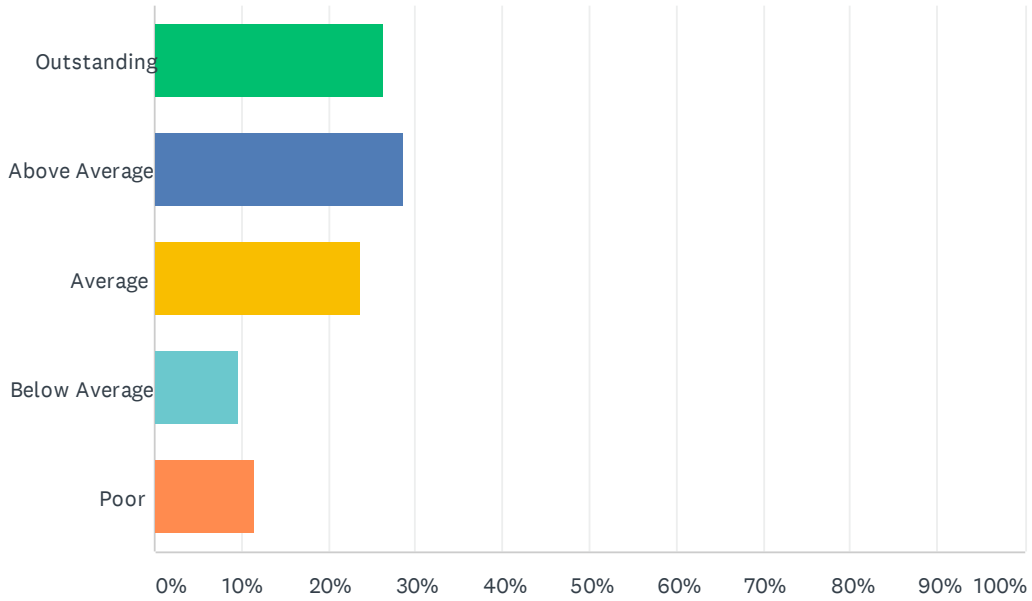


Q1 How would you rate your overall experience today?

