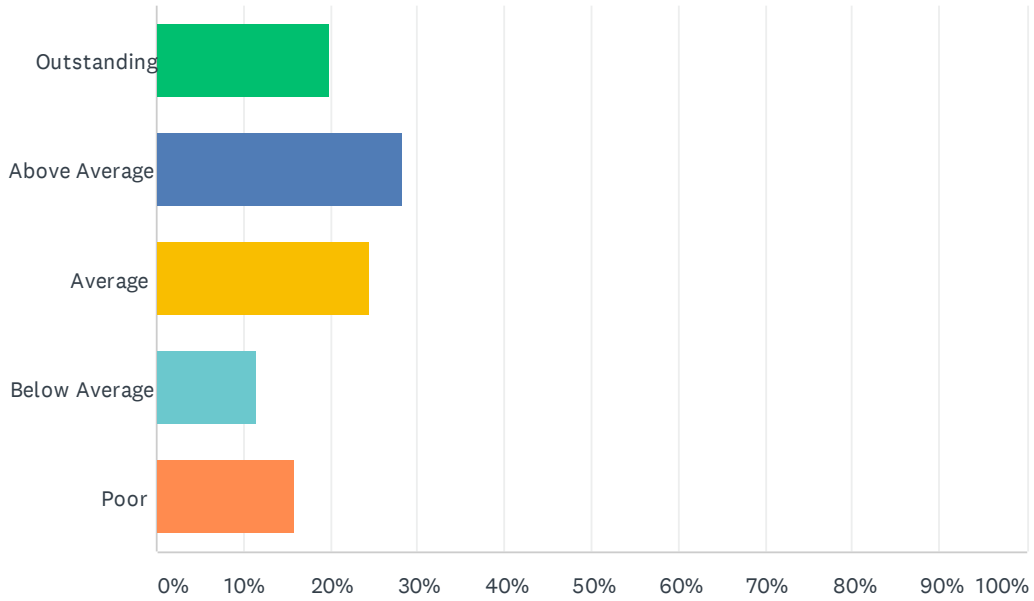


Q1 How would you rate your overall experience today?

