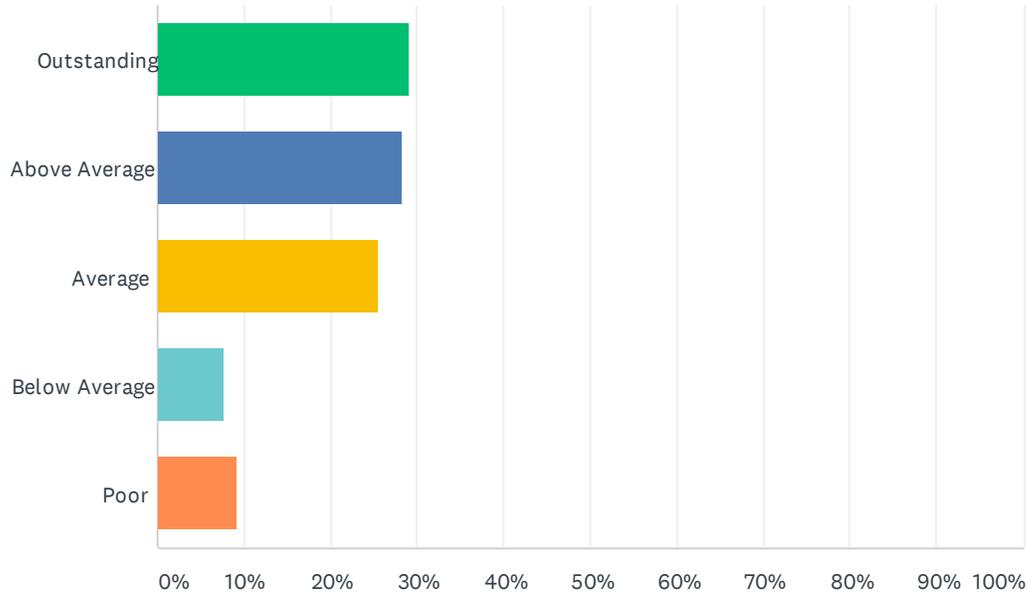


## Q1 How would you rate your overall experience today?

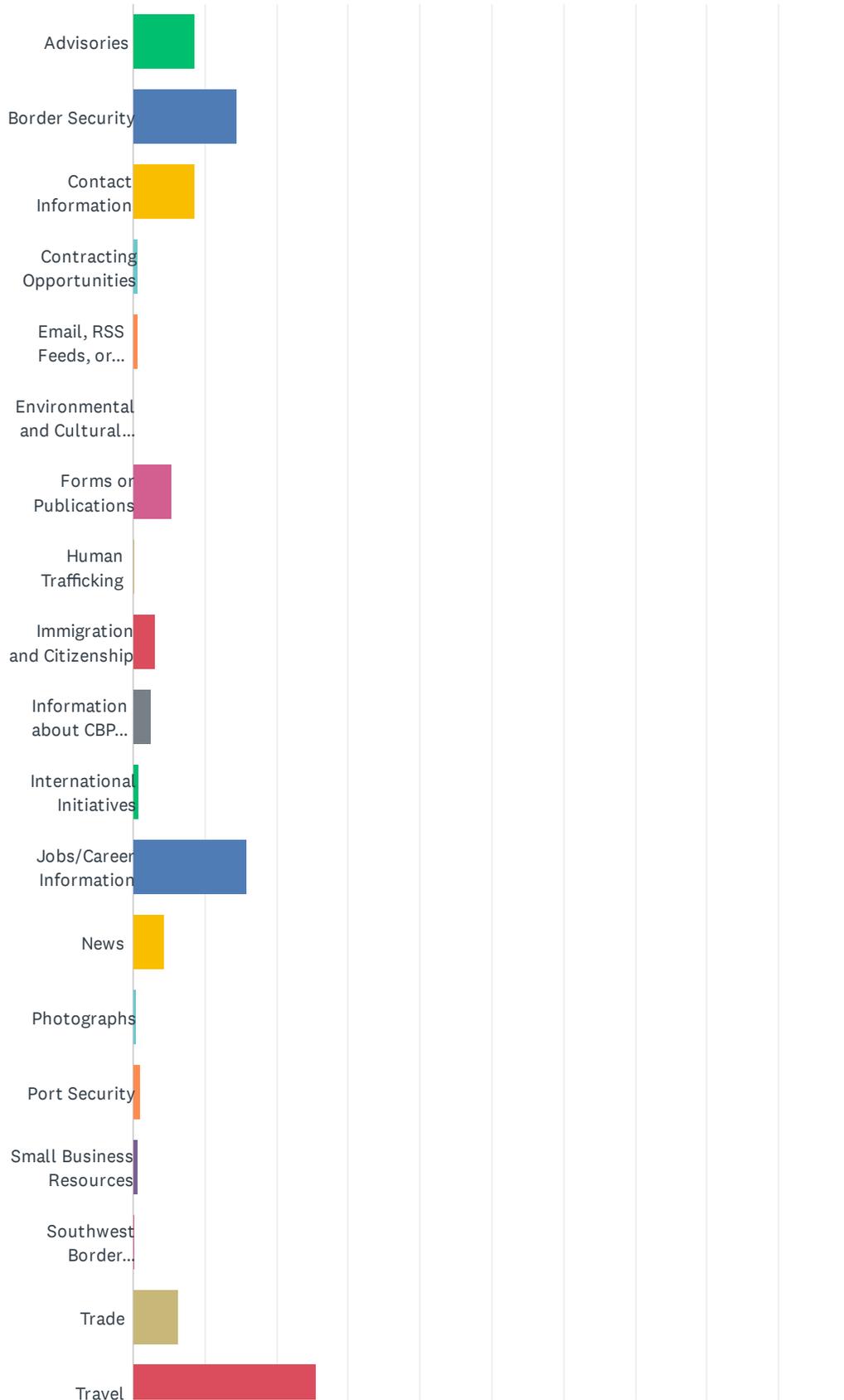
Answered: 1,721 Skipped: 0



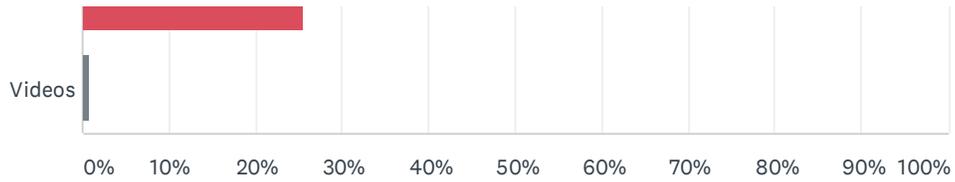
ANSWER CHOICES	RESPONSES	
Outstanding	29.17%	502
Above Average	28.18%	485
Average	25.51%	439
Below Average	7.84%	135
Poor	9.30%	160
<b>TOTAL</b>		<b>1,721</b>

## Q2 What information were you looking for today?

Answered: 1,721 Skipped: 0



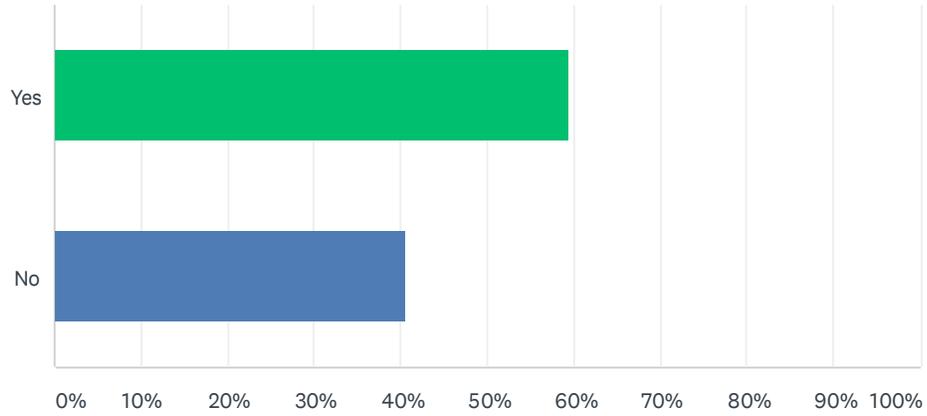
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	8.66%	149
Border Security	14.47%	249
Contact Information	8.48%	146
Contracting Opportunities	0.58%	10
Email, RSS Feeds, or Subscription Services	0.58%	10
Environmental and Cultural Stewardship	0.06%	1
Forms or Publications	5.35%	92
Human Trafficking	0.29%	5
Immigration and Citizenship	3.14%	54
Information about CBP (leadership, history, etc.)	2.56%	44
International Initiatives	0.76%	13
Jobs/Career Information	15.80%	272
News	4.42%	76
Photographs	0.35%	6
Port Security	1.10%	19
Small Business Resources	0.58%	10
Southwest Border Unaccompanied Alien Children/Family Unit	0.17%	3
Trade	6.33%	109
Travel	25.51%	439
Videos	0.81%	14
<b>TOTAL</b>		<b>1,721</b>

