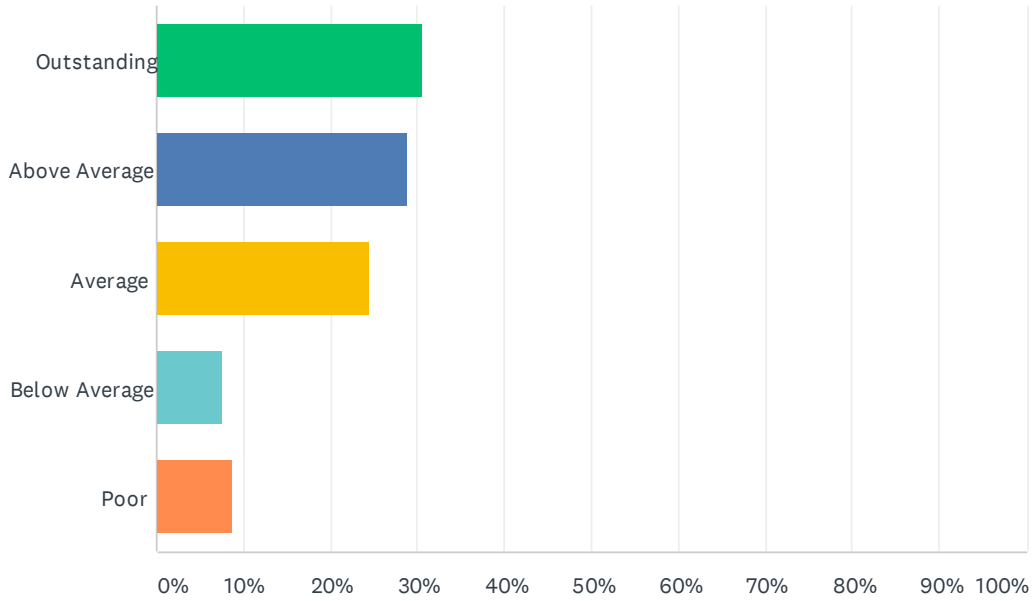


## Q1 How would you rate your overall experience today?

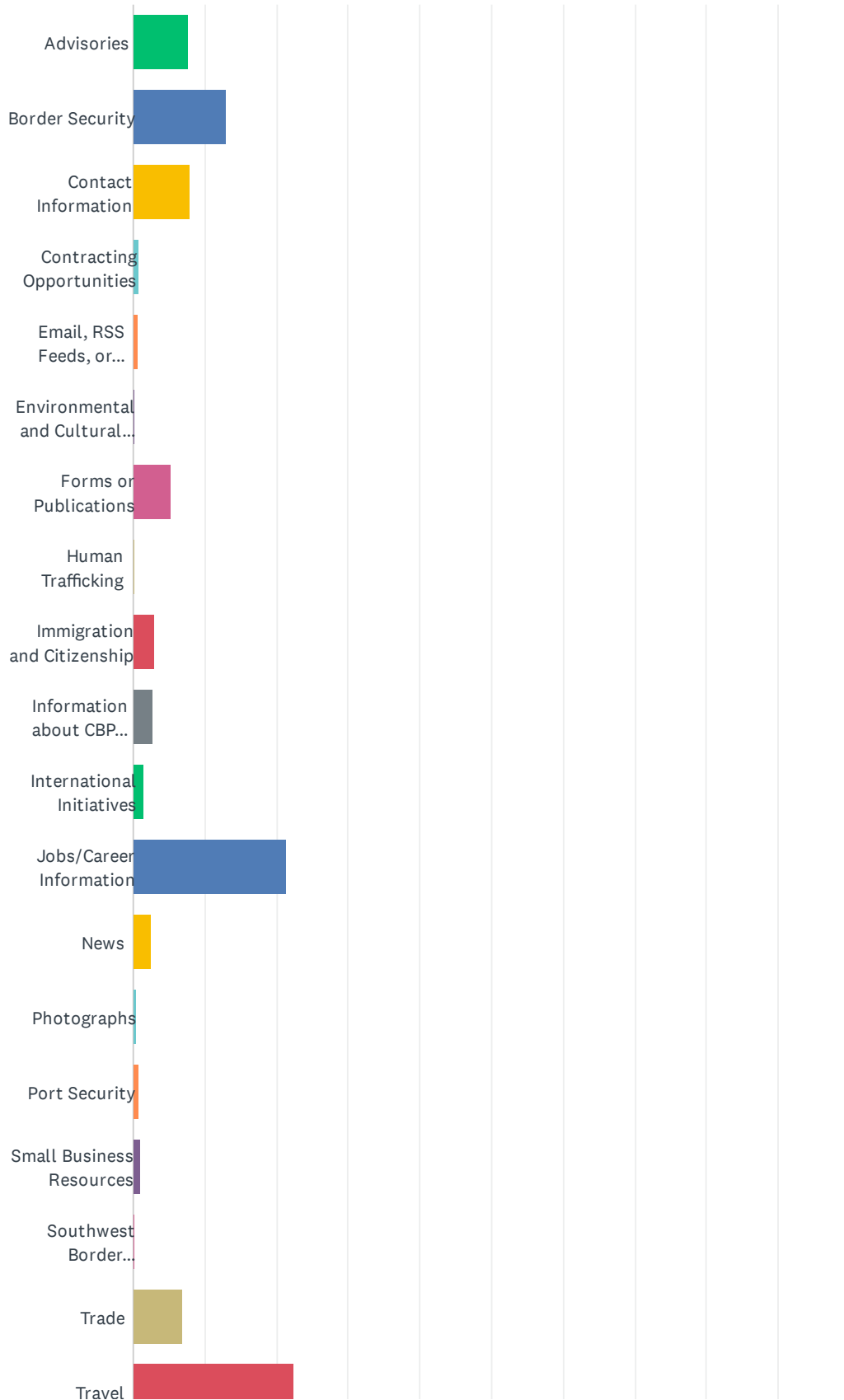
Answered: 1,459 Skipped: 0



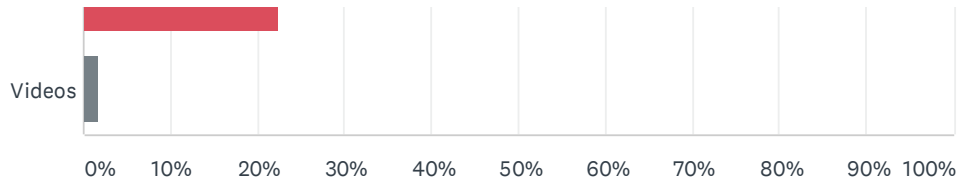
ANSWER CHOICES	RESPONSES	
Outstanding	30.50%	445
Above Average	28.92%	422
Average	24.40%	356
Below Average	7.47%	109
Poor	8.70%	127
<b>TOTAL</b>		<b>1,459</b>

## Q2 What information were you looking for today?

Answered: 1,459 Skipped: 0



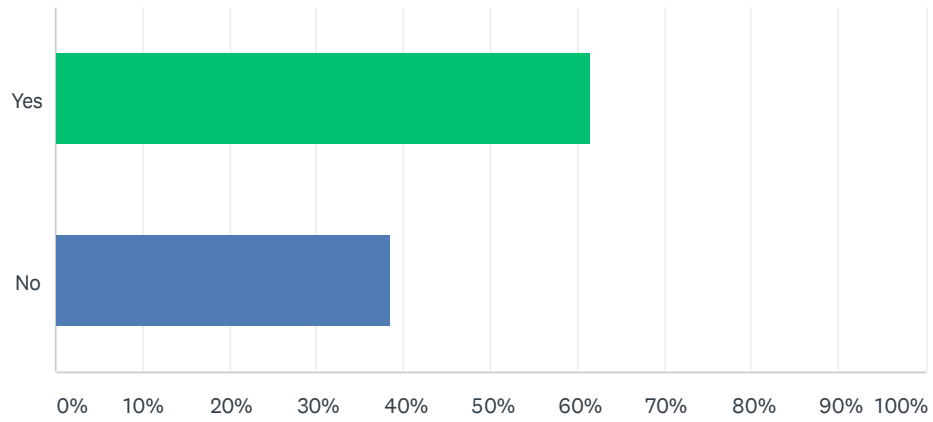
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	7.68%	112
Border Security	12.95%	189
Contact Information	7.88%	115
Contracting Opportunities	0.82%	12
Email, RSS Feeds, or Subscription Services	0.62%	9
Environmental and Cultural Stewardship	0.27%	4
Forms or Publications	5.14%	75
Human Trafficking	0.14%	2
Immigration and Citizenship	2.88%	42
Information about CBP (leadership, history, etc.)	2.81%	41
International Initiatives	1.44%	21
Jobs/Career Information	21.38%	312
News	2.54%	37
Photographs	0.34%	5
Port Security	0.89%	13
Small Business Resources	0.96%	14
Southwest Border Unaccompanied Alien Children/Family Unit	0.27%	4
Trade	6.99%	102
Travel	22.41%	327
Videos	1.58%	23
<b>TOTAL</b>		<b>1,459</b>

