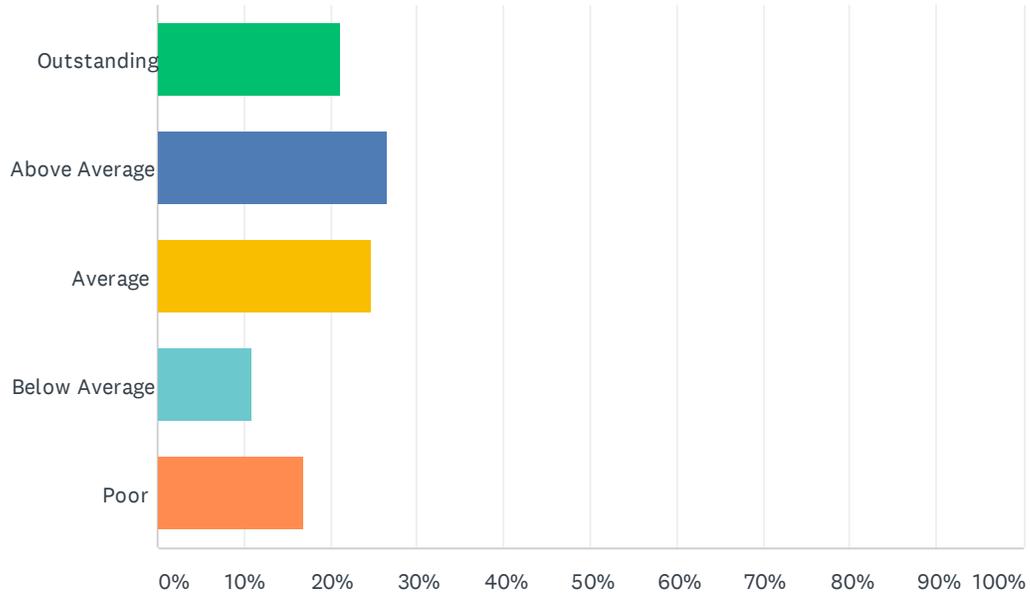


Q1 How would you rate your overall experience today?

