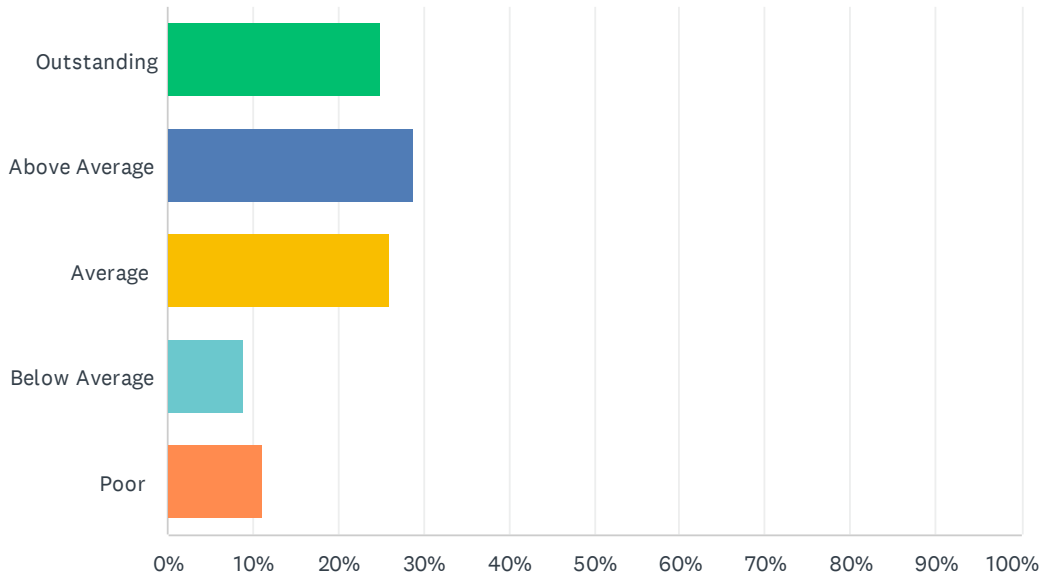


Q1 How would you rate your overall experience today?

