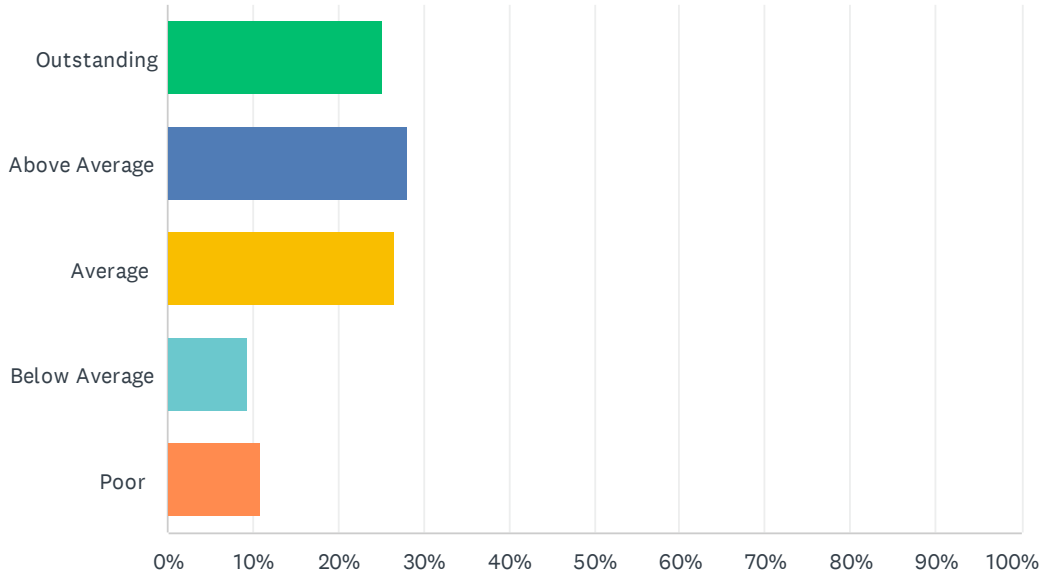


Q1 How would you rate your overall experience today?

