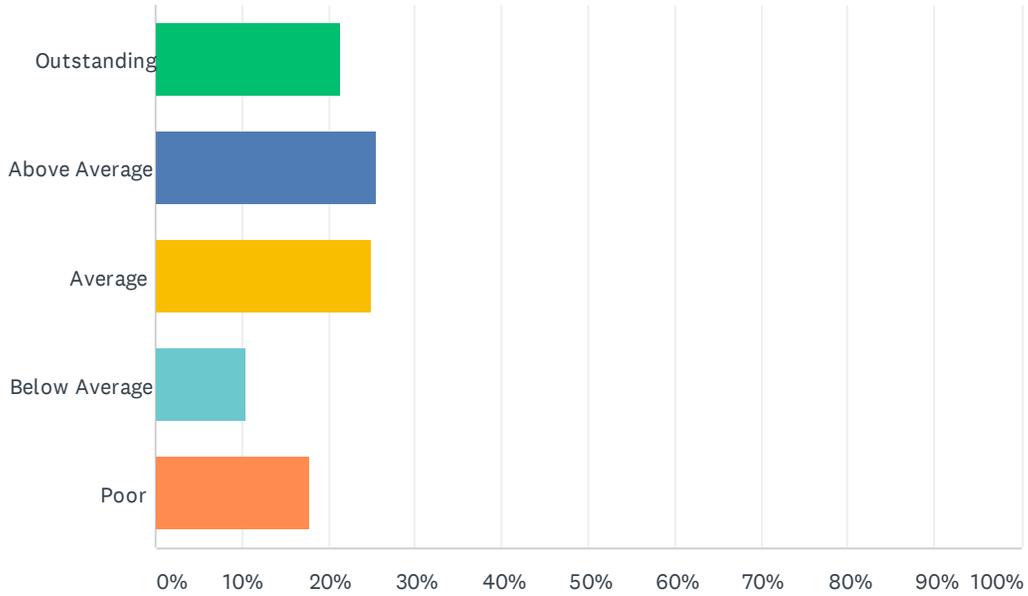


Q1 How would you rate your overall experience today?