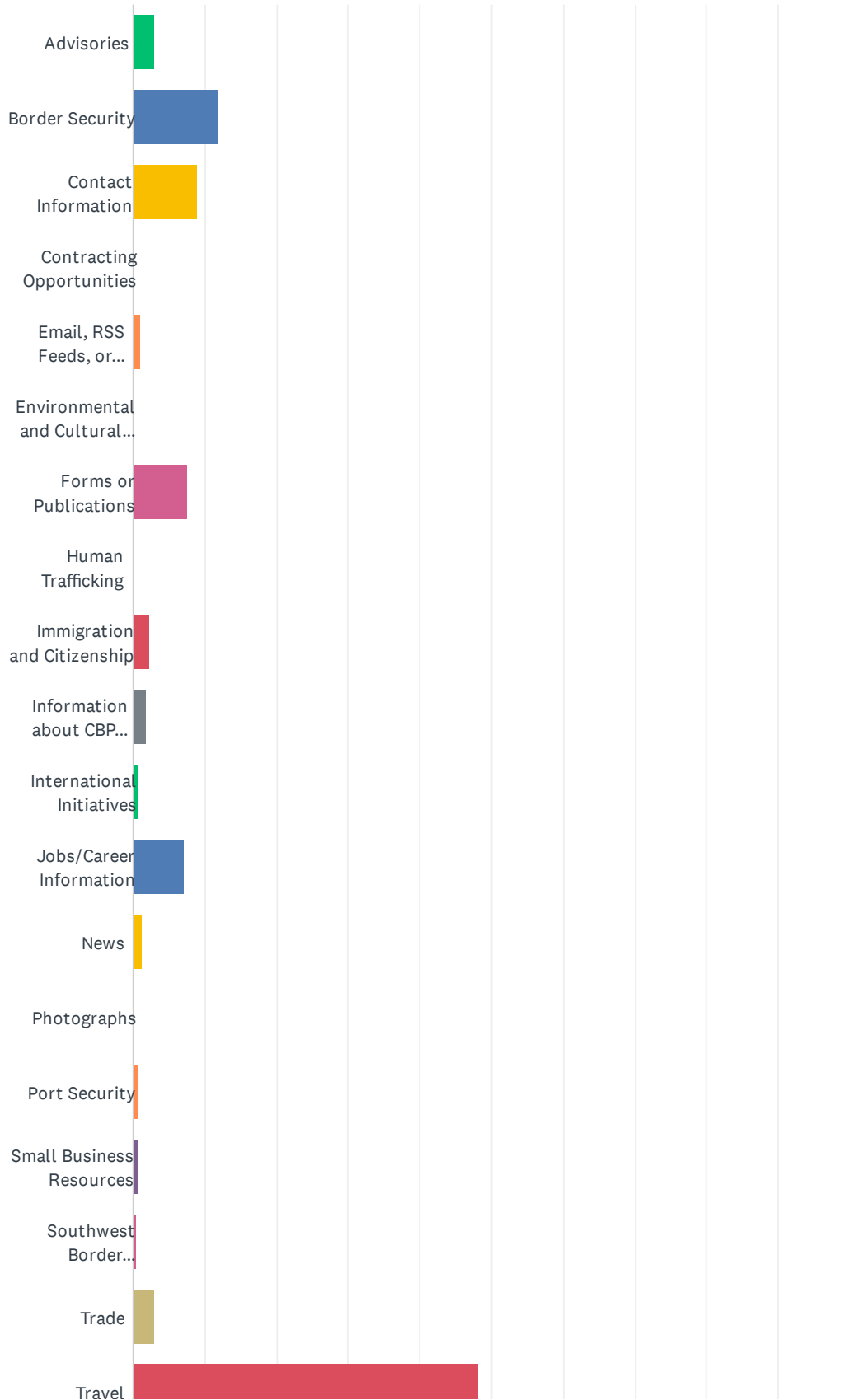
Answered: 3,855 Skipped: 0



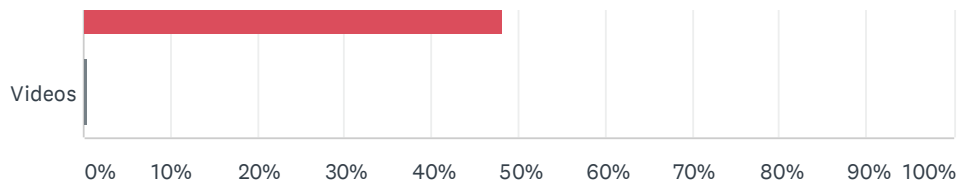
ANSWER CHOICES	RESPONSES	
Outstanding	19.79%	763
Above Average	28.33%	1,092
Average	24.51%	945
Below Average	11.44%	441
Poor	15.93%	614
TOTAL		3,855

Q2 What information were you looking for today?

Answered: 3,855 Skipped: 0



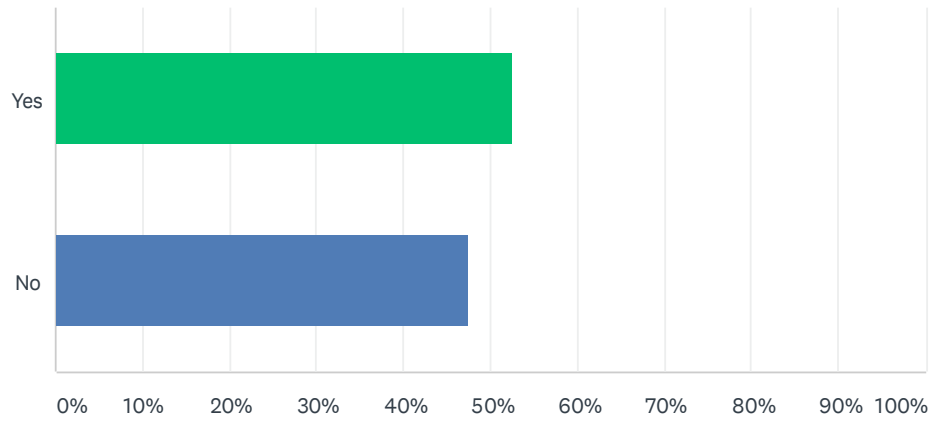
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.85%	110
Border Security	11.91%	459
Contact Information	9.08%	350
Contracting Opportunities	0.23%	9
Email, RSS Feeds, or Subscription Services	1.04%	40
Environmental and Cultural Stewardship	0.10%	4
Forms or Publications	7.60%	293
Human Trafficking	0.26%	10
Immigration and Citizenship	2.31%	89
Information about CBP (leadership, history, etc.)	1.95%	75
International Initiatives	0.67%	26
Jobs/Career Information	7.19%	277
News	1.32%	51
Photographs	0.18%	7
Port Security	0.80%	31
Small Business Resources	0.65%	25
Southwest Border Unaccompanied Alien Children/Family Unit	0.42%	16
Trade	2.88%	111
Travel	48.20%	1,858
Videos	0.36%	14
TOTAL		3,855

