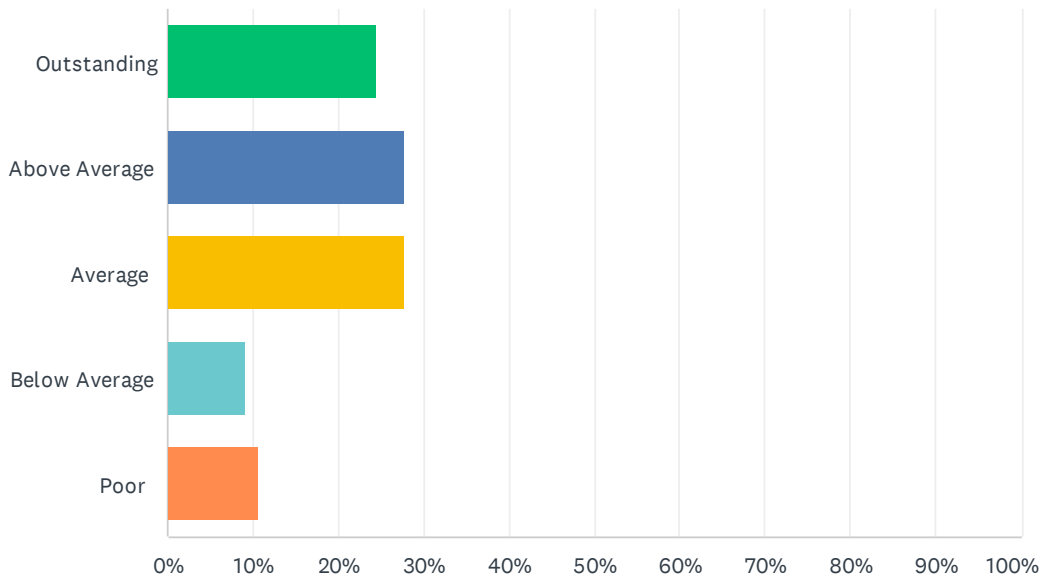


Q1 How would you rate your overall experience today?

