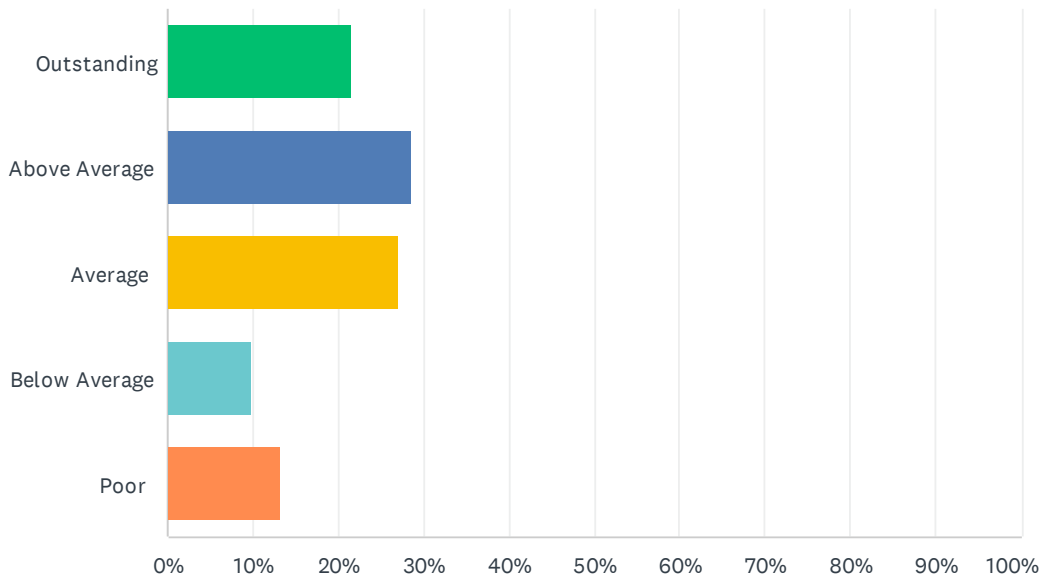


Q1 How would you rate your overall experience today?

