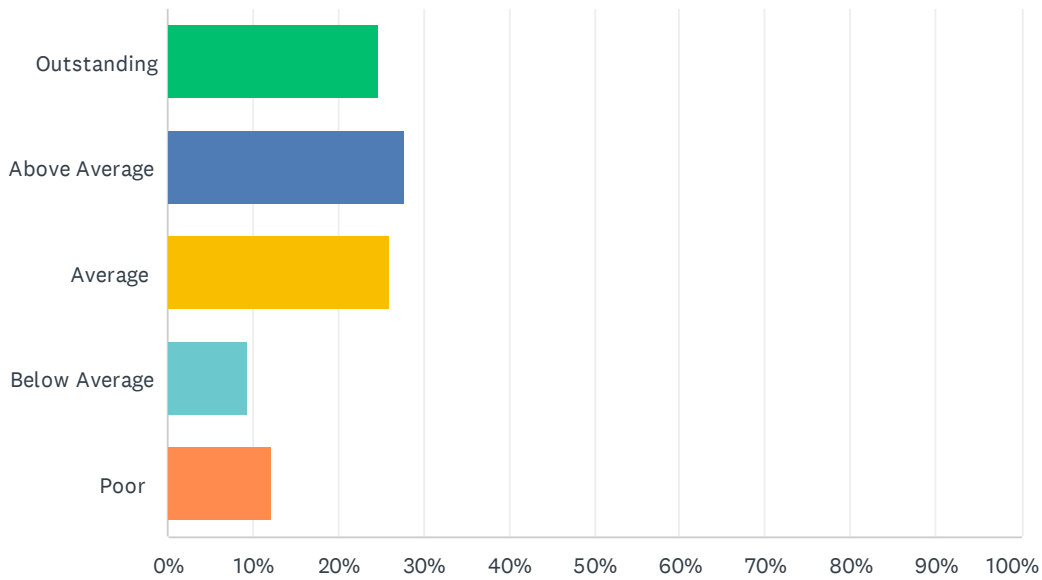


## Q1 How would you rate your overall experience today?

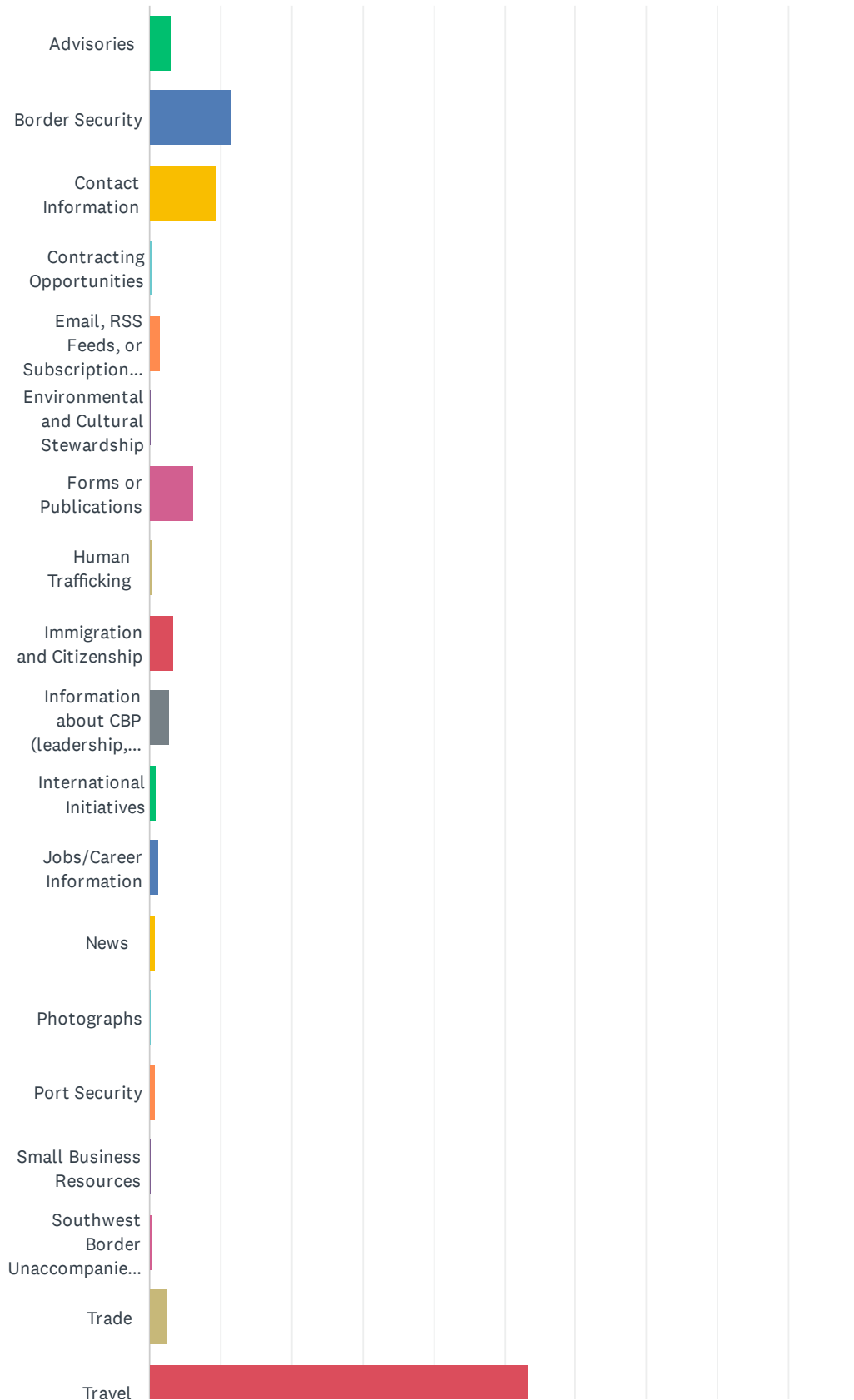
Answered: 5,254 Skipped: 0



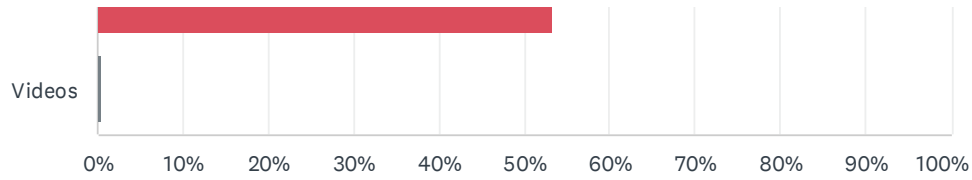
ANSWER CHOICES	RESPONSES	
Outstanding	24.70%	1,298
Above Average	27.81%	1,461
Average	26.02%	1,367
Below Average	9.40%	494
Poor	12.07%	634
<b>TOTAL</b>		<b>5,254</b>

## Q2 What information were you looking for today?

Answered: 5,254 Skipped: 0



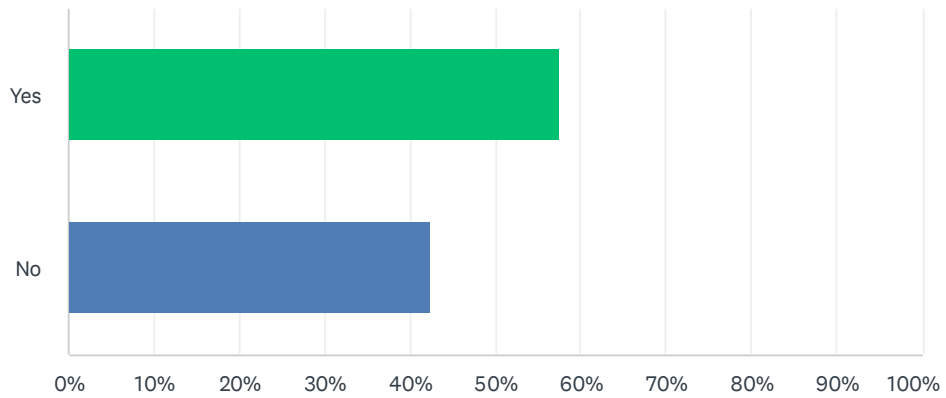
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.01%	158
Border Security	11.61%	610
Contact Information	9.33%	490
Contracting Opportunities	0.48%	25
Email, RSS Feeds, or Subscription Services	1.47%	77
Environmental and Cultural Stewardship	0.21%	11
Forms or Publications	6.11%	321
Human Trafficking	0.32%	17
Immigration and Citizenship	3.39%	178
Information about CBP (leadership, history, etc.)	2.87%	151
International Initiatives	1.03%	54
Jobs/Career Information	1.35%	71
News	0.93%	49
Photographs	0.15%	8
Port Security	0.86%	45
Small Business Resources	0.29%	15
Southwest Border Unaccompanied Alien Children/Family Unit	0.46%	24
Trade	2.49%	131
Travel	53.27%	2,799
Videos	0.38%	20
<b>TOTAL</b>		<b>5,254</b>

