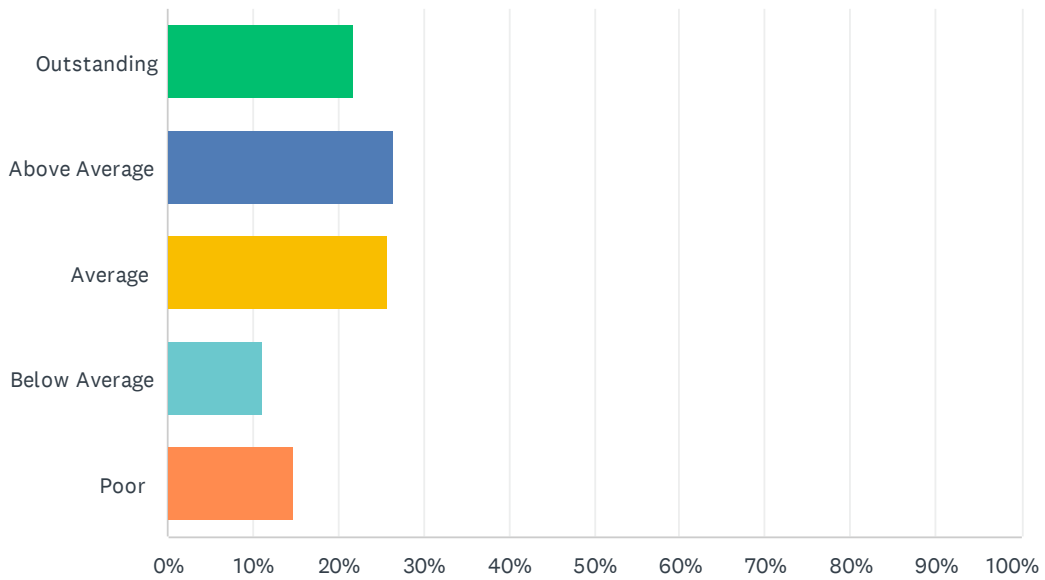


Q1 How would you rate your overall experience today?