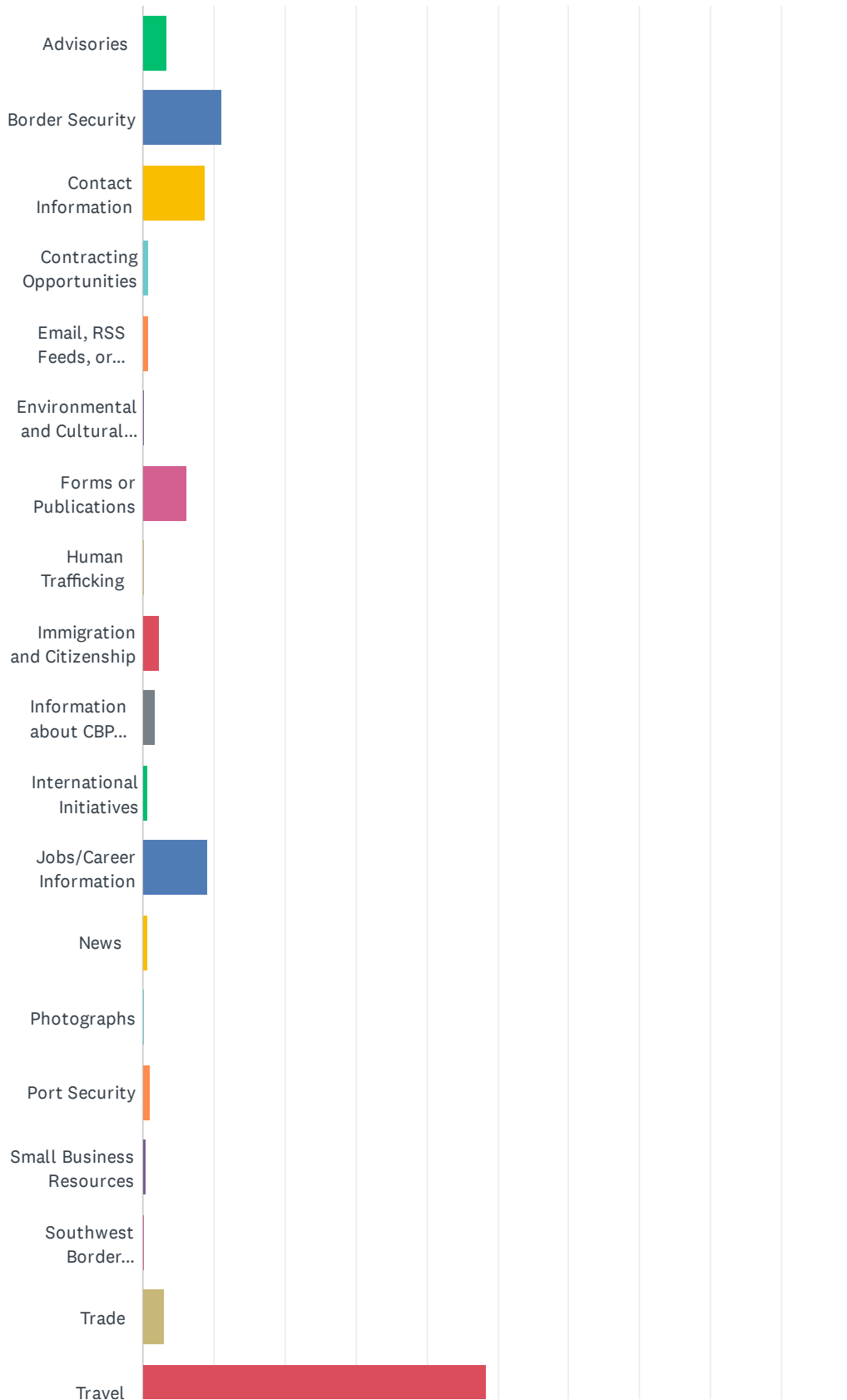
Answered: 5,851 Skipped: 0



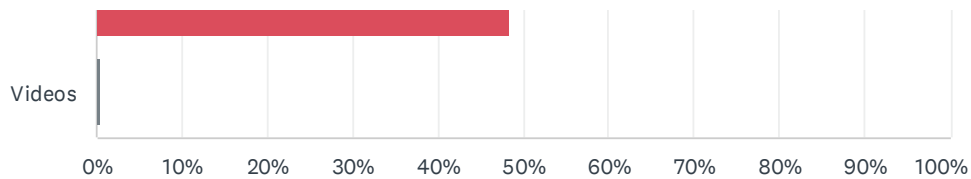
ANSWER CHOICES	RESPONSES	
Outstanding	25.02%	1,464
Above Average	28.87%	1,689
Average	25.94%	1,518
Below Average	8.99%	526
Poor	11.18%	654
TOTAL		5,851

Q2 What information were you looking for today?

Answered: 5,851 Skipped: 0



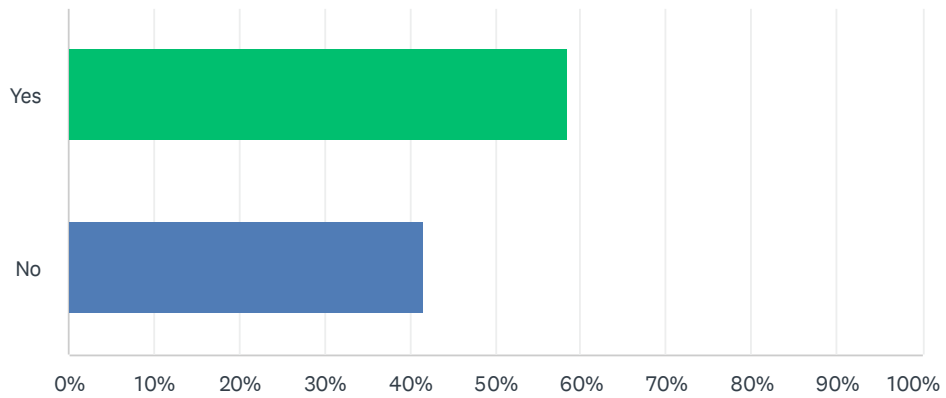
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.45%	202
Border Security	11.11%	650
Contact Information	8.70%	509
Contracting Opportunities	0.82%	48
Email, RSS Feeds, or Subscription Services	0.92%	54
Environmental and Cultural Stewardship	0.19%	11
Forms or Publications	6.20%	363
Human Trafficking	0.29%	17
Immigration and Citizenship	2.31%	135
Information about CBP (leadership, history, etc.)	1.69%	99
International Initiatives	0.62%	36
Jobs/Career Information	9.26%	542
News	0.70%	41
Photographs	0.15%	9
Port Security	1.04%	61
Small Business Resources	0.53%	31
Southwest Border Unaccompanied Alien Children/Family Unit	0.14%	8
Trade	3.04%	178
Travel	48.30%	2,826
Videos	0.53%	31
TOTAL		5,851