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

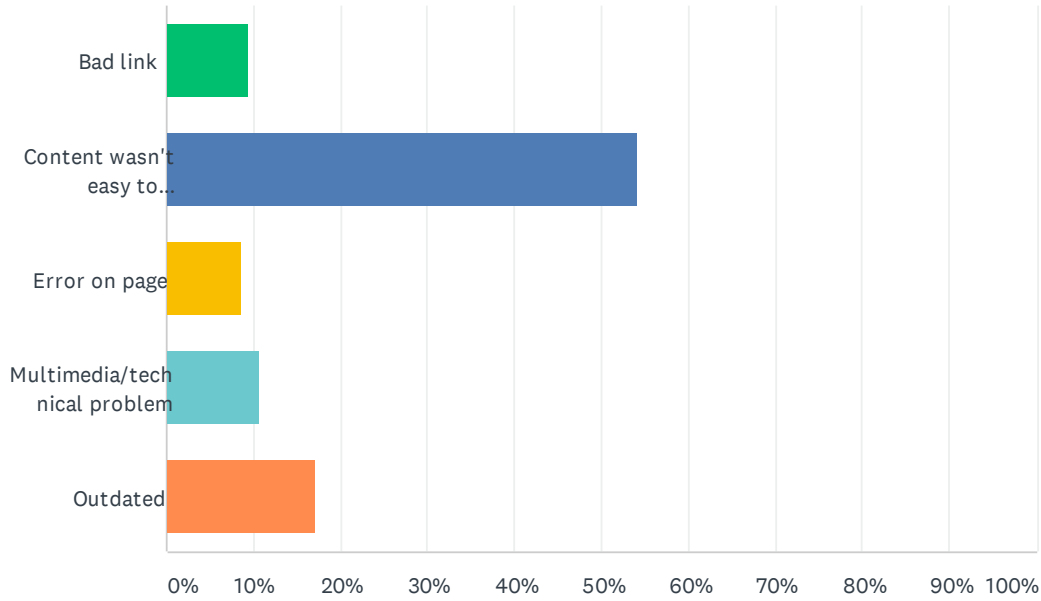
Answered: 1,459 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.48%	897
No	38.52%	562
TOTAL		1,459

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

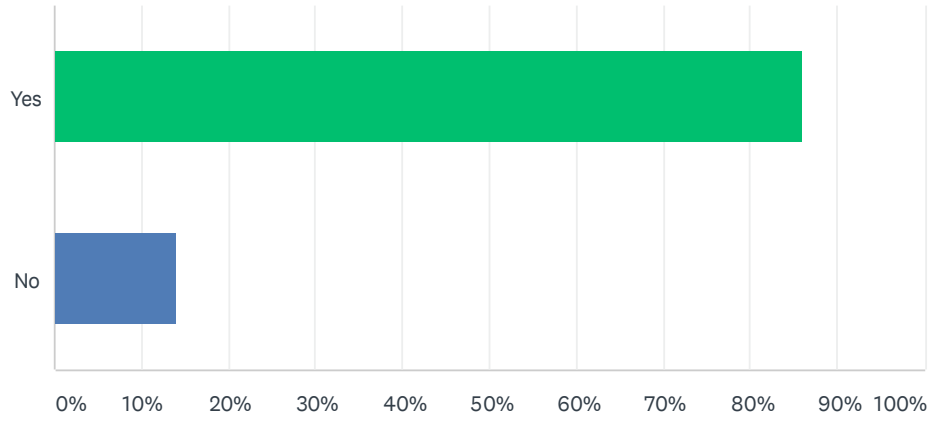
Answered: 560 Skipped: 899



ANSWER CHOICES	RESPONSES	
Bad link	9.46%	53
Content wasn't easy to understand	54.11%	303
Error on page	8.57%	48
Multimedia/technical problem	10.71%	60
Outdated	17.14%	96
TOTAL		560

