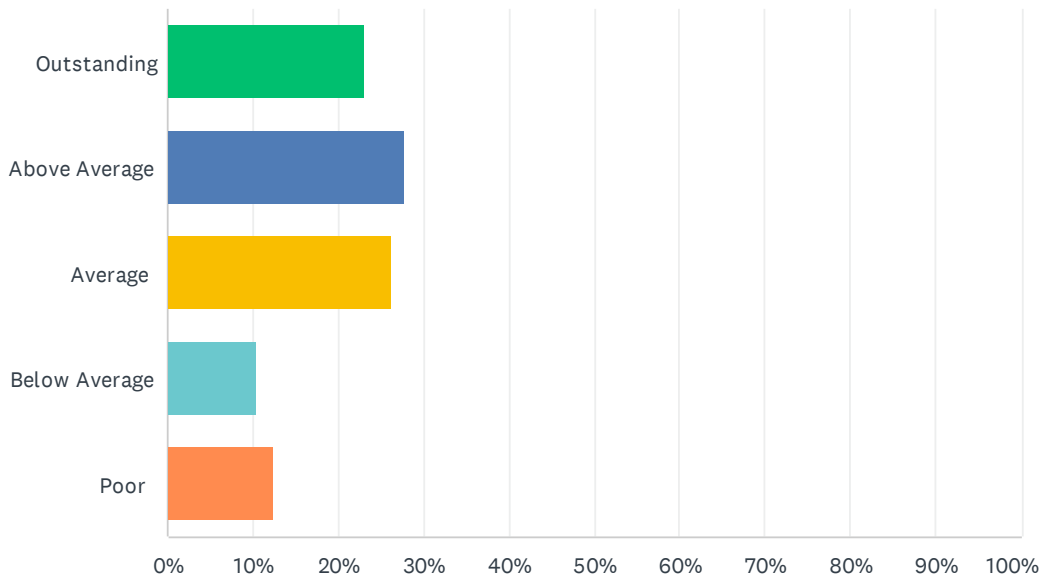


## Q1 How would you rate your overall experience today?

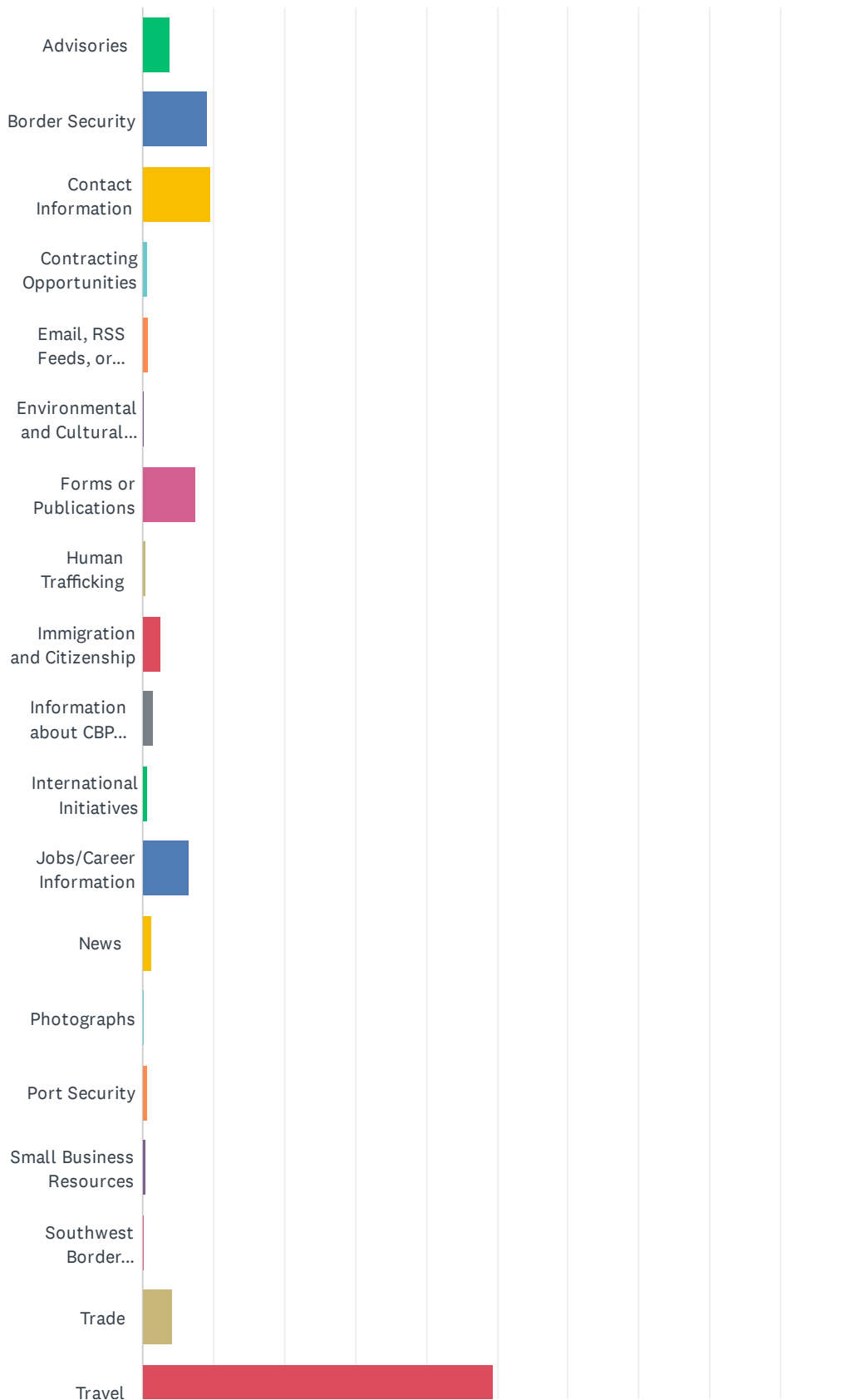
Answered: 2,150 Skipped: 0



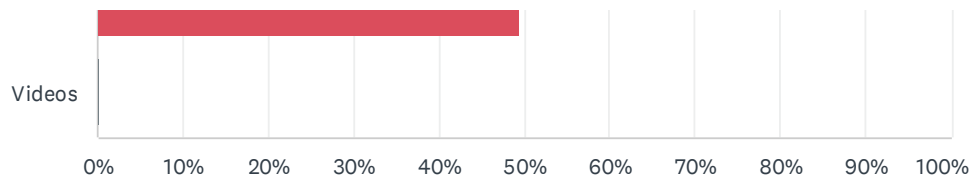
ANSWER CHOICES	RESPONSES	
Outstanding	22.98%	494
Above Average	27.81%	598
Average	26.23%	564
Below Average	10.51%	226
Poor	12.47%	268
<b>TOTAL</b>		<b>2,150</b>

## Q2 What information were you looking for today?

Answered: 2,150 Skipped: 0



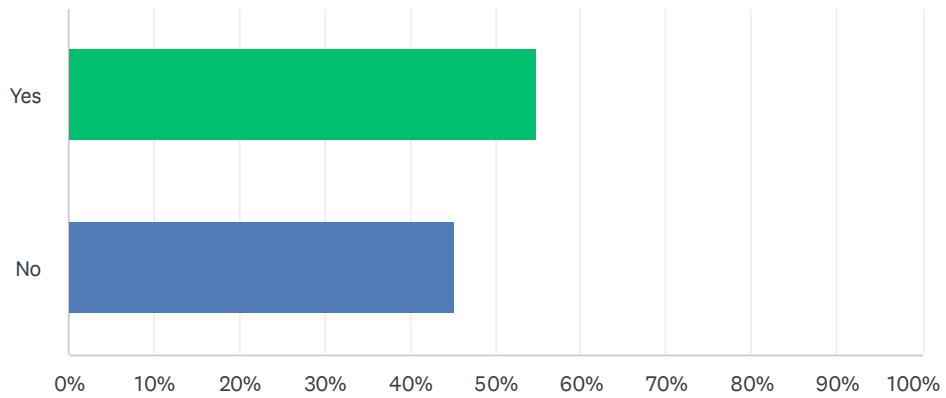
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.77%	81
Border Security	9.26%	199
Contact Information	9.63%	207
Contracting Opportunities	0.56%	12
Email, RSS Feeds, or Subscription Services	0.93%	20
Environmental and Cultural Stewardship	0.19%	4
Forms or Publications	7.49%	161
Human Trafficking	0.37%	8
Immigration and Citizenship	2.56%	55
Information about CBP (leadership, history, etc.)	1.49%	32
International Initiatives	0.70%	15
Jobs/Career Information	6.56%	141
News	1.21%	26
Photographs	0.14%	3
Port Security	0.70%	15
Small Business Resources	0.33%	7
Southwest Border Unaccompanied Alien Children/Family Unit	0.14%	3
Trade	4.28%	92
Travel	49.44%	1,063
Videos	0.28%	6
<b>TOTAL</b>		<b>2,150</b>

