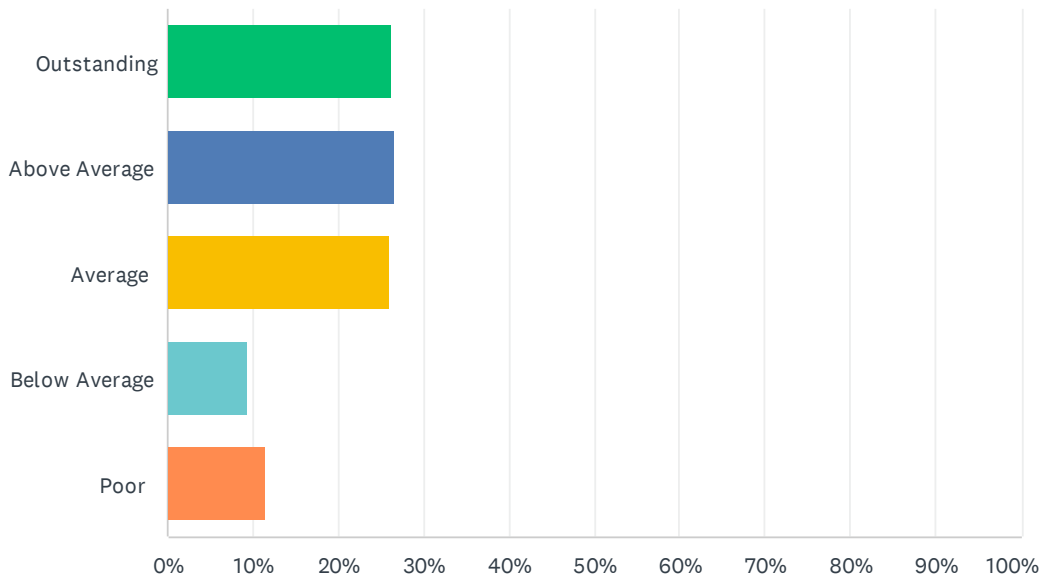


Q1 How would you rate your overall experience today?