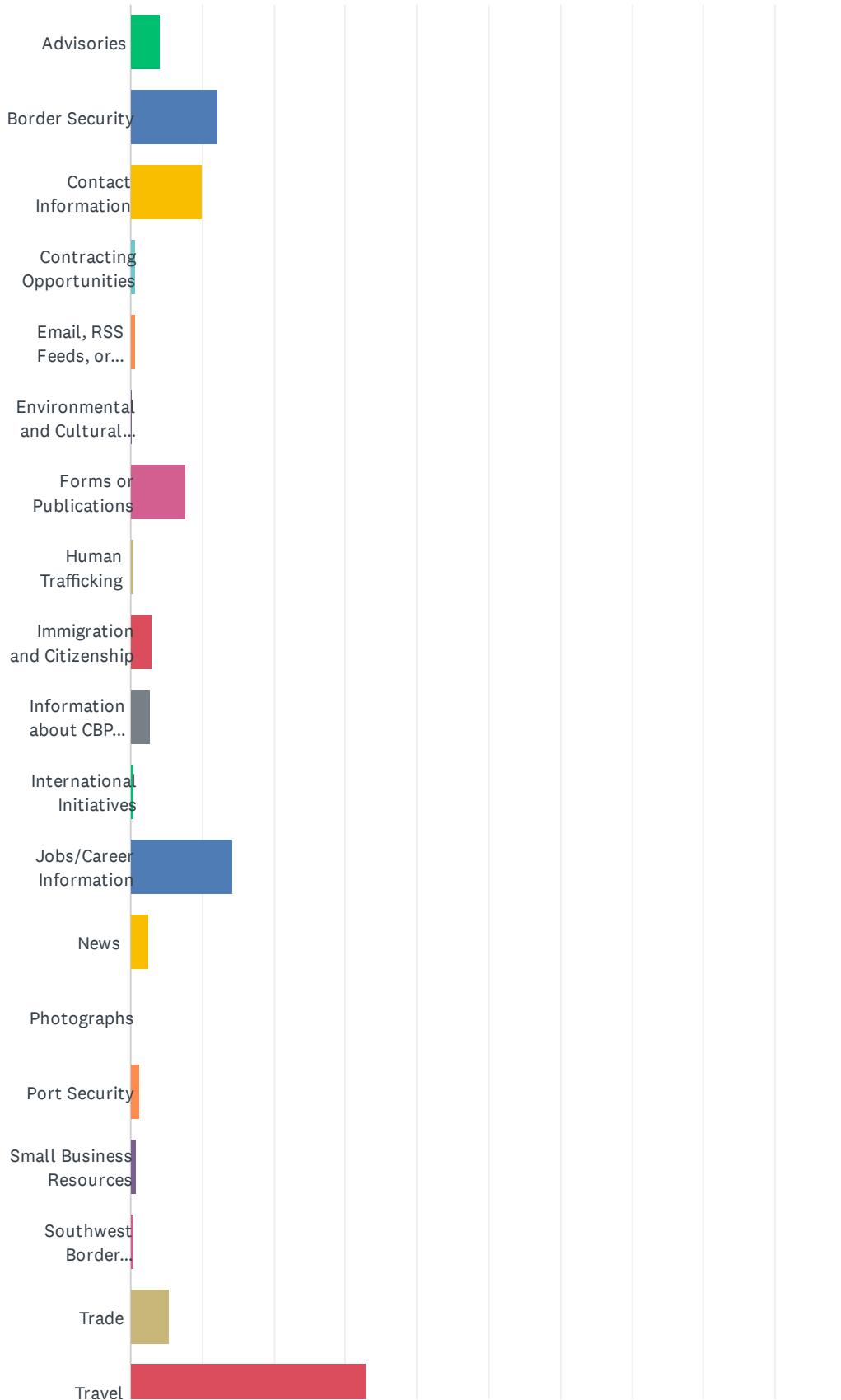
Answered: 1,174 Skipped: 0



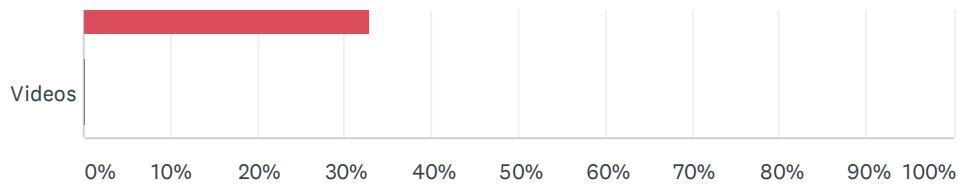
ANSWER CHOICES	RESPONSES	
Outstanding	26.41%	310
Above Average	28.71%	337
Average	23.68%	278
Below Average	9.63%	113
Poor	11.58%	136
TOTAL		1,174

Q2 What information were you looking for today?

Answered: 1,174 Skipped: 0



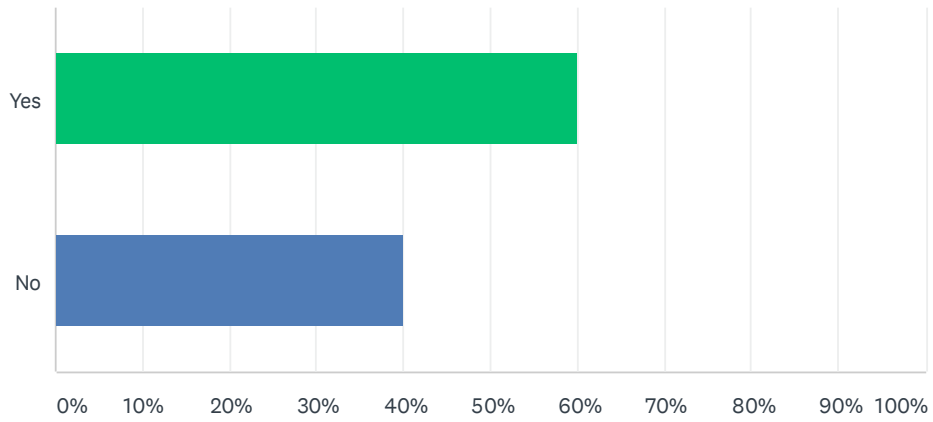
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	4.26%	50
Border Security	12.10%	142
Contact Information	9.97%	117
Contracting Opportunities	0.68%	8
Email, RSS Feeds, or Subscription Services	0.60%	7
Environmental and Cultural Stewardship	0.26%	3
Forms or Publications	7.75%	91
Human Trafficking	0.34%	4
Immigration and Citizenship	2.90%	34
Information about CBP (leadership, history, etc.)	2.73%	32
International Initiatives	0.51%	6
Jobs/Career Information	14.22%	167
News	2.56%	30
Photographs	0.09%	1
Port Security	1.19%	14
Small Business Resources	0.77%	9
Southwest Border Unaccompanied Alien Children/Family Unit	0.51%	6
Trade	5.45%	64
Travel	32.88%	386
Videos	0.26%	3
TOTAL		1,174

