CBP.gov Customer Satisfaction Survey

Time Period: 10/1/2017 - 10/31/2017

Outstanding Above Average Average Below Average Poor Total Were you able to complete the purpose of your visit? Answer Choices Pes Yes No Total Would you still return to this website if you could get this information or service from another source? Answer Choices Pesp Yes No Total Will you recommend this website to a friend or colleague? Answer Choices Pesp No Total Will you recommend this website to a friend or colleague? Answer Choices Pesp No Total Will you recommend this website to a friend or colleague? Answer Choices Pesp No Total Please describe your experience finding your way around (navigating) CBP.gov today. NOTE: Excludes "Other" responses Answer Choices Pesp Encountered no difficulties Plad technical difficulties (e.g. error messages, broken links) Links did not take me where I expected Links / labels are difficult to understand, they are not intuitive Navigated to general area but couldn't find the specific content needed Too many links or navigational choices Would often feel lost, not know where I was Total How was your experience using our site search? NOTE: Excludes "Did not use search" and "Other" responses Answer Choices Pesp Encountered no difficulties Please Answer Choices Pesp Encountered no difficulties Please Pesp Pesp Pountered no difficulties Please Pesp Pountered Nove Pesp Pountered Nove Pesp Po	ponses 745 1097		60.31
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·	163 3560 ponses	100	8160
	163 3560 ponses 816	0	(
Results were not helpful	163 3560 ponses 816 157	0	
Results were not relevant to my search terms or needs	163 3560 ponses 816 157 533	0	
Results were too similar / redundant	163 3560 ponses 816 157 533 217	0	
Returned not enough or no results	163 3560 ponses 816 157 533 217 41		
Returned too many results Total	163 3560 ponses 816 157 533 217	0	(

CBP.gov Customer Satisfaction Survey

Time Period: 10/1/2017 - 10/31/2017

Demographic Information

What Information were you looking for today?

Answer Choices	Responses	Percentage
 Advisories 	125	3.25%
Border Security	481	12.49%
Contact Information	364	9.45%
Contracting Opportunities	4	0.10%
 Email, RSS feeds, or subscription services 	44	1.14%
Environmental and Cultural Stewardship	7	0.18%
Forms or publications	301	7.82%
Human trafficking	5	0.13%
Immigration and citizenship	86	2.23%
 Information about CBP (leadership, history, etc.) 	93	2.42%
 International Initiatives 	29	0.75%
 Jobs/Careers Information 	257	6.68%
■ News	43	1.12%
■ Photographs	4	0.10%
Port Security	35	0.91%
Small Business Resources	12	0.31%
Southwest Border Unaccompanied Alien	1	0.03%
■ Trade	98	2.55%
■ Travel	1852	48.10%
■ Videos	9	0.23%
Total	3850	100%

If you weren't able to complete your visit, please select the option that best describes your difficulty.

Answer Choices	Responses	Percentage
Bad link	186	10.42%
Content wasn't easy to understand	1014	56.81%
Error on page	287	16.08%
Multimedia / technical problem	206	11.54%
Outdated information	92	5.15%
Total	1785	100%

Which of the following best describes you?

Answer Choices	Responses	Percentage
Business representative	414	10.75%
 Customs Broker 	33	0.86%
• Educator	141	3.66%
Federal government employee	99	2.57%
First responder / law enforcement official	39	1.01%
Government contractor	31	0.81%
 International visitor 	272	7.06%
 Job seeker 	210	5.45%
Media representative	12	0.31%
Non-profit staff or volunteer	43	1.12%
 Seeking citizenship or immigration information 	43	1.12%
 State, tribal, territorial or local government representative 	7	0.18%
Student	154	4.00%
Traveler (domestic or international)	2096	54.44%
• Other	256	6.65%
Total	3850	100%