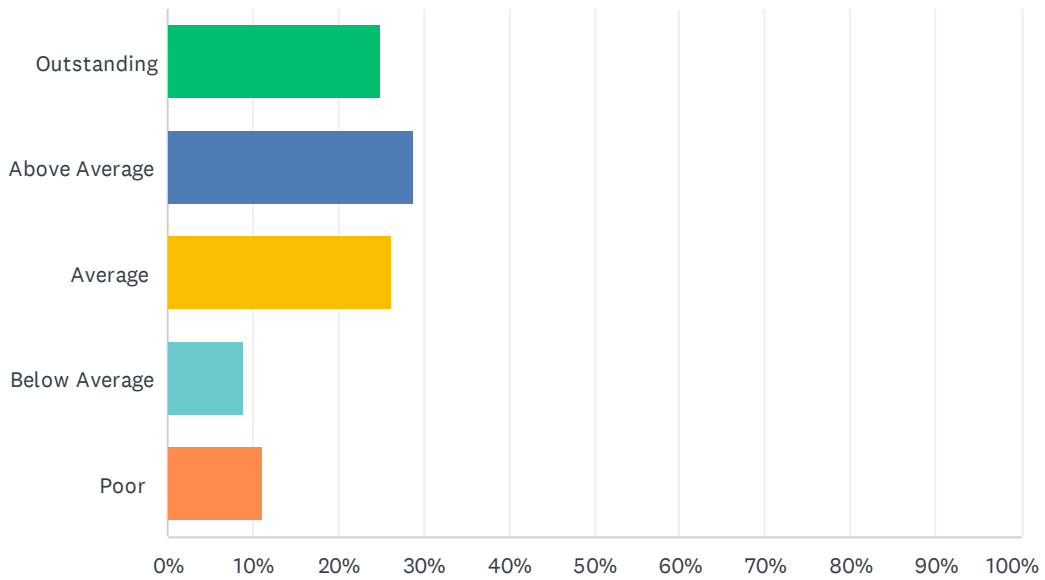


## Q1 How would you rate your overall experience today?

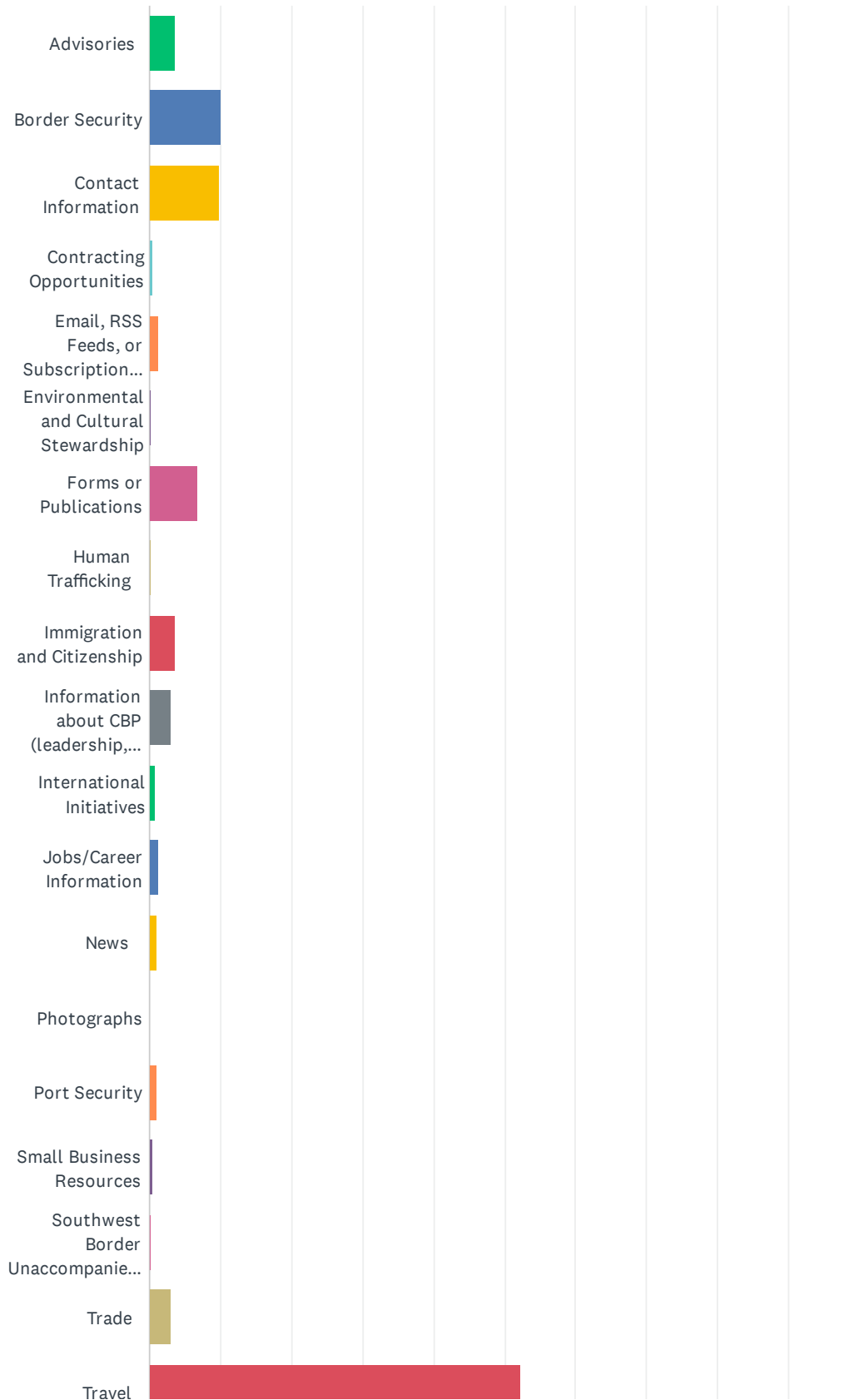
Answered: 4,025 Skipped: 0



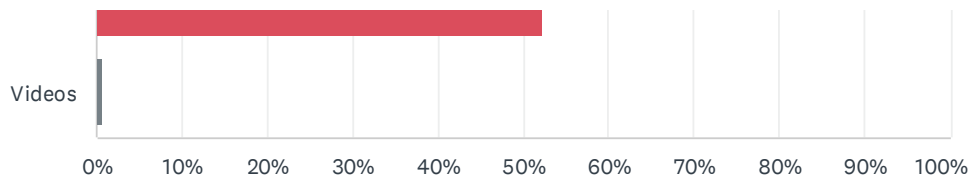
ANSWER CHOICES	RESPONSES	
Outstanding	24.84%	1,000
Above Average	28.87%	1,162
Average	26.24%	1,056
Below Average	8.89%	358
Poor	11.16%	449
<b>TOTAL</b>		<b>4,025</b>

## Q2 What information were you looking for today?

Answered: 4,025 Skipped: 0



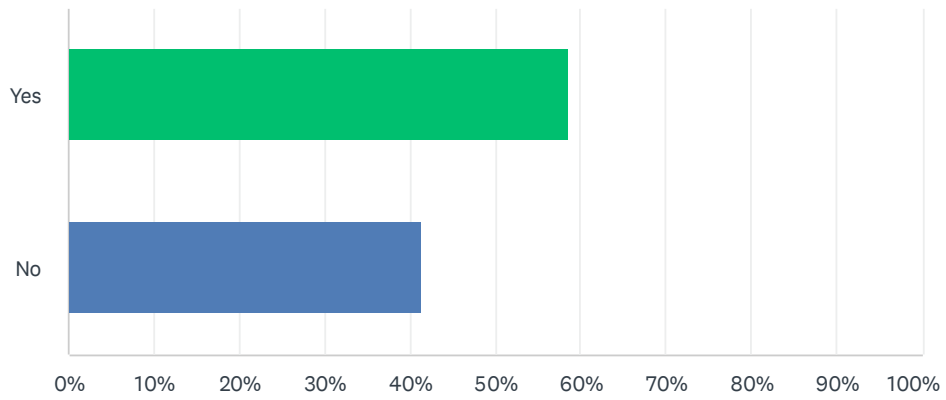
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.73%	150
Border Security	10.04%	404
Contact Information	9.79%	394
Contracting Opportunities	0.47%	19
Email, RSS Feeds, or Subscription Services	1.27%	51
Environmental and Cultural Stewardship	0.20%	8
Forms or Publications	6.81%	274
Human Trafficking	0.30%	12
Immigration and Citizenship	3.68%	148
Information about CBP (leadership, history, etc.)	3.03%	122
International Initiatives	0.92%	37
Jobs/Career Information	1.22%	49
News	1.07%	43
Photographs	0.05%	2
Port Security	0.97%	39
Small Business Resources	0.42%	17
Southwest Border Unaccompanied Alien Children/Family Unit	0.22%	9
Trade	3.03%	122
Travel	52.20%	2,101
Videos	0.60%	24
<b>TOTAL</b>		<b>4,025</b>

