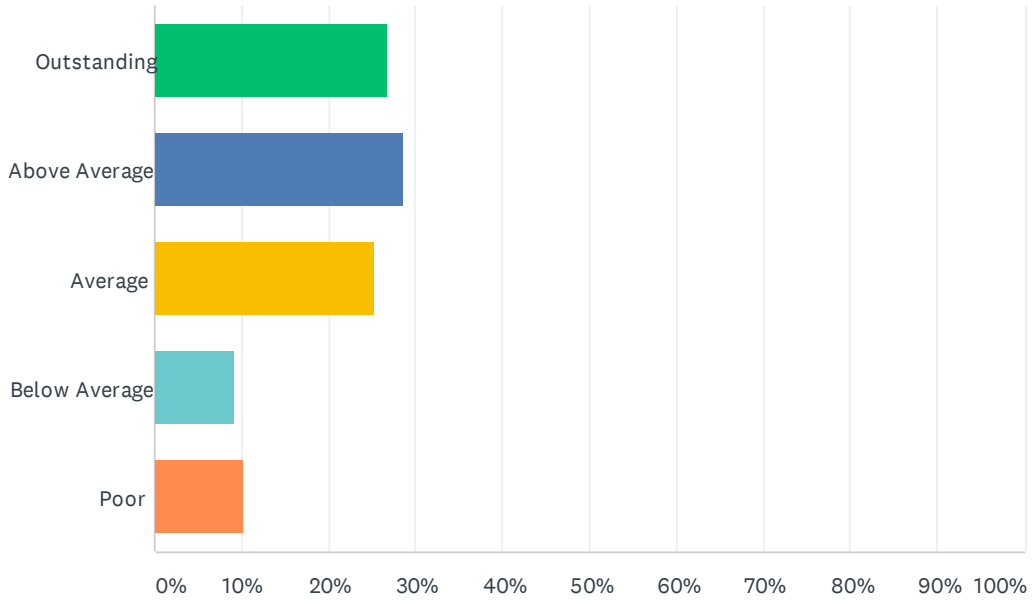


Q1 How would you rate your overall experience today?