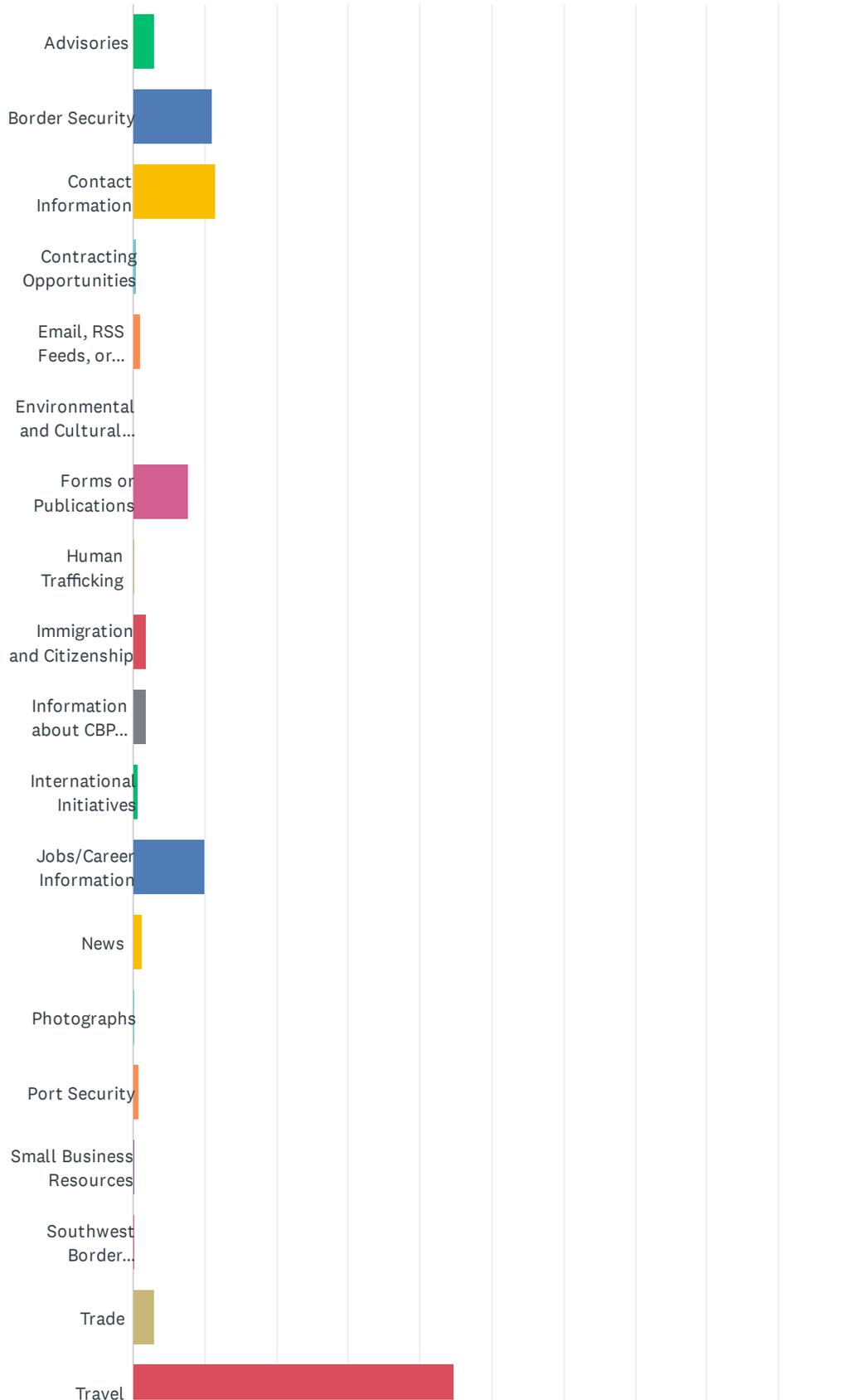
Answered: 3,711 Skipped: 0



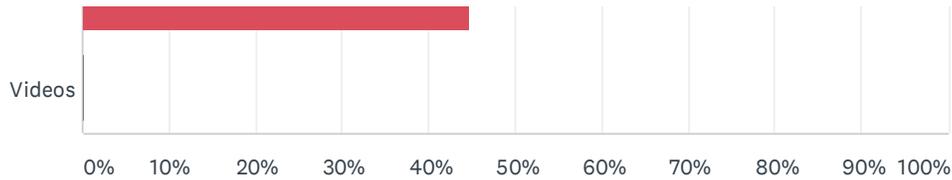
ANSWER CHOICES	RESPONSES	
Outstanding	21.15%	785
Above Average	26.52%	984
Average	24.66%	915
Below Average	10.81%	401
Poor	16.87%	626
TOTAL		3,711

Q2 What information were you looking for today?

Answered: 3,711 Skipped: 0



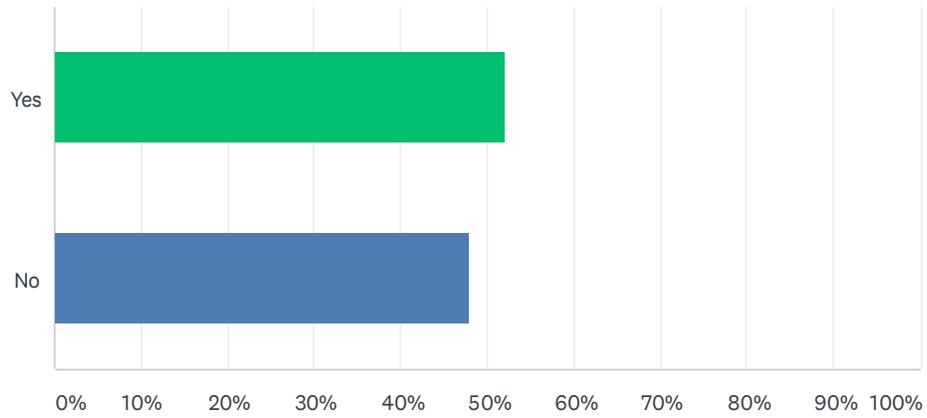
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.88%	107
Border Security	11.16%	414
Contact Information	11.51%	427
Contracting Opportunities	0.35%	13
Email, RSS Feeds, or Subscription Services	1.13%	42
Environmental and Cultural Stewardship	0.05%	2
Forms or Publications	7.71%	286
Human Trafficking	0.22%	8
Immigration and Citizenship	1.97%	73
Information about CBP (leadership, history, etc.)	1.86%	69
International Initiatives	0.65%	24
Jobs/Career Information	10.00%	371
News	1.16%	43
Photographs	0.13%	5
Port Security	0.84%	31
Small Business Resources	0.24%	9
Southwest Border Unaccompanied Alien Children/Family Unit	0.22%	8
Trade	2.99%	111
Travel	44.73%	1,660
Videos	0.22%	8
TOTAL		3,711

