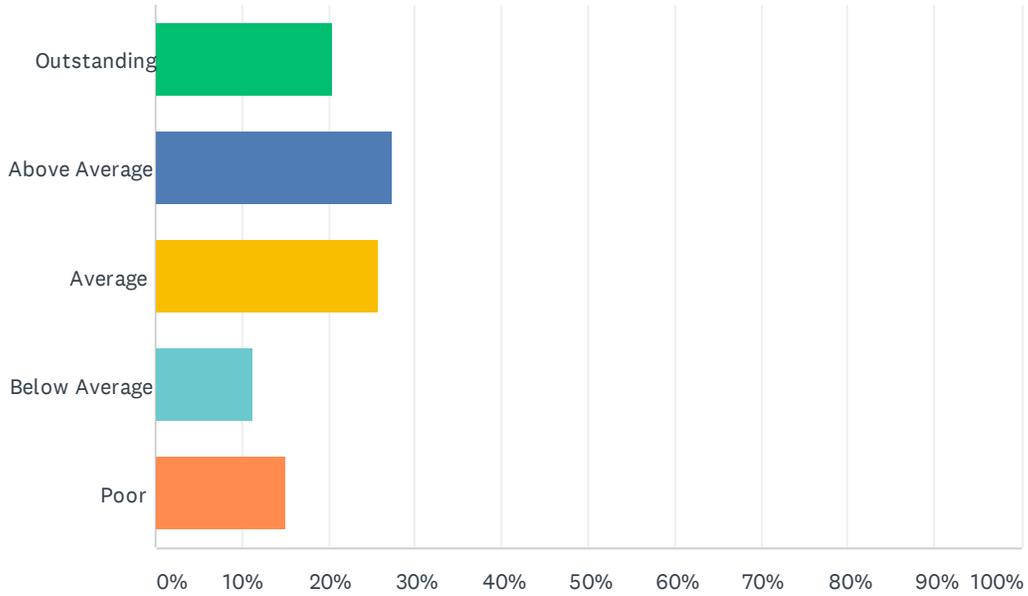


Q1 How would you rate your overall experience today?

