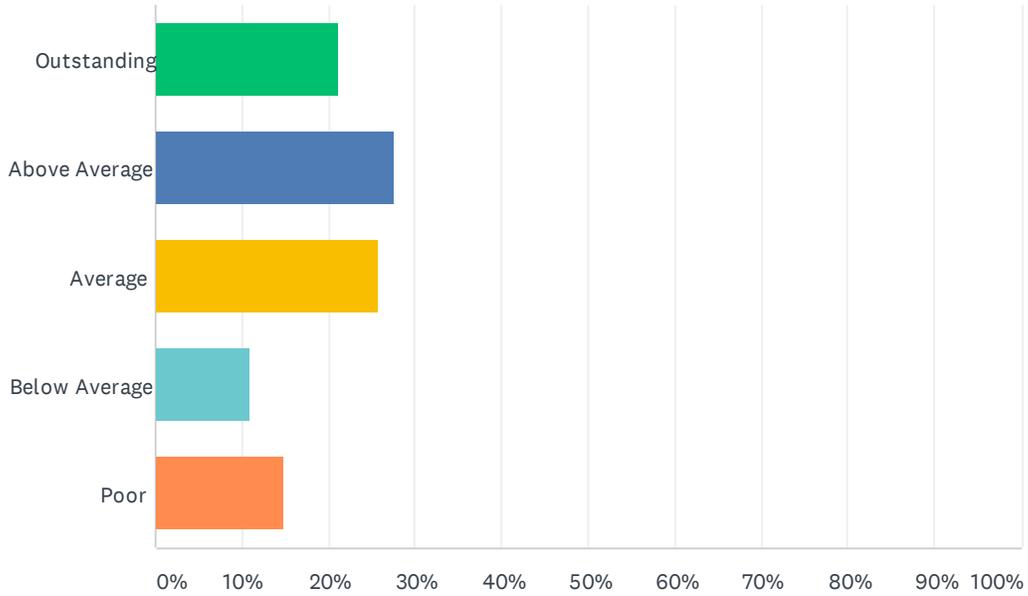


Q1 How would you rate your overall experience today?

