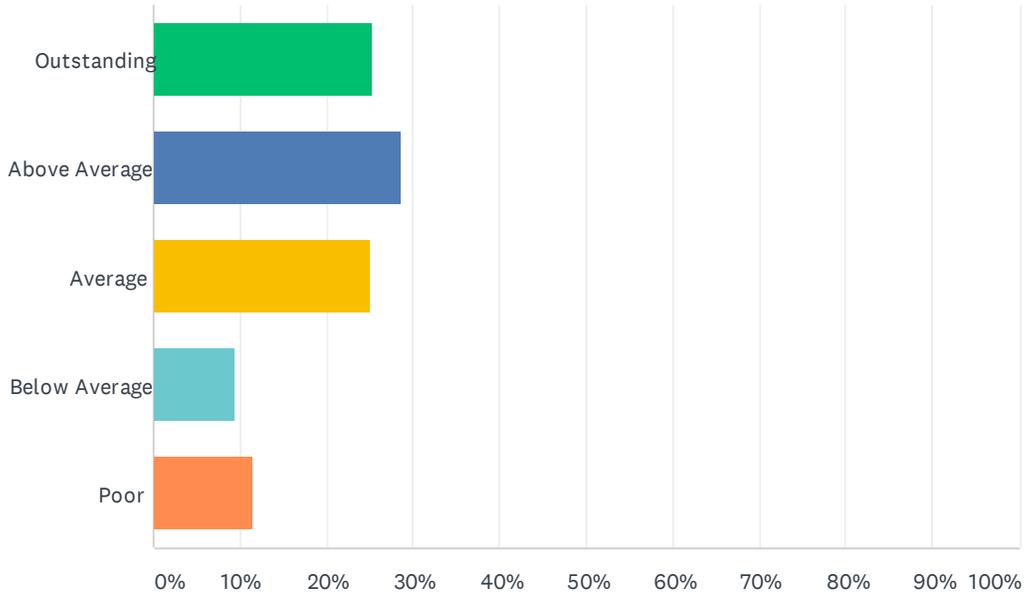


## Q1 How would you rate your overall experience today?

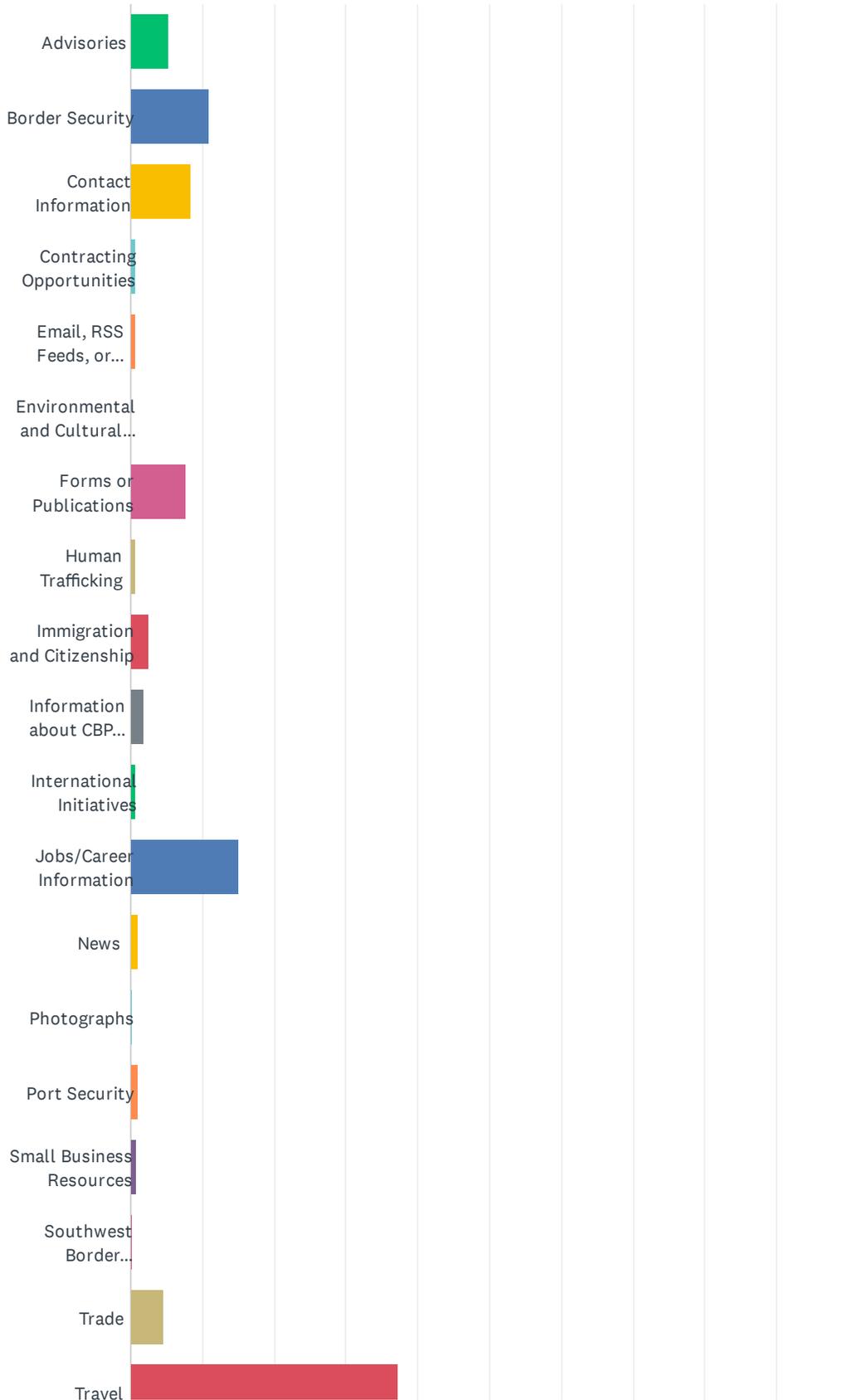
Answered: 1,645 Skipped: 0



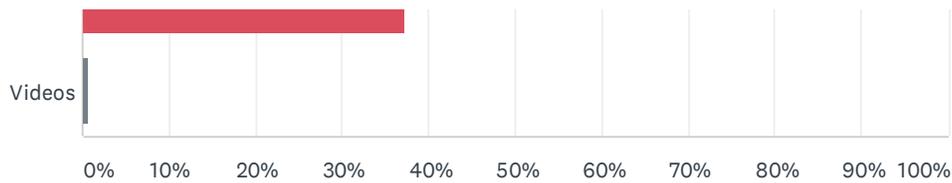
ANSWER CHOICES	RESPONSES	
Outstanding	25.35%	417
Above Average	28.75%	473
Average	25.05%	412
Below Average	9.36%	154
Poor	11.49%	189
<b>TOTAL</b>		<b>1,645</b>

## Q2 What information were you looking for today?

Answered: 1,645 Skipped: 0



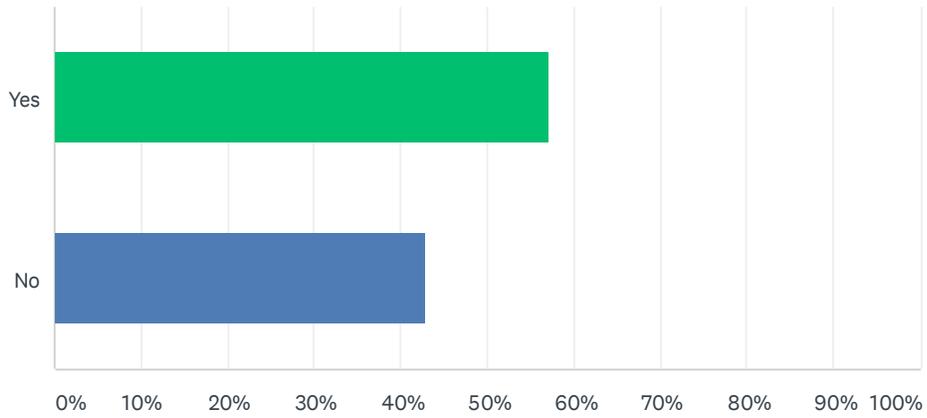
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	5.29%	87
Border Security	10.88%	179
Contact Information	8.33%	137
Contracting Opportunities	0.55%	9
Email, RSS Feeds, or Subscription Services	0.61%	10
Environmental and Cultural Stewardship	0.00%	0
Forms or Publications	7.84%	129
Human Trafficking	0.61%	10
Immigration and Citizenship	2.55%	42
Information about CBP (leadership, history, etc.)	1.95%	32
International Initiatives	0.55%	9
Jobs/Career Information	15.08%	248
News	1.09%	18
Photographs	0.12%	2
Port Security	1.03%	17
Small Business Resources	0.79%	13
Southwest Border Unaccompanied Alien Children/Family Unit	0.24%	4
Trade	4.50%	74
Travel	37.33%	614
Videos	0.67%	11
<b>TOTAL</b>		<b>1,645</b>