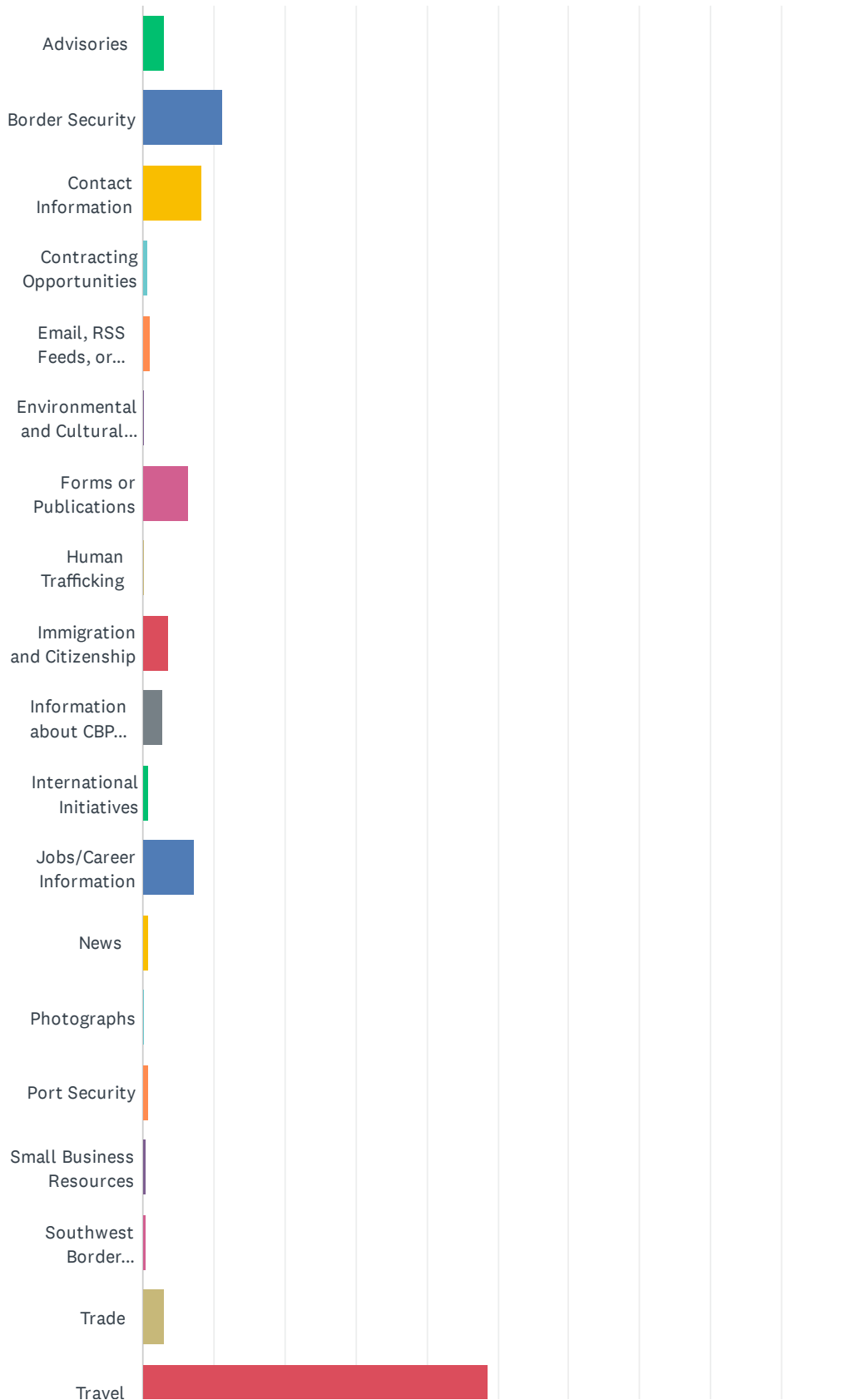
Answered: 5,685 Skipped: 0



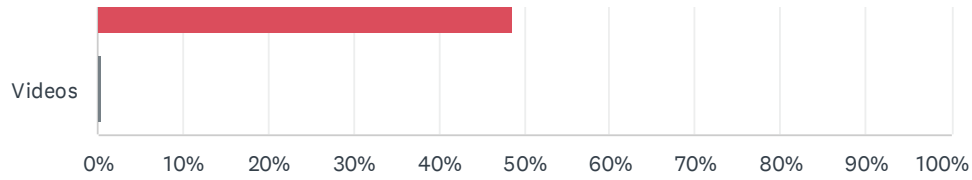
ANSWER CHOICES	RESPONSES	
Outstanding	26.33%	1,497
Above Average	26.75%	1,521
Average	26.09%	1,483
Below Average	9.38%	533
Poor	11.45%	651
TOTAL		5,685

Q2 What information were you looking for today?

Answered: 5,685 Skipped: 0



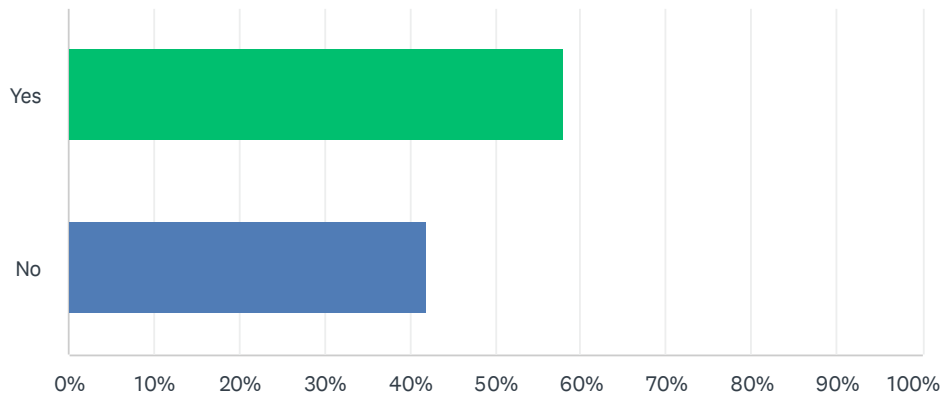
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.03%	172
Border Security	11.20%	637
Contact Information	8.23%	468
Contracting Opportunities	0.70%	40
Email, RSS Feeds, or Subscription Services	1.16%	66
Environmental and Cultural Stewardship	0.12%	7
Forms or Publications	6.30%	358
Human Trafficking	0.32%	18
Immigration and Citizenship	3.73%	212
Information about CBP (leadership, history, etc.)	2.71%	154
International Initiatives	0.76%	43
Jobs/Career Information	7.18%	408
News	0.91%	52
Photographs	0.14%	8
Port Security	0.77%	44
Small Business Resources	0.40%	23
Southwest Border Unaccompanied Alien Children/Family Unit	0.33%	19
Trade	2.92%	166
Travel	48.65%	2,766
Videos	0.42%	24
TOTAL		5,685