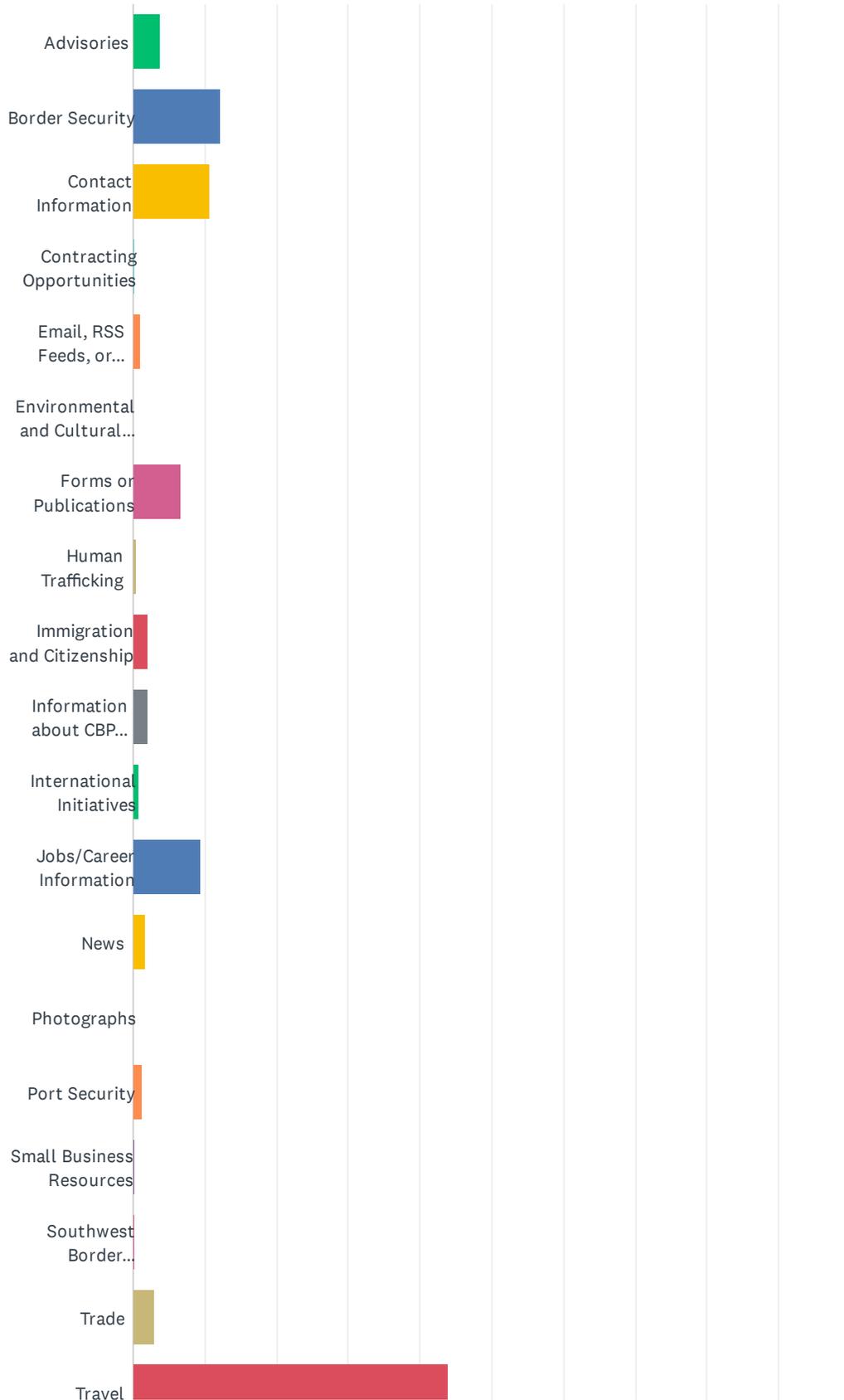
Answered: 2,834 Skipped: 0



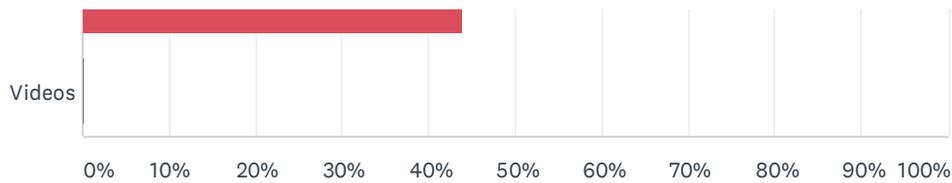
ANSWER CHOICES	RESPONSES	
Outstanding	21.07%	597
Above Average	27.52%	780
Average	25.76%	730
Below Average	10.80%	306
Poor	14.86%	421
TOTAL		2,834

Q2 What information were you looking for today?

Answered: 2,834 Skipped: 0



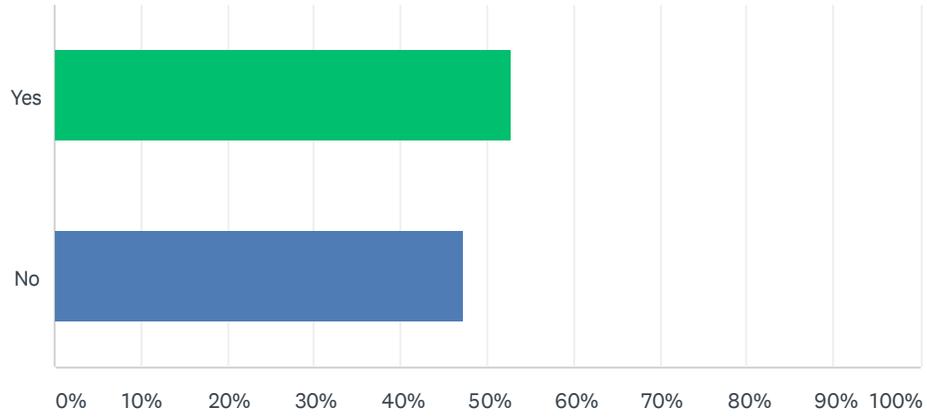
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.81%	108
Border Security	12.21%	346
Contact Information	10.69%	303
Contracting Opportunities	0.25%	7
Email, RSS Feeds, or Subscription Services	1.09%	31
Environmental and Cultural Stewardship	0.07%	2
Forms or Publications	6.63%	188
Human Trafficking	0.32%	9
Immigration and Citizenship	2.15%	61
Information about CBP (leadership, history, etc.)	2.15%	61
International Initiatives	0.78%	22
Jobs/Career Information	9.32%	264
News	1.73%	49
Photographs	0.04%	1
Port Security	1.20%	34
Small Business Resources	0.25%	7
Southwest Border Unaccompanied Alien Children/Family Unit	0.21%	6
Trade	2.93%	83
Travel	43.97%	1,246
Videos	0.21%	6
TOTAL		2,834

