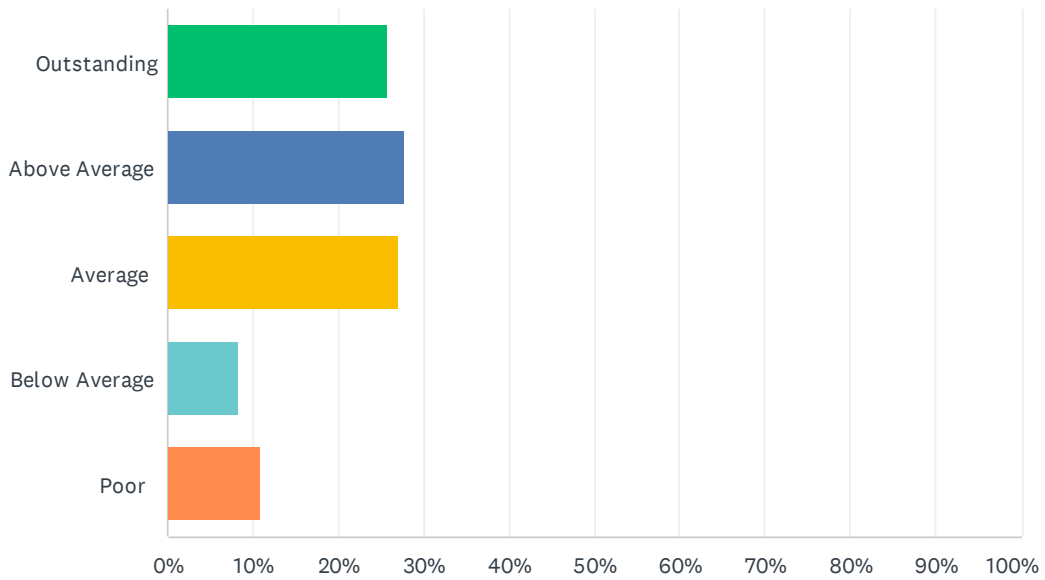


## Q1 How would you rate your overall experience today?

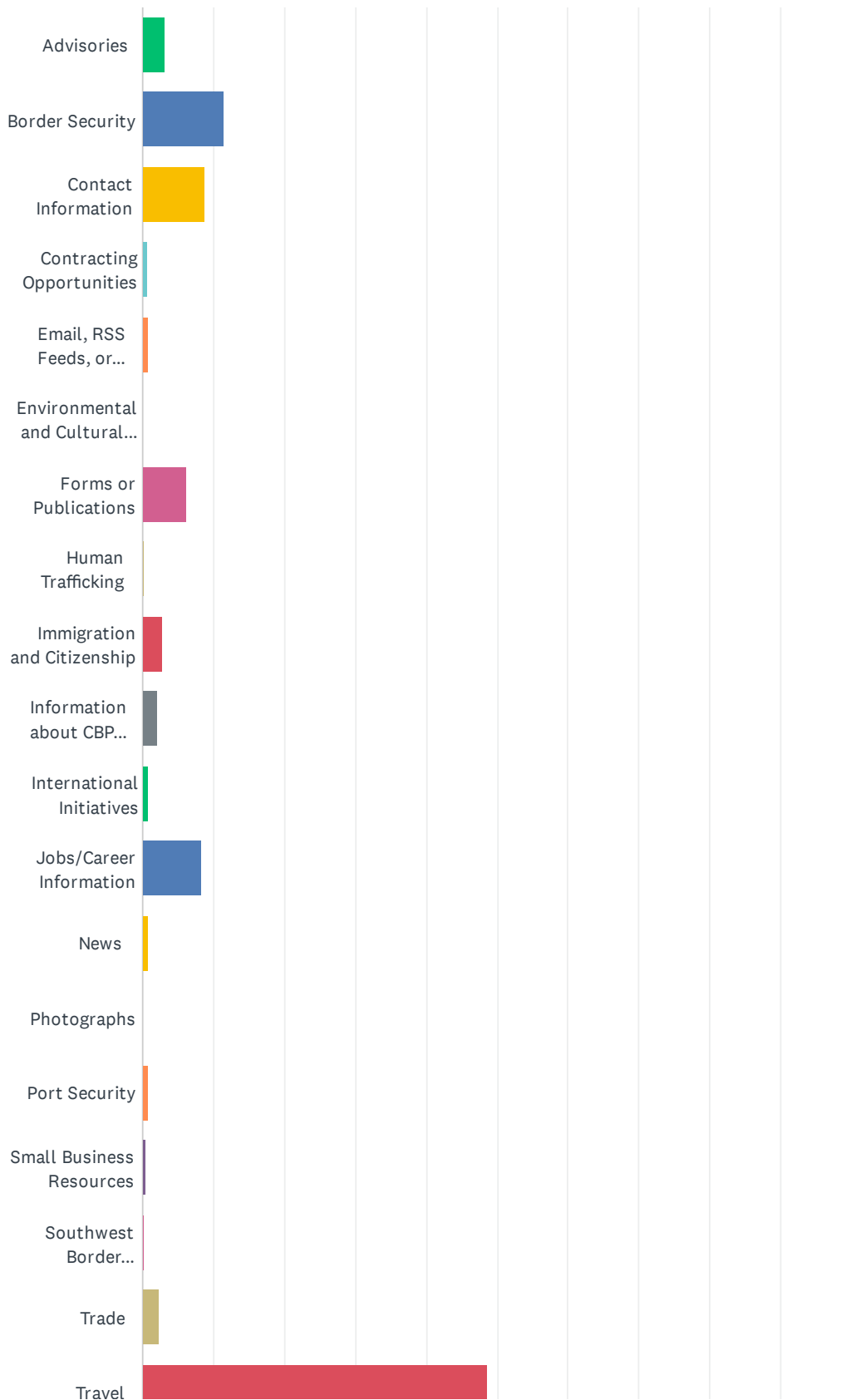
Answered: 5,886 Skipped: 0



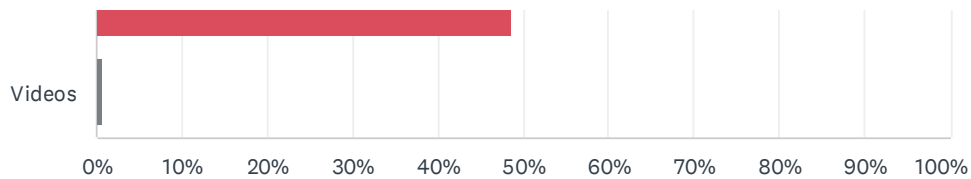
ANSWER CHOICES	RESPONSES	
Outstanding	25.81%	1,519
Above Average	27.81%	1,637
Average	27.12%	1,596
Below Average	8.36%	492
Poor	10.91%	642
<b>TOTAL</b>		<b>5,886</b>

## Q2 What information were you looking for today?

Answered: 5,886 Skipped: 0



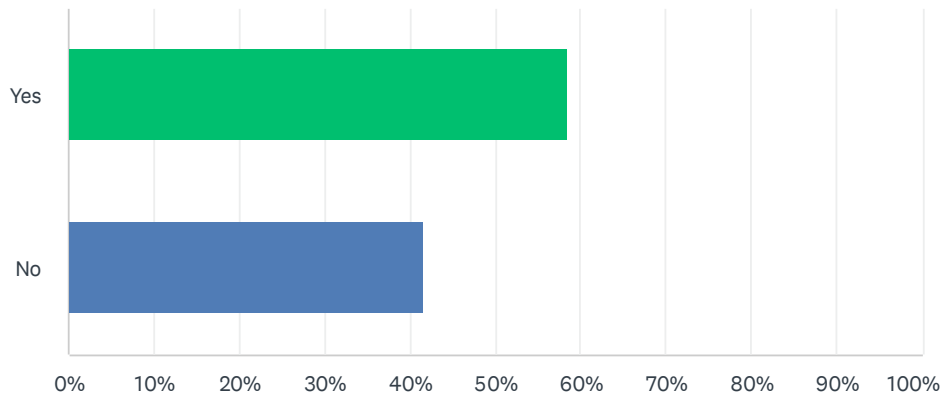
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.24%	191
Border Security	11.59%	682
Contact Information	8.78%	517
Contracting Opportunities	0.56%	33
Email, RSS Feeds, or Subscription Services	0.83%	49
Environmental and Cultural Stewardship	0.07%	4
Forms or Publications	6.22%	366
Human Trafficking	0.27%	16
Immigration and Citizenship	2.84%	167
Information about CBP (leadership, history, etc.)	2.16%	127
International Initiatives	0.88%	52
Jobs/Career Information	8.29%	488
News	0.95%	56
Photographs	0.10%	6
Port Security	0.95%	56
Small Business Resources	0.42%	25
Southwest Border Unaccompanied Alien Children/Family Unit	0.24%	14
Trade	2.26%	133
Travel	48.69%	2,866
Videos	0.65%	38
<b>TOTAL</b>		<b>5,886</b>

