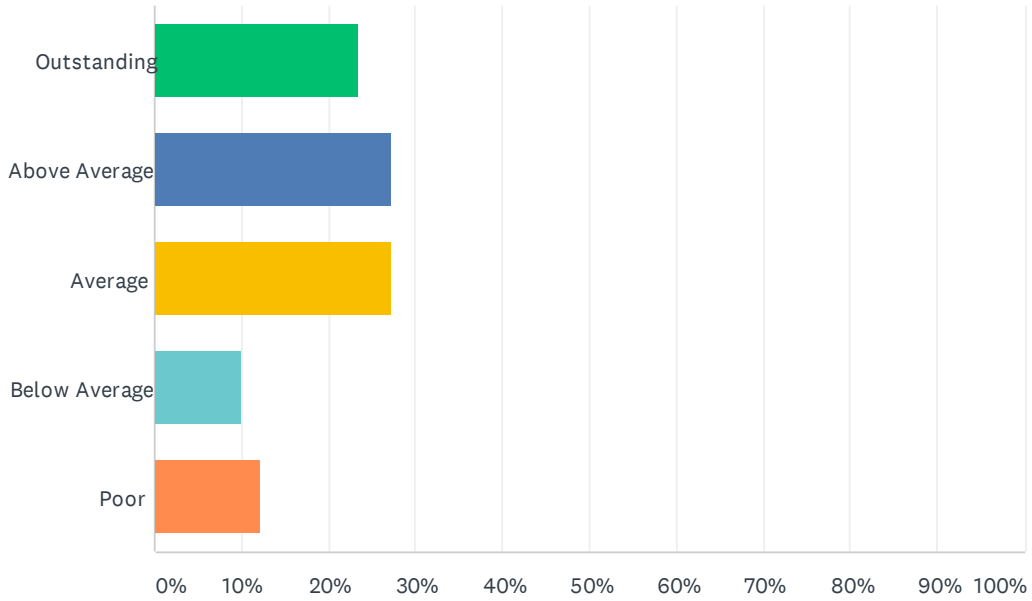


Q1 How would you rate your overall experience today?