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

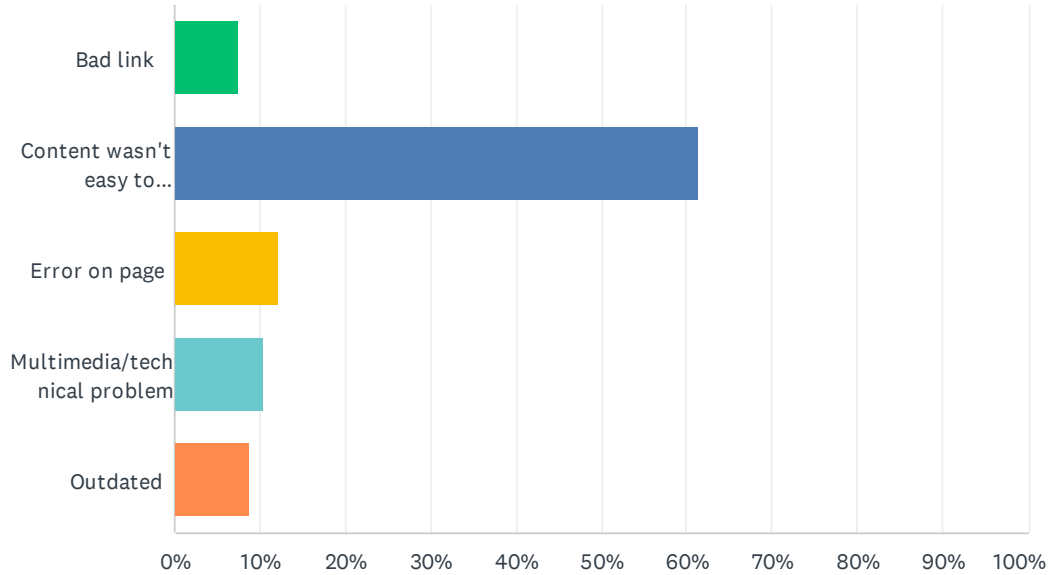
Answered: 5,685 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.08%	3,302
No	41.92%	2,383
TOTAL		5,685

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

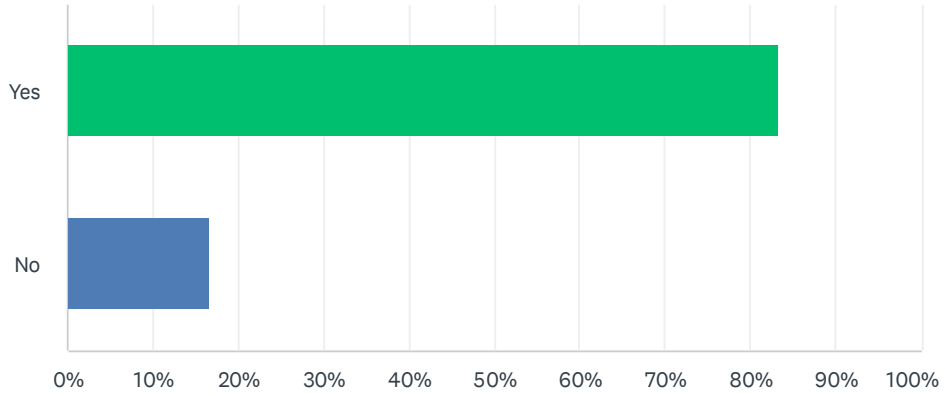
Answered: 2,396 Skipped: 3,289



ANSWER CHOICES	RESPONSES	
Bad link	7.51%	180
Content wasn't easy to understand	61.35%	1,470
Error on page	12.15%	291
Multimedia/technical problem	10.35%	248
Outdated	8.64%	207
TOTAL		2,396

