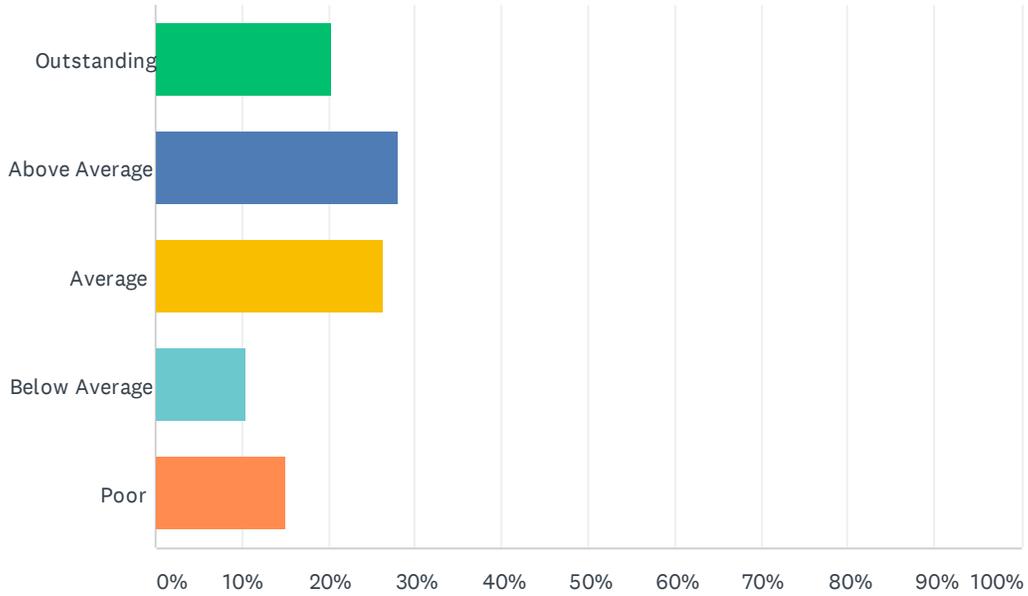


Q1 How would you rate your overall experience today?