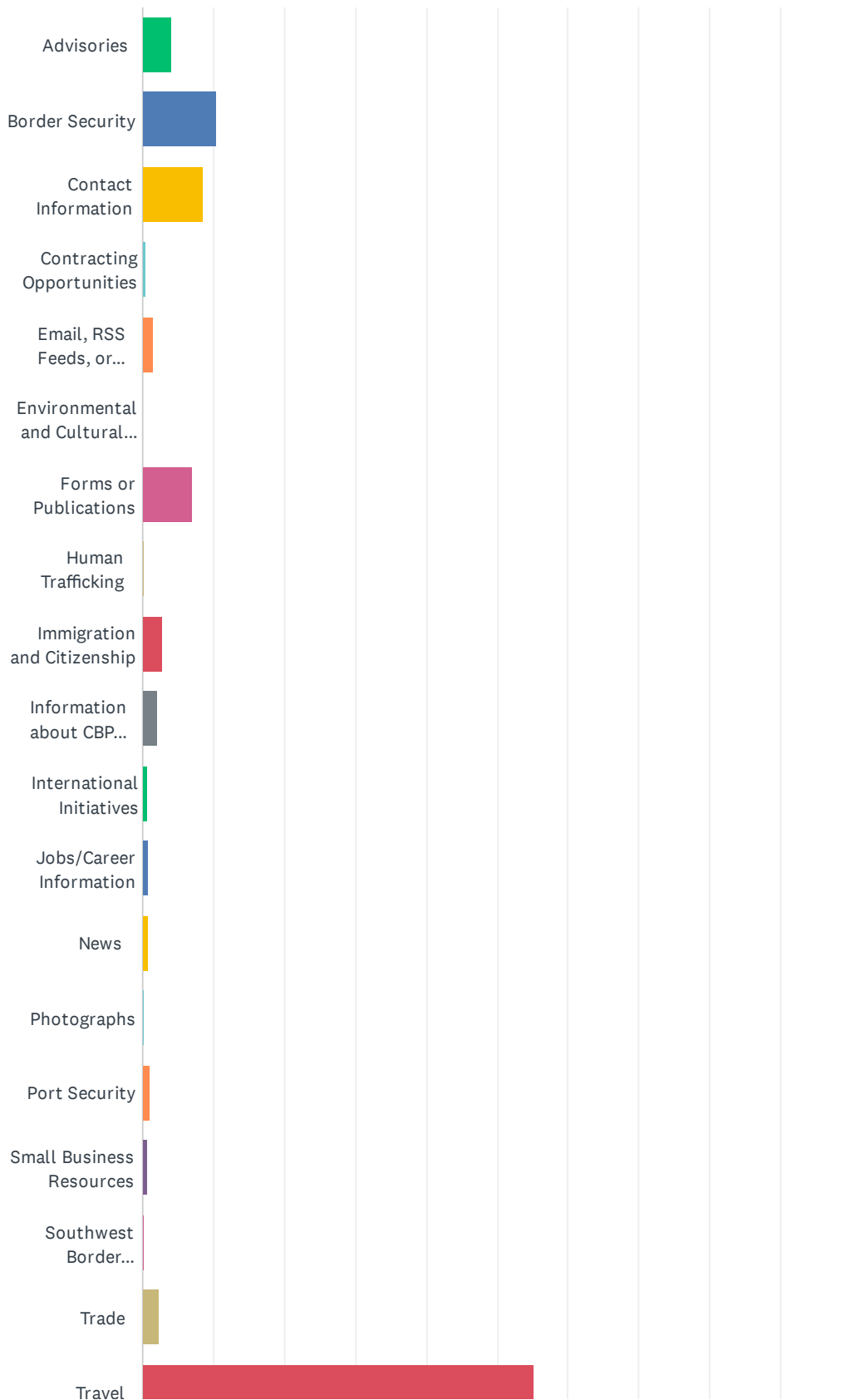
Answered: 4,399 Skipped: 0



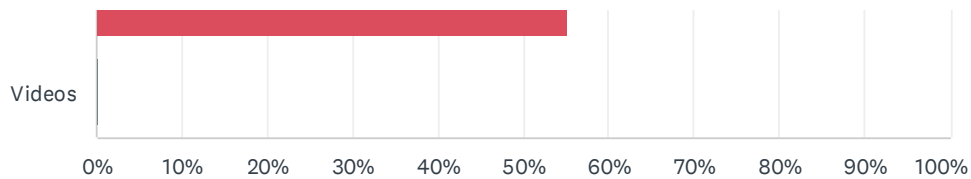
ANSWER CHOICES	RESPONSES	
Outstanding	21.82%	960
Above Average	26.46%	1,164
Average	25.87%	1,138
Below Average	11.09%	488
Poor	14.75%	649
TOTAL		4,399

Q2 What information were you looking for today?

Answered: 4,399 Skipped: 0



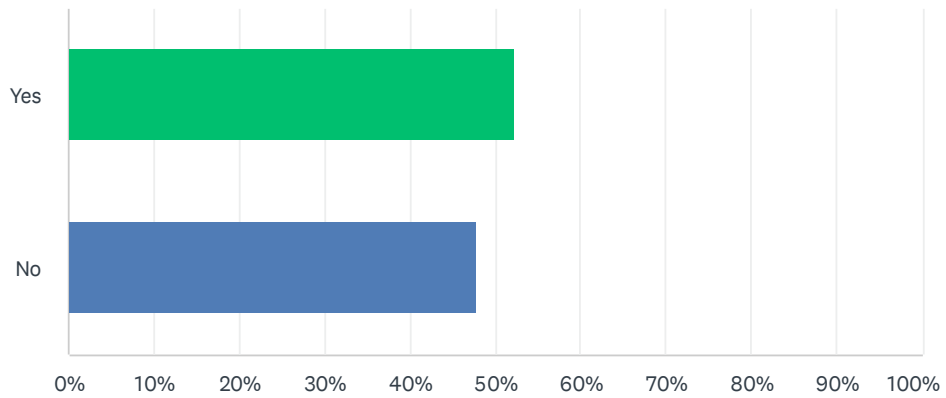
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	4.05%	178
Border Security	10.55%	464
Contact Information	8.62%	379
Contracting Opportunities	0.41%	18
Email, RSS Feeds, or Subscription Services	1.55%	68
Environmental and Cultural Stewardship	0.09%	4
Forms or Publications	7.07%	311
Human Trafficking	0.25%	11
Immigration and Citizenship	2.86%	126
Information about CBP (leadership, history, etc.)	2.07%	91
International Initiatives	0.70%	31
Jobs/Career Information	0.91%	40
News	0.95%	42
Photographs	0.23%	10
Port Security	1.02%	45
Small Business Resources	0.57%	25
Southwest Border Unaccompanied Alien Children/Family Unit	0.27%	12
Trade	2.43%	107
Travel	55.15%	2,426
Videos	0.25%	11
TOTAL		4,399

