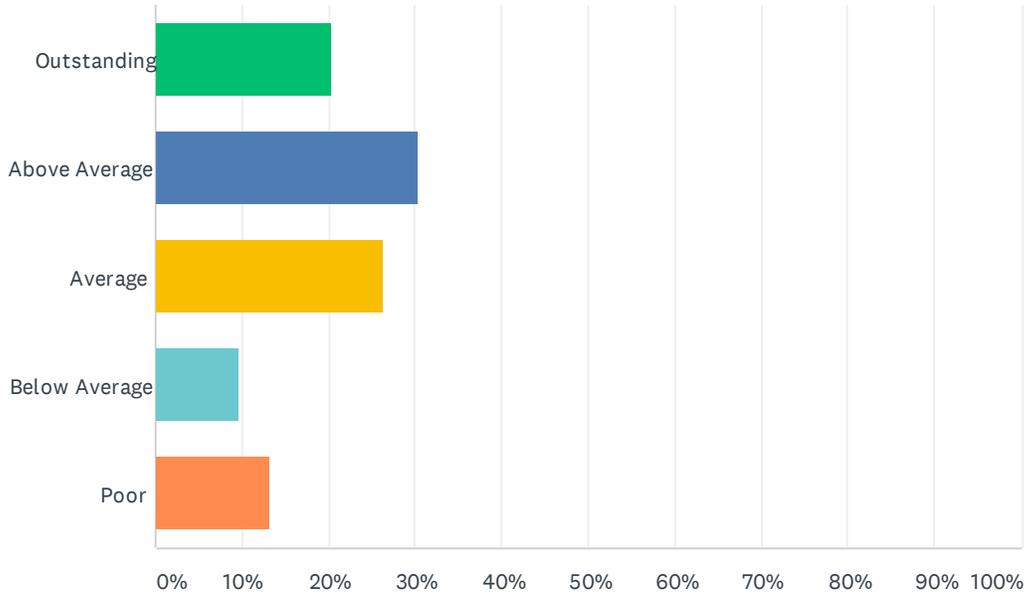


Q1 How would you rate your overall experience today?

