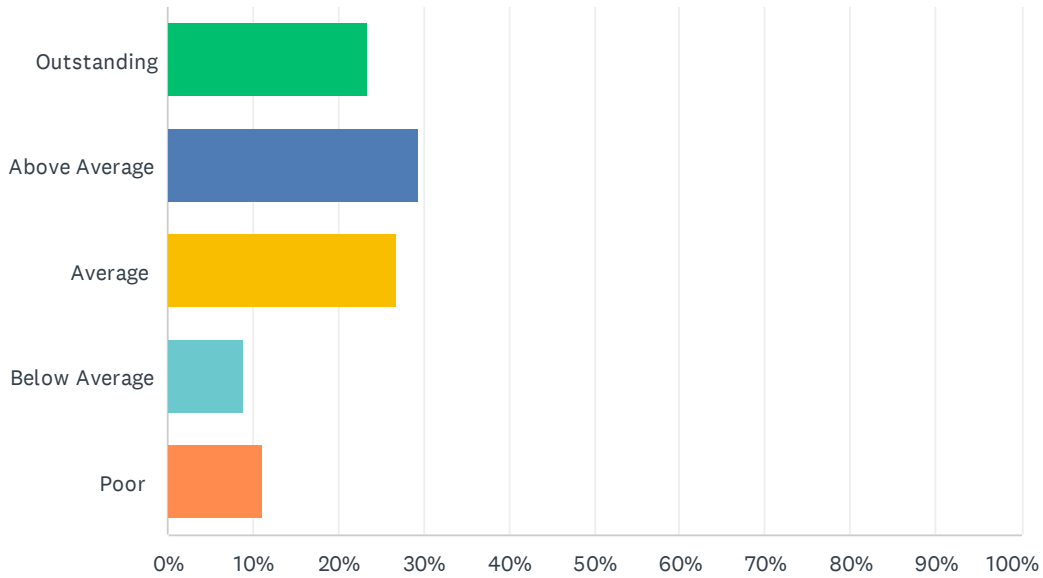


## Q1 How would you rate your overall experience today?

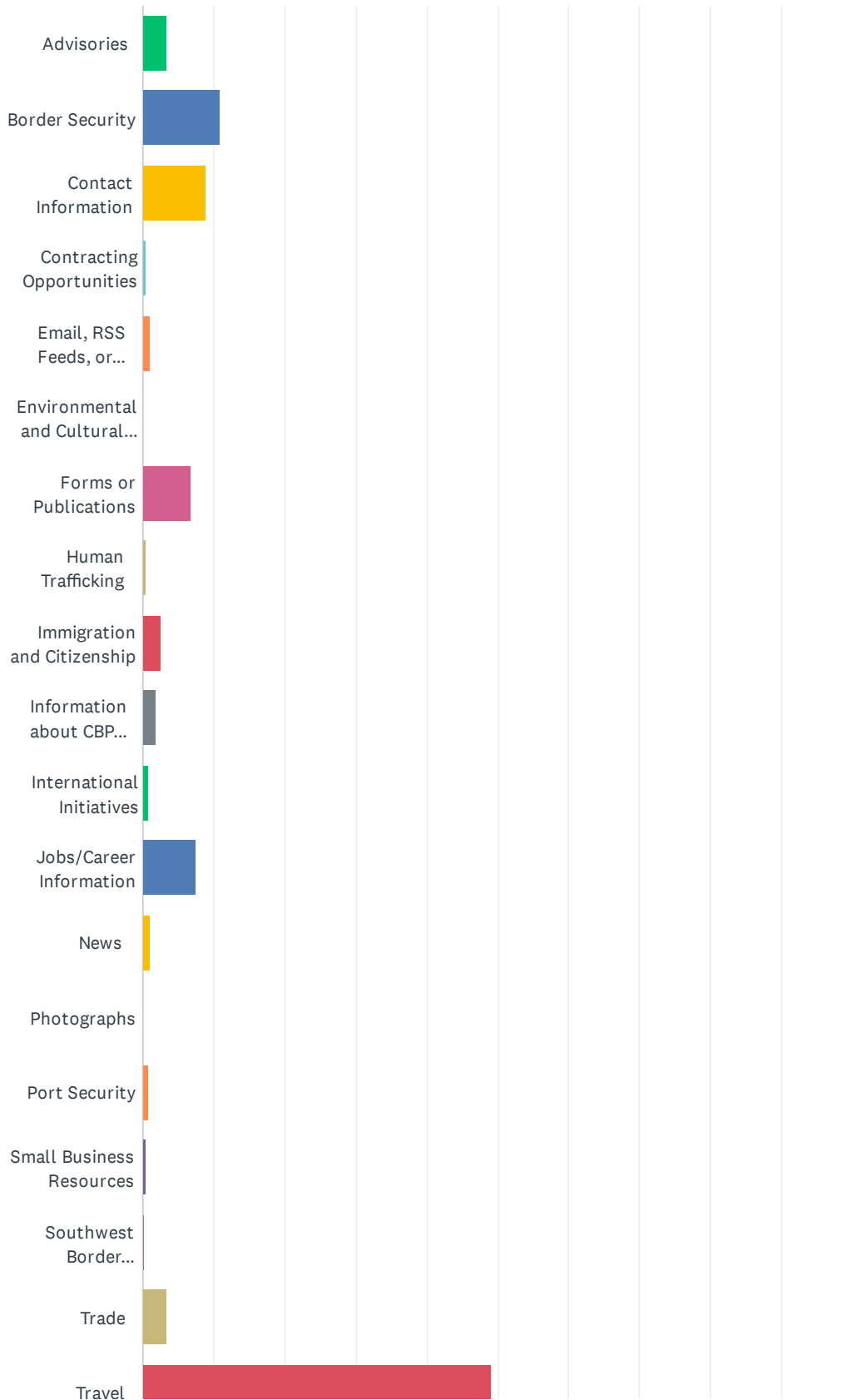
Answered: 4,355 Skipped: 0



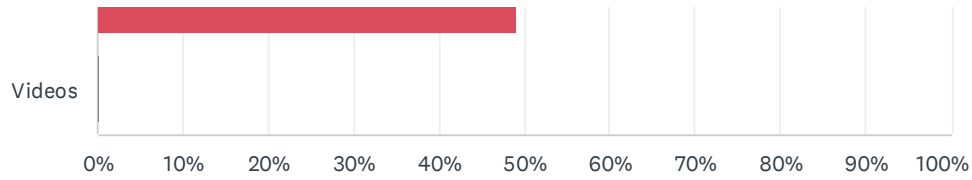
ANSWER CHOICES	RESPONSES	
Outstanding	23.42%	1,020
Above Average	29.48%	1,284
Average	26.96%	1,174
Below Average	8.96%	390
Poor	11.18%	487
<b>TOTAL</b>		<b>4,355</b>

## Q2 What information were you looking for today?

Answered: 4,355 Skipped: 0



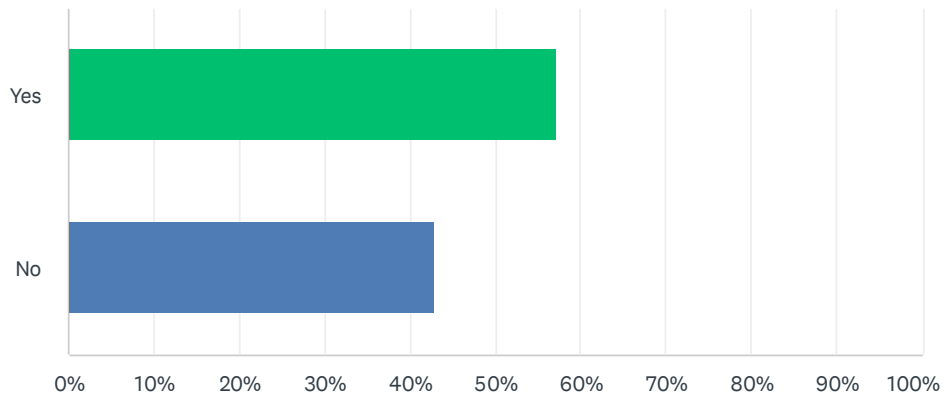
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.38%	147
Border Security	10.79%	470
Contact Information	9.05%	394
Contracting Opportunities	0.51%	22
Email, RSS Feeds, or Subscription Services	1.01%	44
Environmental and Cultural Stewardship	0.09%	4
Forms or Publications	6.84%	298
Human Trafficking	0.41%	18
Immigration and Citizenship	2.46%	107
Information about CBP (leadership, history, etc.)	1.91%	83
International Initiatives	0.92%	40
Jobs/Career Information	7.53%	328
News	1.17%	51
Photographs	0.07%	3
Port Security	0.87%	38
Small Business Resources	0.32%	14
Southwest Border Unaccompanied Alien Children/Family Unit	0.18%	8
Trade	3.35%	146
Travel	48.98%	2,133
Videos	0.16%	7
<b>TOTAL</b>		<b>4,355</b>