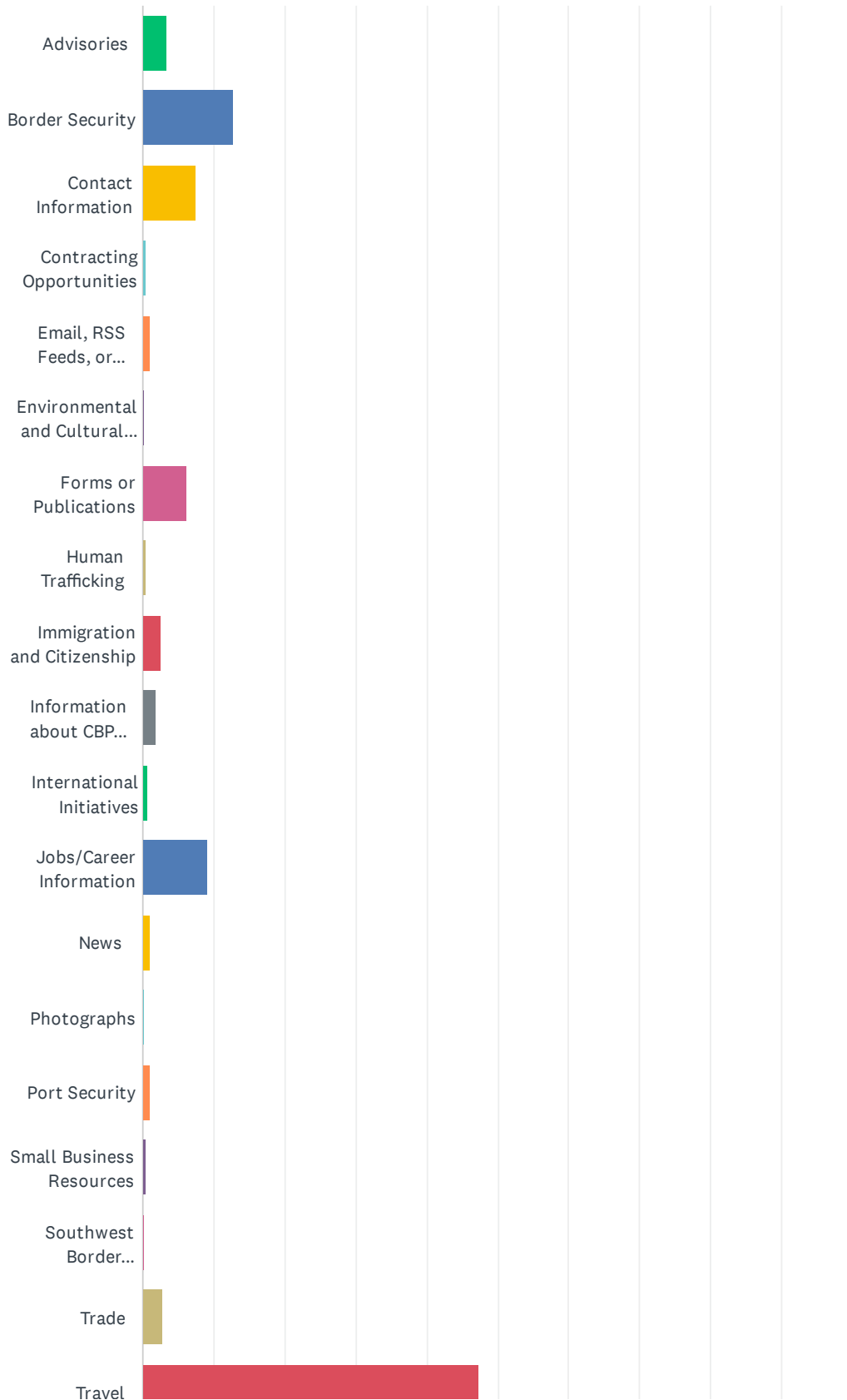
Answered: 4,120 Skipped: 0



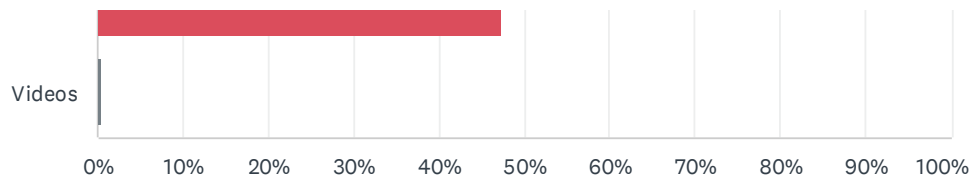
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|--------------|
| Outstanding | 24.54% | 1,011 |
| Above Average | 27.72% | 1,142 |
| Average | 27.72% | 1,142 |
| Below Average | 9.27% | 382 |
| Poor | 10.75% | 443 |
| TOTAL | | 4,120 |

Q2 What information were you looking for today?

Answered: 4,120 Skipped: 0



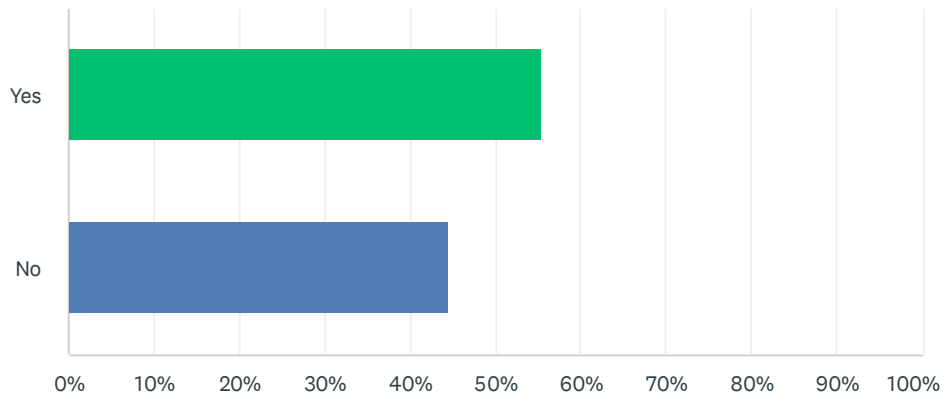
Customer Satisfaction Survey



| ANSWER CHOICES | RESPONSES | |
|---|-----------|--------------|
| Advisories | 3.45% | 142 |
| Border Security | 12.77% | 526 |
| Contact Information | 7.43% | 306 |
| Contracting Opportunities | 0.49% | 20 |
| Email, RSS Feeds, or Subscription Services | 1.04% | 43 |
| Environmental and Cultural Stewardship | 0.19% | 8 |
| Forms or Publications | 6.24% | 257 |
| Human Trafficking | 0.39% | 16 |
| Immigration and Citizenship | 2.57% | 106 |
| Information about CBP (leadership, history, etc.) | 2.01% | 83 |
| International Initiatives | 0.58% | 24 |
| Jobs/Career Information | 9.20% | 379 |
| News | 1.17% | 48 |
| Photographs | 0.19% | 8 |
| Port Security | 1.00% | 41 |
| Small Business Resources | 0.46% | 19 |
| Southwest Border Unaccompanied Alien Children/Family Unit | 0.32% | 13 |
| Trade | 2.82% | 116 |
| Travel | 47.23% | 1,946 |
| Videos | 0.46% | 19 |
| TOTAL | | 4,120 |

