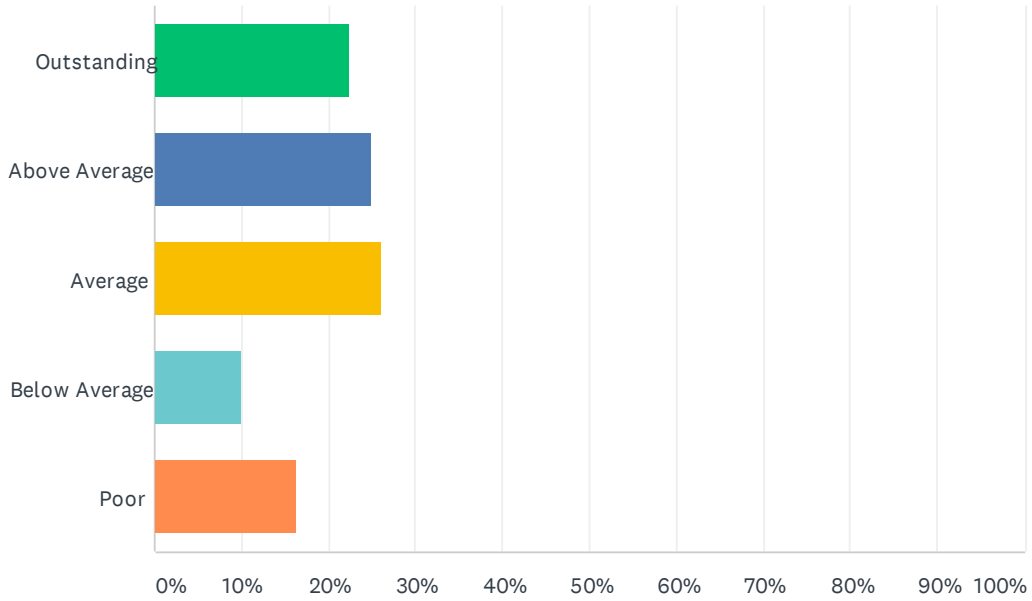


Q1 How would you rate your overall experience today?