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

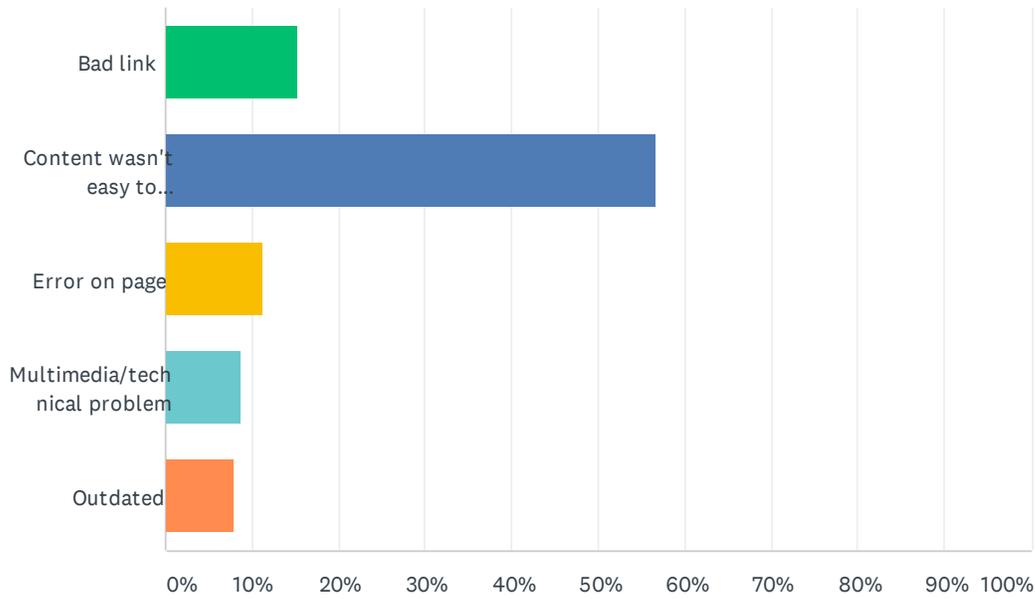
Answered: 2,834 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.72%	1,494
No	47.28%	1,340
TOTAL		2,834

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

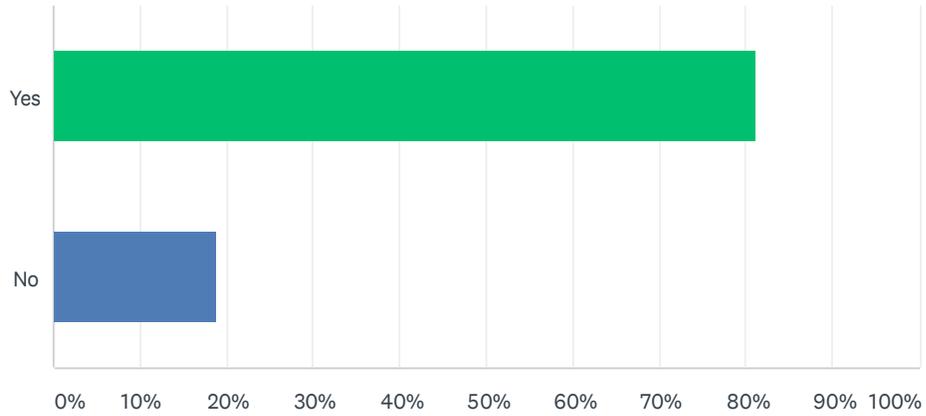
Answered: 1,297 Skipped: 1,537



ANSWER CHOICES	RESPONSES	
Bad link	15.27%	198
Content wasn't easy to understand	56.59%	734
Error on page	11.33%	147
Multimedia/technical problem	8.87%	115
Outdated	7.94%	103
TOTAL		1,297