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

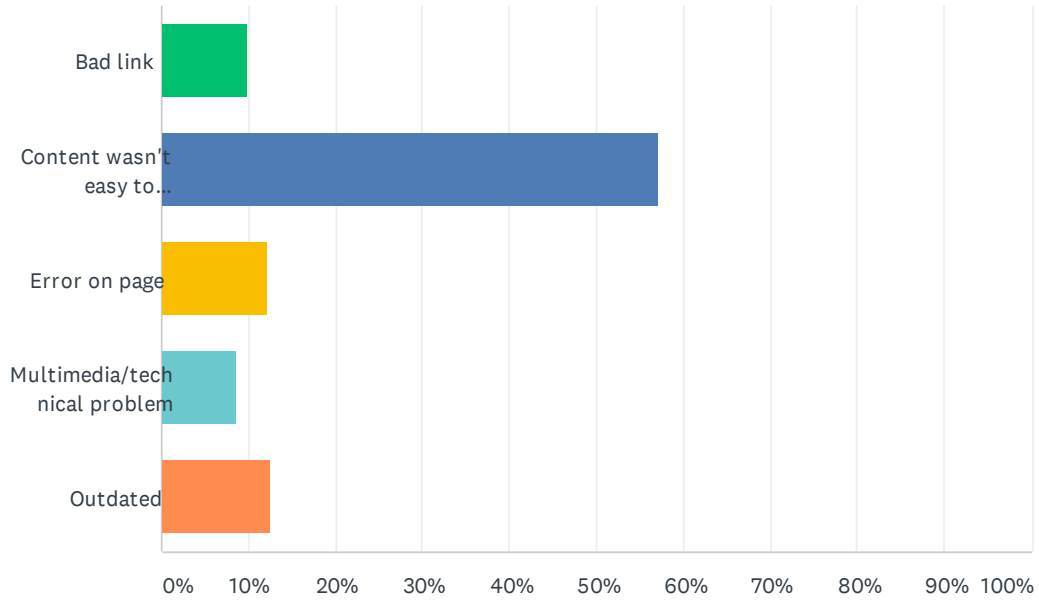
Answered: 1,174 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		59.97%	704
No		40.03%	470
TOTAL			1,174

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

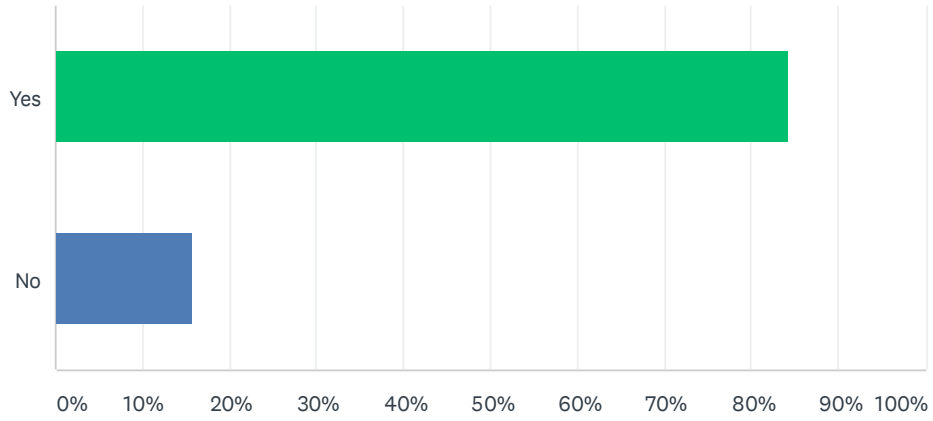
Answered: 482 Skipped: 692



ANSWER CHOICES	RESPONSES	
Bad link	9.75%	47
Content wasn't easy to understand	57.05%	275
Error on page	12.03%	58
Multimedia/technical problem	8.51%	41
Outdated	12.66%	61
TOTAL		482