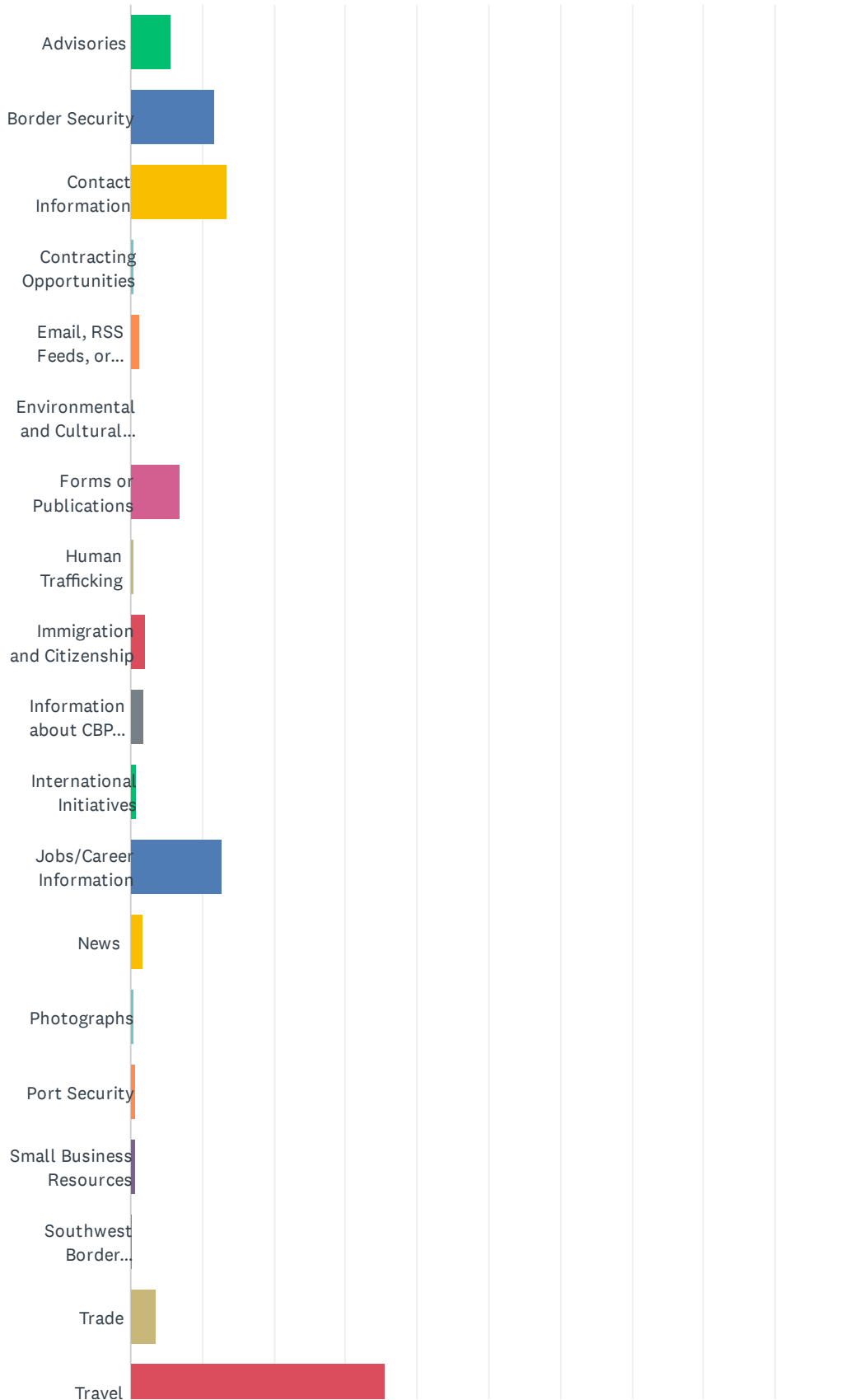
Answered: 1,943 Skipped: 0



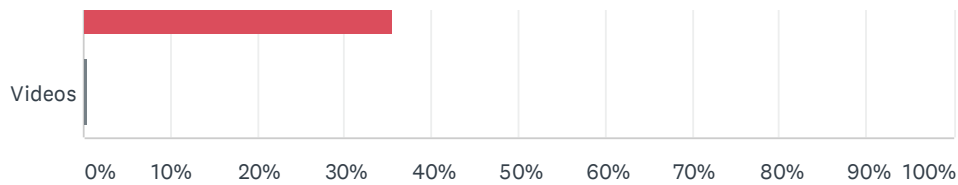
ANSWER CHOICES	RESPONSES	
Outstanding	22.44%	436
Above Average	24.91%	484
Average	26.20%	509
Below Average	10.04%	195
Poor	16.42%	319
TOTAL		1,943

Q2 What information were you looking for today?

Answered: 1,943 Skipped: 0



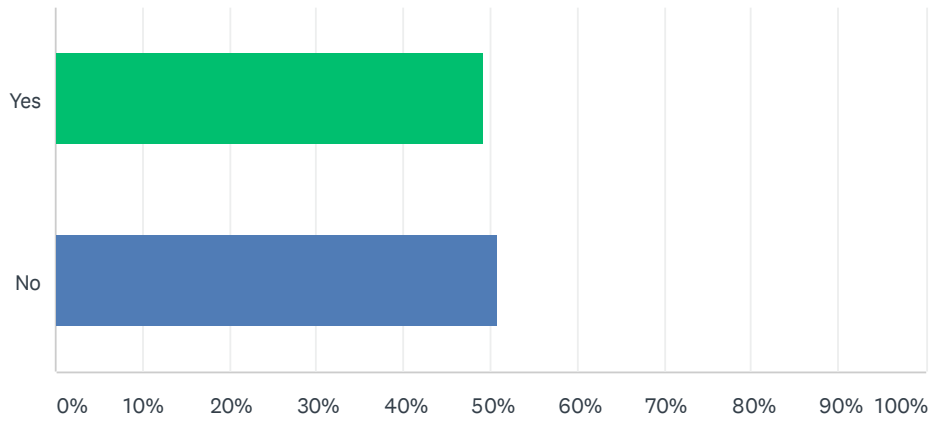
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	5.61%	109
Border Security	11.68%	227
Contact Information	13.43%	261
Contracting Opportunities	0.51%	10
Email, RSS Feeds, or Subscription Services	1.24%	24
Environmental and Cultural Stewardship	0.05%	1
Forms or Publications	6.85%	133
Human Trafficking	0.41%	8
Immigration and Citizenship	2.06%	40
Information about CBP (leadership, history, etc.)	1.80%	35
International Initiatives	0.77%	15
Jobs/Career Information	12.71%	247
News	1.70%	33
Photographs	0.36%	7
Port Security	0.67%	13
Small Business Resources	0.62%	12
Southwest Border Unaccompanied Alien Children/Family Unit	0.15%	3
Trade	3.50%	68
Travel	35.46%	689
Videos	0.41%	8
TOTAL		1,943

