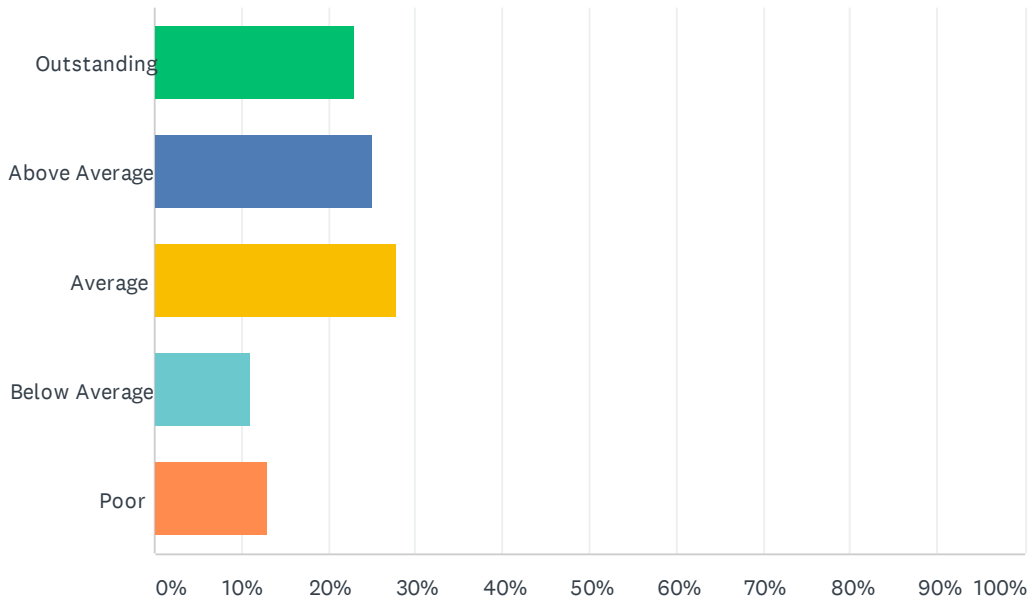


Q1 How would you rate your overall experience today?