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

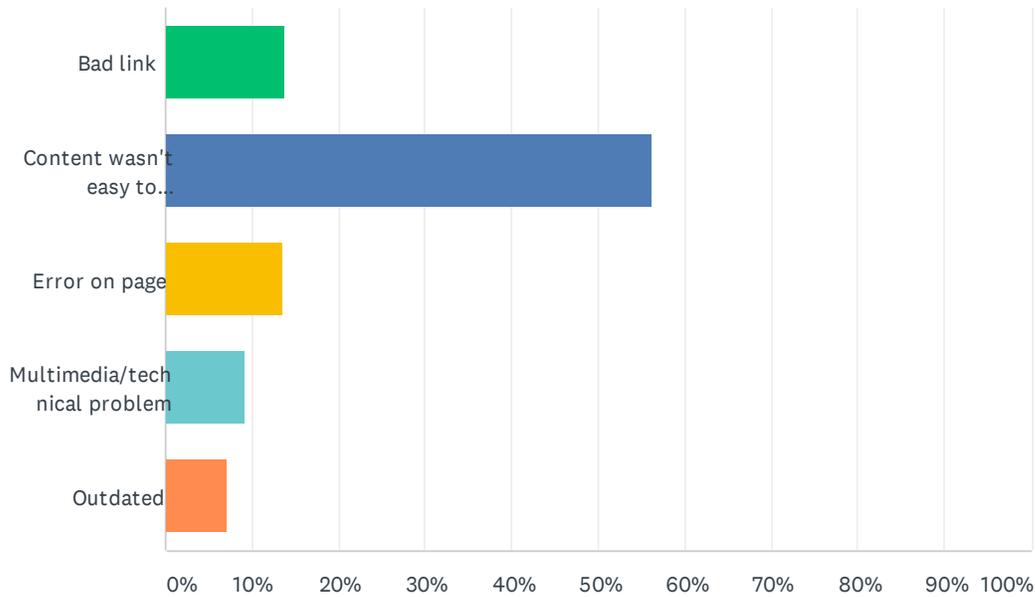
Answered: 3,711 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.20%	1,937
No	47.80%	1,774
TOTAL		3,711

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

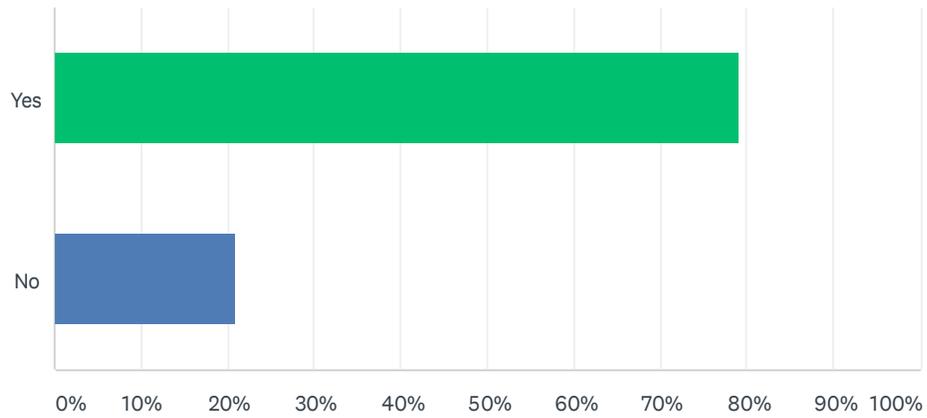
Answered: 1,720 Skipped: 1,991



ANSWER CHOICES	RESPONSES	
Bad link	13.90%	239
Content wasn't easy to understand	56.28%	968
Error on page	13.55%	233
Multimedia/technical problem	9.13%	157
Outdated	7.15%	123
TOTAL		1,720