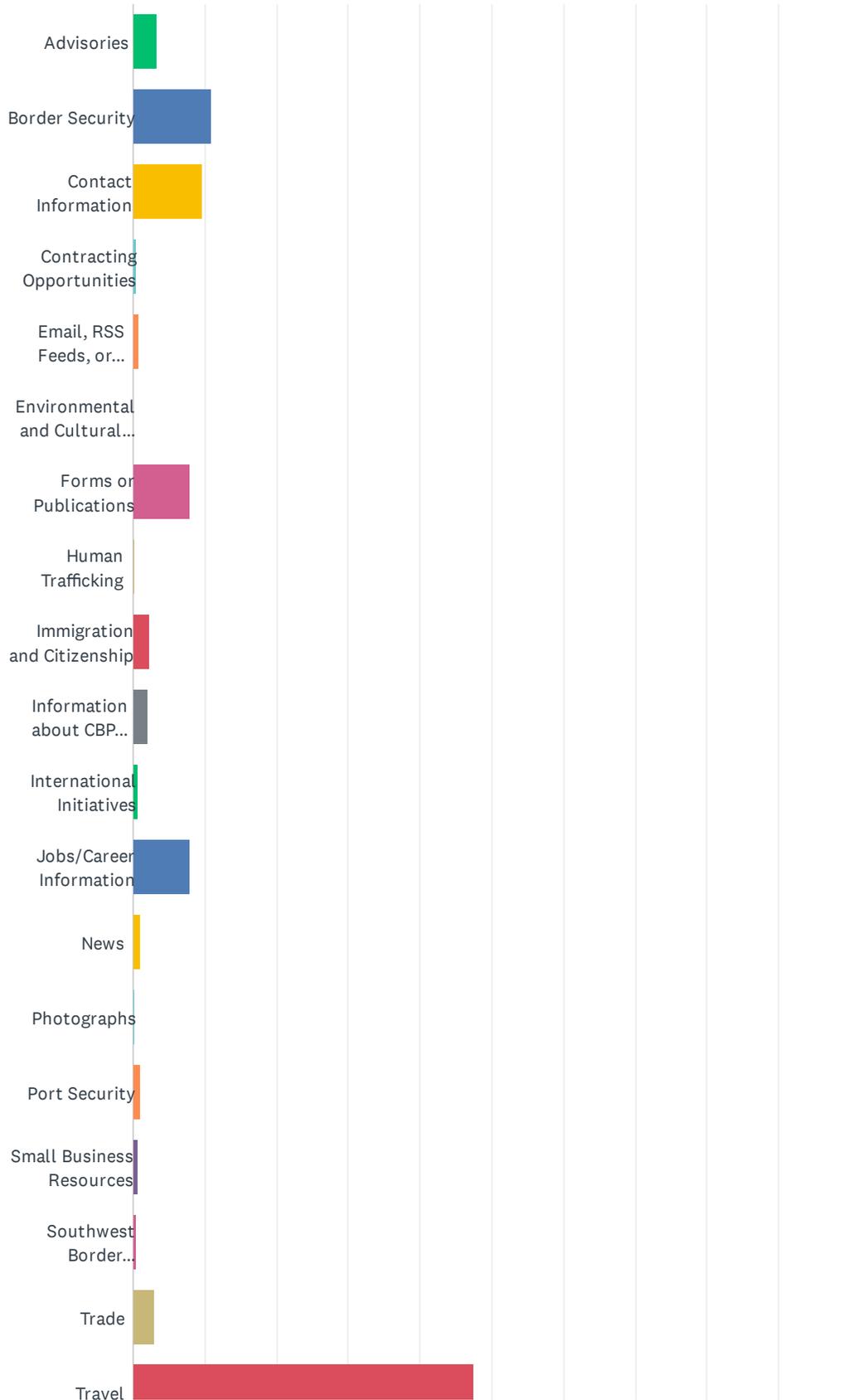
Answered: 3,421 Skipped: 0



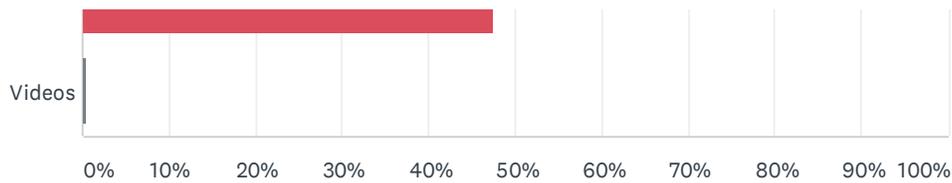
ANSWER CHOICES	RESPONSES	
Outstanding	20.37%	697
Above Average	30.34%	1,038
Average	26.45%	905
Below Average	9.62%	329
Poor	13.21%	452
TOTAL		3,421

Q2 What information were you looking for today?

Answered: 3,421 Skipped: 0



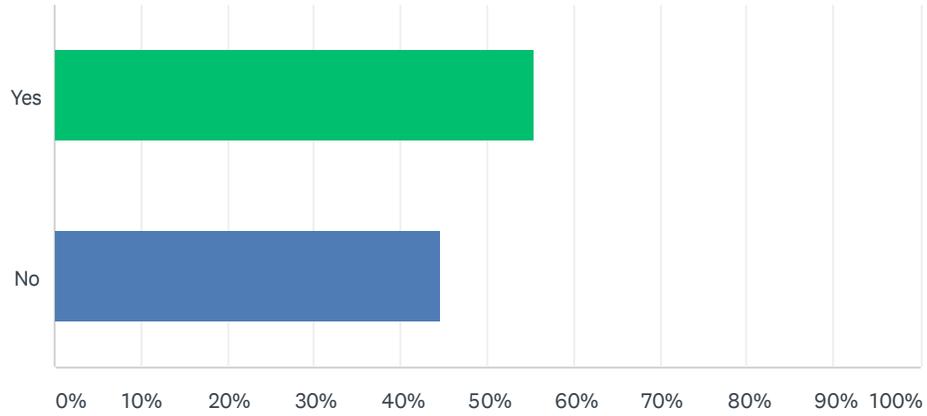
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.27%	112
Border Security	10.87%	372
Contact Information	9.53%	326
Contracting Opportunities	0.32%	11
Email, RSS Feeds, or Subscription Services	0.82%	28
Environmental and Cultural Stewardship	0.00%	0
Forms or Publications	7.92%	271
Human Trafficking	0.20%	7
Immigration and Citizenship	2.25%	77
Information about CBP (leadership, history, etc.)	2.10%	72
International Initiatives	0.70%	24
Jobs/Career Information	7.95%	272
News	1.14%	39
Photographs	0.15%	5
Port Security	0.99%	34
Small Business Resources	0.56%	19
Southwest Border Unaccompanied Alien Children/Family Unit	0.32%	11
Trade	2.98%	102
Travel	47.59%	1,628
Videos	0.32%	11
TOTAL		3,421

