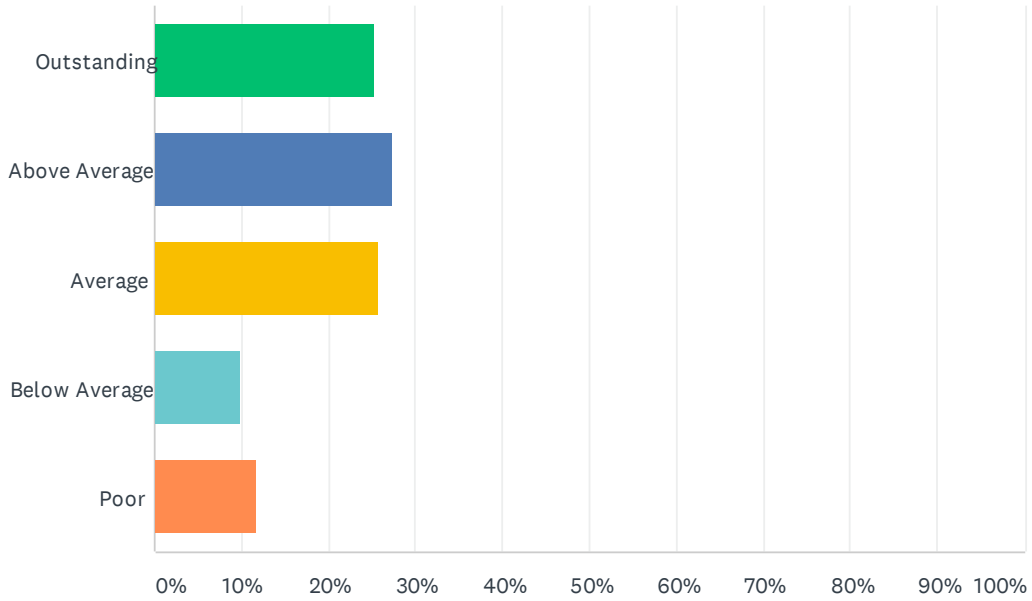


Q1 How would you rate your overall experience today?