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

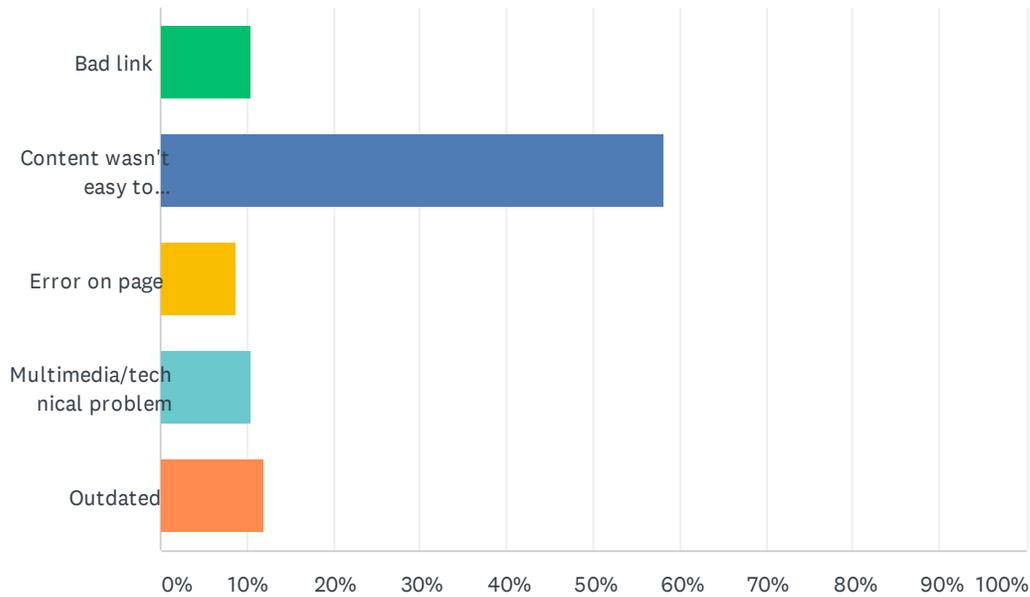
Answered: 1,645 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	57.08% 939
No	42.92% 706
TOTAL	1,645

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

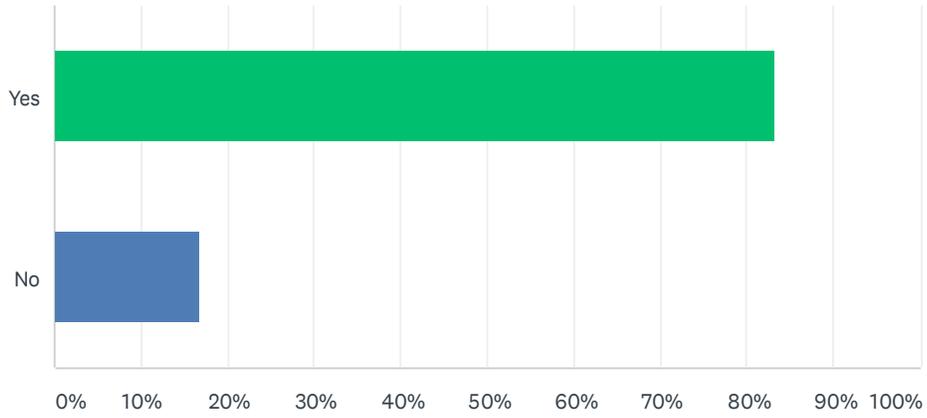
Answered: 702 Skipped: 943



ANSWER CHOICES	RESPONSES
Bad link	10.40% 73
Content wasn't easy to understand	58.26% 409
Error on page	8.83% 62
Multimedia/technical problem	10.54% 74
Outdated	11.97% 84
TOTAL	702

