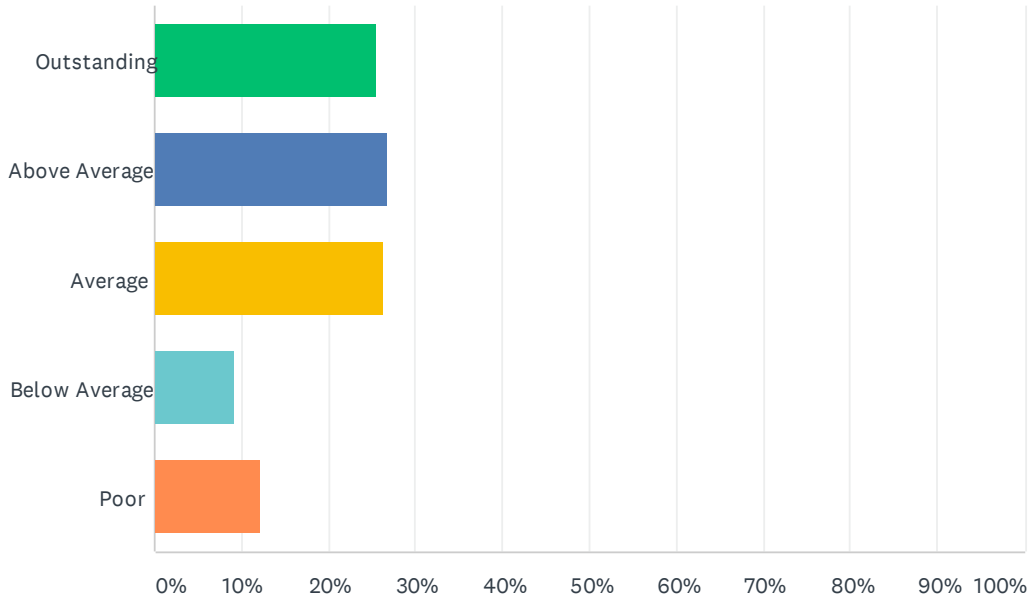


Q1 How would you rate your overall experience today?