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

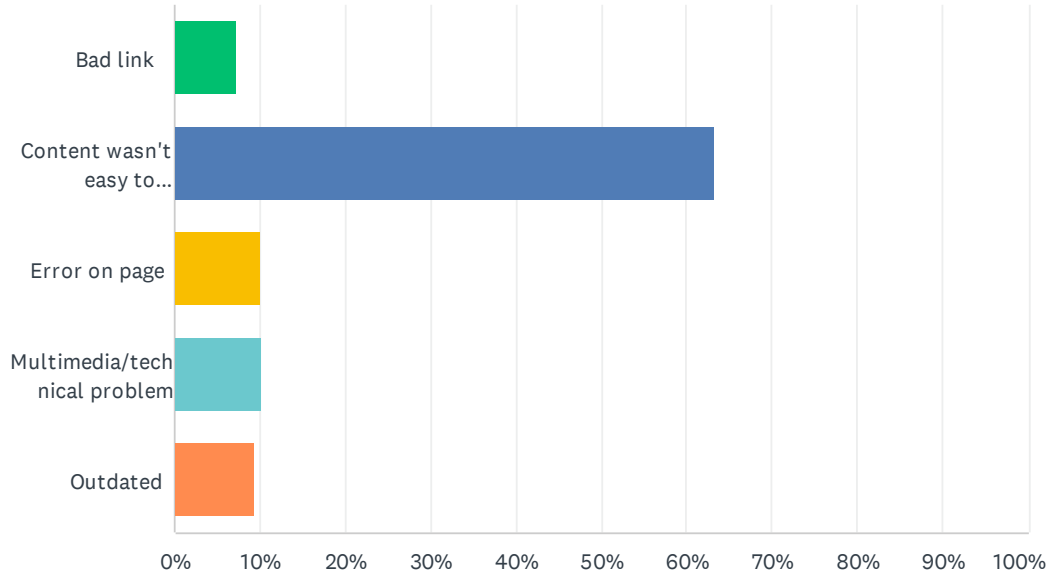
Answered: 5,851 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.50%	3,423
No	41.50%	2,428
TOTAL		5,851

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

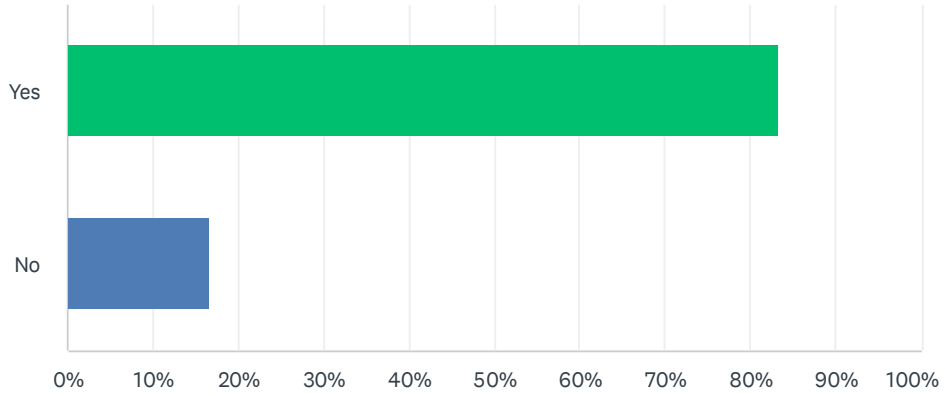
Answered: 2,455 Skipped: 3,396



ANSWER CHOICES	RESPONSES	
Bad link	7.17%	176
Content wasn't easy to understand	63.26%	1,553
Error on page	9.98%	245
Multimedia/technical problem	10.26%	252
Outdated	9.33%	229
TOTAL		2,455