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

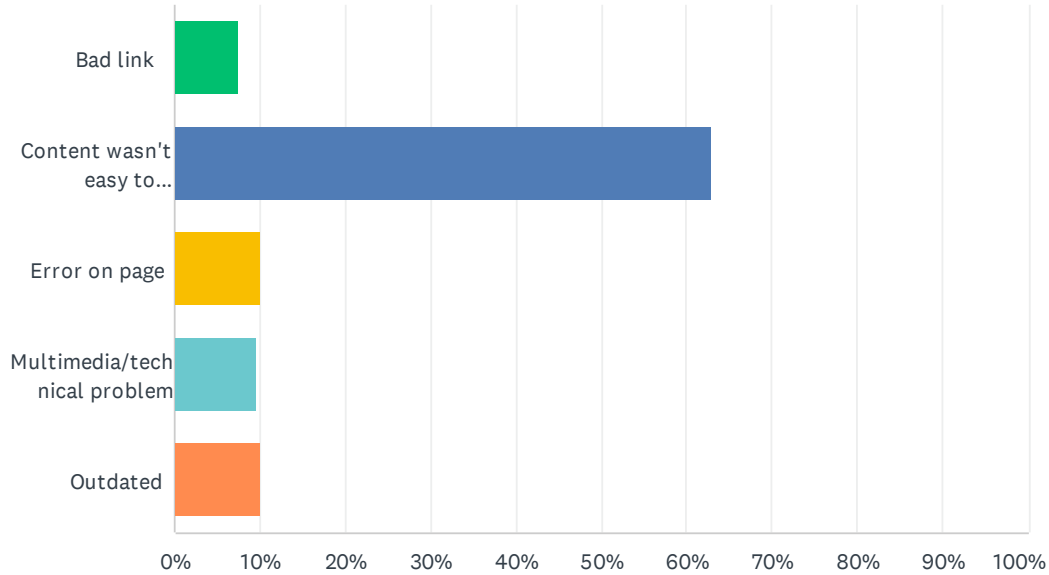
Answered: 4,355 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.15%	2,489
No	42.85%	1,866
TOTAL		4,355

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

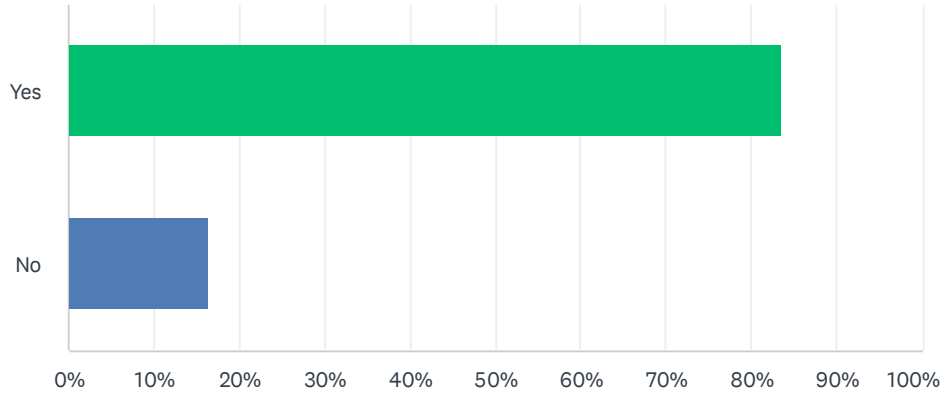
Answered: 1,846 Skipped: 2,509



ANSWER CHOICES	RESPONSES
Bad link	7.53% 139
Content wasn't easy to understand	63.00% 1,163
Error on page	9.97% 184
Multimedia/technical problem	9.53% 176
Outdated	9.97% 184
TOTAL	1,846

