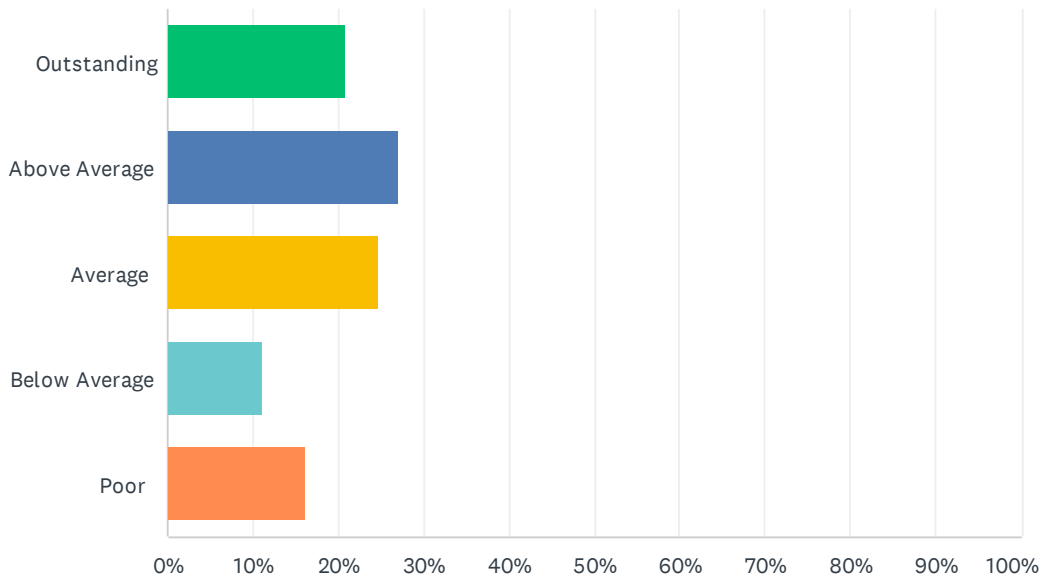


Q1 How would you rate your overall experience today?