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

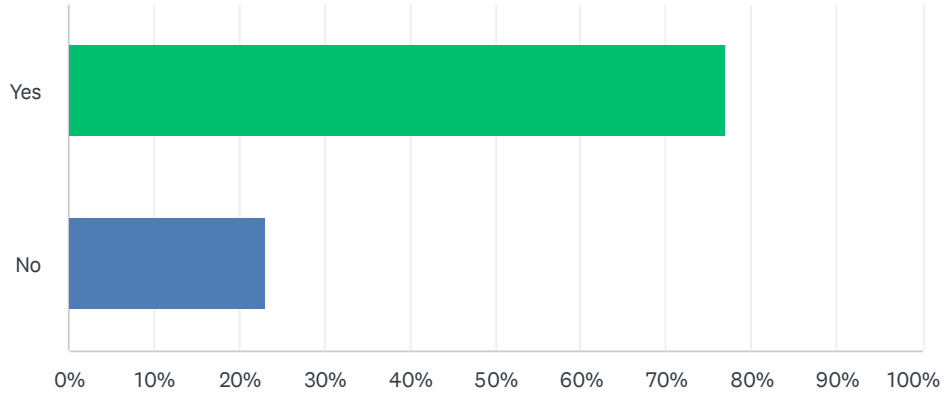
Answered: 5,851 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.35%	4,877
No	16.65%	974
TOTAL		5,851

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

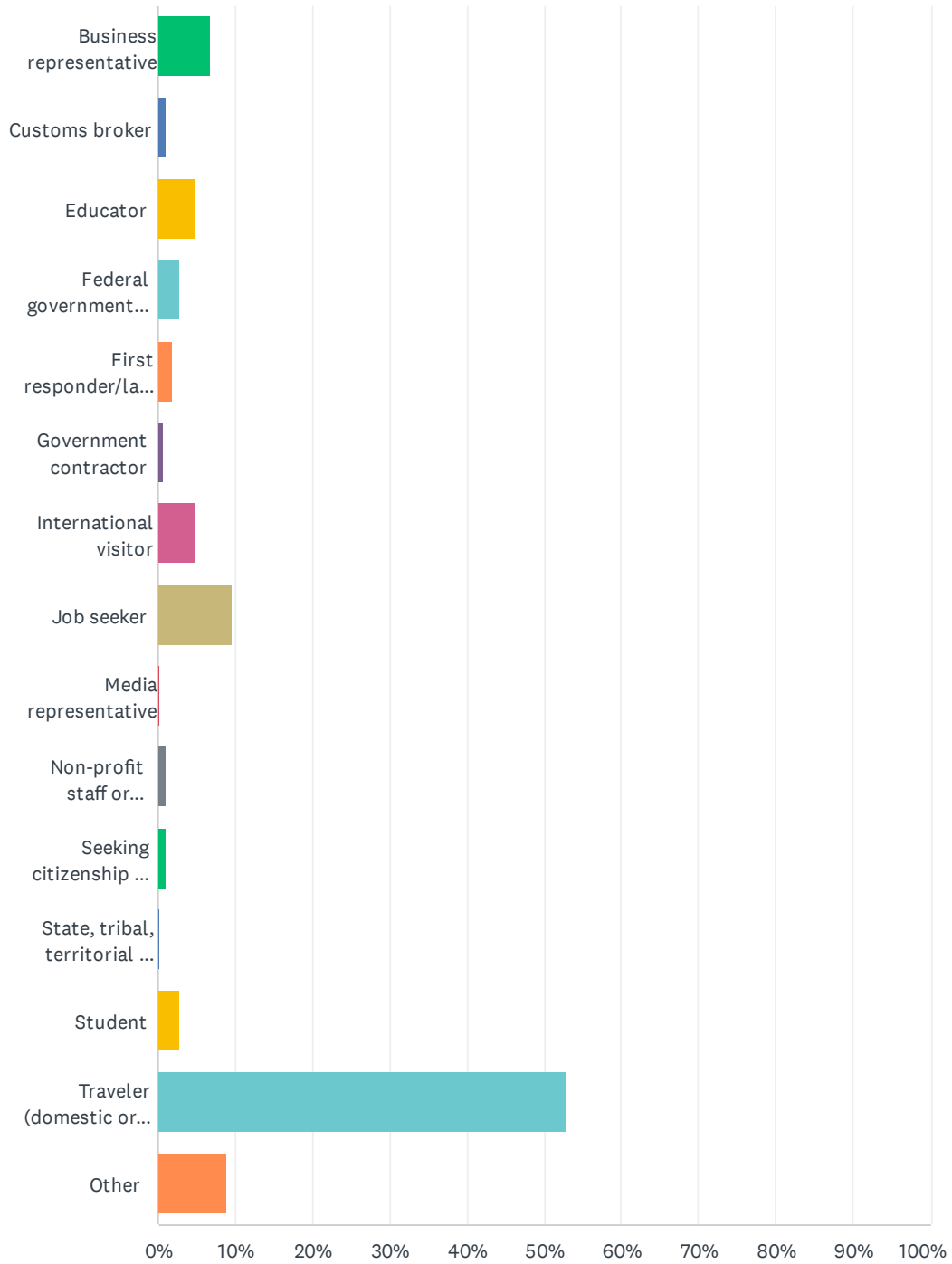
Answered: 5,851 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.89%	4,499
No	23.11%	1,352
TOTAL		5,851

