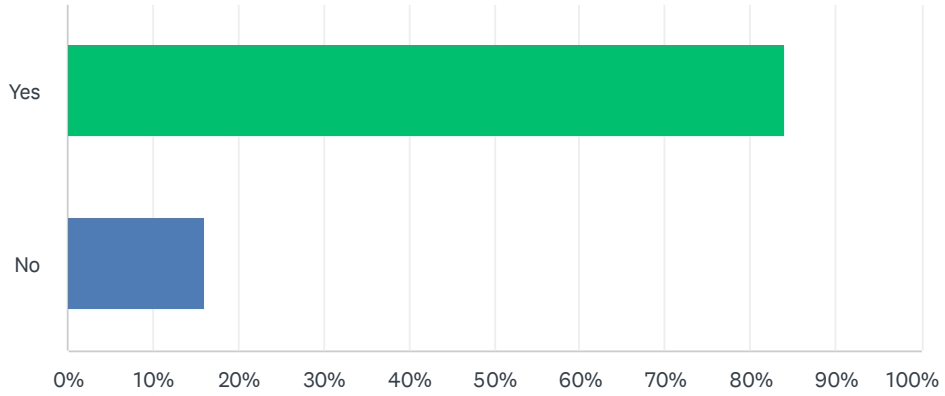
Answered: 1,951 Skipped: 2,512



ANSWER CHOICES	RESPONSES	
Bad link	8.05%	157
Content wasn't easy to understand	58.74%	1,146
Error on page	13.07%	255
Multimedia/technical problem	10.97%	214
Outdated	9.17%	179
TOTAL		1,951

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

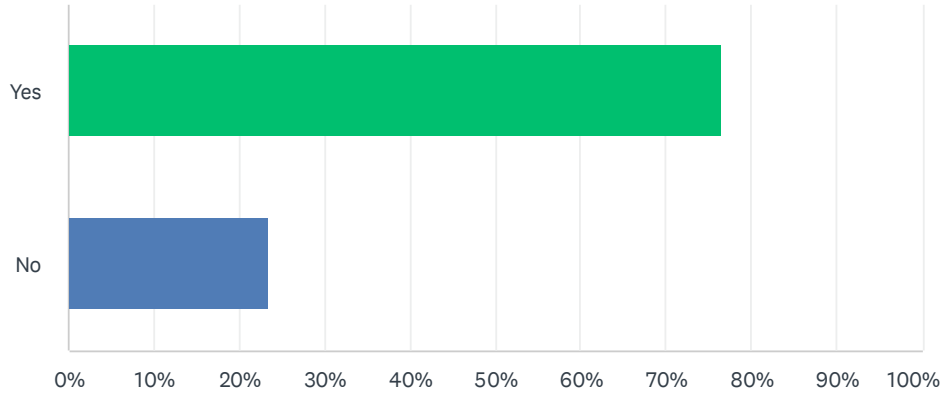
Answered: 4,463 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.91%	3,745
No	16.09%	718
TOTAL		4,463