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

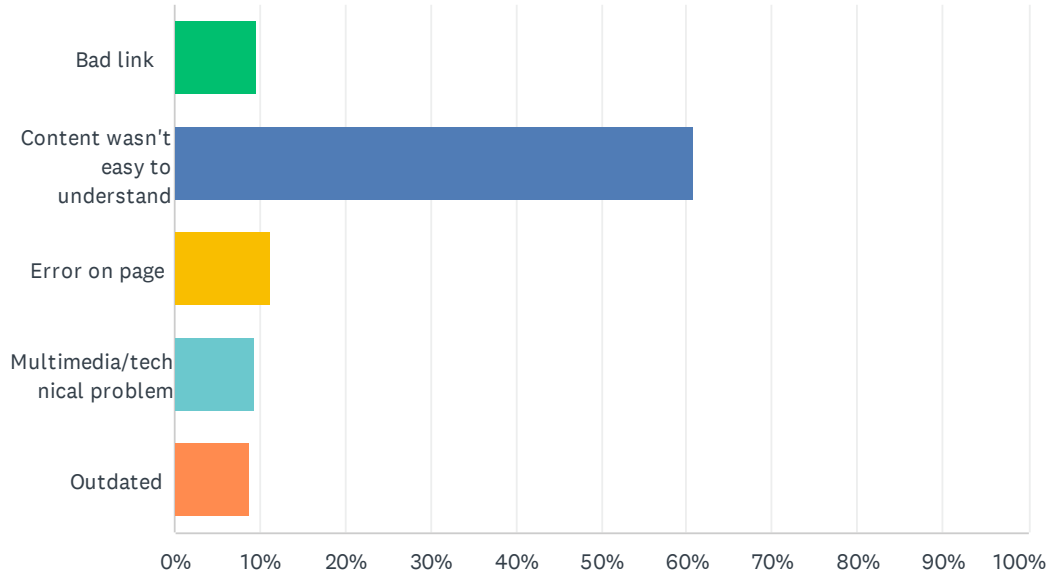
Answered: 4,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.66%	2,361
No	41.34%	1,664
TOTAL		4,025

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

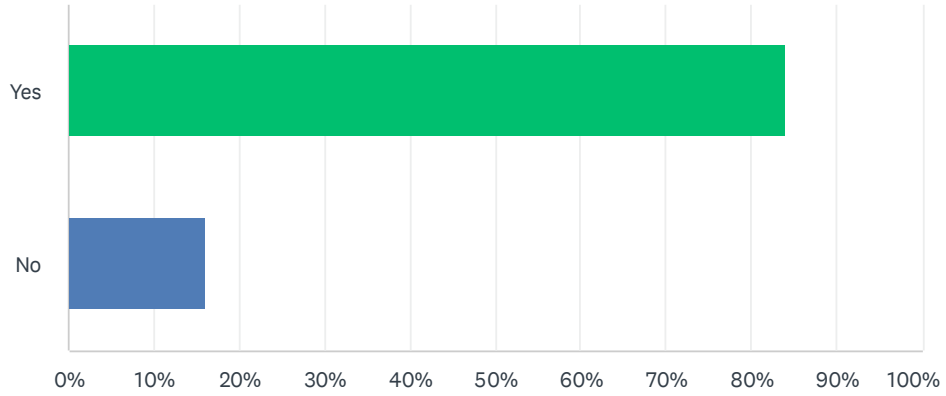
Answered: 1,725 Skipped: 2,300



ANSWER CHOICES	RESPONSES	
Bad link	9.57%	165
Content wasn't easy to understand	60.87%	1,050
Error on page	11.36%	196
Multimedia/technical problem	9.39%	162
Outdated	8.81%	152
<b>TOTAL</b>		<b>1,725</b>

