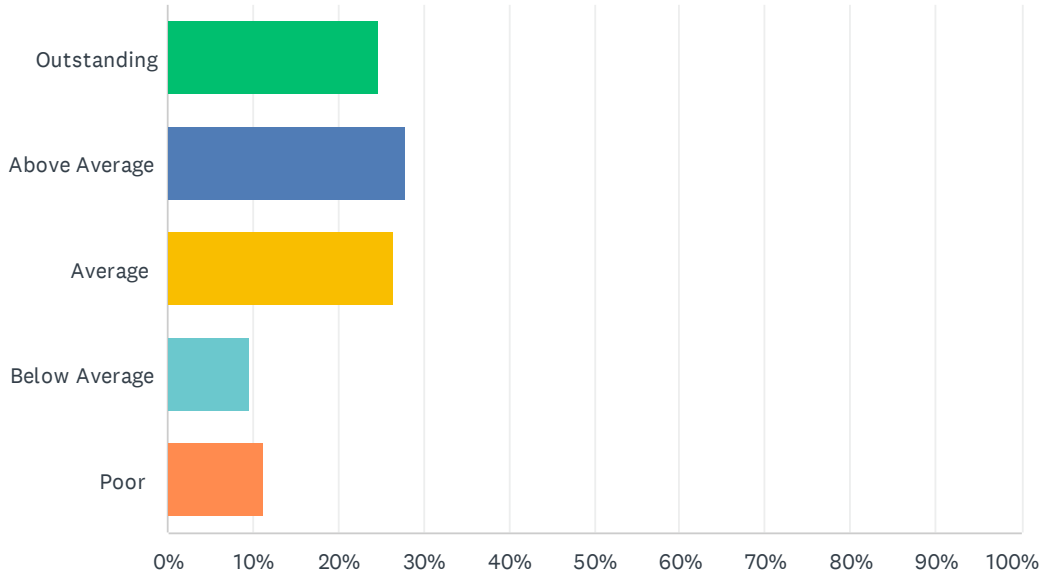


Q1 How would you rate your overall experience today?