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

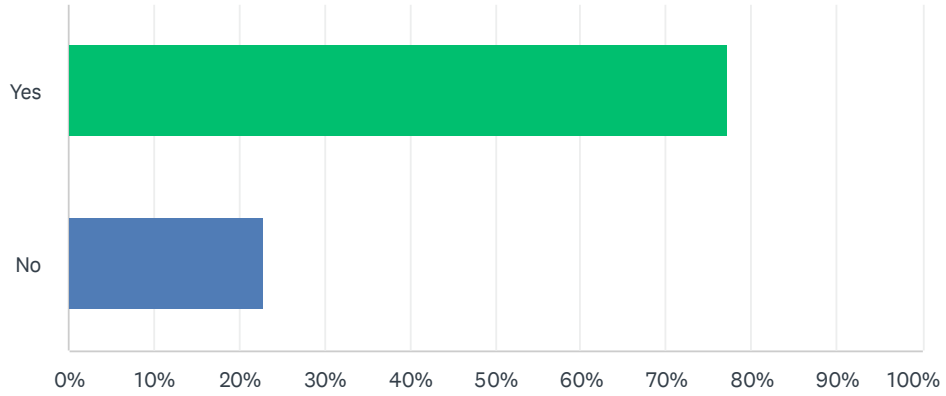
Answered: 5,685 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.36%	4,739
No	16.64%	946
TOTAL		5,685

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

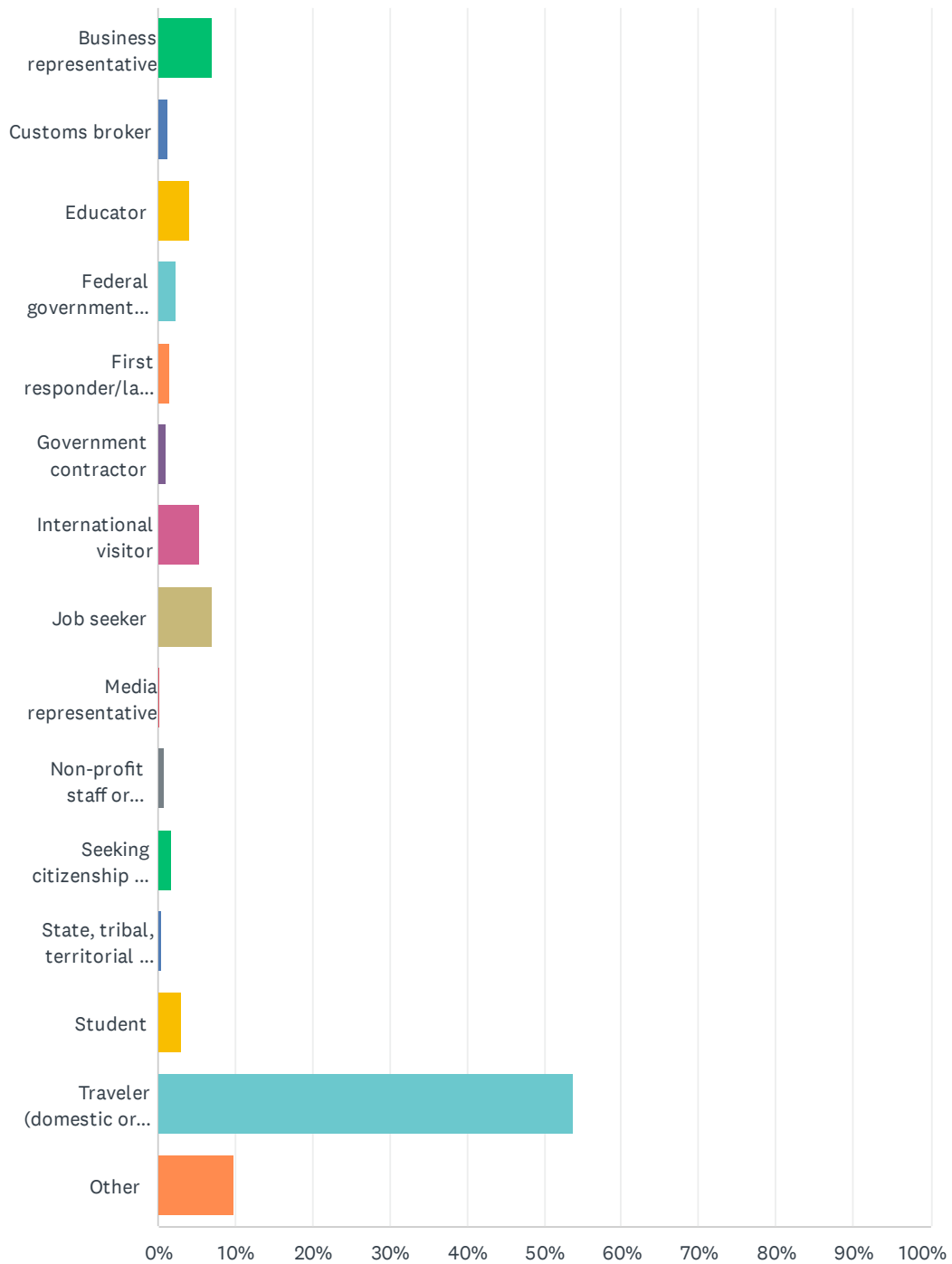
Answered: 5,685 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.12%	4,384
No	22.88%	1,301
TOTAL		5,685