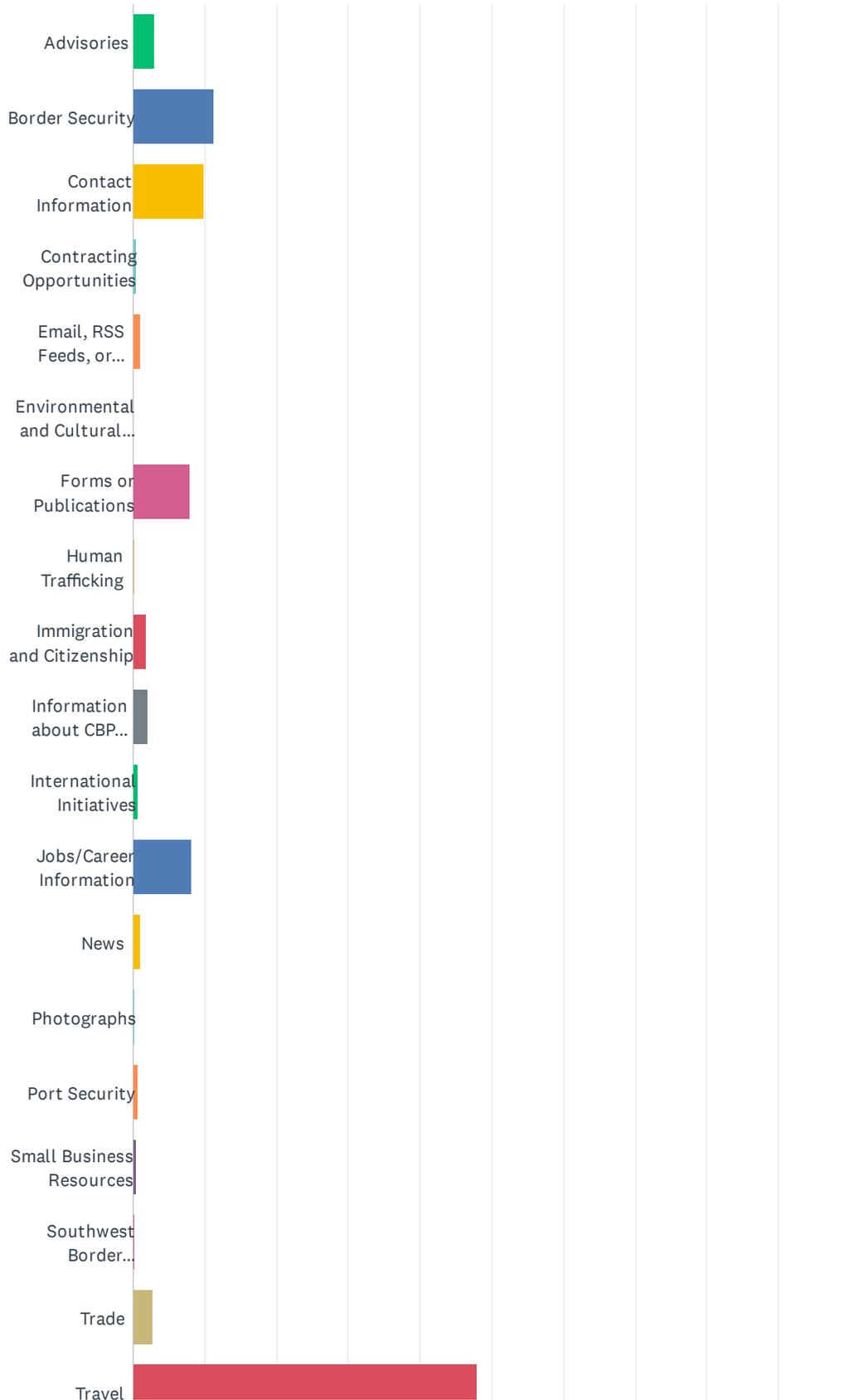
Answered: 3,864 Skipped: 0



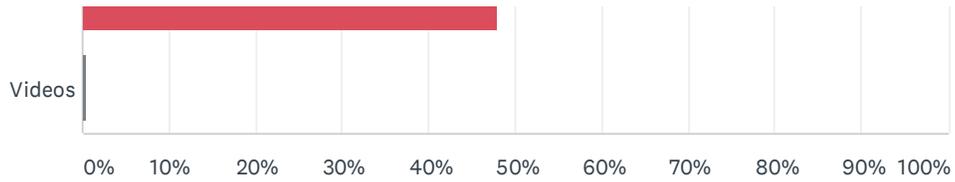
ANSWER CHOICES	RESPONSES	
Outstanding	20.42%	789
Above Average	27.46%	1,061
Average	25.83%	998
Below Average	11.21%	433
Poor	15.09%	583
TOTAL		3,864

Q2 What information were you looking for today?

Answered: 3,864 Skipped: 0



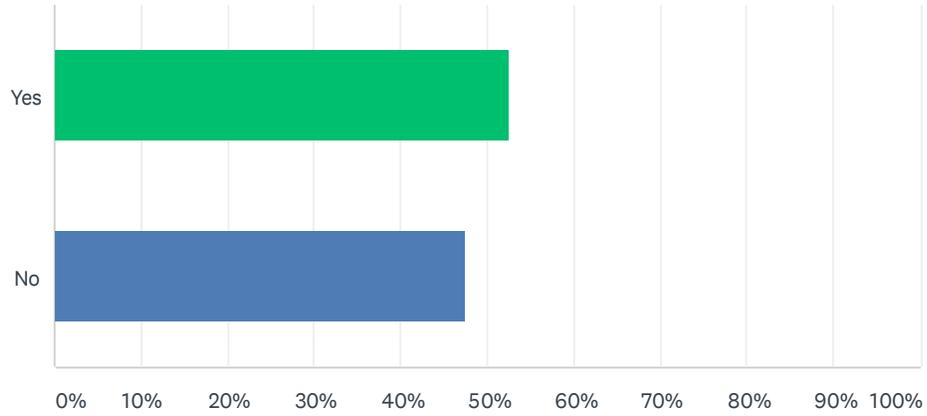
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.03%	117
Border Security	11.31%	437
Contact Information	9.81%	379
Contracting Opportunities	0.41%	16
Email, RSS Feeds, or Subscription Services	1.01%	39
Environmental and Cultural Stewardship	0.10%	4
Forms or Publications	7.95%	307
Human Trafficking	0.13%	5
Immigration and Citizenship	1.89%	73
Information about CBP (leadership, history, etc.)	2.02%	78
International Initiatives	0.57%	22
Jobs/Career Information	8.23%	318
News	1.14%	44
Photographs	0.13%	5
Port Security	0.70%	27
Small Business Resources	0.41%	16
Southwest Border Unaccompanied Alien Children/Family Unit	0.18%	7
Trade	2.67%	103
Travel	47.98%	1,854
Videos	0.34%	13
TOTAL		3,864