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

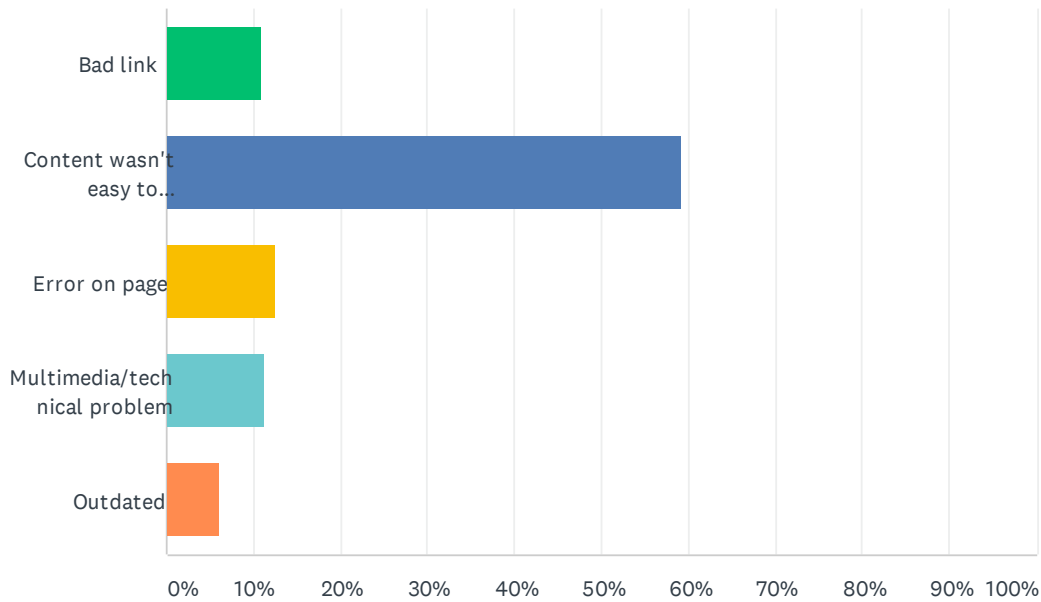
Answered: 3,855 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.48%	2,023
No	47.52%	1,832
TOTAL		3,855

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

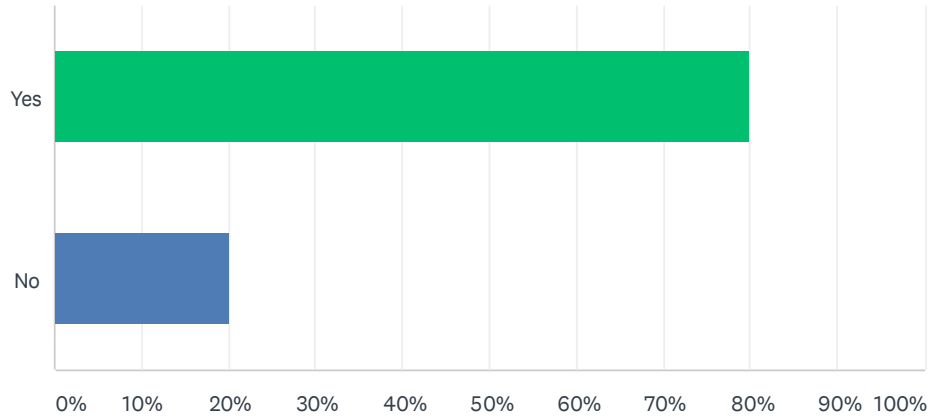
Answered: 1,794 Skipped: 2,061



ANSWER CHOICES	RESPONSES	
Bad link	10.98%	197
Content wasn't easy to understand	59.14%	1,061
Error on page	12.49%	224
Multimedia/technical problem	11.32%	203
Outdated	6.08%	109
TOTAL		1,794