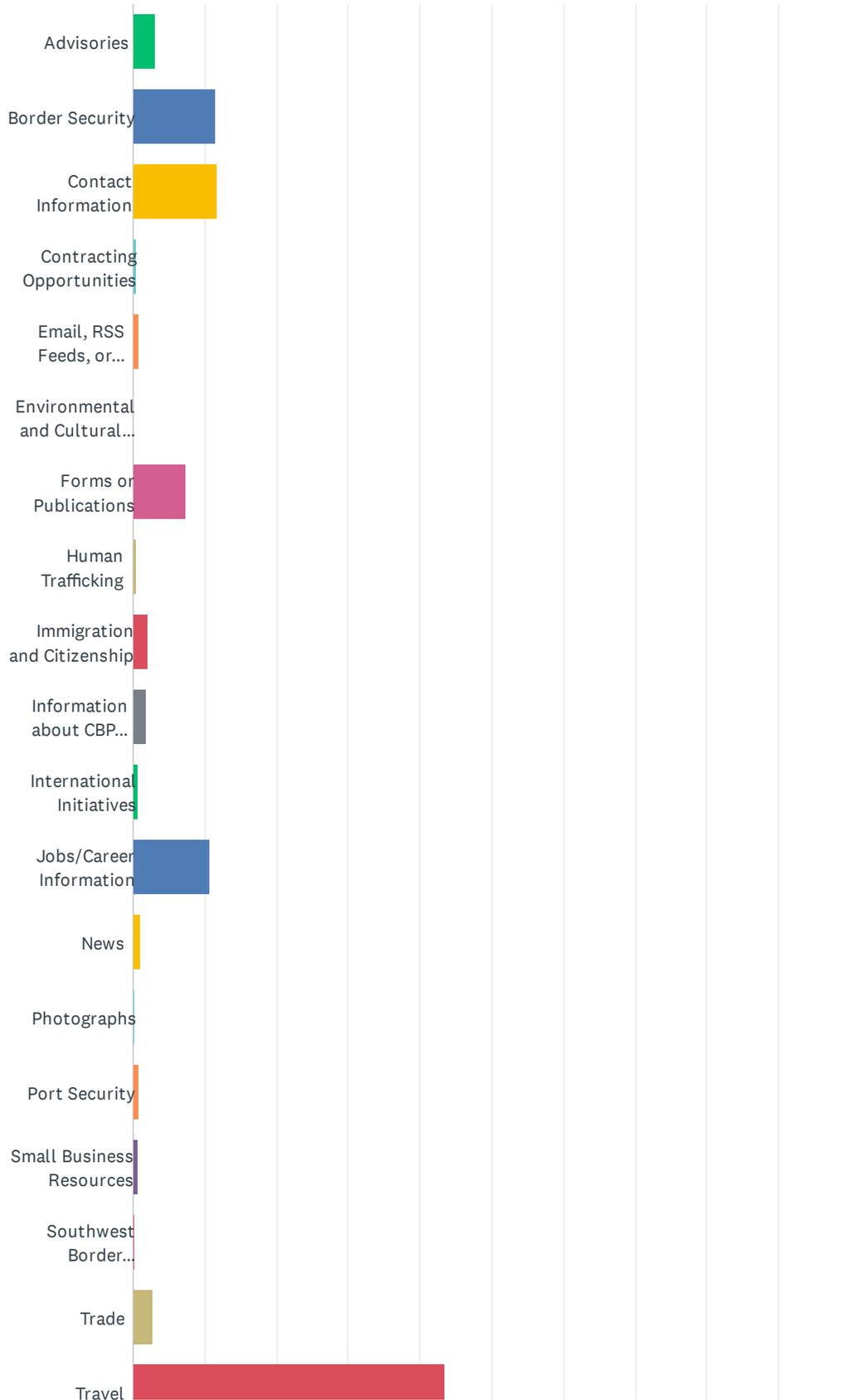
Answered: 3,050 Skipped: 0



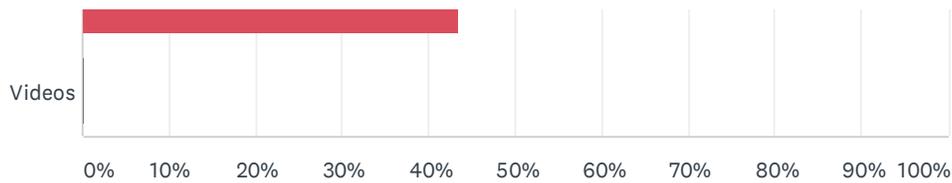
ANSWER CHOICES	RESPONSES	
Outstanding	21.31%	650
Above Average	25.48%	777
Average	24.89%	759
Below Average	10.56%	322
Poor	17.77%	542
TOTAL		3,050

Q2 What information were you looking for today?

Answered: 3,050 Skipped: 0



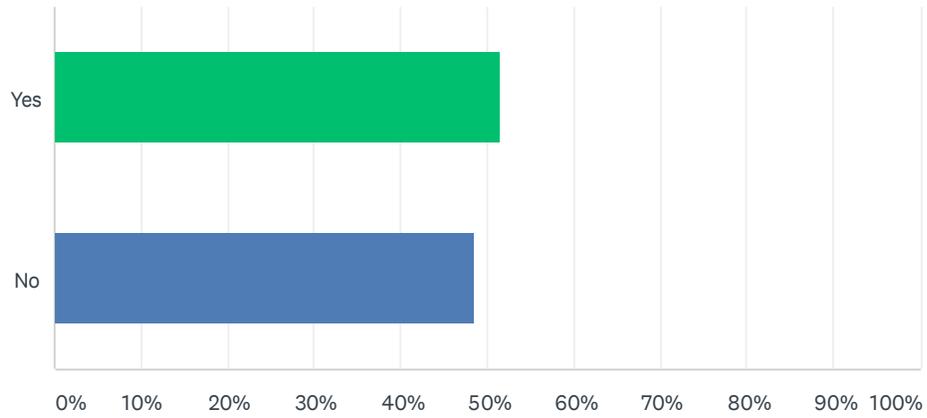
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.05%	93
Border Security	11.61%	354
Contact Information	11.64%	355
Contracting Opportunities	0.39%	12
Email, RSS Feeds, or Subscription Services	0.85%	26
Environmental and Cultural Stewardship	0.03%	1
Forms or Publications	7.38%	225
Human Trafficking	0.39%	12
Immigration and Citizenship	2.13%	65
Information about CBP (leadership, history, etc.)	1.87%	57
International Initiatives	0.69%	21
Jobs/Career Information	10.72%	327
News	0.98%	30
Photographs	0.20%	6
Port Security	0.92%	28
Small Business Resources	0.59%	18
Southwest Border Unaccompanied Alien Children/Family Unit	0.16%	5
Trade	2.72%	83
Travel	43.44%	1,325
Videos	0.23%	7
TOTAL		3,050

