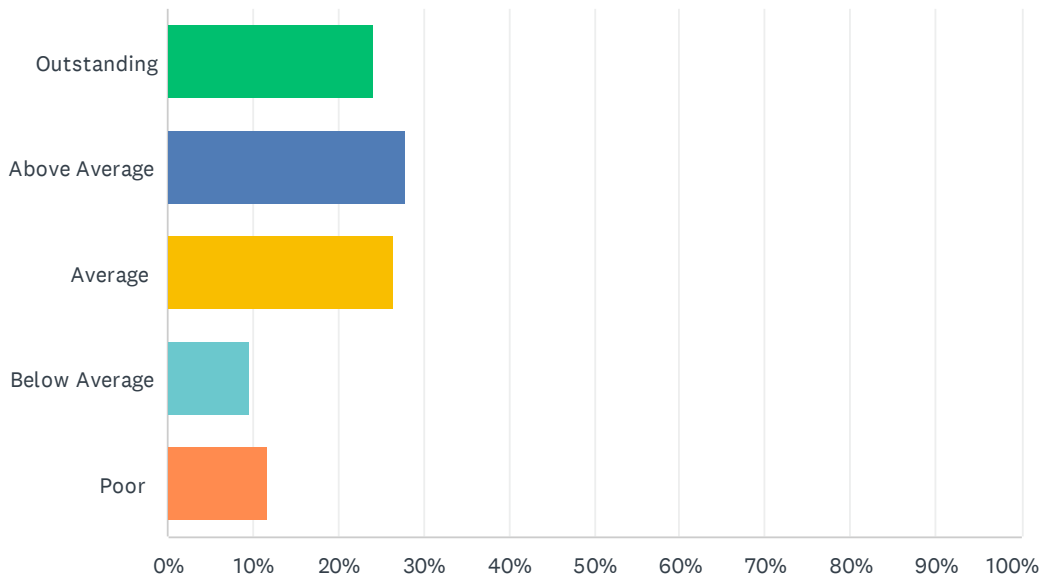


Q1 How would you rate your overall experience today?