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

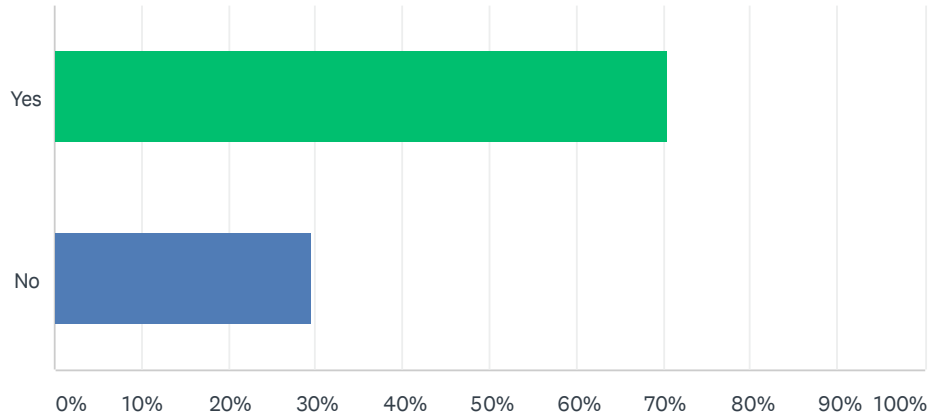
Answered: 3,855 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.95%	3,082
No	20.05%	773
TOTAL		3,855

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

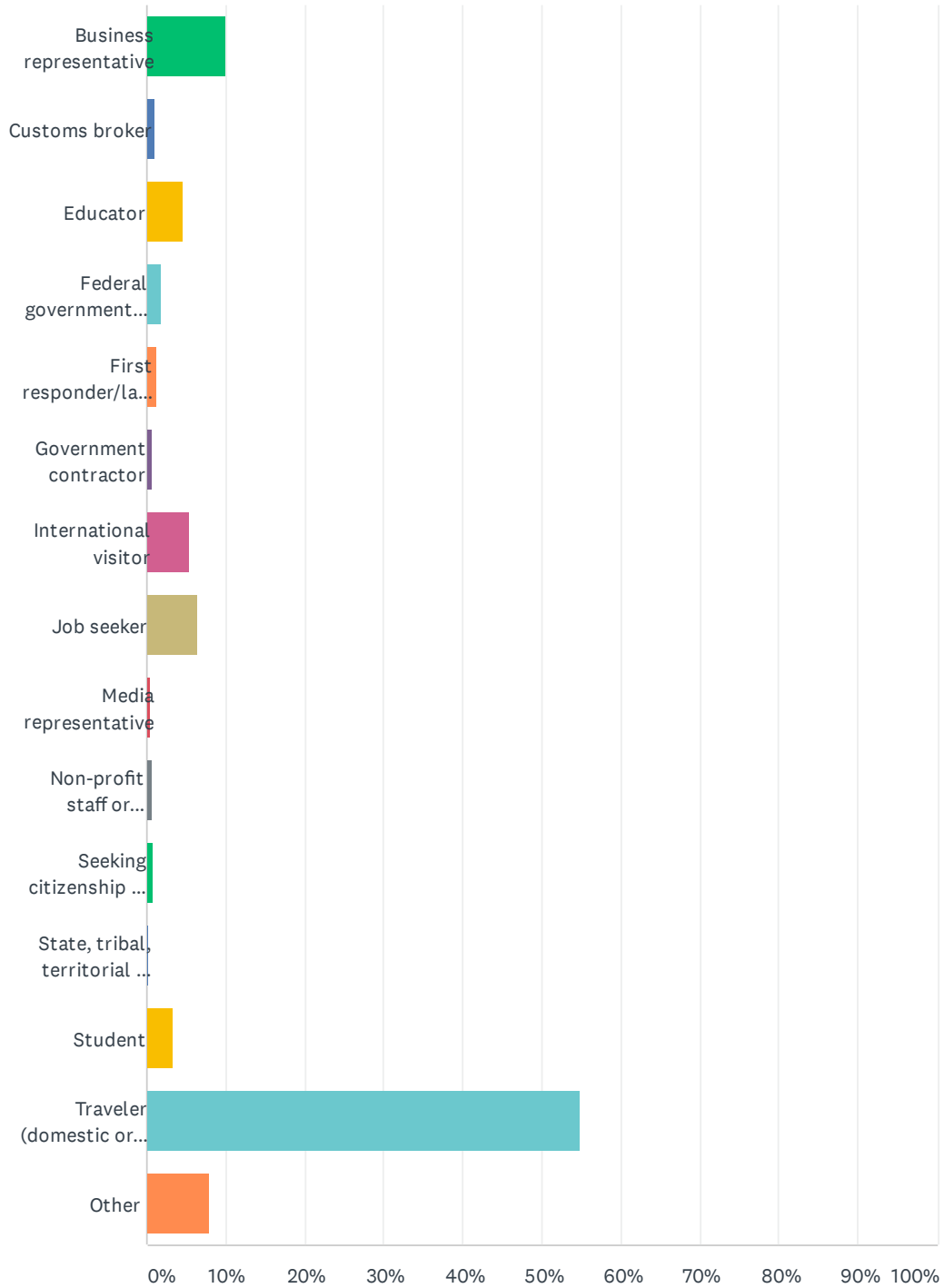
Answered: 3,855 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	70.58%	2,721
No	29.42%	1,134
TOTAL		3,855

