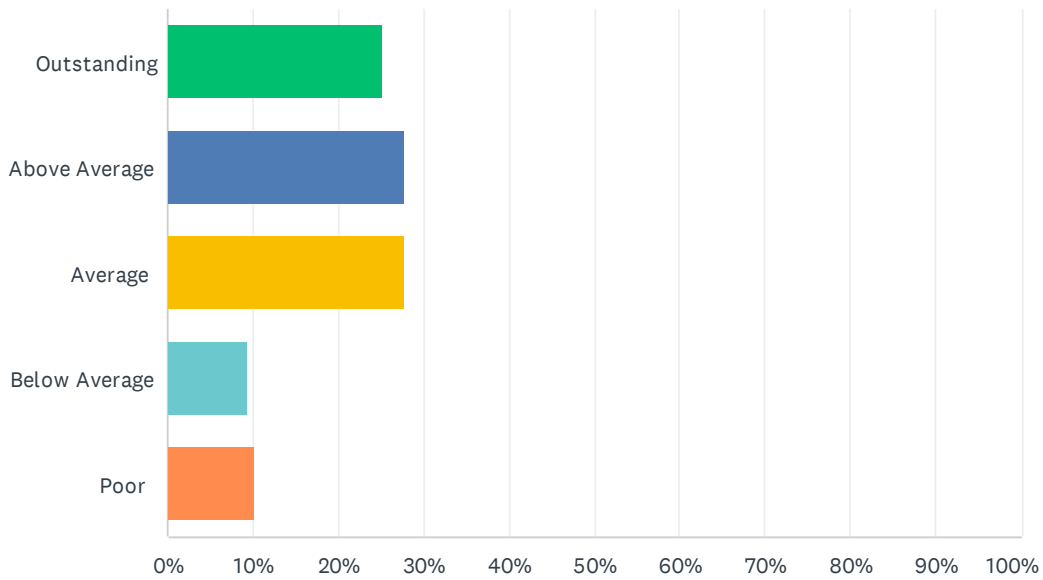


## Q1 How would you rate your overall experience today?

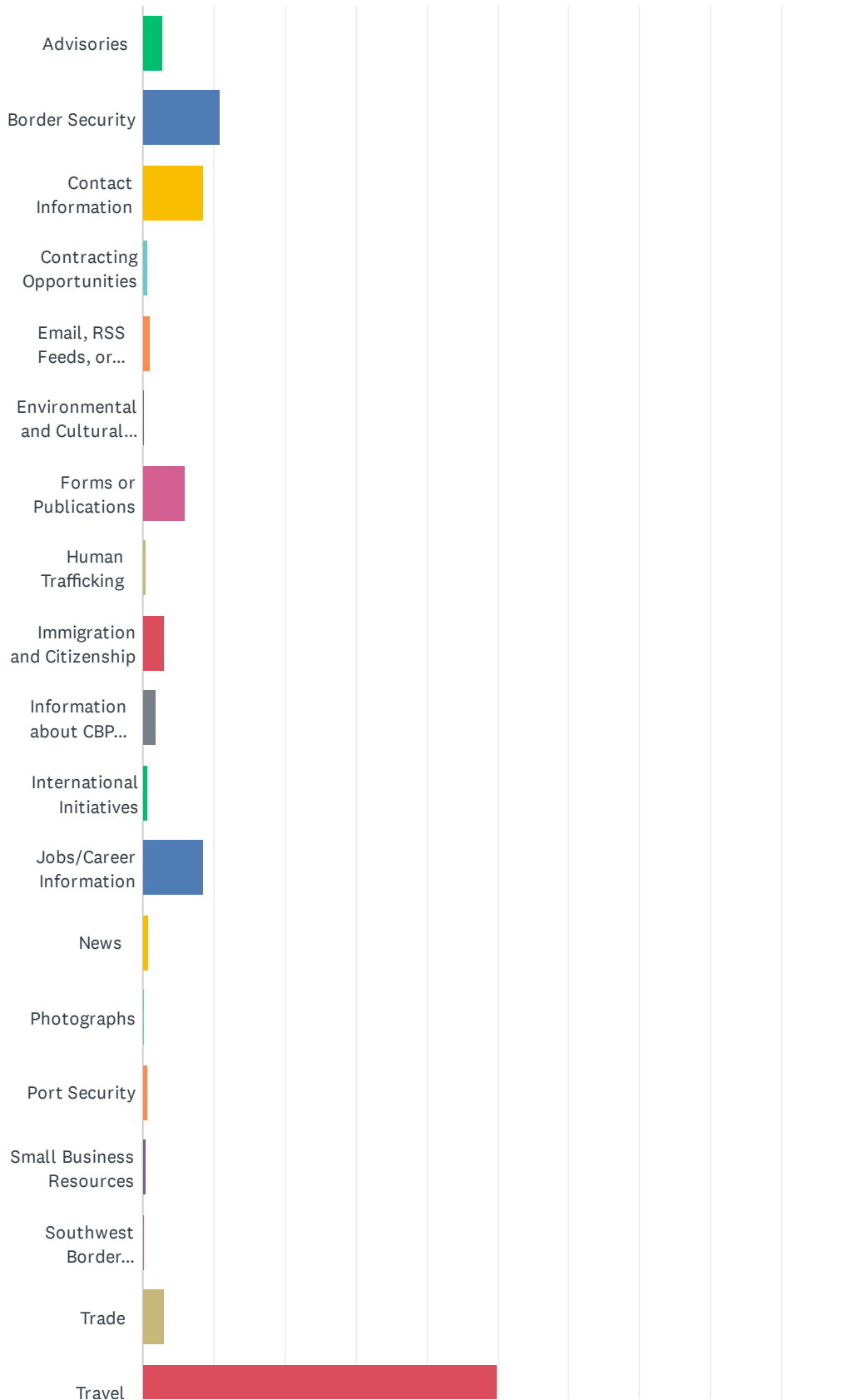
Answered: 6,194 Skipped: 0



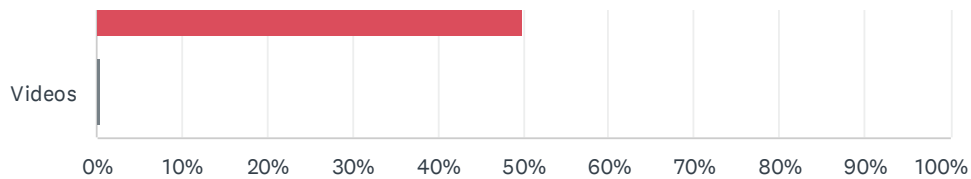
ANSWER CHOICES	RESPONSES	
Outstanding	25.10%	1,555
Above Average	27.62%	1,711
Average	27.75%	1,719
Below Average	9.35%	579
Poor	10.17%	630
<b>TOTAL</b>		<b>6,194</b>

## Q2 What information were you looking for today?

Answered: 6,194 Skipped: 0



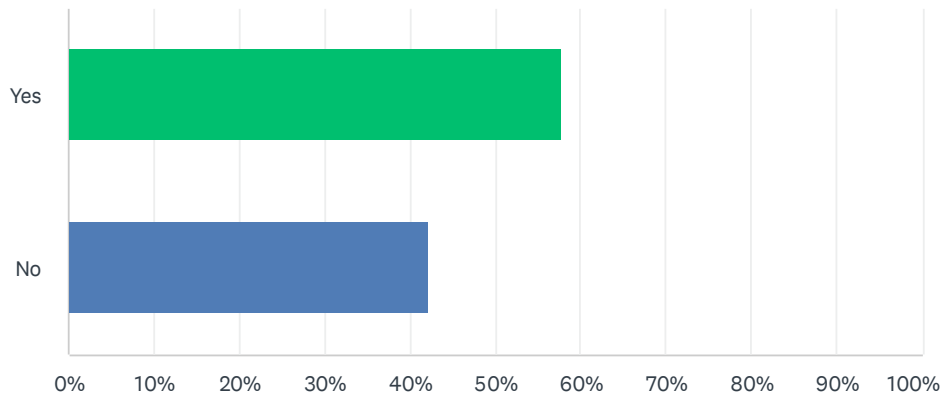
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.79%	173
Border Security	10.88%	674
Contact Information	8.46%	524
Contracting Opportunities	0.58%	36
Email, RSS Feeds, or Subscription Services	1.08%	67
Environmental and Cultural Stewardship	0.15%	9
Forms or Publications	5.99%	371
Human Trafficking	0.34%	21
Immigration and Citizenship	3.00%	186
Information about CBP (leadership, history, etc.)	1.91%	118
International Initiatives	0.73%	45
Jobs/Career Information	8.51%	527
News	0.94%	58
Photographs	0.15%	9
Port Security	0.68%	42
Small Business Resources	0.48%	30
Southwest Border Unaccompanied Alien Children/Family Unit	0.11%	7
Trade	2.94%	182
Travel	49.97%	3,095
Videos	0.32%	20
<b>TOTAL</b>		<b>6,194</b>