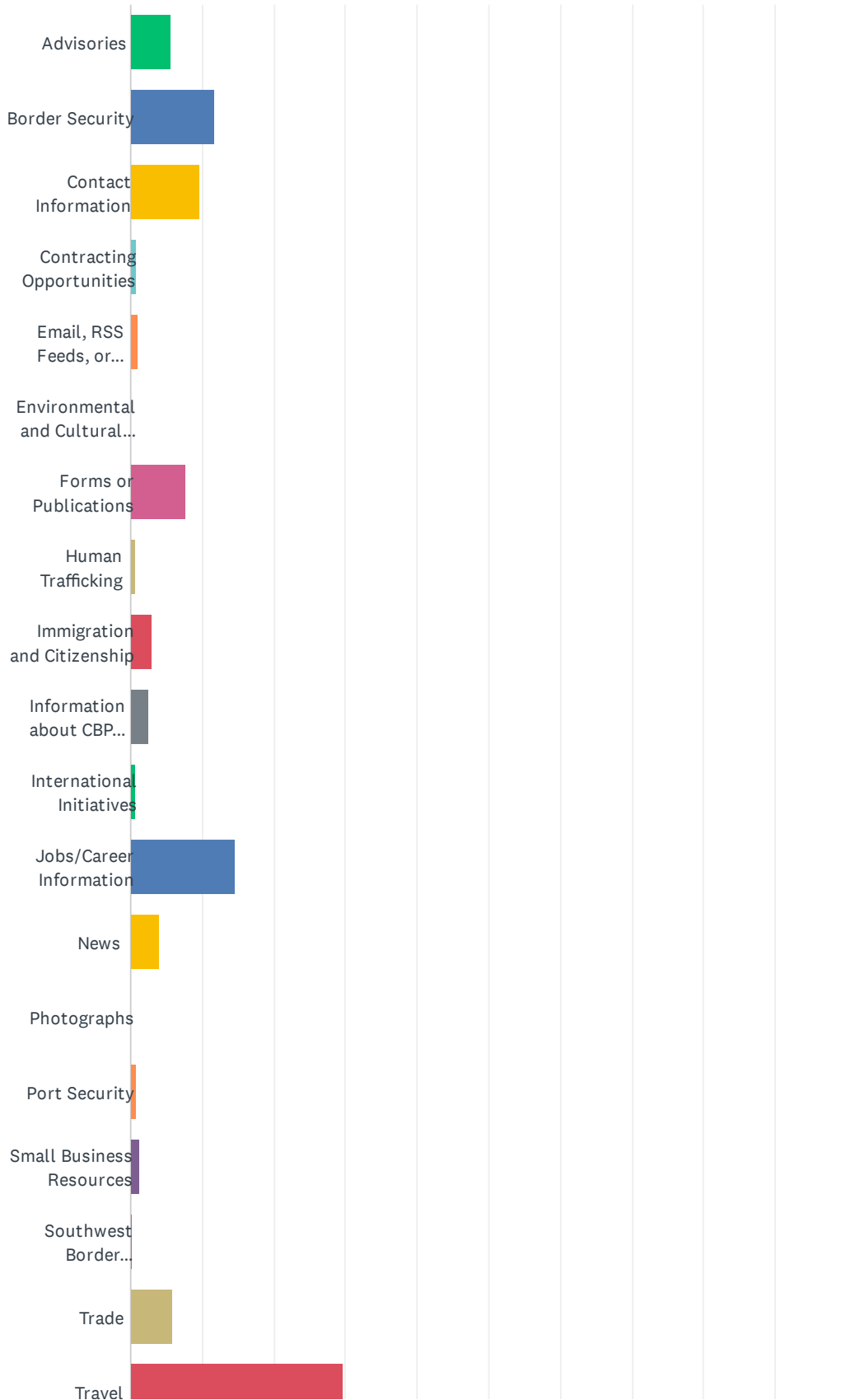
Answered: 1,702 Skipped: 0



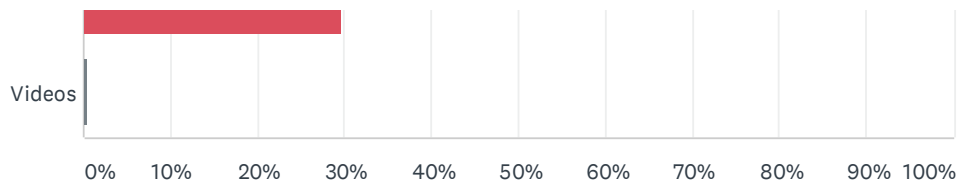
ANSWER CHOICES	RESPONSES	
Outstanding	23.03%	392
Above Average	25.21%	429
Average	27.79%	473
Below Average	10.99%	187
Poor	12.98%	221
TOTAL		1,702

Q2 What information were you looking for today?

Answered: 1,702 Skipped: 0



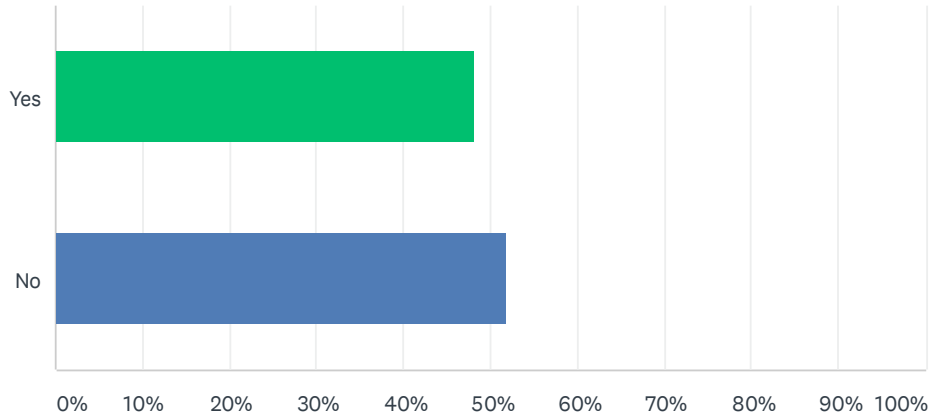
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	5.64%	96
Border Security	11.63%	198
Contact Information	9.69%	165
Contracting Opportunities	0.76%	13
Email, RSS Feeds, or Subscription Services	1.06%	18
Environmental and Cultural Stewardship	0.06%	1
Forms or Publications	7.81%	133
Human Trafficking	0.59%	10
Immigration and Citizenship	2.88%	49
Information about CBP (leadership, history, etc.)	2.41%	41
International Initiatives	0.71%	12
Jobs/Career Information	14.69%	250
News	4.00%	68
Photographs	0.06%	1
Port Security	0.76%	13
Small Business Resources	1.23%	21
Southwest Border Unaccompanied Alien Children/Family Unit	0.12%	2
Trade	5.82%	99
Travel	29.67%	505
Videos	0.41%	7
TOTAL		1,702