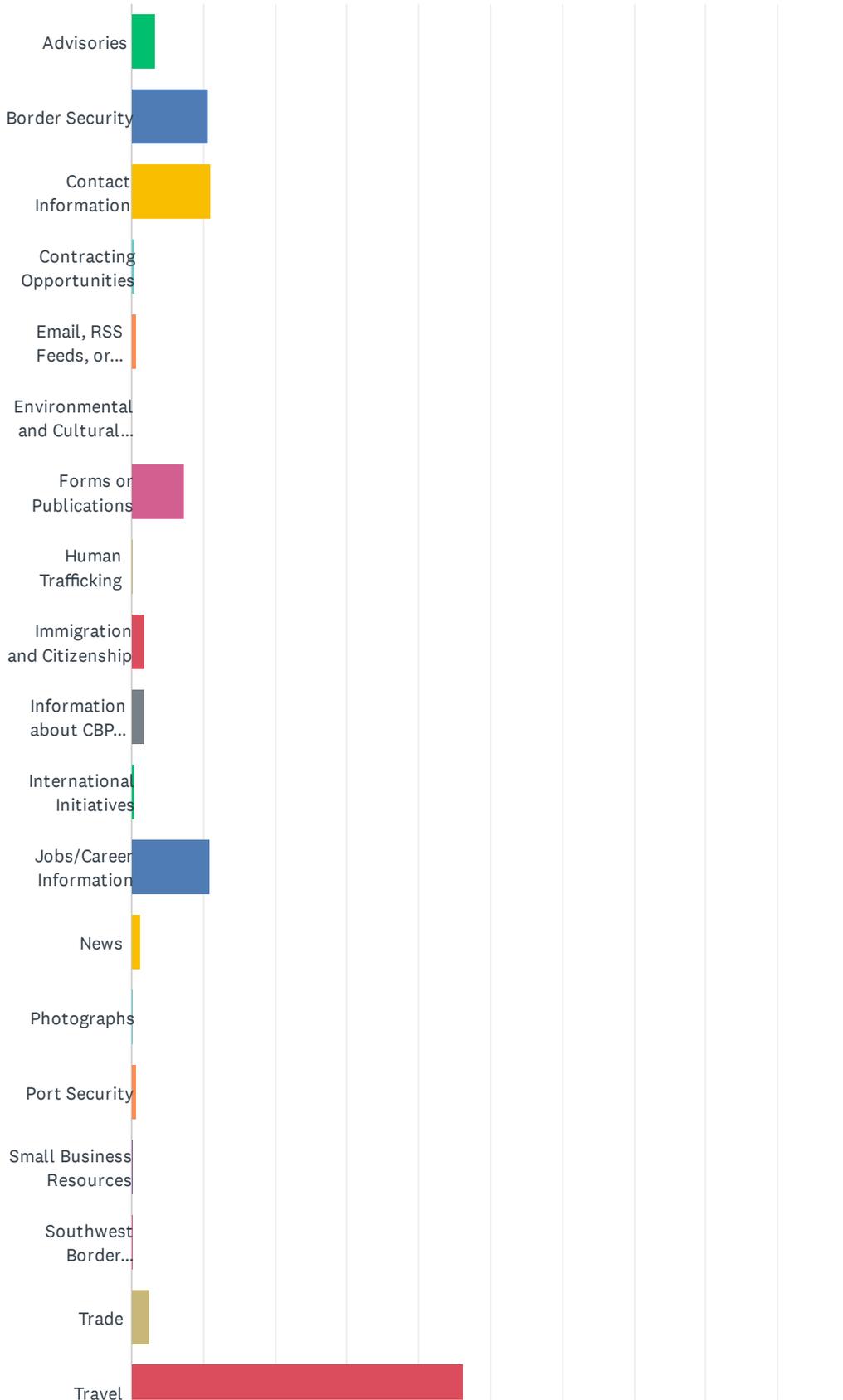
Answered: 4,155 Skipped: 0



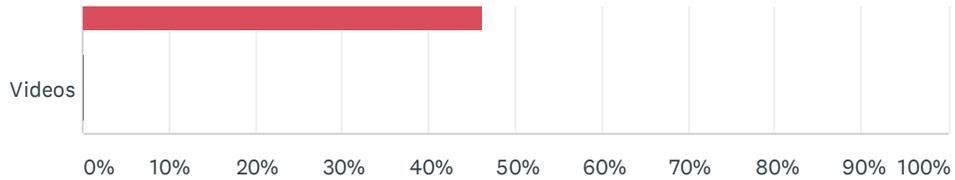
ANSWER CHOICES	RESPONSES	
Outstanding	20.26%	842
Above Average	28.01%	1,164
Average	26.26%	1,091
Below Average	10.49%	436
Poor	14.97%	622
TOTAL		4,155

Q2 What information were you looking for today?

Answered: 4,155 Skipped: 0



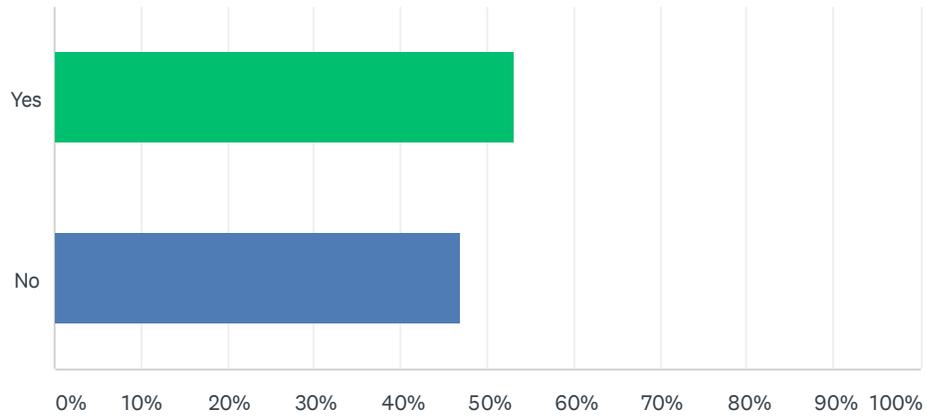
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.35%	139
Border Security	10.61%	441
Contact Information	11.02%	458
Contracting Opportunities	0.41%	17
Email, RSS Feeds, or Subscription Services	0.60%	25
Environmental and Cultural Stewardship	0.07%	3
Forms or Publications	7.41%	308
Human Trafficking	0.17%	7
Immigration and Citizenship	1.81%	75
Information about CBP (leadership, history, etc.)	1.88%	78
International Initiatives	0.51%	21
Jobs/Career Information	10.83%	450
News	1.25%	52
Photographs	0.17%	7
Port Security	0.72%	30
Small Business Resources	0.17%	7
Southwest Border Unaccompanied Alien Children/Family Unit	0.12%	5
Trade	2.55%	106
Travel	46.23%	1,921
Videos	0.12%	5
TOTAL		4,155