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

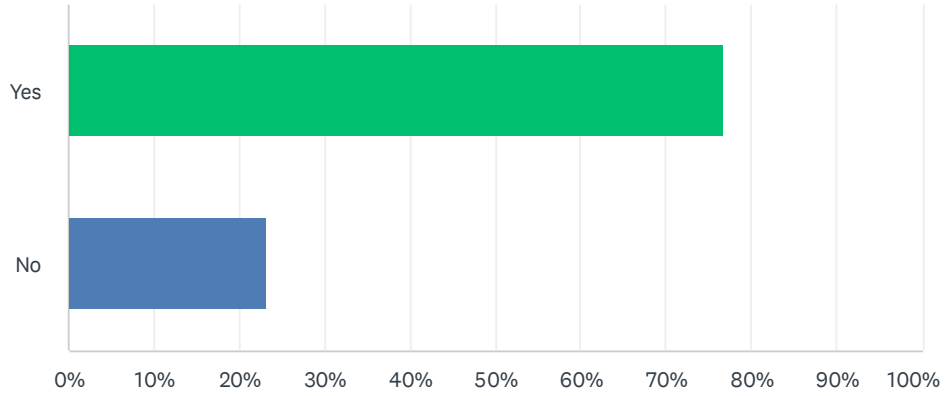
Answered: 4,355 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.58%	3,640
No	16.42%	715
TOTAL		4,355

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

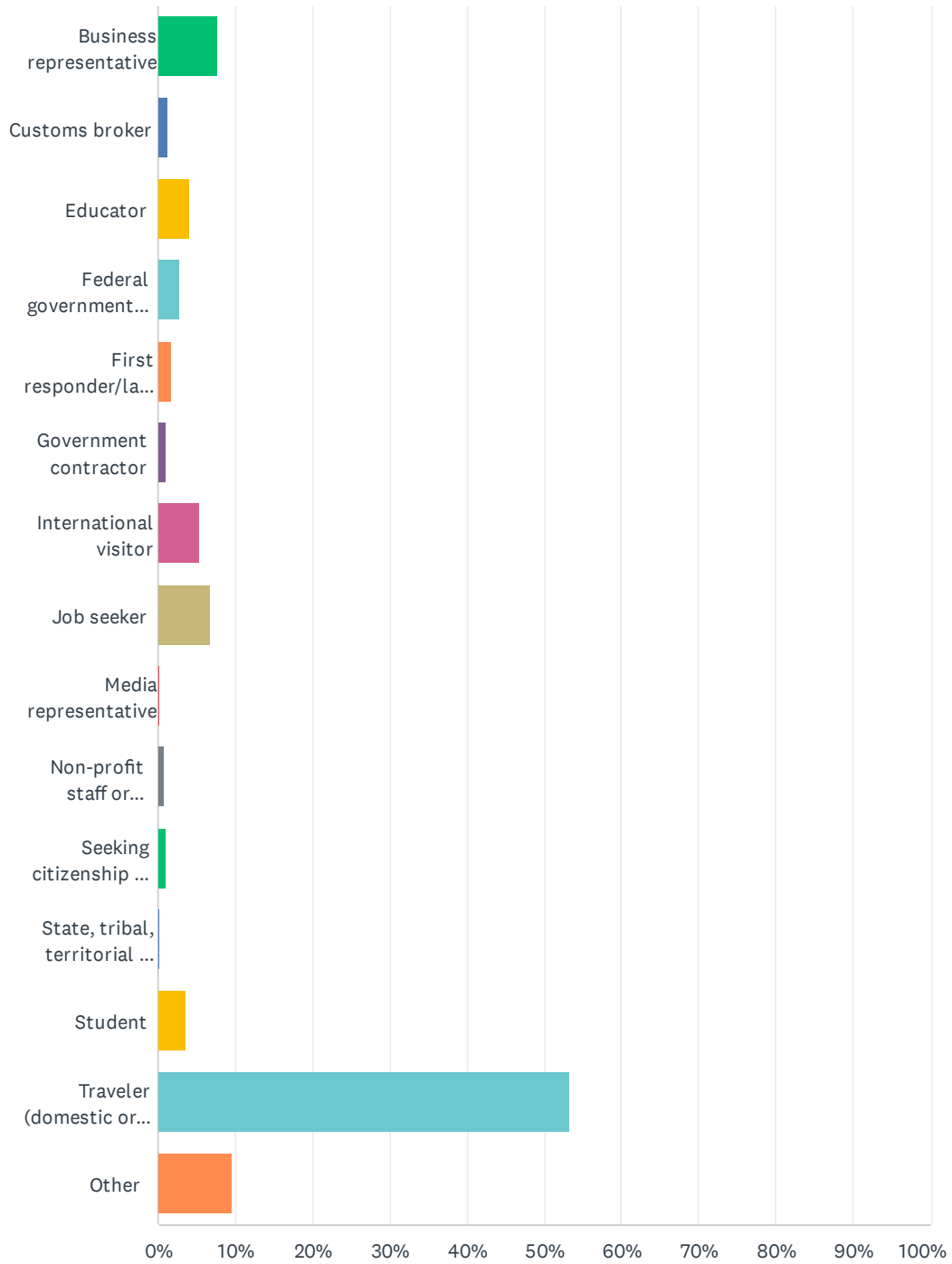
Answered: 4,355 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.85%	3,347
No	23.15%	1,008
TOTAL		4,355