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

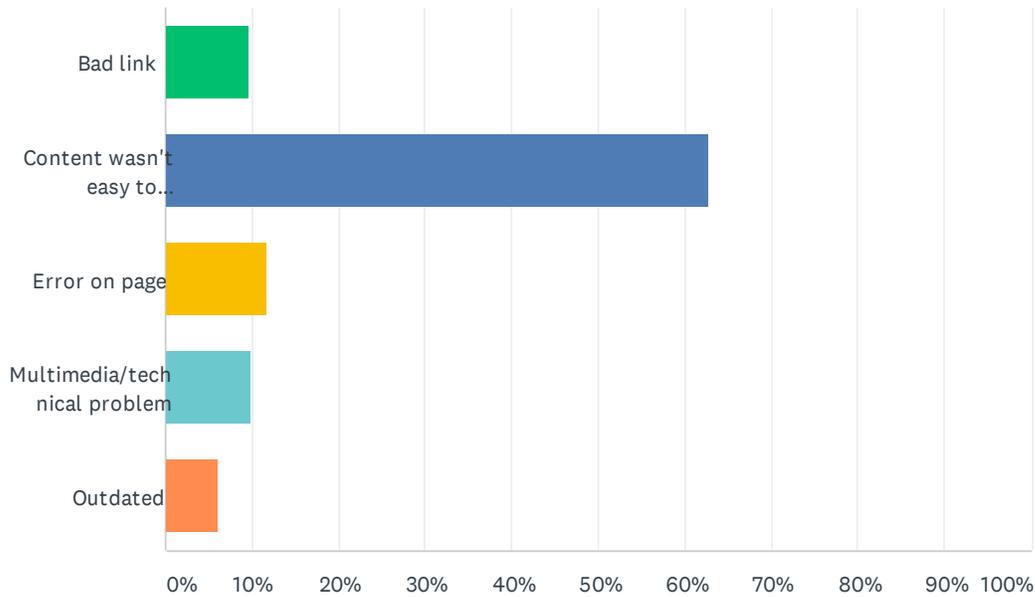
Answered: 3,864 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.51%	2,029
No	47.49%	1,835
TOTAL		3,864

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

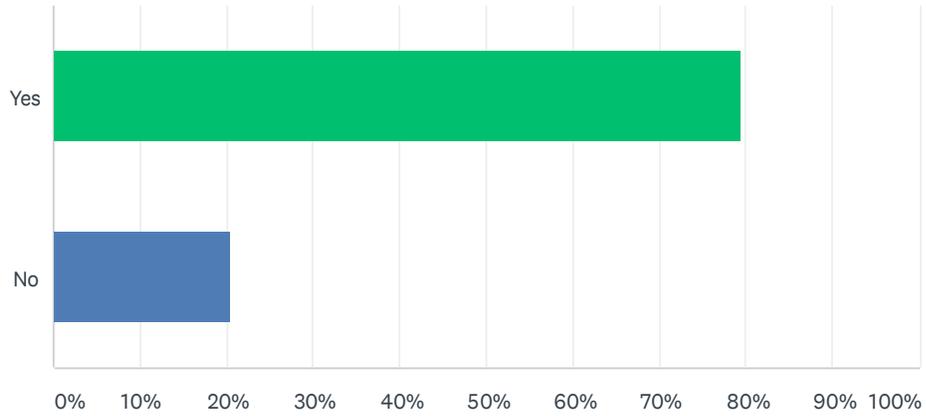
Answered: 1,773 Skipped: 2,091



ANSWER CHOICES	RESPONSES	
Bad link	9.59%	170
Content wasn't easy to understand	62.72%	1,112
Error on page	11.68%	207
Multimedia/technical problem	9.93%	176
Outdated	6.09%	108
TOTAL		1,773