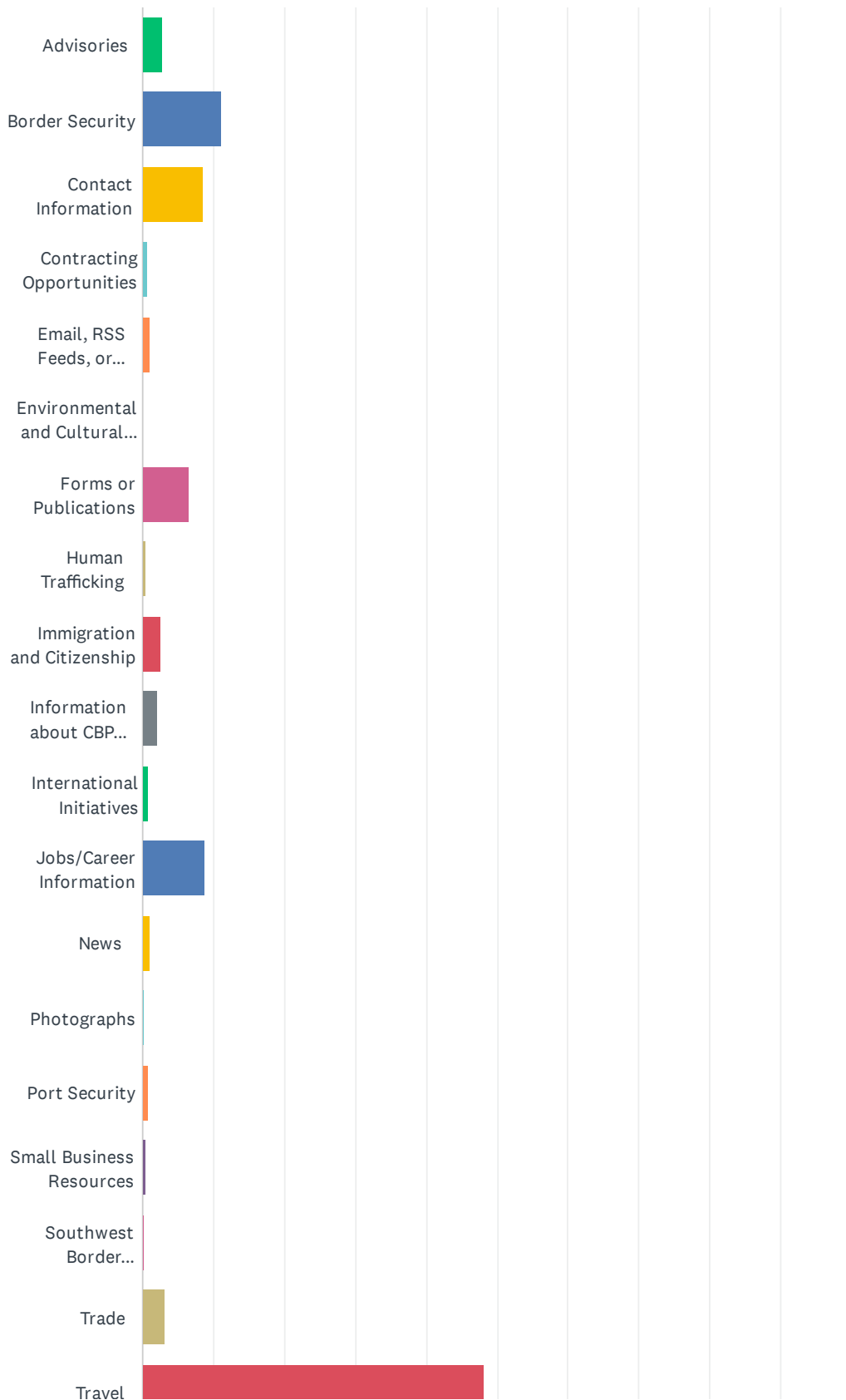
Answered: 5,467 Skipped: 0



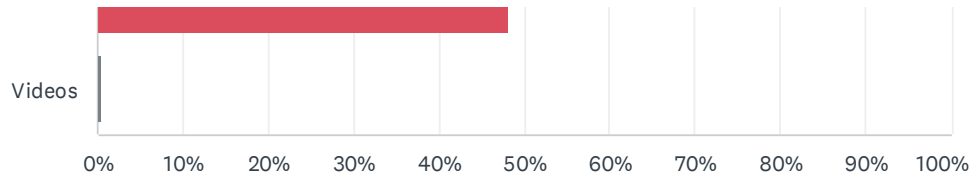
ANSWER CHOICES	RESPONSES	
Outstanding	25.22%	1,379
Above Average	28.08%	1,535
Average	26.60%	1,454
Below Average	9.33%	510
Poor	10.77%	589
TOTAL		5,467

Q2 What information were you looking for today?

Answered: 5,467 Skipped: 0



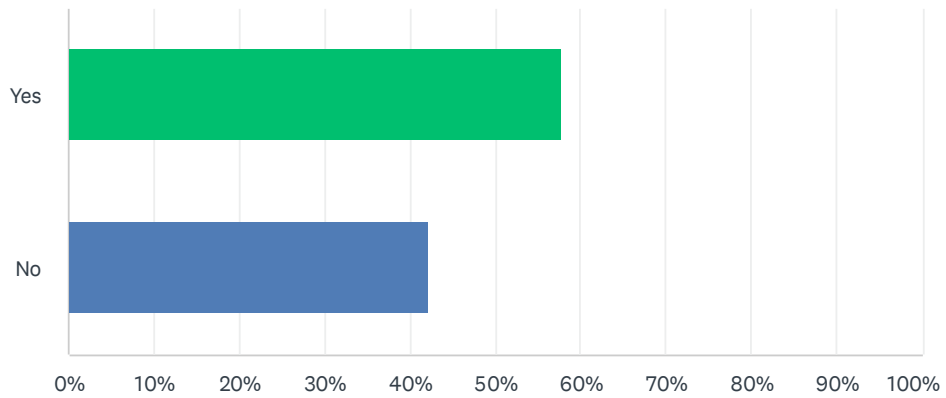
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.84%	155
Border Security	11.03%	603
Contact Information	8.43%	461
Contracting Opportunities	0.68%	37
Email, RSS Feeds, or Subscription Services	1.04%	57
Environmental and Cultural Stewardship	0.05%	3
Forms or Publications	6.53%	357
Human Trafficking	0.37%	20
Immigration and Citizenship	2.49%	136
Information about CBP (leadership, history, etc.)	2.23%	122
International Initiatives	0.80%	44
Jobs/Career Information	8.69%	475
News	1.04%	57
Photographs	0.26%	14
Port Security	0.90%	49
Small Business Resources	0.40%	22
Southwest Border Unaccompanied Alien Children/Family Unit	0.22%	12
Trade	3.26%	178
Travel	48.23%	2,637
Videos	0.51%	28
TOTAL		5,467