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

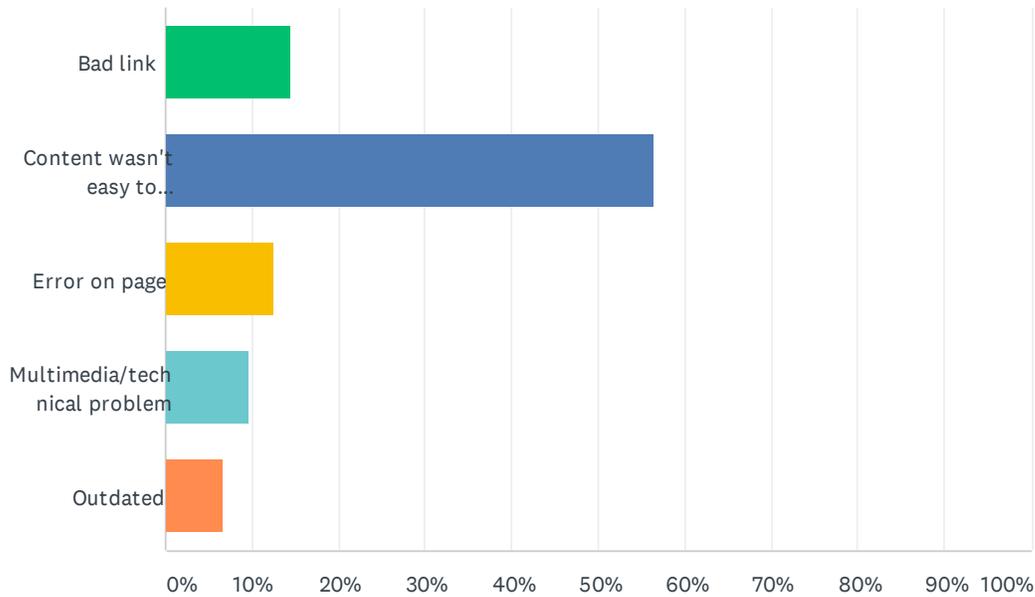
Answered: 4,155 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.21%	2,211
No	46.79%	1,944
TOTAL		4,155

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

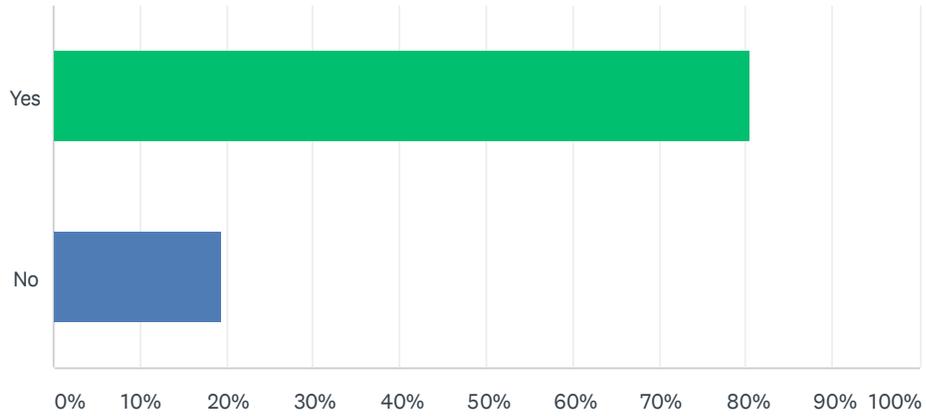
Answered: 1,905 Skipped: 2,250



ANSWER CHOICES	RESPONSES	
Bad link	14.33%	273
Content wasn't easy to understand	56.59%	1,078
Error on page	12.65%	241
Multimedia/technical problem	9.71%	185
Outdated	6.72%	128
TOTAL		1,905