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

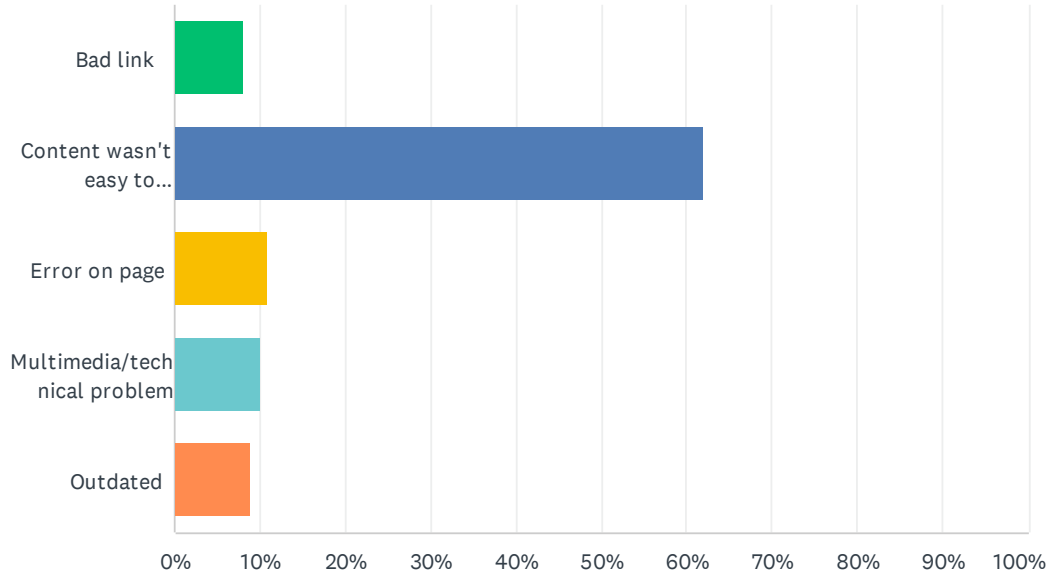
Answered: 5,886 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.34%	3,434
No	41.66%	2,452
TOTAL		5,886

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

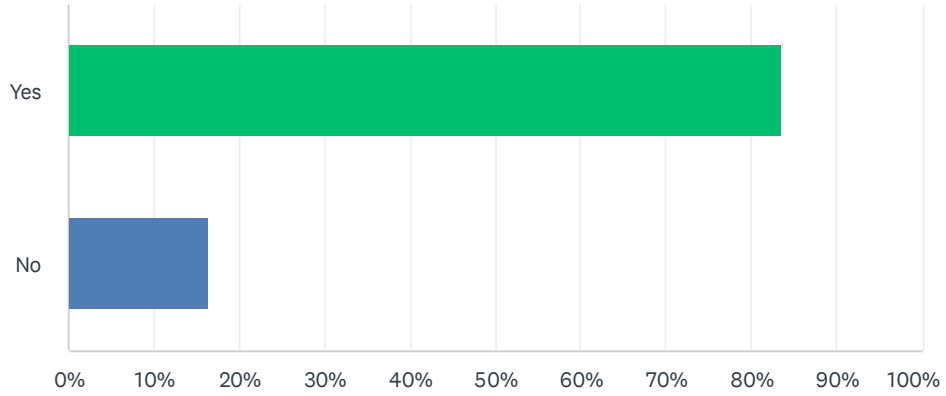
Answered: 2,498 Skipped: 3,388



ANSWER CHOICES	RESPONSES	
Bad link	8.05%	201
Content wasn't easy to understand	62.09%	1,551
Error on page	10.93%	273
Multimedia/technical problem	9.97%	249
Outdated	8.97%	224
<b>TOTAL</b>		<b>2,498</b>