## Q7 Which of the following best describes you?

Answered: 4,355 Skipped: 0



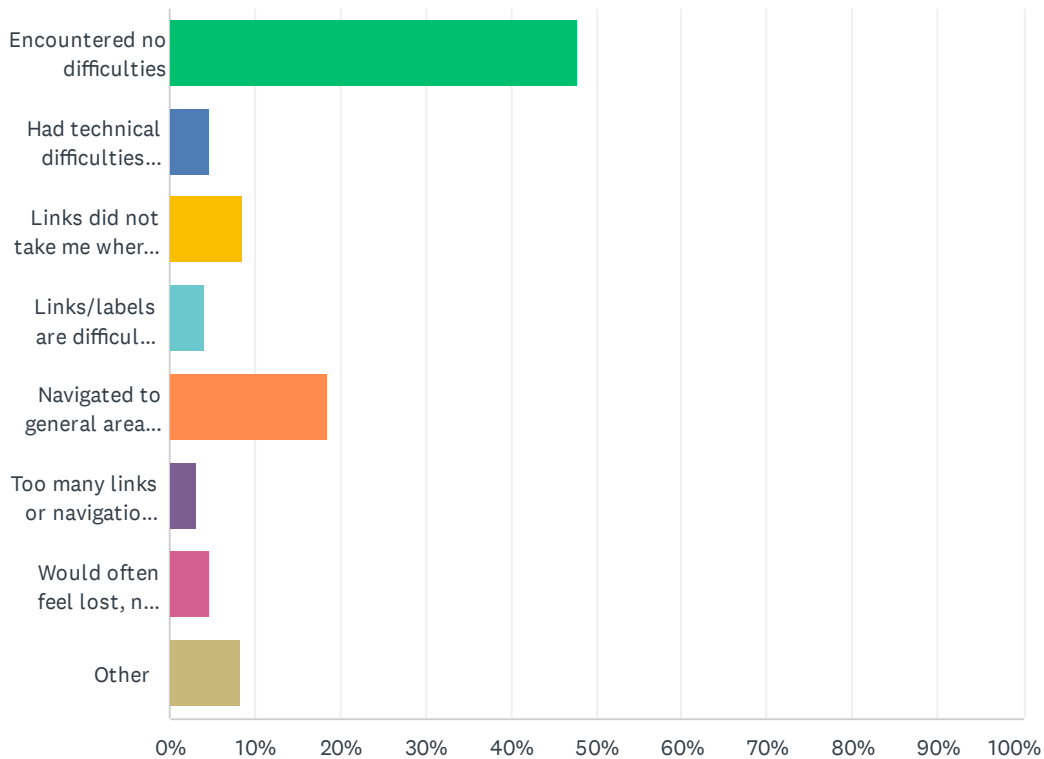


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.76%	338
Customs broker	1.38%	60
Educator	4.11%	179
Federal government employee	2.85%	124
First responder/law enforcement official	1.63%	71
Government contractor	1.10%	48
International visitor	5.40%	235
Job seeker	6.73%	293
Media representative	0.21%	9
Non-profit staff or volunteer	0.92%	40
Seeking citizenship or immigration information	1.15%	50
State, tribal, territorial or local government representative	0.25%	11
Student	3.61%	157
Traveler (domestic or international)	53.41%	2,326
Other	9.51%	414
<b>TOTAL</b>		<b>4,355</b>