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

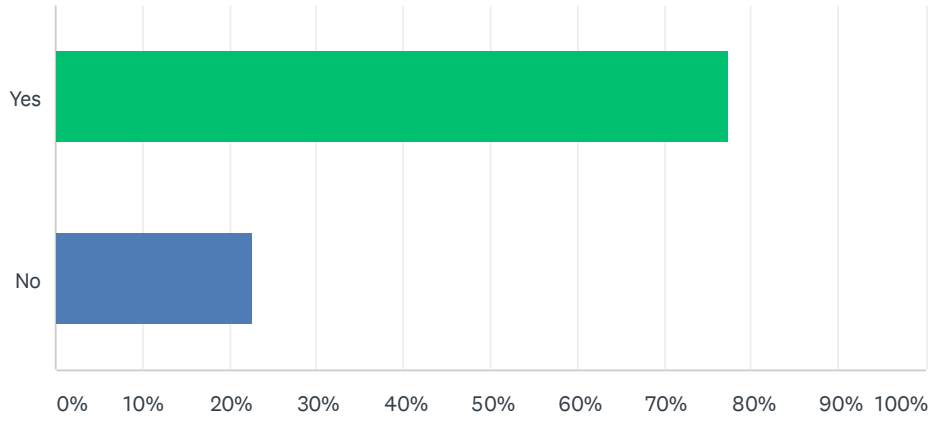
Answered: 1,174 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.24%	989
No	15.76%	185
TOTAL		1,174

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

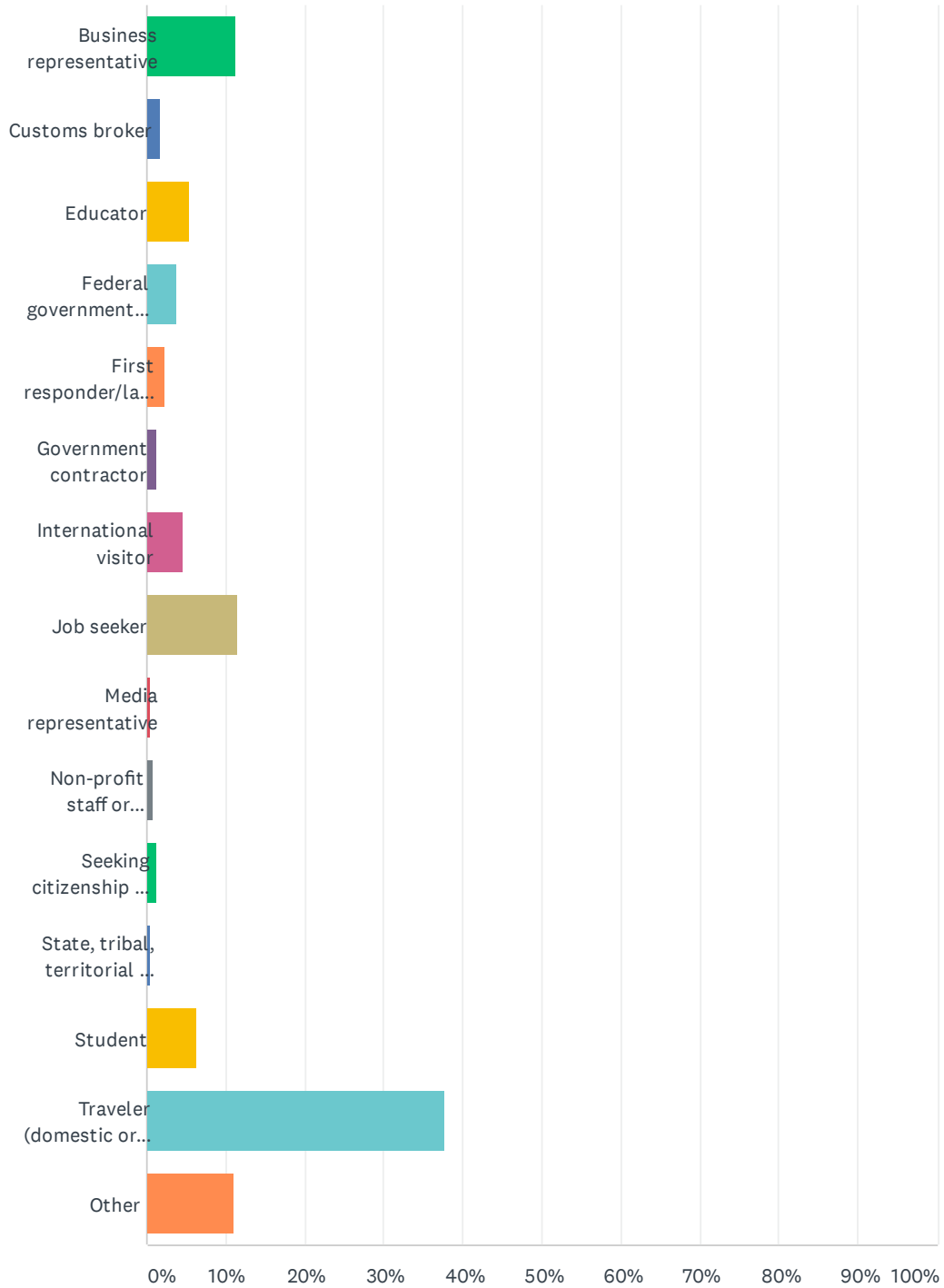
Answered: 1,174 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.34%	908
No	22.66%	266
TOTAL		1,174