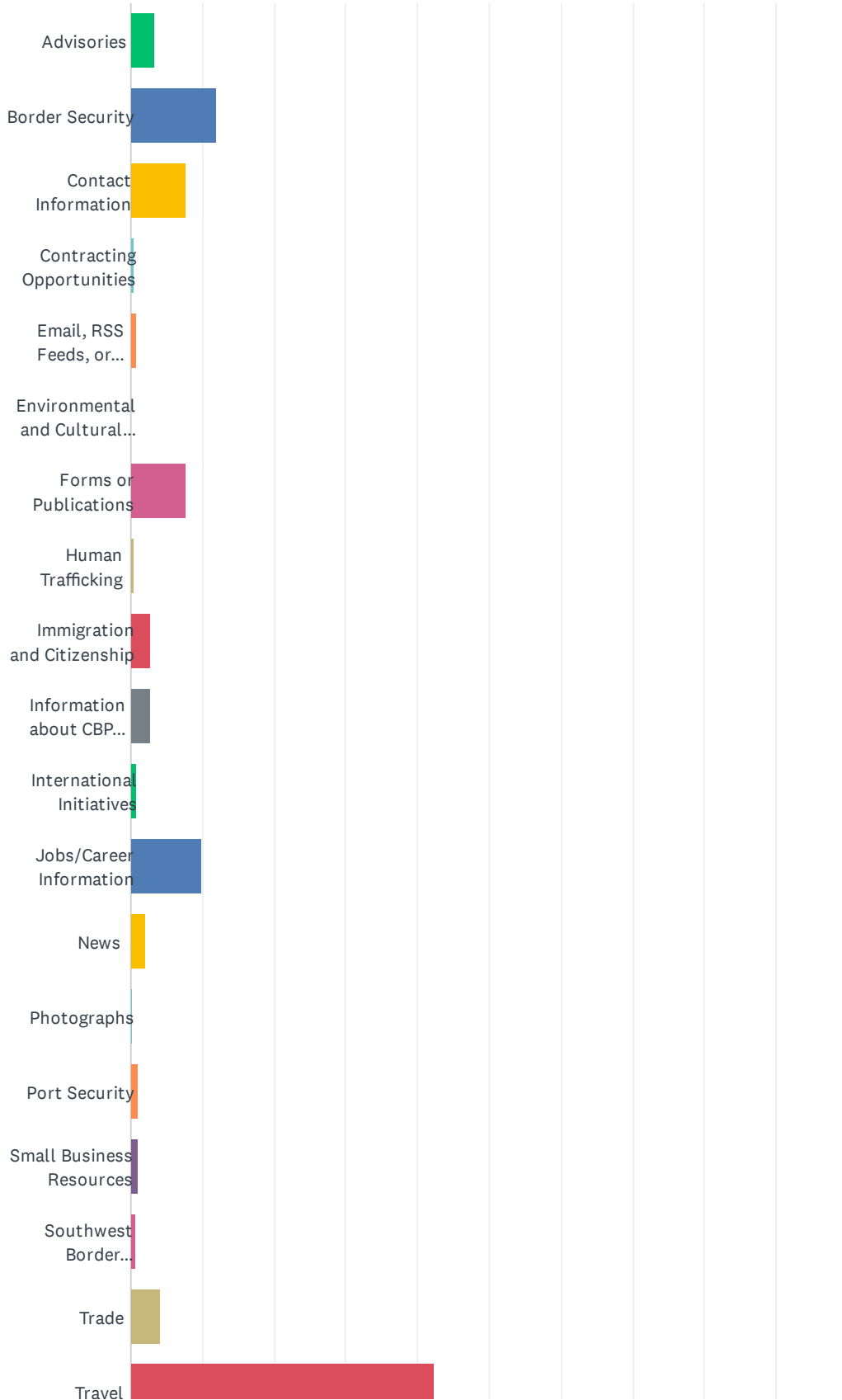
Answered: 2,140 Skipped: 0



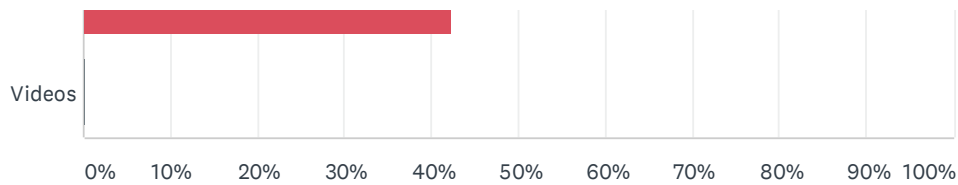
ANSWER CHOICES	RESPONSES	
Outstanding	25.33%	542
Above Average	27.38%	586
Average	25.79%	552
Below Average	9.81%	210
Poor	11.68%	250
TOTAL		2,140

Q2 What information were you looking for today?

Answered: 2,140 Skipped: 0



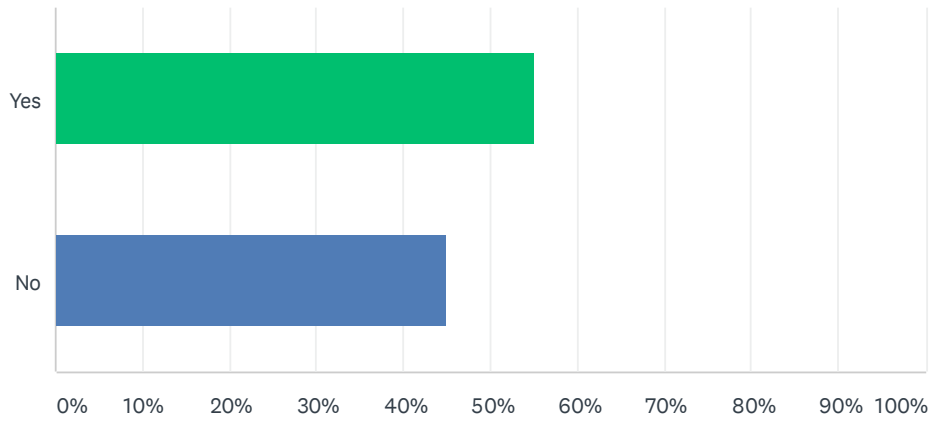
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.36%	72
Border Security	11.82%	253
Contact Information	7.76%	166
Contracting Opportunities	0.47%	10
Email, RSS Feeds, or Subscription Services	0.84%	18
Environmental and Cultural Stewardship	0.09%	2
Forms or Publications	7.66%	164
Human Trafficking	0.37%	8
Immigration and Citizenship	2.71%	58
Information about CBP (leadership, history, etc.)	2.62%	56
International Initiatives	0.89%	19
Jobs/Career Information	9.81%	210
News	2.10%	45
Photographs	0.28%	6
Port Security	0.98%	21
Small Business Resources	0.98%	21
Southwest Border Unaccompanied Alien Children/Family Unit	0.61%	13
Trade	4.16%	89
Travel	42.34%	906
Videos	0.14%	3
TOTAL		2,140