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

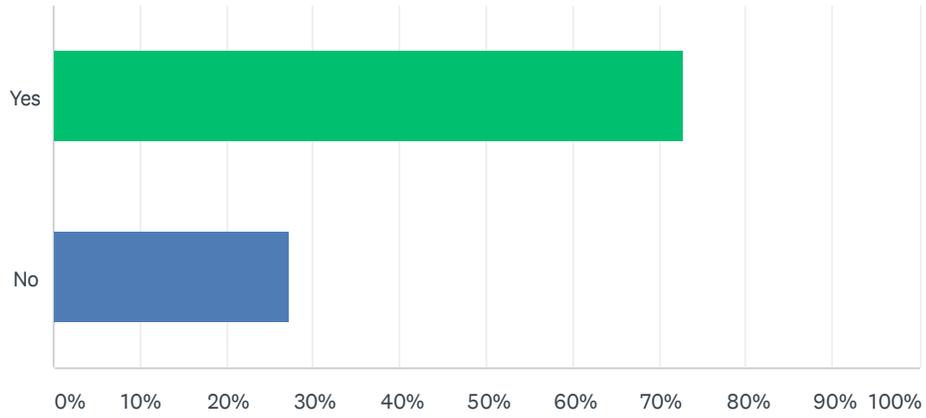
Answered: 2,834 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	81.16%	2,300
No	18.84%	534
TOTAL		2,834

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

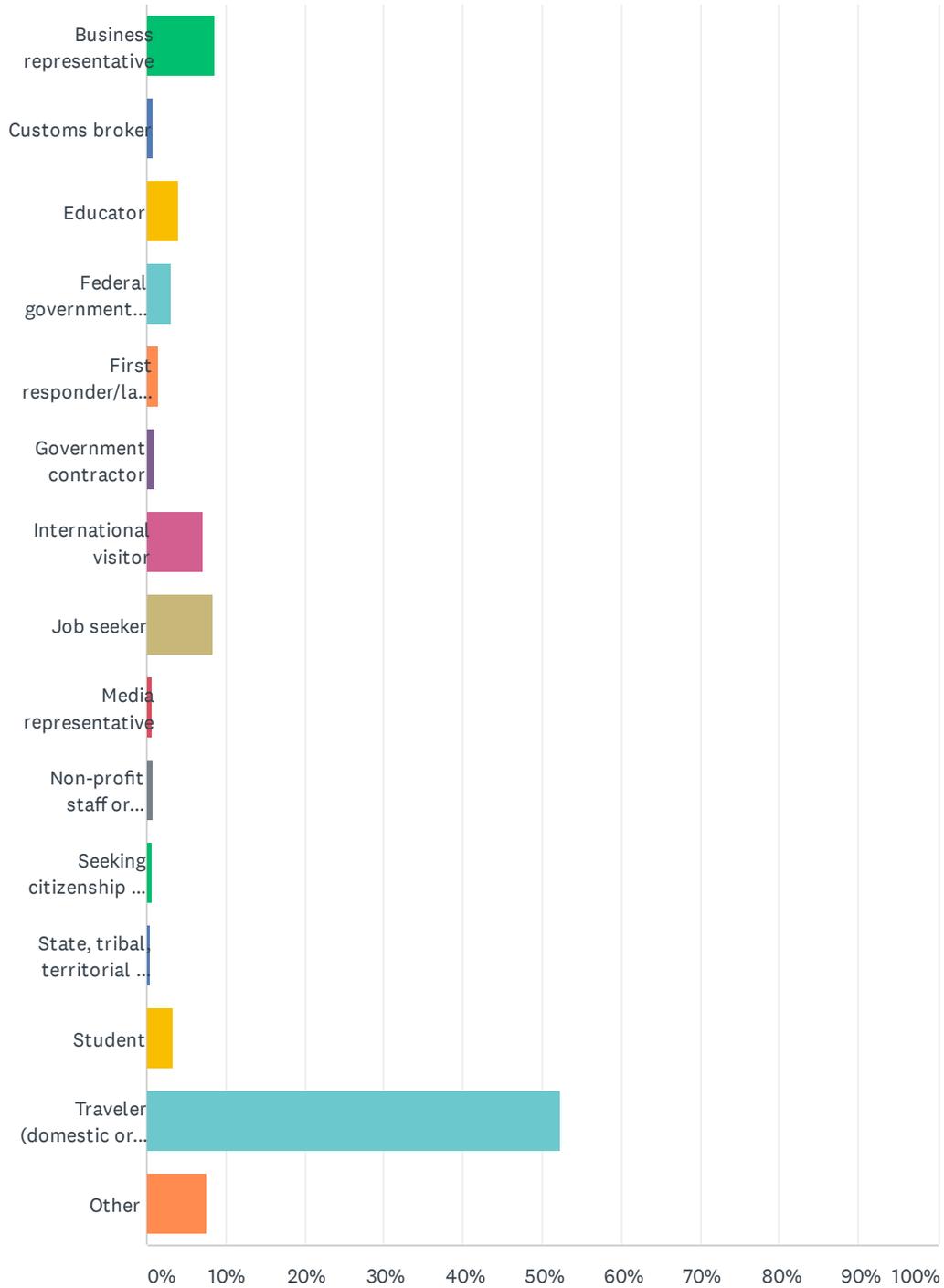
Answered: 2,834 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.72%	2,061
No	27.28%	773
TOTAL		2,834

