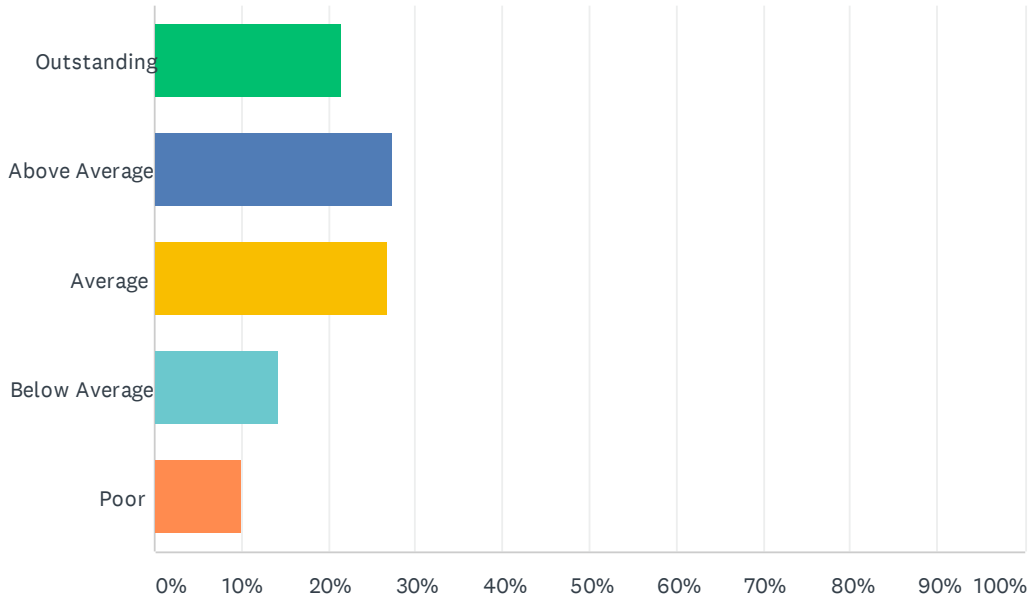


## Q1 How would you rate your overall experience today?

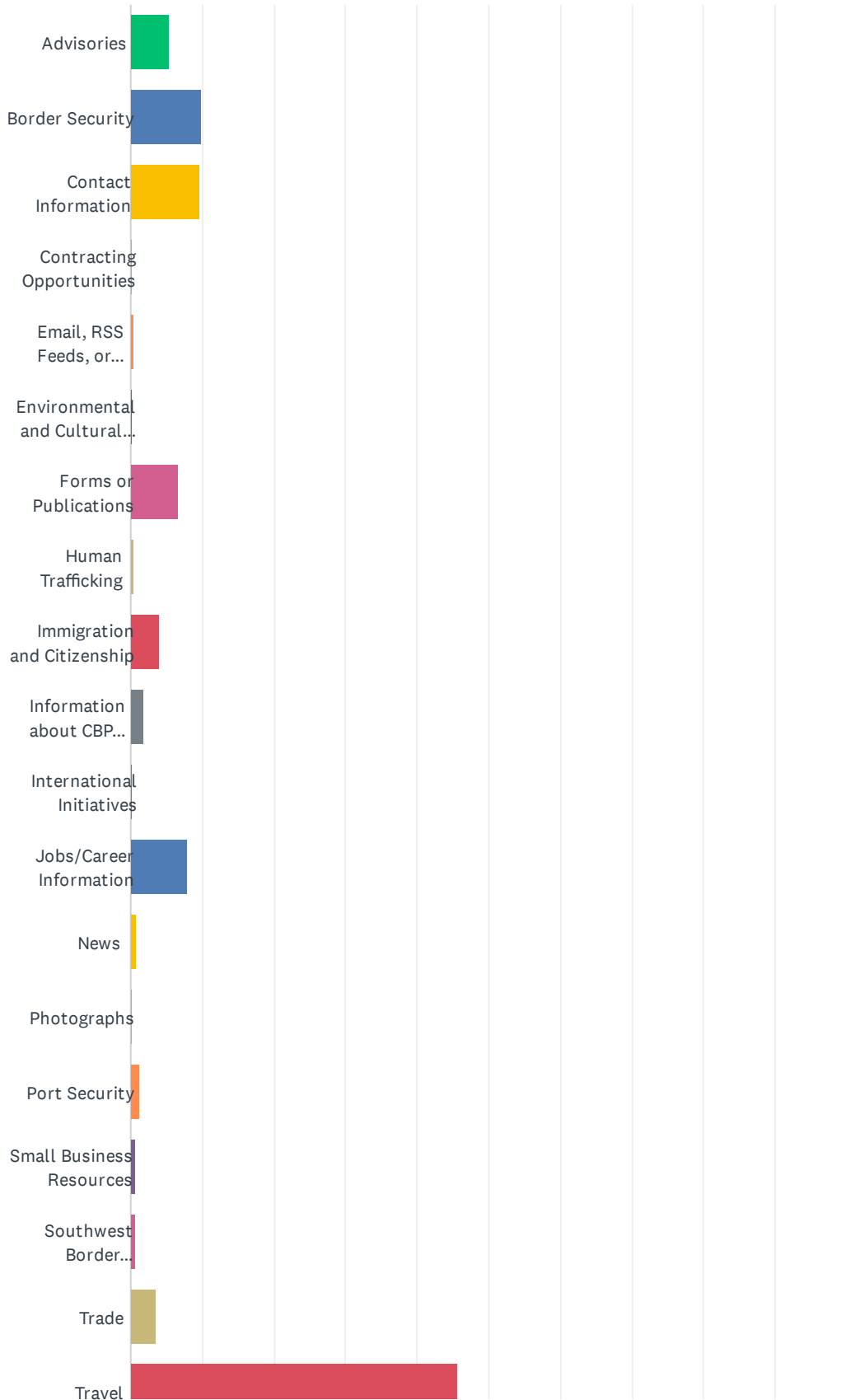
Answered: 430 Skipped: 0



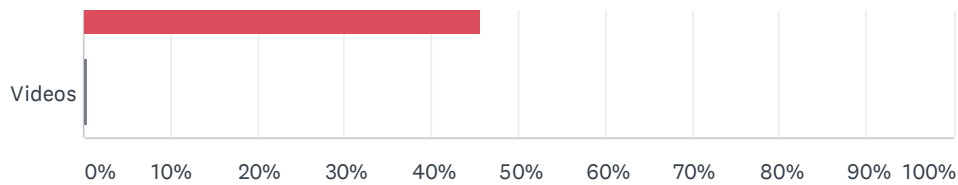
ANSWER CHOICES	RESPONSES	
Outstanding	21.63%	93
Above Average	27.44%	118
Average	26.74%	115
Below Average	14.19%	61
Poor	10.00%	43
<b>TOTAL</b>		<b>430</b>

## Q2 What information were you looking for today?

Answered: 430 Skipped: 0



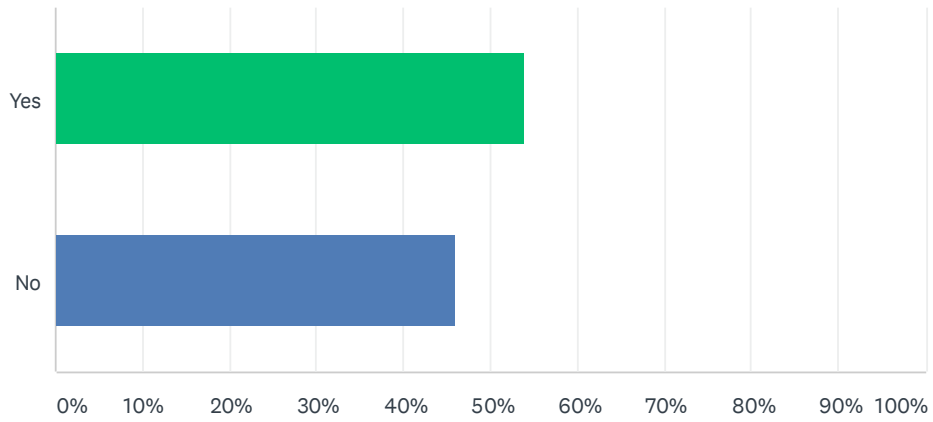
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	5.35%	23
Border Security	9.77%	42
Contact Information	9.53%	41
Contracting Opportunities	0.23%	1
Email, RSS Feeds, or Subscription Services	0.47%	2
Environmental and Cultural Stewardship	0.23%	1
Forms or Publications	6.74%	29
Human Trafficking	0.47%	2
Immigration and Citizenship	3.95%	17
Information about CBP (leadership, history, etc.)	1.86%	8
International Initiatives	0.23%	1
Jobs/Career Information	7.91%	34
News	0.93%	4
Photographs	0.23%	1
Port Security	1.16%	5
Small Business Resources	0.70%	3
Southwest Border Unaccompanied Alien Children/Family Unit	0.70%	3
Trade	3.49%	15
Travel	45.58%	196
Videos	0.47%	2
<b>TOTAL</b>		<b>430</b>