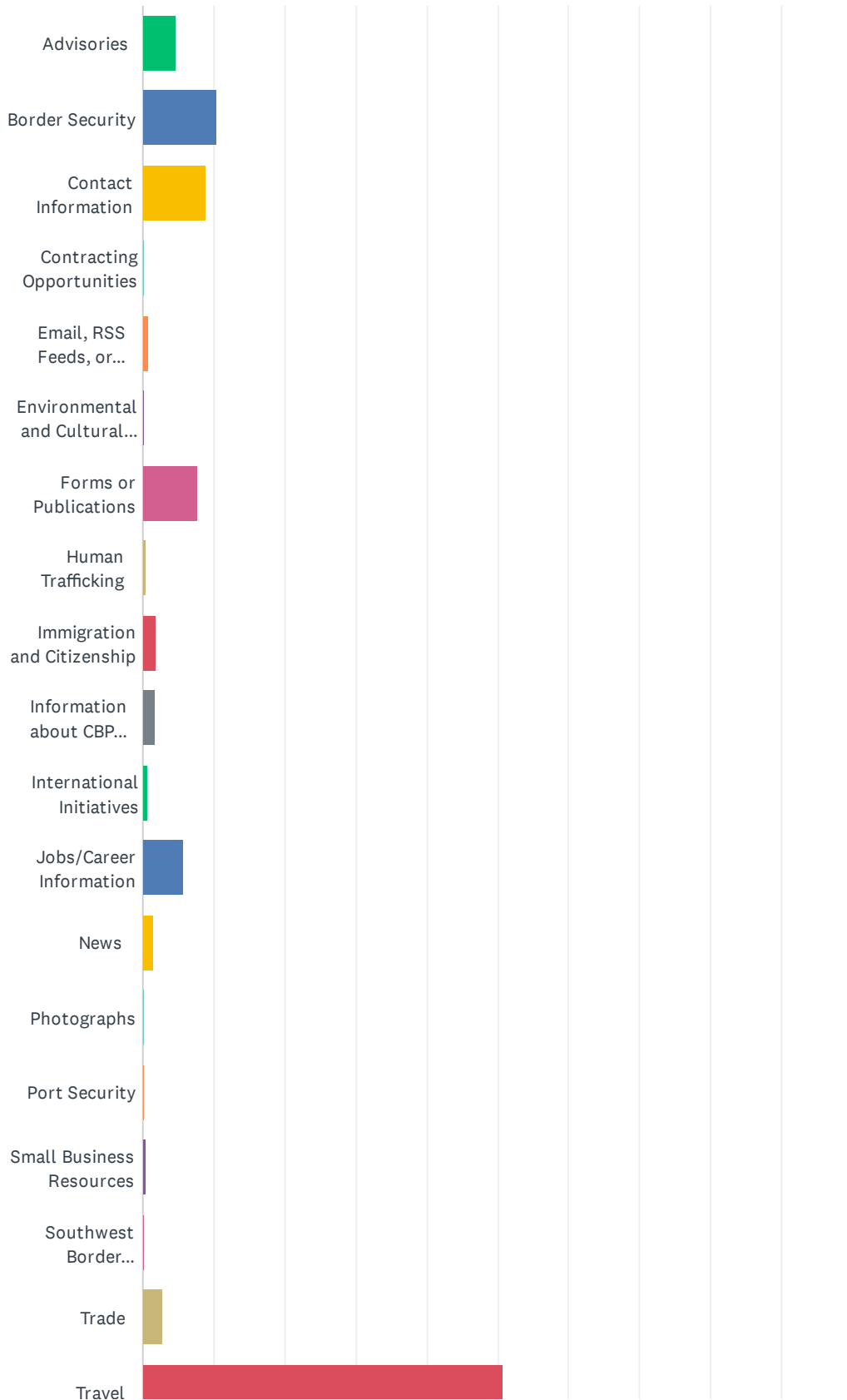
Answered: 1,843 Skipped: 0



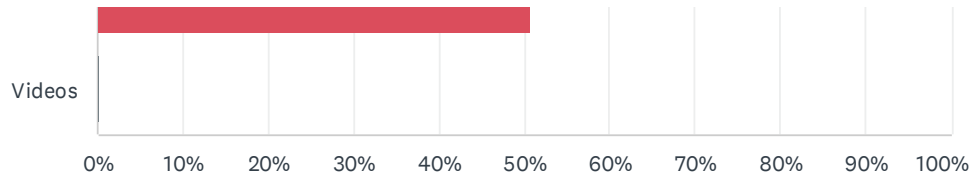
ANSWER CHOICES	RESPONSES	
Outstanding	20.89%	385
Above Average	27.02%	498
Average	24.63%	454
Below Average	11.18%	206
Poor	16.28%	300
TOTAL		1,843

Q2 What information were you looking for today?

Answered: 1,843 Skipped: 0



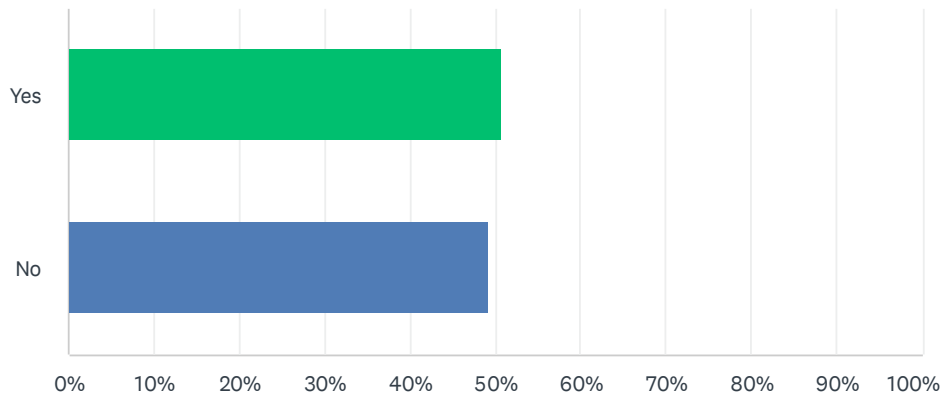
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	4.67%	86
Border Security	10.42%	192
Contact Information	9.01%	166
Contracting Opportunities	0.27%	5
Email, RSS Feeds, or Subscription Services	0.92%	17
Environmental and Cultural Stewardship	0.22%	4
Forms or Publications	7.60%	140
Human Trafficking	0.43%	8
Immigration and Citizenship	2.01%	37
Information about CBP (leadership, history, etc.)	1.74%	32
International Initiatives	0.65%	12
Jobs/Career Information	5.70%	105
News	1.57%	29
Photographs	0.22%	4
Port Security	0.27%	5
Small Business Resources	0.38%	7
Southwest Border Unaccompanied Alien Children/Family Unit	0.16%	3
Trade	2.82%	52
Travel	50.73%	935
Videos	0.22%	4
TOTAL		1,843