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

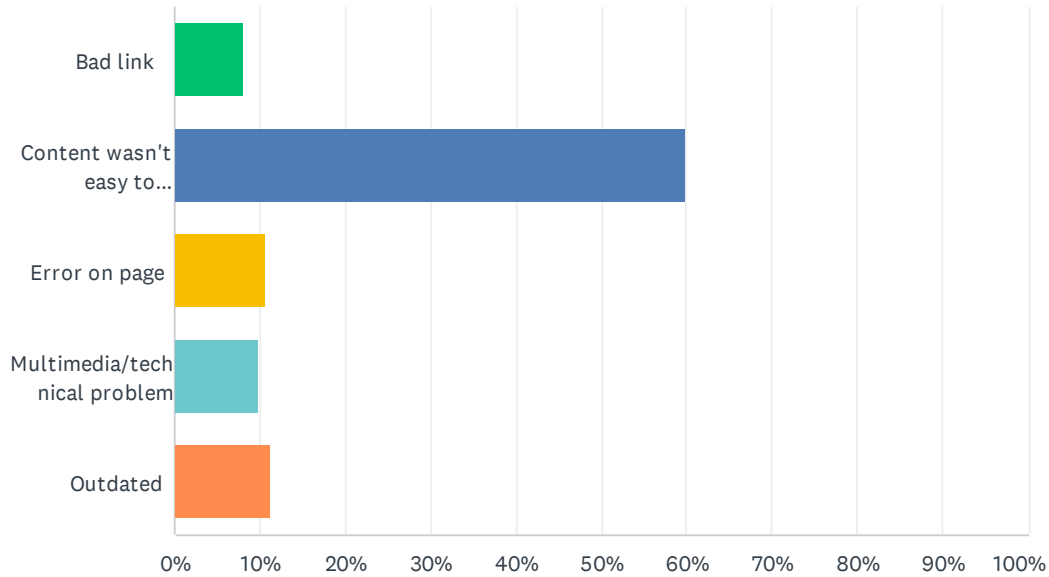
Answered: 4,120 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 55.53% | 2,288 |
| No | 44.47% | 1,832 |
| TOTAL | | 4,120 |

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

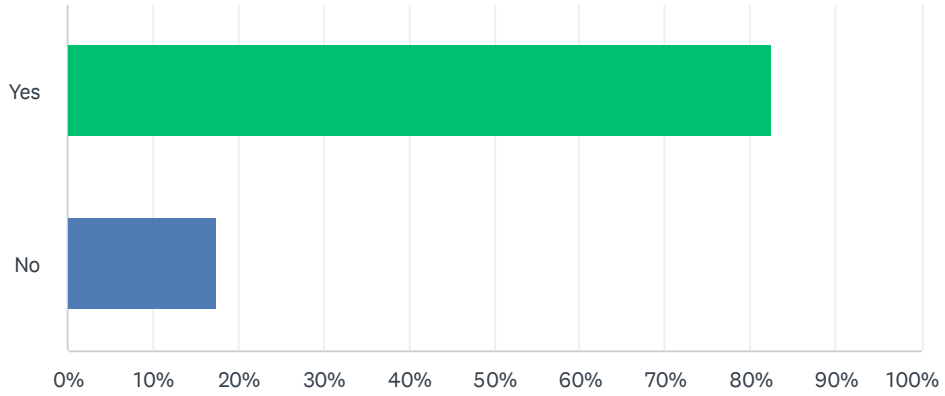
Answered: 1,843 Skipped: 2,277



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|--------------|
| Bad link | 8.14% | 150 |
| Content wasn't easy to understand | 60.01% | 1,106 |
| Error on page | 10.74% | 198 |
| Multimedia/technical problem | 9.77% | 180 |
| Outdated | 11.34% | 209 |
| TOTAL | | 1,843 |