Q7 Which of the following best describes you?

Answered: 2,834 Skipped: 0

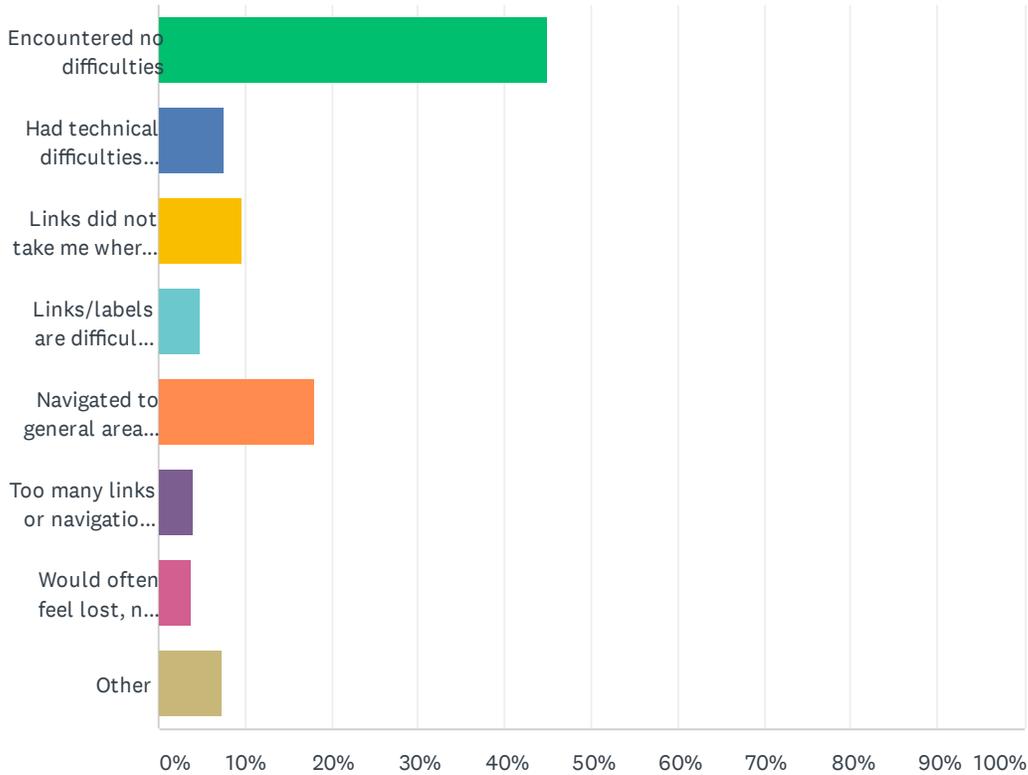


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	8.50%	241
Customs broker	0.85%	24
Educator	3.92%	111
Federal government employee	3.18%	90
First responder/law enforcement official	1.38%	39
Government contractor	0.99%	28
International visitor	7.06%	200
Job seeker	8.43%	239
Media representative	0.53%	15
Non-profit staff or volunteer	0.88%	25
Seeking citizenship or immigration information	0.71%	20
State, tribal, territorial or local government representative	0.32%	9
Student	3.28%	93
Traveler (domestic or international)	52.40%	1,485
Other	7.59%	215
TOTAL		2,834

Q8 Please describe your experience finding your way around today.