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

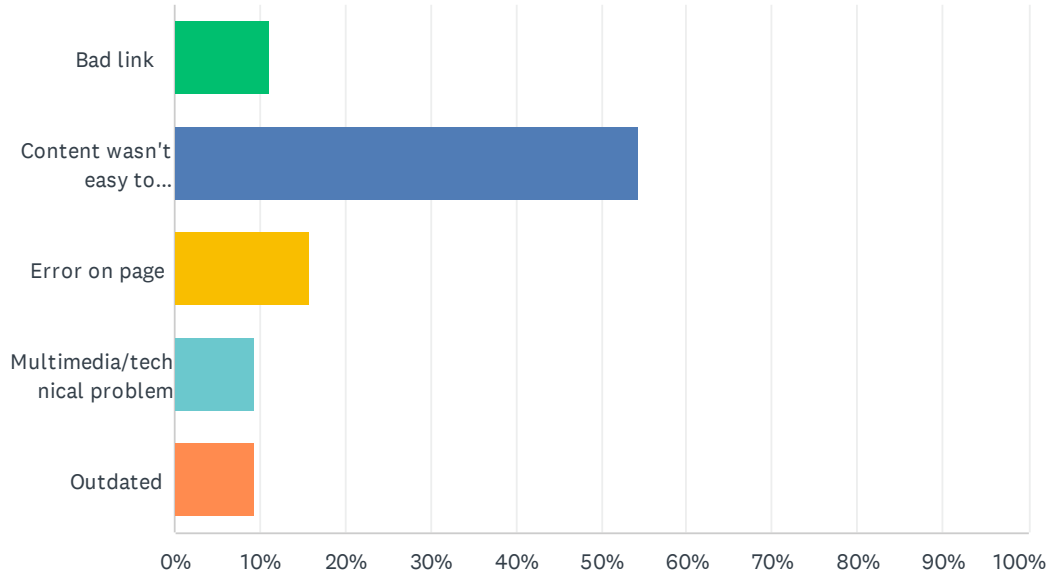
Answered: 1,843 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	50.84%	937
No	49.16%	906
TOTAL		1,843

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

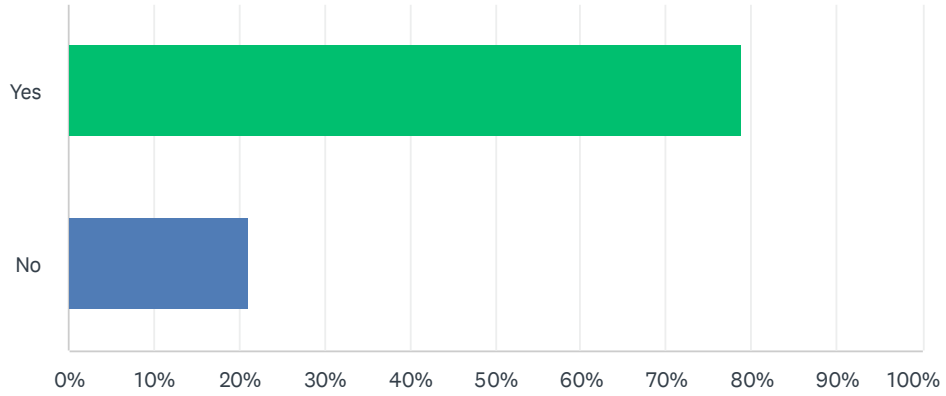
Answered: 880 Skipped: 963



ANSWER CHOICES	RESPONSES	
Bad link	11.14%	98
Content wasn't easy to understand	54.32%	478
Error on page	15.80%	139
Multimedia/technical problem	9.32%	82
Outdated	9.43%	83
TOTAL		880