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

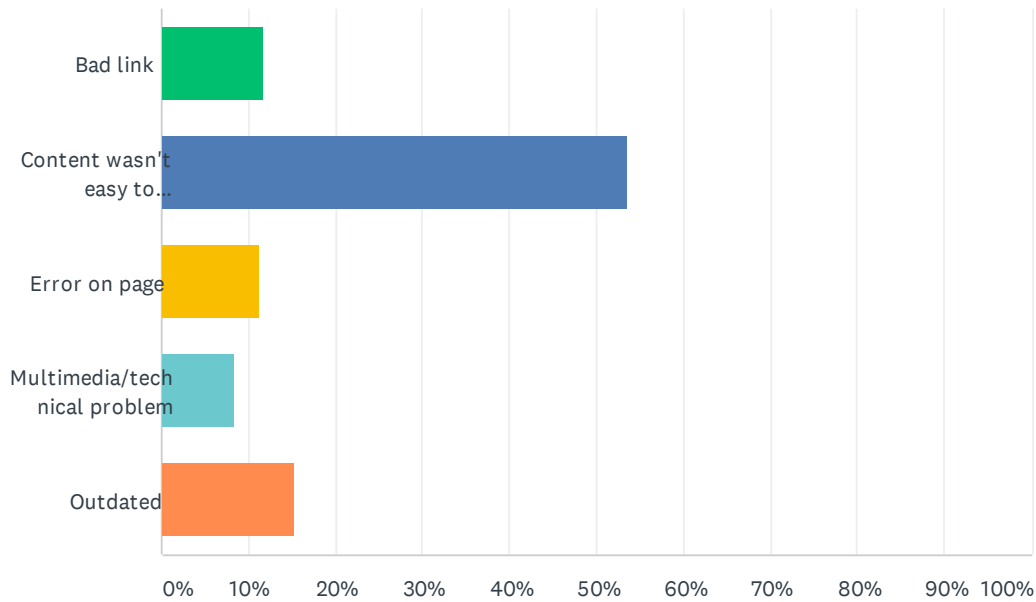
Answered: 1,702 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	48.12%	819
No	51.88%	883
TOTAL		1,702

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

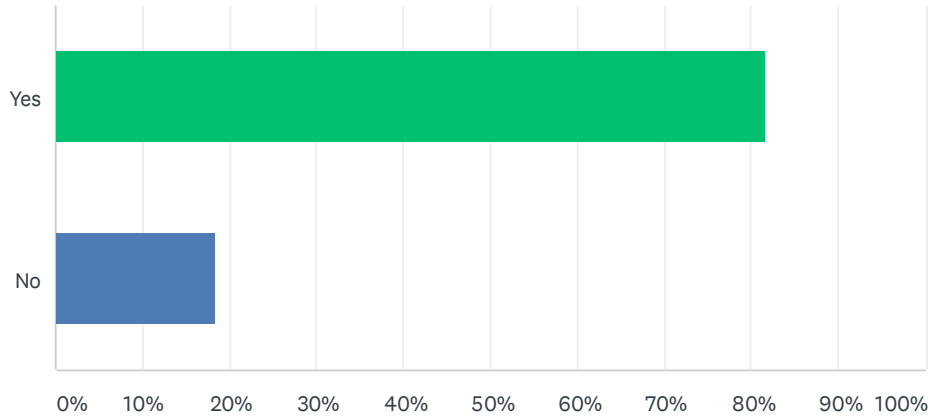
Answered: 875 Skipped: 827



ANSWER CHOICES	RESPONSES	
Bad link	11.77%	103
Content wasn't easy to understand	53.49%	468
Error on page	11.20%	98
Multimedia/technical problem	8.34%	73
Outdated	15.20%	133
TOTAL		875