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

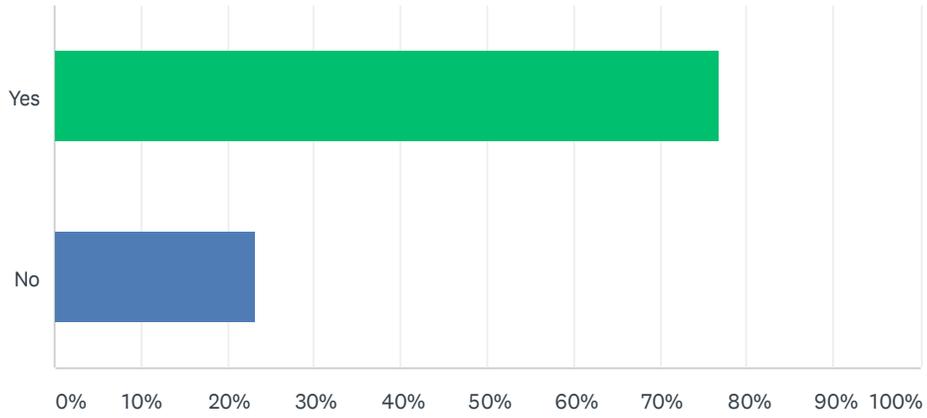
Answered: 1,645 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.28%	1,370
No	16.72%	275
TOTAL		1,645

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

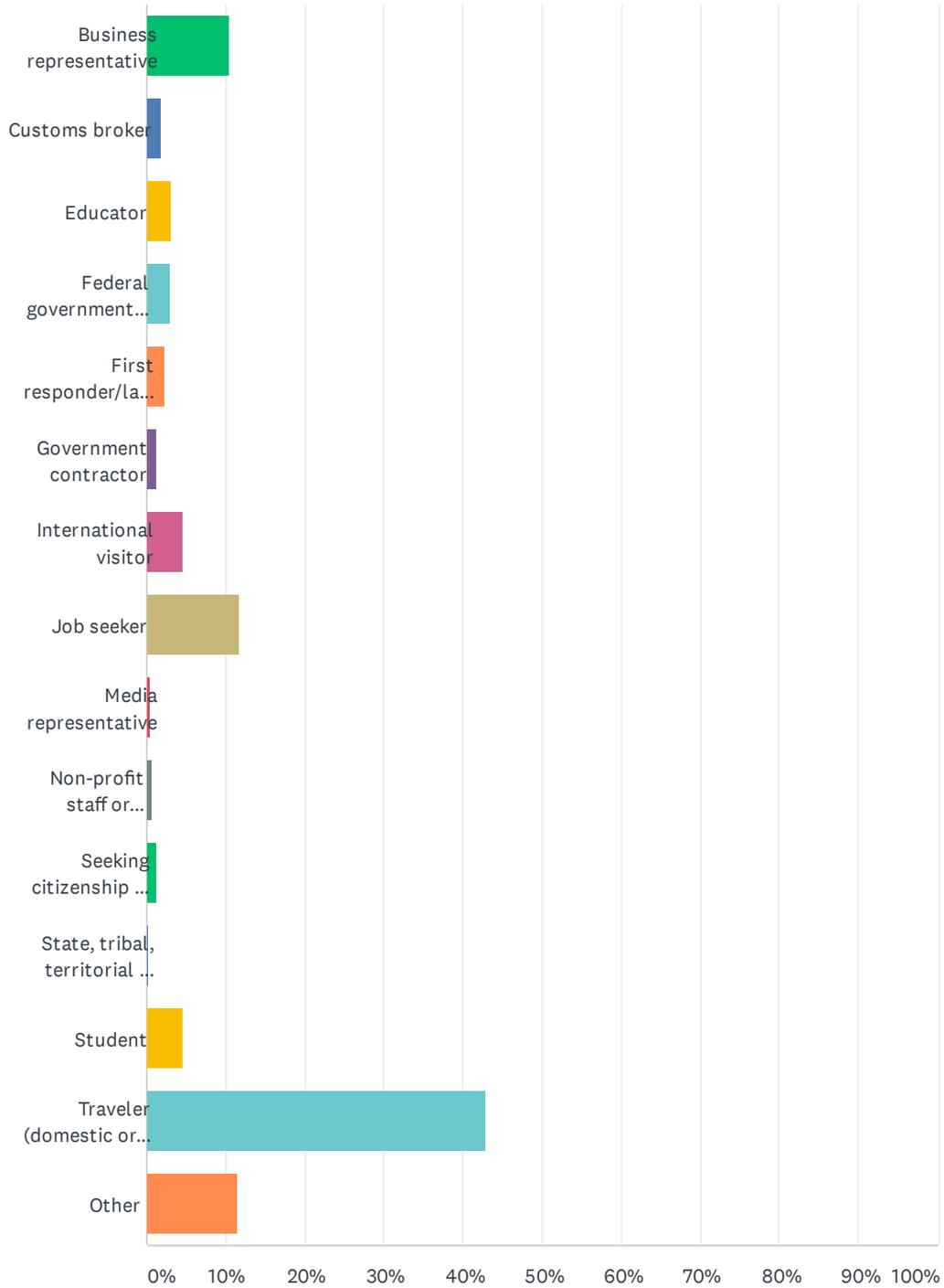
Answered: 1,645 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.72%	1,262
No	23.28%	383
TOTAL		1,645