Q7 Which of the following best describes you?

Answered: 5,685 Skipped: 0

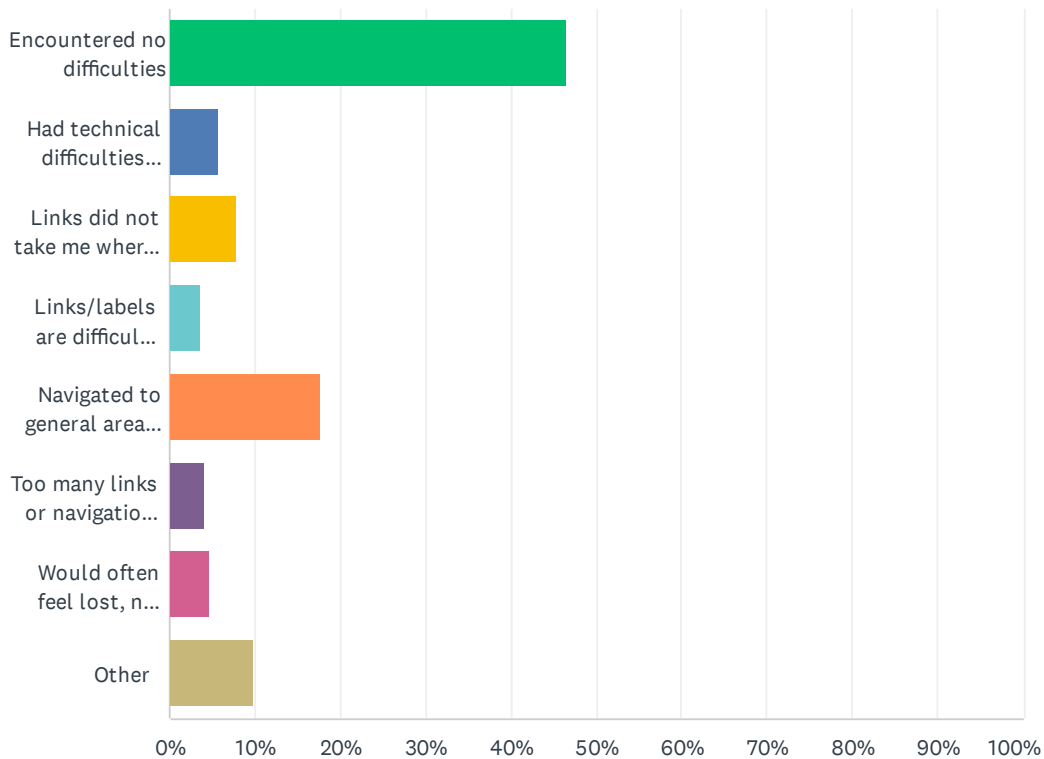


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.12%	405
Customs broker	1.20%	68
Educator	4.15%	236
Federal government employee	2.45%	139
First responder/law enforcement official	1.57%	89
Government contractor	0.99%	56
International visitor	5.42%	308
Job seeker	7.05%	401
Media representative	0.28%	16
Non-profit staff or volunteer	0.88%	50
Seeking citizenship or immigration information	1.81%	103
State, tribal, territorial or local government representative	0.44%	25
Student	2.97%	169
Traveler (domestic or international)	53.81%	3,059
Other	9.87%	561
TOTAL		5,685

Q8 Please describe your experience finding your way around today.