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

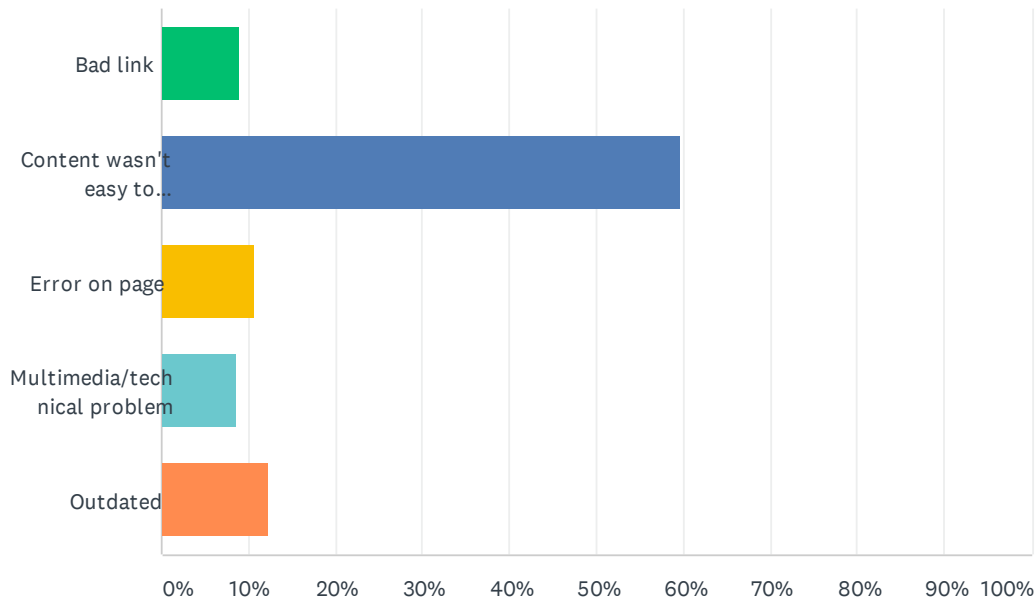
Answered: 2,140 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.00%	1,177
No	45.00%	963
TOTAL		2,140

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

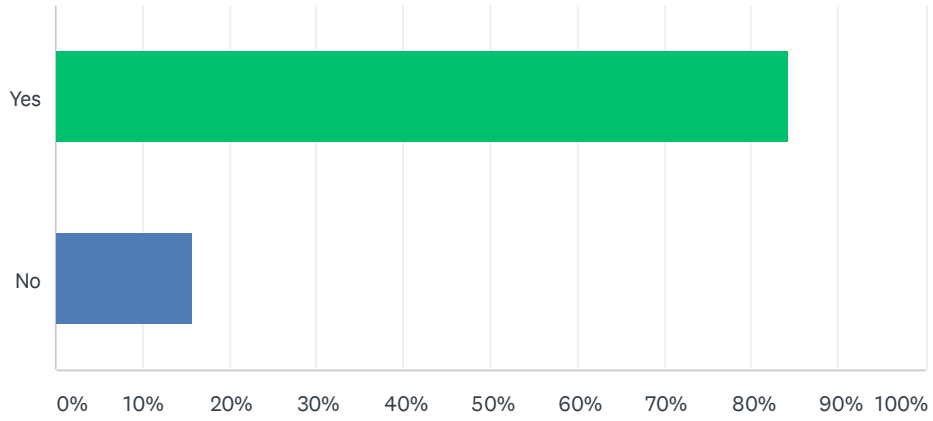
Answered: 953 Skipped: 1,187



ANSWER CHOICES	RESPONSES	
Bad link	8.92%	85
Content wasn't easy to understand	59.60%	568
Error on page	10.70%	102
Multimedia/technical problem	8.50%	81
Outdated	12.28%	117
TOTAL		953