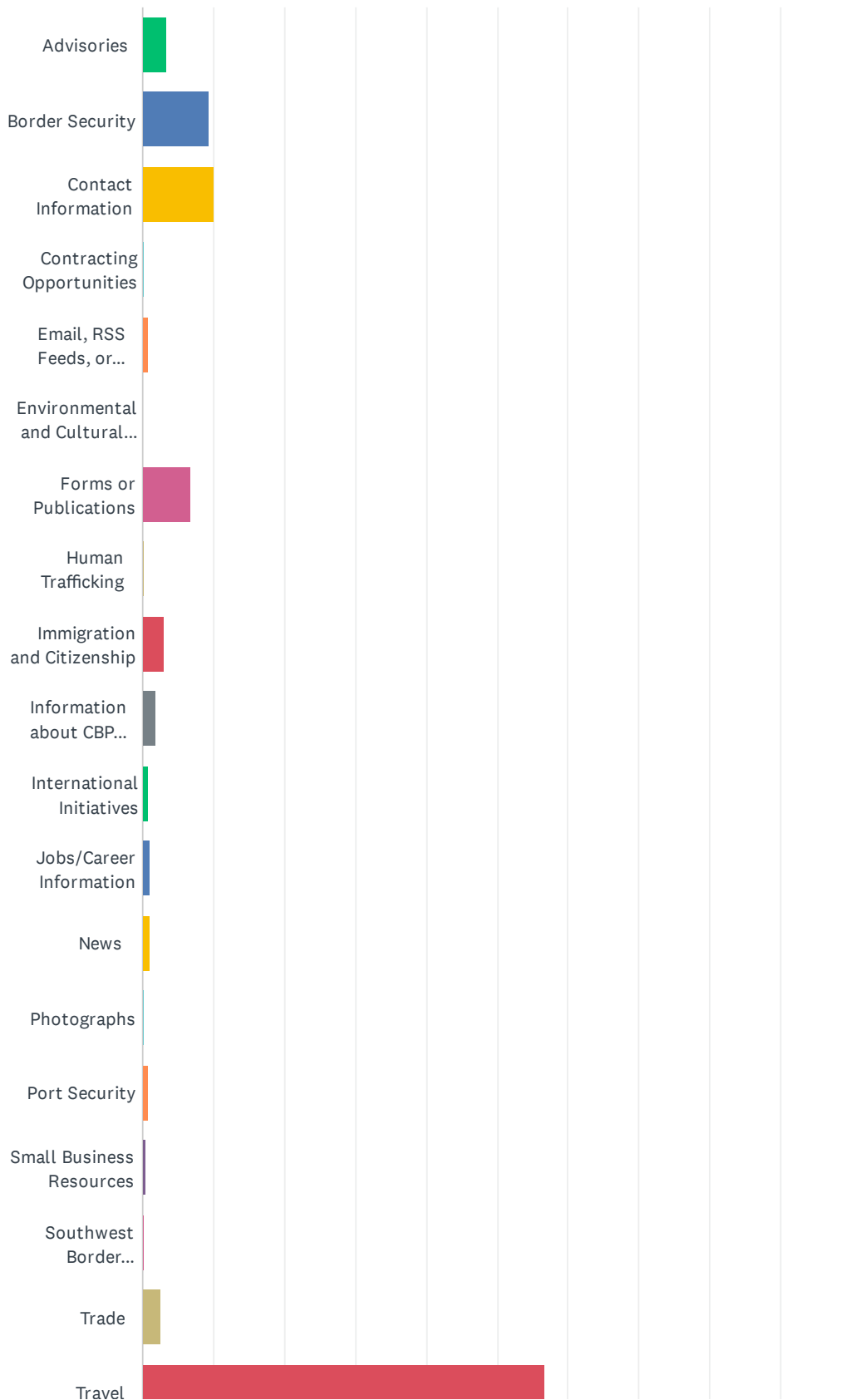
Answered: 5,516 Skipped: 0



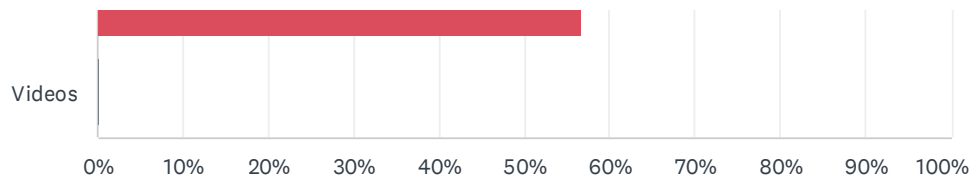
ANSWER CHOICES	RESPONSES	
Outstanding	24.17%	1,333
Above Average	27.97%	1,543
Average	26.40%	1,456
Below Average	9.70%	535
Poor	11.77%	649
TOTAL		5,516

Q2 What information were you looking for today?

Answered: 5,516 Skipped: 0



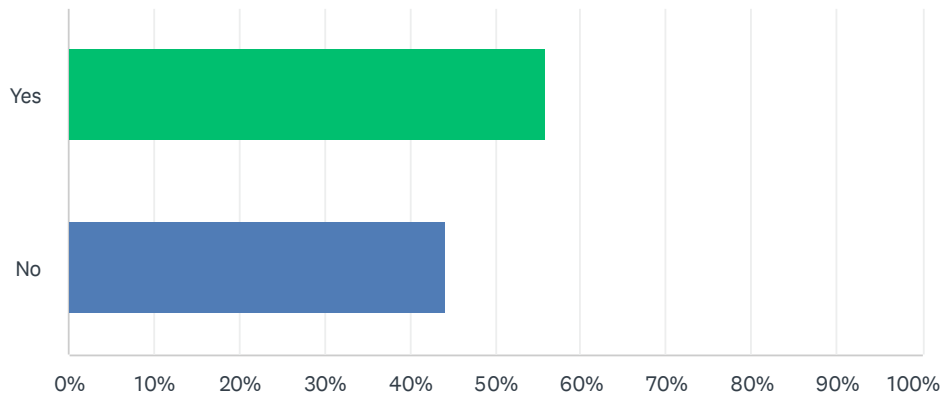
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.34%	184
Border Security	9.48%	523
Contact Information	10.06%	555
Contracting Opportunities	0.18%	10
Email, RSS Feeds, or Subscription Services	0.80%	44
Environmental and Cultural Stewardship	0.07%	4
Forms or Publications	6.80%	375
Human Trafficking	0.24%	13
Immigration and Citizenship	2.92%	161
Information about CBP (leadership, history, etc.)	1.92%	106
International Initiatives	0.80%	44
Jobs/Career Information	1.09%	60
News	1.12%	62
Photographs	0.15%	8
Port Security	0.78%	43
Small Business Resources	0.40%	22
Southwest Border Unaccompanied Alien Children/Family Unit	0.31%	17
Trade	2.65%	146
Travel	56.69%	3,127
Videos	0.22%	12
TOTAL		5,516