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

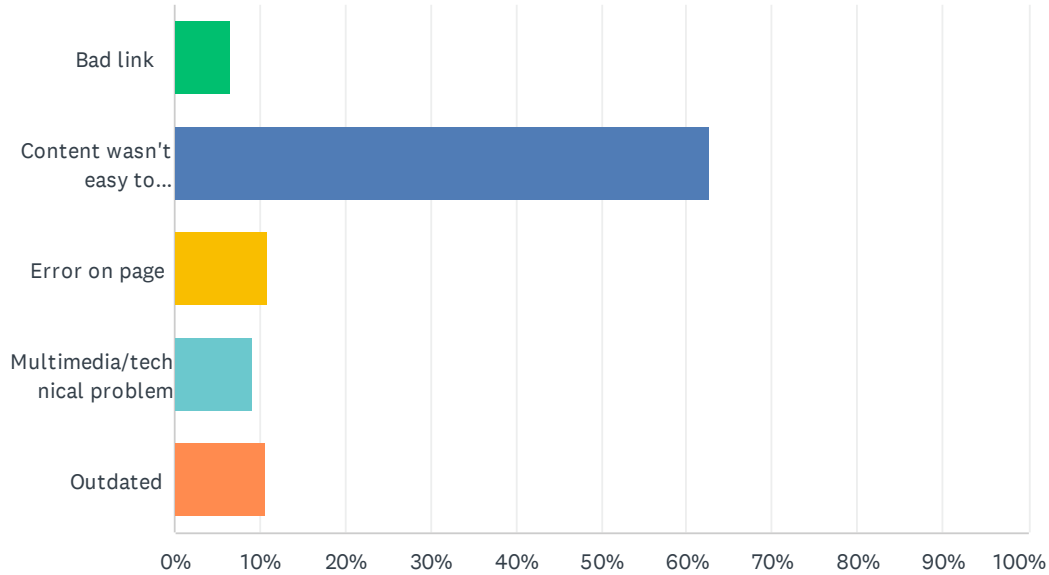
Answered: 2,150 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	54.88%	1,180
No	45.12%	970
TOTAL		2,150

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

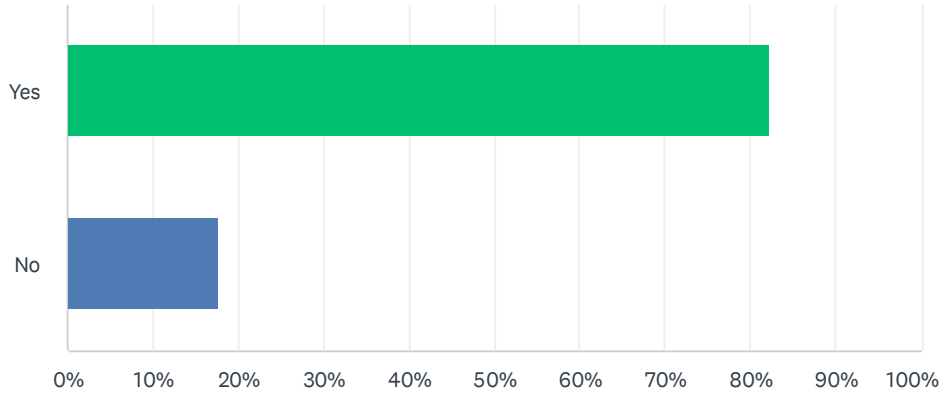
Answered: 952 Skipped: 1,198



ANSWER CHOICES	RESPONSES	
Bad link	6.51%	62
Content wasn't easy to understand	62.71%	597
Error on page	10.82%	103
Multimedia/technical problem	9.24%	88
Outdated	10.71%	102
TOTAL		952

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

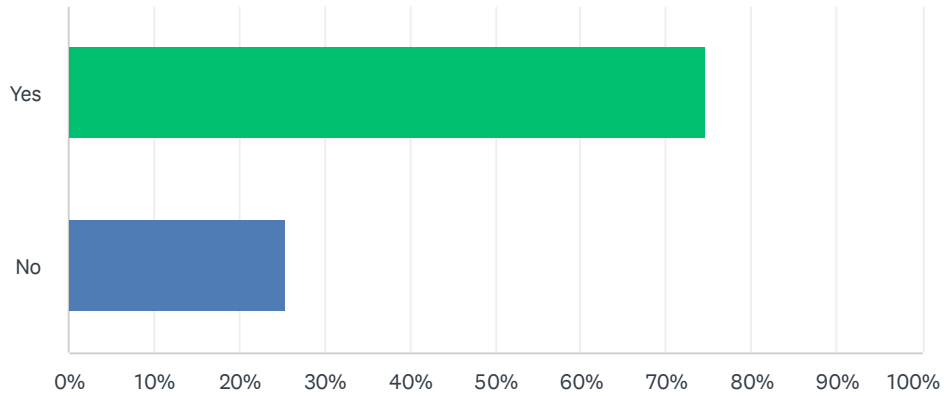
Answered: 2,150 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.28%	1,769
No	17.72%	381
TOTAL		2,150