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

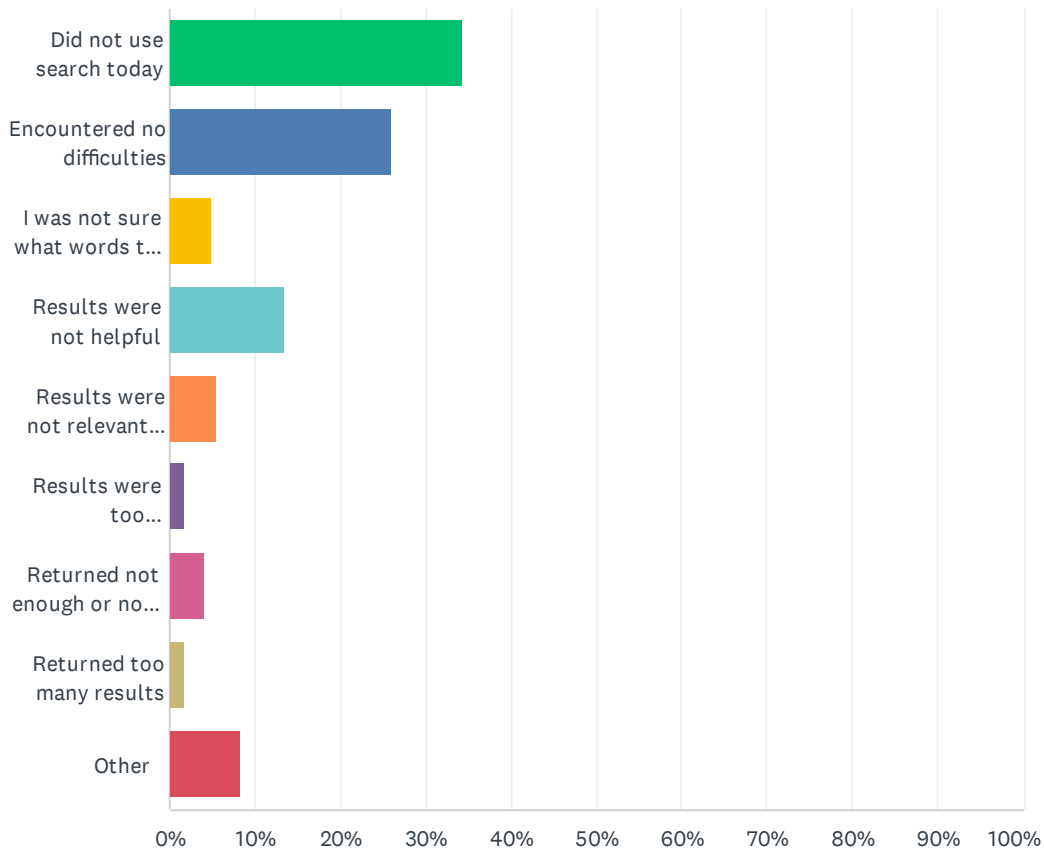
Answered: 4,355 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.74%	2,079
Had technical difficulties (e.g. error messages, broken links)	4.64%	202
Links did not take me where I expected	8.59%	374
Links/labels are difficult to understand, they are not intuitive	4.16%	181
Navigated to general area but couldn't find the specific content needed	18.65%	812
Too many links or navigational choices	3.15%	137
Would often feel lost, not know where I was	4.73%	206
Other	8.36%	364
<b>TOTAL</b>		<b>4,355</b>

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

Answered: 4,355 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.26%	1,492
Encountered no difficulties	26.08%	1,136
I was not sure what words to use in my search	4.82%	210
Results were not helpful	13.48%	587
Results were not relevant to my search terms or needs	5.63%	245
Results were too similar/redundant	1.65%	72
Returned not enough or no results	4.09%	178
Returned too many results	1.75%	76
Other	8.24%	359
<b>TOTAL</b>		<b>4,355</b>