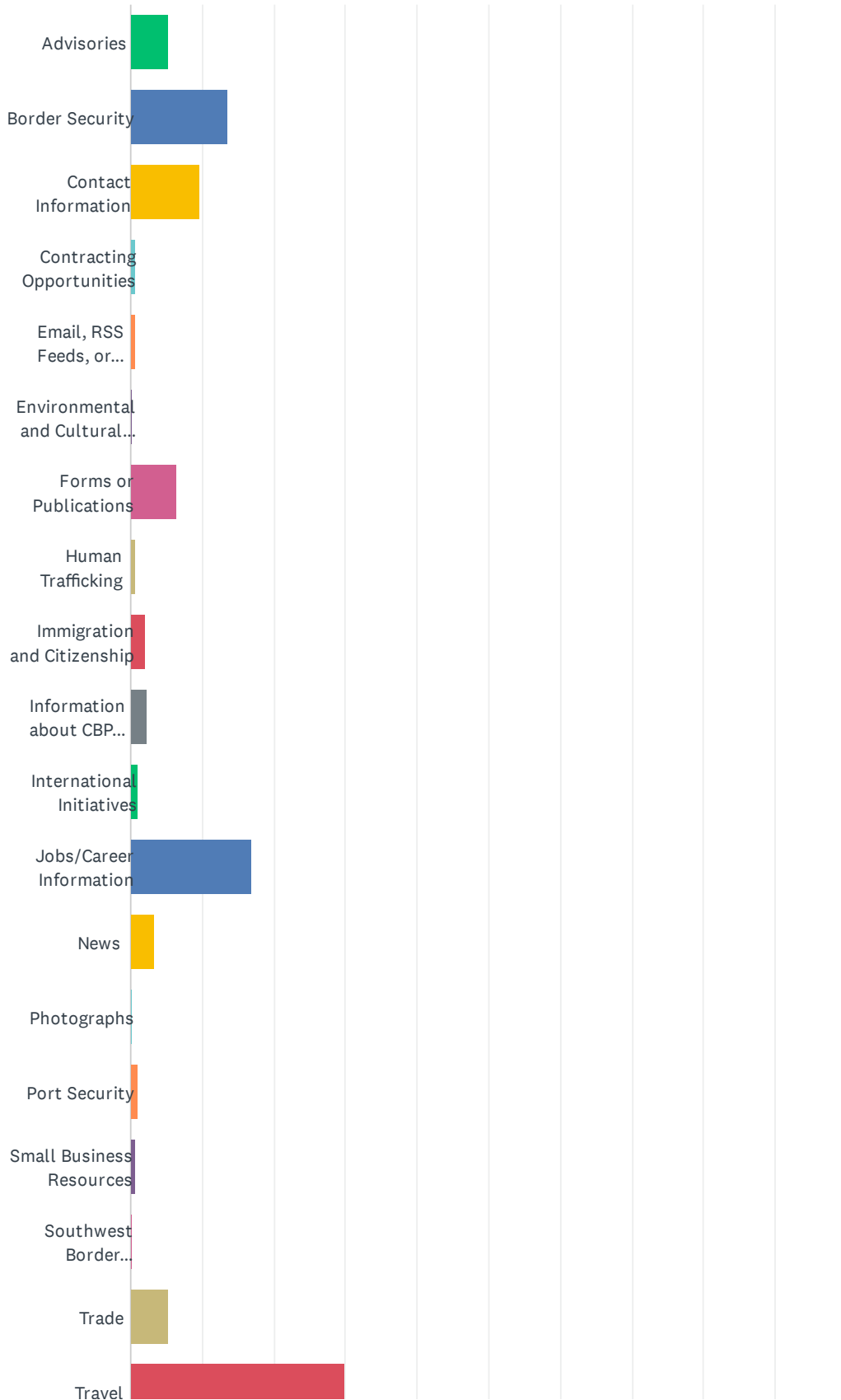
Answered: 1,684 Skipped: 0



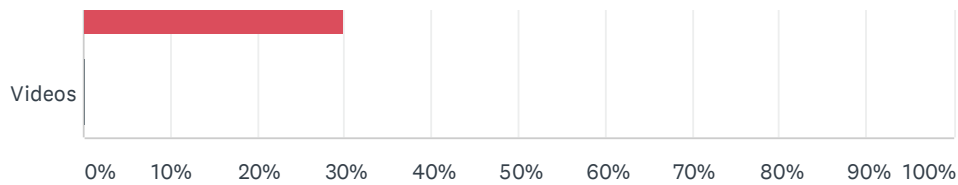
ANSWER CHOICES	RESPONSES	
Outstanding	25.59%	431
Above Average	26.72%	450
Average	26.31%	443
Below Average	9.14%	154
Poor	12.23%	206
TOTAL		1,684

Q2 What information were you looking for today?

Answered: 1,684 Skipped: 0



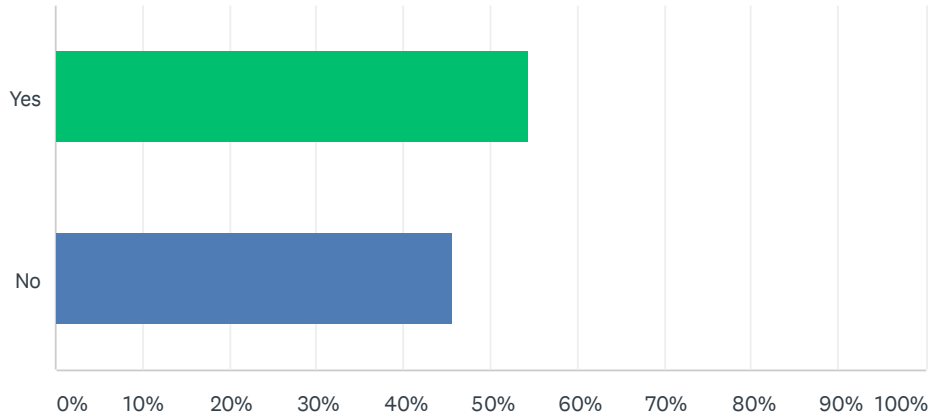
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	5.29%	89
Border Security	13.66%	230
Contact Information	9.56%	161
Contracting Opportunities	0.53%	9
Email, RSS Feeds, or Subscription Services	0.71%	12
Environmental and Cultural Stewardship	0.18%	3
Forms or Publications	6.47%	109
Human Trafficking	0.53%	9
Immigration and Citizenship	2.14%	36
Information about CBP (leadership, history, etc.)	2.26%	38
International Initiatives	1.01%	17
Jobs/Career Information	16.86%	284
News	3.38%	57
Photographs	0.18%	3
Port Security	1.07%	18
Small Business Resources	0.65%	11
Southwest Border Unaccompanied Alien Children/Family Unit	0.24%	4
Trade	5.17%	87
Travel	29.93%	504
Videos	0.18%	3
TOTAL		1,684