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

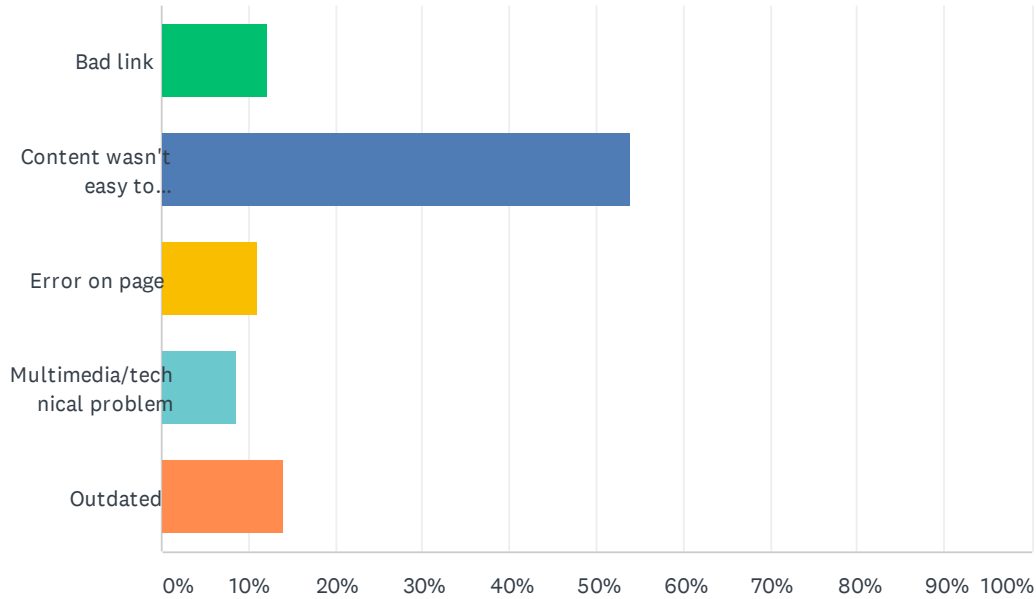
Answered: 1,943 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	49.25%	957
No	50.75%	986
TOTAL		1,943

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

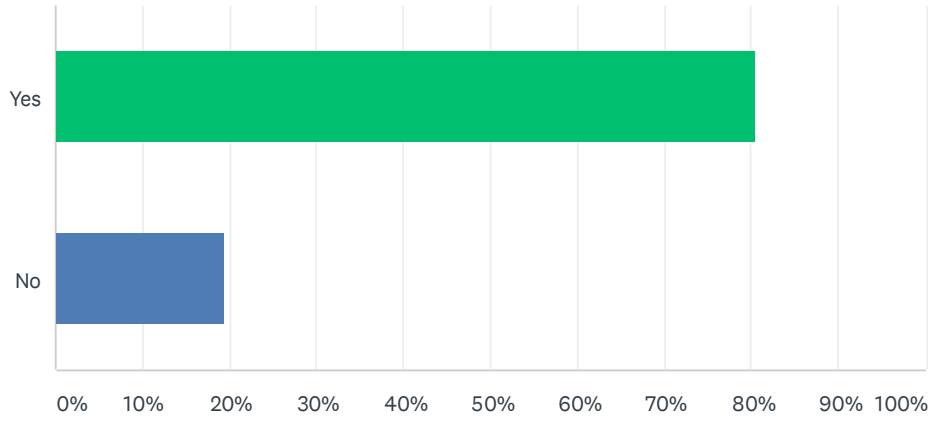
Answered: 969 Skipped: 974



ANSWER CHOICES	RESPONSES	
Bad link	12.07%	117
Content wasn't easy to understand	54.08%	524
Error on page	11.15%	108
Multimedia/technical problem	8.67%	84
Outdated	14.04%	136
TOTAL		969