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

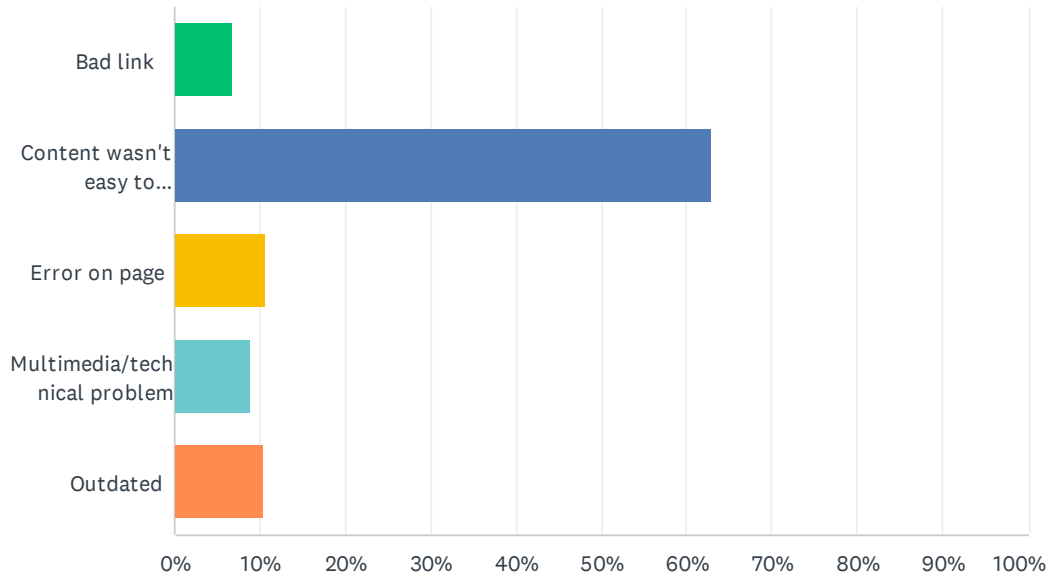
Answered: 5,467 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.71%	3,155
No	42.29%	2,312
TOTAL		5,467

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

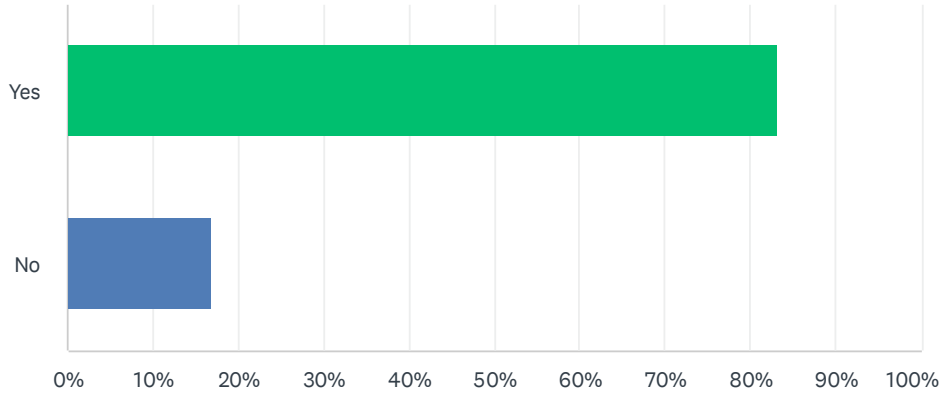
Answered: 2,304 Skipped: 3,163



ANSWER CHOICES	RESPONSES	
Bad link	6.73%	155
Content wasn't easy to understand	62.98%	1,451
Error on page	10.76%	248
Multimedia/technical problem	9.03%	208
Outdated	10.50%	242
TOTAL		2,304