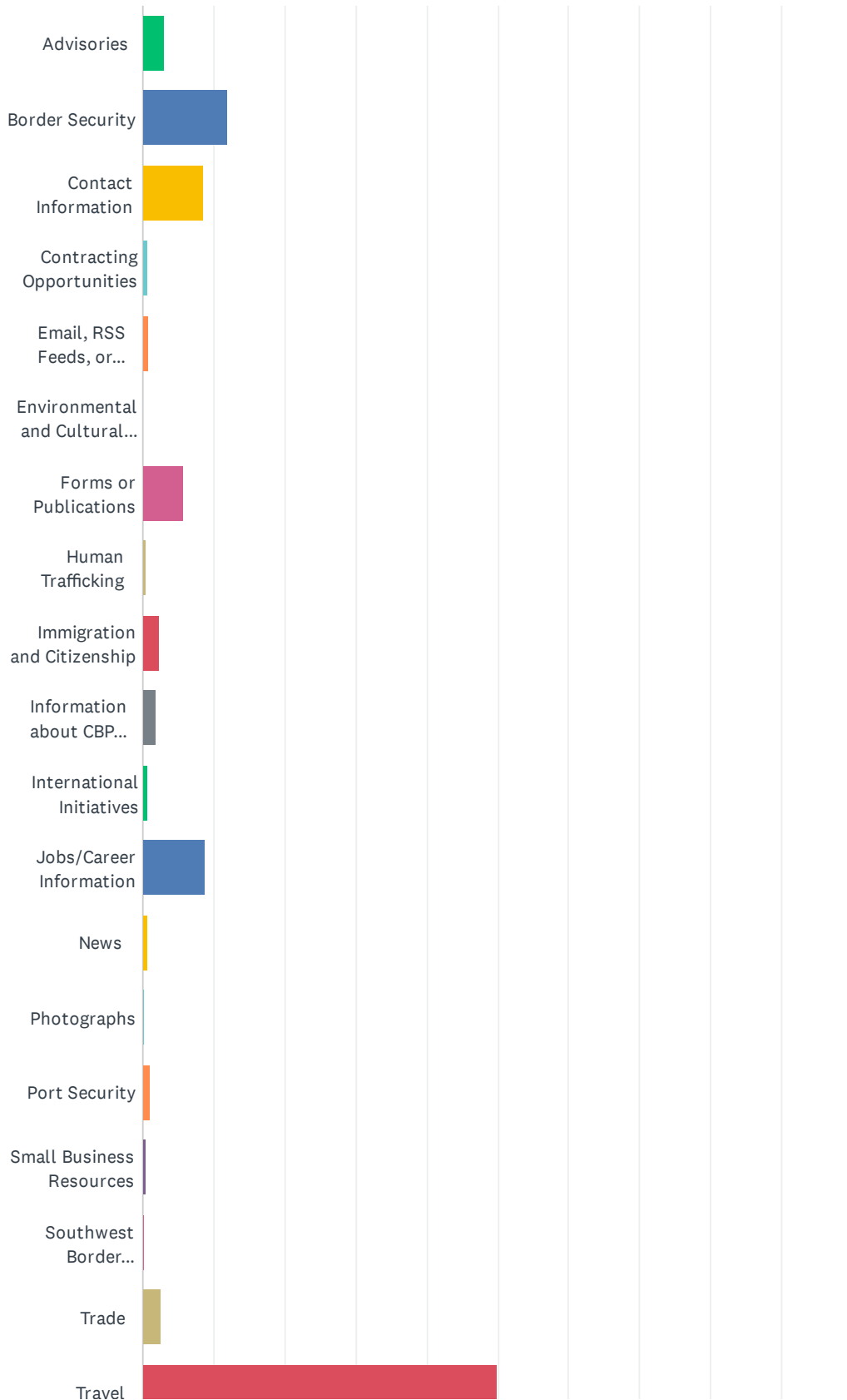
Answered: 6,495 Skipped: 0



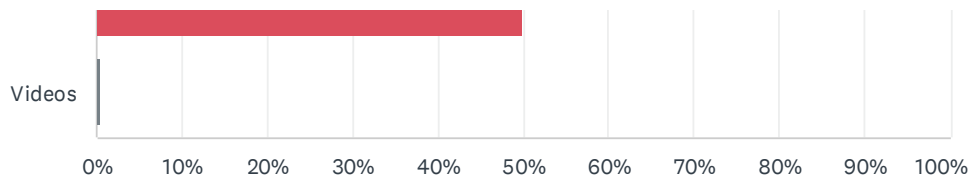
ANSWER CHOICES	RESPONSES	
Outstanding	24.71%	1,605
Above Average	27.94%	1,815
Average	26.47%	1,719
Below Average	9.62%	625
Poor	11.25%	731
TOTAL		6,495

Q2 What information were you looking for today?

Answered: 6,495 Skipped: 0



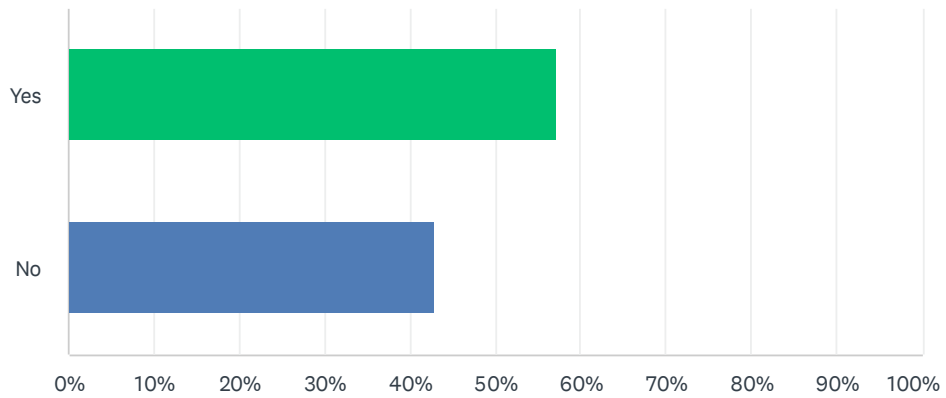
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.05%	198
Border Security	11.93%	775
Contact Information	8.51%	553
Contracting Opportunities	0.71%	46
Email, RSS Feeds, or Subscription Services	0.86%	56
Environmental and Cultural Stewardship	0.09%	6
Forms or Publications	5.77%	375
Human Trafficking	0.45%	29
Immigration and Citizenship	2.36%	153
Information about CBP (leadership, history, etc.)	1.86%	121
International Initiatives	0.72%	47
Jobs/Career Information	8.68%	564
News	0.69%	45
Photographs	0.12%	8
Port Security	1.02%	66
Small Business Resources	0.35%	23
Southwest Border Unaccompanied Alien Children/Family Unit	0.15%	10
Trade	2.53%	164
Travel	49.79%	3,234
Videos	0.34%	22
TOTAL		6,495

