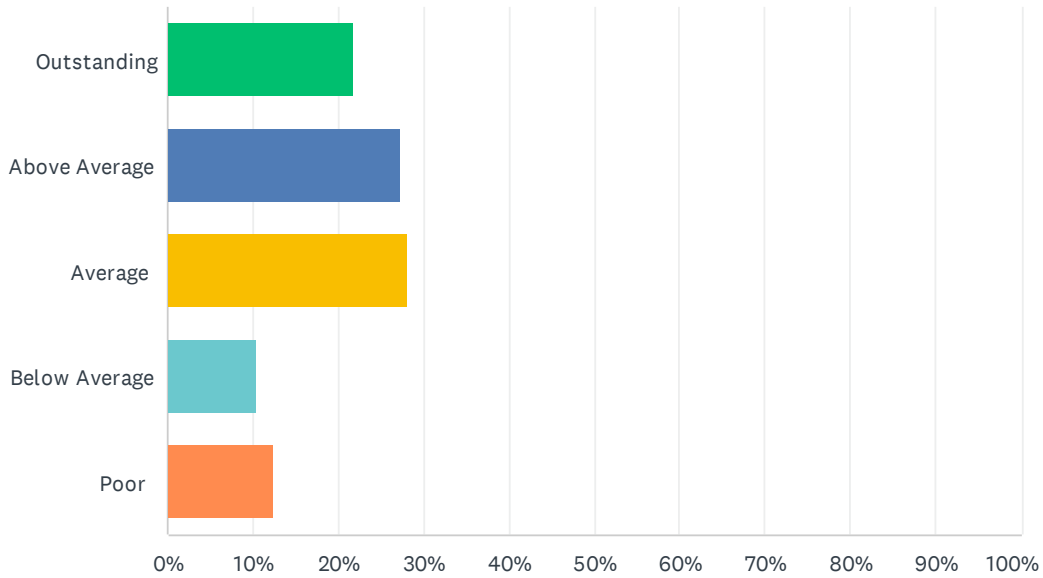


## Q1 How would you rate your overall experience today?

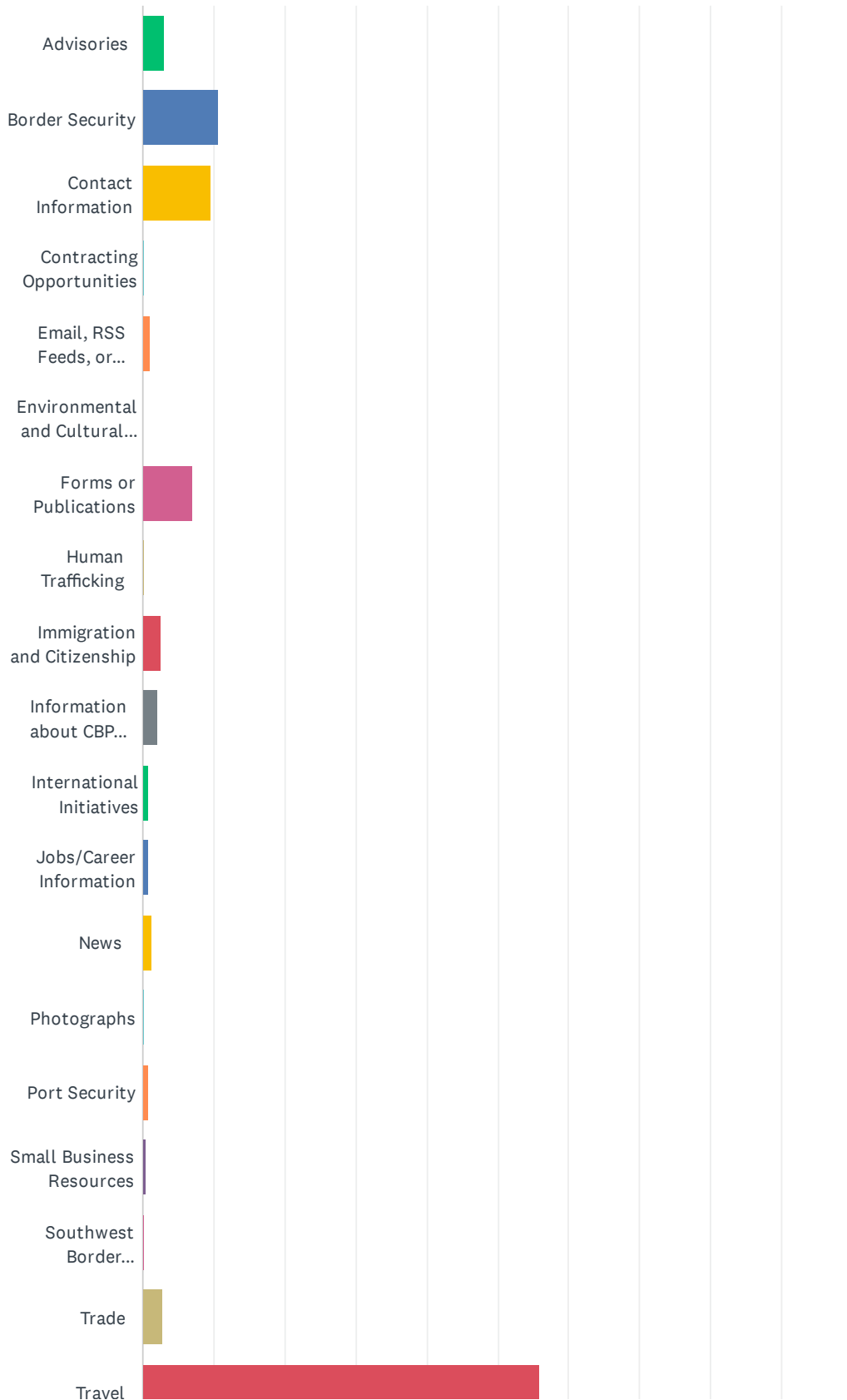
Answered: 6,036 Skipped: 0



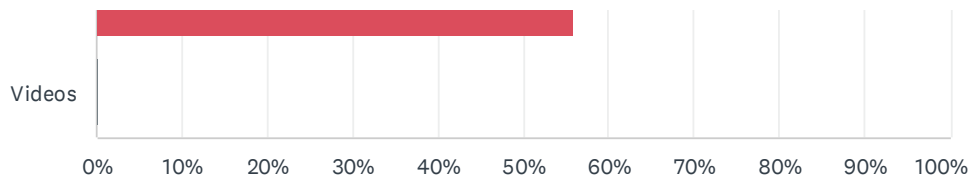
ANSWER CHOICES	RESPONSES	
Outstanding	21.75%	1,313
Above Average	27.27%	1,646
Average	28.11%	1,697
Below Average	10.50%	634
Poor	12.36%	746
<b>TOTAL</b>		<b>6,036</b>

## Q2 What information were you looking for today?

Answered: 6,036 Skipped: 0



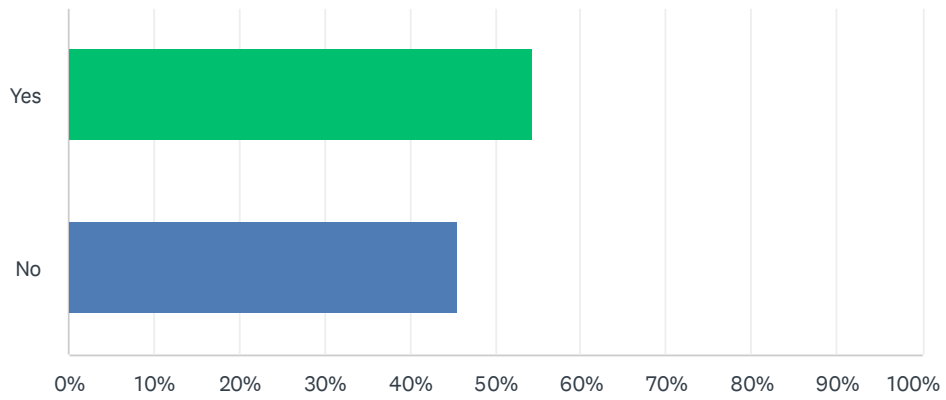
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.88%	174
Border Security	10.67%	644
Contact Information	9.64%	582
Contracting Opportunities	0.27%	16
Email, RSS Feeds, or Subscription Services	1.11%	67
Environmental and Cultural Stewardship	0.02%	1
Forms or Publications	7.14%	431
Human Trafficking	0.18%	11
Immigration and Citizenship	2.55%	154
Information about CBP (leadership, history, etc.)	2.07%	125
International Initiatives	0.83%	50
Jobs/Career Information	0.78%	47
News	1.18%	71
Photographs	0.13%	8
Port Security	0.94%	57
Small Business Resources	0.38%	23
Southwest Border Unaccompanied Alien Children/Family Unit	0.30%	18
Trade	2.72%	164
Travel	55.91%	3,375
Videos	0.30%	18
<b>TOTAL</b>		<b>6,036</b>