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

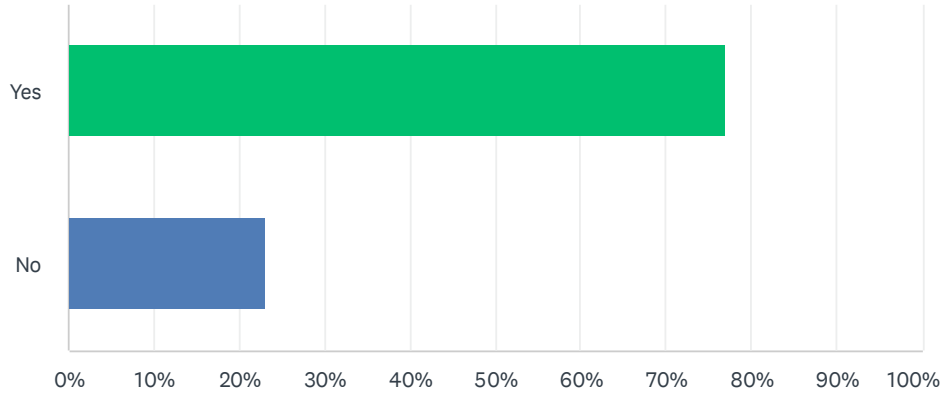
Answered: 5,467 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.15%	4,546
No	16.85%	921
TOTAL		5,467

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

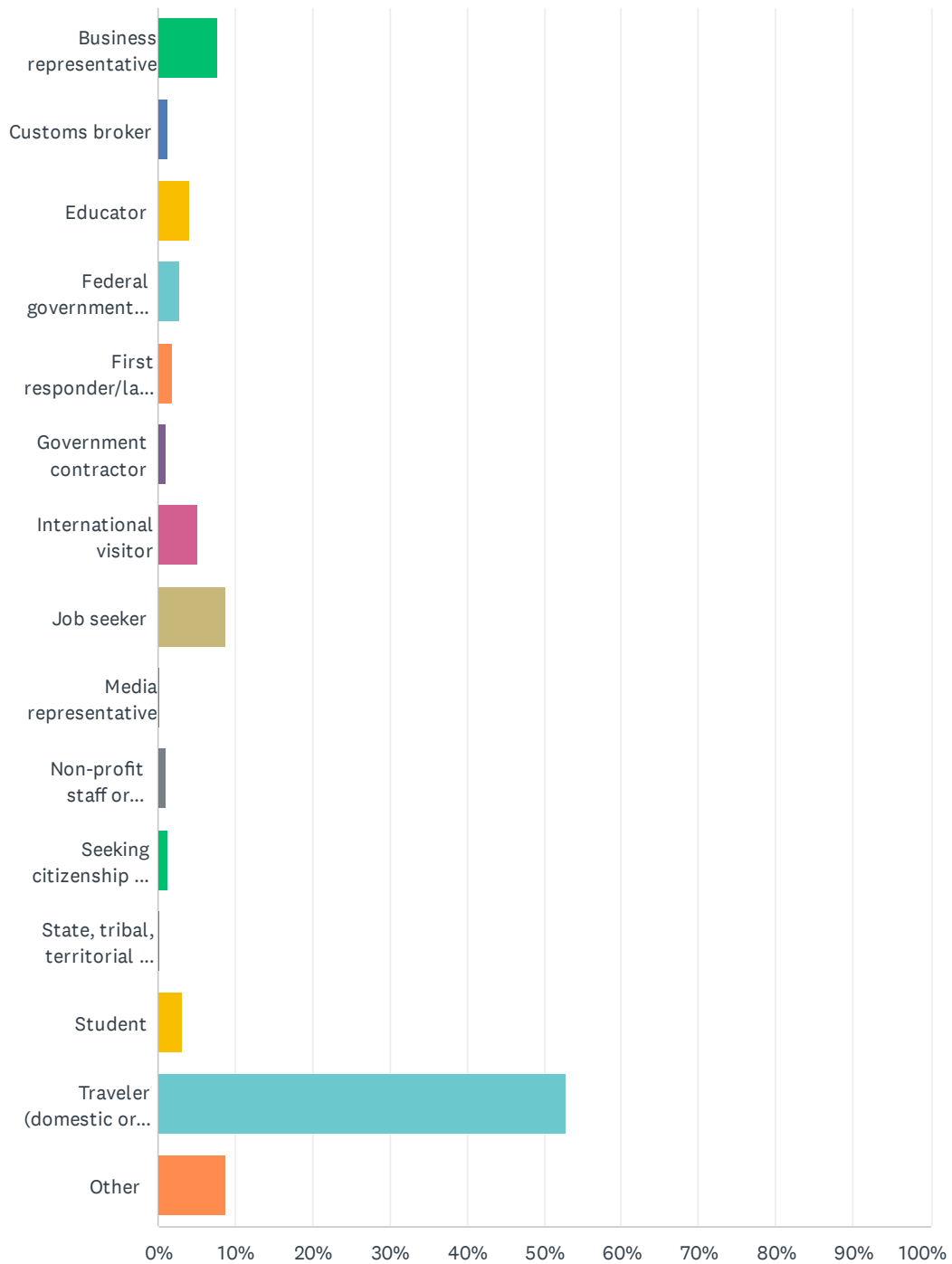
Answered: 5,467 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.90%	4,204
No	23.10%	1,263
TOTAL		5,467