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

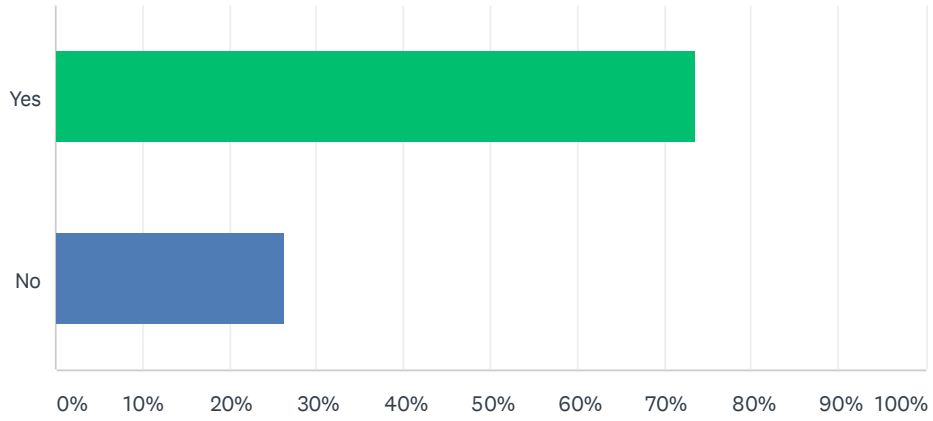
Answered: 1,702 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	81.61%	1,389
No	18.39%	313
TOTAL		1,702

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

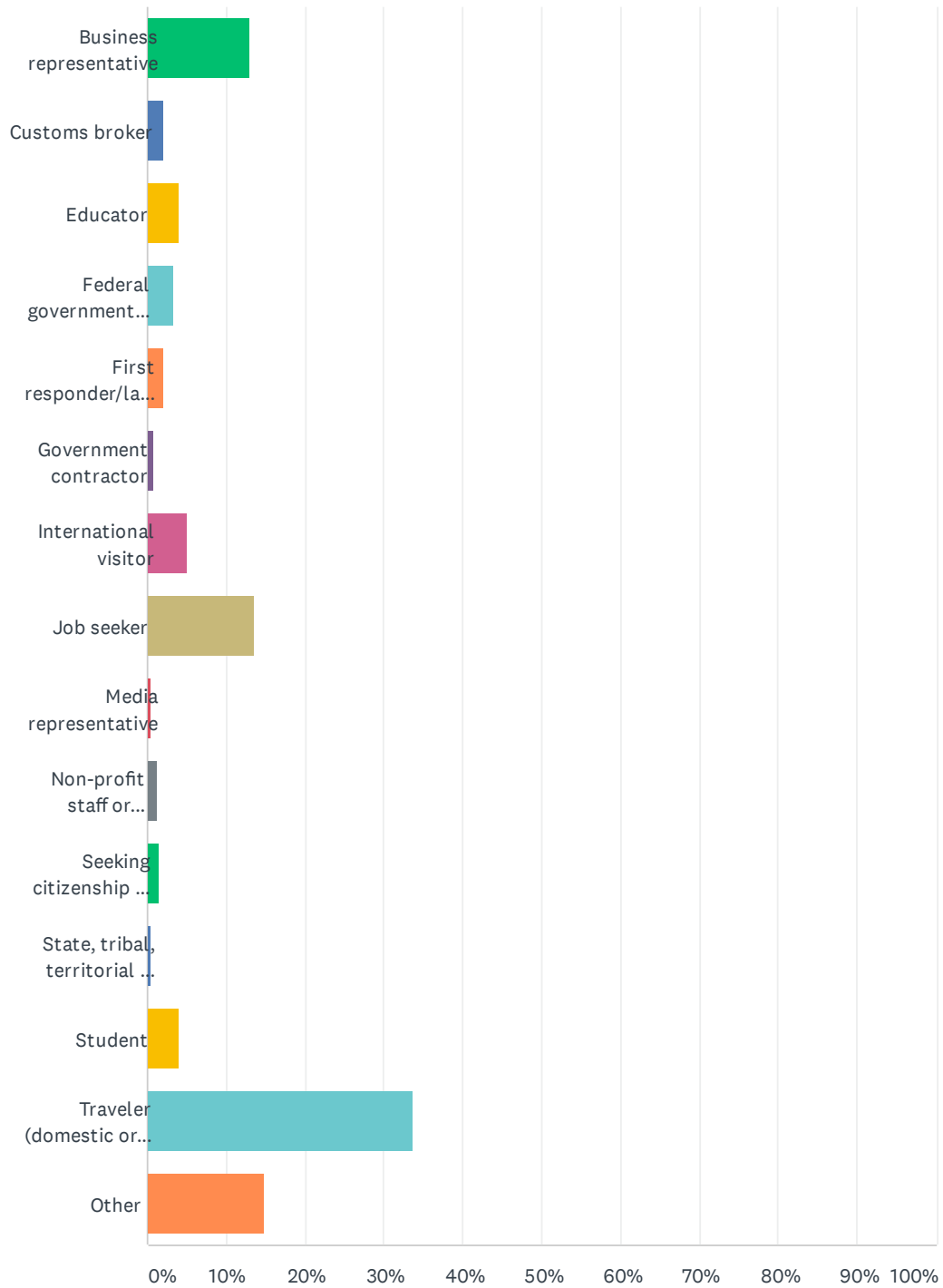
Answered: 1,702 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.56%	1,252
No	26.44%	450
TOTAL		1,702