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

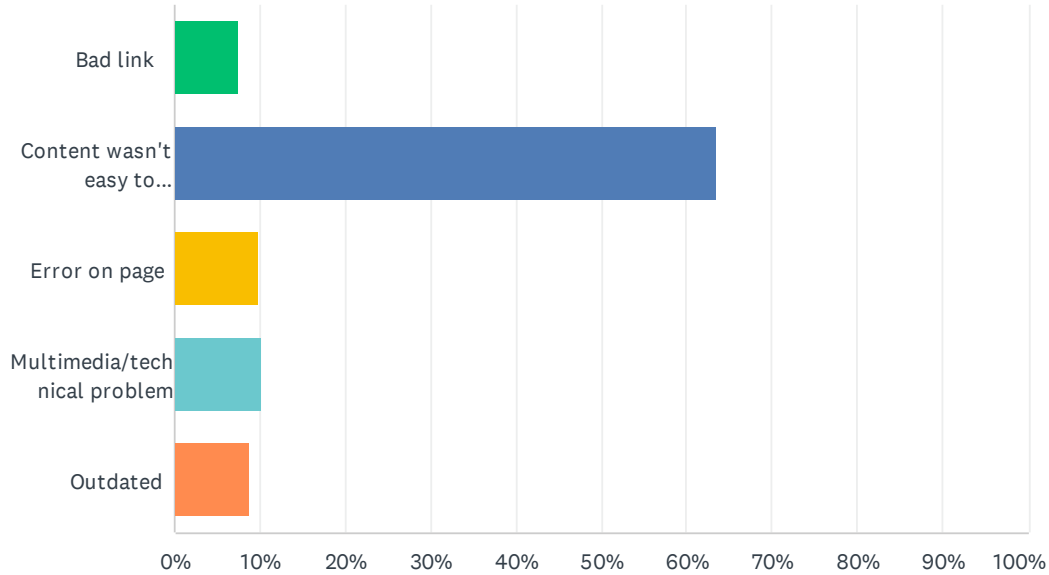
Answered: 6,036 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	54.47%	3,288
No	45.53%	2,748
TOTAL		6,036

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

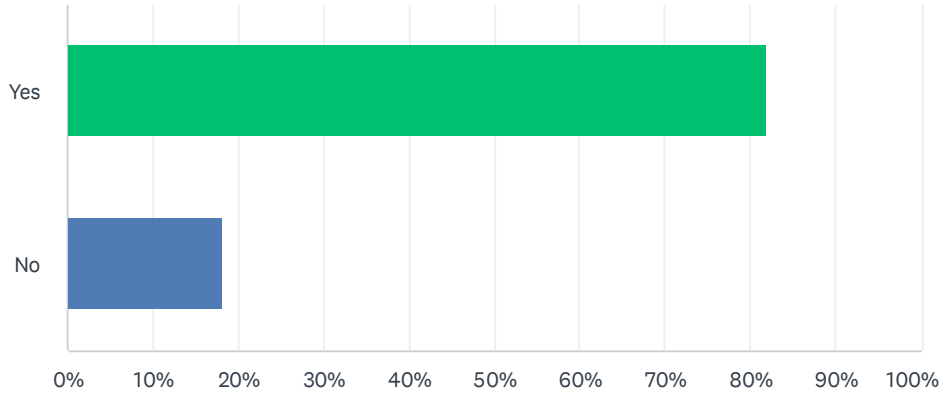
Answered: 2,697 Skipped: 3,339



ANSWER CHOICES	RESPONSES	
Bad link	7.56%	204
Content wasn't easy to understand	63.63%	1,716
Error on page	9.79%	264
Multimedia/technical problem	10.23%	276
Outdated	8.79%	237
<b>TOTAL</b>		<b>2,697</b>

