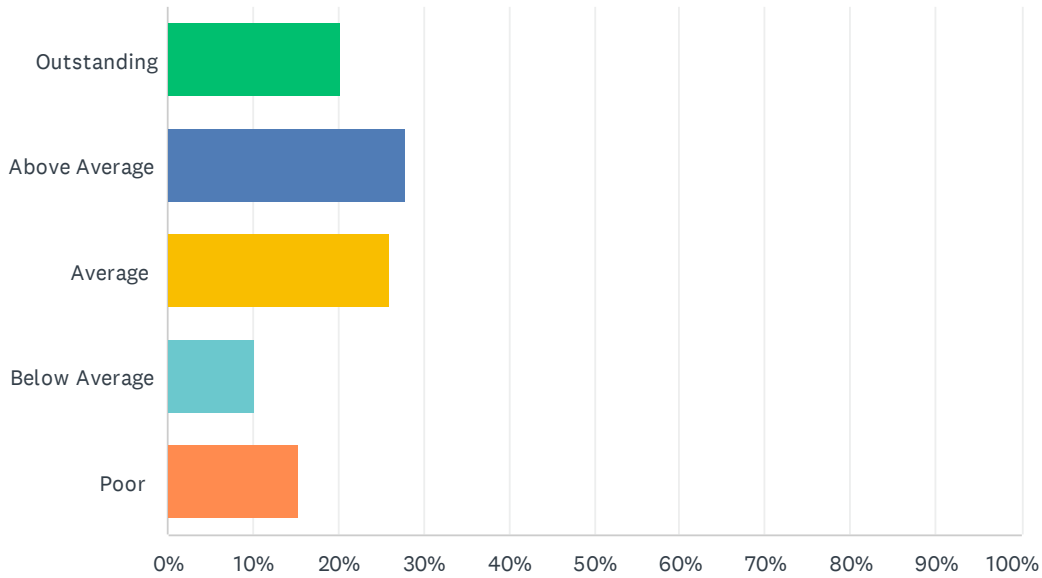


## Q1 How would you rate your overall experience today?

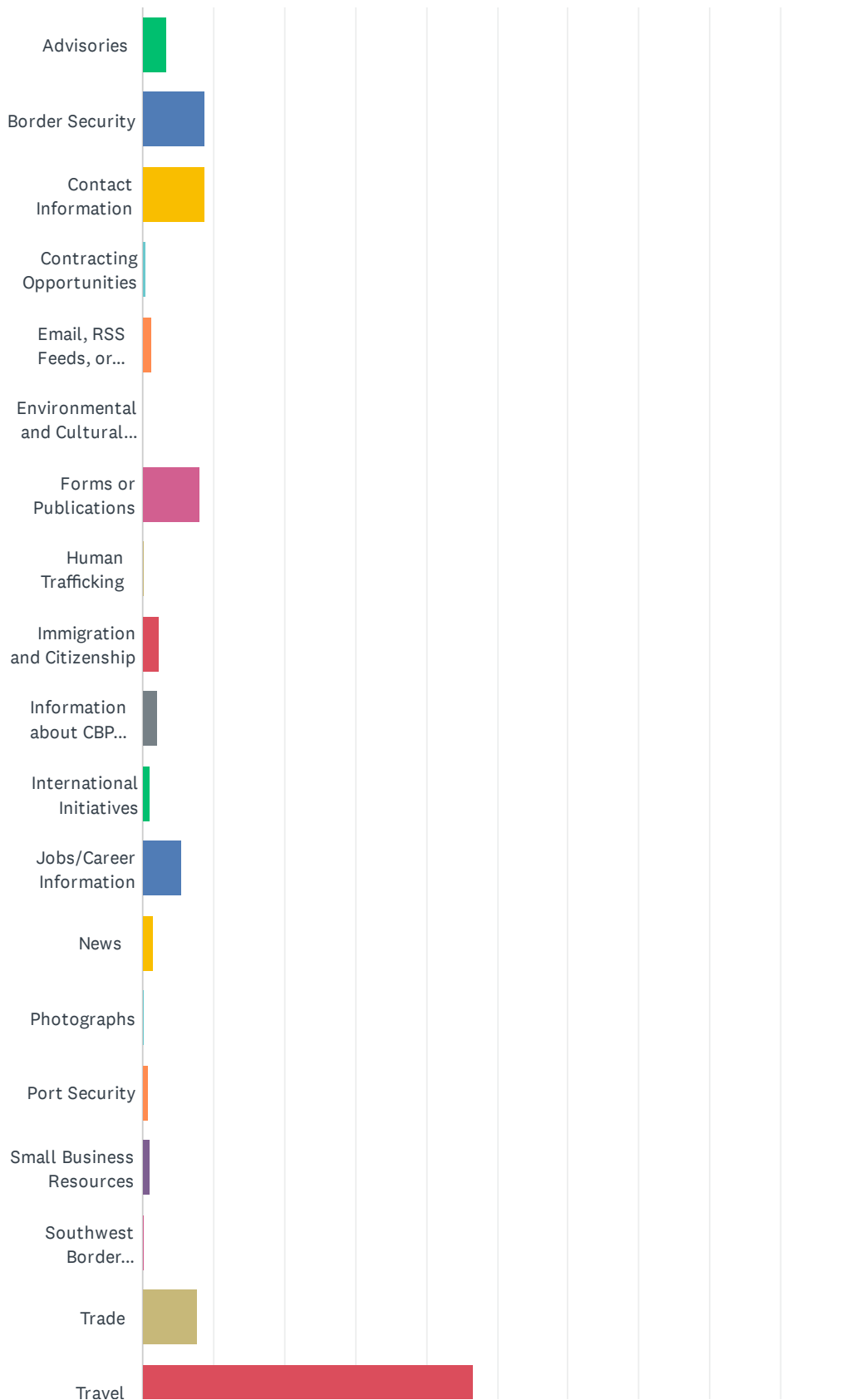
Answered: 2,469 Skipped: 0



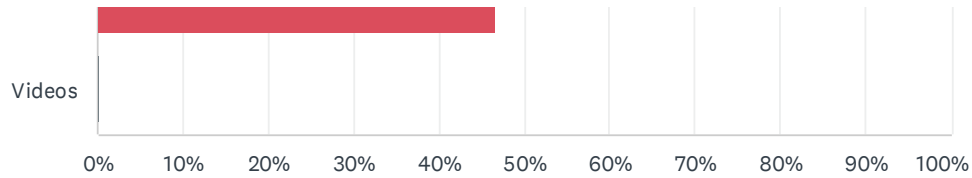
ANSWER CHOICES	RESPONSES	
Outstanding	20.33%	502
Above Average	27.99%	691
Average	26.08%	644
Below Average	10.17%	251
Poor	15.43%	381
<b>TOTAL</b>		<b>2,469</b>

## Q2 What information were you looking for today?

Answered: 2,469 Skipped: 0



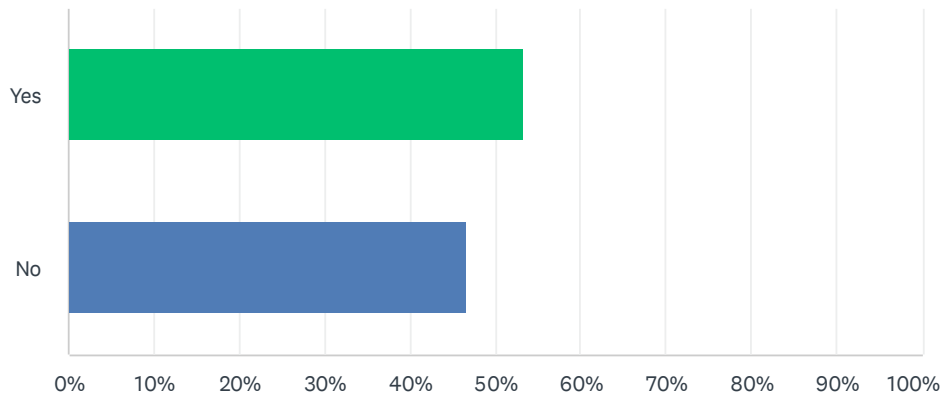
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.40%	84
Border Security	8.83%	218
Contact Information	8.71%	215
Contracting Opportunities	0.32%	8
Email, RSS Feeds, or Subscription Services	1.17%	29
Environmental and Cultural Stewardship	0.08%	2
Forms or Publications	8.06%	199
Human Trafficking	0.12%	3
Immigration and Citizenship	2.31%	57
Information about CBP (leadership, history, etc.)	2.07%	51
International Initiatives	1.01%	25
Jobs/Career Information	5.55%	137
News	1.50%	37
Photographs	0.12%	3
Port Security	0.85%	21
Small Business Resources	1.09%	27
Southwest Border Unaccompanied Alien Children/Family Unit	0.16%	4
Trade	7.74%	191
Travel	46.74%	1,154
Videos	0.16%	4
<b>TOTAL</b>		<b>2,469</b>