Q7 Which of the following best describes you?

Answered: 1,702 Skipped: 0

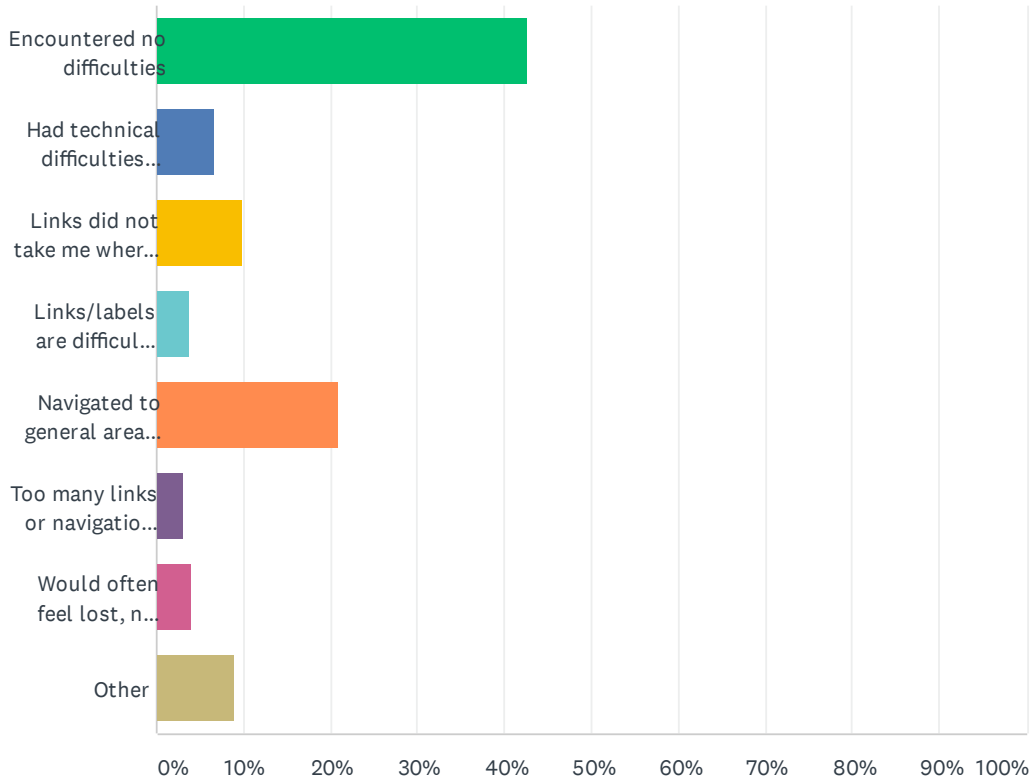


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	12.87%	219
Customs broker	2.00%	34
Educator	4.00%	68
Federal government employee	3.41%	58
First responder/law enforcement official	2.17%	37
Government contractor	0.94%	16
International visitor	5.05%	86
Job seeker	13.51%	230
Media representative	0.41%	7
Non-profit staff or volunteer	1.23%	21
Seeking citizenship or immigration information	1.47%	25
State, tribal, territorial or local government representative	0.41%	7
Student	4.05%	69
Traveler (domestic or international)	33.67%	573
Other	14.81%	252
TOTAL		1,702

Q8 Please describe your experience finding your way around today.