Q7 Which of the following best describes you?

Answered: 5,851 Skipped: 0

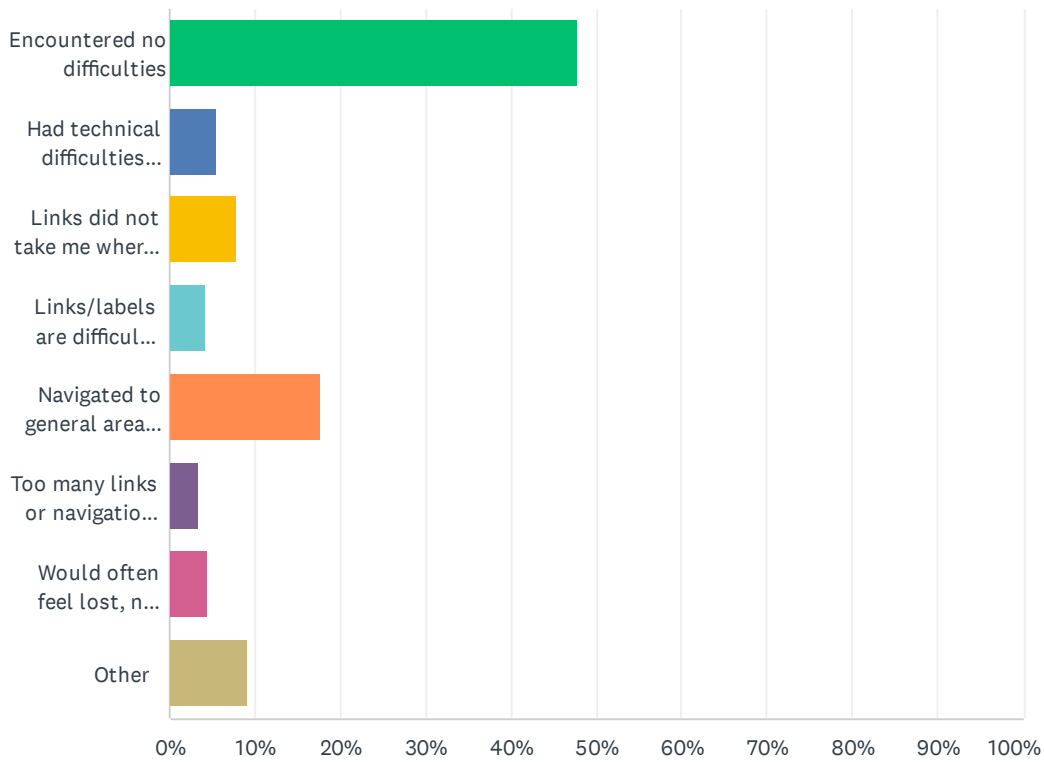


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.87%	402
Customs broker	1.01%	59
Educator	4.82%	282
Federal government employee	2.79%	163
First responder/law enforcement official	1.86%	109
Government contractor	0.73%	43
International visitor	4.96%	290
Job seeker	9.55%	559
Media representative	0.26%	15
Non-profit staff or volunteer	0.97%	57
Seeking citizenship or immigration information	1.16%	68
State, tribal, territorial or local government representative	0.31%	18
Student	2.80%	164
Traveler (domestic or international)	52.88%	3,094
Other	9.02%	528
TOTAL		5,851

Q8 Please describe your experience finding your way around today.