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

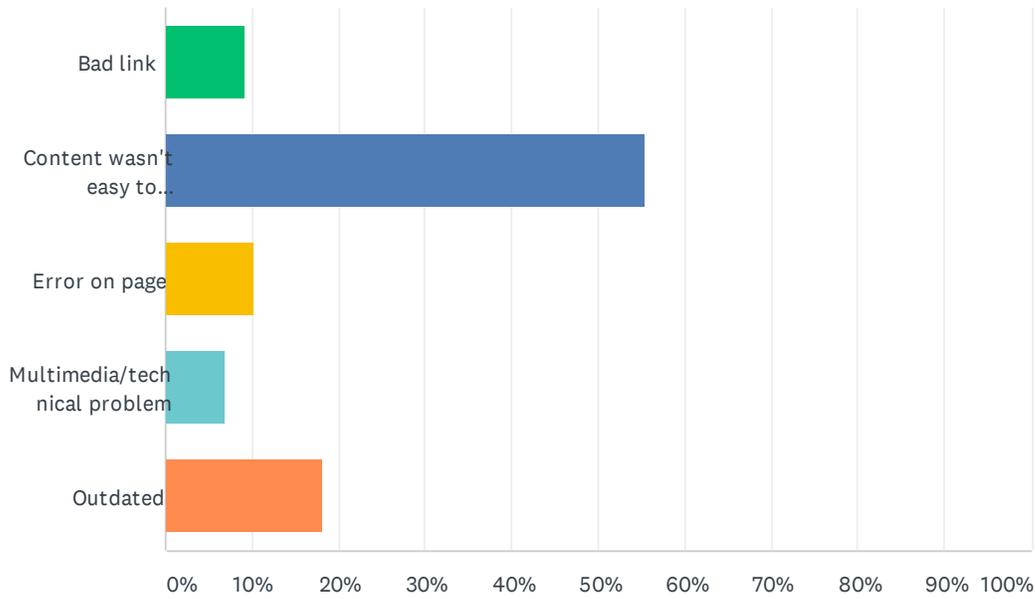
Answered: 1,721 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	59.50%	1,024
No	40.50%	697
TOTAL		1,721

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

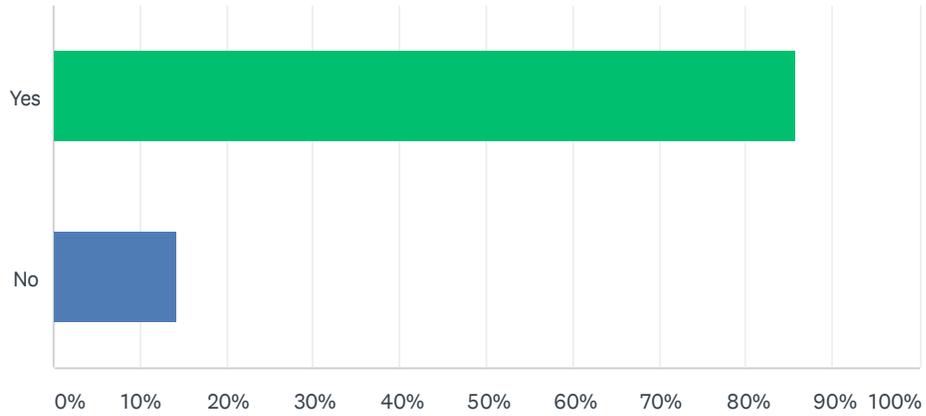
Answered: 695 Skipped: 1,026



ANSWER CHOICES	RESPONSES	
Bad link	9.21%	64
Content wasn't easy to understand	55.40%	385
Error on page	10.22%	71
Multimedia/technical problem	6.91%	48
Outdated	18.27%	127
TOTAL		695