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

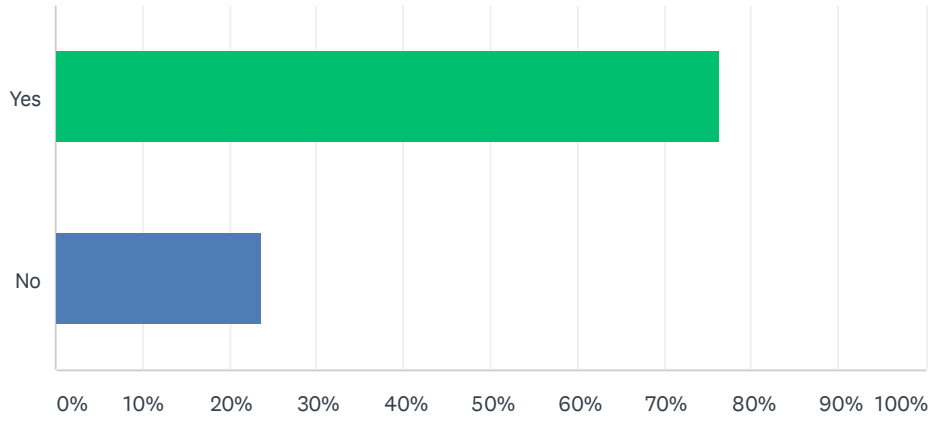
Answered: 2,140 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.30%	1,804
No	15.70%	336
TOTAL		2,140

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

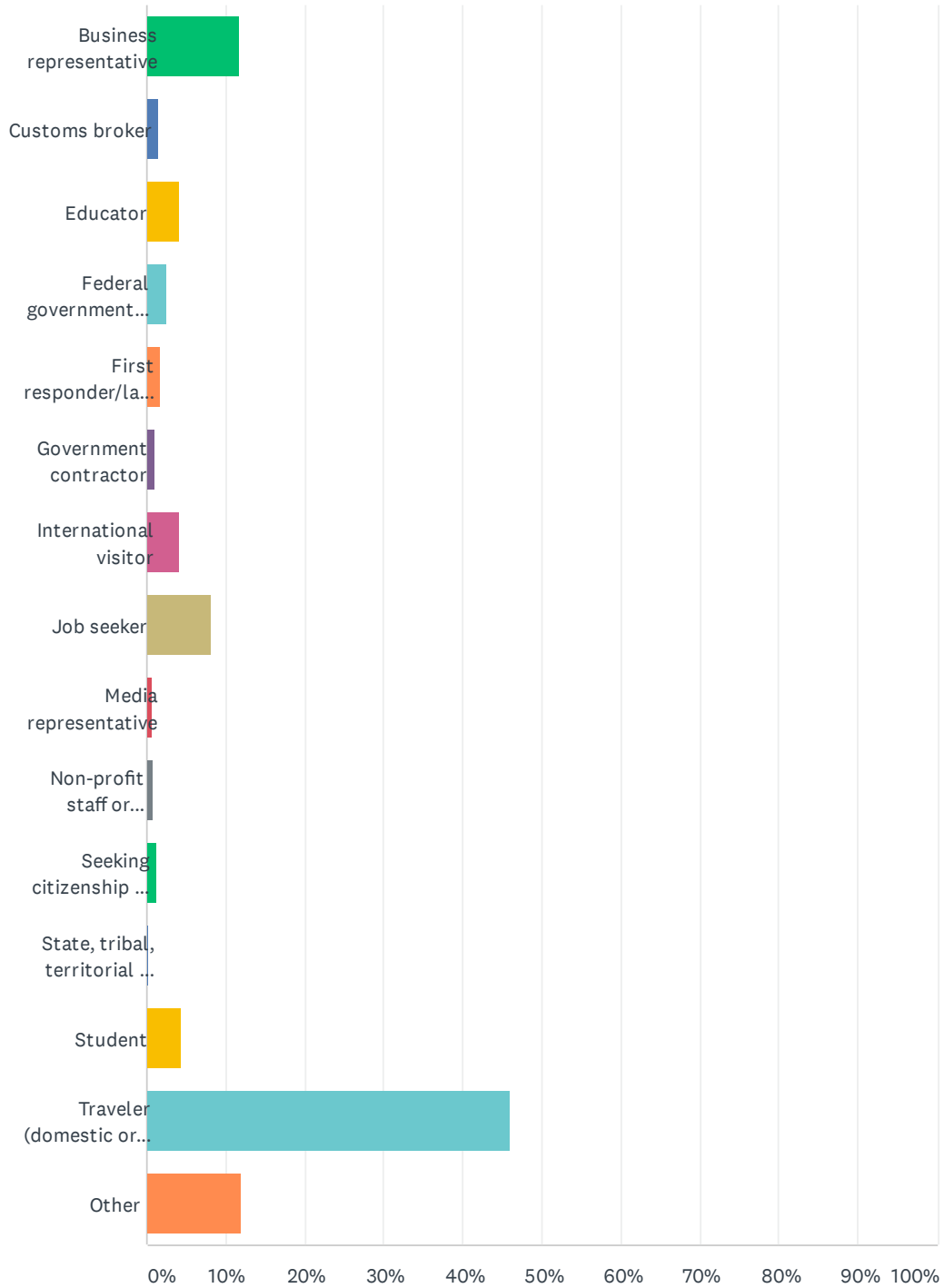
Answered: 2,140 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.45%	1,636
No	23.55%	504
TOTAL		2,140