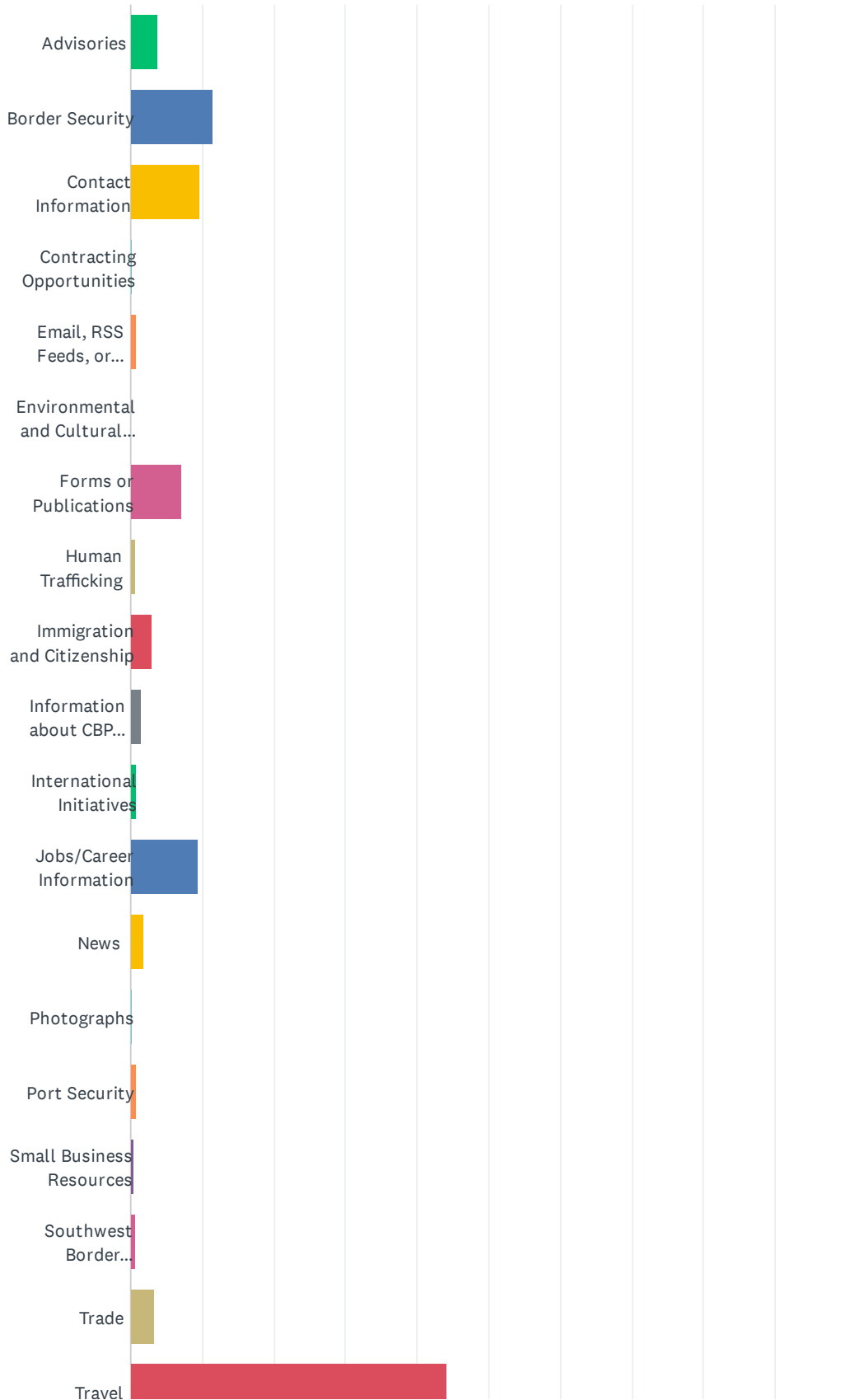
Answered: 1,940 Skipped: 0



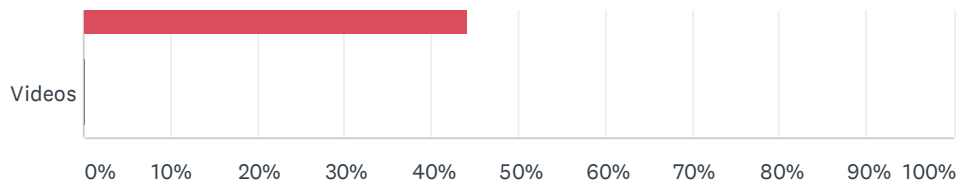
ANSWER CHOICES	RESPONSES	
Outstanding	23.51%	456
Above Average	27.22%	528
Average	27.11%	526
Below Average	10.05%	195
Poor	12.11%	235
TOTAL		1,940

Q2 What information were you looking for today?

Answered: 1,940 Skipped: 0



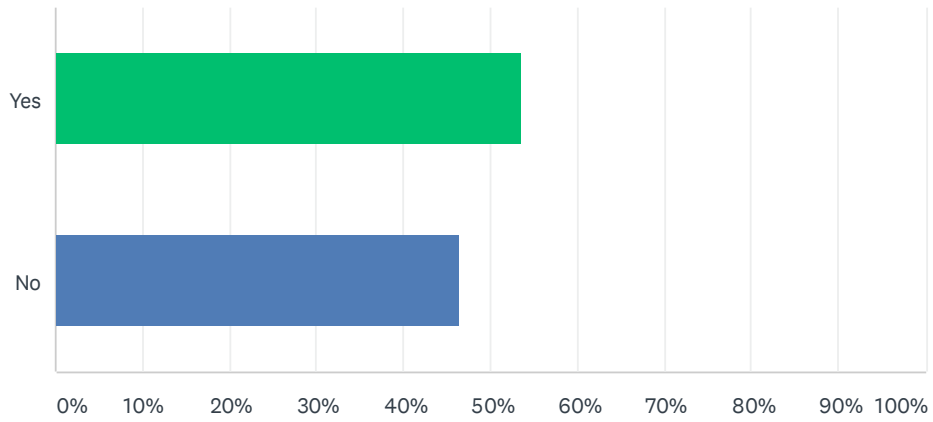
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.81%	74
Border Security	11.44%	222
Contact Information	9.54%	185
Contracting Opportunities	0.31%	6
Email, RSS Feeds, or Subscription Services	0.82%	16
Environmental and Cultural Stewardship	0.00%	0
Forms or Publications	7.11%	138
Human Trafficking	0.62%	12
Immigration and Citizenship	2.84%	55
Information about CBP (leadership, history, etc.)	1.55%	30
International Initiatives	0.88%	17
Jobs/Career Information	9.33%	181
News	1.96%	38
Photographs	0.15%	3
Port Security	0.82%	16
Small Business Resources	0.52%	10
Southwest Border Unaccompanied Alien Children/Family Unit	0.57%	11
Trade	3.35%	65
Travel	44.18%	857
Videos	0.21%	4
TOTAL		1,940