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

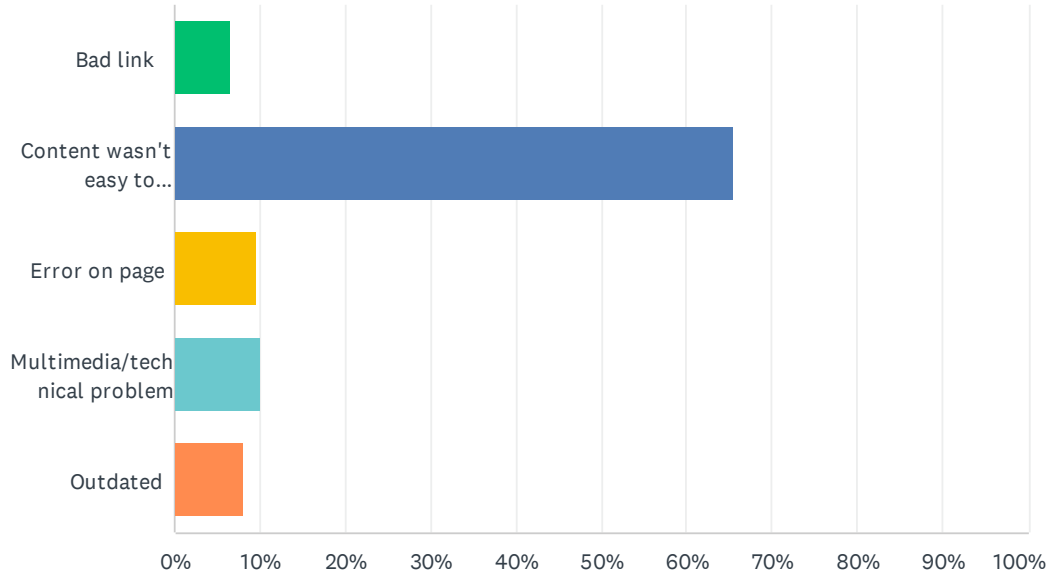
Answered: 5,516 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.84%	3,080
No	44.16%	2,436
TOTAL		5,516

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

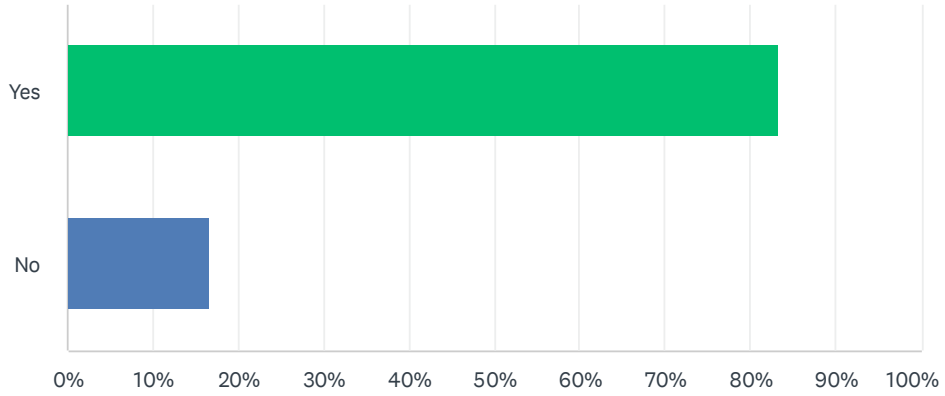
Answered: 2,371 Skipped: 3,145



ANSWER CHOICES	RESPONSES	
Bad link	6.71%	159
Content wasn't easy to understand	65.46%	1,552
Error on page	9.62%	228
Multimedia/technical problem	10.04%	238
Outdated	8.18%	194
TOTAL		2,371