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

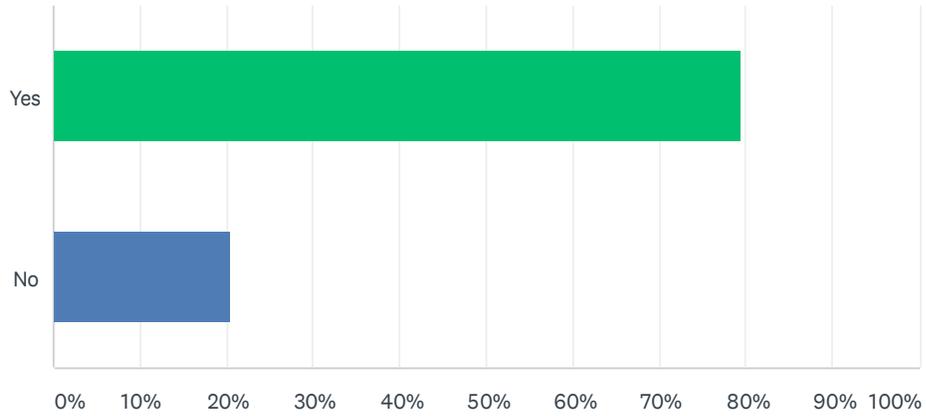
Answered: 1,721 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	85.82%	1,477
No	14.18%	244
TOTAL		1,721

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

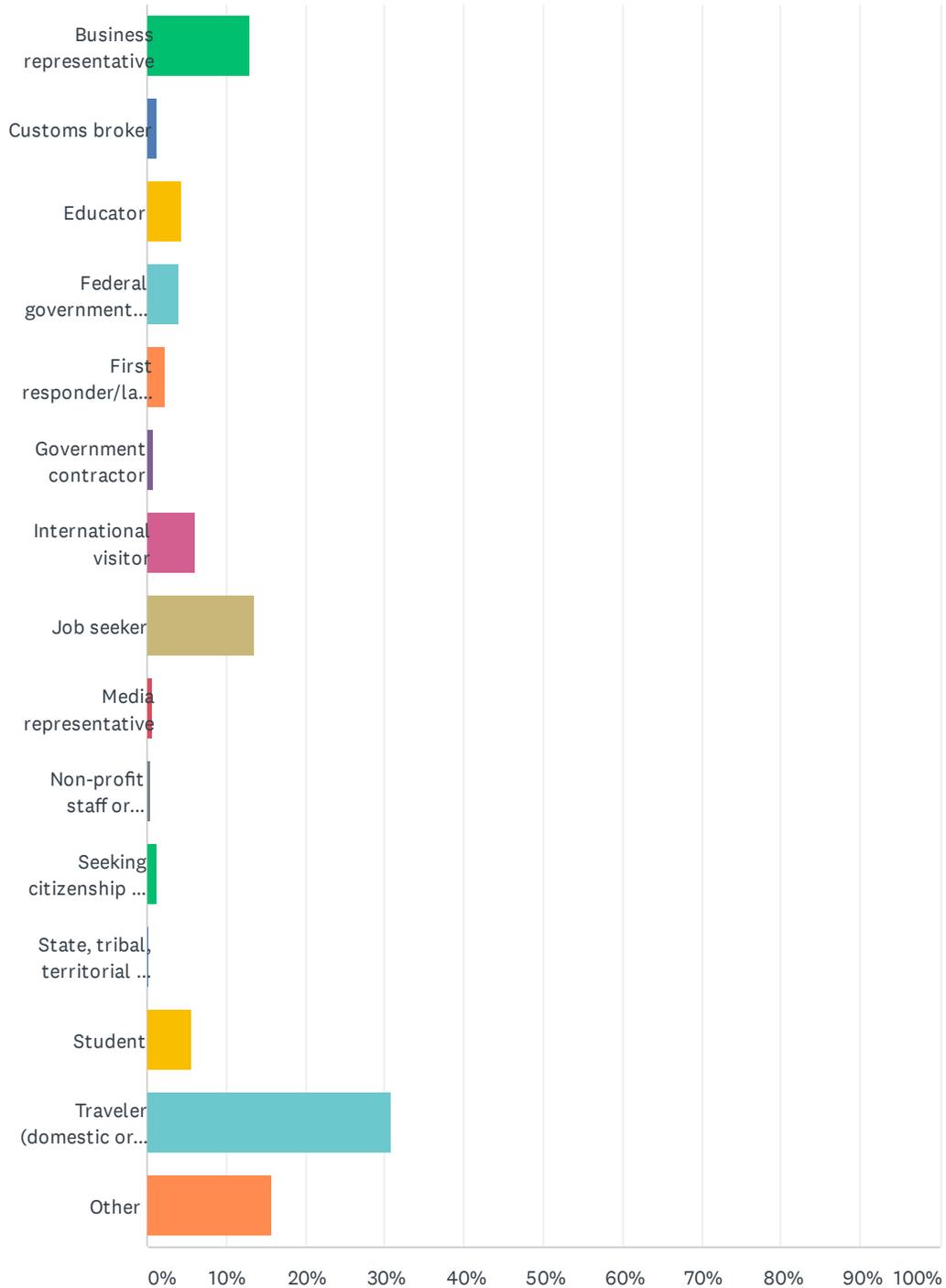
Answered: 1,721 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.55%	1,369
No	20.45%	352
TOTAL		1,721