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

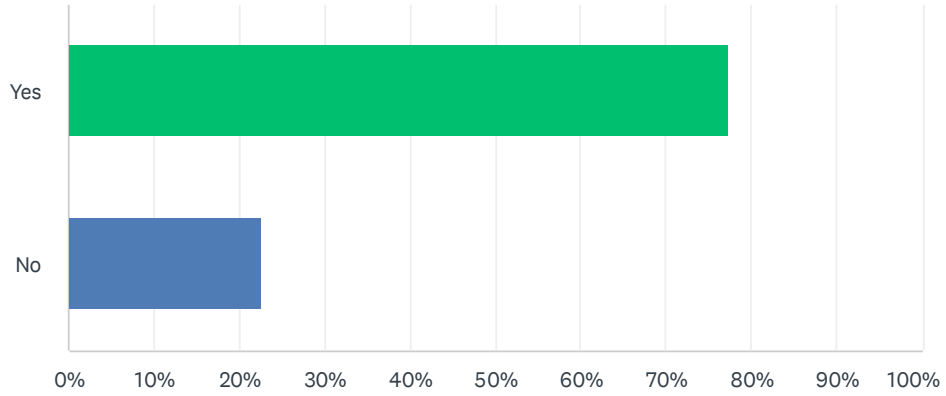
Answered: 5,886 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.50%	4,915
No	16.50%	971
TOTAL		5,886

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

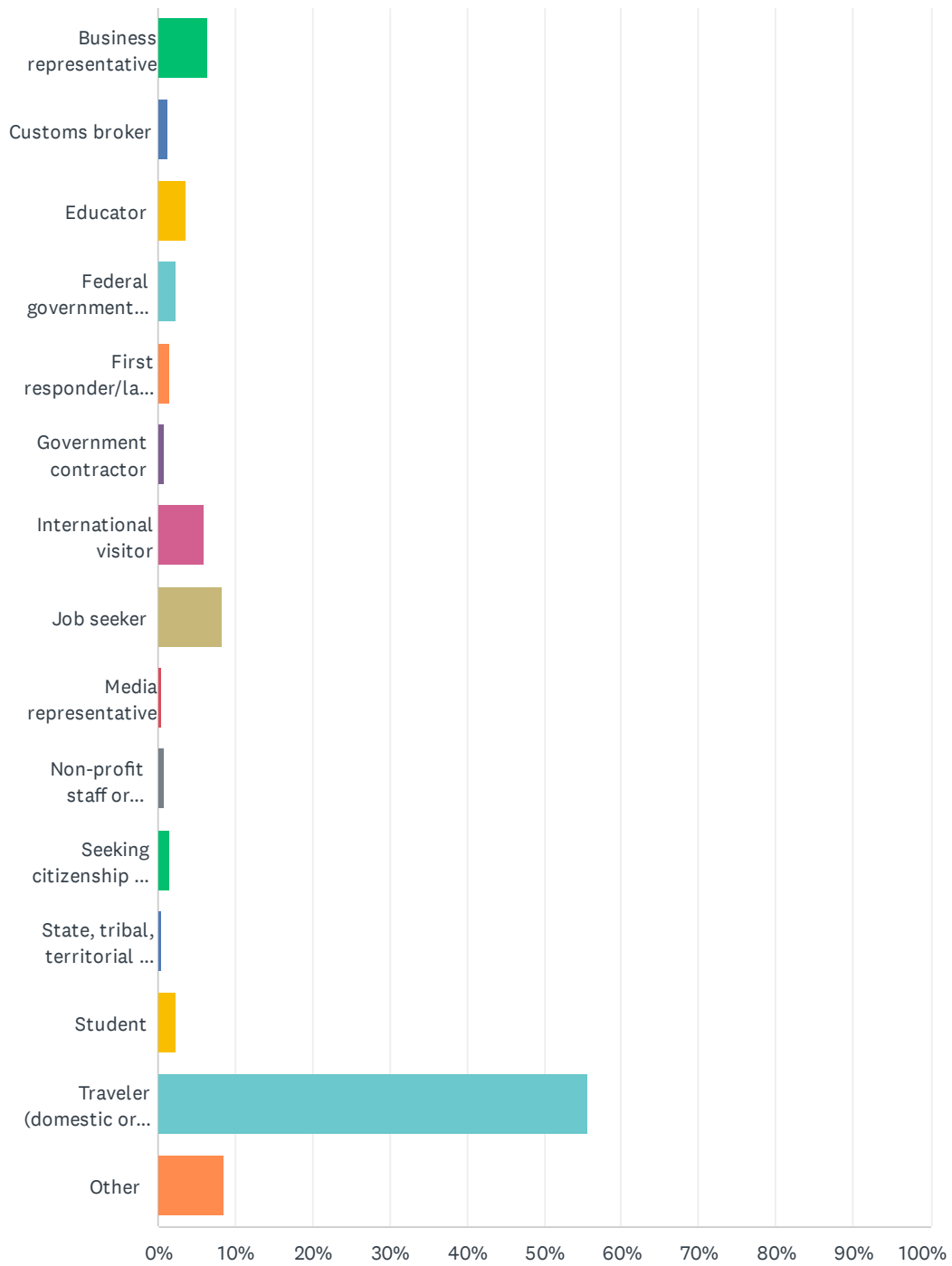
Answered: 5,886 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.42%	4,557
No	22.58%	1,329
TOTAL		5,886