Q7 Which of the following best describes you?

Answered: 3,855 Skipped: 0

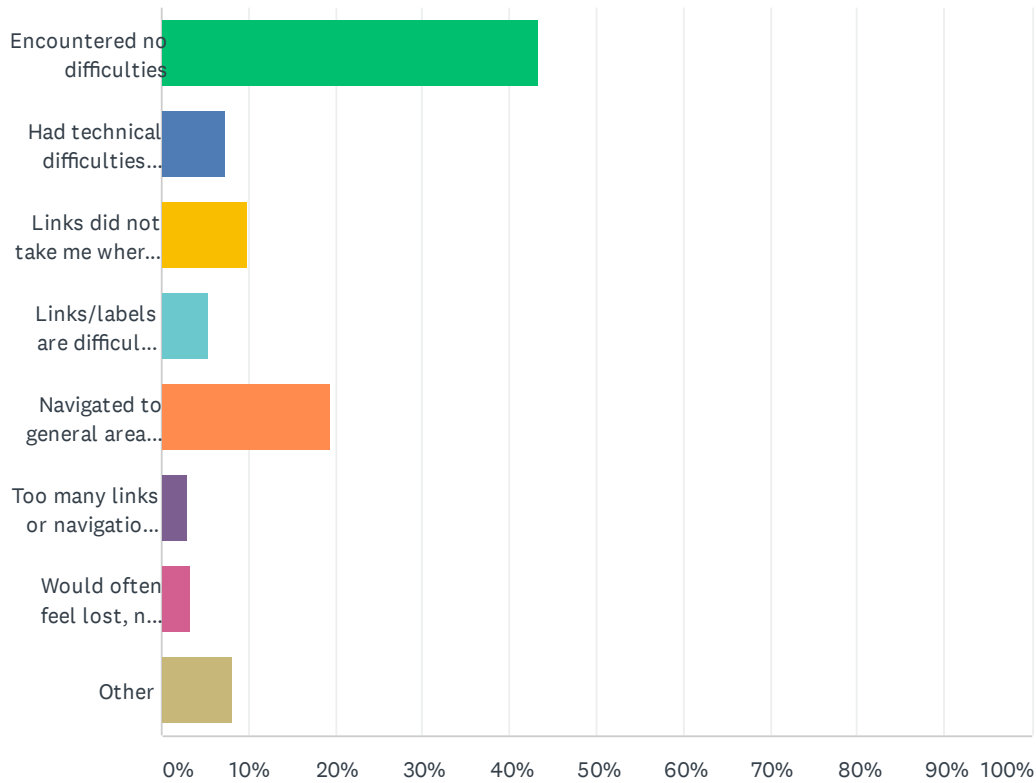


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	10.06%	388
Customs broker	1.01%	39
Educator	4.62%	178
Federal government employee	1.97%	76
First responder/law enforcement official	1.17%	45
Government contractor	0.73%	28
International visitor	5.53%	213
Job seeker	6.56%	253
Media representative	0.42%	16
Non-profit staff or volunteer	0.67%	26
Seeking citizenship or immigration information	0.86%	33
State, tribal, territorial or local government representative	0.13%	5
Student	3.45%	133
Traveler (domestic or international)	54.92%	2,117
Other	7.91%	305
TOTAL		3,855

Q8 Please describe your experience finding your way around today.