## Q7 Which of the following best describes you?

Answered: 1,721 Skipped: 0

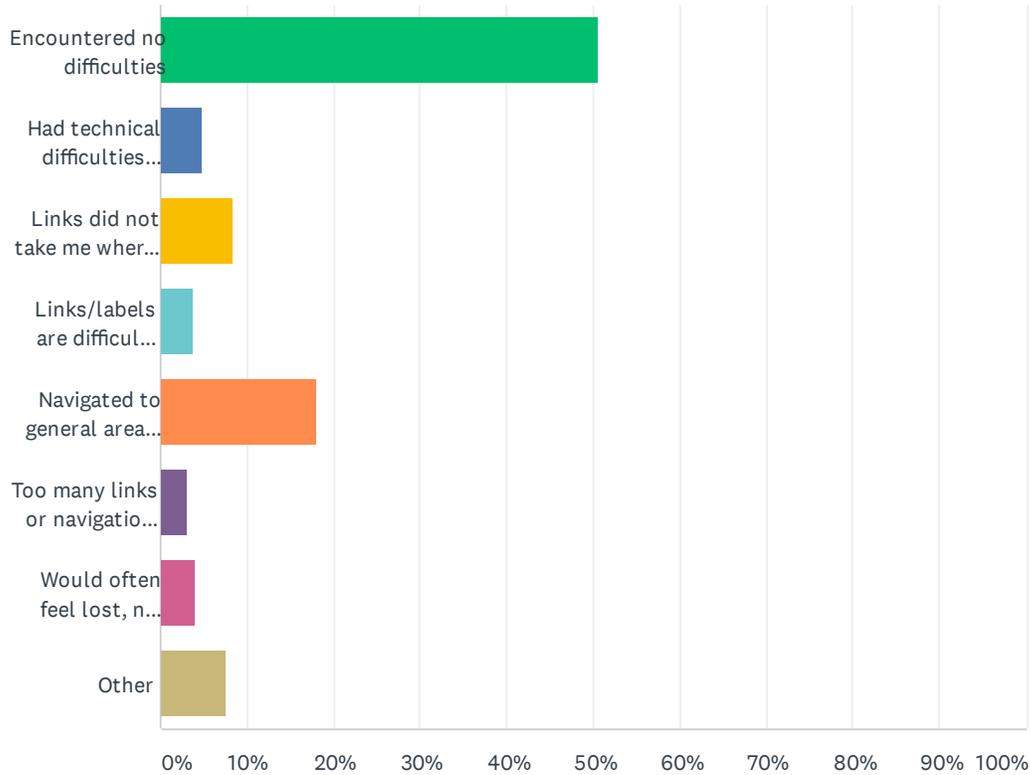


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	13.02%	224
Customs broker	1.22%	21
Educator	4.47%	77
Federal government employee	3.95%	68
First responder/law enforcement official	2.38%	41
Government contractor	0.81%	14
International visitor	5.98%	103
Job seeker	13.60%	234
Media representative	0.70%	12
Non-profit staff or volunteer	0.41%	7
Seeking citizenship or immigration information	1.22%	21
State, tribal, territorial or local government representative	0.29%	5
Student	5.58%	96
Traveler (domestic or international)	30.74%	529
Other	15.63%	269
<b>TOTAL</b>		<b>1,721</b>