Q7 Which of the following best describes you?

Answered: 1,174 Skipped: 0

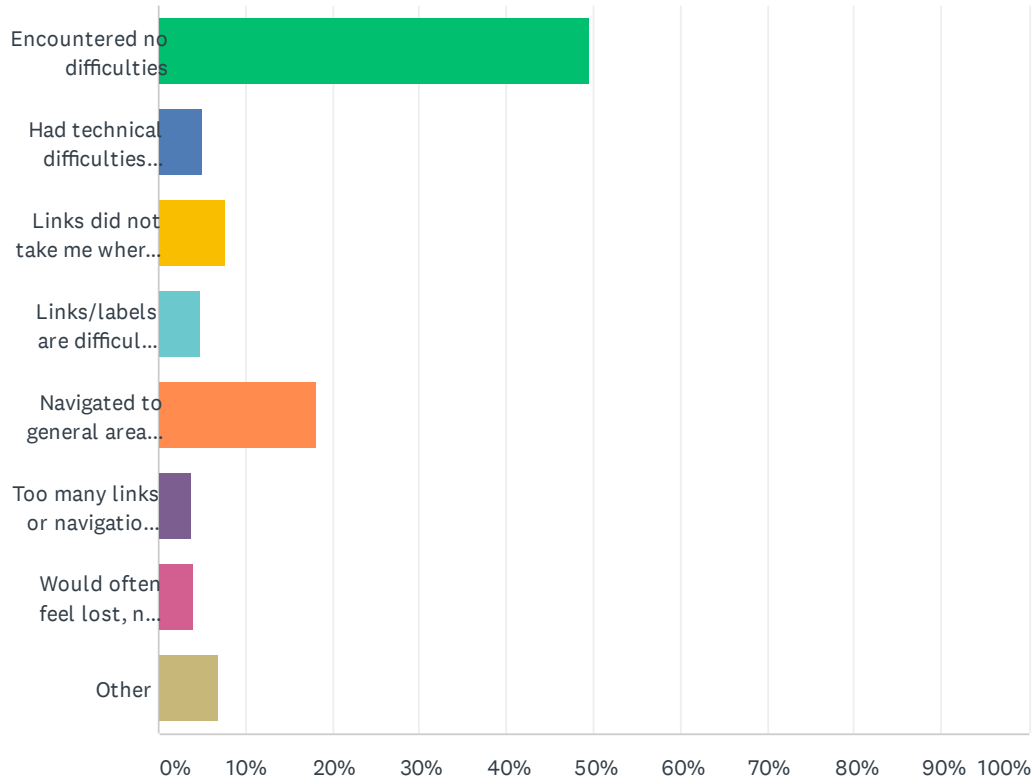


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	11.33%	133
Customs broker	1.70%	20
Educator	5.37%	63
Federal government employee	3.83%	45
First responder/law enforcement official	2.30%	27
Government contractor	1.19%	14
International visitor	4.68%	55
Job seeker	11.58%	136
Media representative	0.51%	6
Non-profit staff or volunteer	0.77%	9
Seeking citizenship or immigration information	1.28%	15
State, tribal, territorial or local government representative	0.51%	6
Student	6.22%	73
Traveler (domestic or international)	37.73%	443
Other	10.99%	129
TOTAL		1,174

Q8 Please describe your experience finding your way around today.