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

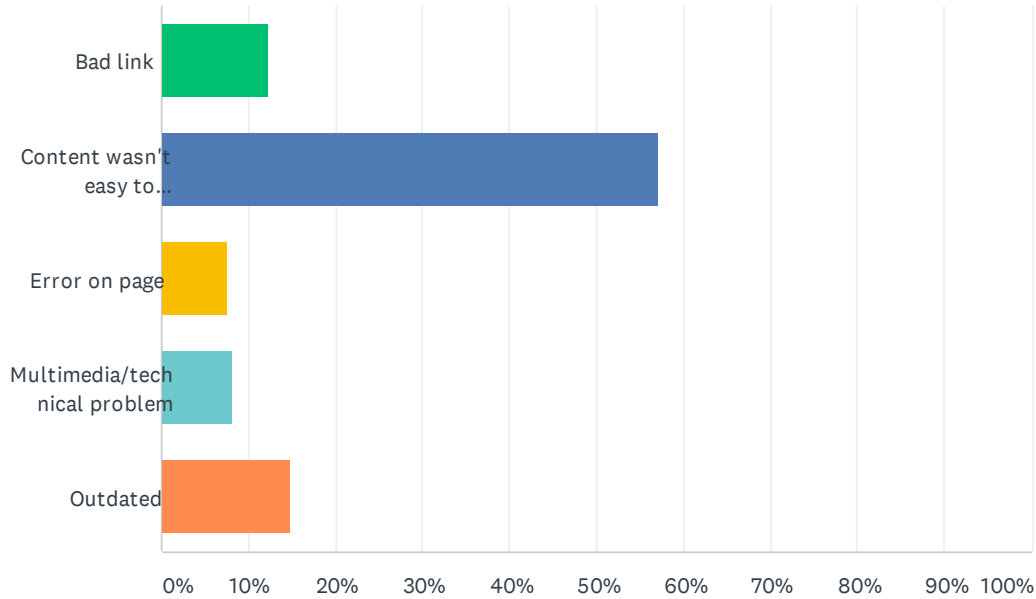
Answered: 1,684 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	54.33%	915
No	45.67%	769
TOTAL		1,684

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

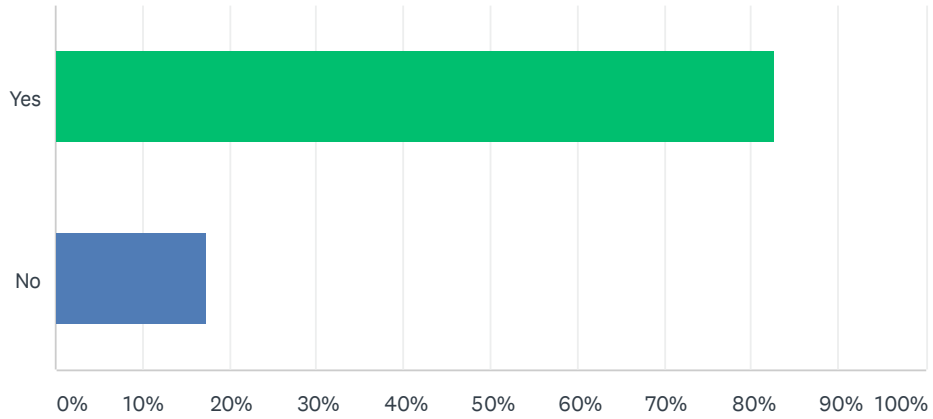
Answered: 763 Skipped: 921



ANSWER CHOICES	RESPONSES	
Bad link	12.32%	94
Content wasn't easy to understand	57.14%	436
Error on page	7.47%	57
Multimedia/technical problem	8.26%	63
Outdated	14.81%	113
TOTAL		763