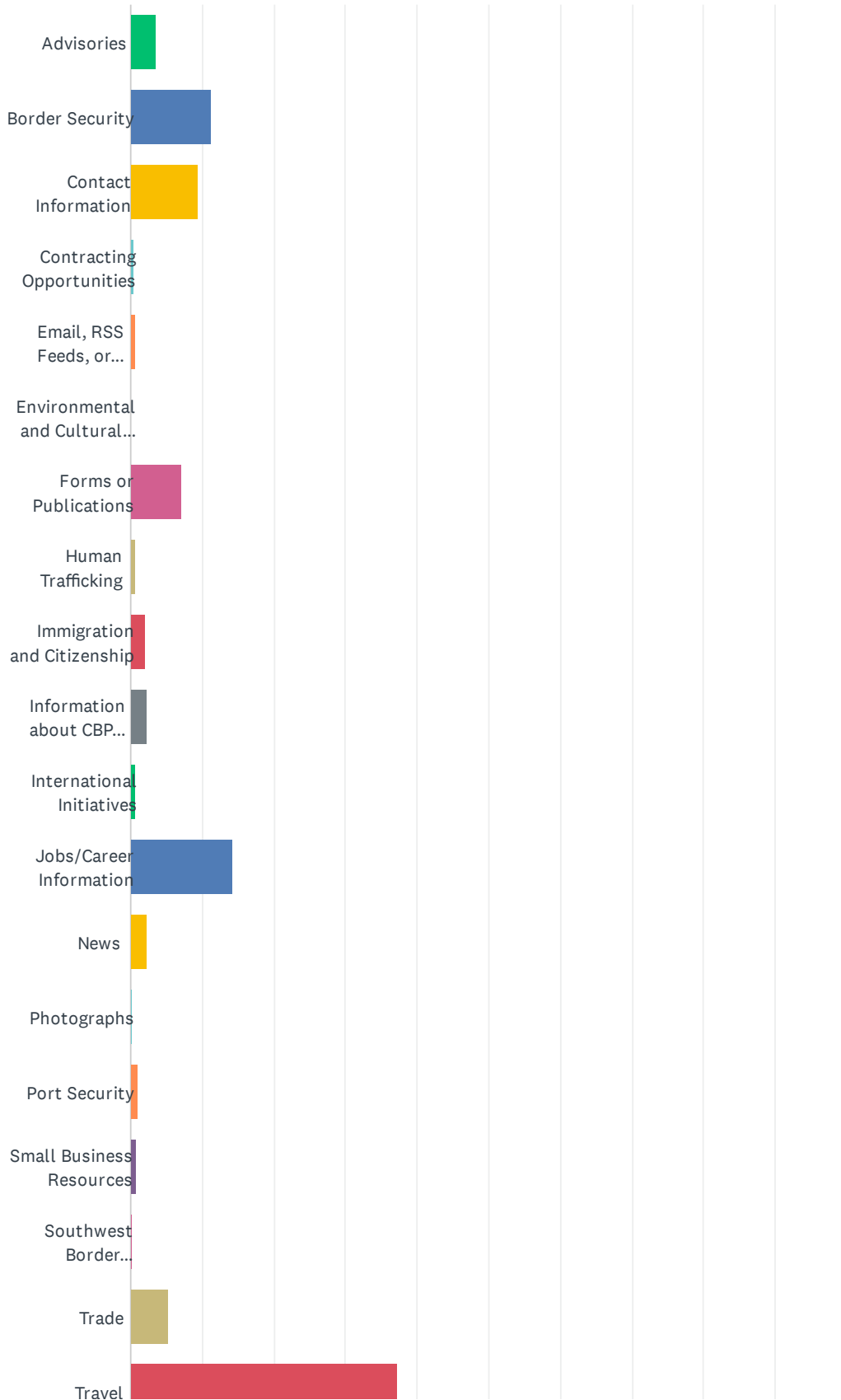
Answered: 1,563 Skipped: 0



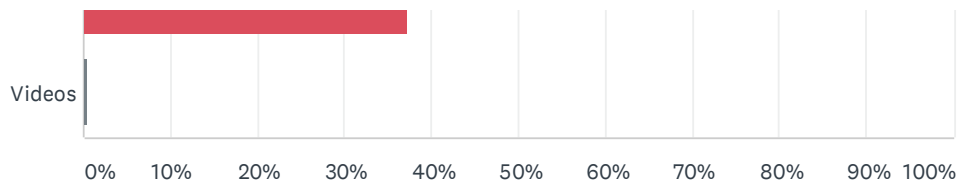
ANSWER CHOICES	RESPONSES	
Outstanding	26.74%	418
Above Average	28.60%	447
Average	25.27%	395
Below Average	9.15%	143
Poor	10.24%	160
TOTAL		1,563

Q2 What information were you looking for today?

Answered: 1,563 Skipped: 0



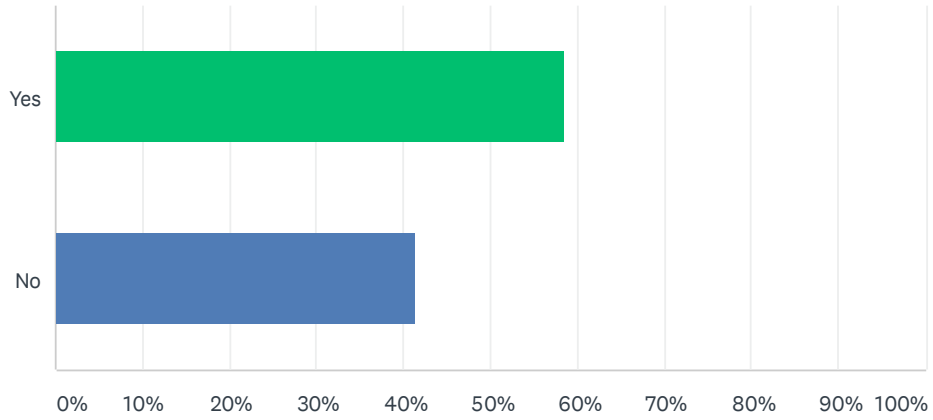
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.65%	57
Border Security	11.32%	177
Contact Information	9.40%	147
Contracting Opportunities	0.51%	8
Email, RSS Feeds, or Subscription Services	0.64%	10
Environmental and Cultural Stewardship	0.06%	1
Forms or Publications	7.10%	111
Human Trafficking	0.58%	9
Immigration and Citizenship	2.18%	34
Information about CBP (leadership, history, etc.)	2.30%	36
International Initiatives	0.58%	9
Jobs/Career Information	14.14%	221
News	2.37%	37
Photographs	0.26%	4
Port Security	1.09%	17
Small Business Resources	0.77%	12
Southwest Border Unaccompanied Alien Children/Family Unit	0.26%	4
Trade	5.18%	81
Travel	37.24%	582
Videos	0.38%	6
TOTAL		1,563