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

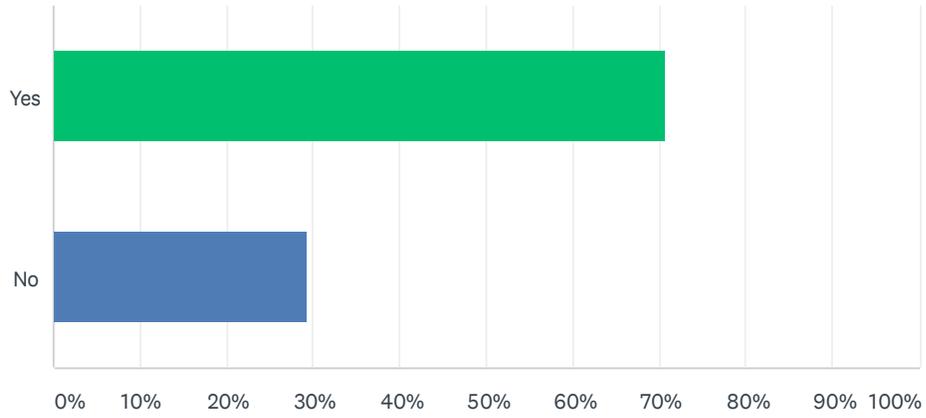
Answered: 3,864 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.40%	3,068
No	20.60%	796
TOTAL		3,864

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

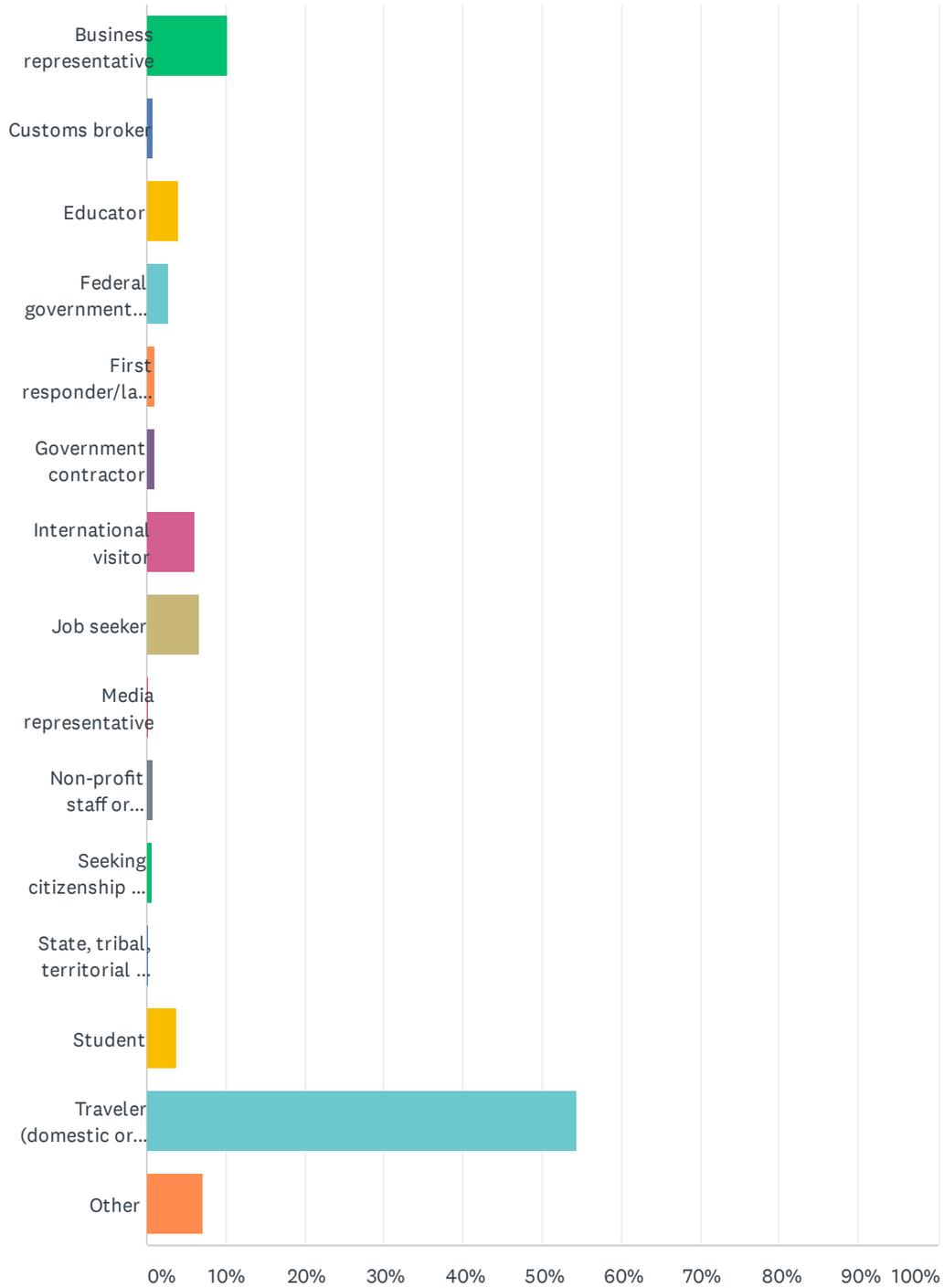
Answered: 3,864 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	70.65%	2,730
No	29.35%	1,134
TOTAL		3,864