Q7 Which of the following best describes you?

Answered: 5,467 Skipped: 0

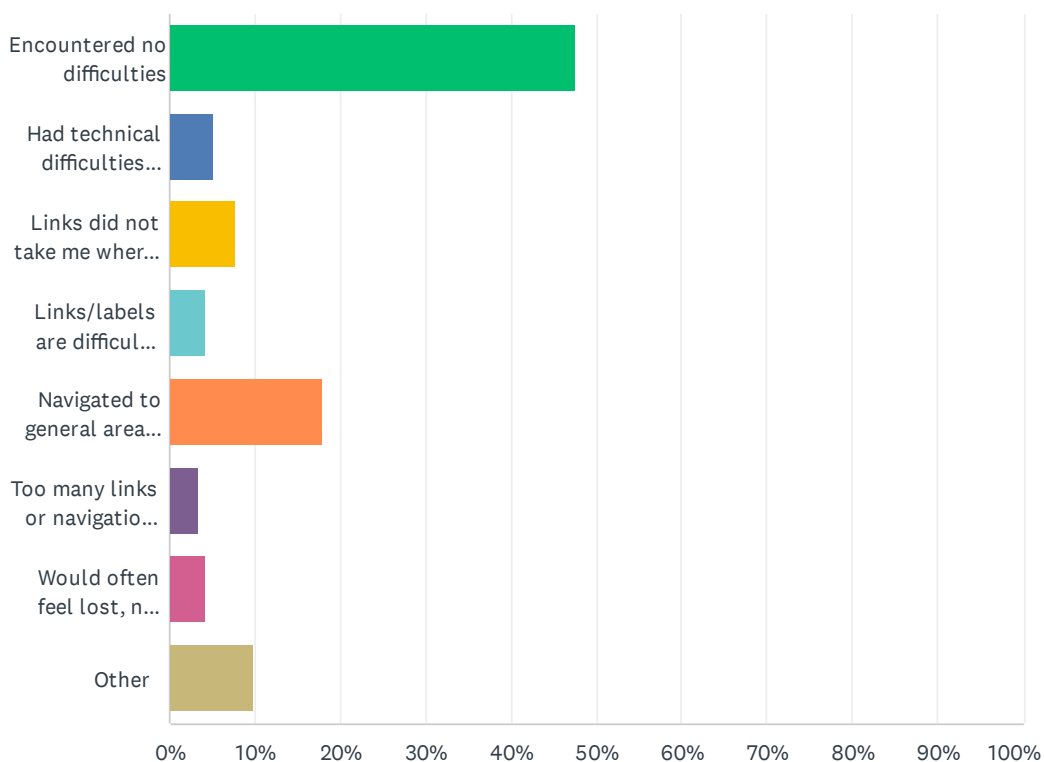


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.61%	416
Customs broker	1.32%	72
Educator	3.99%	218
Federal government employee	2.69%	147
First responder/law enforcement official	1.85%	101
Government contractor	0.97%	53
International visitor	5.16%	282
Job seeker	8.83%	483
Media representative	0.27%	15
Non-profit staff or volunteer	0.99%	54
Seeking citizenship or immigration information	1.23%	67
State, tribal, territorial or local government representative	0.24%	13
Student	3.24%	177
Traveler (domestic or international)	52.90%	2,892
Other	8.73%	477
TOTAL		5,467

Q8 Please describe your experience finding your way around today.