Q7 Which of the following best describes you?

Answered: 2,140 Skipped: 0

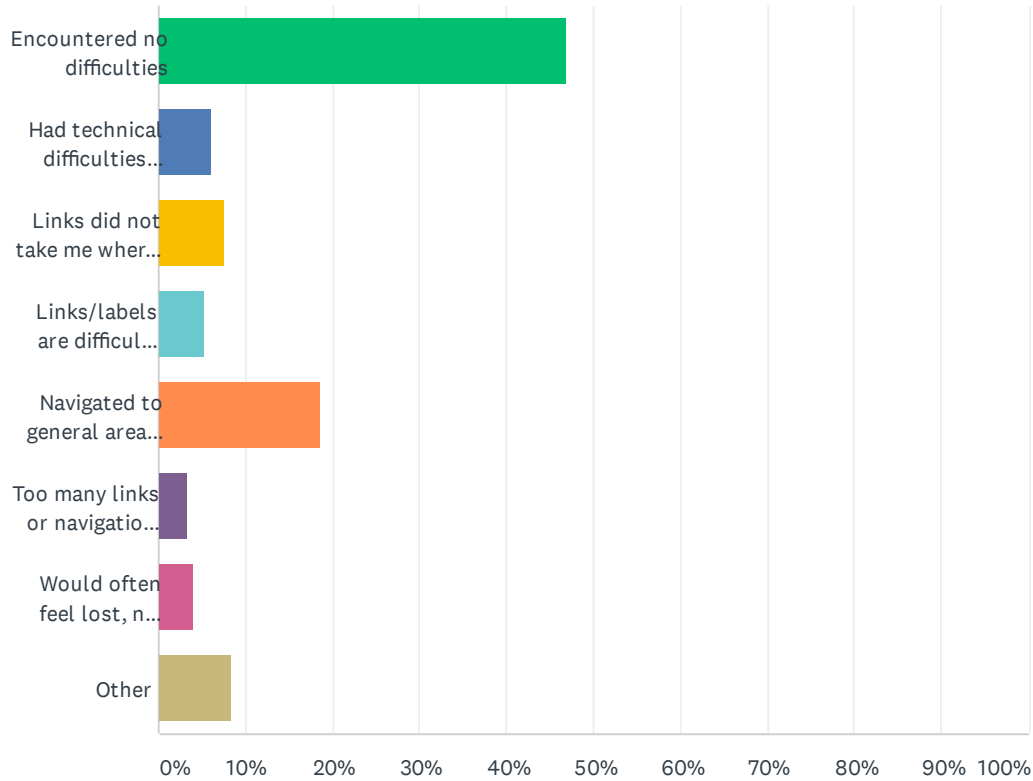


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	11.73%	251
Customs broker	1.40%	30
Educator	4.16%	89
Federal government employee	2.52%	54
First responder/law enforcement official	1.78%	38
Government contractor	1.03%	22
International visitor	4.11%	88
Job seeker	8.08%	173
Media representative	0.65%	14
Non-profit staff or volunteer	0.84%	18
Seeking citizenship or immigration information	1.31%	28
State, tribal, territorial or local government representative	0.23%	5
Student	4.30%	92
Traveler (domestic or international)	46.03%	985
Other	11.82%	253
TOTAL		2,140

Q8 Please describe your experience finding your way around today.