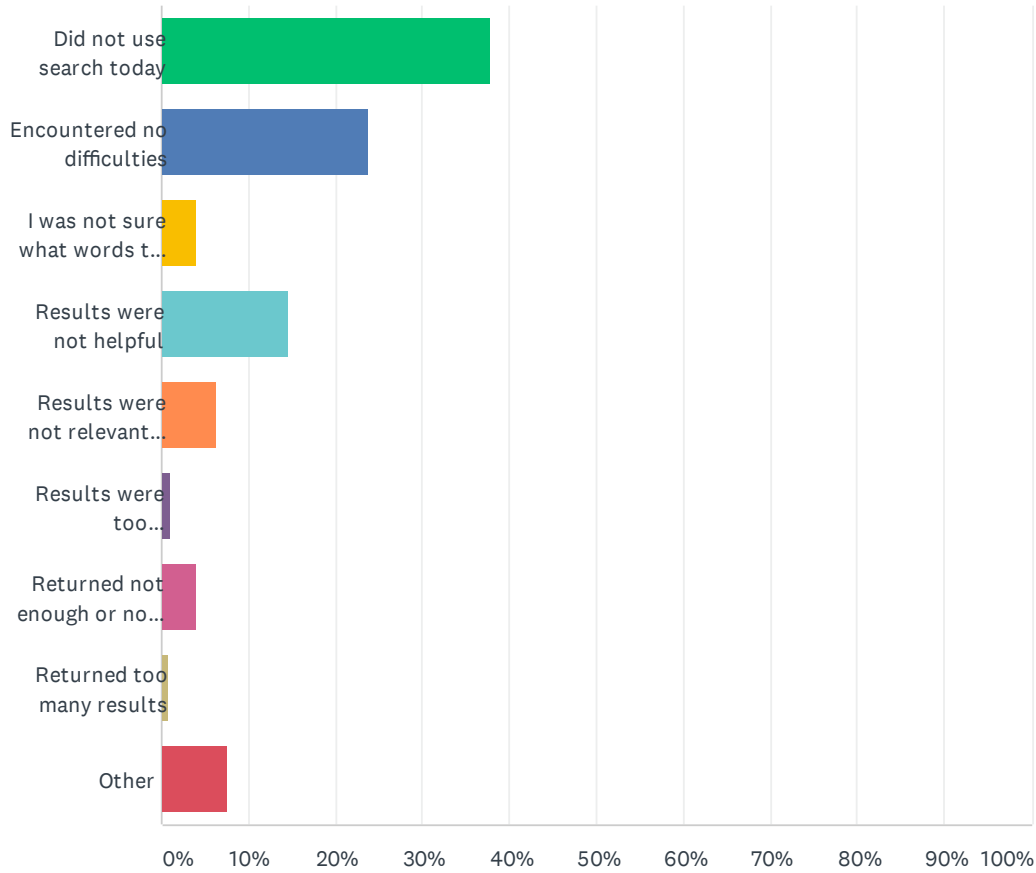
Answered: 3,855 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	43.37%	1,672
Had technical difficulties (e.g. error messages, broken links)	7.39%	285
Links did not take me where I expected	9.75%	376
Links/labels are difficult to understand, they are not intuitive	5.47%	211
Navigated to general area but couldn't find the specific content needed	19.48%	751
Too many links or navigational choices	2.96%	114
Would often feel lost, not know where I was	3.42%	132
Other	8.15%	314
TOTAL		3,855

Q9 How was your experience using our site search?

Answered: 3,855 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	37.85%	1,459
Encountered no difficulties	23.89%	921
I was not sure what words to use in my search	3.99%	154
Results were not helpful	14.71%	567
Results were not relevant to my search terms or needs	6.28%	242
Results were too similar/redundant	0.96%	37
Returned not enough or no results	3.89%	150
Returned too many results	0.88%	34
Other	7.55%	291
TOTAL		3,855