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

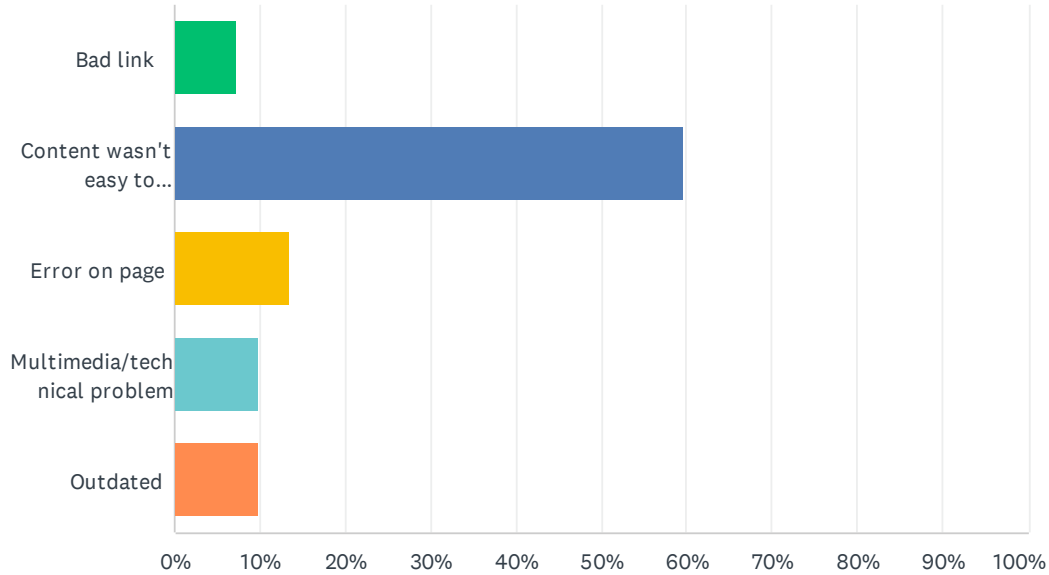
Answered: 2,469 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.30%	1,316
No	46.70%	1,153
TOTAL		2,469

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

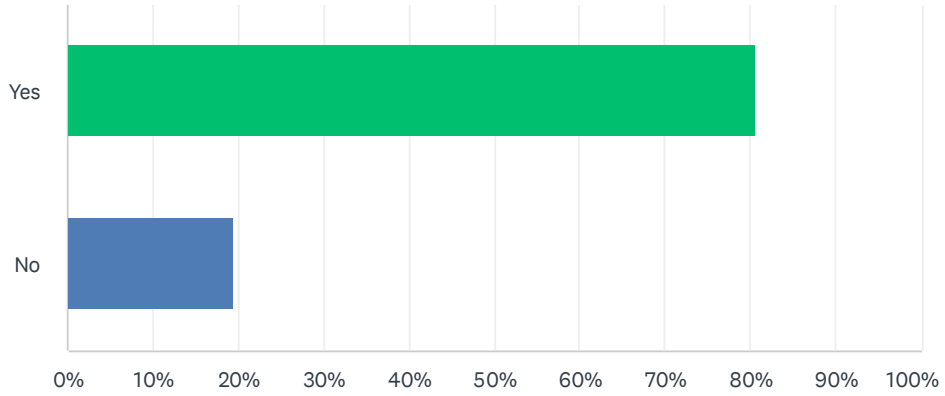
Answered: 1,144 Skipped: 1,325



ANSWER CHOICES	RESPONSES	
Bad link	7.26%	83
Content wasn't easy to understand	59.62%	682
Error on page	13.37%	153
Multimedia/technical problem	9.88%	113
Outdated	9.88%	113
<b>TOTAL</b>		<b>1,144</b>