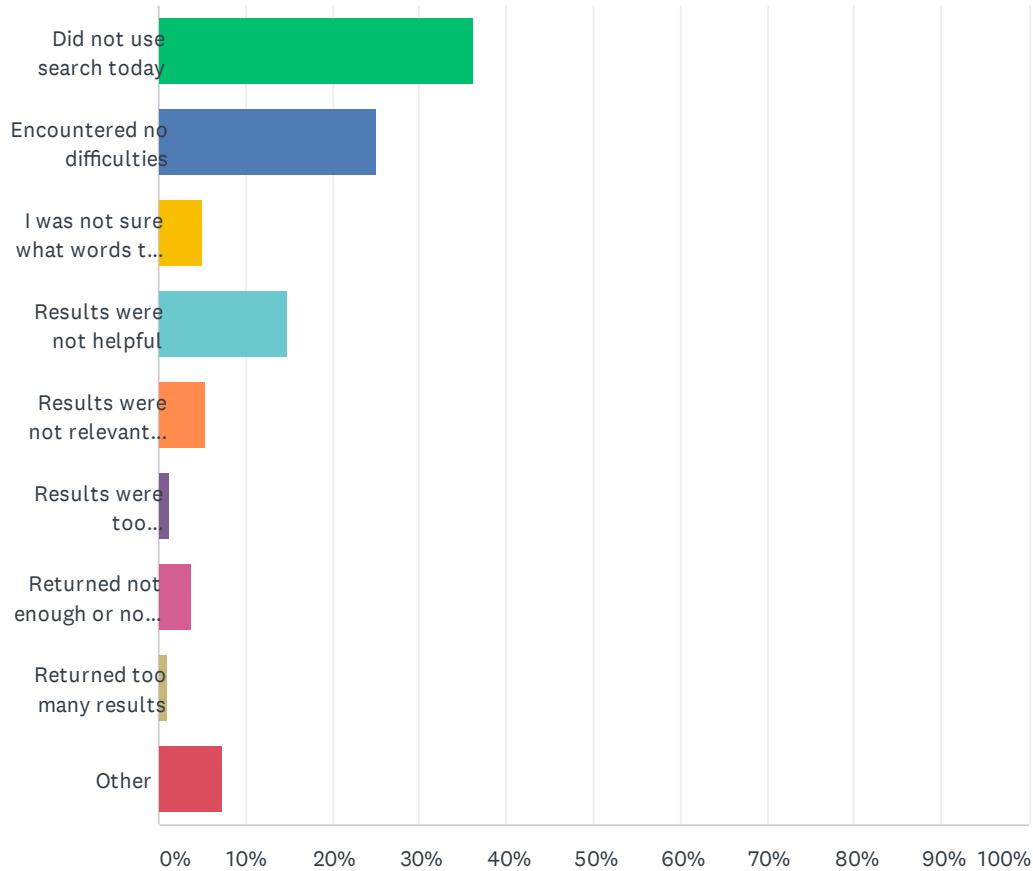
Answered: 2,140 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.92%	1,004
Had technical difficulties (e.g. error messages, broken links)	5.98%	128
Links did not take me where I expected	7.62%	163
Links/labels are difficult to understand, they are not intuitive	5.33%	114
Navigated to general area but couldn't find the specific content needed	18.55%	397
Too many links or navigational choices	3.36%	72
Would often feel lost, not know where I was	3.93%	84
Other	8.32%	178
TOTAL		2,140

Q9 How was your experience using our site search?

Answered: 2,140 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	36.21%	775
Encountered no difficulties	25.09%	537
I was not sure what words to use in my search	5.00%	107
Results were not helpful	14.77%	316
Results were not relevant to my search terms or needs	5.47%	117
Results were too similar/redundant	1.31%	28
Returned not enough or no results	3.74%	80
Returned too many results	1.12%	24
Other	7.29%	156
TOTAL		2,140