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

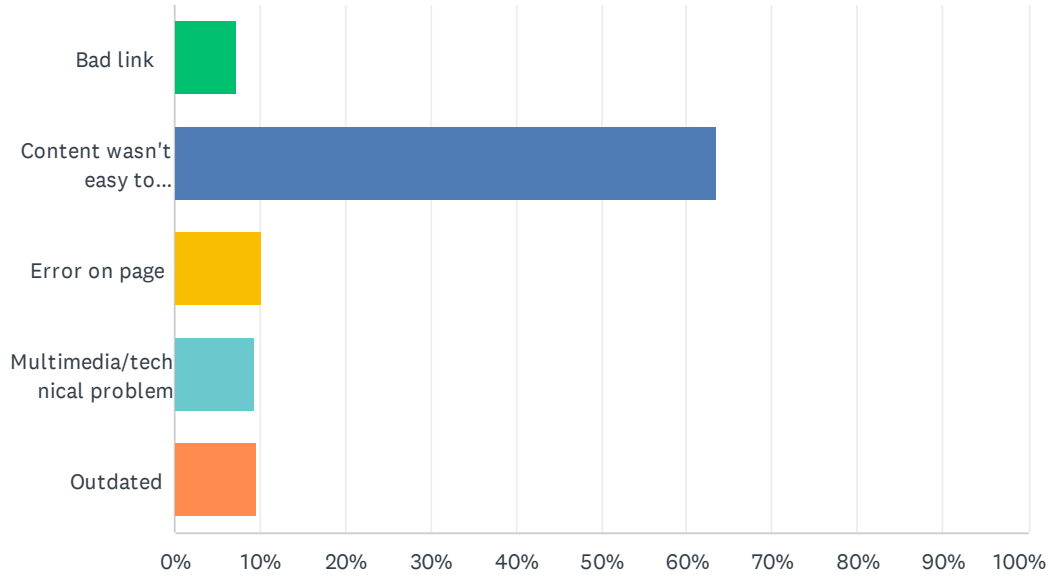
Answered: 6,194 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.72%	3,575
No	42.28%	2,619
TOTAL		6,194

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

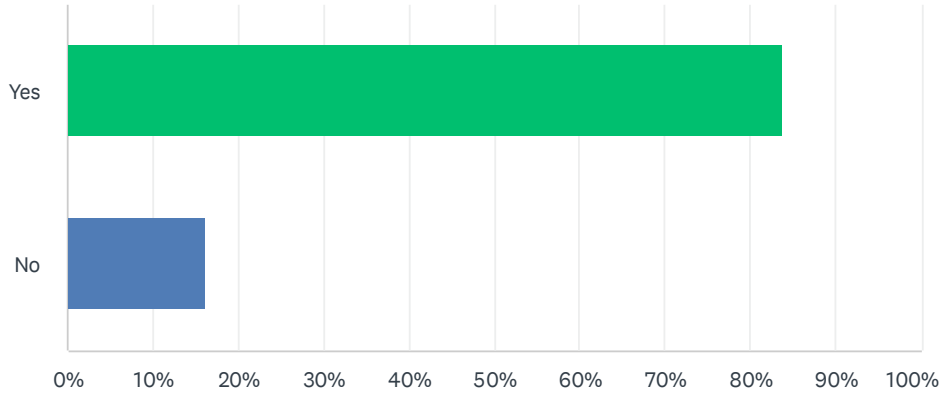
Answered: 2,616 Skipped: 3,578



ANSWER CHOICES	RESPONSES	
Bad link	7.22%	189
Content wasn't easy to understand	63.57%	1,663
Error on page	10.24%	268
Multimedia/technical problem	9.29%	243
Outdated	9.67%	253
<b>TOTAL</b>		<b>2,616</b>