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

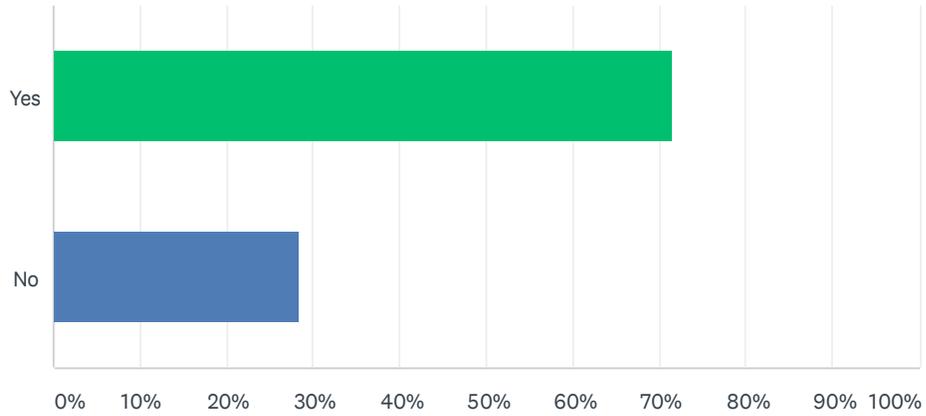
Answered: 3,711 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.06%	2,934
No	20.94%	777
TOTAL		3,711

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

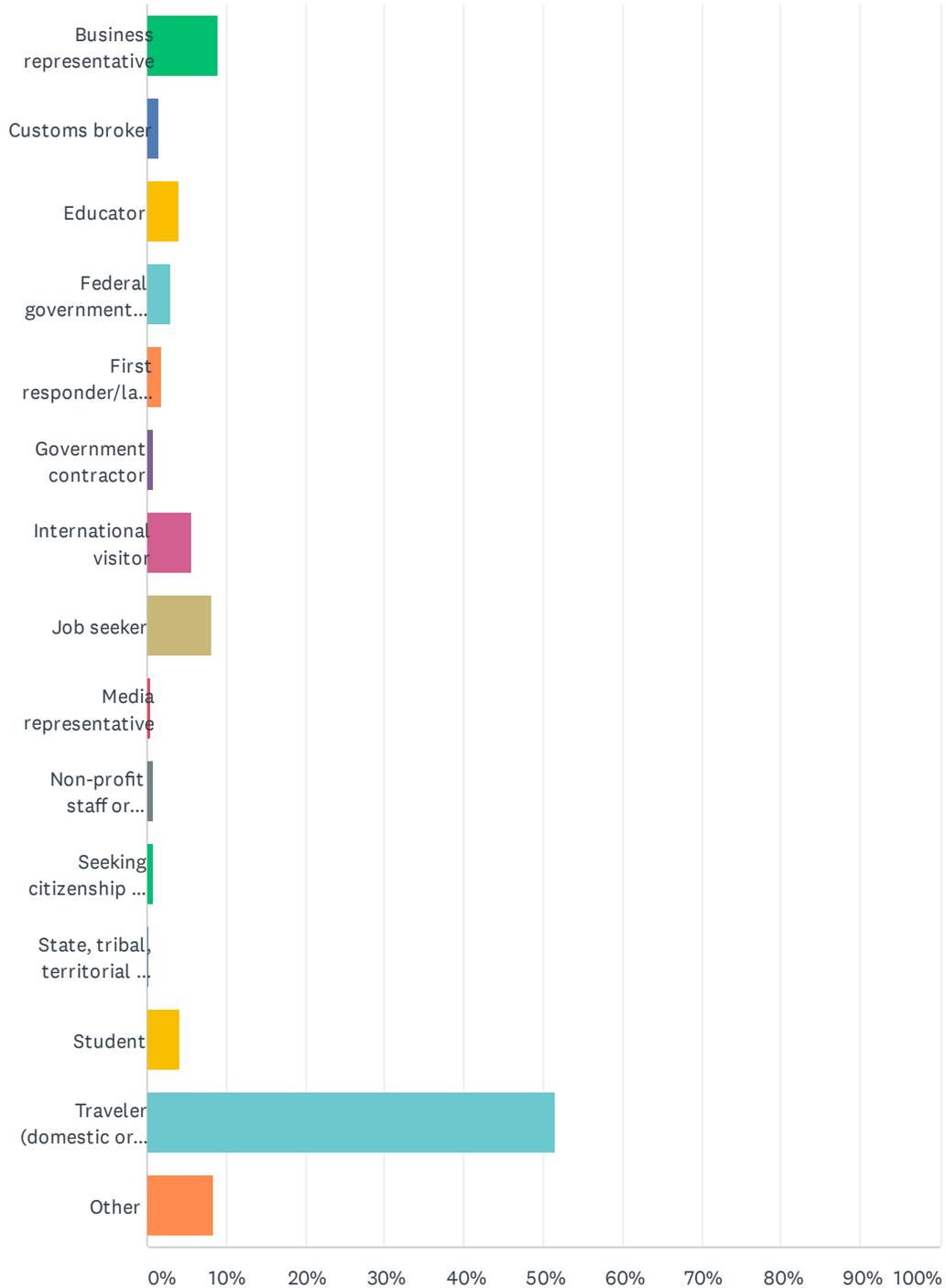
Answered: 3,711 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	71.52%	2,654
No	28.48%	1,057
TOTAL		3,711