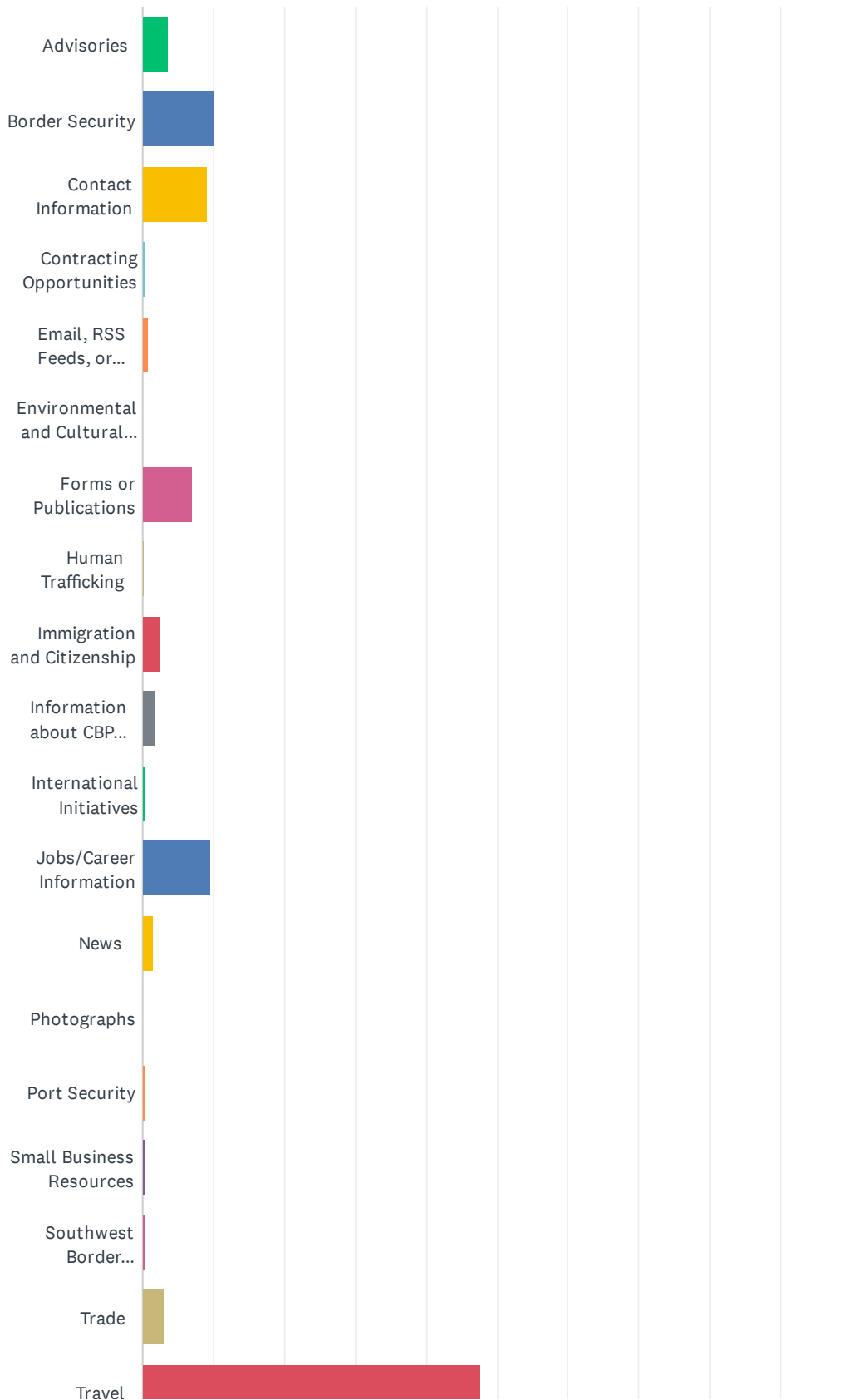
Answered: 2,483 Skipped: 0



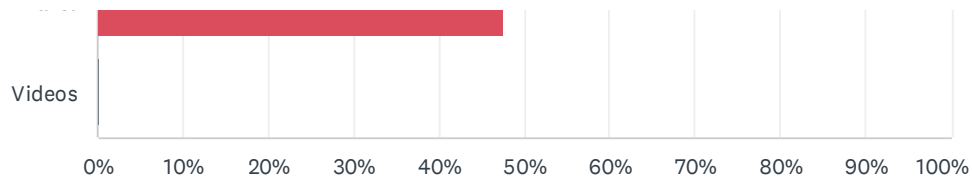
ANSWER CHOICES	RESPONSES	
Outstanding	21.47%	533
Above Average	28.47%	707
Average	27.02%	671
Below Average	9.87%	245
Poor	13.17%	327
TOTAL		2,483

Q2 What information were you looking for today?

Answered: 2,483 Skipped: 0



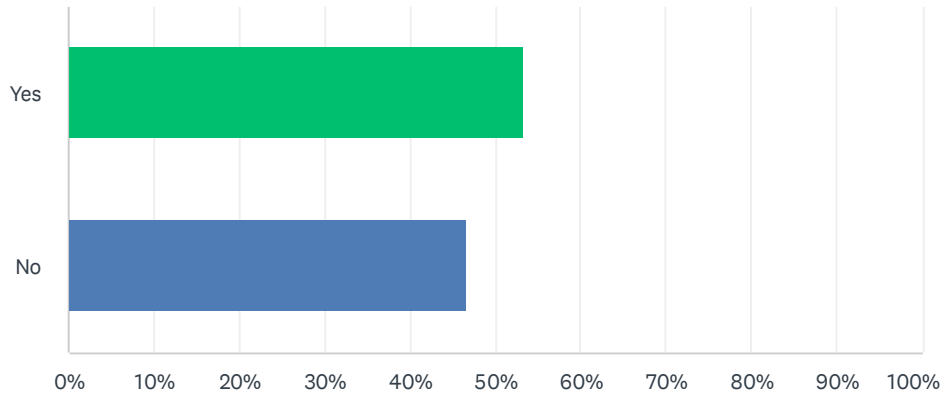
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.66%	91
Border Security	10.19%	253
Contact Information	9.22%	229
Contracting Opportunities	0.40%	10
Email, RSS Feeds, or Subscription Services	0.89%	22
Environmental and Cultural Stewardship	0.08%	2
Forms or Publications	7.13%	177
Human Trafficking	0.28%	7
Immigration and Citizenship	2.58%	64
Information about CBP (leadership, history, etc.)	1.61%	40
International Initiatives	0.48%	12
Jobs/Career Information	9.63%	239
News	1.49%	37
Photographs	0.08%	2
Port Security	0.52%	13
Small Business Resources	0.36%	9
Southwest Border Unaccompanied Alien Children/Family Unit	0.40%	10
Trade	3.06%	76
Travel	47.64%	1,183
Videos	0.28%	7
TOTAL		2,483