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

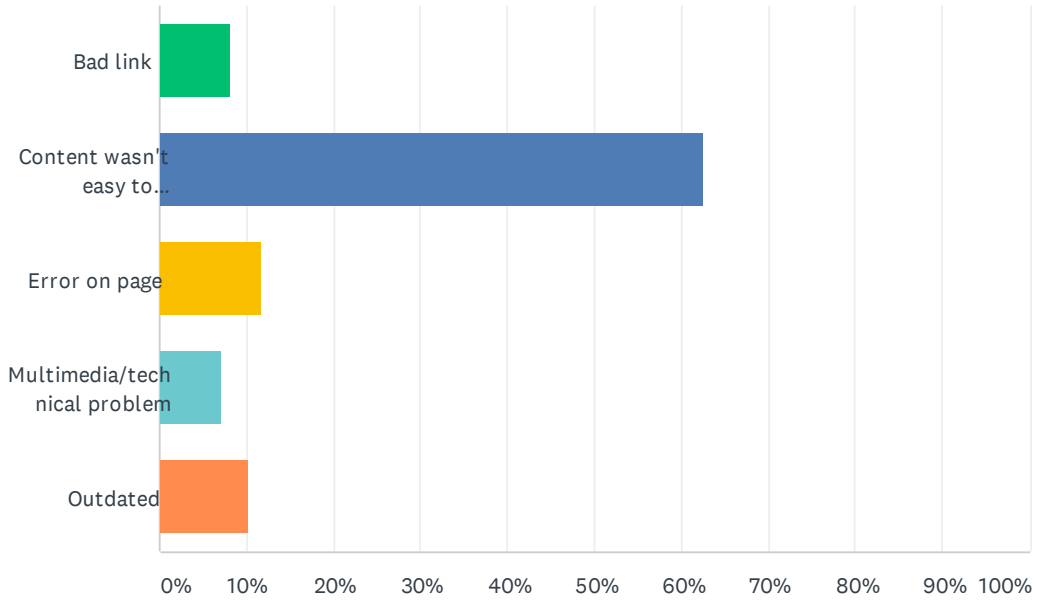
Answered: 1,563 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	58.67% 917
No	41.33% 646
TOTAL	1,563

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

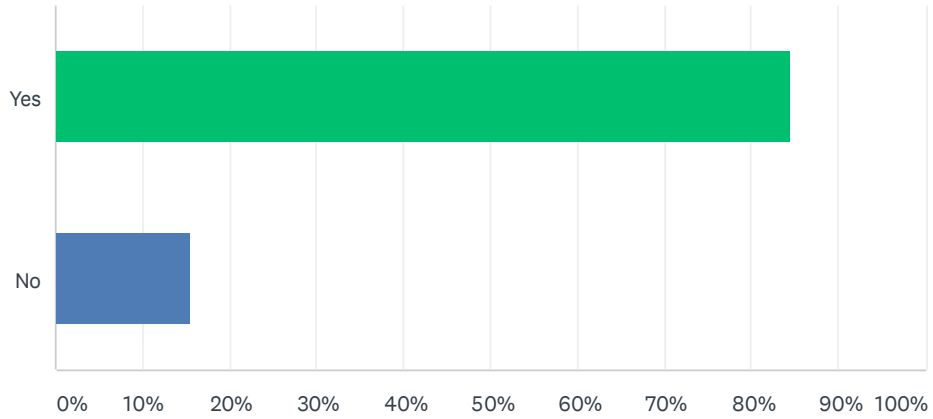
Answered: 645 Skipped: 918



ANSWER CHOICES	RESPONSES	
Bad link	8.22%	53
Content wasn't easy to understand	62.64%	404
Error on page	11.78%	76
Multimedia/technical problem	7.13%	46
Outdated	10.23%	66
TOTAL		645