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

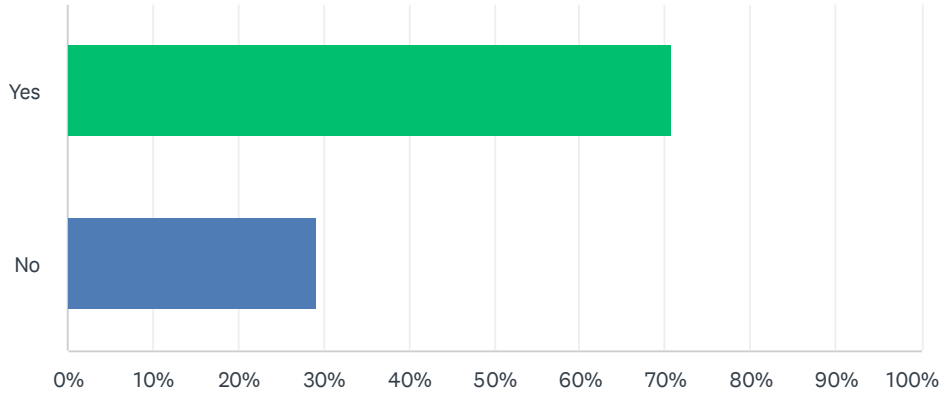
Answered: 1,843 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	78.95%	1,455
No	21.05%	388
TOTAL		1,843

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

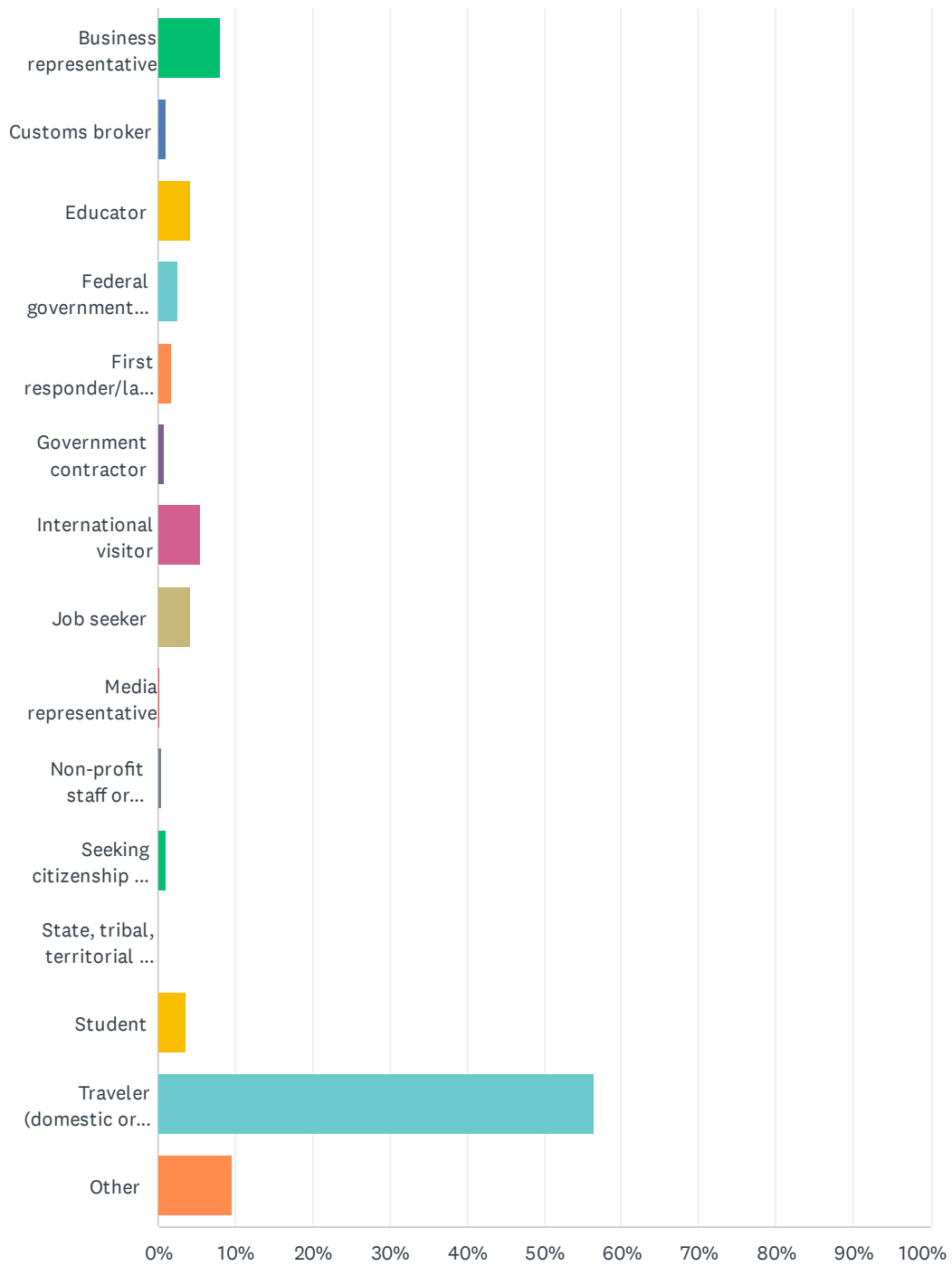
Answered: 1,843 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	70.70%	1,303
No	29.30%	540
TOTAL		1,843