Q7 Which of the following best describes you?

Answered: 3,711 Skipped: 0

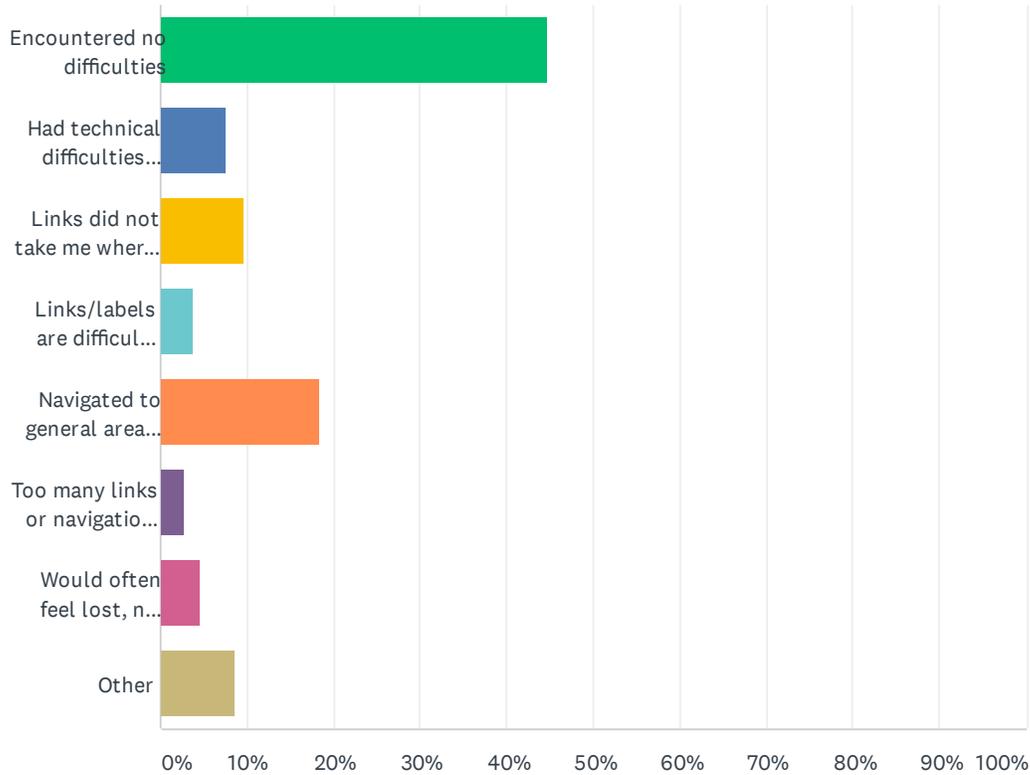


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	8.92%	331
Customs broker	1.43%	53
Educator	3.93%	146
Federal government employee	2.83%	105
First responder/law enforcement official	1.78%	66
Government contractor	0.92%	34
International visitor	5.55%	206
Job seeker	8.14%	302
Media representative	0.38%	14
Non-profit staff or volunteer	0.86%	32
Seeking citizenship or immigration information	0.75%	28
State, tribal, territorial or local government representative	0.27%	10
Student	4.26%	158
Traveler (domestic or international)	51.55%	1,913
Other	8.43%	313
TOTAL		3,711

Q8 Please describe your experience finding your way around today.