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

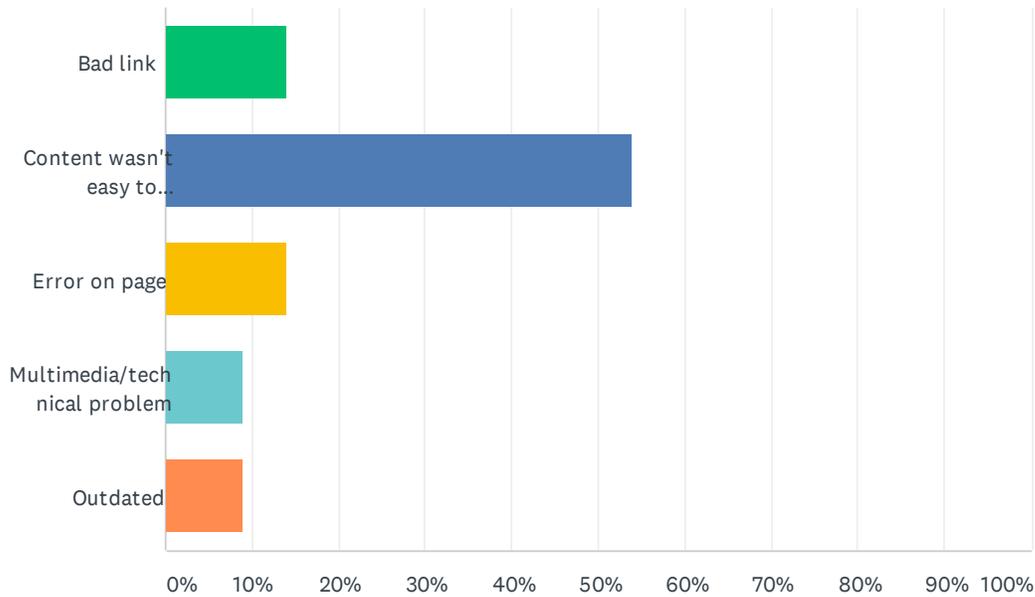
Answered: 3,050 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	51.48%	1,570
No	48.52%	1,480
TOTAL		3,050

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

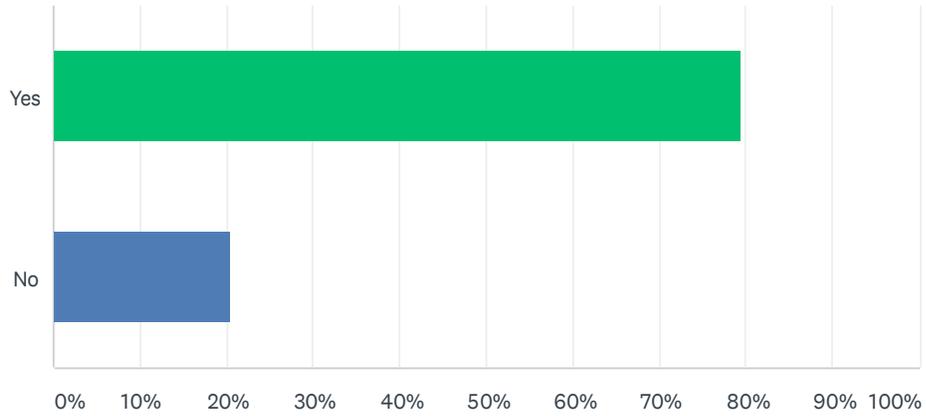
Answered: 1,479 Skipped: 1,571



ANSWER CHOICES	RESPONSES	
Bad link	14.06%	208
Content wasn't easy to understand	54.02%	799
Error on page	13.93%	206
Multimedia/technical problem	8.99%	133
Outdated	8.99%	133
TOTAL		1,479