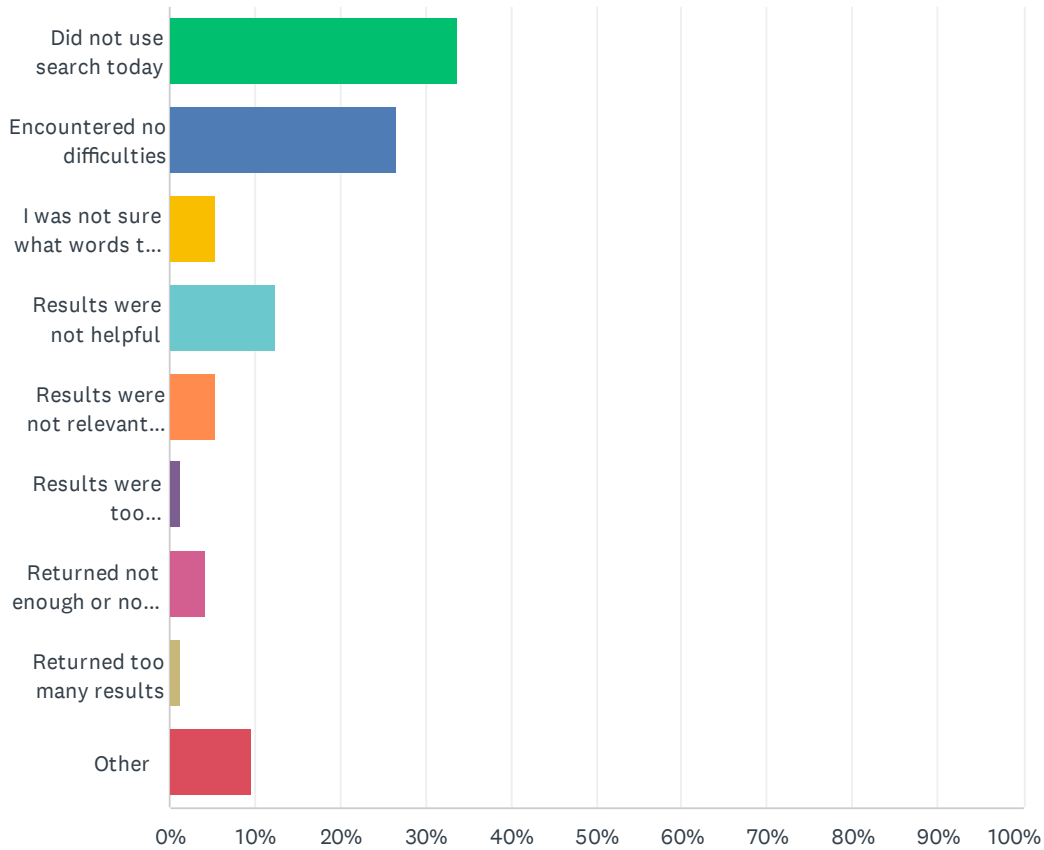
Answered: 5,467 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.56%	2,600
Had technical difficulties (e.g. error messages, broken links)	5.09%	278
Links did not take me where I expected	7.72%	422
Links/labels are difficult to understand, they are not intuitive	4.19%	229
Navigated to general area but couldn't find the specific content needed	17.87%	977
Too many links or navigational choices	3.49%	191
Would often feel lost, not know where I was	4.26%	233
Other	9.82%	537
TOTAL		5,467

Q9 How was your experience using our site search?

Answered: 5,467 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.77%	1,846
Encountered no difficulties	26.72%	1,461
I was not sure what words to use in my search	5.29%	289
Results were not helpful	12.27%	671
Results were not relevant to my search terms or needs	5.34%	292
Results were too similar/redundant	1.37%	75
Returned not enough or no results	4.23%	231
Returned too many results	1.34%	73
Other	9.68%	529
TOTAL		5,467