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

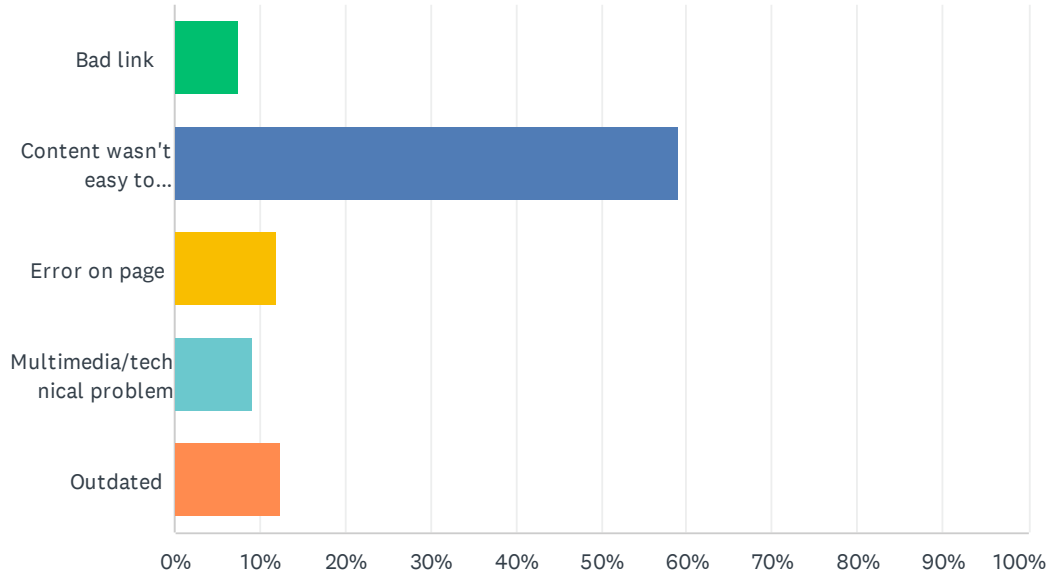
Answered: 2,483 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.20%	1,321
No	46.80%	1,162
TOTAL		2,483

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

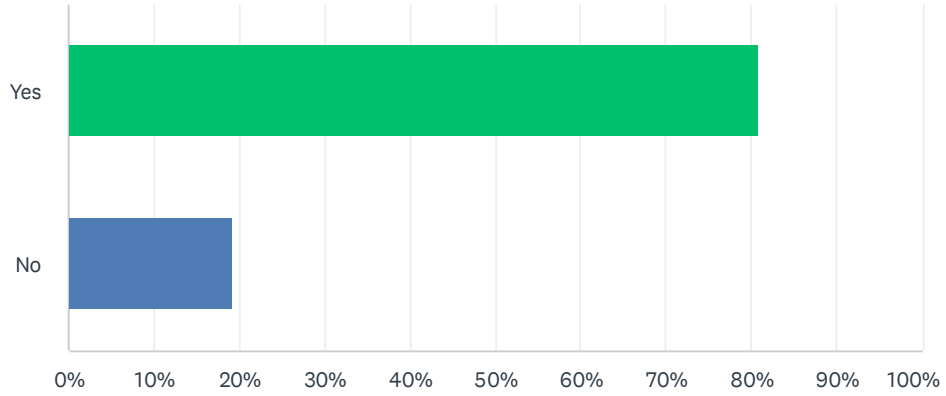
Answered: 1,139 Skipped: 1,344



ANSWER CHOICES	RESPONSES	
Bad link	7.37%	84
Content wasn't easy to understand	59.00%	672
Error on page	11.94%	136
Multimedia/technical problem	9.22%	105
Outdated	12.47%	142
TOTAL		1,139