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

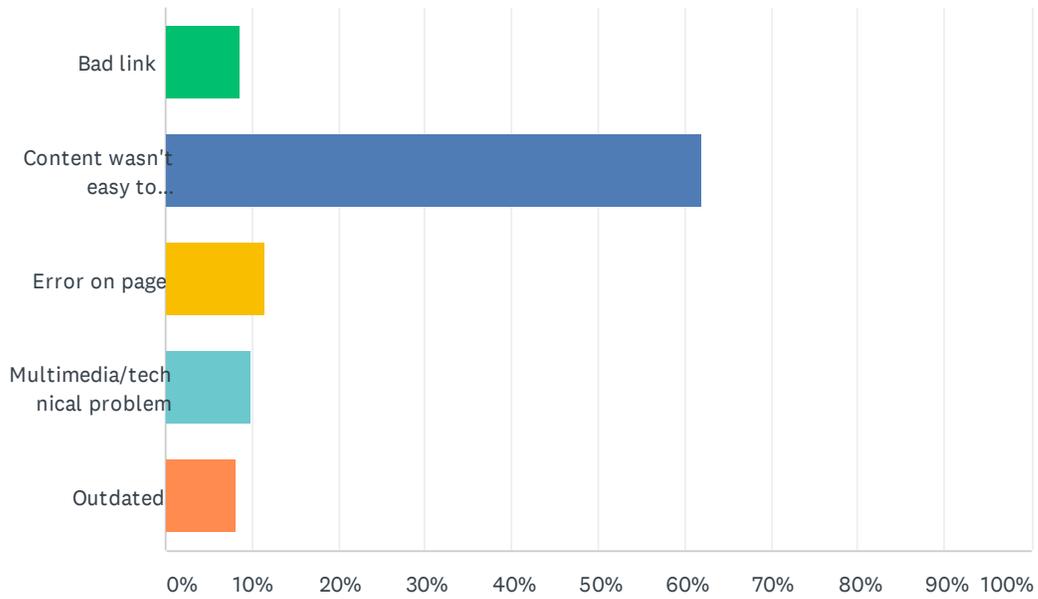
Answered: 3,421 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		55.39%	1,895
No		44.61%	1,526
TOTAL			3,421

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

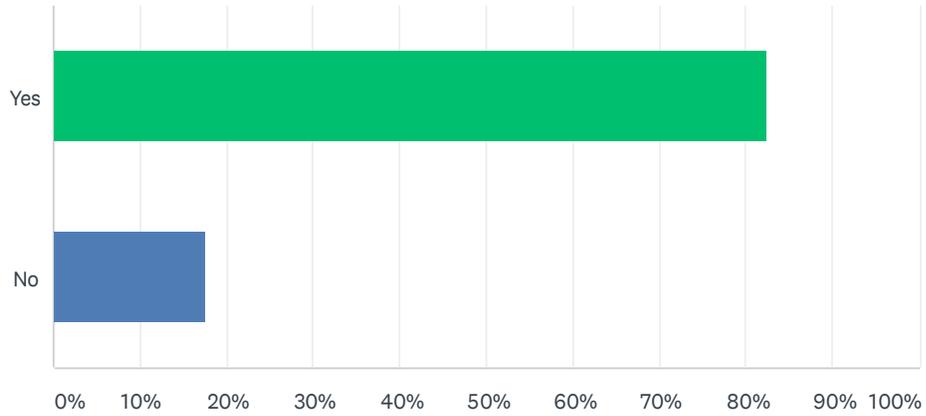
Answered: 1,479 Skipped: 1,942



ANSWER CHOICES	RESPONSES	
Bad link	8.52%	126
Content wasn't easy to understand	61.93%	916
Error on page	11.56%	171
Multimedia/technical problem	9.87%	146
Outdated	8.11%	120
TOTAL		1,479