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

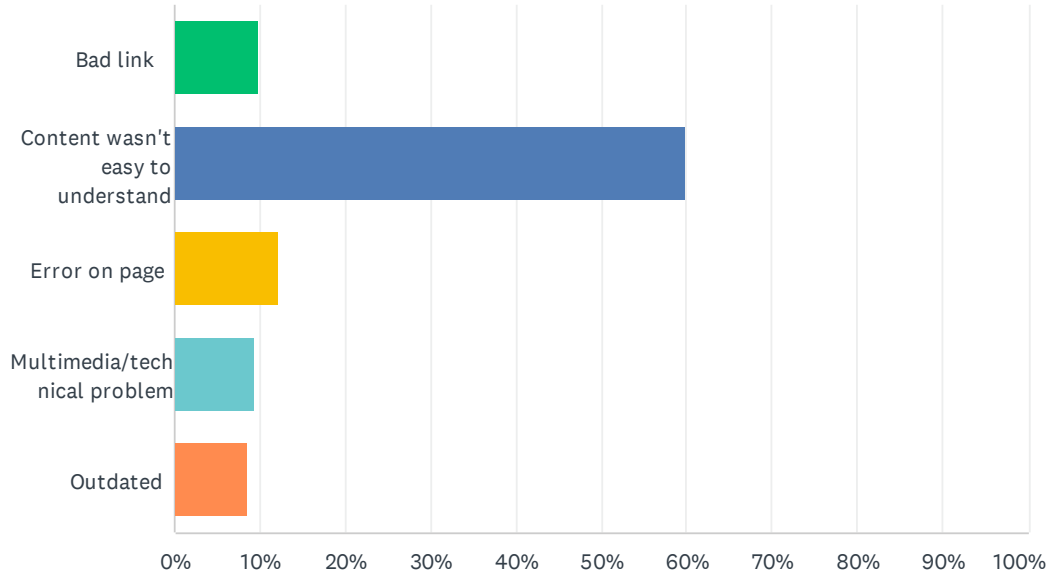
Answered: 5,254 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.56%	3,024
No	42.44%	2,230
TOTAL		5,254

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

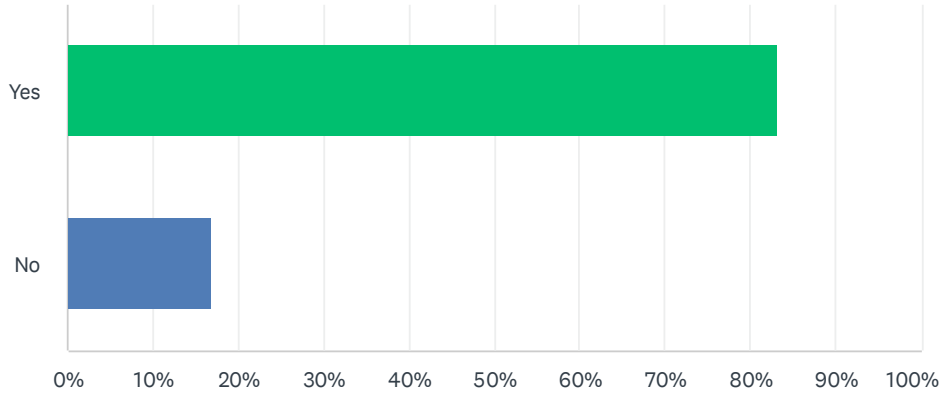
Answered: 2,261 Skipped: 2,993



ANSWER CHOICES	RESPONSES	
Bad link	9.86%	223
Content wasn't easy to understand	59.89%	1,354
Error on page	12.21%	276
Multimedia/technical problem	9.46%	214
Outdated	8.58%	194
<b>TOTAL</b>		<b>2,261</b>