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

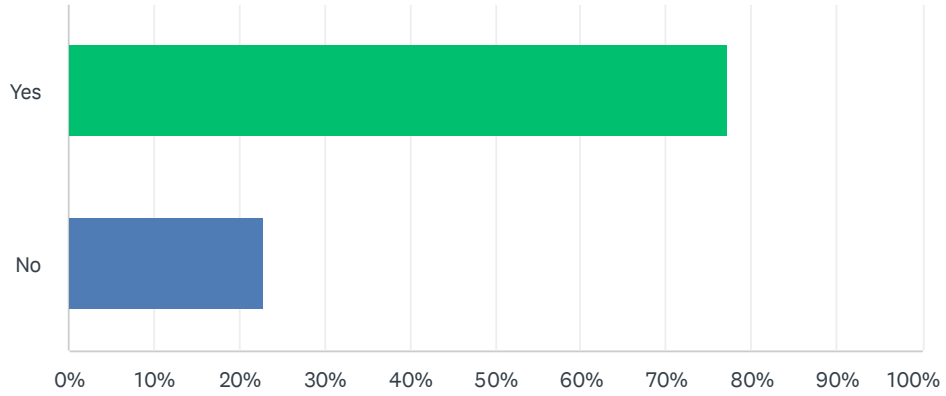
Answered: 4,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.95%	3,379
No	16.05%	646
TOTAL		4,025

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

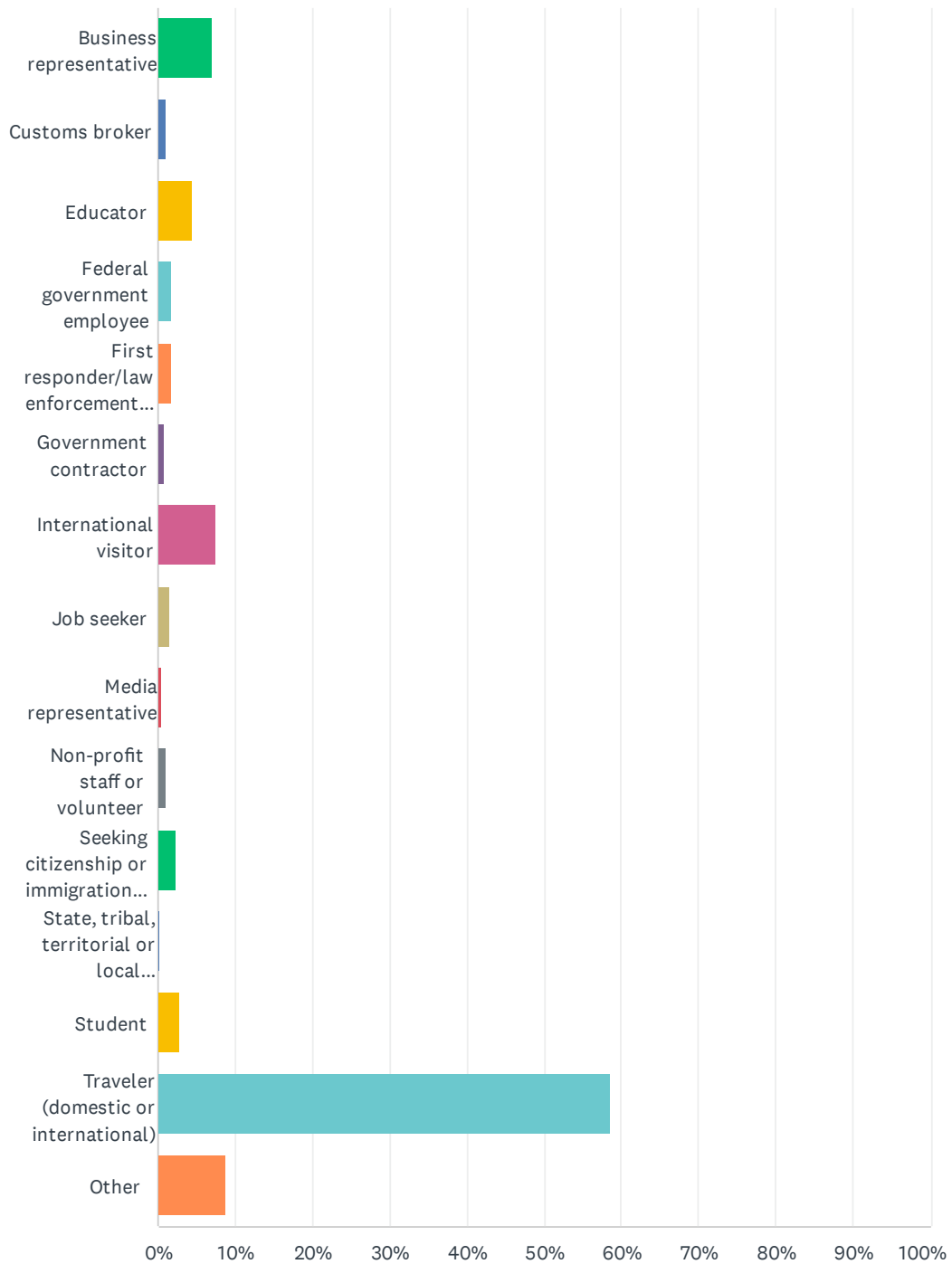
Answered: 4,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.14%	3,105
No	22.86%	920
TOTAL		4,025