Q7 Which of the following best describes you?

Answered: 1,843 Skipped: 0

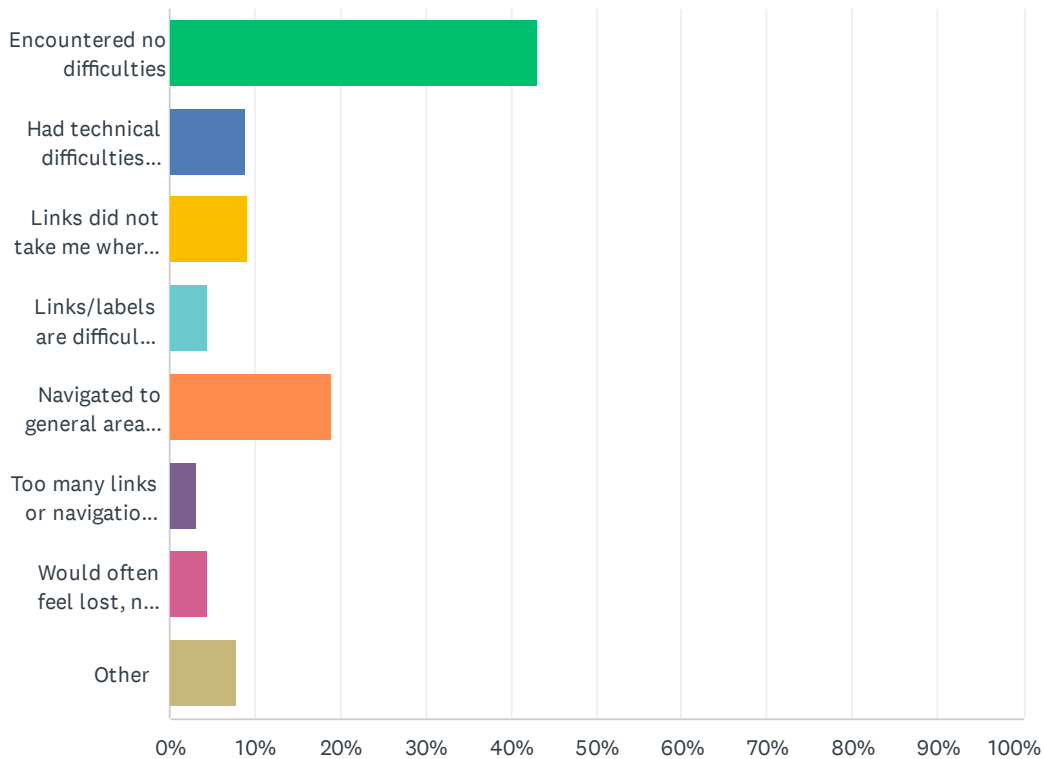


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	8.19%	151
Customs broker	1.09%	20
Educator	4.34%	80
Federal government employee	2.50%	46
First responder/law enforcement official	1.63%	30
Government contractor	0.92%	17
International visitor	5.48%	101
Job seeker	4.23%	78
Media representative	0.22%	4
Non-profit staff or volunteer	0.49%	9
Seeking citizenship or immigration information	0.98%	18
State, tribal, territorial or local government representative	0.05%	1
Student	3.69%	68
Traveler (domestic or international)	56.54%	1,042
Other	9.66%	178
TOTAL		1,843

Q8 Please describe your experience finding your way around today.