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

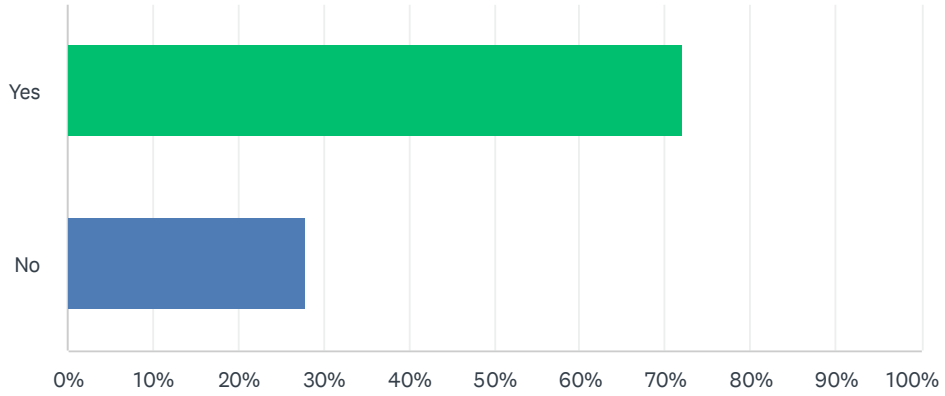
Answered: 2,483 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.83%	2,007
No	19.17%	476
TOTAL		2,483

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

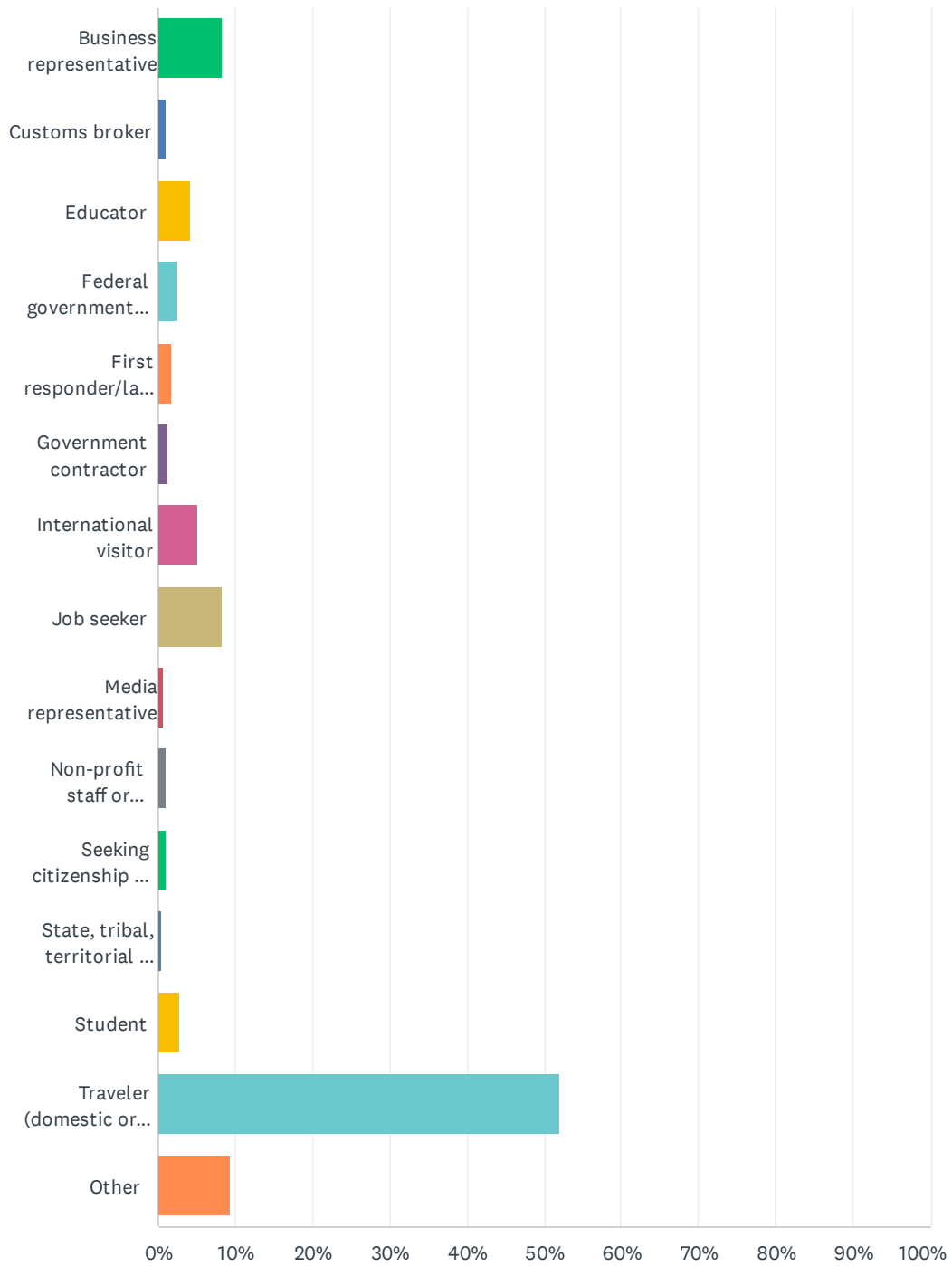
Answered: 2,483 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.17%	1,792
No	27.83%	691
TOTAL		2,483