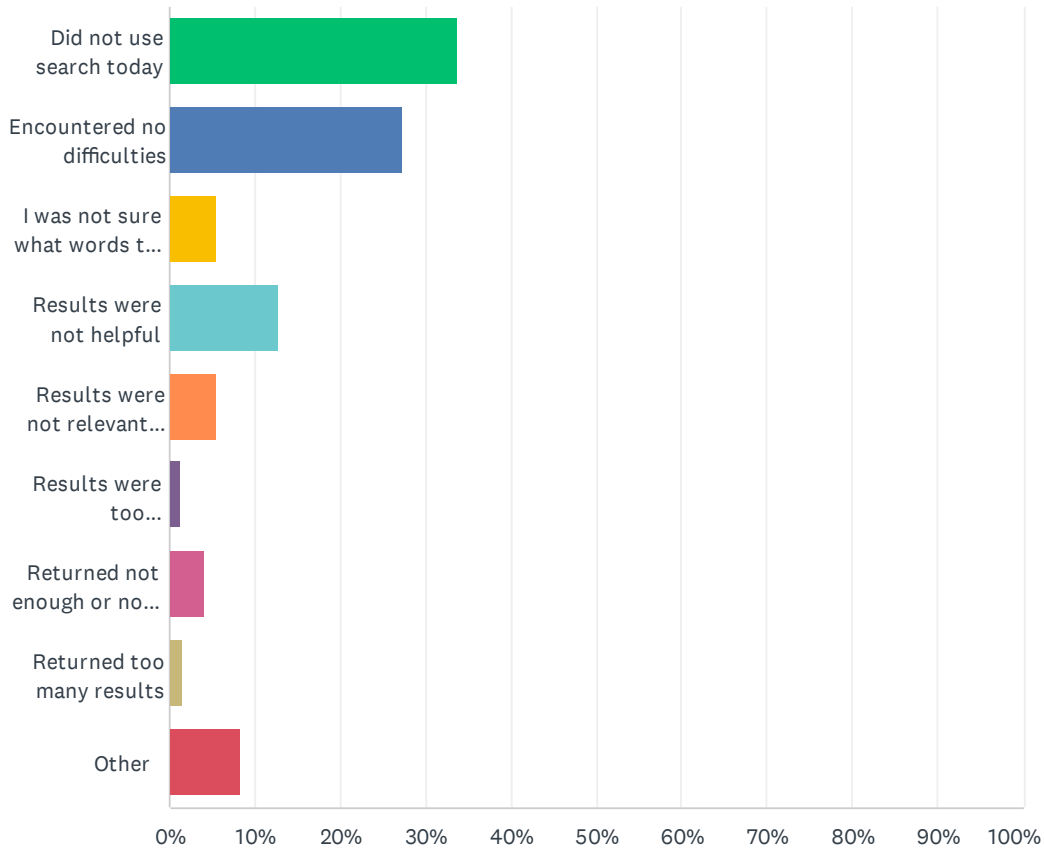
Answered: 5,851 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.67%	2,789
Had technical difficulties (e.g. error messages, broken links)	5.45%	319
Links did not take me where I expected	7.79%	456
Links/labels are difficult to understand, they are not intuitive	4.32%	253
Navigated to general area but couldn't find the specific content needed	17.72%	1,037
Too many links or navigational choices	3.42%	200
Would often feel lost, not know where I was	4.55%	266
Other	9.08%	531
TOTAL		5,851

Q9 How was your experience using our site search?

Answered: 5,851 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.79%	1,977
Encountered no difficulties	27.19%	1,591
I was not sure what words to use in my search	5.57%	326
Results were not helpful	12.85%	752
Results were not relevant to my search terms or needs	5.57%	326
Results were too similar/redundant	1.28%	75
Returned not enough or no results	4.03%	236
Returned too many results	1.40%	82
Other	8.31%	486
TOTAL		5,851