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

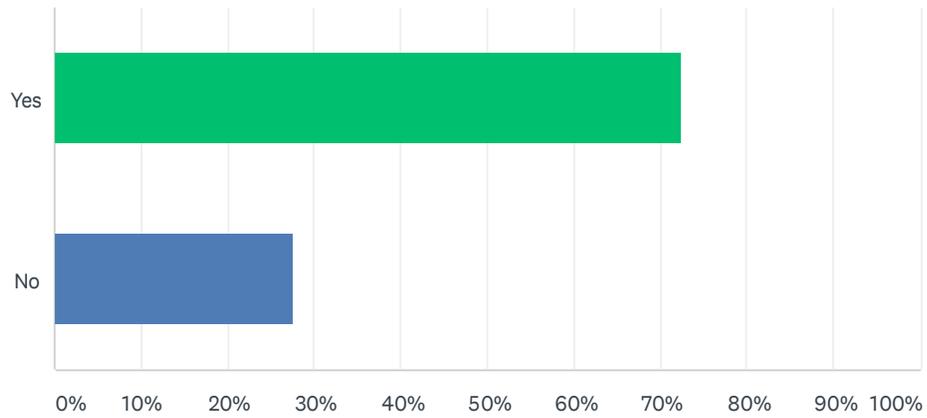
Answered: 4,155 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.46%	3,343
No	19.54%	812
TOTAL		4,155

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

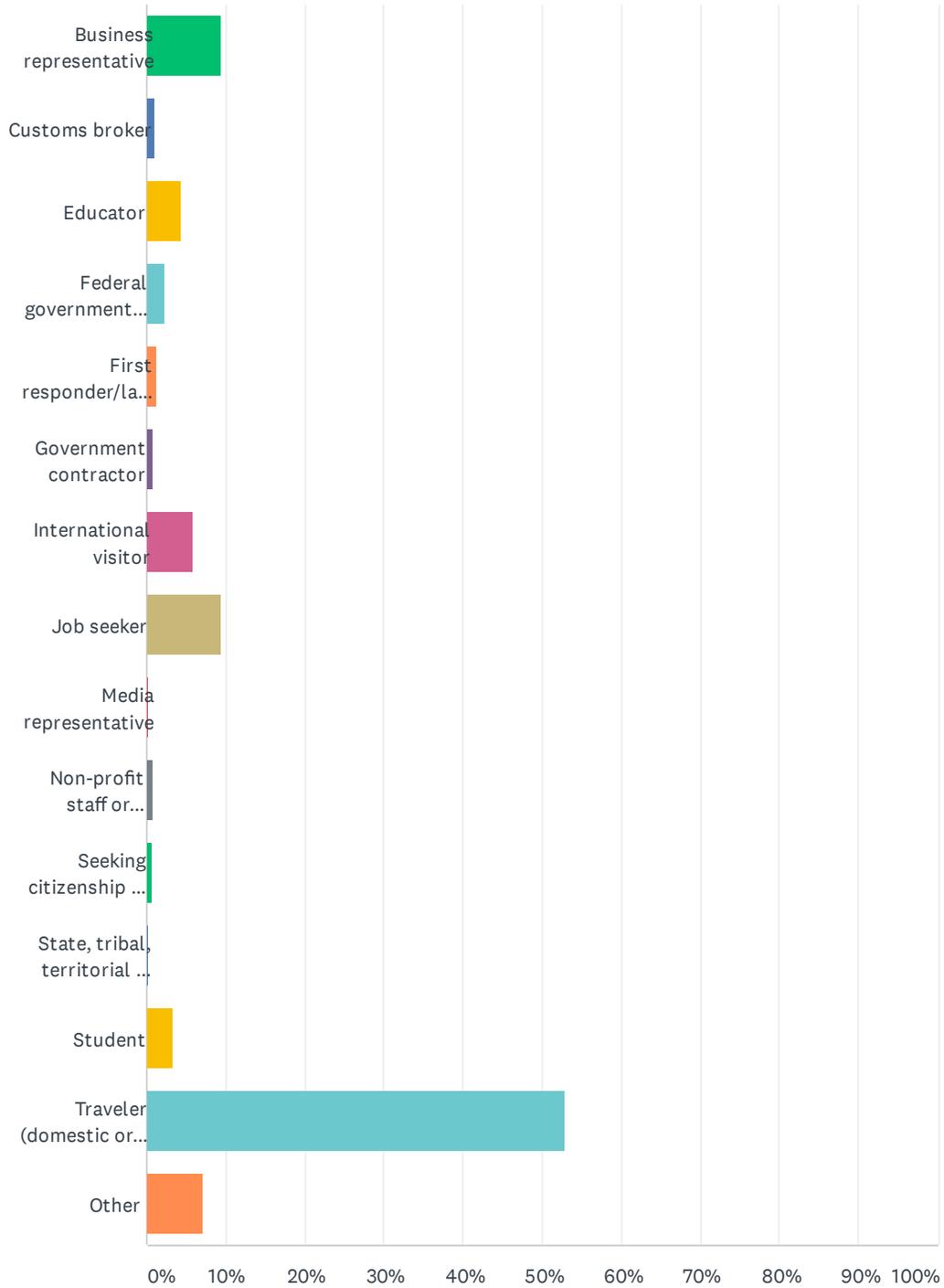
Answered: 4,155 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.35%	3,006
No	27.65%	1,149
TOTAL		4,155