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

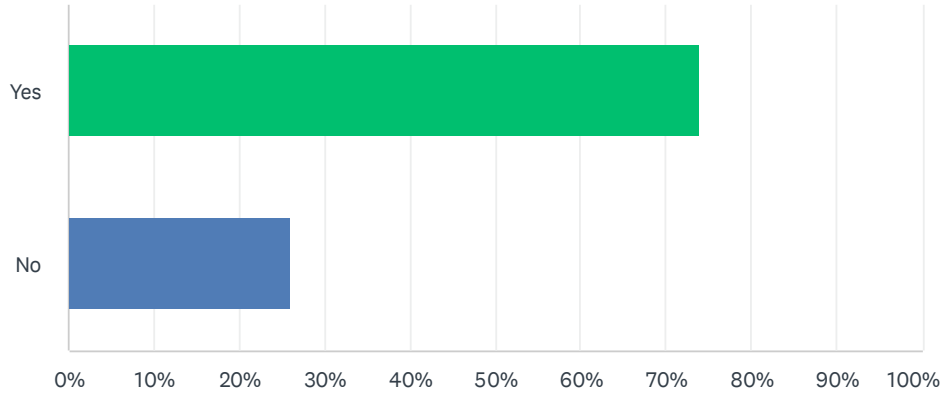
Answered: 6,036 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	81.88%	4,942
No	18.12%	1,094
TOTAL		6,036

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

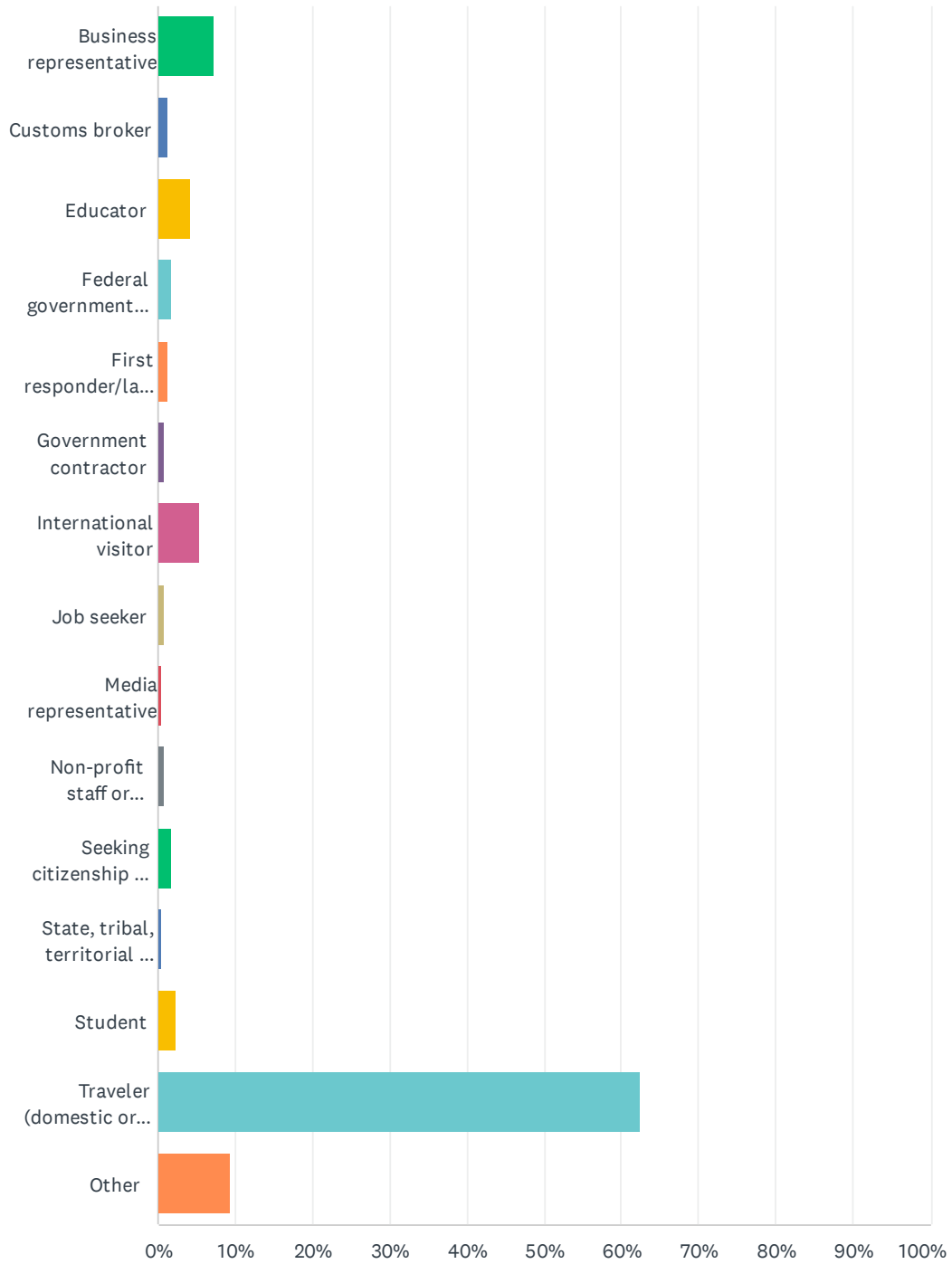
Answered: 6,036 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.94%	4,463
No	26.06%	1,573
TOTAL		6,036

