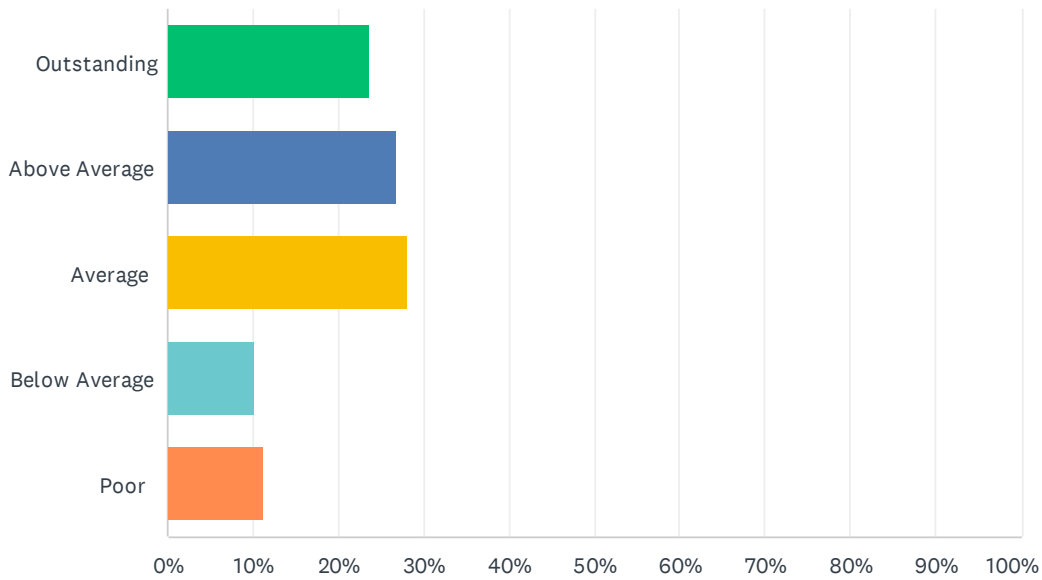


Q1 How would you rate your overall experience today?