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

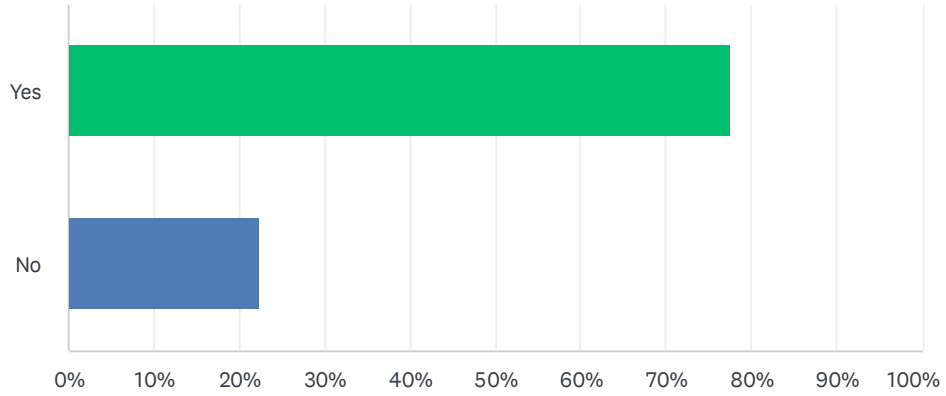
Answered: 6,194 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.79%	5,190
No	16.21%	1,004
TOTAL		6,194

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

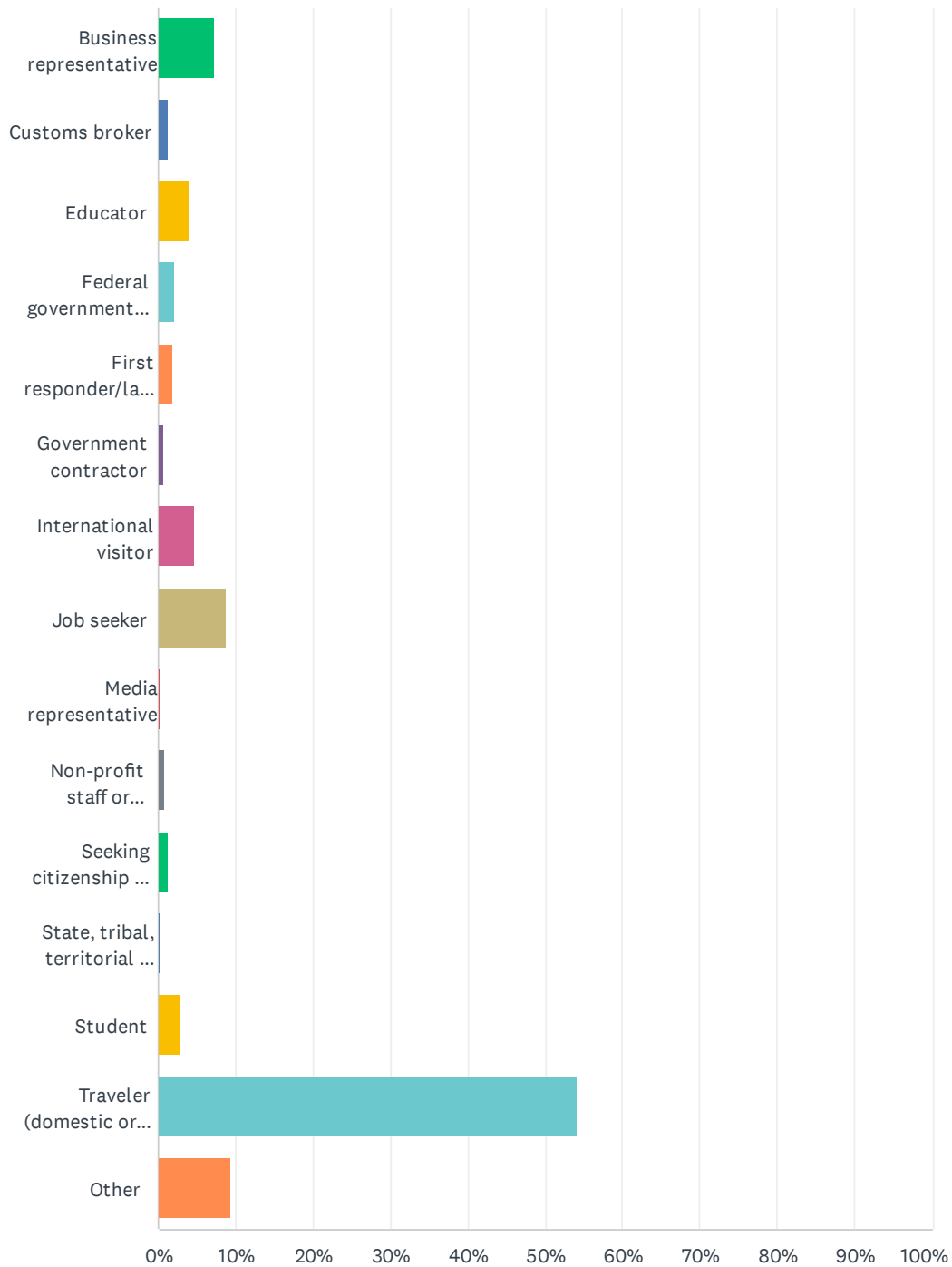
Answered: 6,194 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.66%	4,810
No	22.34%	1,384
TOTAL		6,194