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

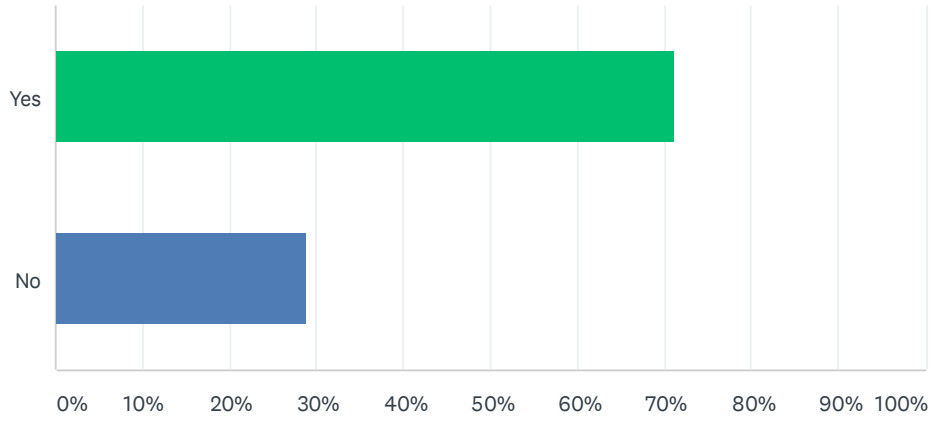
Answered: 1,943 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.49%	1,564
No	19.51%	379
TOTAL		1,943

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

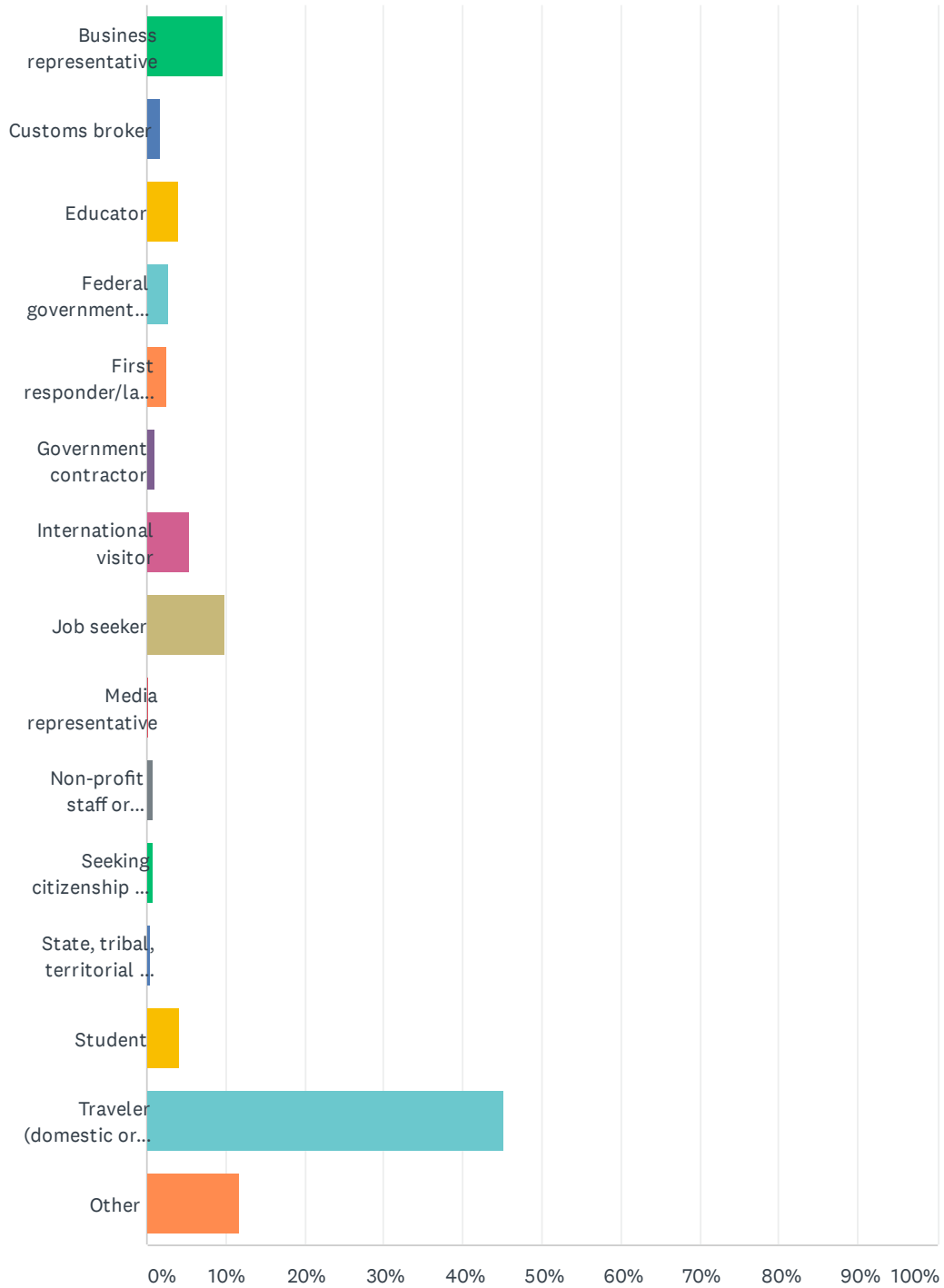
Answered: 1,943 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	71.08%	1,381
No	28.92%	562
TOTAL		1,943