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

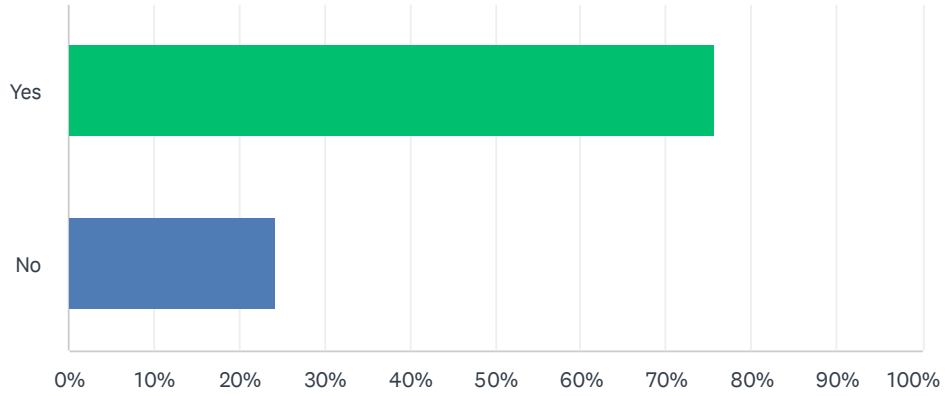
Answered: 5,516 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.28%	4,594
No	16.72%	922
TOTAL		5,516

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

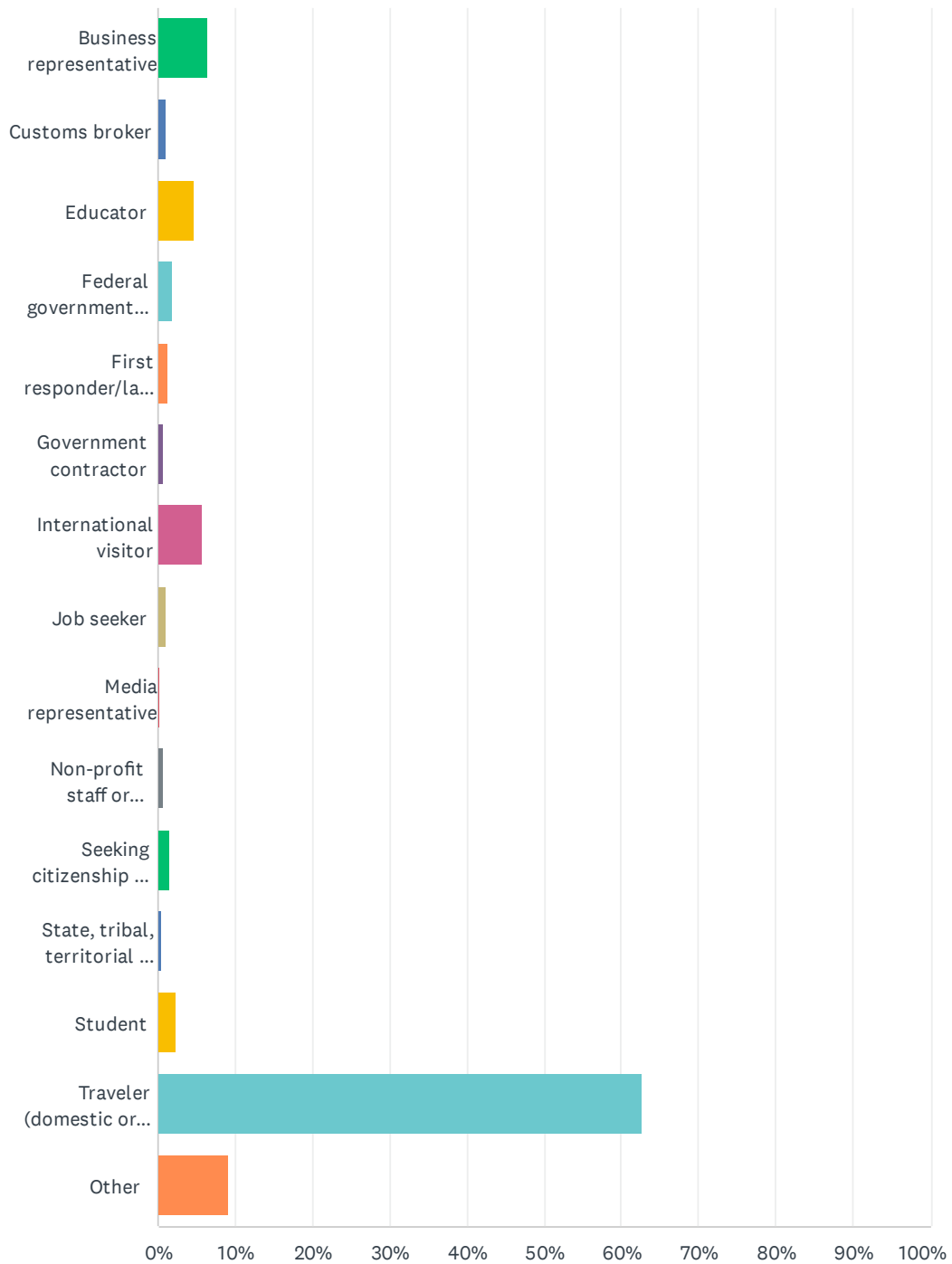
Answered: 5,516 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.76%	4,179
No	24.24%	1,337
TOTAL		5,516