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

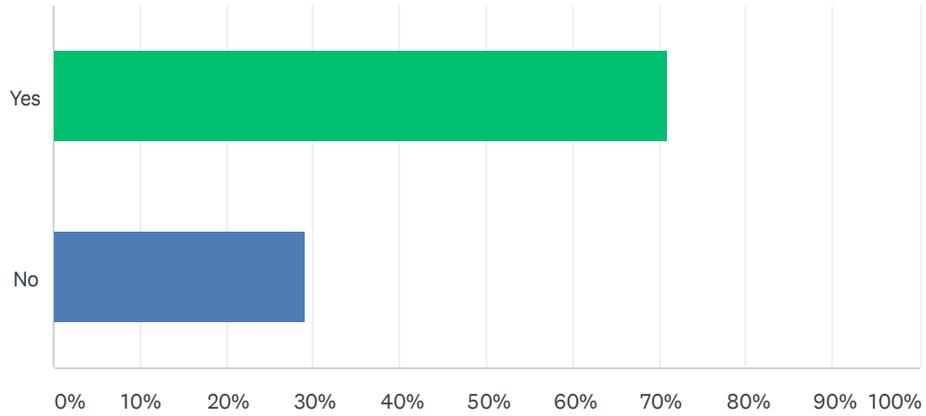
Answered: 3,050 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.44%	2,423
No	20.56%	627
TOTAL		3,050

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

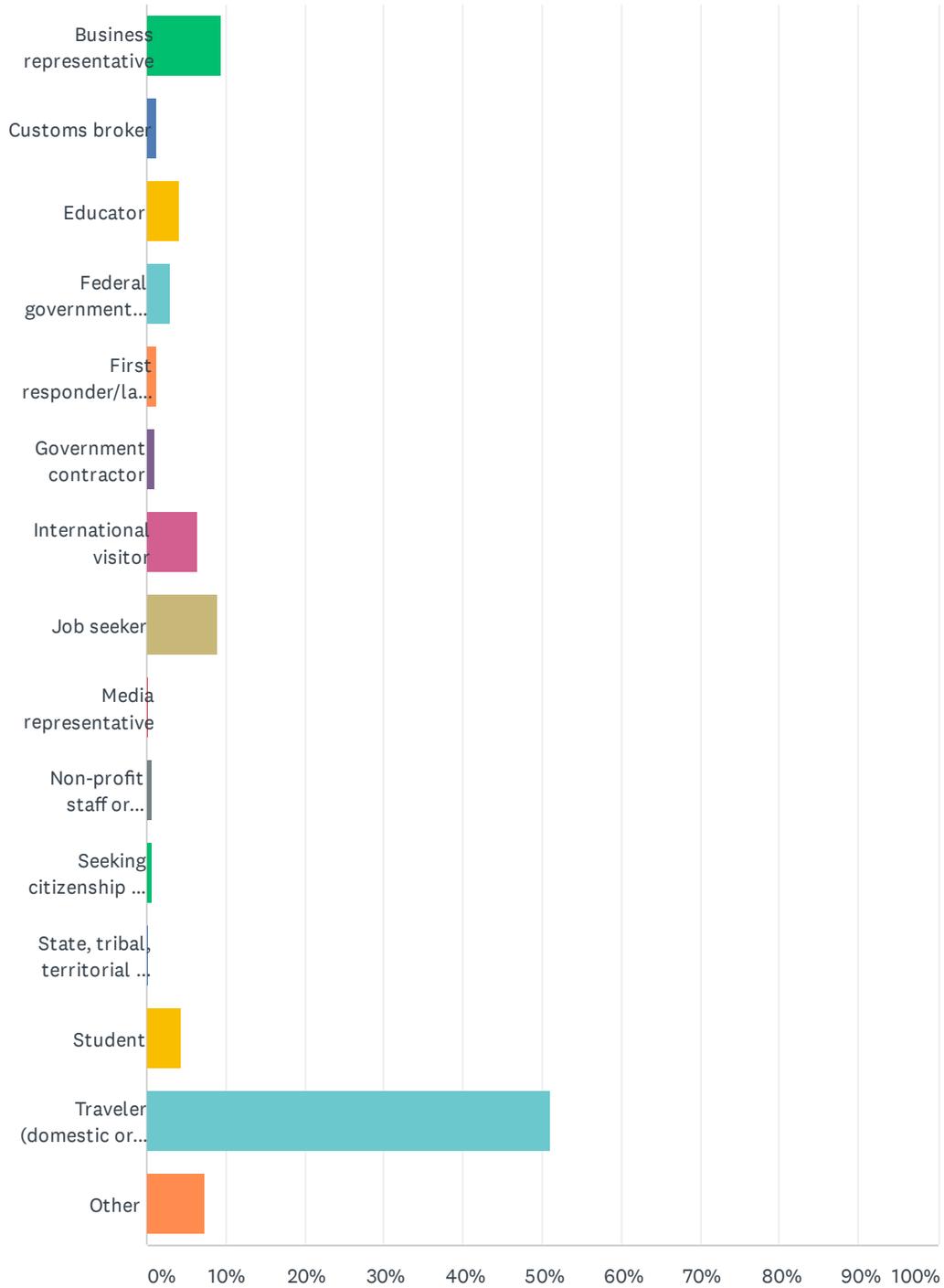
Answered: 3,050 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	70.98%	2,165
No	29.02%	885
TOTAL		3,050