Q7 Which of the following best describes you?

Answered: 1,943 Skipped: 0

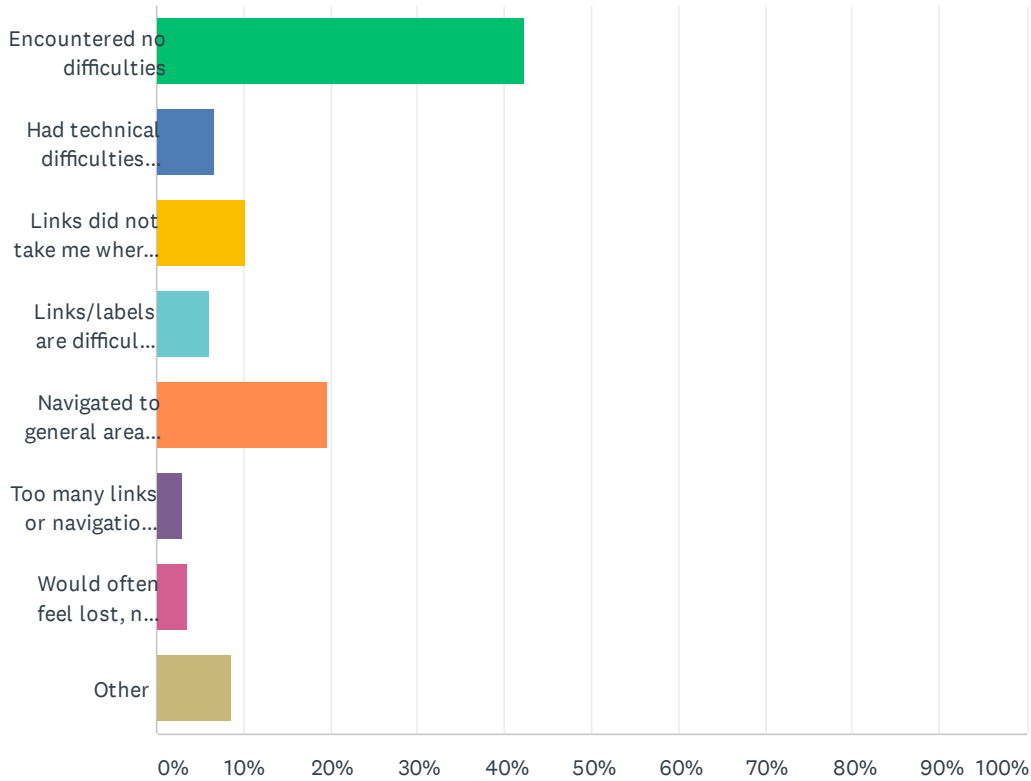


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	9.52%	185
Customs broker	1.65%	32
Educator	3.96%	77
Federal government employee	2.68%	52
First responder/law enforcement official	2.47%	48
Government contractor	1.08%	21
International visitor	5.35%	104
Job seeker	9.83%	191
Media representative	0.21%	4
Non-profit staff or volunteer	0.93%	18
Seeking citizenship or immigration information	0.87%	17
State, tribal, territorial or local government representative	0.36%	7
Student	4.12%	80
Traveler (domestic or international)	45.29%	880
Other	11.68%	227
TOTAL		1,943

Q8 Please describe your experience finding your way around today.