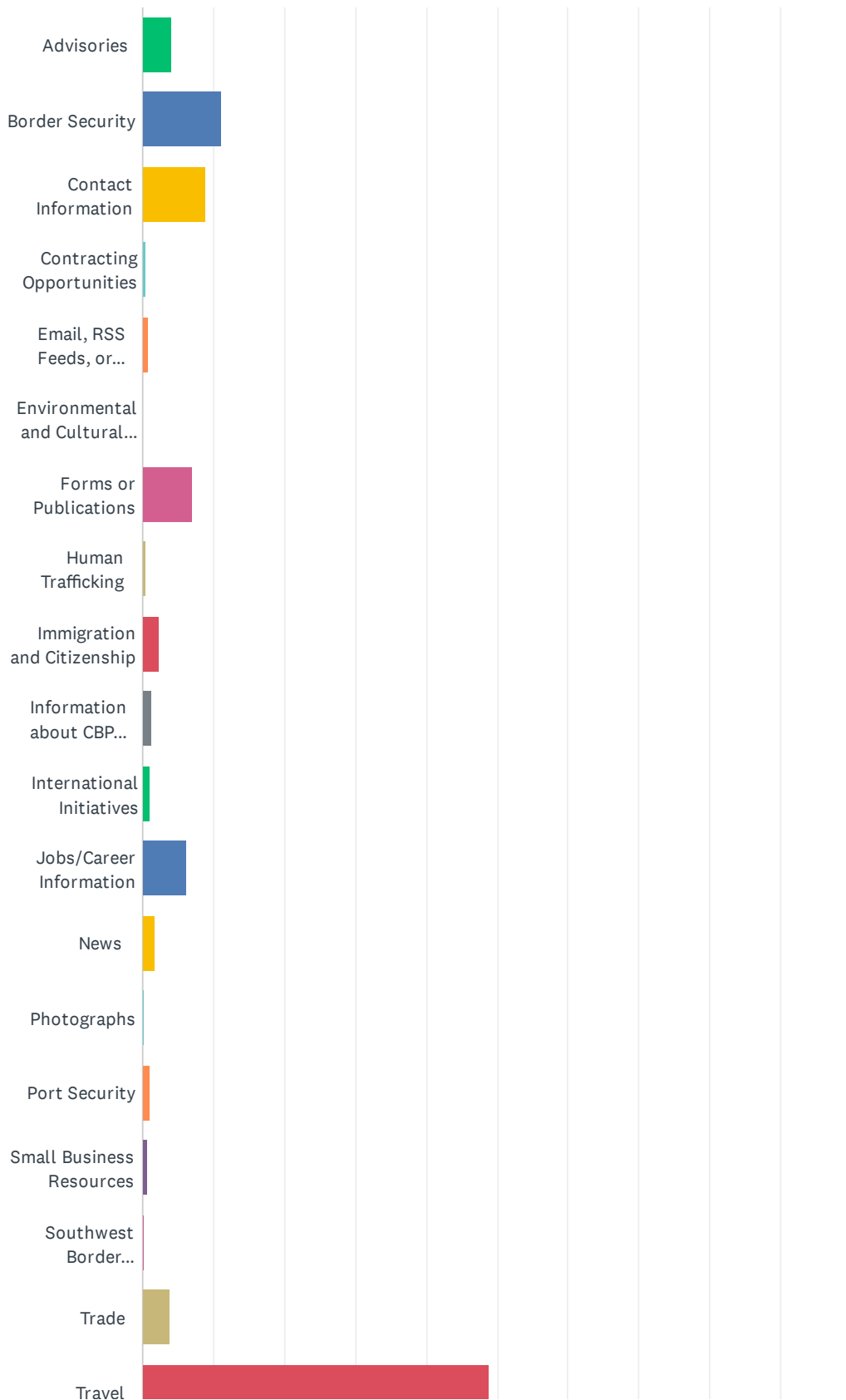
Answered: 1,928 Skipped: 0



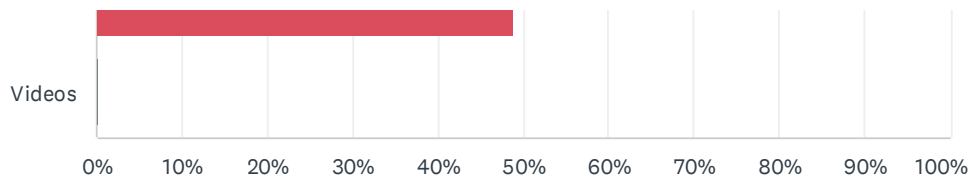
ANSWER CHOICES	RESPONSES	
Outstanding	23.60%	455
Above Average	26.76%	516
Average	28.22%	544
Below Average	10.17%	196
Poor	11.26%	217
TOTAL		1,928

Q2 What information were you looking for today?

Answered: 1,928 Skipped: 0



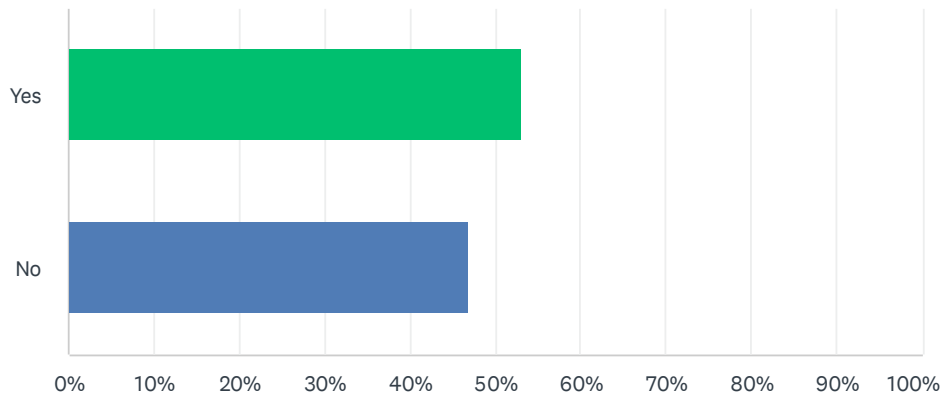
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.99%	77
Border Security	11.05%	213
Contact Information	8.87%	171
Contracting Opportunities	0.36%	7
Email, RSS Feeds, or Subscription Services	0.88%	17
Environmental and Cultural Stewardship	0.00%	0
Forms or Publications	7.05%	136
Human Trafficking	0.41%	8
Immigration and Citizenship	2.44%	47
Information about CBP (leadership, history, etc.)	1.30%	25
International Initiatives	0.99%	19
Jobs/Career Information	6.12%	118
News	1.76%	34
Photographs	0.21%	4
Port Security	0.99%	19
Small Business Resources	0.67%	13
Southwest Border Unaccompanied Alien Children/Family Unit	0.16%	3
Trade	3.79%	73
Travel	48.76%	940
Videos	0.21%	4
TOTAL		1,928