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

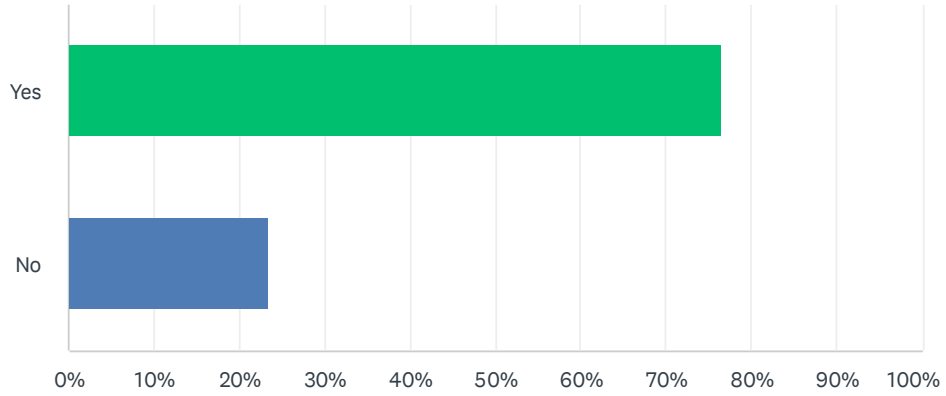
Answered: 4,120 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 82.50% | 3,399 |
| No | 17.50% | 721 |
| TOTAL | | 4,120 |

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

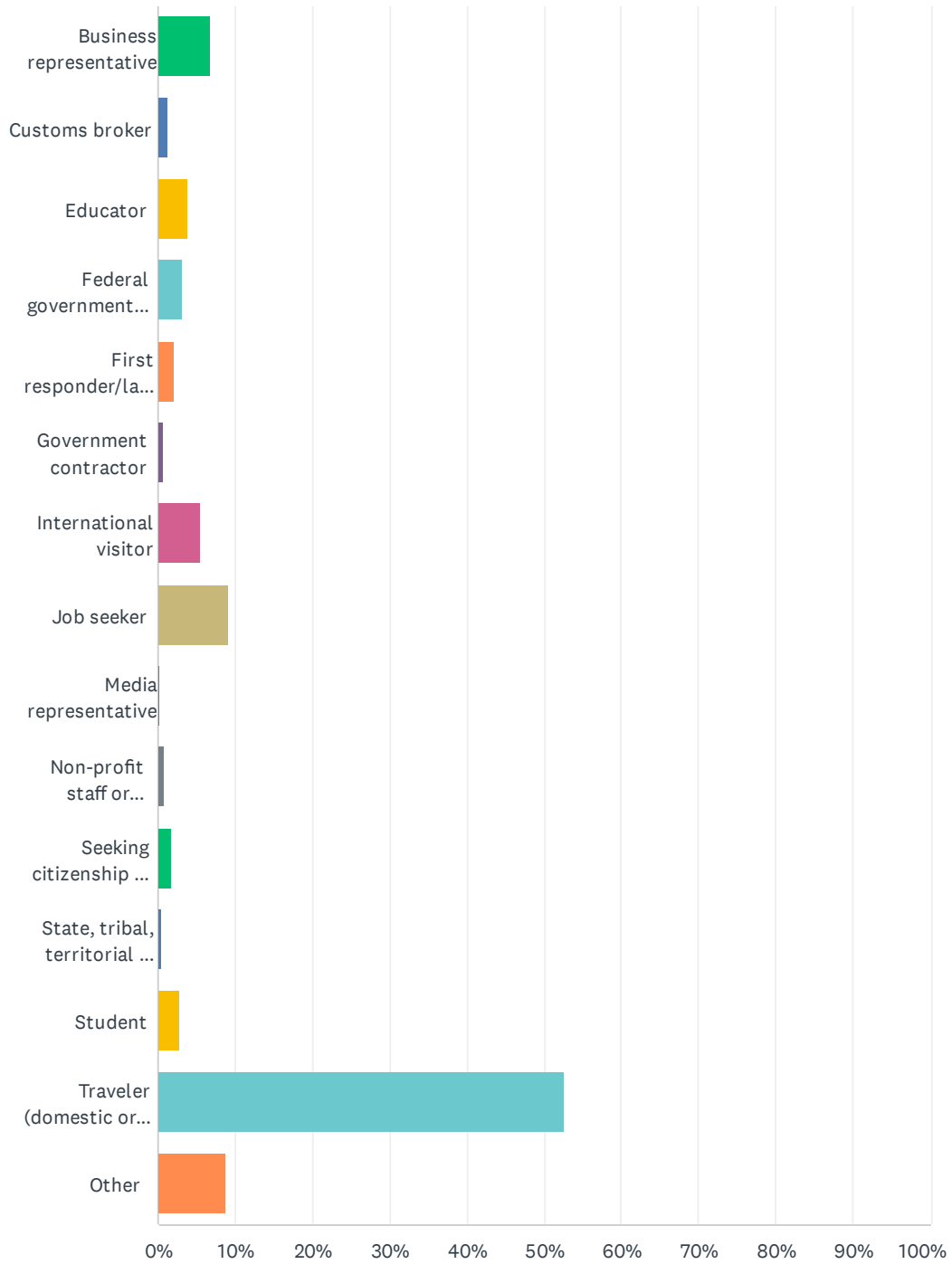
Answered: 4,120 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 76.50% | 3,152 |
| No | 23.50% | 968 |
| TOTAL | | 4,120 |