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

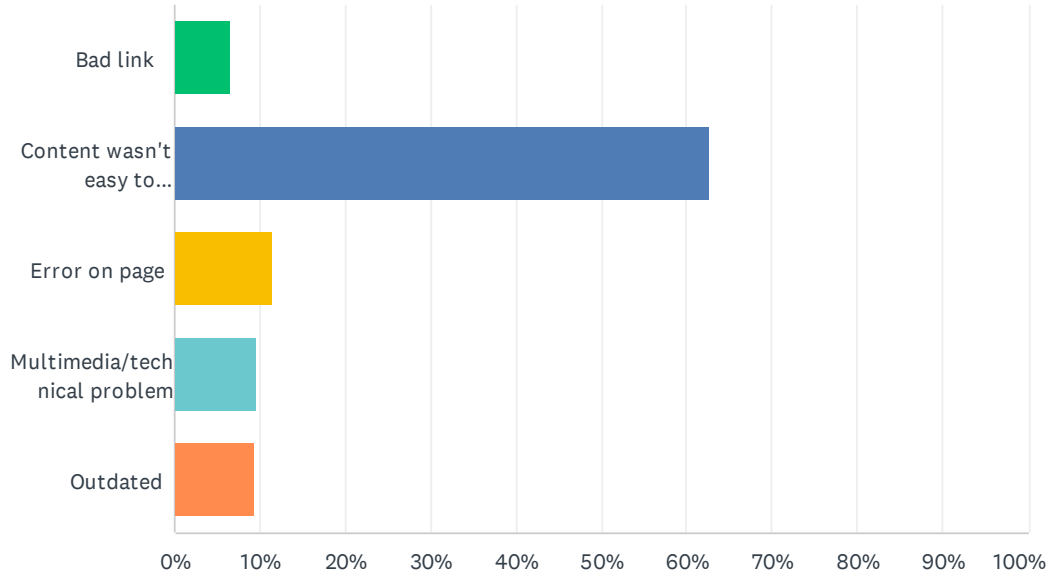
Answered: 6,495 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.06%	3,706
No	42.94%	2,789
TOTAL		6,495

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

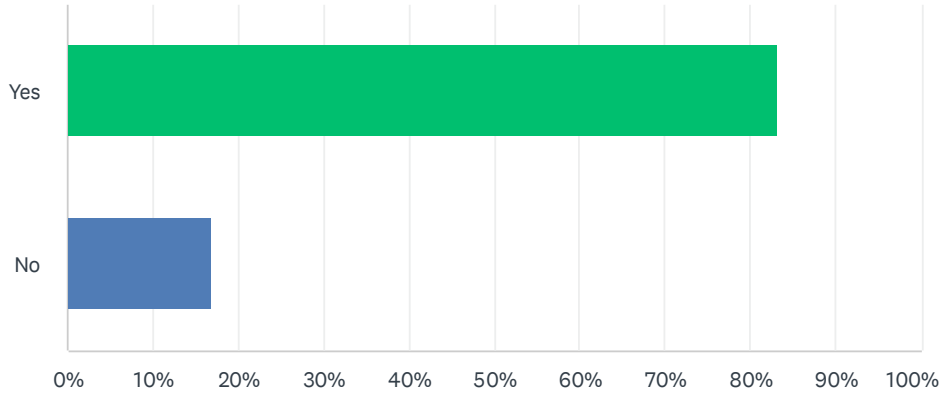
Answered: 2,806 Skipped: 3,689



ANSWER CHOICES	RESPONSES	
Bad link	6.70%	188
Content wasn't easy to understand	62.72%	1,760
Error on page	11.55%	324
Multimedia/technical problem	9.59%	269
Outdated	9.44%	265
TOTAL		2,806