## Q7 Which of the following best describes you?

Answered: 4,025 Skipped: 0



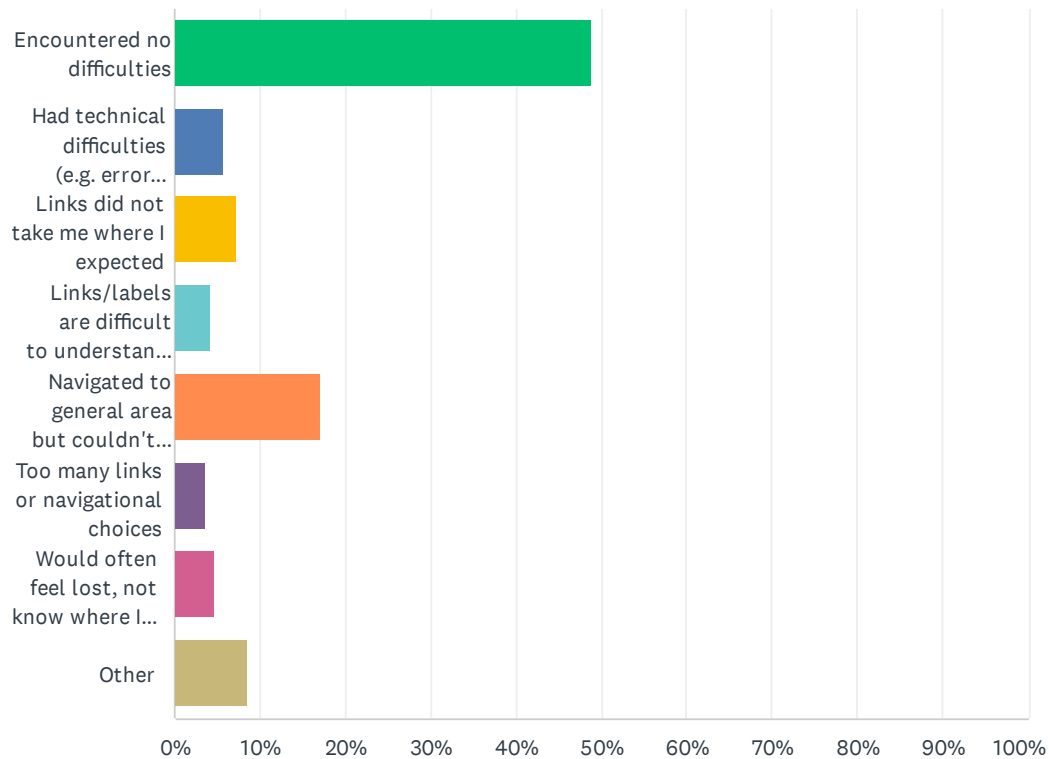


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.96%	280
Customs broker	1.04%	42
Educator	4.57%	184
Federal government employee	1.79%	72
First responder/law enforcement official	1.64%	66
Government contractor	0.84%	34
International visitor	7.53%	303
Job seeker	1.52%	61
Media representative	0.42%	17
Non-profit staff or volunteer	0.99%	40
Seeking citizenship or immigration information	2.29%	92
State, tribal, territorial or local government representative	0.27%	11
Student	2.73%	110
Traveler (domestic or international)	58.56%	2,357
Other	8.84%	356
<b>TOTAL</b>		<b>4,025</b>