Q7 Which of the following best describes you?

Answered: 5,516 Skipped: 0

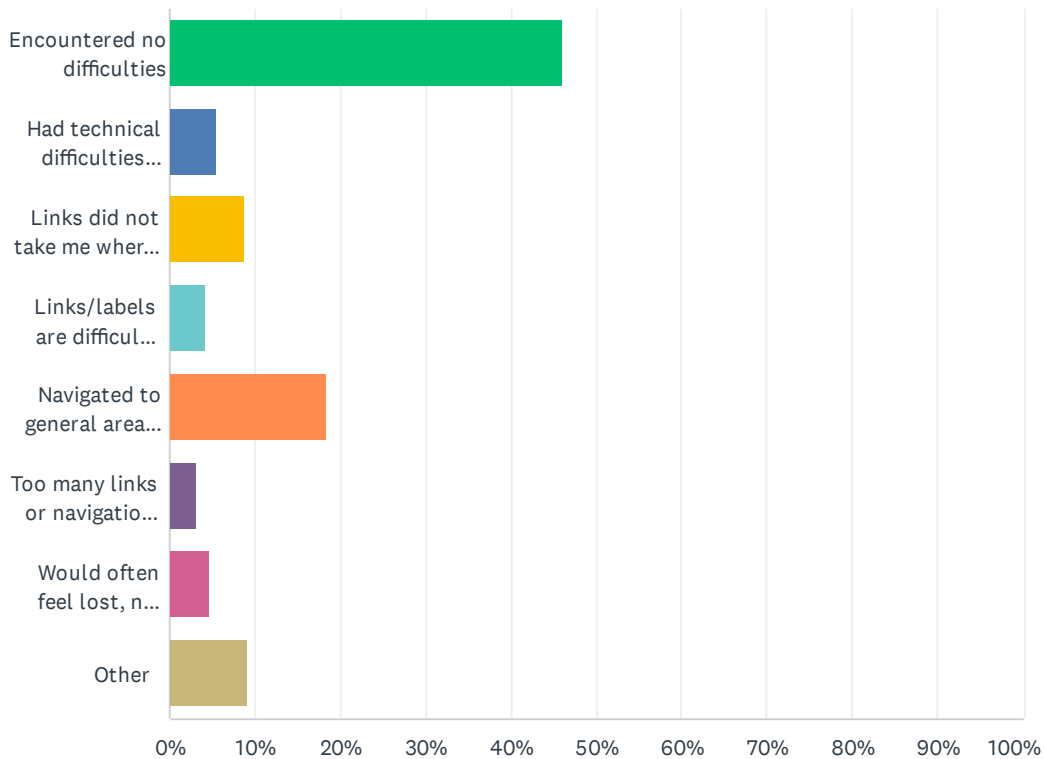


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.44%	355
Customs broker	1.07%	59
Educator	4.75%	262
Federal government employee	1.89%	104
First responder/law enforcement official	1.31%	72
Government contractor	0.60%	33
International visitor	5.84%	322
Job seeker	1.11%	61
Media representative	0.20%	11
Non-profit staff or volunteer	0.73%	40
Seeking citizenship or immigration information	1.43%	79
State, tribal, territorial or local government representative	0.34%	19
Student	2.43%	134
Traveler (domestic or international)	62.64%	3,455
Other	9.25%	510
TOTAL		5,516

Q8 Please describe your experience finding your way around today.