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

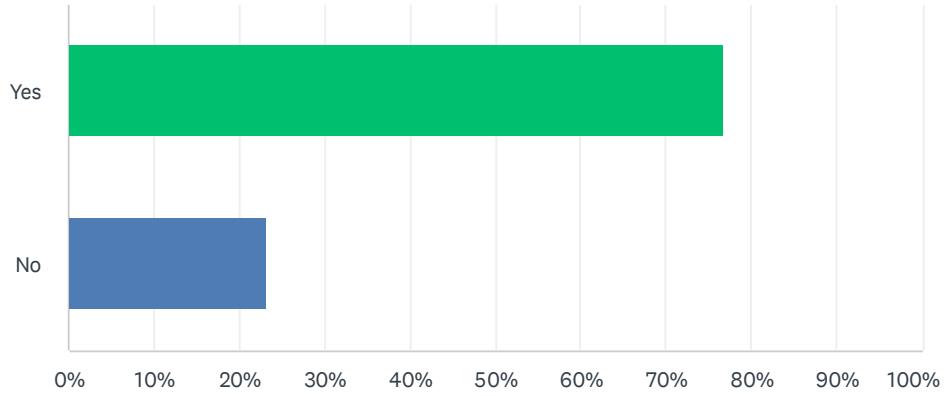
Answered: 5,254 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.21%	4,372
No	16.79%	882
TOTAL		5,254

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

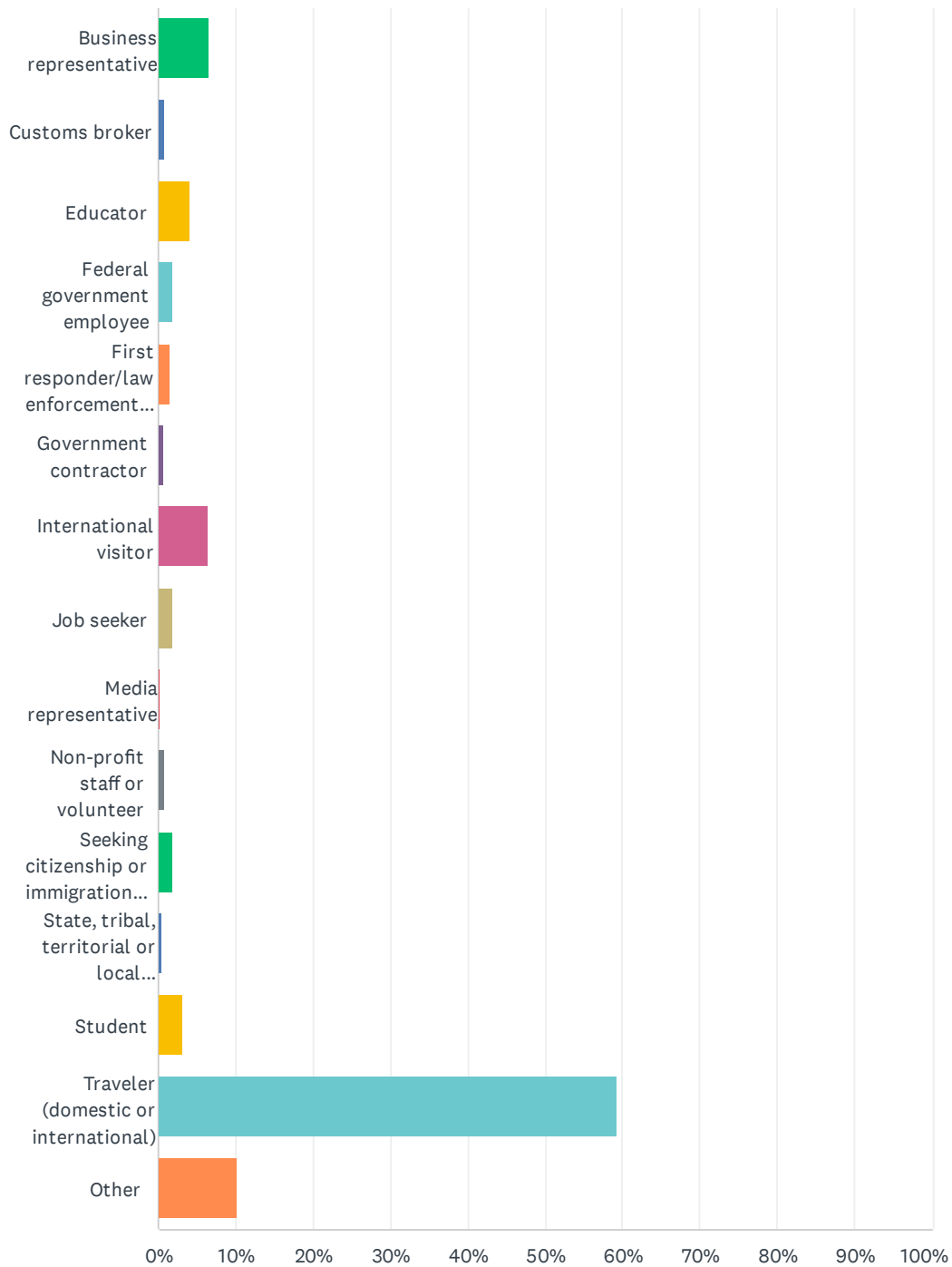
Answered: 5,254 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.82%	4,036
No	23.18%	1,218
TOTAL		5,254