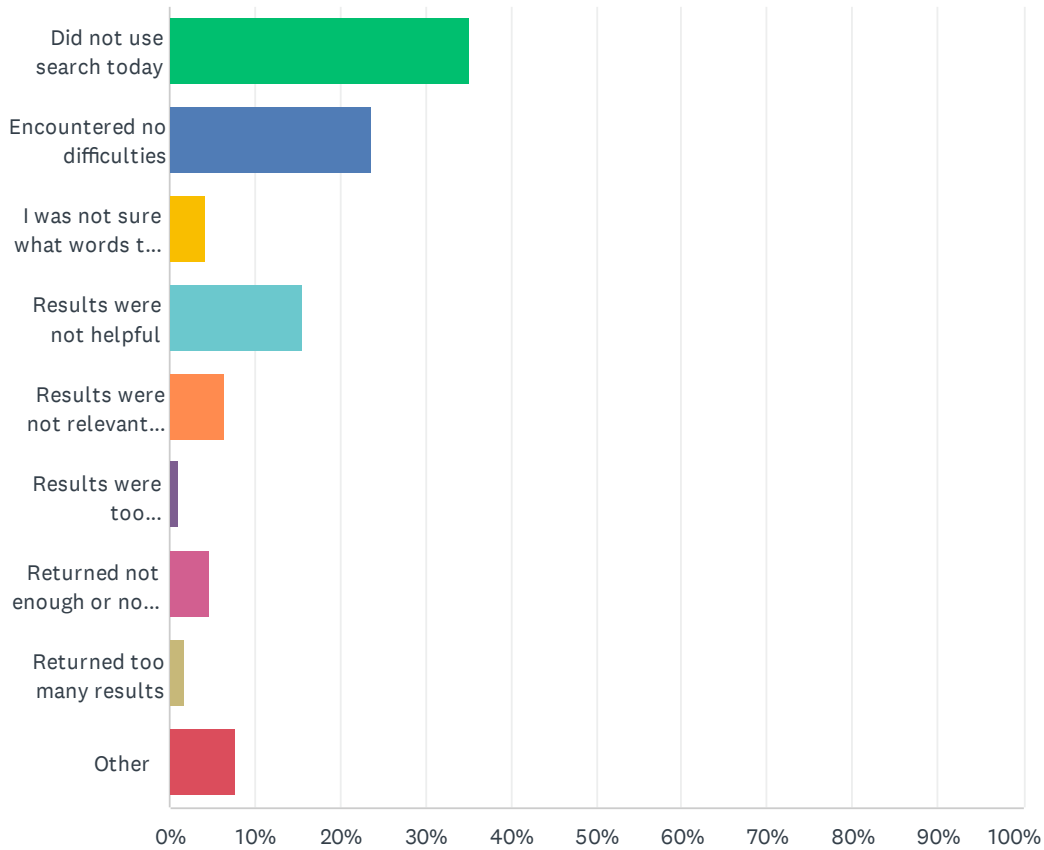
Answered: 1,843 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	43.08%	794
Had technical difficulties (e.g. error messages, broken links)	9.01%	166
Links did not take me where I expected	9.12%	168
Links/labels are difficult to understand, they are not intuitive	4.40%	81
Navigated to general area but couldn't find the specific content needed	18.99%	350
Too many links or navigational choices	3.15%	58
Would often feel lost, not know where I was	4.45%	82
Other	7.81%	144
TOTAL		1,843

Q9 How was your experience using our site search?

Answered: 1,843 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.11%	647
Encountered no difficulties	23.60%	435
I was not sure what words to use in my search	4.23%	78
Results were not helpful	15.57%	287
Results were not relevant to my search terms or needs	6.46%	119
Results were too similar/redundant	1.03%	19
Returned not enough or no results	4.61%	85
Returned too many results	1.68%	31
Other	7.70%	142
TOTAL		1,843