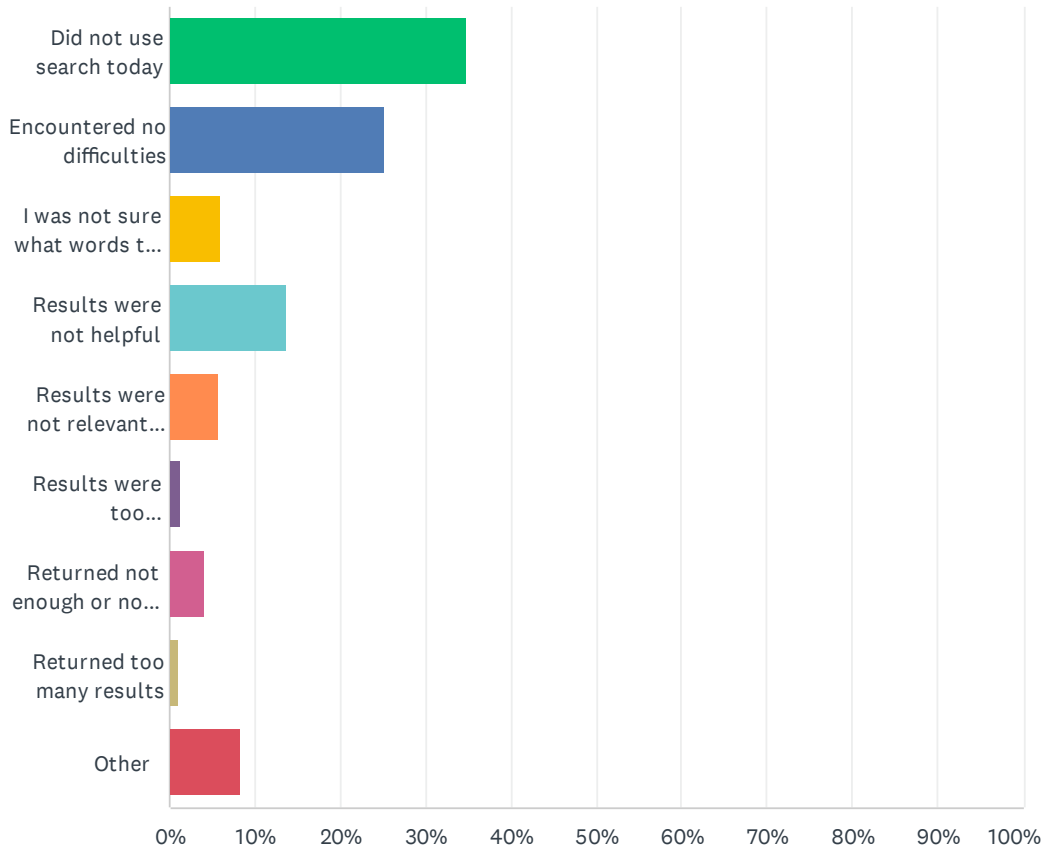
Answered: 5,516 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.01%	2,538
Had technical difficulties (e.g. error messages, broken links)	5.60%	309
Links did not take me where I expected	8.65%	477
Links/labels are difficult to understand, they are not intuitive	4.19%	231
Navigated to general area but couldn't find the specific content needed	18.33%	1,011
Too many links or navigational choices	3.28%	181
Would often feel lost, not know where I was	4.79%	264
Other	9.16%	505
TOTAL		5,516

Q9 How was your experience using our site search?

Answered: 5,516 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.75%	1,917
Encountered no difficulties	25.09%	1,384
I was not sure what words to use in my search	5.95%	328
Results were not helpful	13.74%	758
Results were not relevant to my search terms or needs	5.75%	317
Results were too similar/redundant	1.25%	69
Returned not enough or no results	4.08%	225
Returned too many results	1.05%	58
Other	8.34%	460
TOTAL		5,516