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

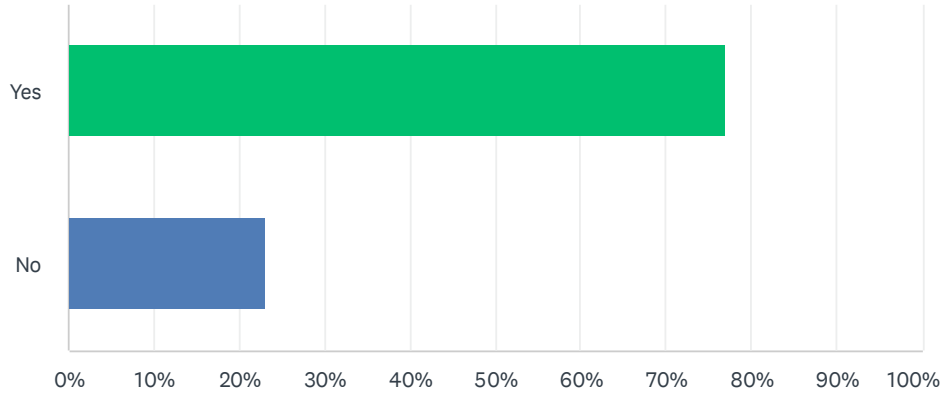
Answered: 6,495 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.20%	5,404
No	16.80%	1,091
TOTAL		6,495

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

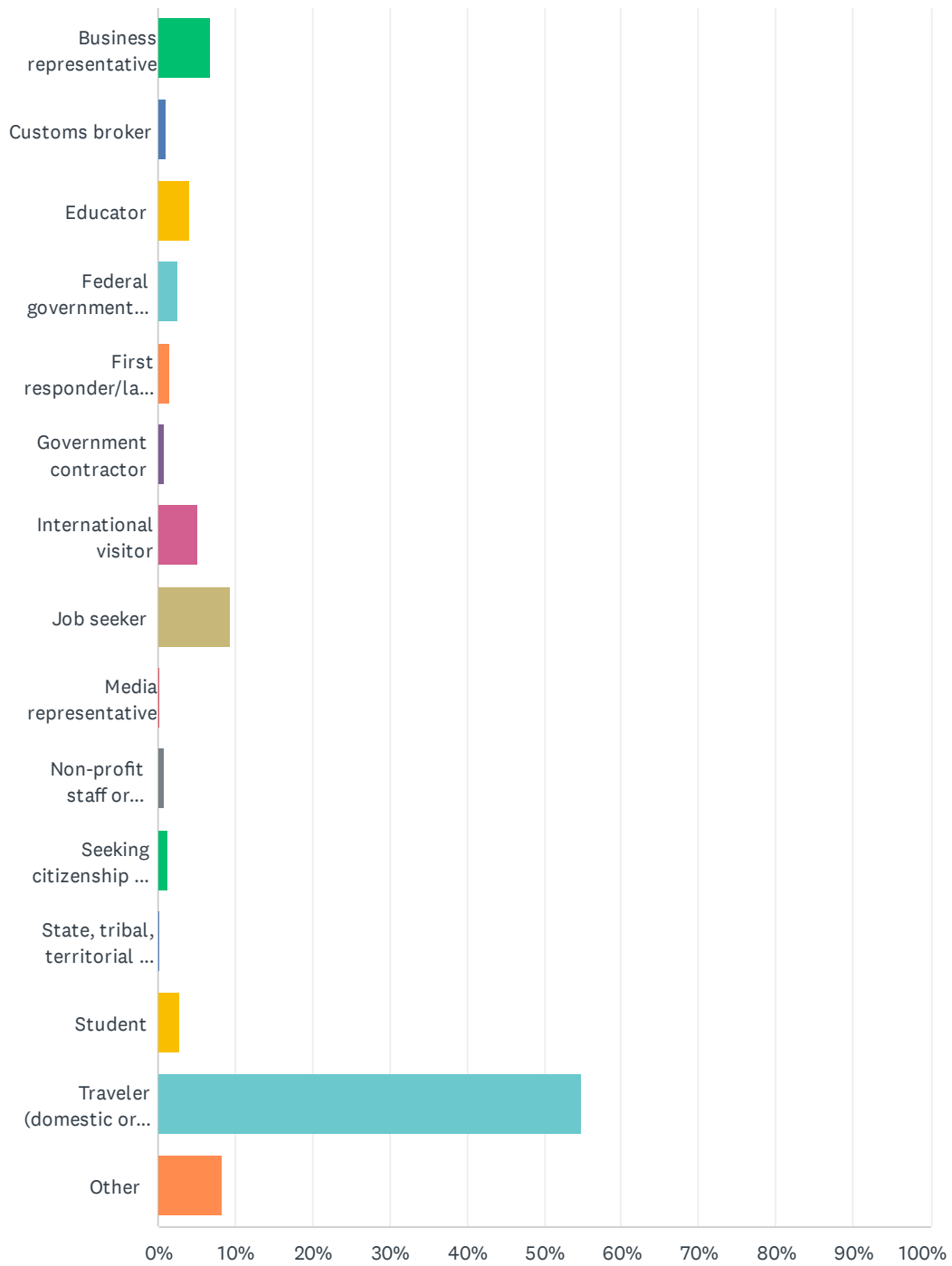
Answered: 6,495 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.92%	4,996
No	23.08%	1,499
TOTAL		6,495