Q7 Which of the following best describes you?

Answered: 2,483 Skipped: 0

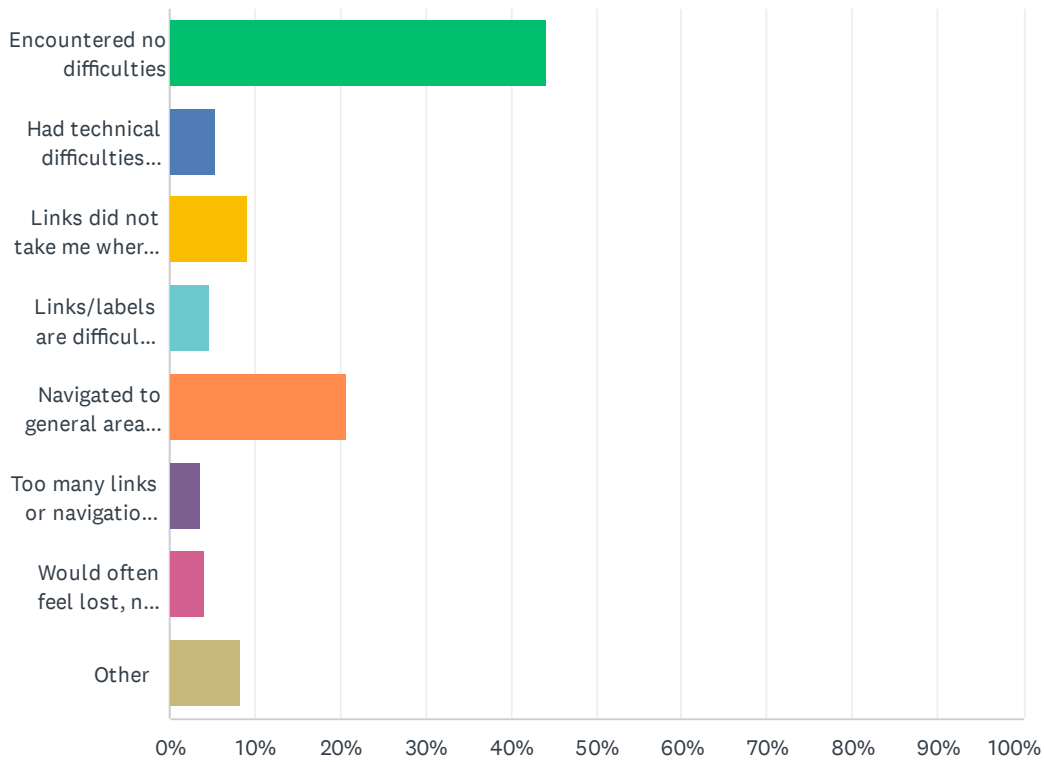


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	8.22%	204
Customs broker	1.13%	28
Educator	4.31%	107
Federal government employee	2.50%	62
First responder/law enforcement official	1.77%	44
Government contractor	1.29%	32
International visitor	5.16%	128
Job seeker	8.26%	205
Media representative	0.60%	15
Non-profit staff or volunteer	1.17%	29
Seeking citizenship or immigration information	1.05%	26
State, tribal, territorial or local government representative	0.32%	8
Student	2.86%	71
Traveler (domestic or international)	51.95%	1,290
Other	9.42%	234
TOTAL		2,483

Q8 Please describe your experience finding your way around today.