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

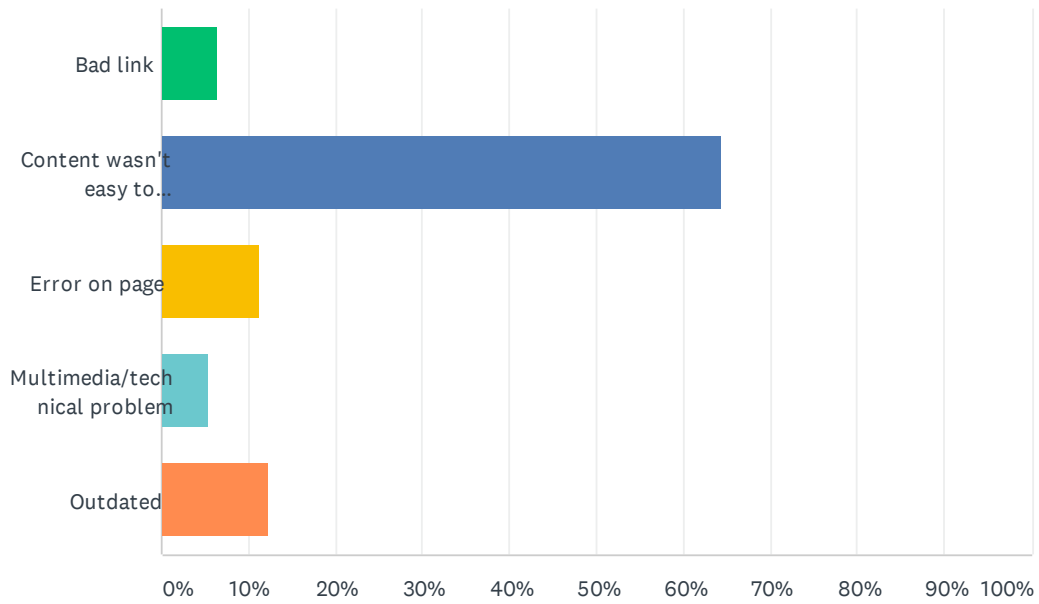
Answered: 430 Skipped: 0



Yes	53.95%	232
No	46.05%	198

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

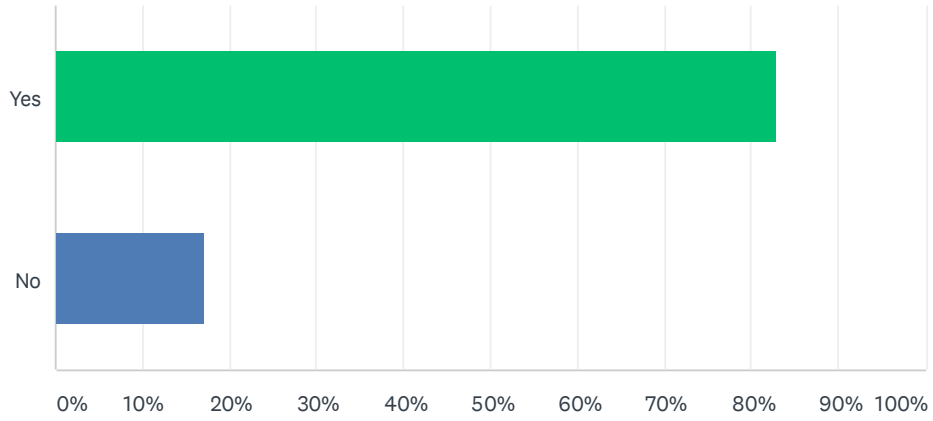
Answered: 186 Skipped: 244



ANSWER CHOICES	RESPONSES	
Bad link	6.45%	12
Content wasn't easy to understand	64.52%	120
Error on page	11.29%	21
Multimedia/technical problem	5.38%	10
Outdated	12.37%	23
TOTAL		186