## Q8 Please describe your experience finding your way around today.

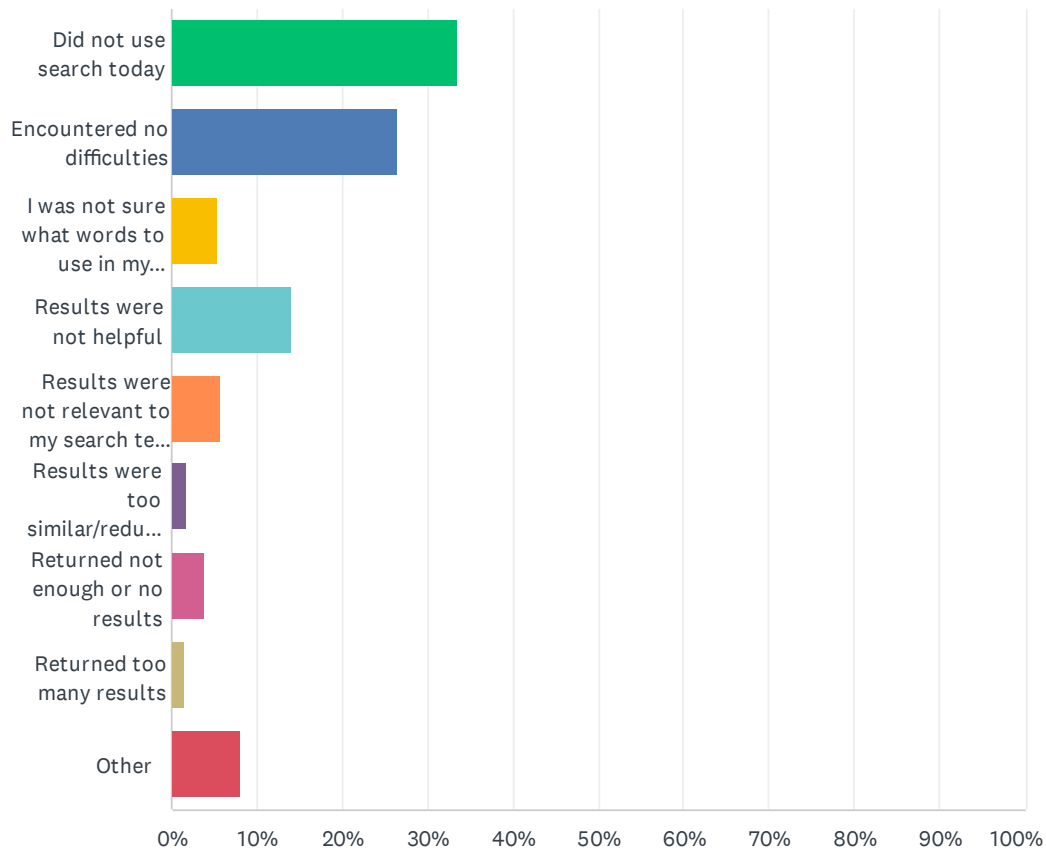
Answered: 4,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	48.80%	1,964
Had technical difficulties (e.g. error messages, broken links)	5.76%	232
Links did not take me where I expected	7.28%	293
Links/labels are difficult to understand, they are not intuitive	4.27%	172
Navigated to general area but couldn't find the specific content needed	17.12%	689
Too many links or navigational choices	3.55%	143
Would often feel lost, not know where I was	4.67%	188
Other	8.55%	344
<b>TOTAL</b>		<b>4,025</b>

## Q9 How was your experience using our site search?

Answered: 4,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.44%	1,346
Encountered no difficulties	26.34%	1,060
I was not sure what words to use in my search	5.39%	217
Results were not helpful	14.04%	565
Results were not relevant to my search terms or needs	5.79%	233
Results were too similar/redundant	1.64%	66
Returned not enough or no results	3.93%	158
Returned too many results	1.39%	56
Other	8.05%	324
<b>TOTAL</b>		<b>4,025</b>