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

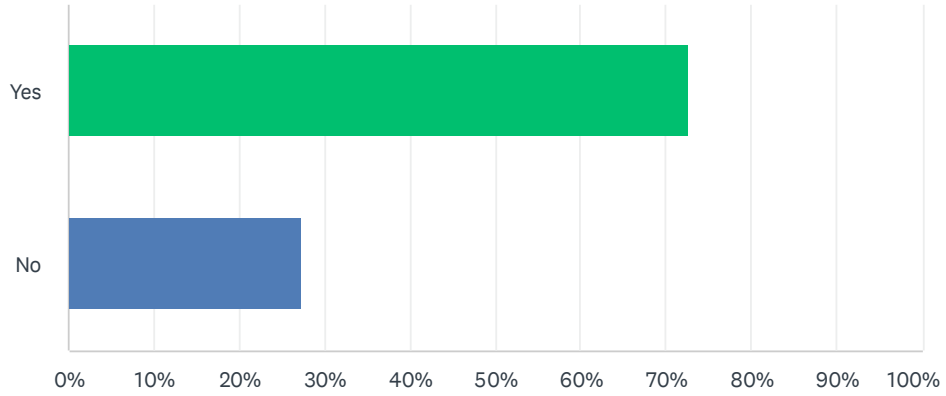
Answered: 2,469 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.52%	1,988
No	19.48%	481
TOTAL		2,469

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

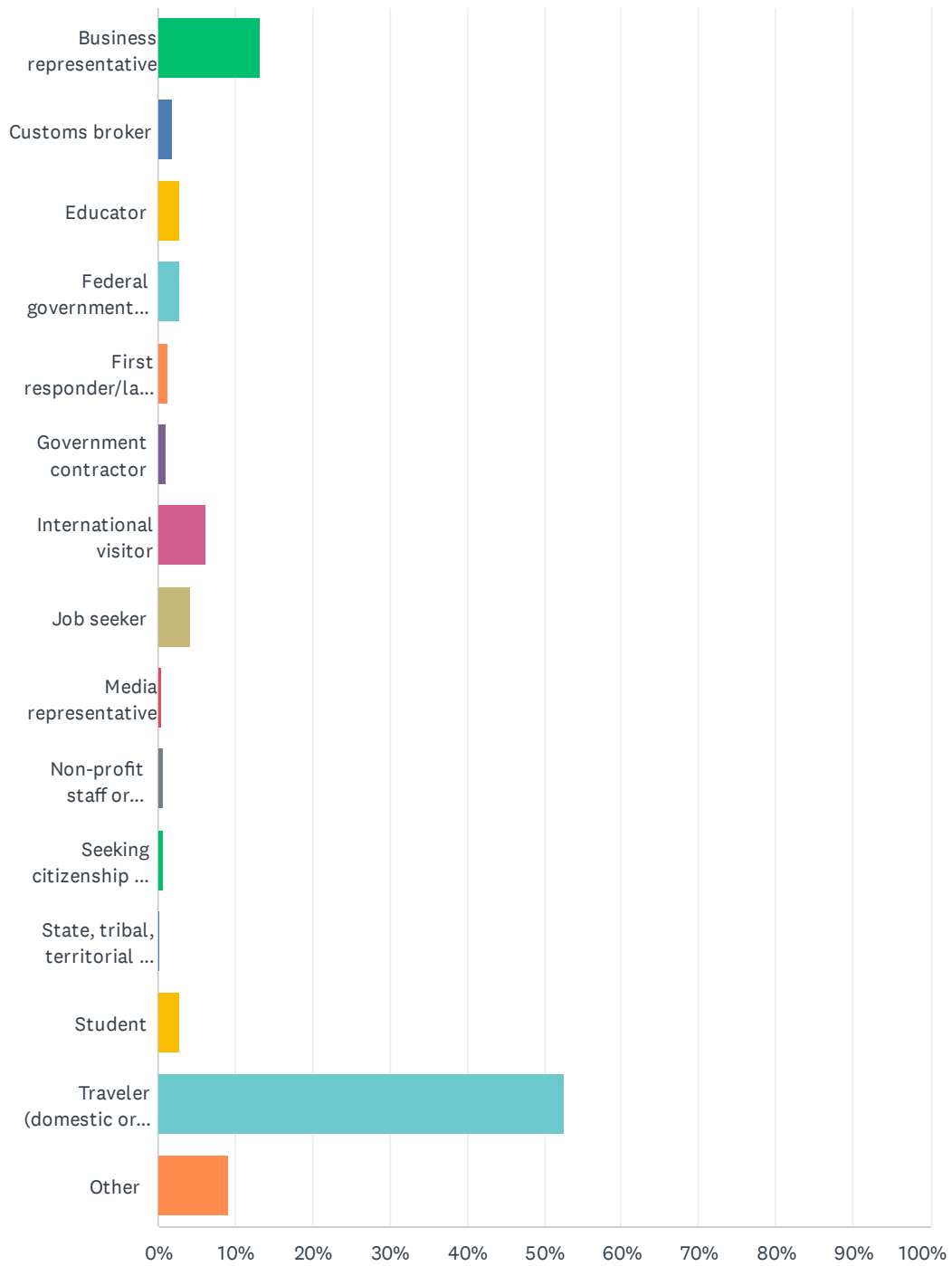
Answered: 2,469 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.70%	1,795
No	27.30%	674
TOTAL		2,469