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

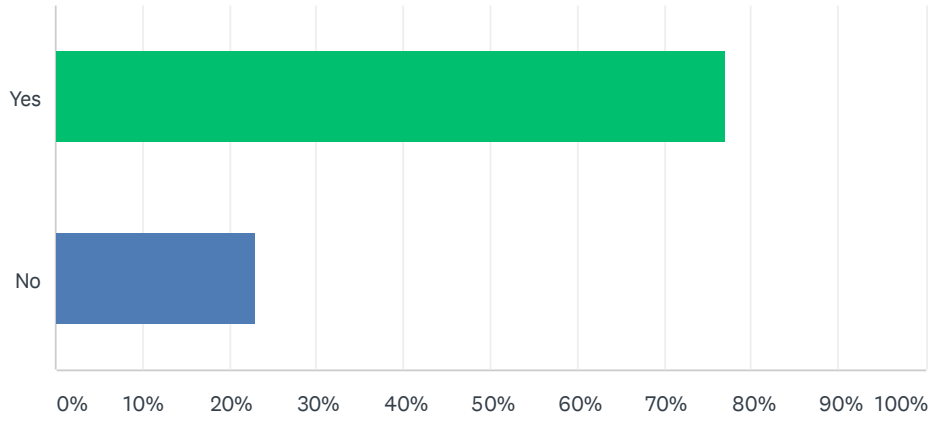
Answered: 1,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.58%	1,322
No	15.42%	241
TOTAL		1,563

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

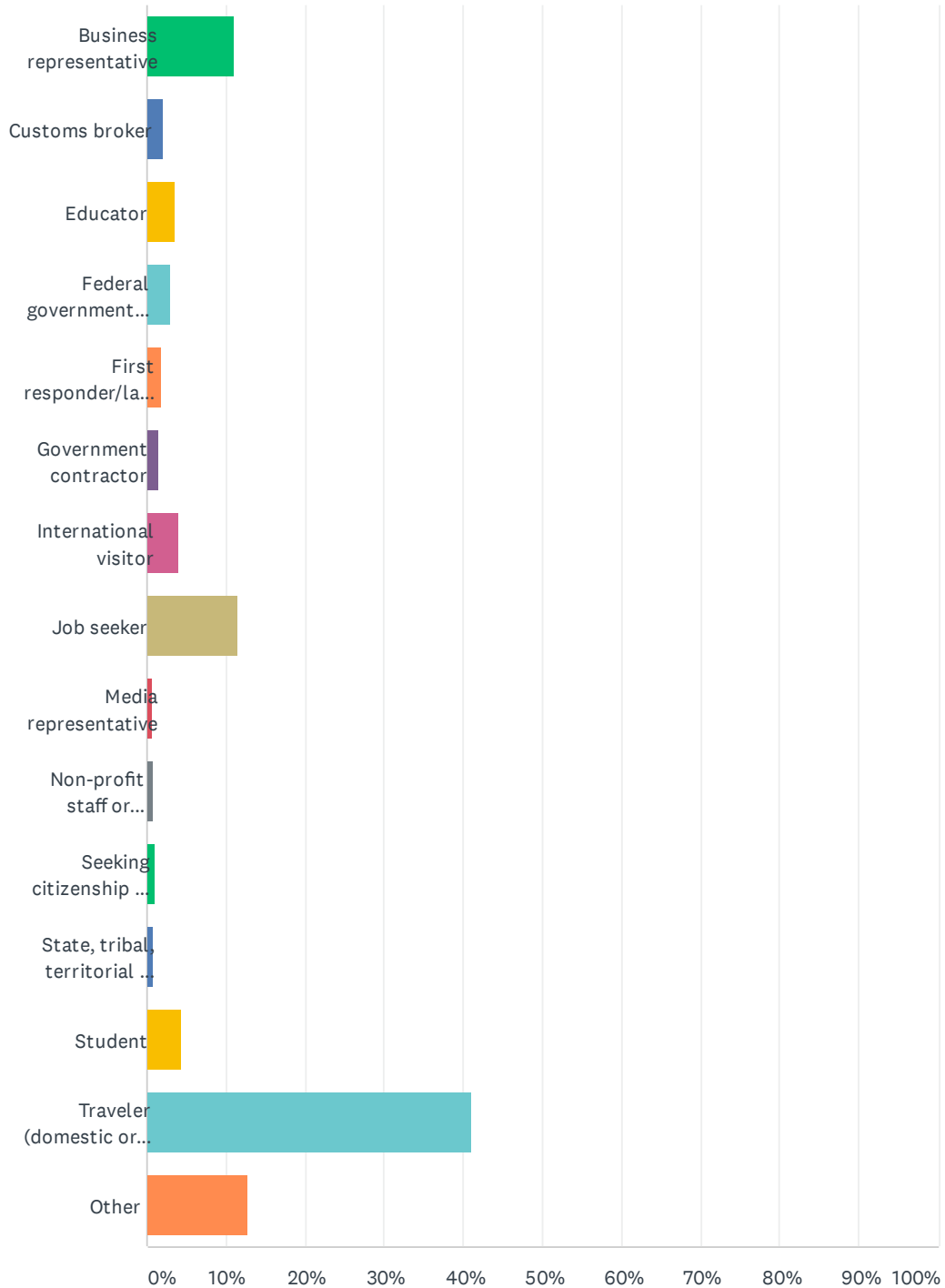
Answered: 1,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.97%	1,203
No	23.03%	360
TOTAL		1,563