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

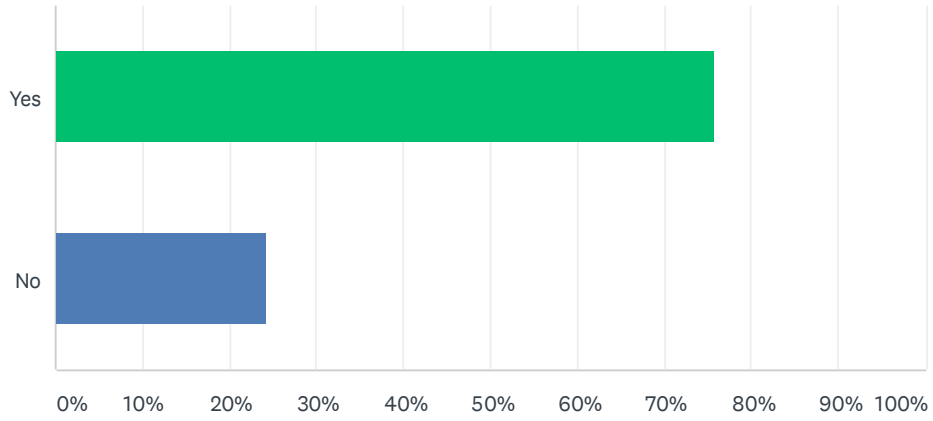
Answered: 1,684 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.66%	1,392
No	17.34%	292
TOTAL		1,684

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

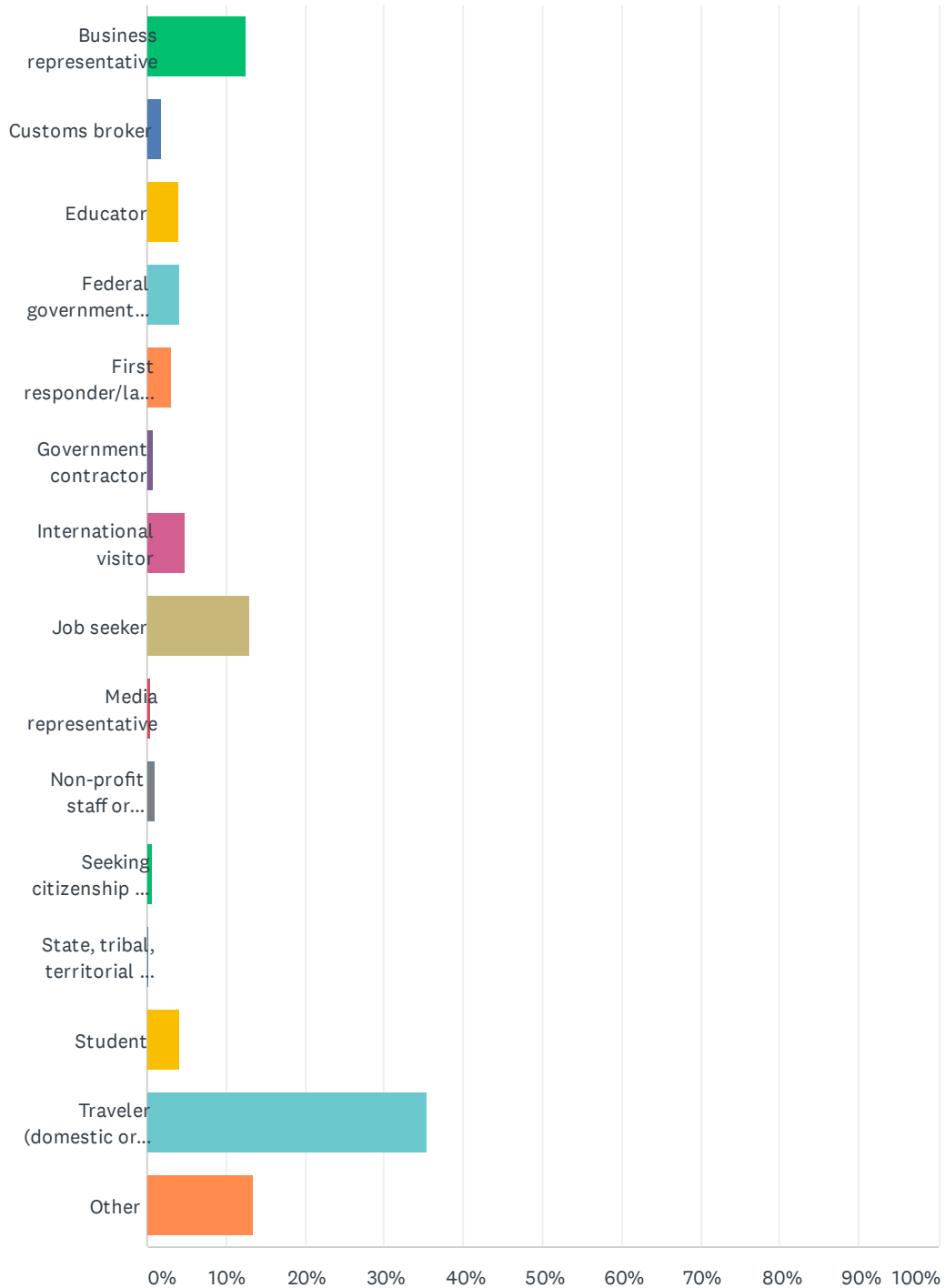
Answered: 1,684 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.77%	1,276
No	24.23%	408
TOTAL		1,684