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

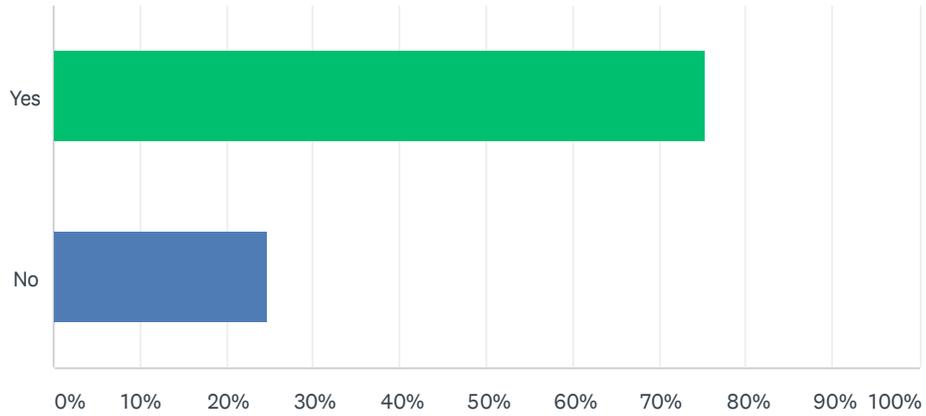
Answered: 3,421 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.52%	2,823
No	17.48%	598
TOTAL		3,421

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

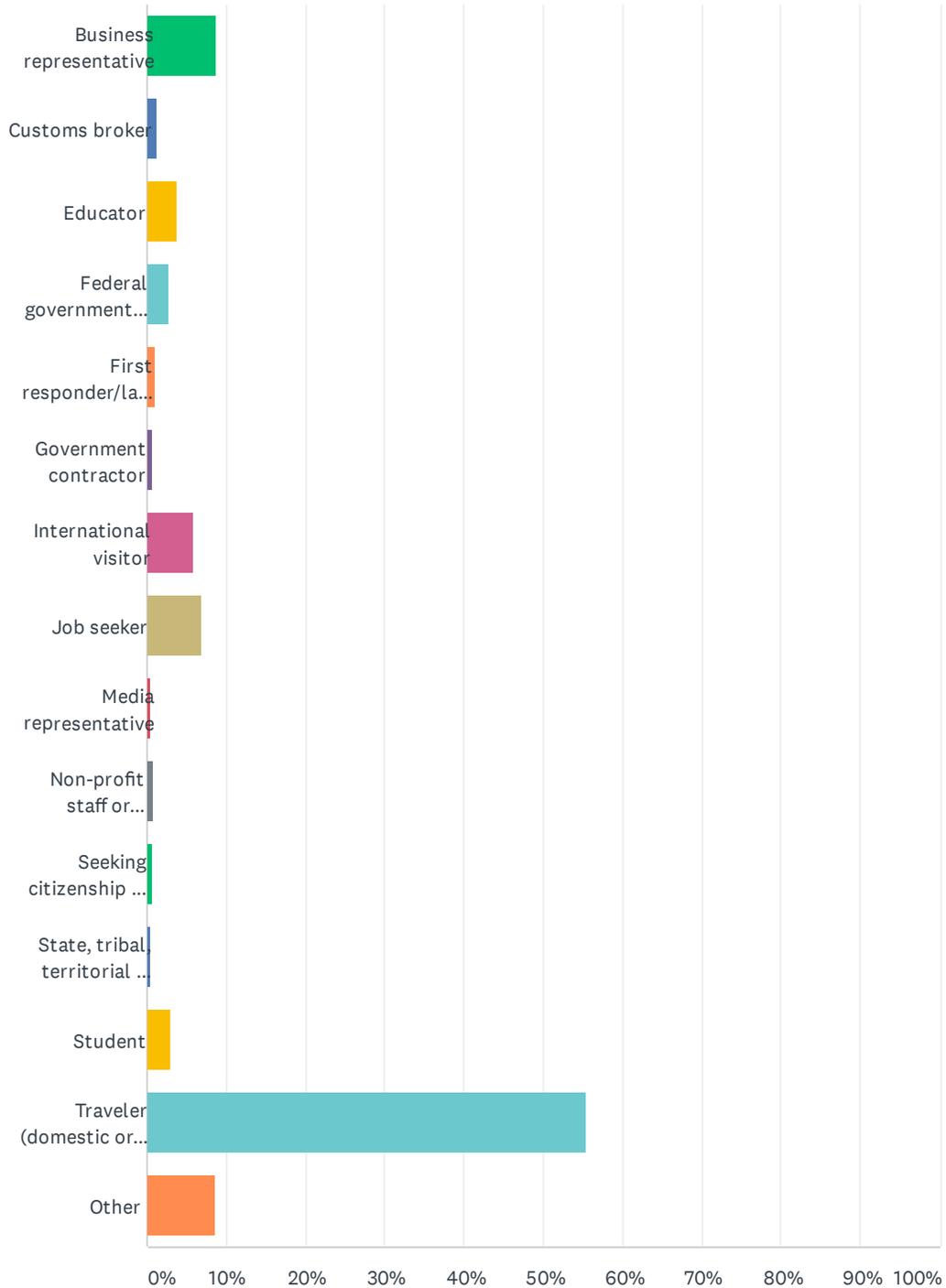
Answered: 3,421 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.24%	2,574
No	24.76%	847
TOTAL		3,421