## Q7 Which of the following best describes you?

Answered: 5,886 Skipped: 0



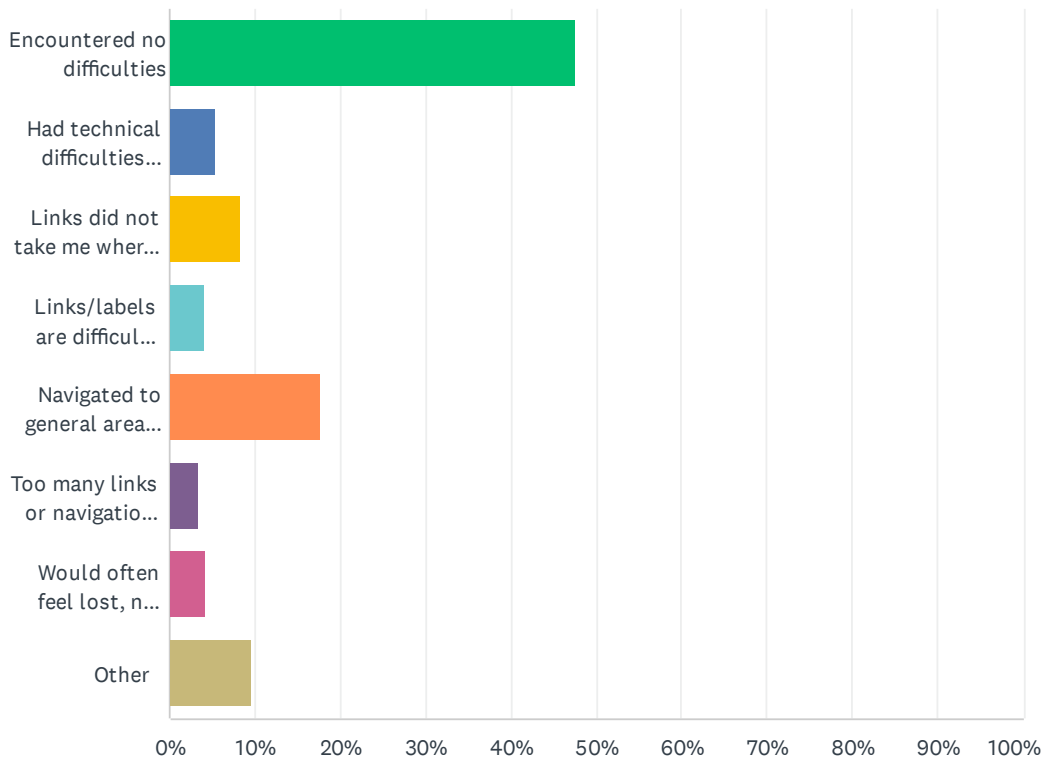


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.39%	376
Customs broker	1.26%	74
Educator	3.70%	218
Federal government employee	2.31%	136
First responder/law enforcement official	1.41%	83
Government contractor	0.88%	52
International visitor	6.07%	357
Job seeker	8.39%	494
Media representative	0.37%	22
Non-profit staff or volunteer	0.78%	46
Seeking citizenship or immigration information	1.51%	89
State, tribal, territorial or local government representative	0.32%	19
Student	2.41%	142
Traveler (domestic or international)	55.62%	3,274
Other	8.56%	504
<b>TOTAL</b>		<b>5,886</b>