Q7 Which of the following best describes you?

Answered: 1,684 Skipped: 0

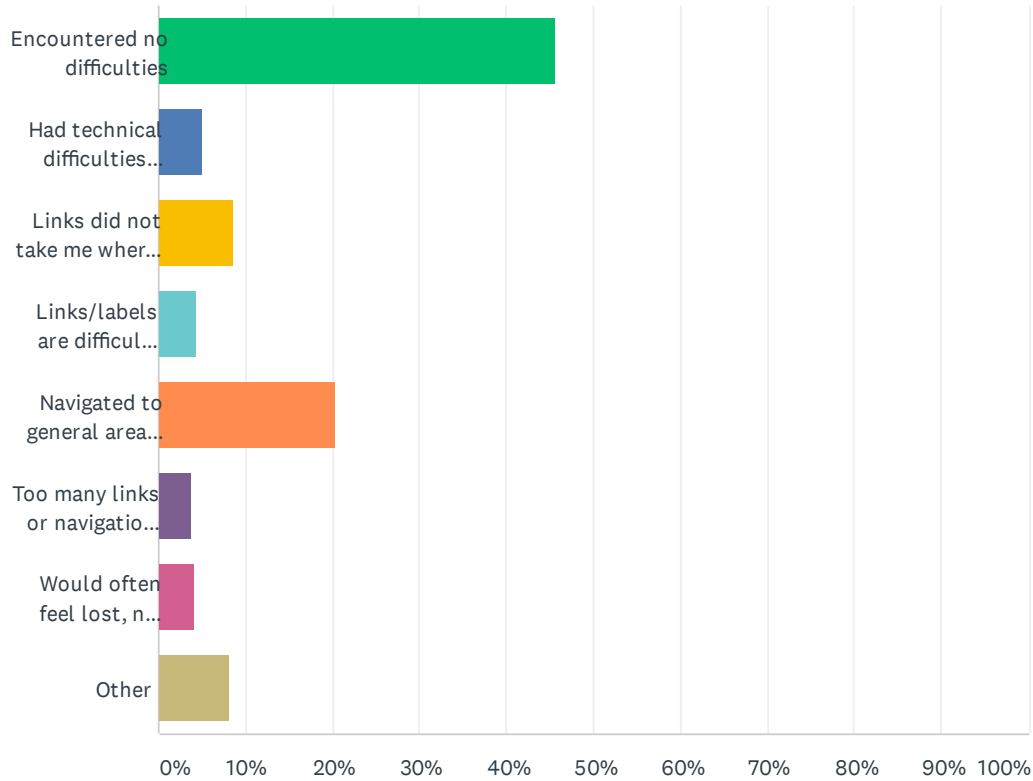


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	12.65%	213
Customs broker	1.90%	32
Educator	4.04%	68
Federal government employee	4.16%	70
First responder/law enforcement official	3.15%	53
Government contractor	0.77%	13
International visitor	4.87%	82
Job seeker	13.00%	219
Media representative	0.42%	7
Non-profit staff or volunteer	1.07%	18
Seeking citizenship or immigration information	0.71%	12
State, tribal, territorial or local government representative	0.30%	5
Student	4.28%	72
Traveler (domestic or international)	35.27%	594
Other	13.42%	226
TOTAL		1,684

Q8 Please describe your experience finding your way around today.