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

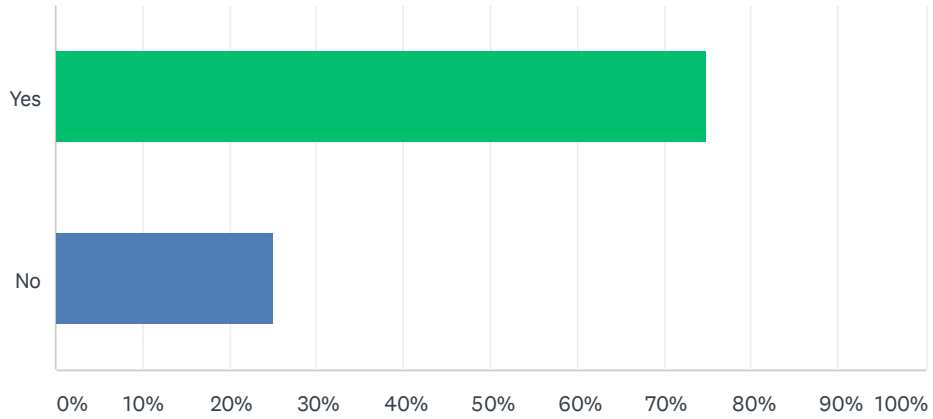
Answered: 430 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.79%	356
No	17.21%	74
TOTAL		430

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

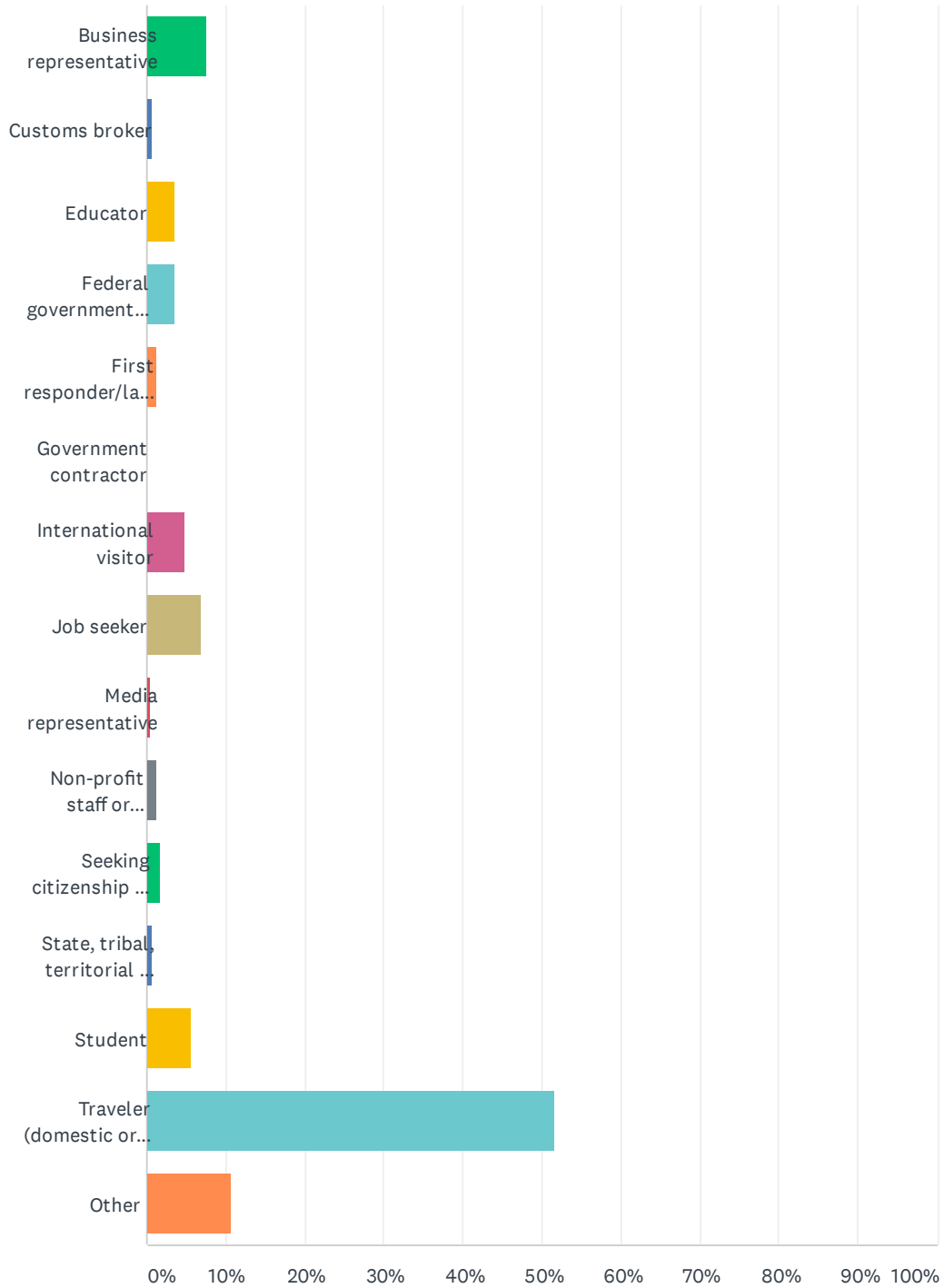
Answered: 430 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74.88%	322
No	25.12%	108
TOTAL		430