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

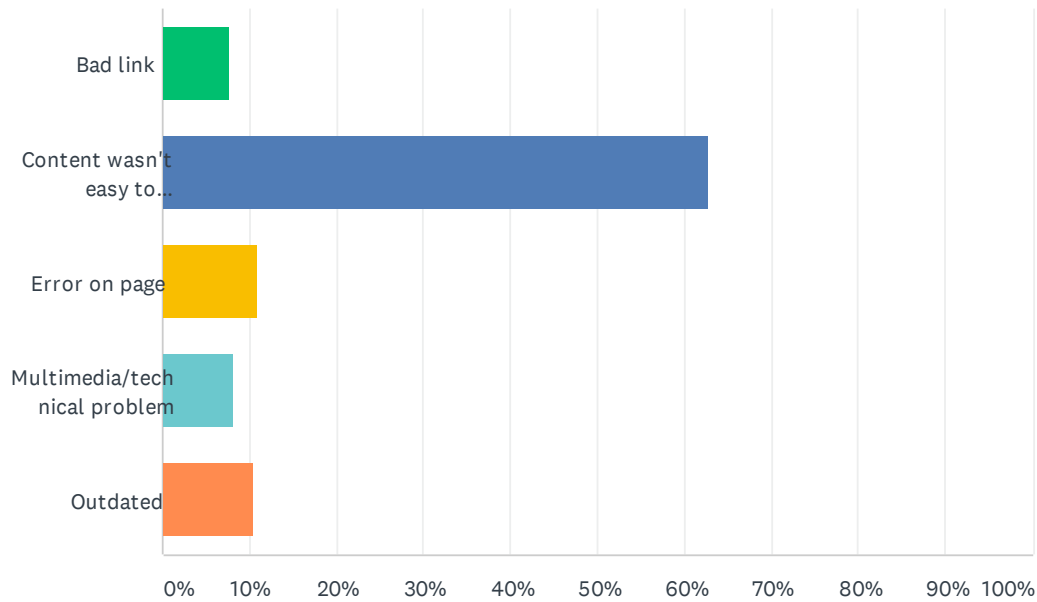
Answered: 1,940 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.61%	1,040
No	46.39%	900
TOTAL		1,940

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

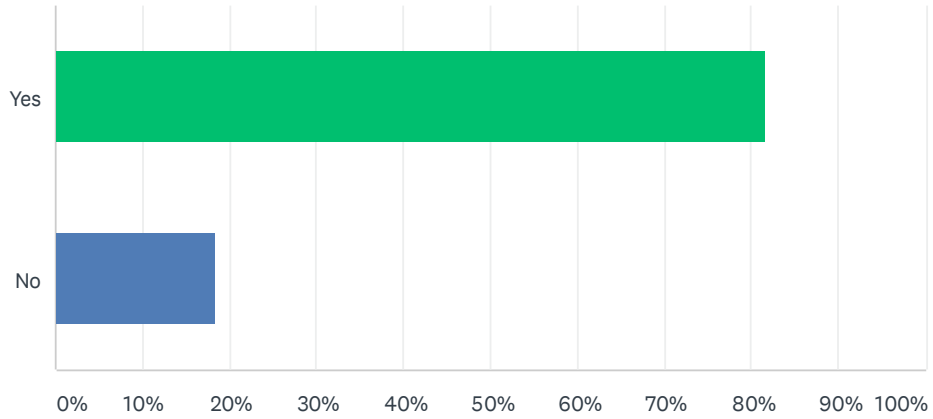
Answered: 880 Skipped: 1,060



ANSWER CHOICES	RESPONSES
Bad link	7.84% 69
Content wasn't easy to understand	62.84% 553
Error on page	10.80% 95
Multimedia/technical problem	8.07% 71
Outdated	10.45% 92
TOTAL	880