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

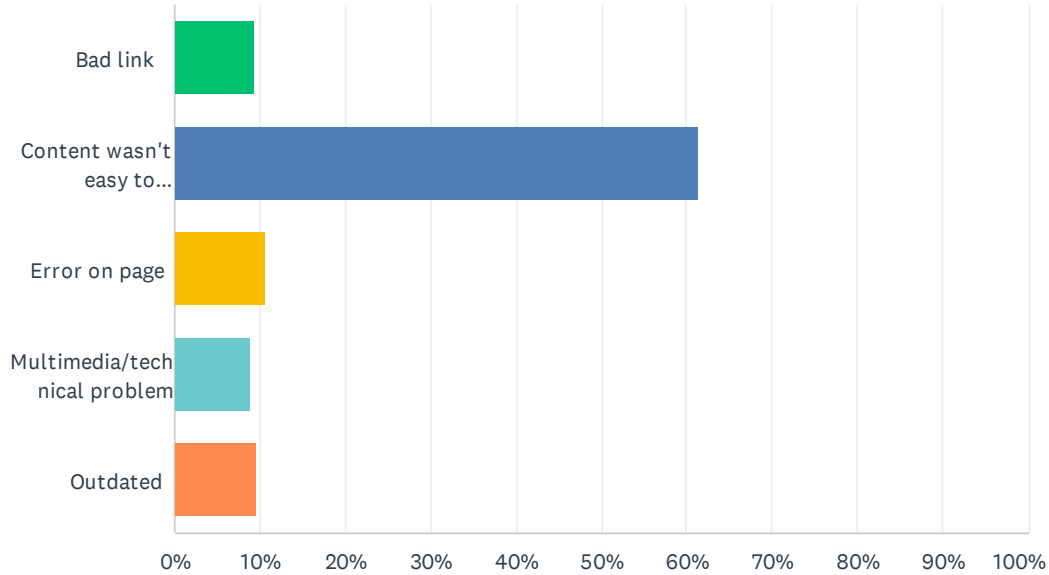
Answered: 4,399 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.19%	2,296
No	47.81%	2,103
TOTAL		4,399

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

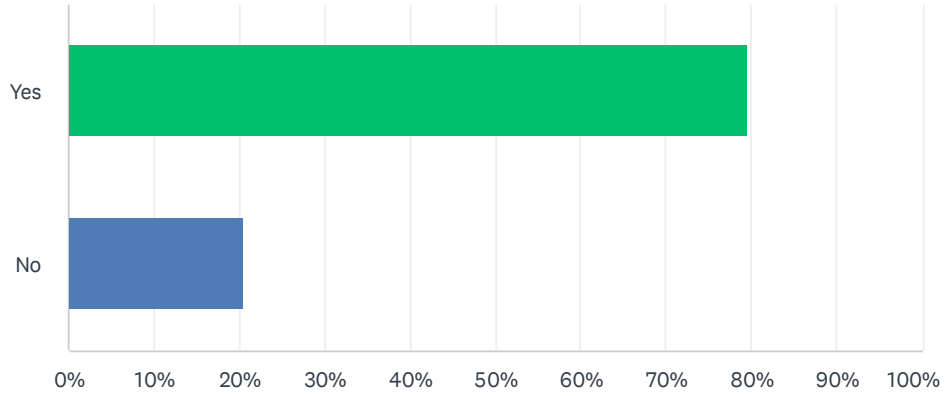
Answered: 2,101 Skipped: 2,298



ANSWER CHOICES	RESPONSES	
Bad link	9.33%	196
Content wasn't easy to understand	61.30%	1,288
Error on page	10.71%	225
Multimedia/technical problem	9.04%	190
Outdated	9.61%	202
TOTAL		2,101