## Q7 Which of the following best describes you?

Answered: 6,036 Skipped: 0



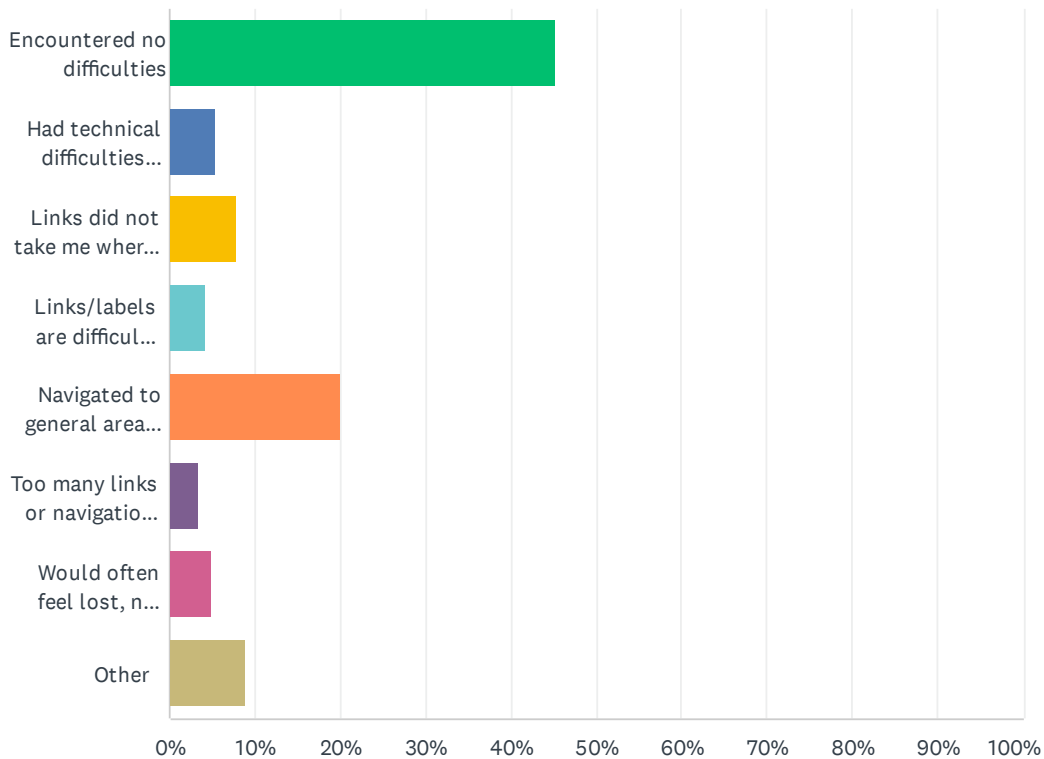


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.22%	436
Customs broker	1.28%	77
Educator	4.27%	258
Federal government employee	1.67%	101
First responder/law enforcement official	1.26%	76
Government contractor	0.76%	46
International visitor	5.40%	326
Job seeker	0.80%	48
Media representative	0.41%	25
Non-profit staff or volunteer	0.89%	54
Seeking citizenship or immigration information	1.62%	98
State, tribal, territorial or local government representative	0.35%	21
Student	2.37%	143
Traveler (domestic or international)	62.38%	3,765
Other	9.31%	562
<b>TOTAL</b>		<b>6,036</b>