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

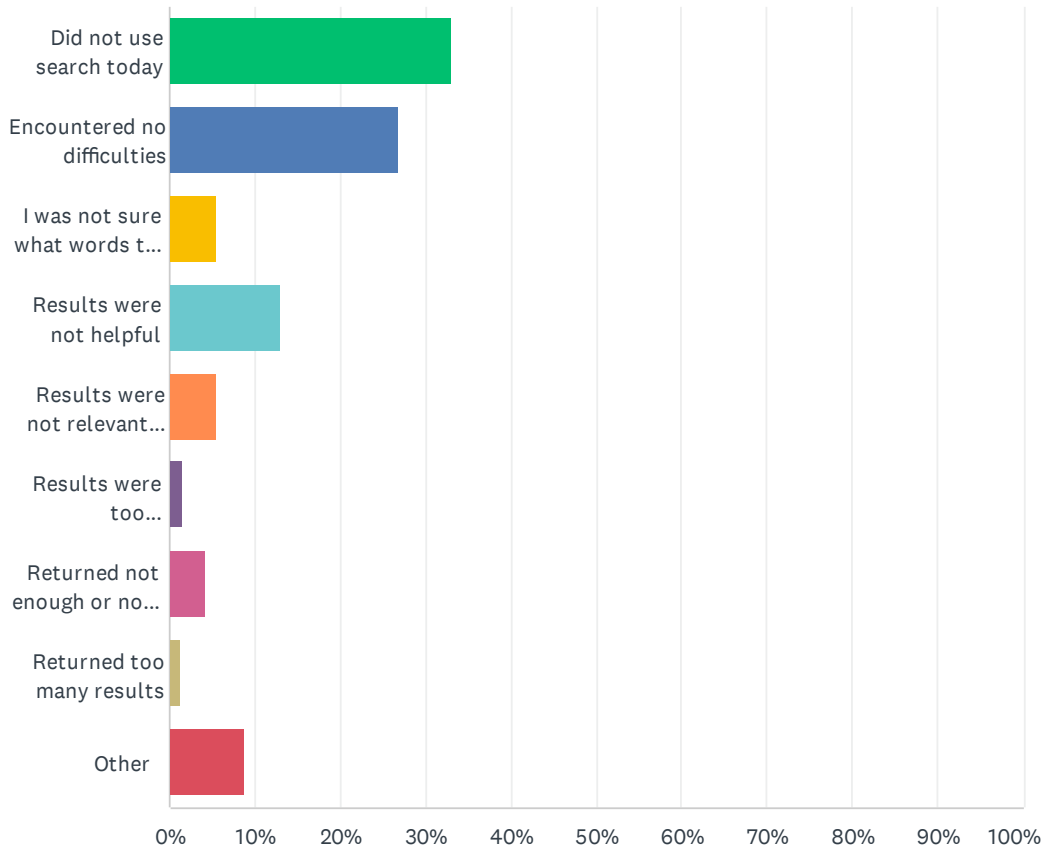
Answered: 5,886 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.45%	2,793
Had technical difficulties (e.g. error messages, broken links)	5.25%	309
Links did not take me where I expected	8.31%	489
Links/labels are difficult to understand, they are not intuitive	3.96%	233
Navigated to general area but couldn't find the specific content needed	17.72%	1,043
Too many links or navigational choices	3.40%	200
Would often feel lost, not know where I was	4.32%	254
Other	9.60%	565
<b>TOTAL</b>		<b>5,886</b>

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

Answered: 5,886 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.11%	1,949
Encountered no difficulties	26.86%	1,581
I was not sure what words to use in my search	5.50%	324
Results were not helpful	13.03%	767
Results were not relevant to my search terms or needs	5.64%	332
Results were too similar/redundant	1.55%	91
Returned not enough or no results	4.25%	250
Returned too many results	1.26%	74
Other	8.80%	518
<b>TOTAL</b>		<b>5,886</b>