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

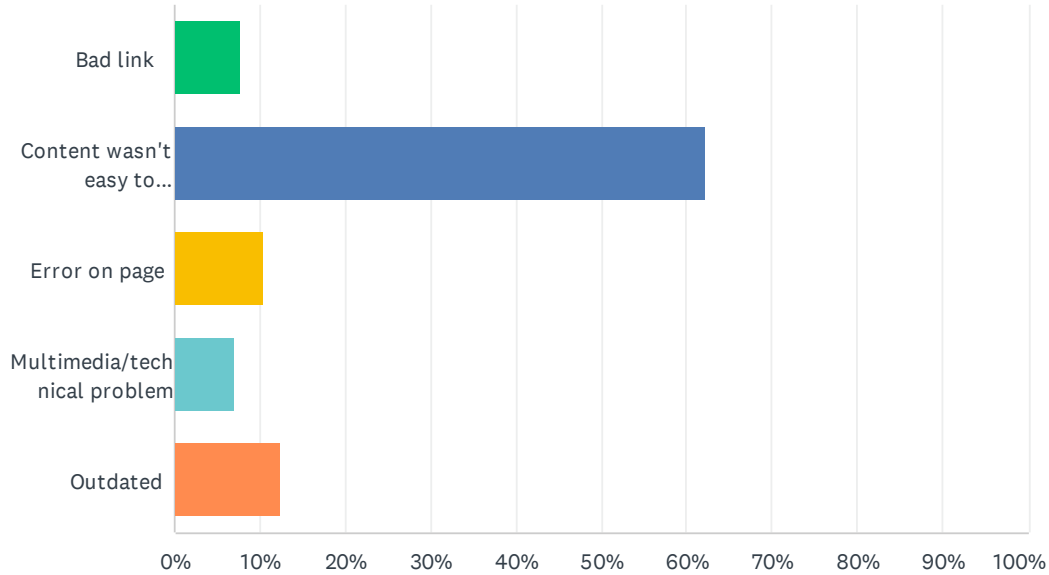
Answered: 1,928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.11%	1,024
No	46.89%	904
TOTAL		1,928

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

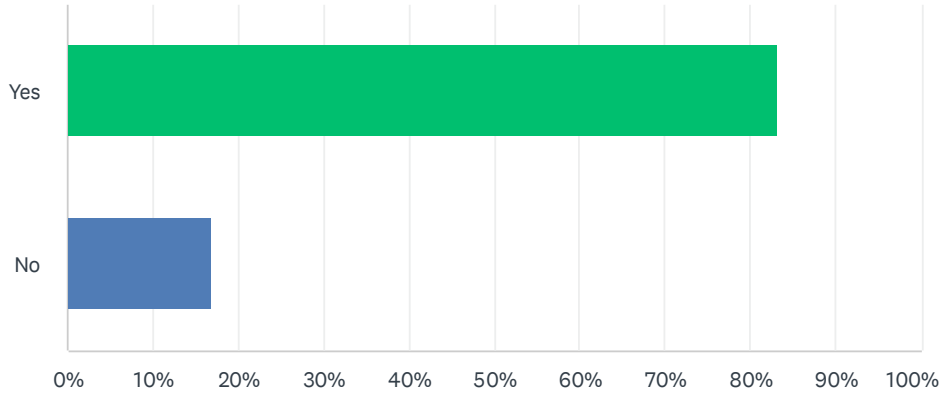
Answered: 858 Skipped: 1,070



ANSWER CHOICES	RESPONSES	
Bad link	7.69%	66
Content wasn't easy to understand	62.35%	535
Error on page	10.37%	89
Multimedia/technical problem	7.11%	61
Outdated	12.47%	107
TOTAL		858