Q7 Which of the following best describes you?

Answered: 3,050 Skipped: 0

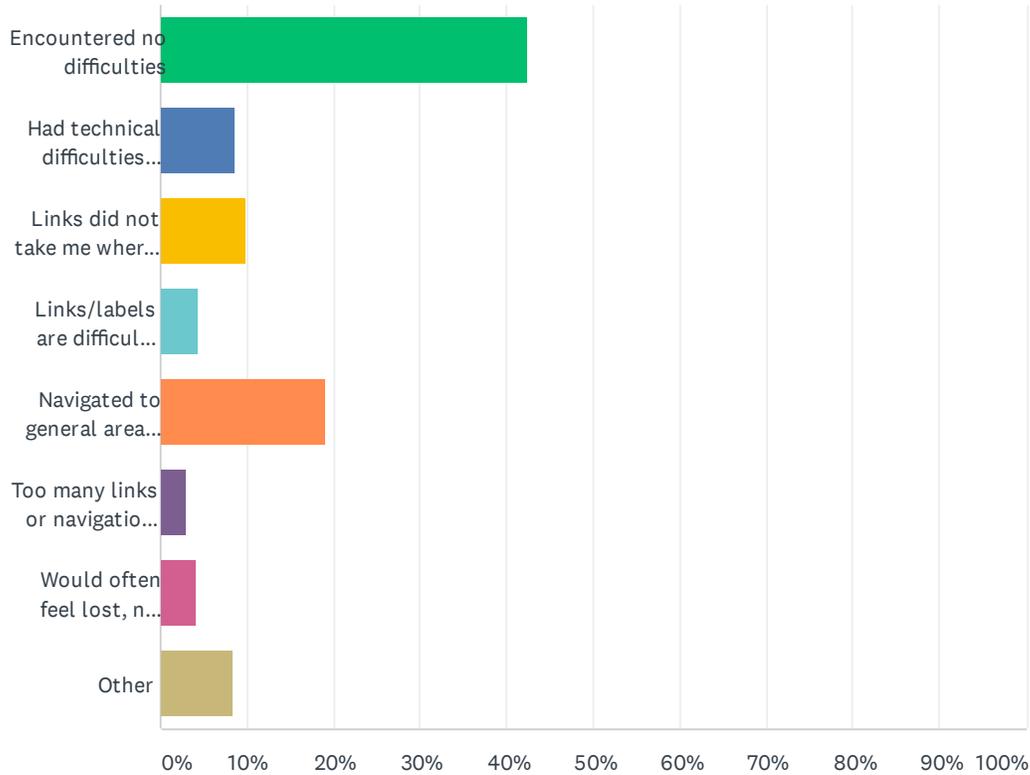


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	9.48%	289
Customs broker	1.28%	39
Educator	4.23%	129
Federal government employee	2.85%	87
First responder/law enforcement official	1.31%	40
Government contractor	1.02%	31
International visitor	6.56%	200
Job seeker	8.92%	272
Media representative	0.26%	8
Non-profit staff or volunteer	0.52%	16
Seeking citizenship or immigration information	0.69%	21
State, tribal, territorial or local government representative	0.26%	8
Student	4.30%	131
Traveler (domestic or international)	51.02%	1,556
Other	7.31%	223
TOTAL		3,050

Q8 Please describe your experience finding your way around today.