## Q7 Which of the following best describes you?

Answered: 6,194 Skipped: 0



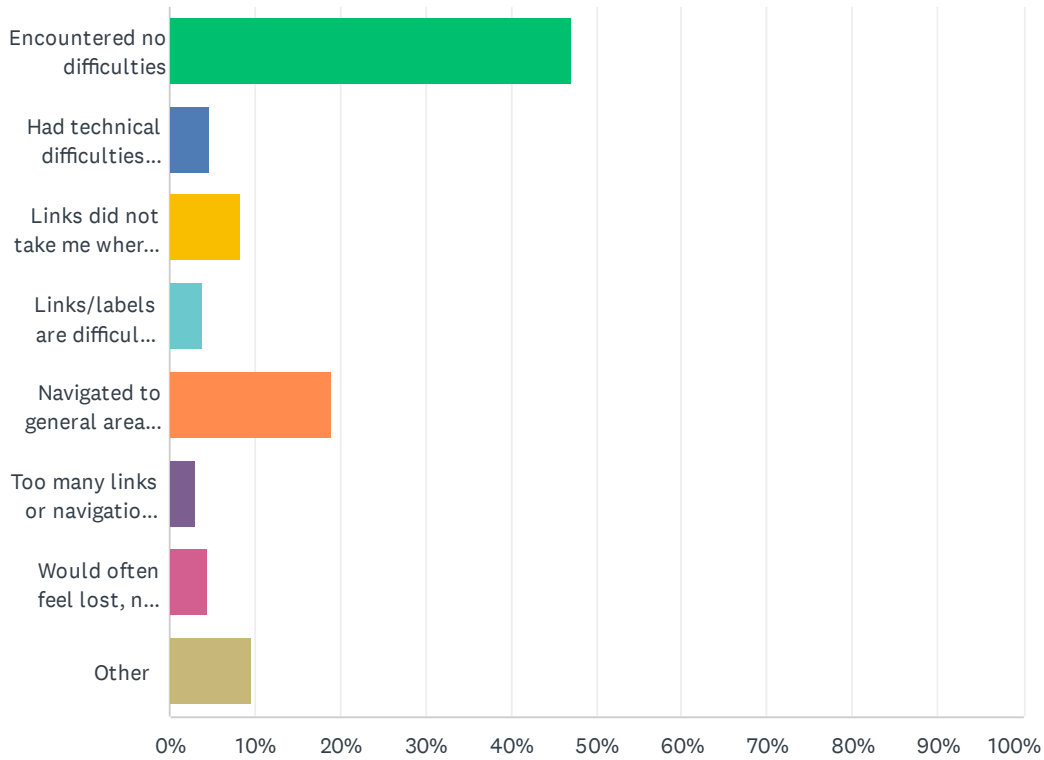


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.22%	447
Customs broker	1.31%	81
Educator	4.00%	248
Federal government employee	2.23%	138
First responder/law enforcement official	2.00%	124
Government contractor	0.63%	39
International visitor	4.70%	291
Job seeker	8.80%	545
Media representative	0.29%	18
Non-profit staff or volunteer	0.81%	50
Seeking citizenship or immigration information	1.32%	82
State, tribal, territorial or local government representative	0.27%	17
Student	2.84%	176
Traveler (domestic or international)	54.17%	3,355
Other	9.41%	583
<b>TOTAL</b>		<b>6,194</b>