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

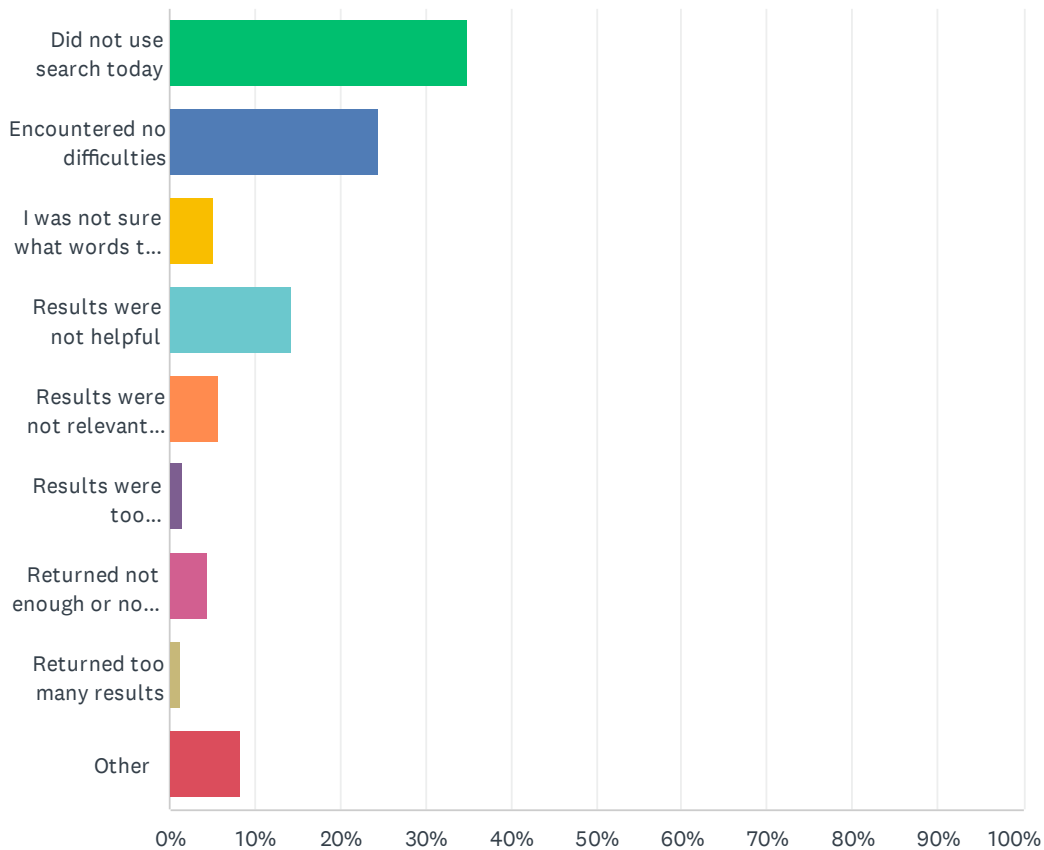
Answered: 6,036 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.28%	2,733
Had technical difficulties (e.g. error messages, broken links)	5.42%	327
Links did not take me where I expected	7.97%	481
Links/labels are difficult to understand, they are not intuitive	4.19%	253
Navigated to general area but couldn't find the specific content needed	19.95%	1,204
Too many links or navigational choices	3.33%	201
Would often feel lost, not know where I was	4.95%	299
Other	8.91%	538
<b>TOTAL</b>		<b>6,036</b>

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

Answered: 6,036 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.97%	2,111
Encountered no difficulties	24.44%	1,475
I was not sure what words to use in my search	5.10%	308
Results were not helpful	14.33%	865
Results were not relevant to my search terms or needs	5.70%	344
Results were too similar/redundant	1.42%	86
Returned not enough or no results	4.41%	266
Returned too many results	1.21%	73
Other	8.42%	508
<b>TOTAL</b>		<b>6,036</b>