Q7 Which of the following best describes you?

Answered: 3,864 Skipped: 0

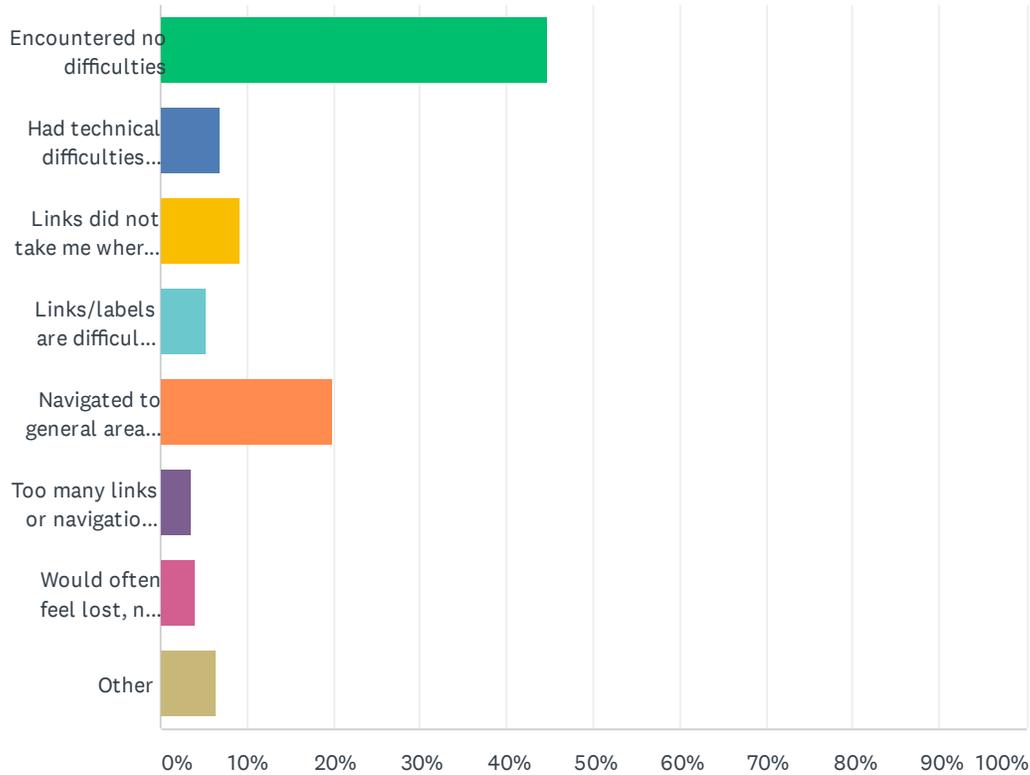


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	10.35%	400
Customs broker	0.91%	35
Educator	3.96%	153
Federal government employee	2.72%	105
First responder/law enforcement official	1.06%	41
Government contractor	1.06%	41
International visitor	5.98%	231
Job seeker	6.65%	257
Media representative	0.31%	12
Non-profit staff or volunteer	0.83%	32
Seeking citizenship or immigration information	0.65%	25
State, tribal, territorial or local government representative	0.31%	12
Student	3.75%	145
Traveler (domestic or international)	54.37%	2,101
Other	7.09%	274
TOTAL		3,864

Q8 Please describe your experience finding your way around today.