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

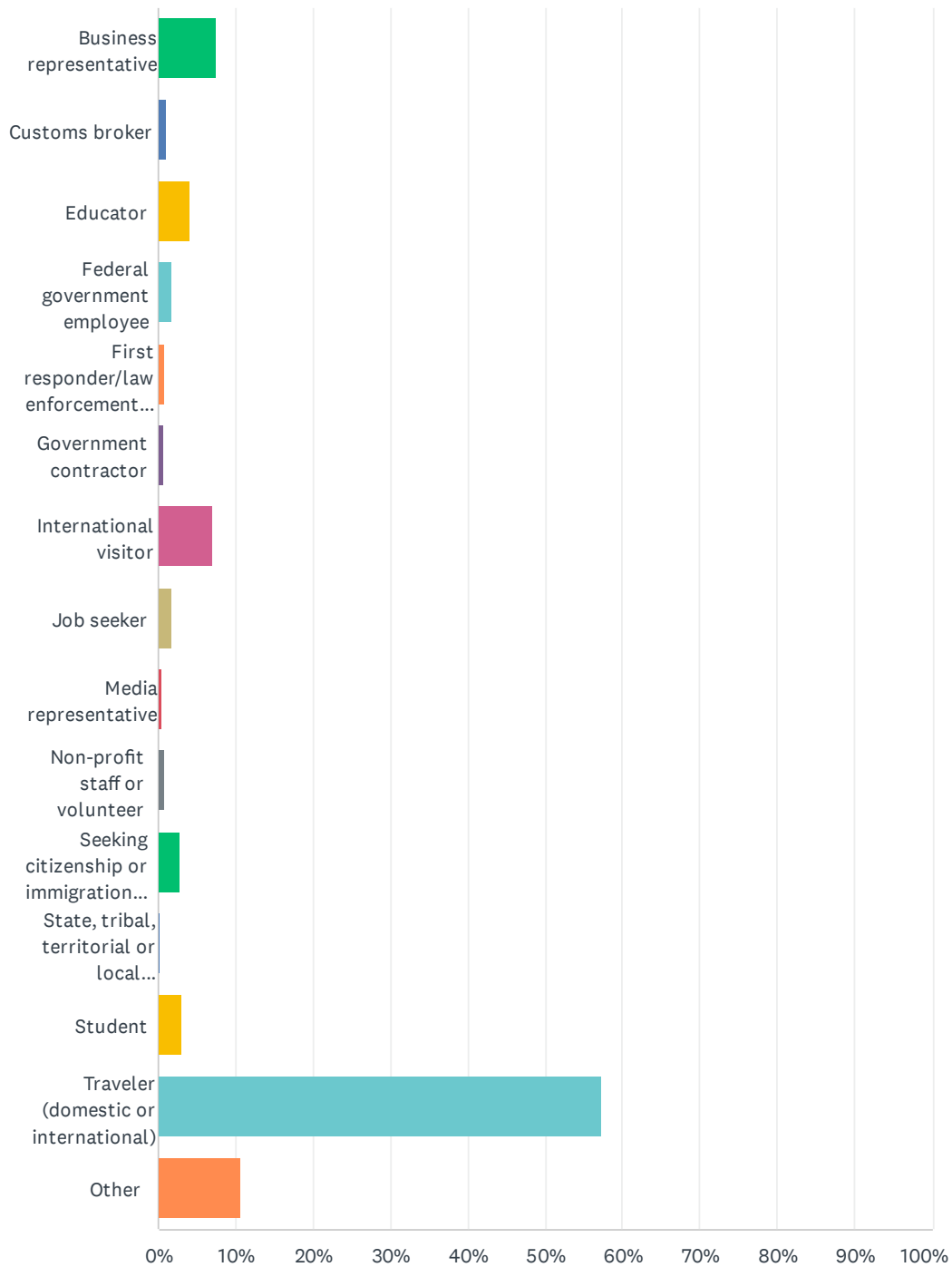
Answered: 4,463 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.47%	3,413
No	23.53%	1,050
TOTAL		4,463

Q7 Which of the following best describes you?