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

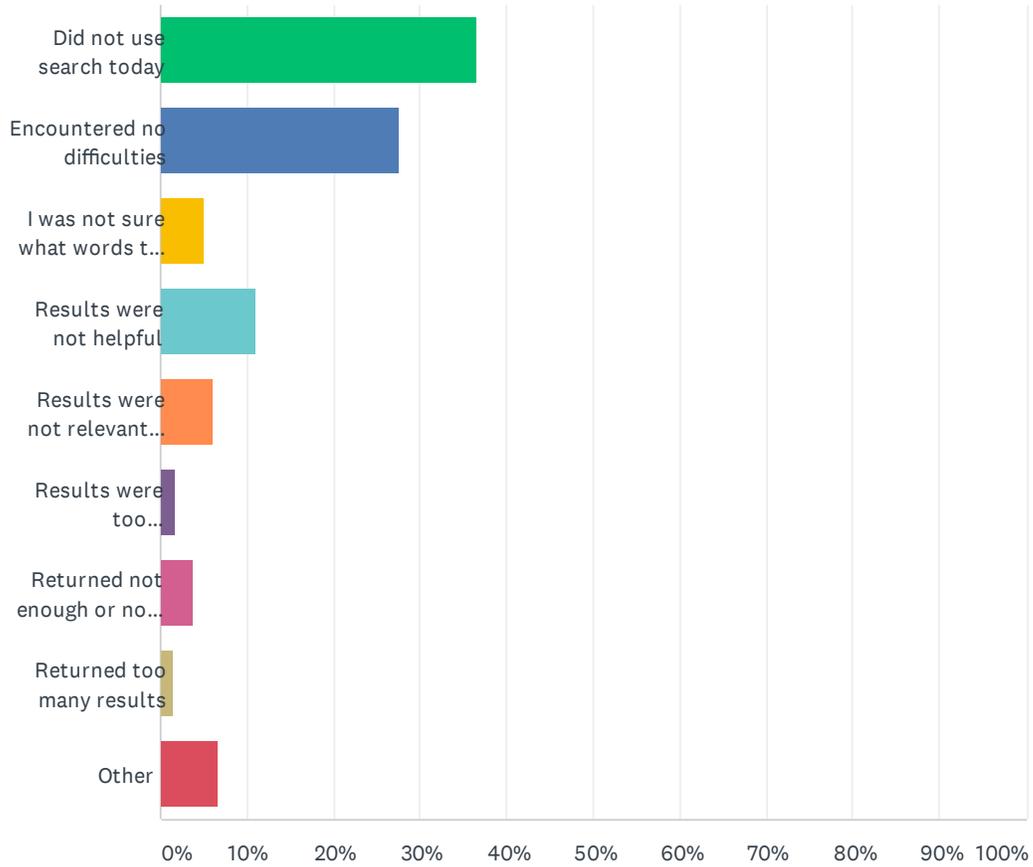
Answered: 1,721 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	50.61%	871
Had technical difficulties (e.g. error messages, broken links)	4.88%	84
Links did not take me where I expected	8.37%	144
Links/labels are difficult to understand, they are not intuitive	3.72%	64
Navigated to general area but couldn't find the specific content needed	17.90%	308
Too many links or navigational choices	3.14%	54
Would often feel lost, not know where I was	3.89%	67
Other	7.50%	129
<b>TOTAL</b>		<b>1,721</b>

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

Answered: 1,721 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	36.55%	629
Encountered no difficulties	27.66%	476
I was not sure what words to use in my search	5.06%	87
Results were not helpful	11.04%	190
Results were not relevant to my search terms or needs	5.98%	103
Results were too similar/redundant	1.63%	28
Returned not enough or no results	3.72%	64
Returned too many results	1.57%	27
Other	6.80%	117
<b>TOTAL</b>		<b>1,721</b>