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

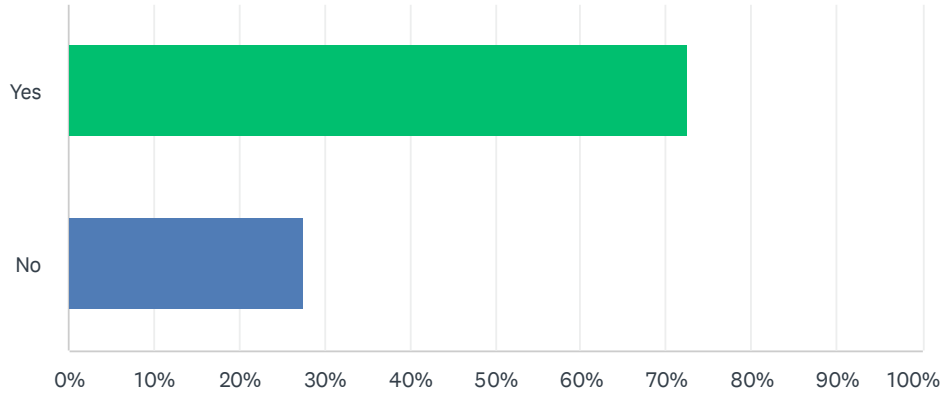
Answered: 4,399 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.50%	3,497
No	20.50%	902
TOTAL		4,399

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

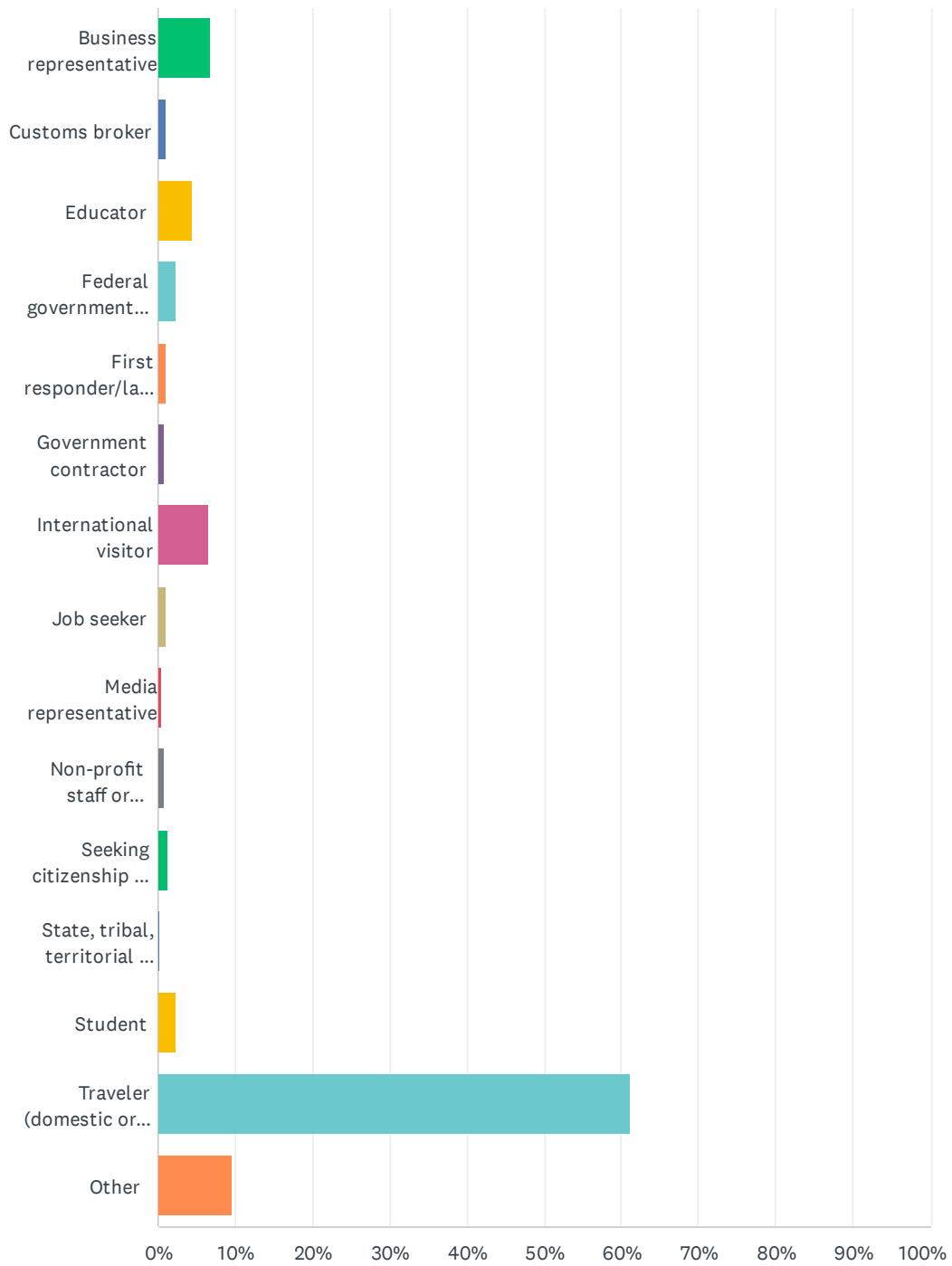
Answered: 4,399 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.56%	3,192
No	27.44%	1,207
TOTAL		4,399