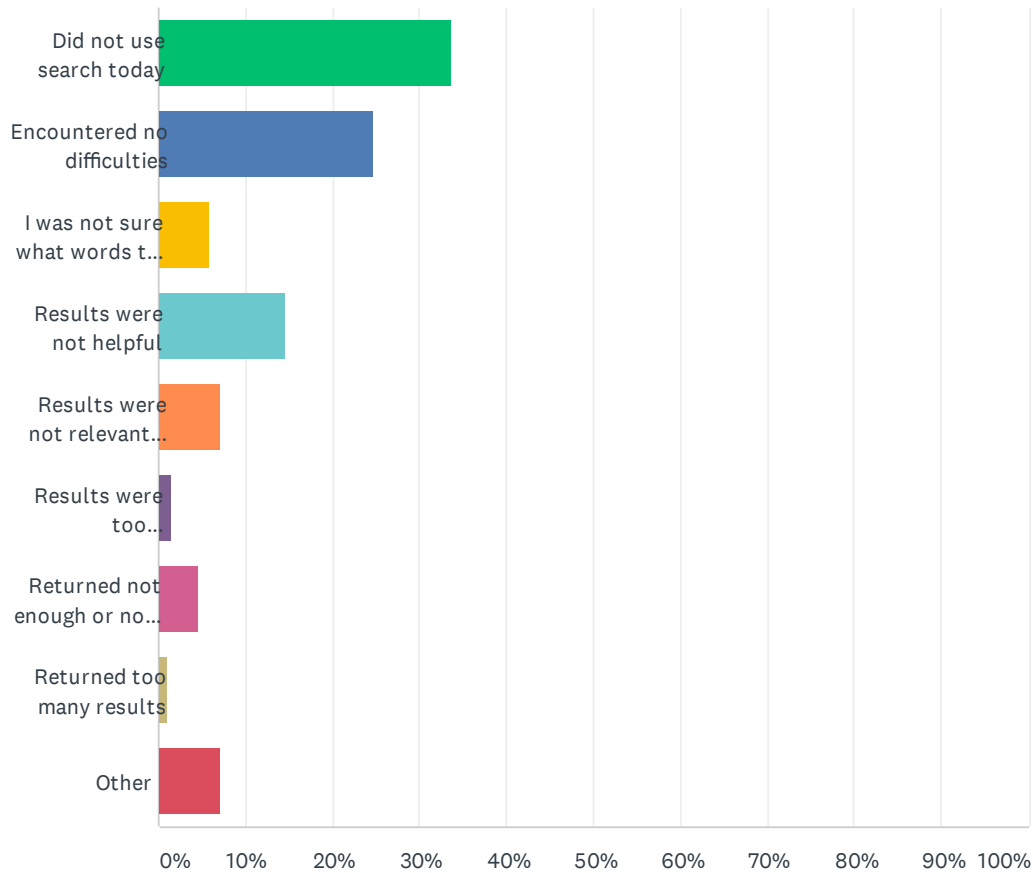
Answered: 1,702 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	42.66%	726
Had technical difficulties (e.g. error messages, broken links)	6.64%	113
Links did not take me where I expected	9.75%	166
Links/labels are difficult to understand, they are not intuitive	3.76%	64
Navigated to general area but couldn't find the specific content needed	20.98%	357
Too many links or navigational choices	3.11%	53
Would often feel lost, not know where I was	4.05%	69
Other	9.05%	154
TOTAL		1,702

Q9 How was your experience using our site search?

Answered: 1,702 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.61%	572
Encountered no difficulties	24.68%	420
I was not sure what words to use in my search	5.88%	100
Results were not helpful	14.57%	248
Results were not relevant to my search terms or needs	7.05%	120
Results were too similar/redundant	1.41%	24
Returned not enough or no results	4.58%	78
Returned too many results	1.06%	18
Other	7.17%	122
TOTAL		1,702