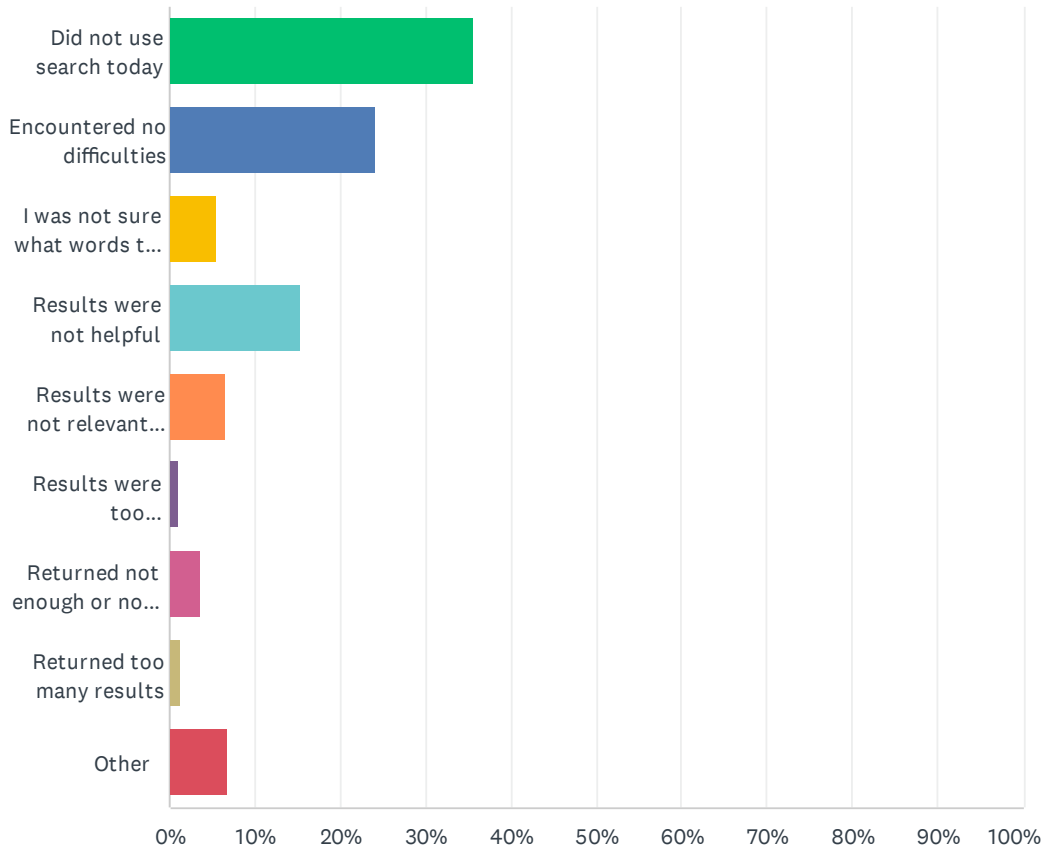
Answered: 2,483 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	44.18%	1,097
Had technical difficulties (e.g. error messages, broken links)	5.36%	133
Links did not take me where I expected	9.14%	227
Links/labels are difficult to understand, they are not intuitive	4.63%	115
Navigated to general area but couldn't find the specific content needed	20.70%	514
Too many links or navigational choices	3.58%	89
Would often feel lost, not know where I was	4.15%	103
Other	8.26%	205
TOTAL		2,483

Q9 How was your experience using our site search?

Answered: 2,483 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.68%	886
Encountered no difficulties	24.08%	598
I was not sure what words to use in my search	5.48%	136
Results were not helpful	15.42%	383
Results were not relevant to my search terms or needs	6.65%	165
Results were too similar/redundant	1.01%	25
Returned not enough or no results	3.58%	89
Returned too many results	1.33%	33
Other	6.77%	168
TOTAL		2,483