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

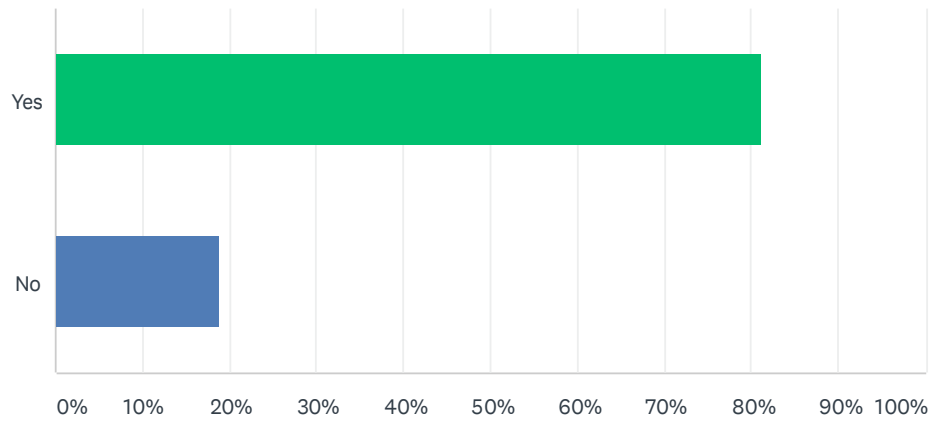
Answered: 1,459 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	86.09%	1,256
No	13.91%	203
TOTAL		1,459

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

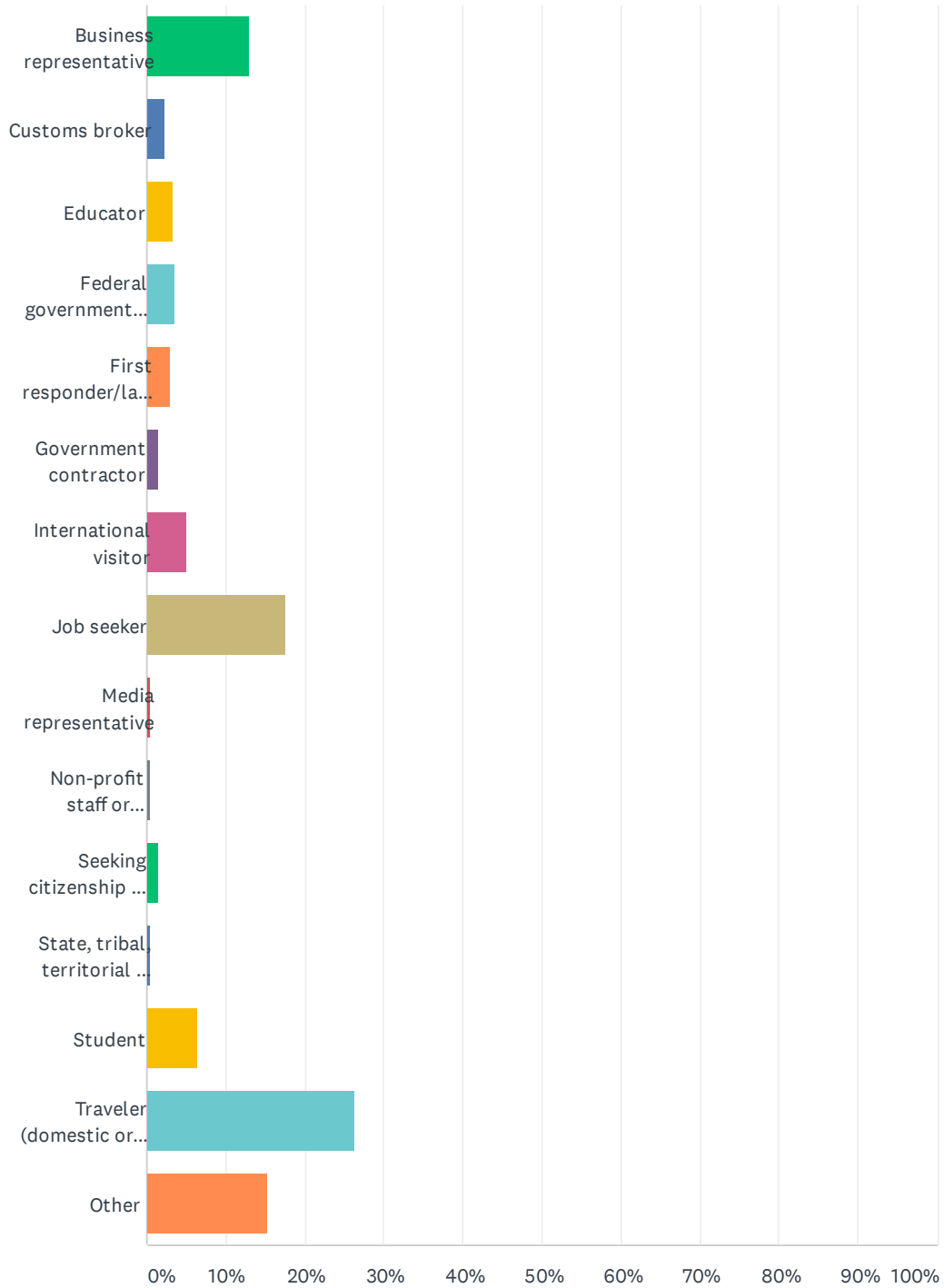
Answered: 1,459 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	81.22%	1,185
No	18.78%	274
TOTAL		1,459