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

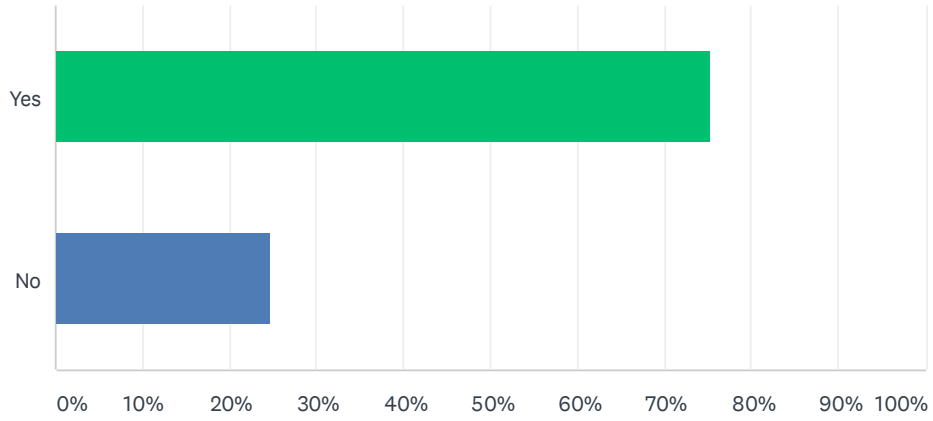
Answered: 1,940 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	81.49%	1,581
No	18.51%	359
TOTAL		1,940

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

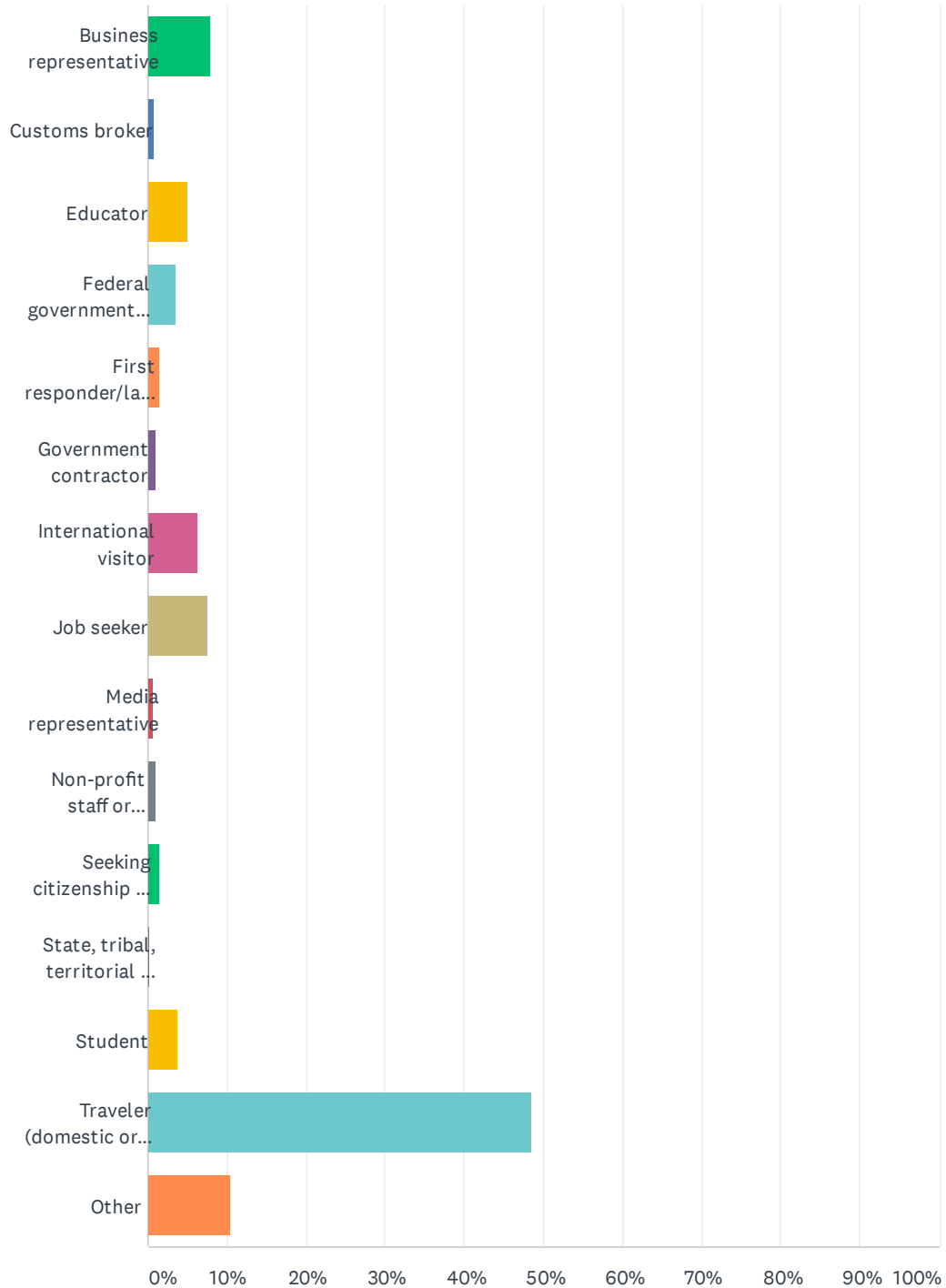
Answered: 1,940 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.36%	1,462
No	24.64%	478
TOTAL		1,940