Q7 Which of the following best describes you?

Answered: 6,495 Skipped: 0

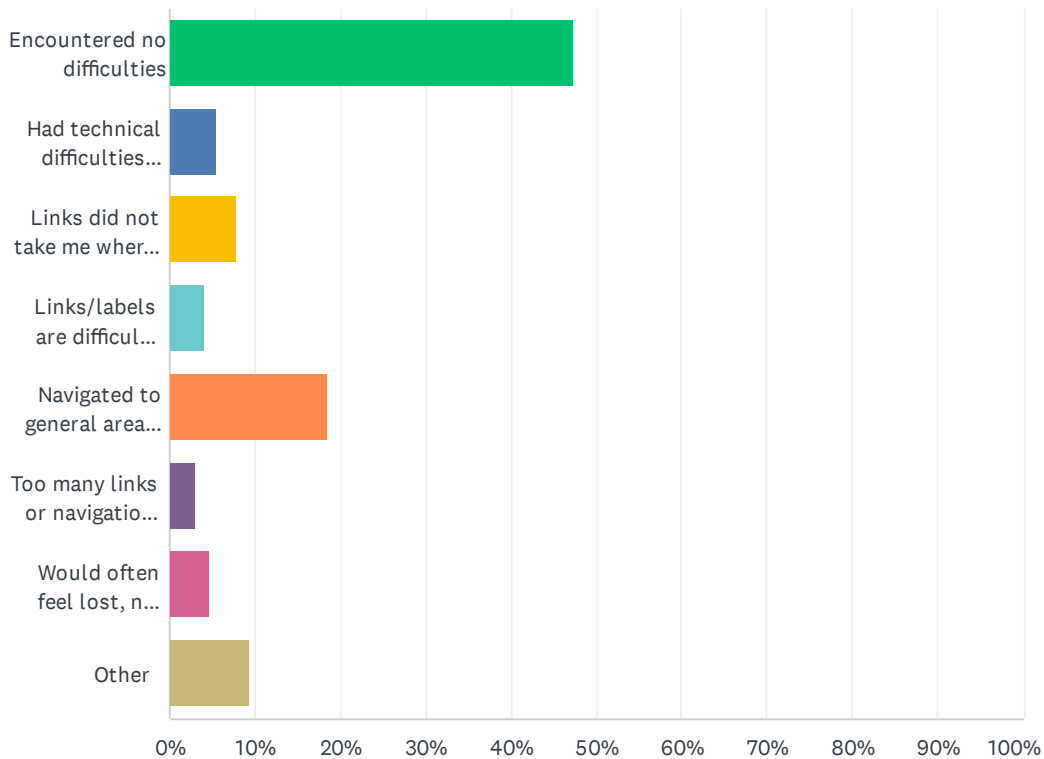


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.77%	440
Customs broker	1.02%	66
Educator	4.02%	261
Federal government employee	2.60%	169
First responder/law enforcement official	1.59%	103
Government contractor	0.91%	59
International visitor	5.19%	337
Job seeker	9.38%	609
Media representative	0.25%	16
Non-profit staff or volunteer	0.83%	54
Seeking citizenship or immigration information	1.25%	81
State, tribal, territorial or local government representative	0.25%	16
Student	2.76%	179
Traveler (domestic or international)	54.83%	3,561
Other	8.38%	544
TOTAL		6,495

Q8 Please describe your experience finding your way around today.