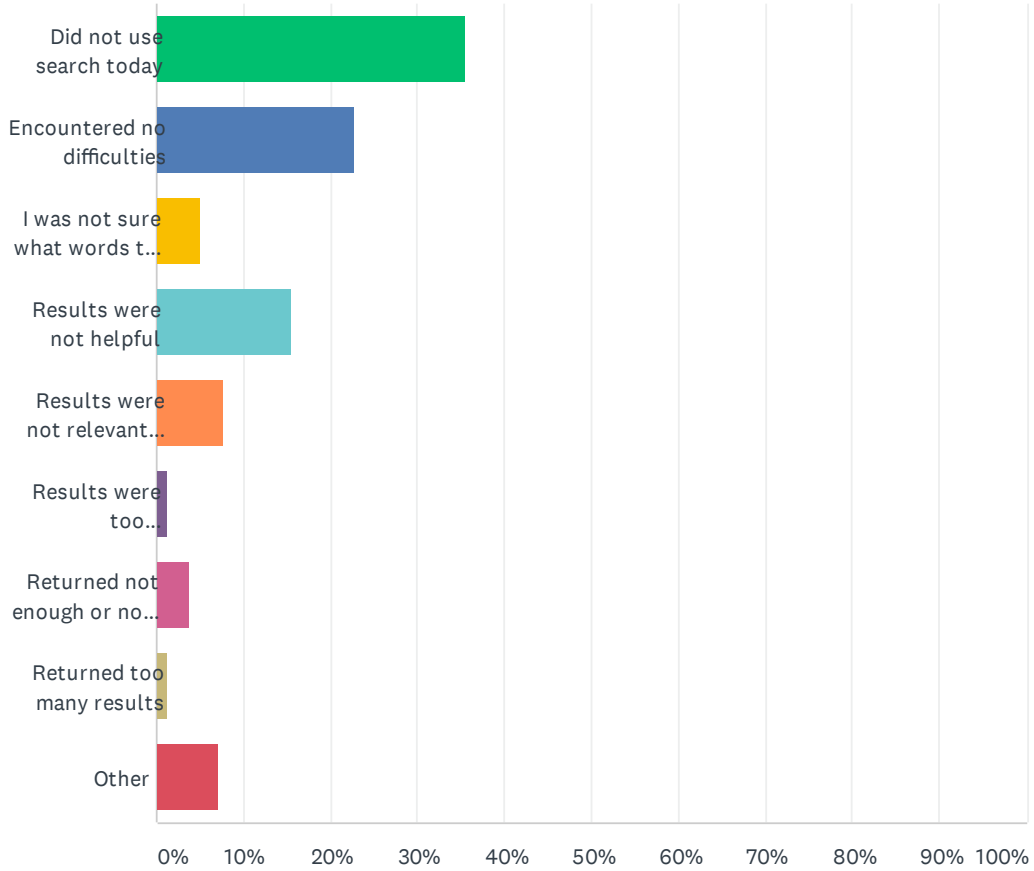
Answered: 1,943 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	42.25%	821
Had technical difficulties (e.g. error messages, broken links)	6.79%	132
Links did not take me where I expected	10.34%	201
Links/labels are difficult to understand, they are not intuitive	6.02%	117
Navigated to general area but couldn't find the specific content needed	19.61%	381
Too many links or navigational choices	2.83%	55
Would often feel lost, not know where I was	3.60%	70
Other	8.54%	166
TOTAL		1,943

Q9 How was your experience using our site search?

Answered: 1,943 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.56%	691
Encountered no difficulties	22.90%	445
I was not sure what words to use in my search	5.10%	99
Results were not helpful	15.49%	301
Results were not relevant to my search terms or needs	7.72%	150
Results were too similar/redundant	1.24%	24
Returned not enough or no results	3.71%	72
Returned too many results	1.24%	24
Other	7.05%	137
TOTAL		1,943