## Q7 Which of the following best describes you?

Answered: 5,254 Skipped: 0



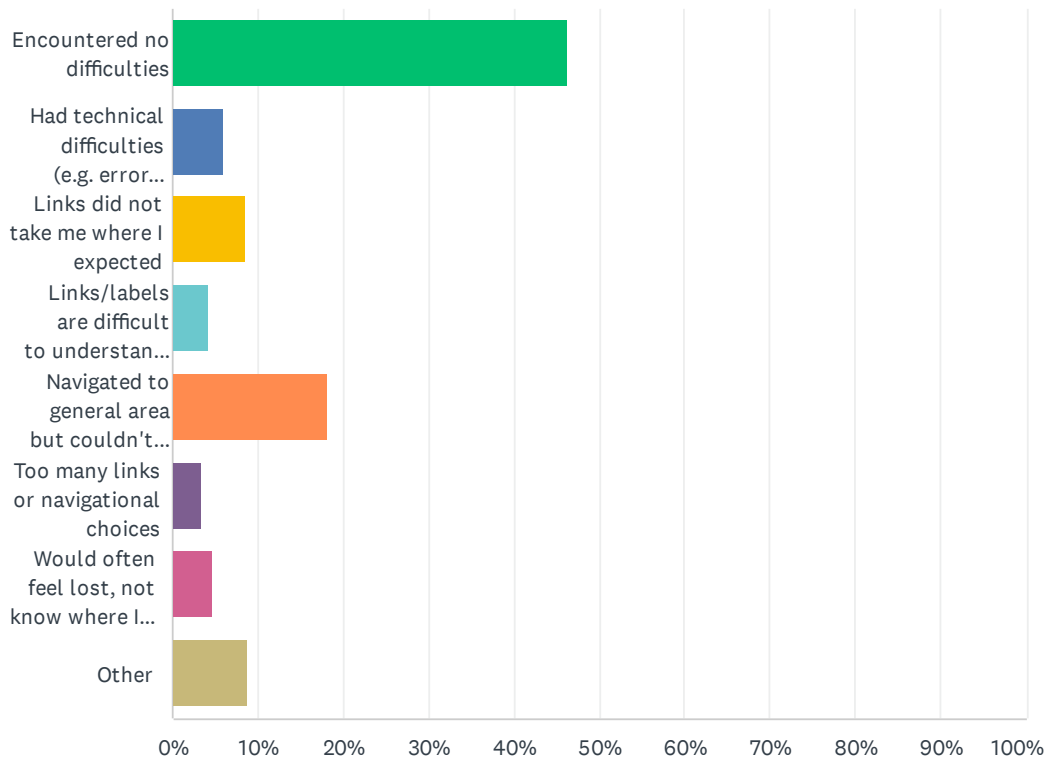


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.60%	347
Customs broker	0.93%	49
Educator	4.02%	211
Federal government employee	2.02%	106
First responder/law enforcement official	1.39%	73
Government contractor	0.65%	34
International visitor	6.45%	339
Job seeker	1.90%	100
Media representative	0.25%	13
Non-profit staff or volunteer	0.84%	44
Seeking citizenship or immigration information	1.83%	96
State, tribal, territorial or local government representative	0.40%	21
Student	3.20%	168
Traveler (domestic or international)	59.29%	3,115
Other	10.24%	538
<b>TOTAL</b>		<b>5,254</b>