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

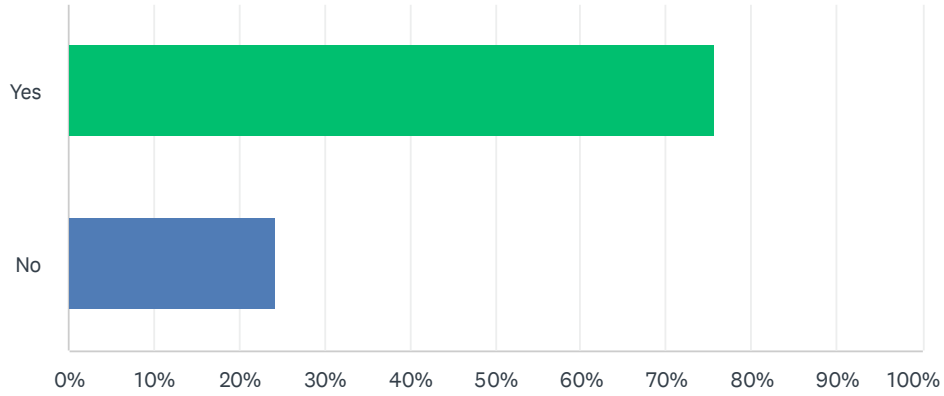
Answered: 1,928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.09%	1,602
No	16.91%	326
TOTAL		1,928

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

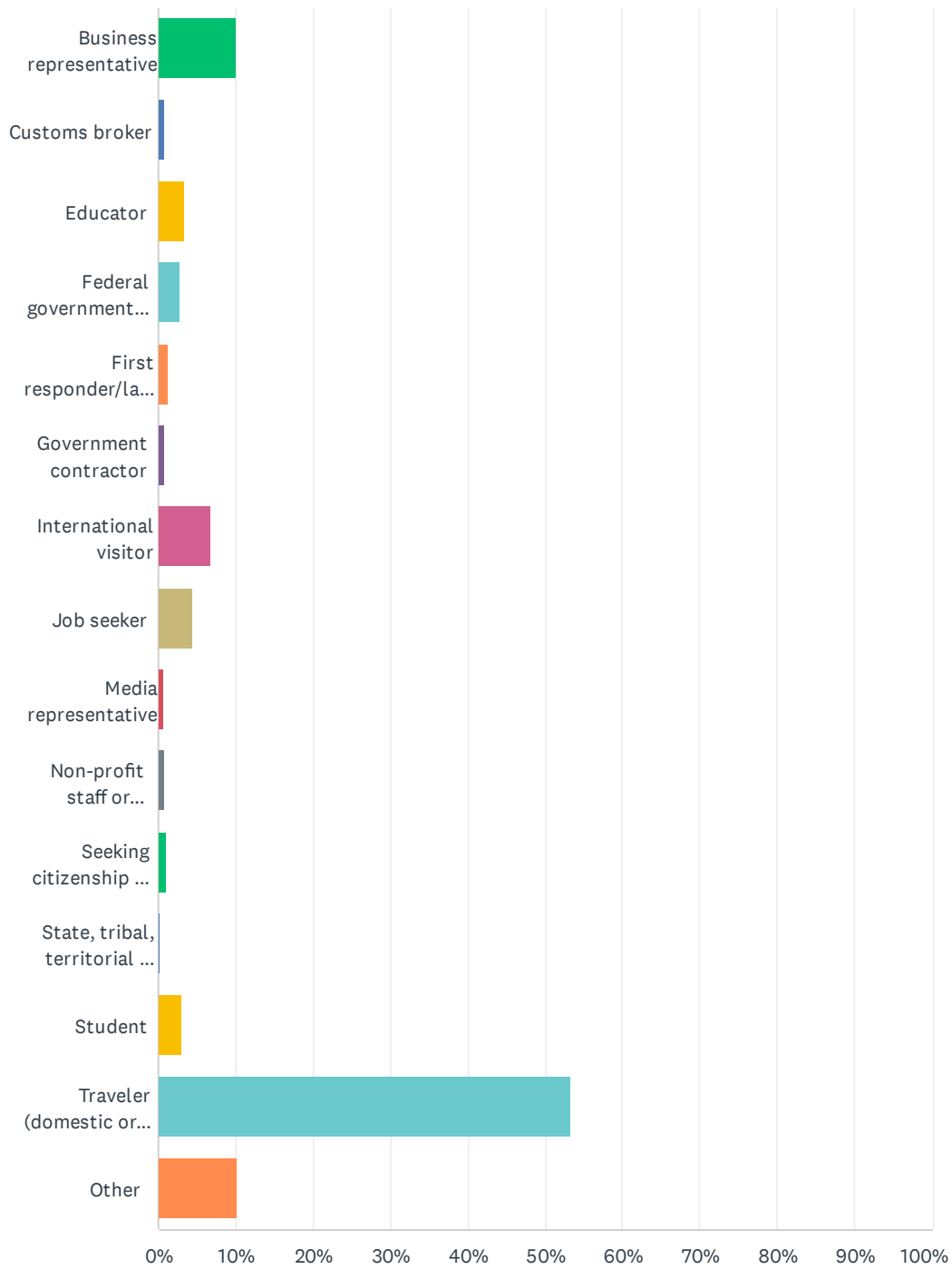
Answered: 1,928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.78%	1,461
No	24.22%	467
TOTAL		1,928