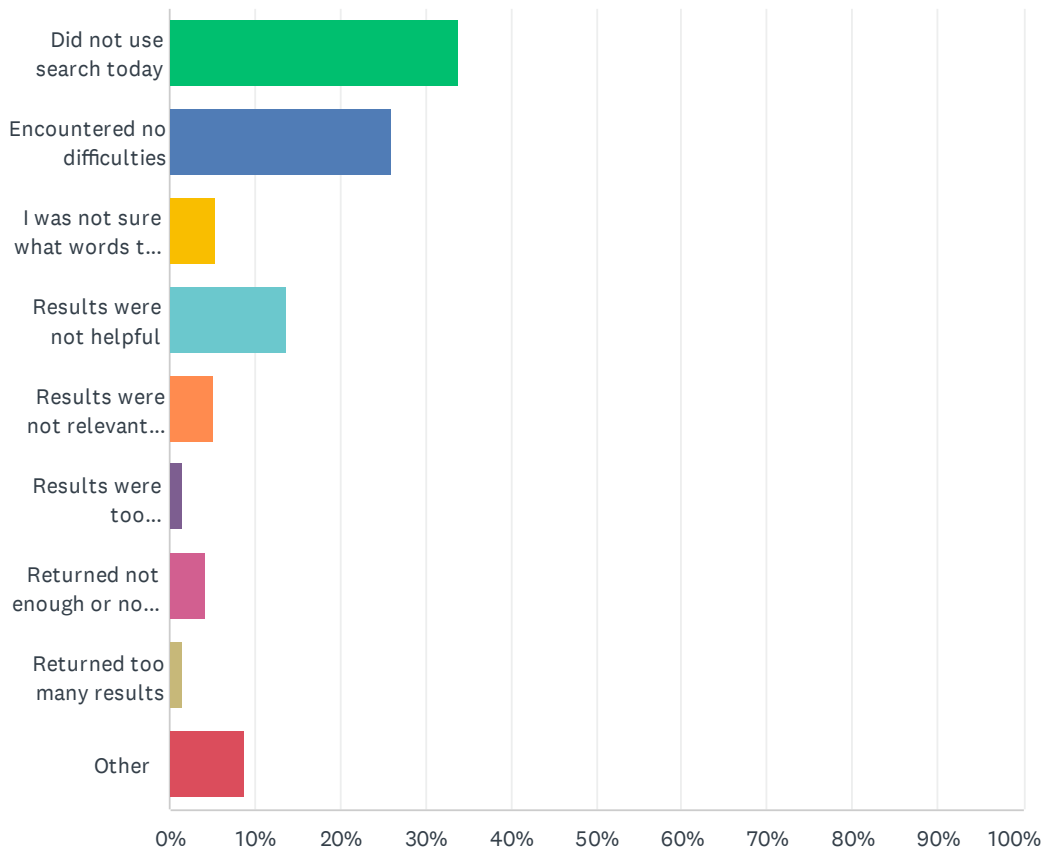
Answered: 5,685 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.51%	2,644
Had technical difficulties (e.g. error messages, broken links)	5.77%	328
Links did not take me where I expected	7.97%	453
Links/labels are difficult to understand, they are not intuitive	3.62%	206
Navigated to general area but couldn't find the specific content needed	17.71%	1,007
Too many links or navigational choices	3.96%	225
Would often feel lost, not know where I was	4.68%	266
Other	9.78%	556
TOTAL		5,685

Q9 How was your experience using our site search?

Answered: 5,685 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.91%	1,928
Encountered no difficulties	26.07%	1,482
I was not sure what words to use in my search	5.40%	307
Results were not helpful	13.67%	777
Results were not relevant to my search terms or needs	5.05%	287
Results were too similar/redundant	1.48%	84
Returned not enough or no results	4.20%	239
Returned too many results	1.50%	85
Other	8.72%	496
TOTAL		5,685