Q7 Which of the following best describes you?

Answered: 3,421 Skipped: 0

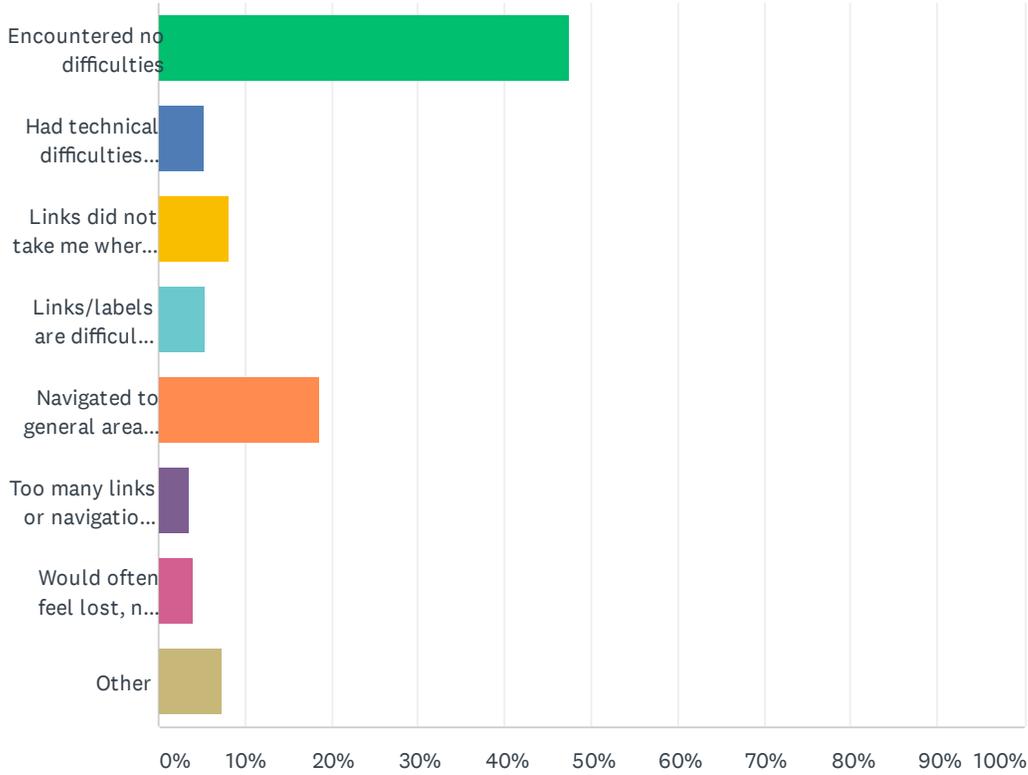


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	8.71%	298
Customs broker	1.23%	42
Educator	3.74%	128
Federal government employee	2.75%	94
First responder/law enforcement official	0.99%	34
Government contractor	0.58%	20
International visitor	5.90%	202
Job seeker	6.81%	233
Media representative	0.41%	14
Non-profit staff or volunteer	0.91%	31
Seeking citizenship or immigration information	0.73%	25
State, tribal, territorial or local government representative	0.32%	11
Student	2.86%	98
Traveler (domestic or international)	55.54%	1,900
Other	8.51%	291
TOTAL		3,421

Q8 Please describe your experience finding your way around today.