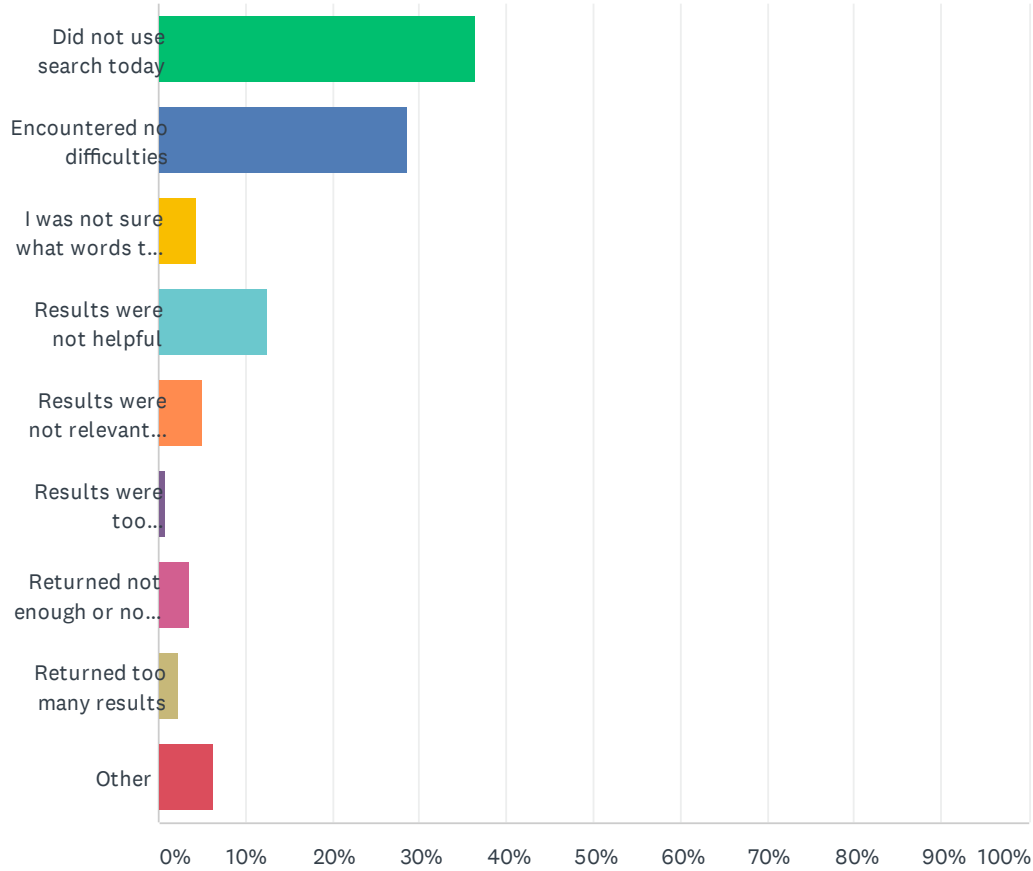
Answered: 1,174 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	49.49%	581
Had technical difficulties (e.g. error messages, broken links)	5.03%	59
Links did not take me where I expected	7.84%	92
Links/labels are difficult to understand, they are not intuitive	4.86%	57
Navigated to general area but couldn't find the specific content needed	18.23%	214
Too many links or navigational choices	3.75%	44
Would often feel lost, not know where I was	4.00%	47
Other	6.81%	80
TOTAL		1,174

Q9 How was your experience using our site search?

Answered: 1,174 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	36.37%	427
Encountered no difficulties	28.62%	336
I was not sure what words to use in my search	4.43%	52
Results were not helpful	12.52%	147
Results were not relevant to my search terms or needs	5.11%	60
Results were too similar/redundant	0.85%	10
Returned not enough or no results	3.58%	42
Returned too many results	2.30%	27
Other	6.22%	73
TOTAL		1,174