## Q7 Which of the following best describes you?

Answered: 1,459 Skipped: 0



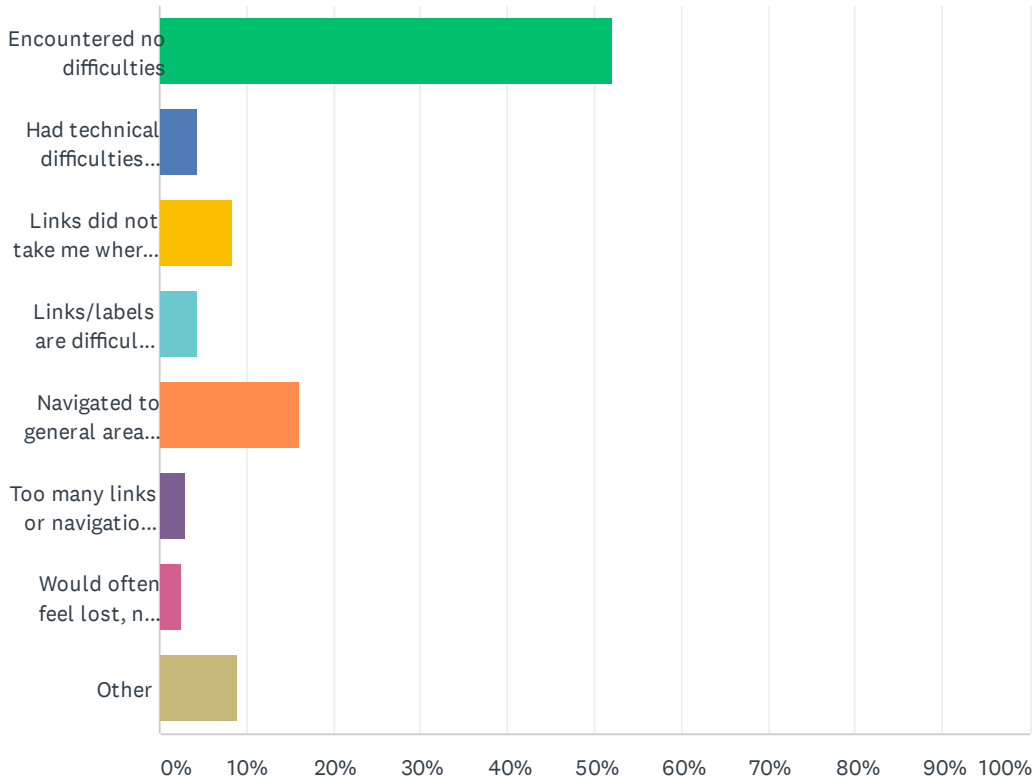


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	13.02%	190
Customs broker	2.40%	35
Educator	3.43%	50
Federal government employee	3.56%	52
First responder/law enforcement official	2.88%	42
Government contractor	1.44%	21
International visitor	4.93%	72
Job seeker	17.55%	256
Media representative	0.41%	6
Non-profit staff or volunteer	0.48%	7
Seeking citizenship or immigration information	1.37%	20
State, tribal, territorial or local government representative	0.34%	5
Student	6.58%	96
Traveler (domestic or international)	26.32%	384
Other	15.28%	223
<b>TOTAL</b>		<b>1,459</b>