Q7 Which of the following best describes you?

Answered: 1,928 Skipped: 0

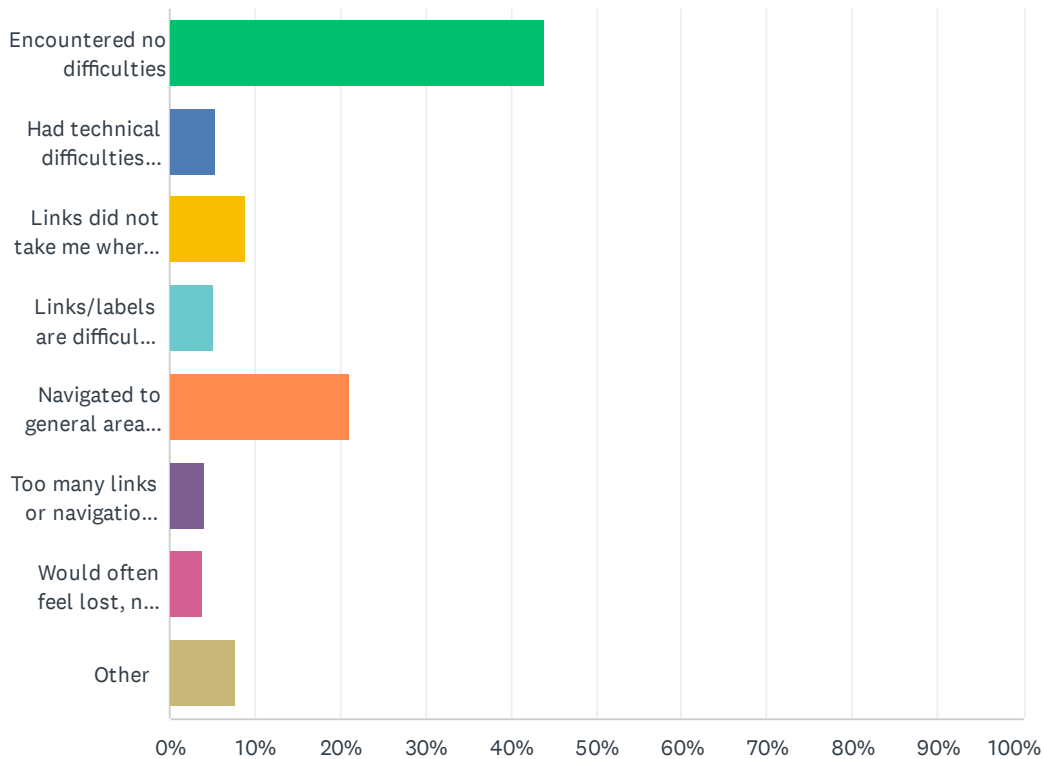


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	10.01%	193
Customs broker	0.93%	18
Educator	3.42%	66
Federal government employee	2.70%	52
First responder/law enforcement official	1.24%	24
Government contractor	0.88%	17
International visitor	6.79%	131
Job seeker	4.51%	87
Media representative	0.67%	13
Non-profit staff or volunteer	0.83%	16
Seeking citizenship or immigration information	1.14%	22
State, tribal, territorial or local government representative	0.31%	6
Student	3.01%	58
Traveler (domestic or international)	53.32%	1,028
Other	10.22%	197
TOTAL		1,928

Q8 Please describe your experience finding your way around today.