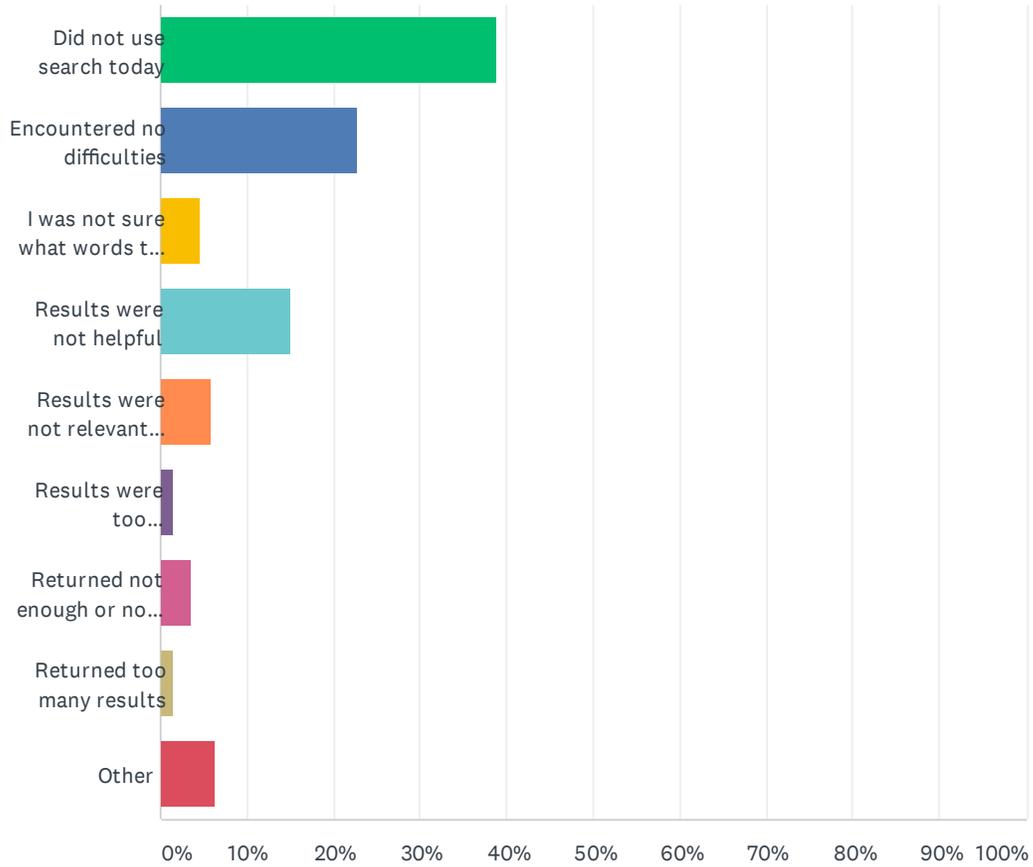
Answered: 3,864 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	44.77%	1,730
Had technical difficulties (e.g. error messages, broken links)	6.88%	266
Links did not take me where I expected	9.21%	356
Links/labels are difficult to understand, they are not intuitive	5.33%	206
Navigated to general area but couldn't find the specific content needed	19.77%	764
Too many links or navigational choices	3.60%	139
Would often feel lost, not know where I was	3.88%	150
Other	6.55%	253
TOTAL		3,864

Q9 How was your experience using our site search?

Answered: 3,864 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	39.00%	1,507
Encountered no difficulties	22.75%	879
I was not sure what words to use in my search	4.61%	178
Results were not helpful	15.14%	585
Results were not relevant to my search terms or needs	5.82%	225
Results were too similar/redundant	1.48%	57
Returned not enough or no results	3.60%	139
Returned too many results	1.37%	53
Other	6.24%	241
TOTAL		3,864