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

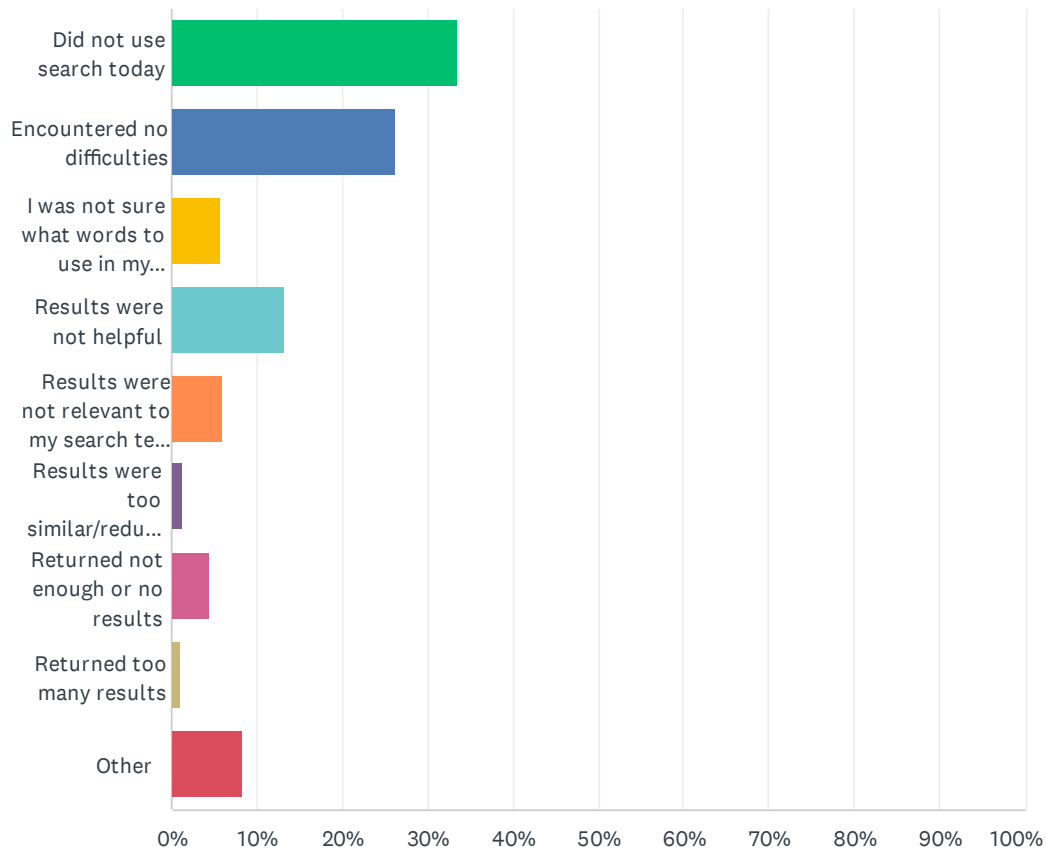
Answered: 5,254 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.29%	2,432
Had technical difficulties (e.g. error messages, broken links)	6.07%	319
Links did not take me where I expected	8.43%	443
Links/labels are difficult to understand, they are not intuitive	4.23%	222
Navigated to general area but couldn't find the specific content needed	18.10%	951
Too many links or navigational choices	3.43%	180
Would often feel lost, not know where I was	4.76%	250
Other	8.70%	457
<b>TOTAL</b>		<b>5,254</b>

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

Answered: 5,254 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.54%	1,762
Encountered no difficulties	26.23%	1,378
I was not sure what words to use in my search	5.77%	303
Results were not helpful	13.29%	698
Results were not relevant to my search terms or needs	6.00%	315
Results were too similar/redundant	1.22%	64
Returned not enough or no results	4.51%	237
Returned too many results	1.16%	61
Other	8.30%	436
<b>TOTAL</b>		<b>5,254</b>