Q7 Which of the following best describes you?

Answered: 1,940 Skipped: 0

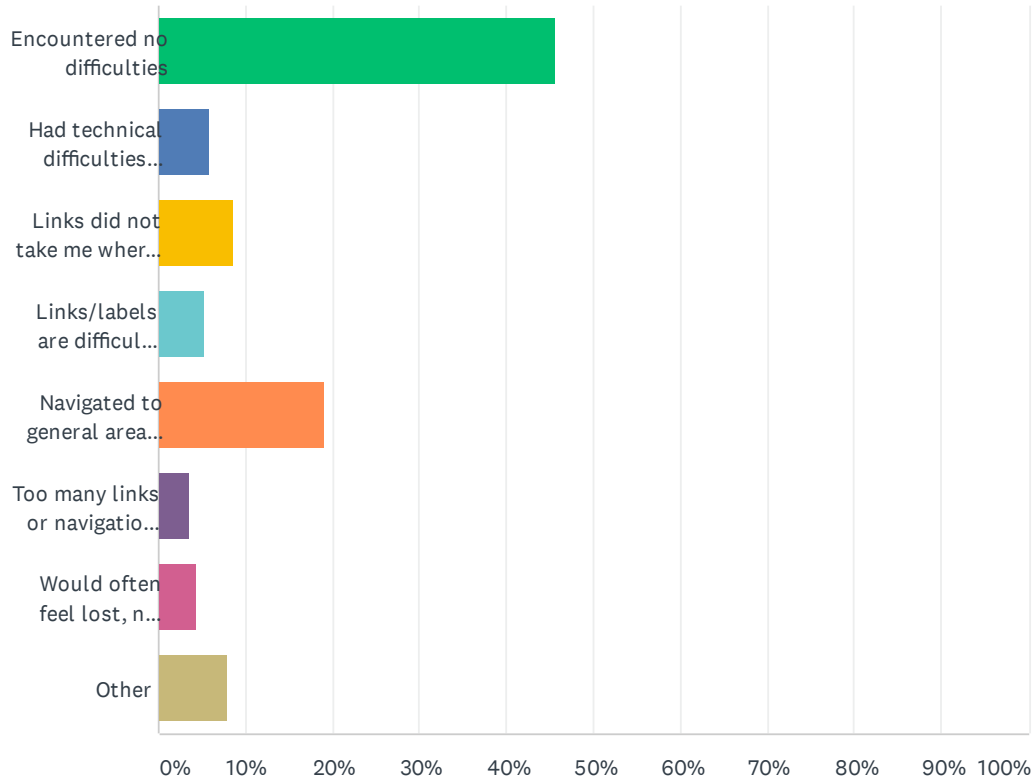


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.94%	154
Customs broker	0.93%	18
Educator	5.10%	99
Federal government employee	3.61%	70
First responder/law enforcement official	1.44%	28
Government contractor	1.13%	22
International visitor	6.24%	121
Job seeker	7.47%	145
Media representative	0.62%	12
Non-profit staff or volunteer	0.98%	19
Seeking citizenship or immigration information	1.39%	27
State, tribal, territorial or local government representative	0.21%	4
Student	3.87%	75
Traveler (domestic or international)	48.61%	943
Other	10.46%	203
TOTAL		1,940

Q8 Please describe your experience finding your way around today.