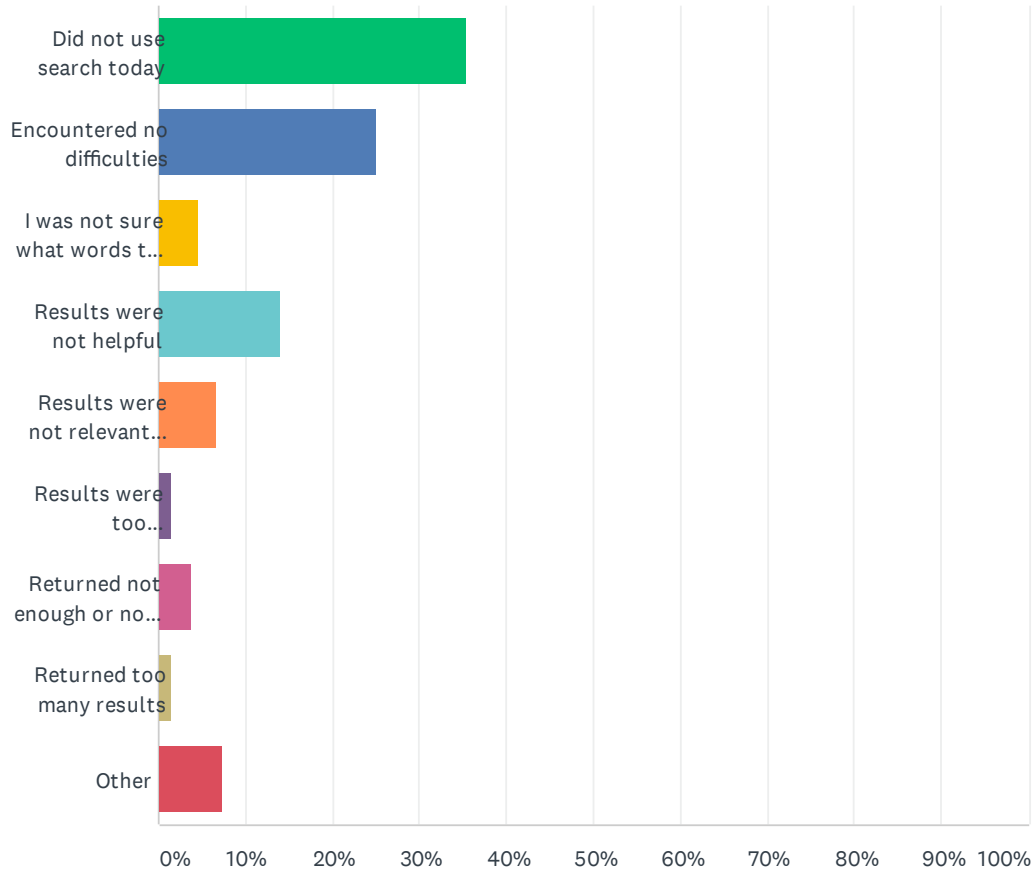
Answered: 1,684 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.55%	767
Had technical difficulties (e.g. error messages, broken links)	5.11%	86
Links did not take me where I expected	8.67%	146
Links/labels are difficult to understand, they are not intuitive	4.39%	74
Navigated to general area but couldn't find the specific content needed	20.25%	341
Too many links or navigational choices	3.86%	65
Would often feel lost, not know where I was	4.10%	69
Other	8.08%	136
TOTAL		1,684

Q9 How was your experience using our site search?

Answered: 1,684 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.45%	597
Encountered no difficulties	25.18%	424
I was not sure what words to use in my search	4.63%	78
Results were not helpful	13.95%	235
Results were not relevant to my search terms or needs	6.77%	114
Results were too similar/redundant	1.37%	23
Returned not enough or no results	3.80%	64
Returned too many results	1.48%	25
Other	7.36%	124
TOTAL		1,684