Q7 Which of the following best describes you?

Answered: 4,155 Skipped: 0

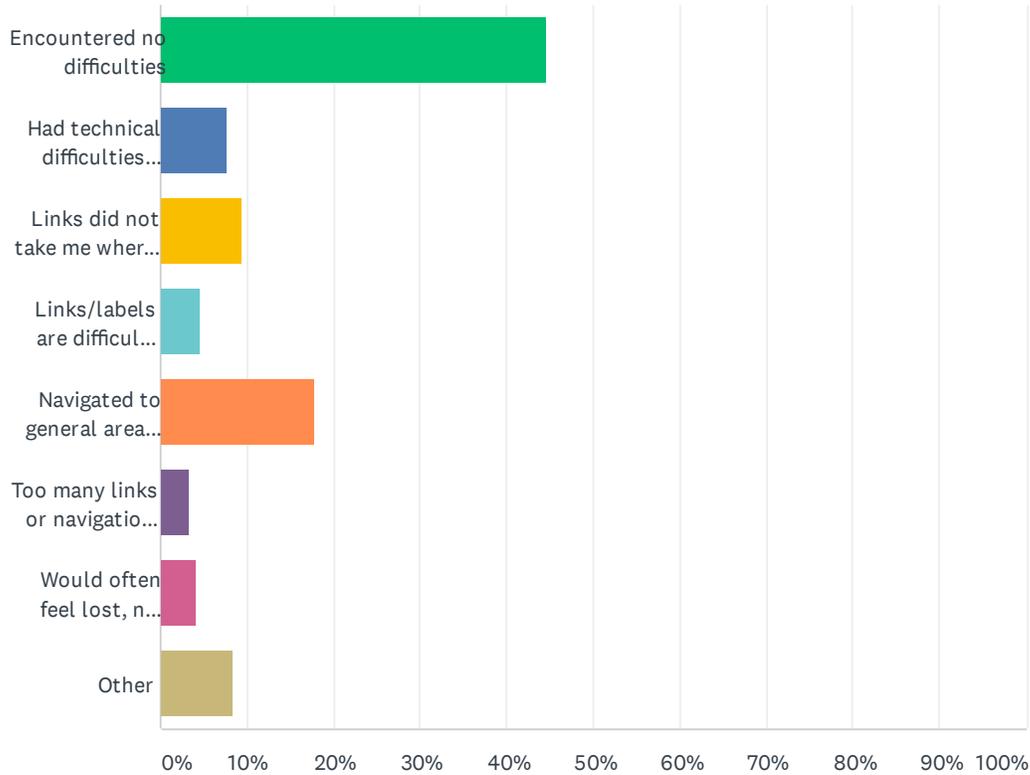


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	9.39%	390
Customs broker	1.01%	42
Educator	4.48%	186
Federal government employee	2.26%	94
First responder/law enforcement official	1.30%	54
Government contractor	0.94%	39
International visitor	5.94%	247
Job seeker	9.41%	391
Media representative	0.26%	11
Non-profit staff or volunteer	0.82%	34
Seeking citizenship or immigration information	0.58%	24
State, tribal, territorial or local government representative	0.12%	5
Student	3.30%	137
Traveler (domestic or international)	53.00%	2,202
Other	7.20%	299
TOTAL		4,155

Q8 Please describe your experience finding your way around today.