Q7 Which of the following best describes you?

Answered: 4,120 Skipped: 0

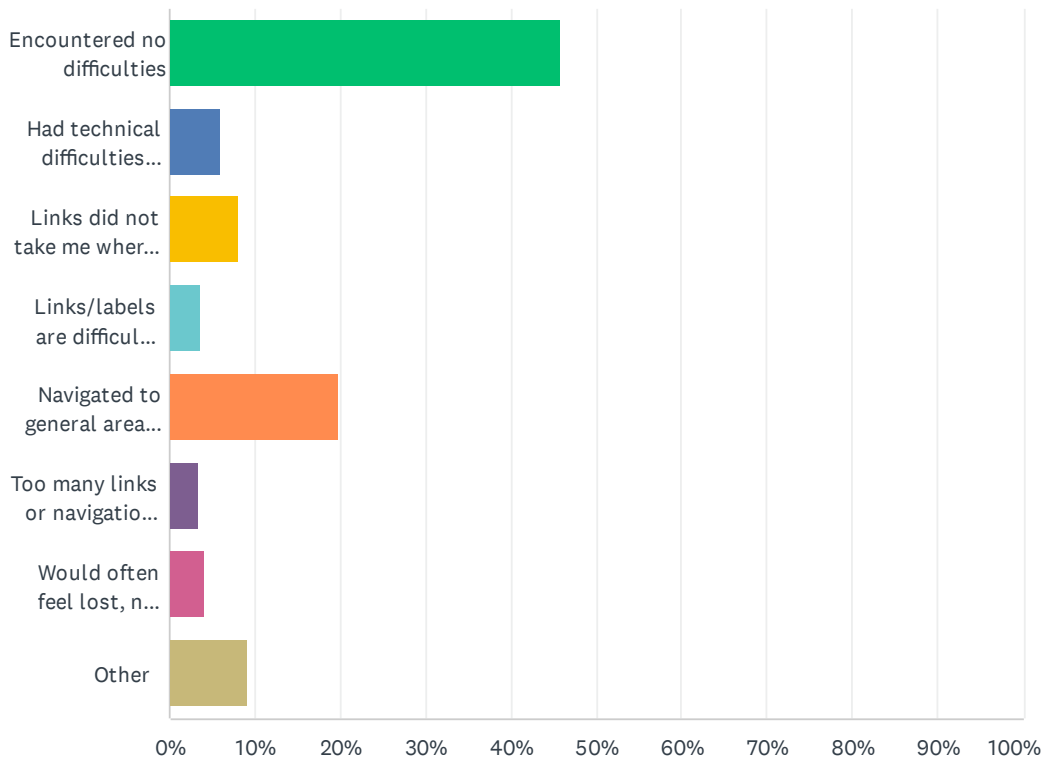


Customer Satisfaction Survey

| ANSWER CHOICES | RESPONSES | |
|---|-----------|--------------|
| Business representative | 6.72% | 277 |
| Customs broker | 1.24% | 51 |
| Educator | 3.83% | 158 |
| Federal government employee | 3.13% | 129 |
| First responder/law enforcement official | 2.23% | 92 |
| Government contractor | 0.66% | 27 |
| International visitor | 5.51% | 227 |
| Job seeker | 9.20% | 379 |
| Media representative | 0.17% | 7 |
| Non-profit staff or volunteer | 0.92% | 38 |
| Seeking citizenship or immigration information | 1.67% | 69 |
| State, tribal, territorial or local government representative | 0.51% | 21 |
| Student | 2.74% | 113 |
| Traveler (domestic or international) | 52.77% | 2,174 |
| Other | 8.69% | 358 |
| TOTAL | | 4,120 |

Q8 Please describe your experience finding your way around today.