Answered: 4,463 Skipped: 0

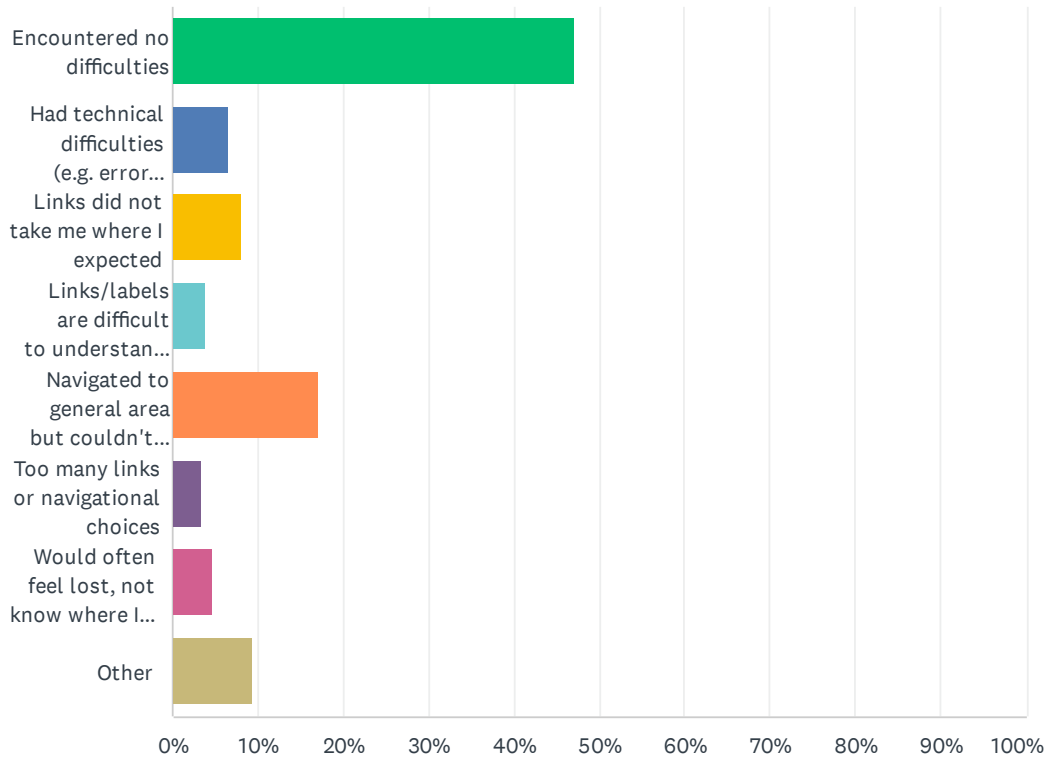


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.53%	336
Customs broker	1.05%	47
Educator	4.15%	185
Federal government employee	1.75%	78
First responder/law enforcement official	0.94%	42
Government contractor	0.74%	33
International visitor	7.10%	317
Job seeker	1.68%	75
Media representative	0.40%	18
Non-profit staff or volunteer	0.85%	38
Seeking citizenship or immigration information	2.71%	121
State, tribal, territorial or local government representative	0.31%	14
Student	2.89%	129
Traveler (domestic or international)	57.27%	2,556
Other	10.62%	474
TOTAL		4,463

Q8 Please describe your experience finding your way around today.

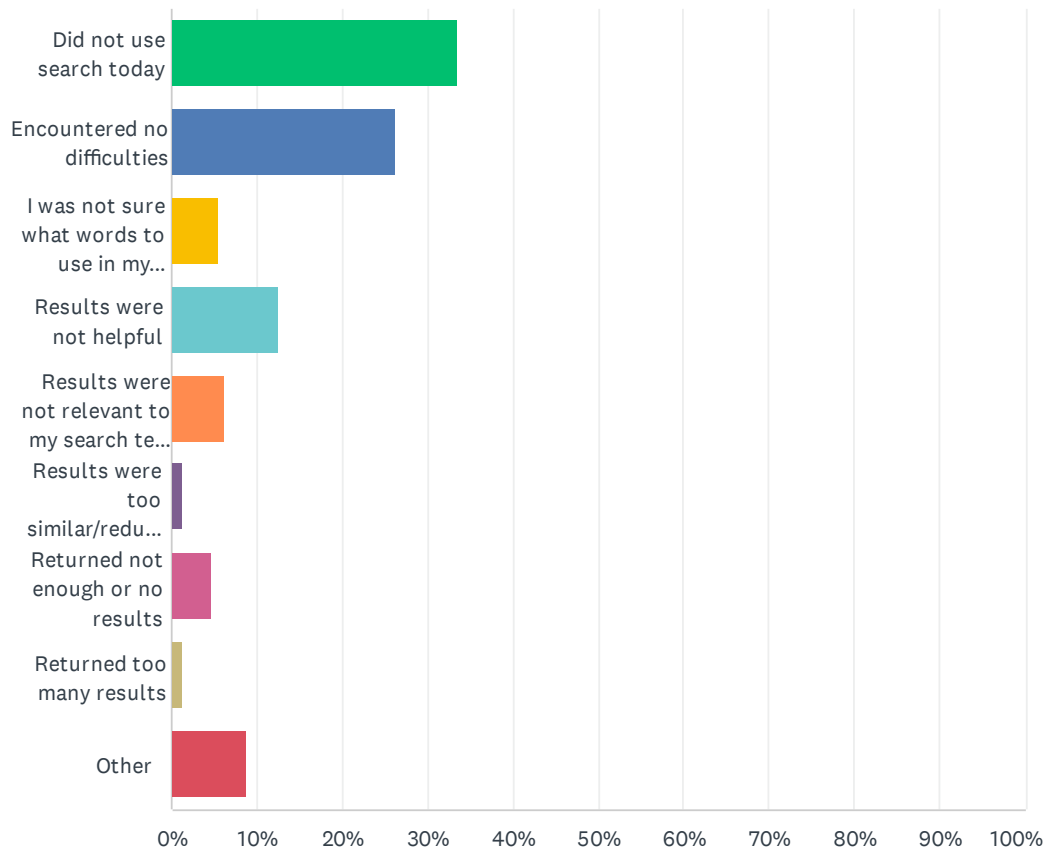
Answered: 4,463 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.17%	2,105
Had technical difficulties (e.g. error messages, broken links)	6.68%	298
Links did not take me where I expected	8.09%	361
Links/labels are difficult to understand, they are not intuitive	3.79%	169
Navigated to general area but couldn't find the specific content needed	16.98%	758
Too many links or navigational choices	3.34%	149
Would often feel lost, not know where I was	4.64%	207
Other	9.32%	416
TOTAL		4,463

Q9 How was your experience using our site search?

Answered: 4,463 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.43%	1,492
Encountered no difficulties	26.31%	1,174
I was not sure what words to use in my search	5.47%	244
Results were not helpful	12.48%	557
Results were not relevant to my search terms or needs	6.25%	279
Results were too similar/redundant	1.32%	59
Returned not enough or no results	4.68%	209
Returned too many results	1.28%	57
Other	8.78%	392
TOTAL		4,463