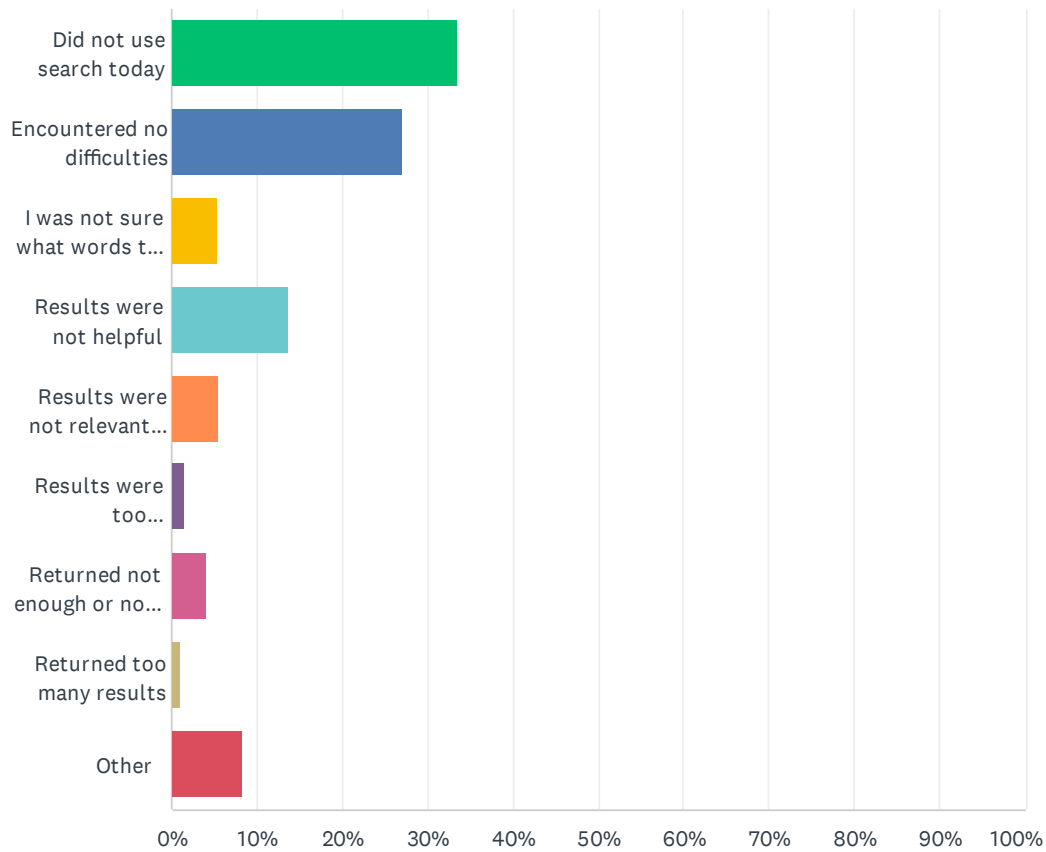
Answered: 6,495 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.30%	3,072
Had technical difficulties (e.g. error messages, broken links)	5.47%	355
Links did not take me where I expected	7.81%	507
Links/labels are difficult to understand, they are not intuitive	4.05%	263
Navigated to general area but couldn't find the specific content needed	18.49%	1,201
Too many links or navigational choices	2.94%	191
Would often feel lost, not know where I was	4.65%	302
Other	9.30%	604
TOTAL		6,495

Q9 How was your experience using our site search?

Answered: 6,495 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.58%	2,181
Encountered no difficulties	27.04%	1,756
I was not sure what words to use in my search	5.23%	340
Results were not helpful	13.66%	887
Results were not relevant to my search terms or needs	5.53%	359
Results were too similar/redundant	1.43%	93
Returned not enough or no results	4.08%	265
Returned too many results	1.05%	68
Other	8.41%	546
TOTAL		6,495