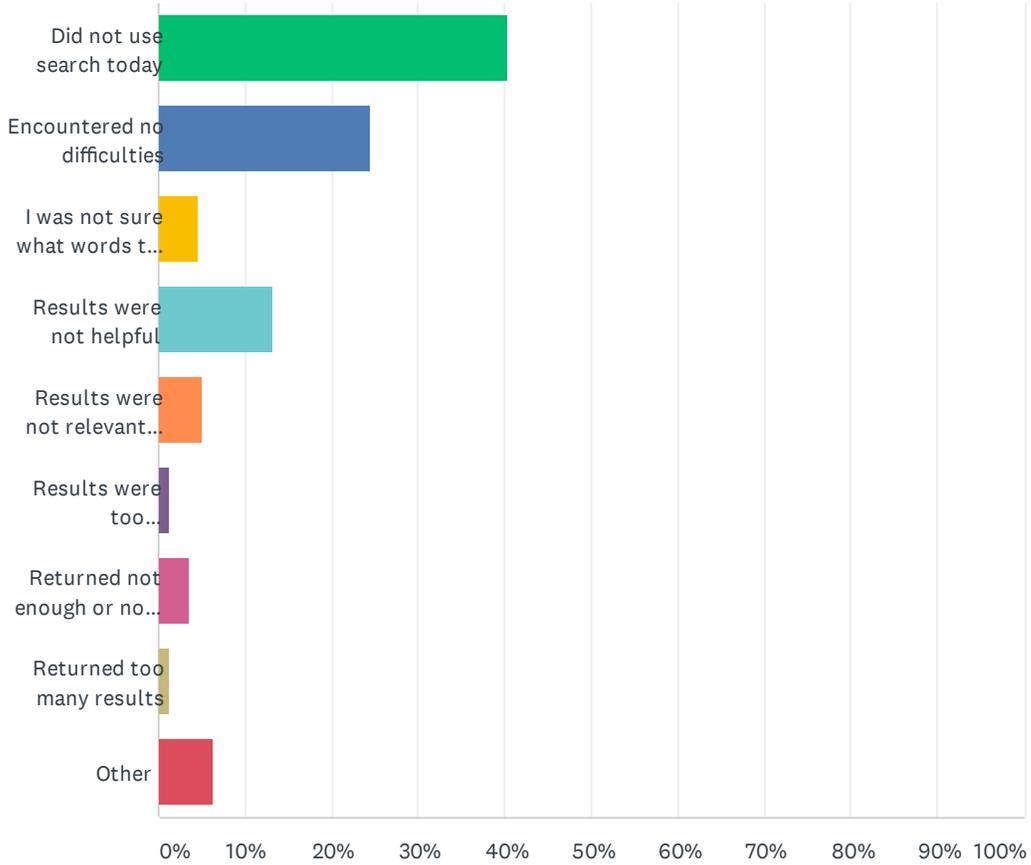
Answered: 3,421 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.47%	1,624
Had technical difficulties (e.g. error messages, broken links)	5.29%	181
Links did not take me where I expected	8.18%	280
Links/labels are difficult to understand, they are not intuitive	5.47%	187
Navigated to general area but couldn't find the specific content needed	18.71%	640
Too many links or navigational choices	3.62%	124
Would often feel lost, not know where I was	4.00%	137
Other	7.25%	248
TOTAL		3,421

Q9 How was your experience using our site search?

Answered: 3,421 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	40.34%	1,380
Encountered no difficulties	24.55%	840
I was not sure what words to use in my search	4.62%	158
Results were not helpful	13.15%	450
Results were not relevant to my search terms or needs	5.00%	171
Results were too similar/redundant	1.20%	41
Returned not enough or no results	3.60%	123
Returned too many results	1.32%	45
Other	6.23%	213
TOTAL		3,421