Q7 Which of the following best describes you?

Answered: 1,563 Skipped: 0

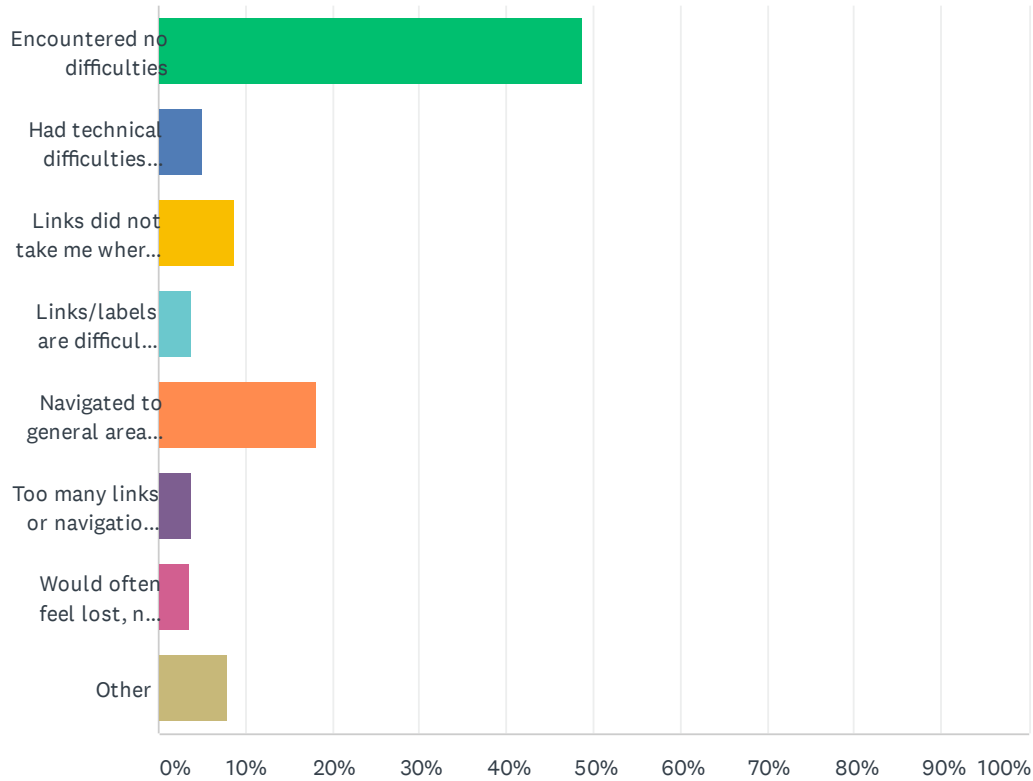


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	11.00%	172
Customs broker	2.11%	33
Educator	3.58%	56
Federal government employee	3.01%	47
First responder/law enforcement official	1.79%	28
Government contractor	1.54%	24
International visitor	4.03%	63
Job seeker	11.45%	179
Media representative	0.58%	9
Non-profit staff or volunteer	0.90%	14
Seeking citizenship or immigration information	0.96%	15
State, tribal, territorial or local government representative	0.83%	13
Student	4.41%	69
Traveler (domestic or international)	41.01%	641
Other	12.80%	200
TOTAL		1,563

Q8 Please describe your experience finding your way around today.