Q7 Which of the following best describes you?

Answered: 4,399 Skipped: 0

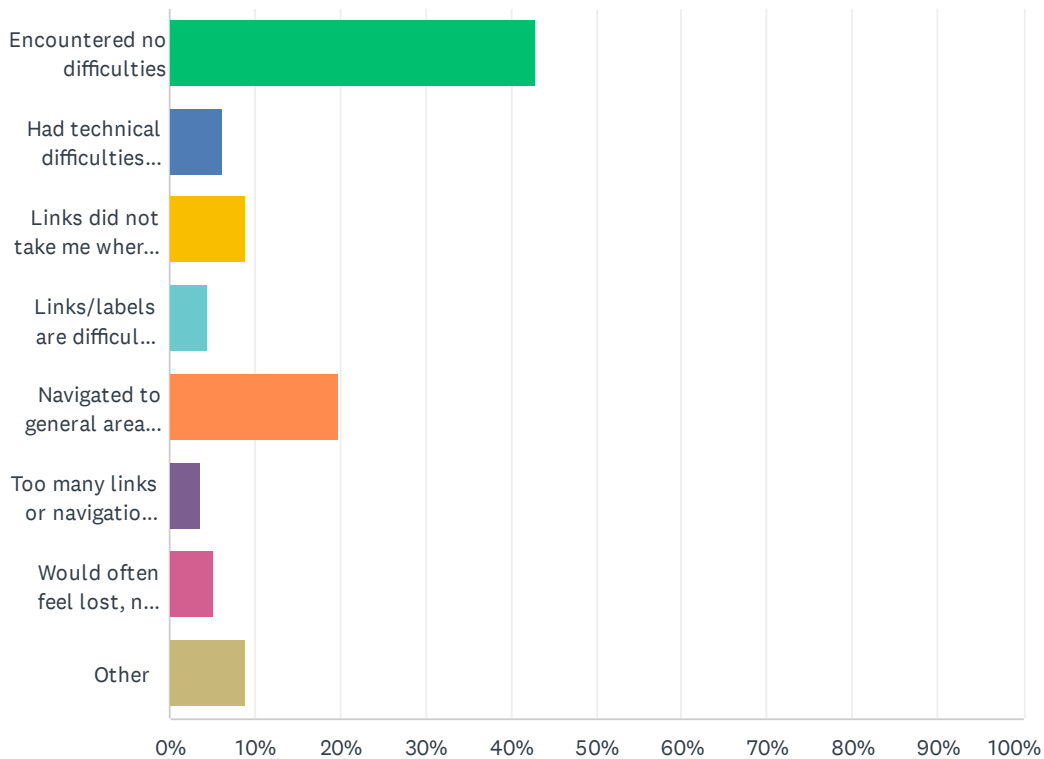


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.89%	303
Customs broker	1.00%	44
Educator	4.46%	196
Federal government employee	2.30%	101
First responder/law enforcement official	1.02%	45
Government contractor	0.91%	40
International visitor	6.62%	291
Job seeker	1.07%	47
Media representative	0.34%	15
Non-profit staff or volunteer	0.75%	33
Seeking citizenship or immigration information	1.23%	54
State, tribal, territorial or local government representative	0.27%	12
Student	2.43%	107
Traveler (domestic or international)	61.22%	2,693
Other	9.50%	418
TOTAL		4,399

Q8 Please describe your experience finding your way around today.