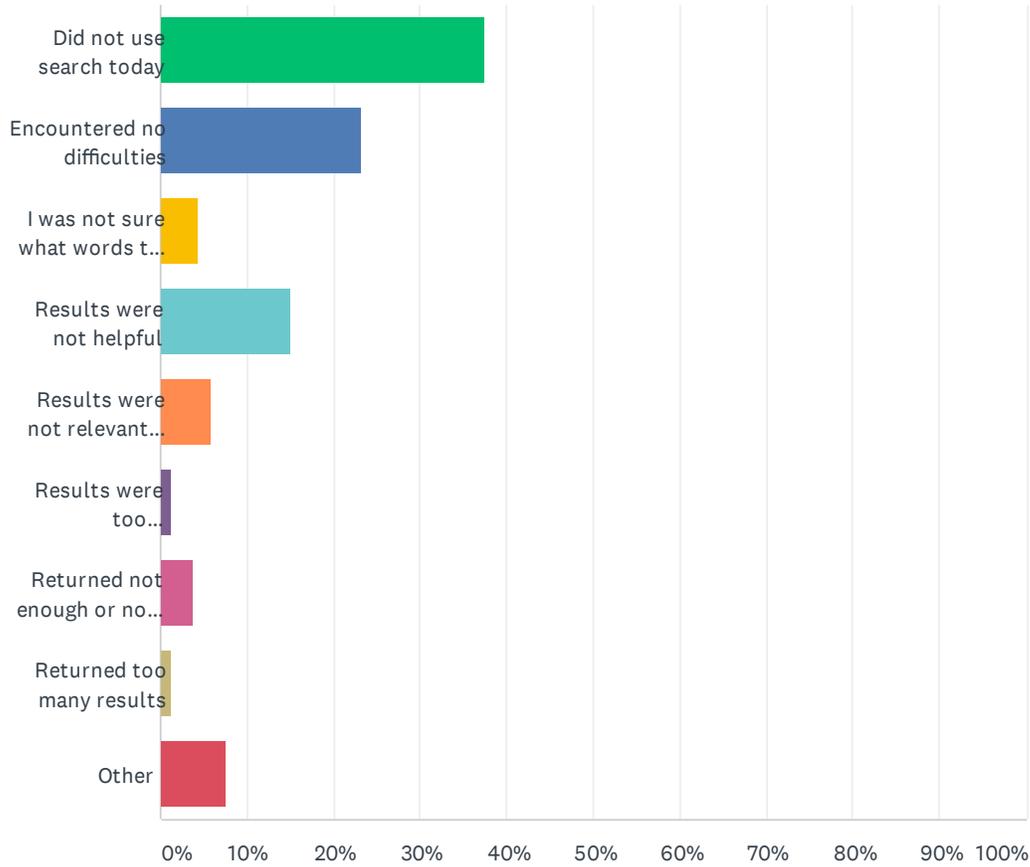
Answered: 2,834 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.06%	1,277
Had technical difficulties (e.g. error messages, broken links)	7.45%	211
Links did not take me where I expected	9.56%	271
Links/labels are difficult to understand, they are not intuitive	4.76%	135
Navigated to general area but couldn't find the specific content needed	18.07%	512
Too many links or navigational choices	3.99%	113
Would often feel lost, not know where I was	3.81%	108
Other	7.30%	207
TOTAL		2,834

Q9 How was your experience using our site search?

Answered: 2,834 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	37.51%	1,063
Encountered no difficulties	23.29%	660
I was not sure what words to use in my search	4.41%	125
Results were not helpful	15.14%	429
Results were not relevant to my search terms or needs	5.89%	167
Results were too similar/redundant	1.20%	34
Returned not enough or no results	3.67%	104
Returned too many results	1.31%	37
Other	7.59%	215
TOTAL		2,834