## Q7 Which of the following best describes you?

Answered: 1,645 Skipped: 0

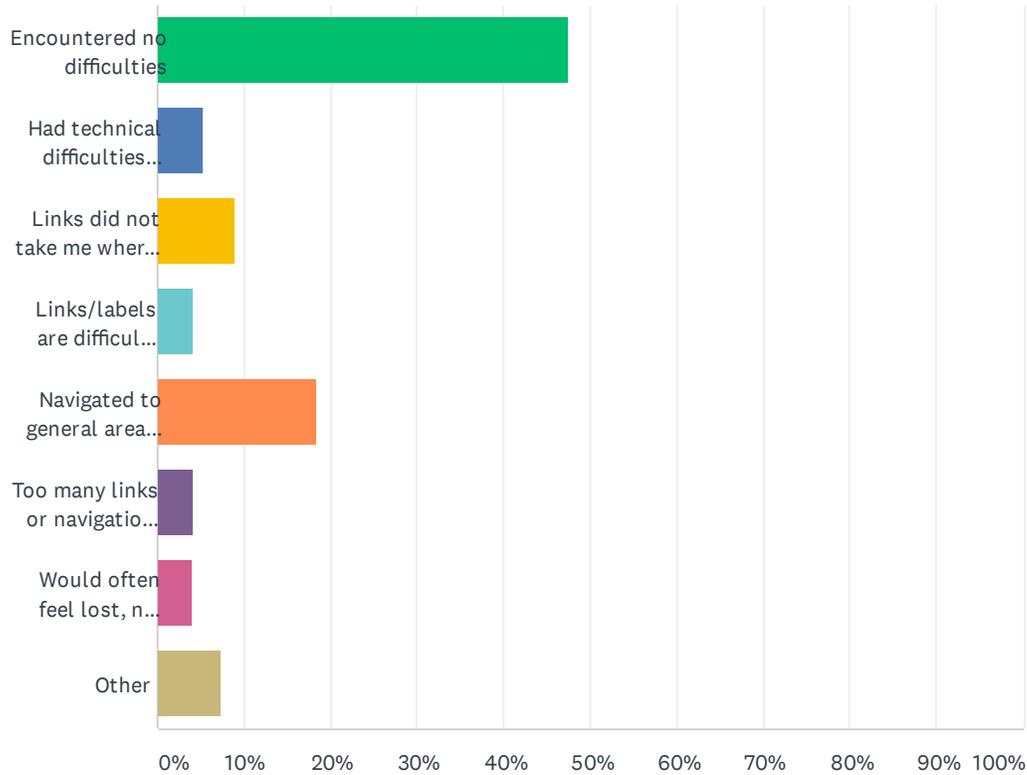


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	10.40%	171
Customs broker	1.88%	31
Educator	3.16%	52
Federal government employee	2.98%	49
First responder/law enforcement official	2.37%	39
Government contractor	1.28%	21
International visitor	4.50%	74
Job seeker	11.67%	192
Media representative	0.49%	8
Non-profit staff or volunteer	0.73%	12
Seeking citizenship or immigration information	1.34%	22
State, tribal, territorial or local government representative	0.30%	5
Student	4.62%	76
Traveler (domestic or international)	42.86%	705
Other	11.43%	188
<b>TOTAL</b>		<b>1,645</b>