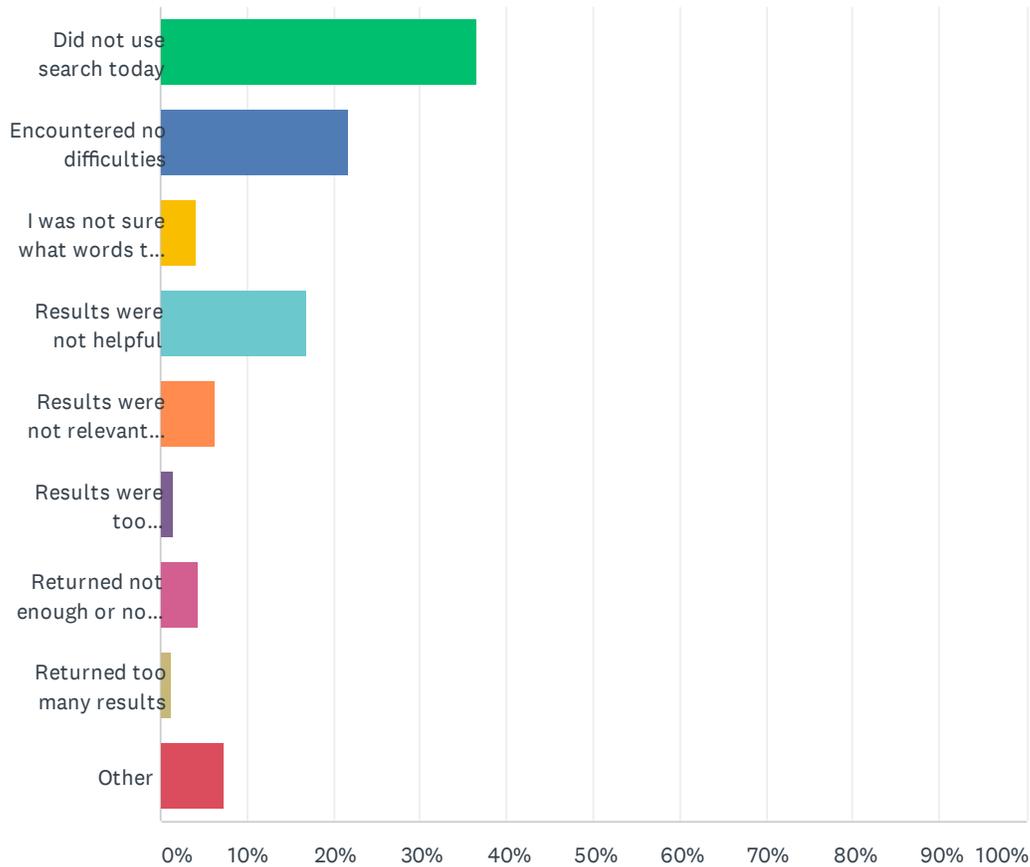
Answered: 3,050 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	42.56%	1,298
Had technical difficulties (e.g. error messages, broken links)	8.52%	260
Links did not take me where I expected	9.80%	299
Links/labels are difficult to understand, they are not intuitive	4.39%	134
Navigated to general area but couldn't find the specific content needed	19.08%	582
Too many links or navigational choices	2.98%	91
Would often feel lost, not know where I was	4.23%	129
Other	8.43%	257
TOTAL		3,050

Q9 How was your experience using our site search?

Answered: 3,050 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	36.66%	1,118
Encountered no difficulties	21.80%	665
I was not sure what words to use in my search	4.20%	128
Results were not helpful	16.85%	514
Results were not relevant to my search terms or needs	6.23%	190
Results were too similar/redundant	1.41%	43
Returned not enough or no results	4.39%	134
Returned too many results	1.18%	36
Other	7.28%	222
TOTAL		3,050