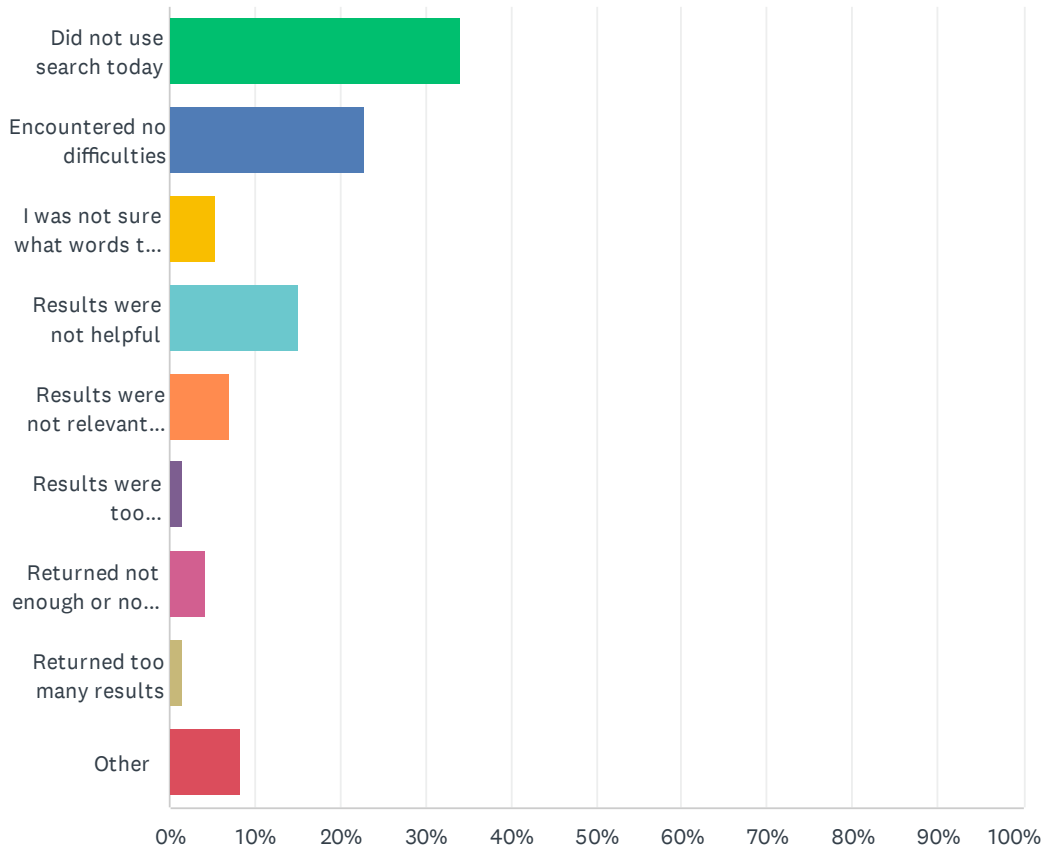
Answered: 4,399 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	42.81%	1,883
Had technical difficulties (e.g. error messages, broken links)	6.18%	272
Links did not take me where I expected	8.93%	393
Links/labels are difficult to understand, they are not intuitive	4.48%	197
Navigated to general area but couldn't find the specific content needed	19.91%	876
Too many links or navigational choices	3.57%	157
Would often feel lost, not know where I was	5.11%	225
Other	9.00%	396
TOTAL		4,399

Q9 How was your experience using our site search?

Answered: 4,399 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.12%	1,501
Encountered no difficulties	22.76%	1,001
I was not sure what words to use in my search	5.32%	234
Results were not helpful	15.07%	663
Results were not relevant to my search terms or needs	7.05%	310
Results were too similar/redundant	1.57%	69
Returned not enough or no results	4.34%	191
Returned too many results	1.45%	64
Other	8.32%	366
TOTAL		4,399