## Q7 Which of the following best describes you?

Answered: 2,469 Skipped: 0



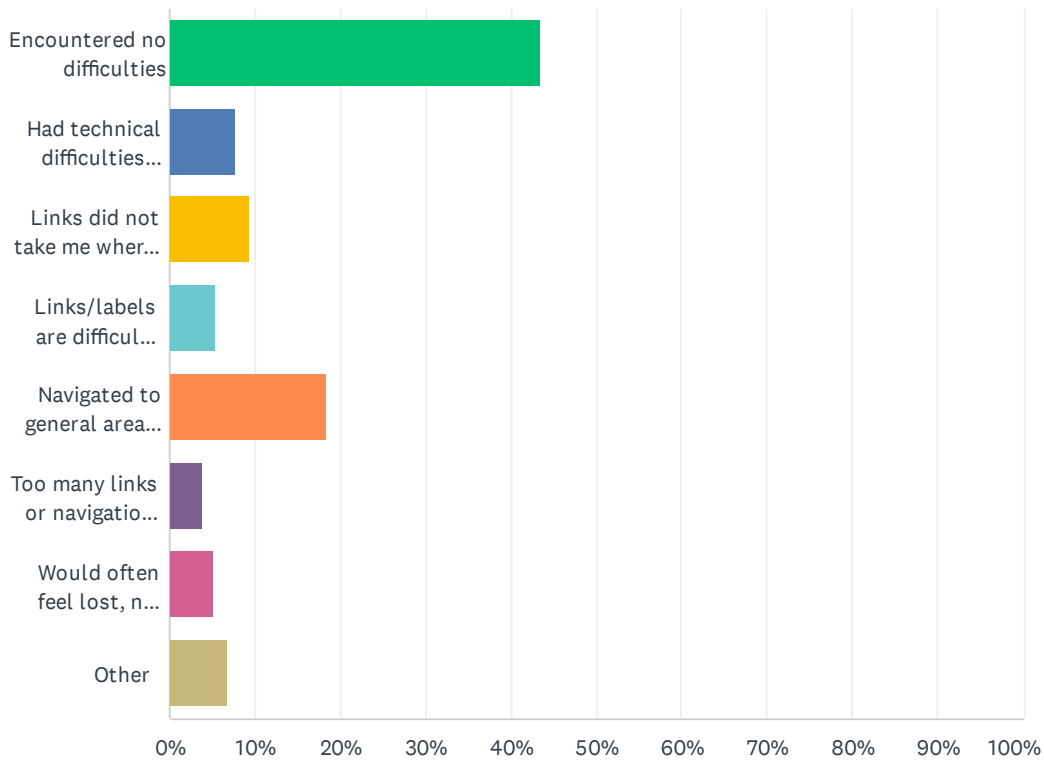


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	13.16%	325
Customs broker	1.90%	47
Educator	2.75%	68
Federal government employee	2.84%	70
First responder/law enforcement official	1.17%	29
Government contractor	0.97%	24
International visitor	6.28%	155
Job seeker	4.33%	107
Media representative	0.36%	9
Non-profit staff or volunteer	0.69%	17
Seeking citizenship or immigration information	0.65%	16
State, tribal, territorial or local government representative	0.28%	7
Student	2.71%	67
Traveler (domestic or international)	52.61%	1,299
Other	9.28%	229
<b>TOTAL</b>		<b>2,469</b>