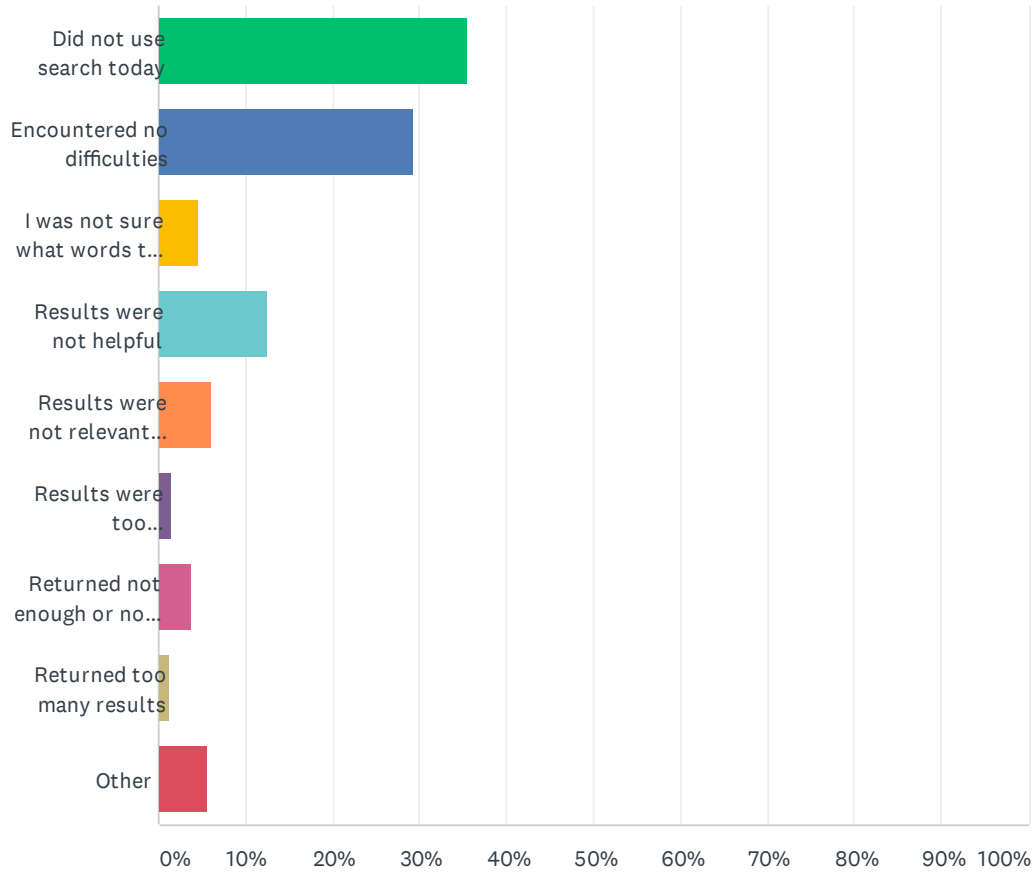
Answered: 1,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	48.75%	762
Had technical difficulties (e.g. error messages, broken links)	5.12%	80
Links did not take me where I expected	8.77%	137
Links/labels are difficult to understand, they are not intuitive	3.71%	58
Navigated to general area but couldn't find the specific content needed	18.30%	286
Too many links or navigational choices	3.77%	59
Would often feel lost, not know where I was	3.65%	57
Other	7.93%	124
TOTAL		1,563

Q9 How was your experience using our site search?

Answered: 1,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.51%	555
Encountered no difficulties	29.24%	457
I was not sure what words to use in my search	4.61%	72
Results were not helpful	12.48%	195
Results were not relevant to my search terms or needs	6.14%	96
Results were too similar/redundant	1.41%	22
Returned not enough or no results	3.71%	58
Returned too many results	1.22%	19
Other	5.69%	89
TOTAL		1,563