## Q7 Which of the following best describes you?

Answered: 430 Skipped: 0



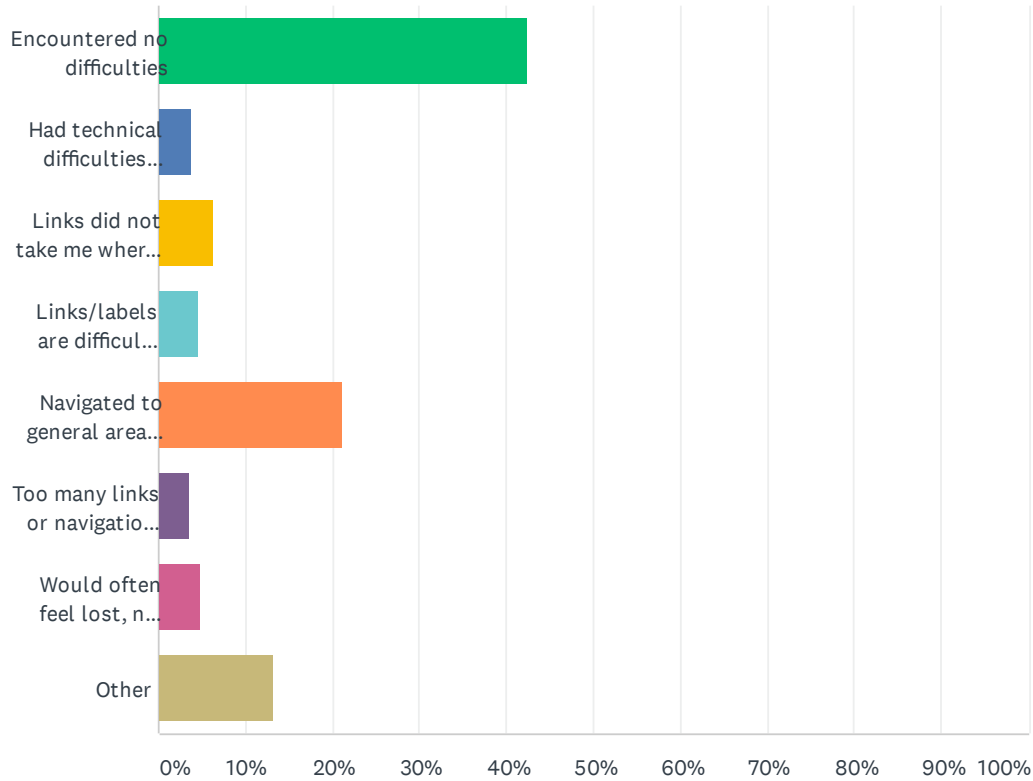


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.44%	32
Customs broker	0.70%	3
Educator	3.49%	15
Federal government employee	3.49%	15
First responder/law enforcement official	1.16%	5
Government contractor	0.00%	0
International visitor	4.88%	21
Job seeker	6.98%	30
Media representative	0.47%	2
Non-profit staff or volunteer	1.16%	5
Seeking citizenship or immigration information	1.63%	7
State, tribal, territorial or local government representative	0.70%	3
Student	5.58%	24
Traveler (domestic or international)	51.63%	222
Other	10.70%	46
<b>TOTAL</b>		<b>430</b>