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

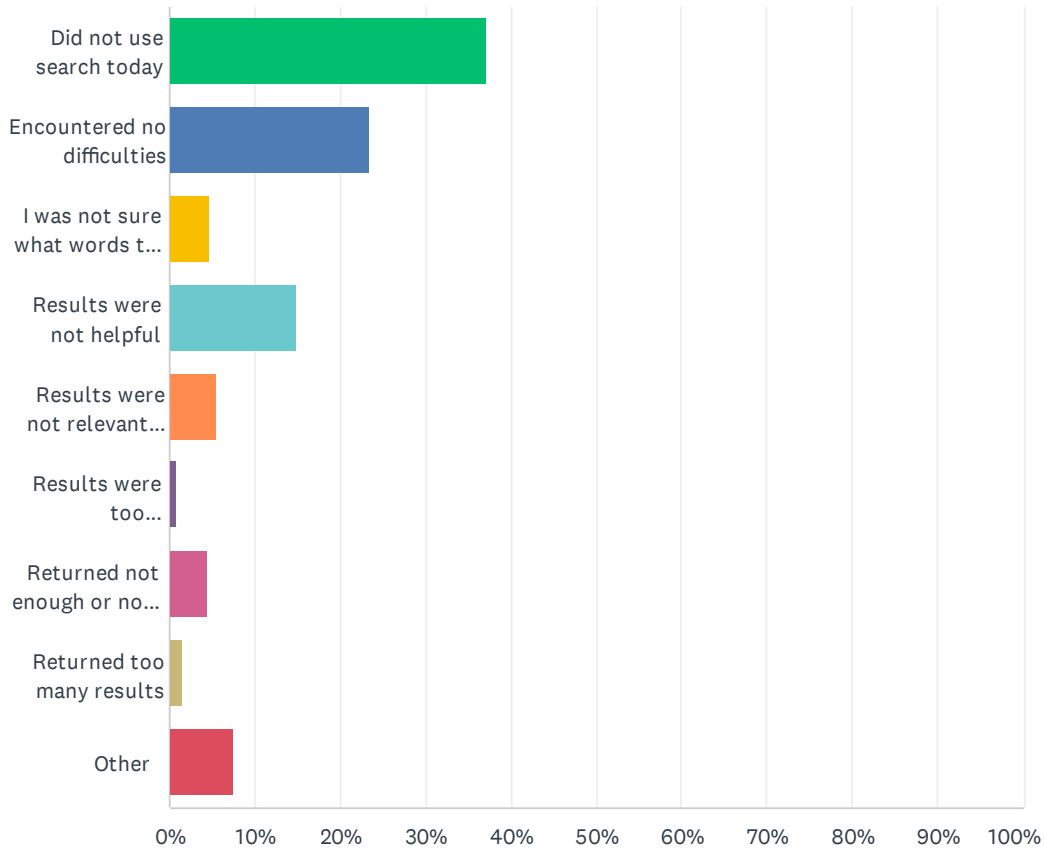
Answered: 2,469 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	43.46%	1,073
Had technical difficulties (e.g. error messages, broken links)	7.78%	192
Links did not take me where I expected	9.36%	231
Links/labels are difficult to understand, they are not intuitive	5.27%	130
Navigated to general area but couldn't find the specific content needed	18.39%	454
Too many links or navigational choices	3.85%	95
Would often feel lost, not know where I was	5.18%	128
Other	6.72%	166
<b>TOTAL</b>		<b>2,469</b>

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

Answered: 2,469 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	37.06%	915
Encountered no difficulties	23.49%	580
I was not sure what words to use in my search	4.78%	118
Results were not helpful	14.86%	367
Results were not relevant to my search terms or needs	5.59%	138
Results were too similar/redundant	0.77%	19
Returned not enough or no results	4.46%	110
Returned too many results	1.50%	37
Other	7.49%	185
<b>TOTAL</b>		<b>2,469</b>