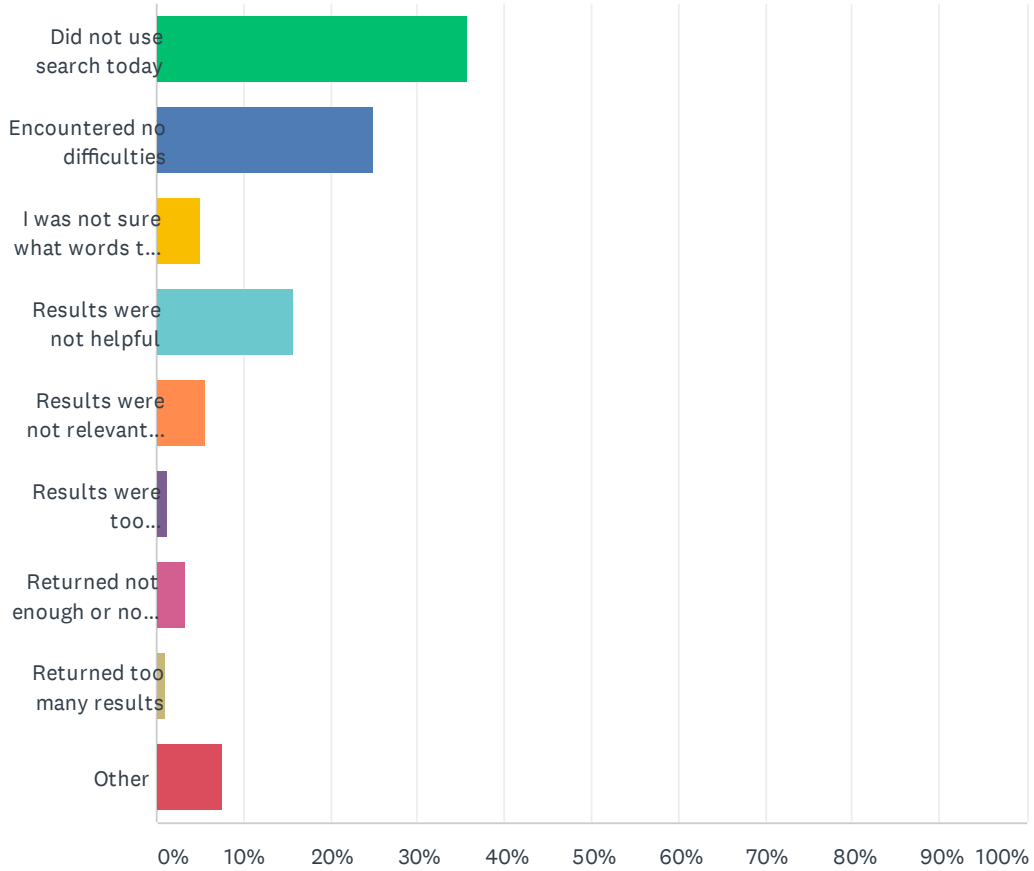
Answered: 1,940 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.52%	883
Had technical difficulties (e.g. error messages, broken links)	5.82%	113
Links did not take me where I expected	8.51%	165
Links/labels are difficult to understand, they are not intuitive	5.15%	100
Navigated to general area but couldn't find the specific content needed	19.02%	369
Too many links or navigational choices	3.51%	68
Would often feel lost, not know where I was	4.43%	86
Other	8.04%	156
TOTAL		1,940

Q9 How was your experience using our site search?

Answered: 1,940 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.82%	695
Encountered no difficulties	24.79%	481
I was not sure what words to use in my search	5.10%	99
Results were not helpful	15.62%	303
Results were not relevant to my search terms or needs	5.67%	110
Results were too similar/redundant	1.19%	23
Returned not enough or no results	3.25%	63
Returned too many results	1.03%	20
Other	7.53%	146
TOTAL		1,940