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

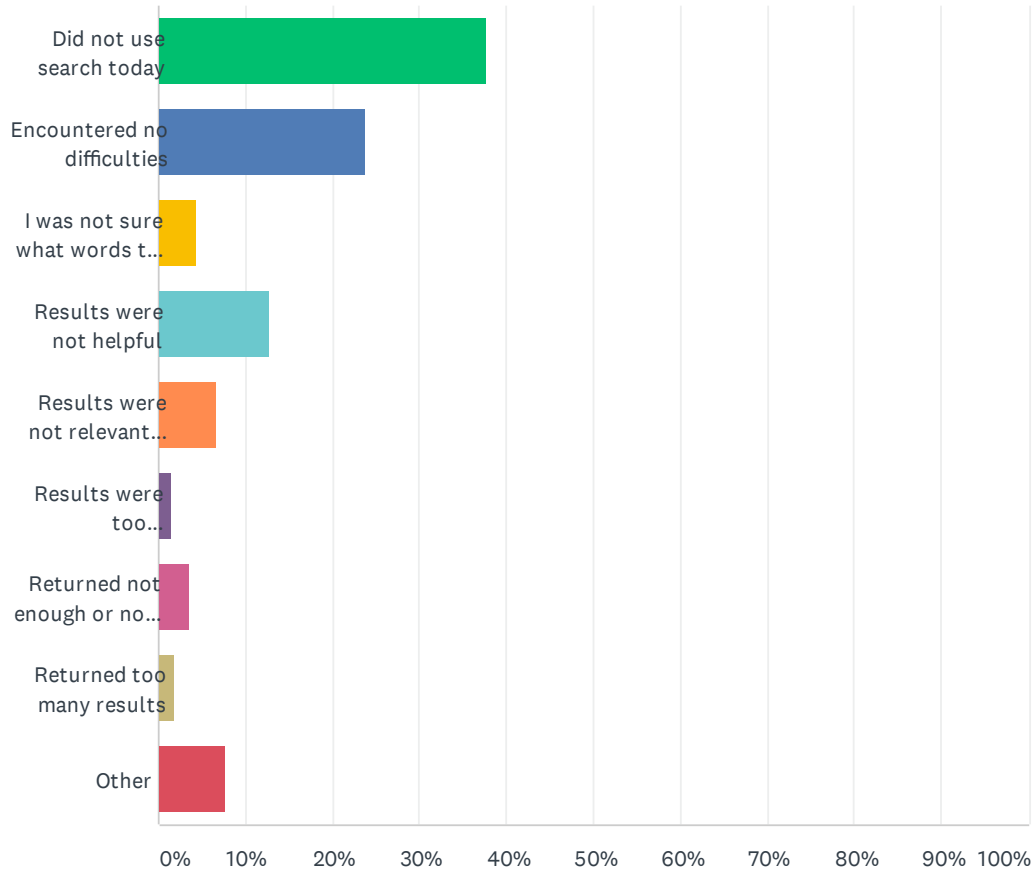
Answered: 430 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	42.56%	183
Had technical difficulties (e.g. error messages, broken links)	3.72%	16
Links did not take me where I expected	6.28%	27
Links/labels are difficult to understand, they are not intuitive	4.65%	20
Navigated to general area but couldn't find the specific content needed	21.16%	91
Too many links or navigational choices	3.49%	15
Would often feel lost, not know where I was	4.88%	21
Other	13.26%	57
<b>TOTAL</b>		<b>430</b>

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

Answered: 430 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	37.67%	162
Encountered no difficulties	23.95%	103
I was not sure what words to use in my search	4.42%	19
Results were not helpful	12.79%	55
Results were not relevant to my search terms or needs	6.74%	29
Results were too similar/redundant	1.40%	6
Returned not enough or no results	3.49%	15
Returned too many results	1.86%	8
Other	7.67%	33
<b>TOTAL</b>		<b>430</b>