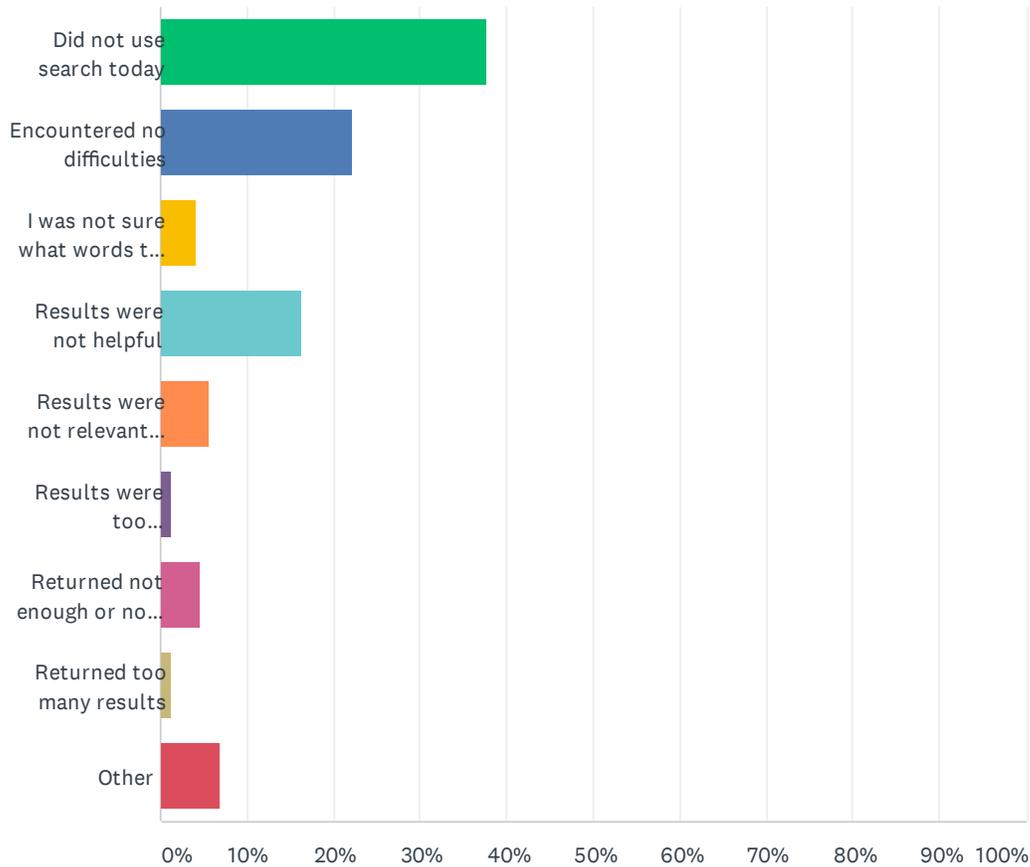
Answered: 3,711 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	44.68%	1,658
Had technical difficulties (e.g. error messages, broken links)	7.49%	278
Links did not take me where I expected	9.73%	361
Links/labels are difficult to understand, they are not intuitive	3.80%	141
Navigated to general area but couldn't find the specific content needed	18.49%	686
Too many links or navigational choices	2.75%	102
Would often feel lost, not know where I was	4.58%	170
Other	8.49%	315
TOTAL		3,711

Q9 How was your experience using our site search?

Answered: 3,711 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	37.64%	1,397
Encountered no difficulties	22.23%	825
I was not sure what words to use in my search	4.15%	154
Results were not helpful	16.28%	604
Results were not relevant to my search terms or needs	5.74%	213
Results were too similar/redundant	1.19%	44
Returned not enough or no results	4.61%	171
Returned too many results	1.29%	48
Other	6.87%	255
TOTAL		3,711