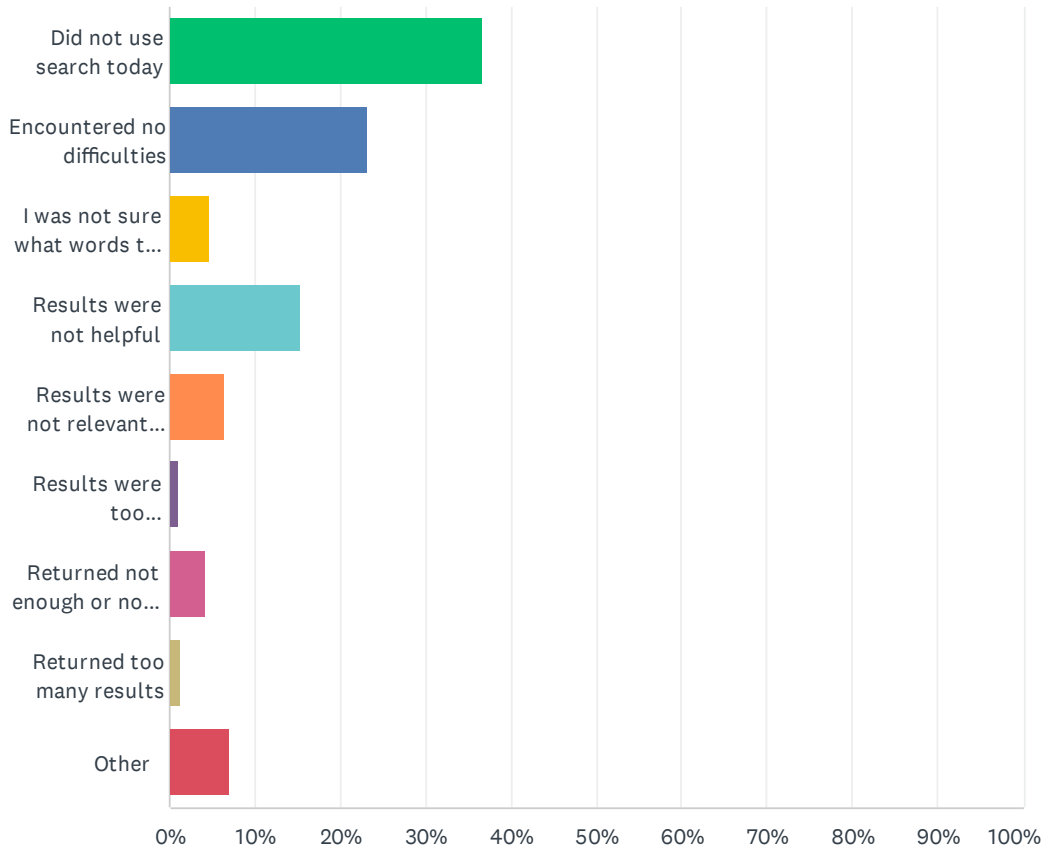
Answered: 1,928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	43.88%	846
Had technical difficulties (e.g. error messages, broken links)	5.39%	104
Links did not take me where I expected	8.92%	172
Links/labels are difficult to understand, they are not intuitive	5.19%	100
Navigated to general area but couldn't find the specific content needed	21.11%	407
Too many links or navigational choices	4.10%	79
Would often feel lost, not know where I was	3.79%	73
Other	7.62%	147
TOTAL		1,928

Q9 How was your experience using our site search?

Answered: 1,928 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	36.72%	708
Encountered no difficulties	23.29%	449
I was not sure what words to use in my search	4.72%	91
Results were not helpful	15.25%	294
Results were not relevant to my search terms or needs	6.38%	123
Results were too similar/redundant	1.09%	21
Returned not enough or no results	4.30%	83
Returned too many results	1.30%	25
Other	6.95%	134
TOTAL		1,928