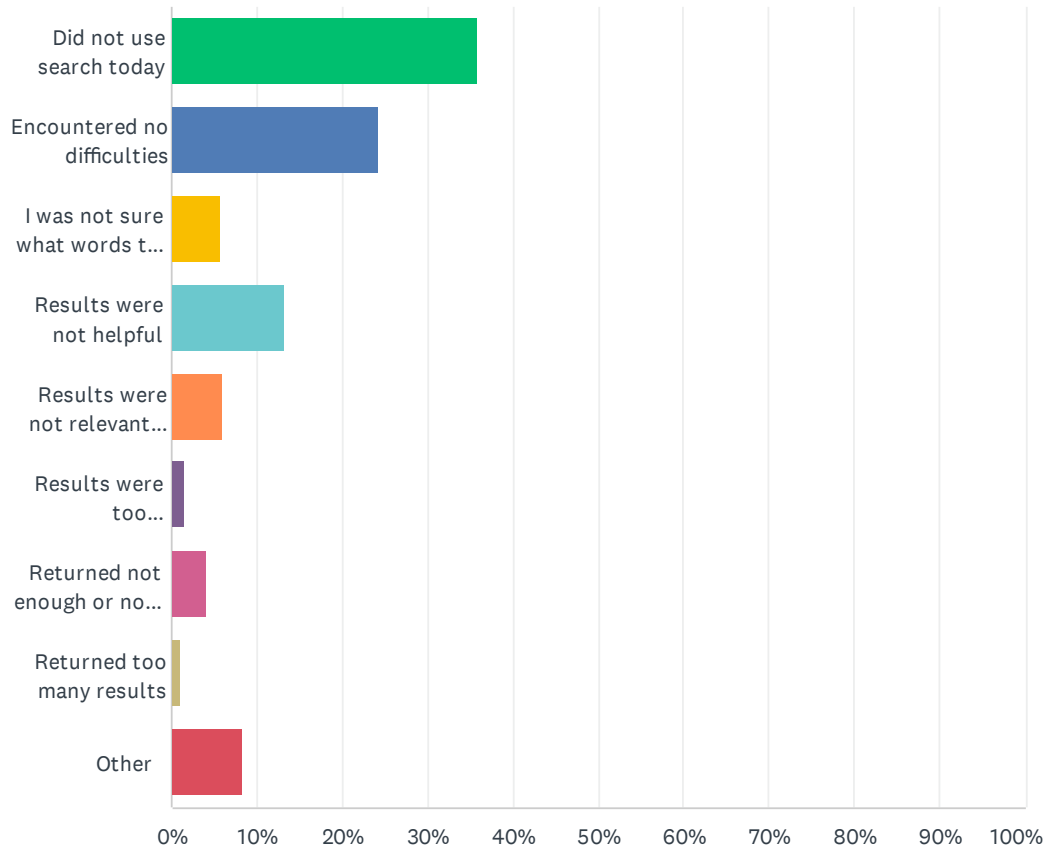
Answered: 4,120 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|--------------|
| Encountered no difficulties | 45.78% | 1,886 |
| Had technical difficulties (e.g. error messages, broken links) | 5.90% | 243 |
| Links did not take me where I expected | 8.20% | 338 |
| Links/labels are difficult to understand, they are not intuitive | 3.71% | 153 |
| Navigated to general area but couldn't find the specific content needed | 19.78% | 815 |
| Too many links or navigational choices | 3.35% | 138 |
| Would often feel lost, not know where I was | 4.13% | 170 |
| Other | 9.15% | 377 |
| TOTAL | | 4,120 |

Q9 How was your experience using our site search?

Answered: 4,120 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|--------------|
| Did not use search today | 35.87% | 1,478 |
| Encountered no difficulties | 24.34% | 1,003 |
| I was not sure what words to use in my search | 5.68% | 234 |
| Results were not helpful | 13.18% | 543 |
| Results were not relevant to my search terms or needs | 5.87% | 242 |
| Results were too similar/redundant | 1.48% | 61 |
| Returned not enough or no results | 4.13% | 170 |
| Returned too many results | 1.09% | 45 |
| Other | 8.35% | 344 |
| TOTAL | | 4,120 |