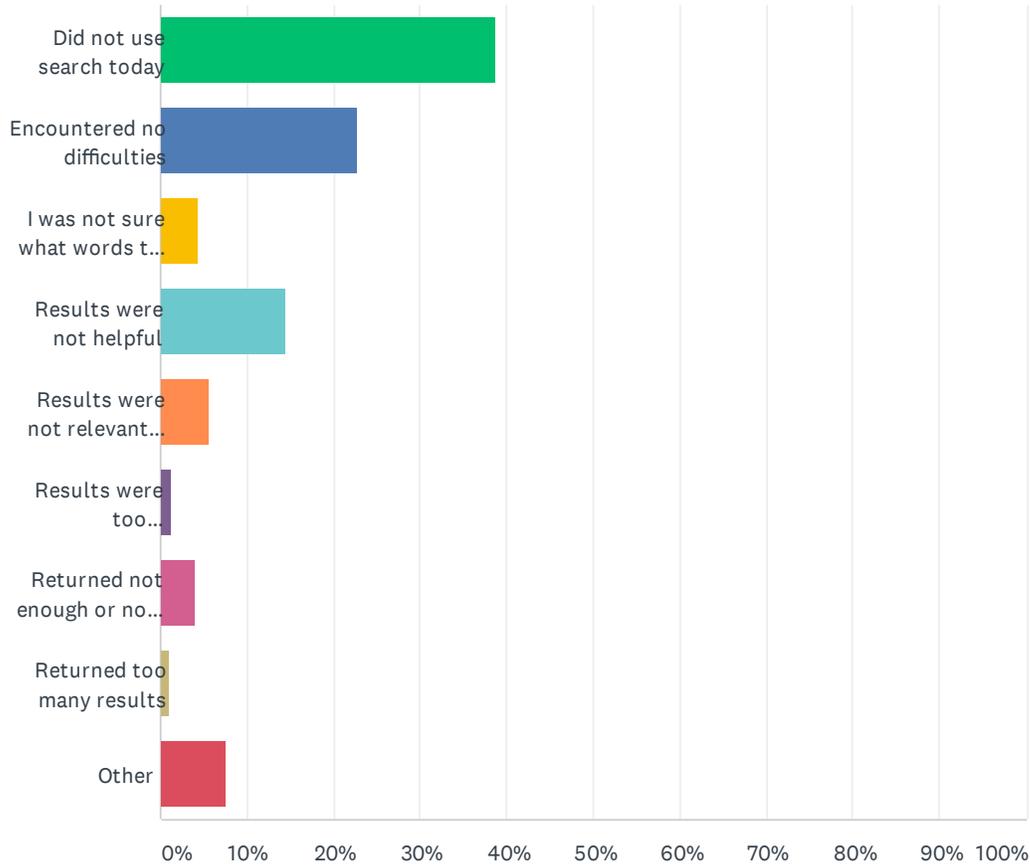
Answered: 4,155 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	44.48%	1,848
Had technical difficulties (e.g. error messages, broken links)	7.75%	322
Links did not take me where I expected	9.41%	391
Links/labels are difficult to understand, they are not intuitive	4.67%	194
Navigated to general area but couldn't find the specific content needed	17.79%	739
Too many links or navigational choices	3.30%	137
Would often feel lost, not know where I was	4.26%	177
Other	8.35%	347
TOTAL		4,155

Q9 How was your experience using our site search?

Answered: 4,155 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	38.68%	1,607
Encountered no difficulties	22.86%	950
I was not sure what words to use in my search	4.48%	186
Results were not helpful	14.42%	599
Results were not relevant to my search terms or needs	5.68%	236
Results were too similar/redundant	1.18%	49
Returned not enough or no results	4.04%	168
Returned too many results	1.08%	45
Other	7.58%	315
TOTAL		4,155