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

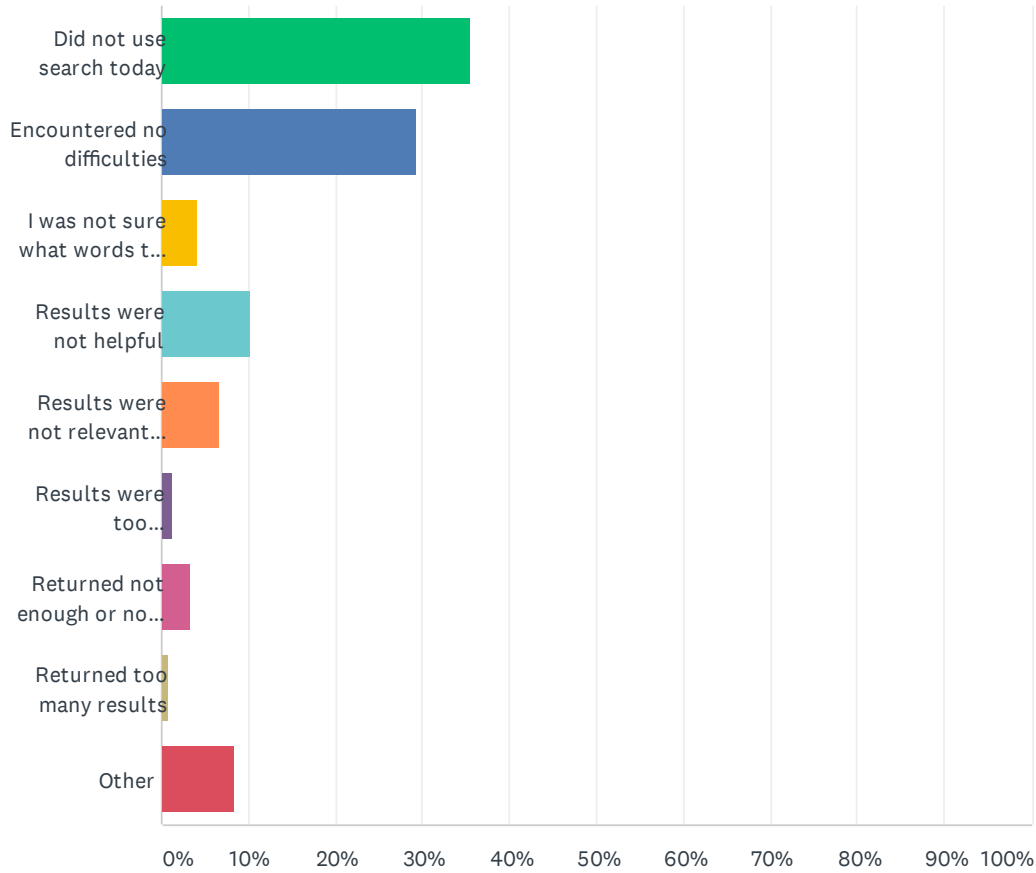
Answered: 1,459 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	52.16%	761
Had technical difficulties (e.g. error messages, broken links)	4.46%	65
Links did not take me where I expected	8.29%	121
Links/labels are difficult to understand, they are not intuitive	4.46%	65
Navigated to general area but couldn't find the specific content needed	16.04%	234
Too many links or navigational choices	3.02%	44
Would often feel lost, not know where I was	2.60%	38
Other	8.98%	131
<b>TOTAL</b>		<b>1,459</b>

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

Answered: 1,459 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.57%	519
Encountered no difficulties	29.27%	427
I was not sure what words to use in my search	4.18%	61
Results were not helpful	10.35%	151
Results were not relevant to my search terms or needs	6.72%	98
Results were too similar/redundant	1.23%	18
Returned not enough or no results	3.43%	50
Returned too many results	0.82%	12
Other	8.43%	123
<b>TOTAL</b>		<b>1,459</b>