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

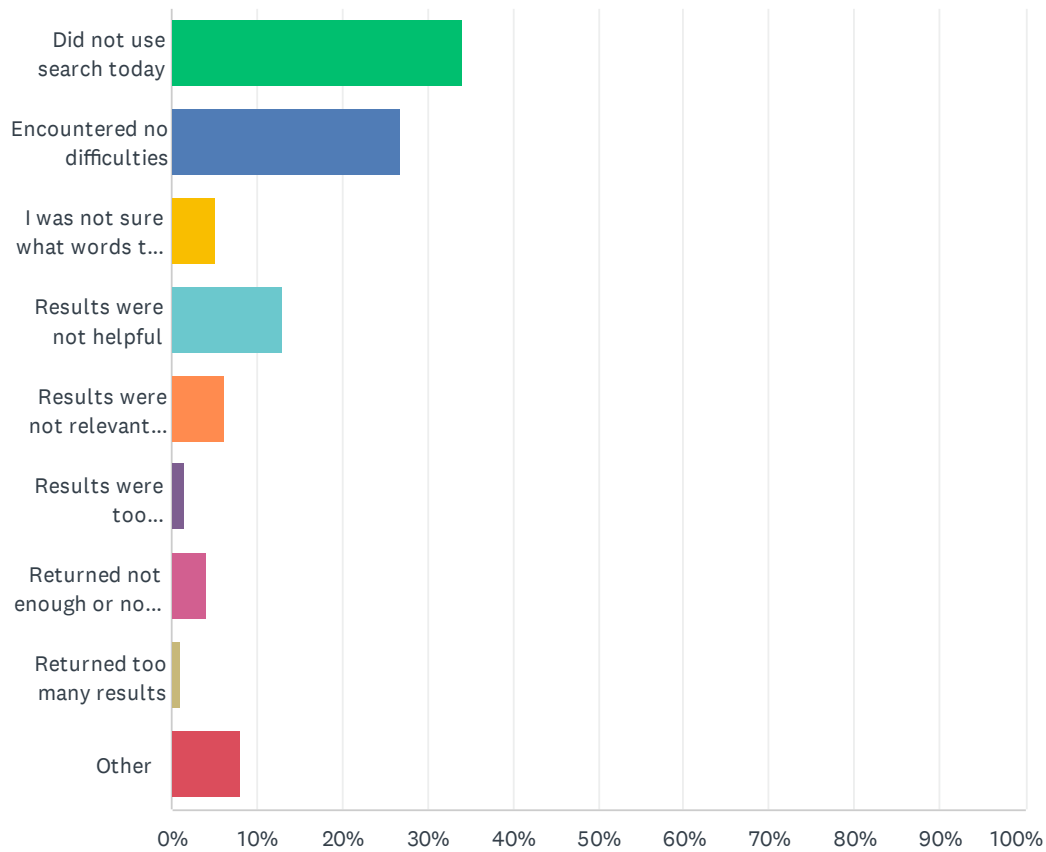
Answered: 6,194 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.03%	2,913
Had technical difficulties (e.g. error messages, broken links)	4.68%	290
Links did not take me where I expected	8.23%	510
Links/labels are difficult to understand, they are not intuitive	3.89%	241
Navigated to general area but couldn't find the specific content needed	19.07%	1,181
Too many links or navigational choices	3.05%	189
Would often feel lost, not know where I was	4.46%	276
Other	9.59%	594
<b>TOTAL</b>		<b>6,194</b>

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

Answered: 6,194 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.05%	2,109
Encountered no difficulties	26.82%	1,661
I was not sure what words to use in my search	5.18%	321
Results were not helpful	13.00%	805
Results were not relevant to my search terms or needs	6.22%	385
Results were too similar/redundant	1.55%	96
Returned not enough or no results	4.00%	248
Returned too many results	1.15%	71
Other	8.04%	498
<b>TOTAL</b>		<b>6,194</b>