## Q8 Please describe your experience finding your way around today.

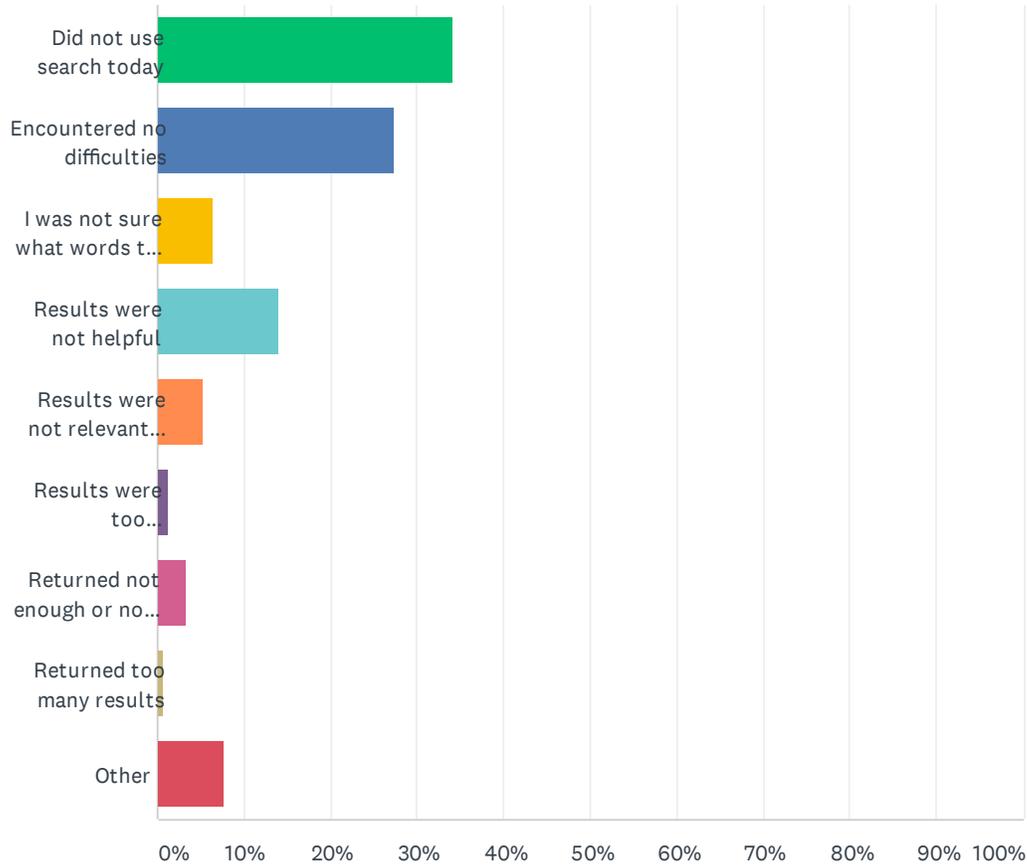
Answered: 1,645 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.48%	781
Had technical difficulties (e.g. error messages, broken links)	5.29%	87
Links did not take me where I expected	9.06%	149
Links/labels are difficult to understand, they are not intuitive	4.13%	68
Navigated to general area but couldn't find the specific content needed	18.48%	304
Too many links or navigational choices	4.19%	69
Would often feel lost, not know where I was	4.01%	66
Other	7.36%	121
<b>TOTAL</b>		<b>1,645</b>

## Q9 How was your experience using our site search?

Answered: 1,645 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.04%	560
Encountered no difficulties	27.42%	451
I was not sure what words to use in my search	6.38%	105
Results were not helpful	14.04%	231
Results were not relevant to my search terms or needs	5.23%	86
Results were too similar/redundant	1.16%	19
Returned not enough or no results	3.40%	56
Returned too many results	0.61%	10
Other	7.72%	127
<b>TOTAL</b>		<b>1,645</b>