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

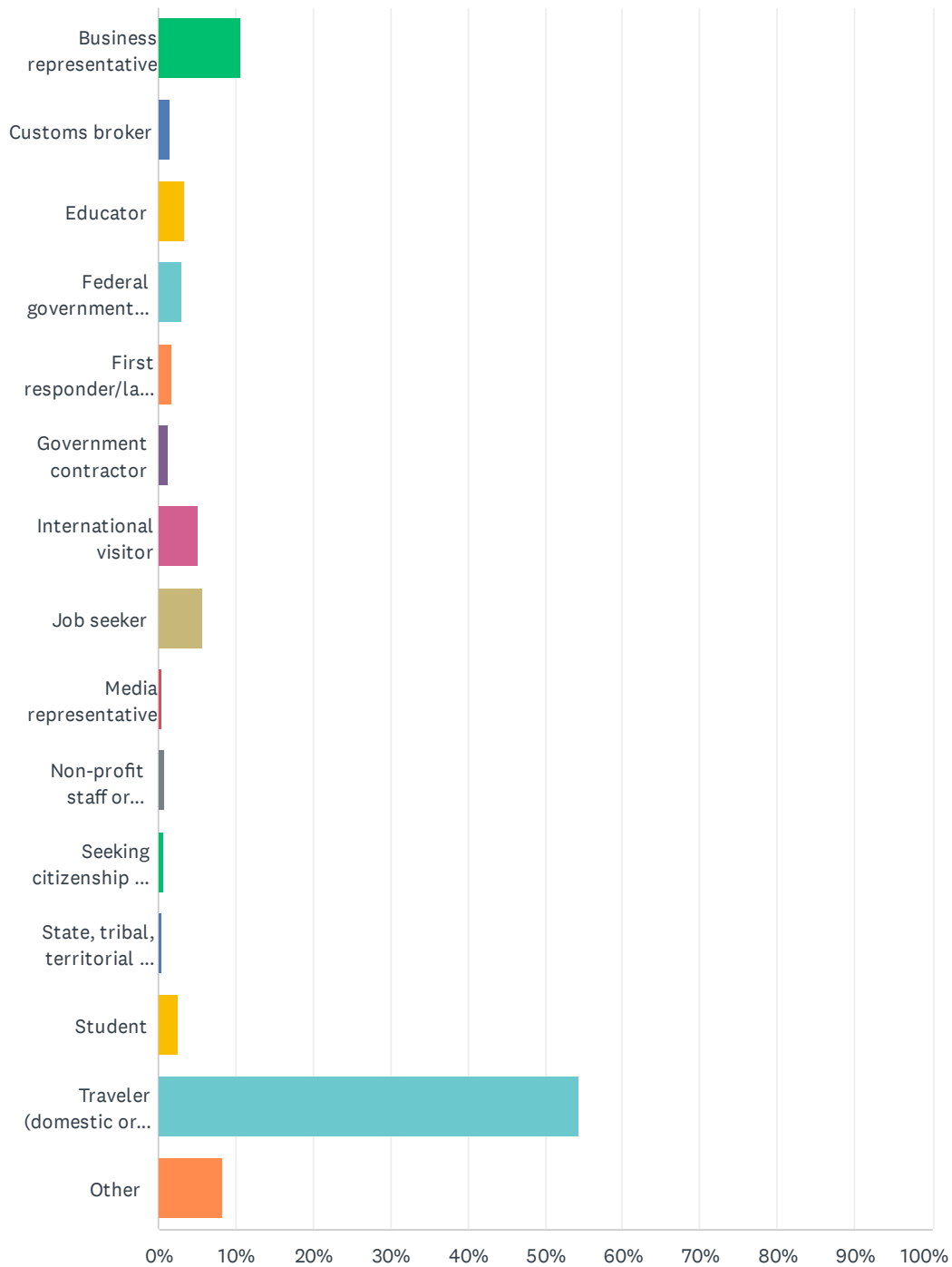
Answered: 2,150 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74.60%	1,604
No	25.40%	546
TOTAL		2,150

## Q7 Which of the following best describes you?

Answered: 2,150 Skipped: 0



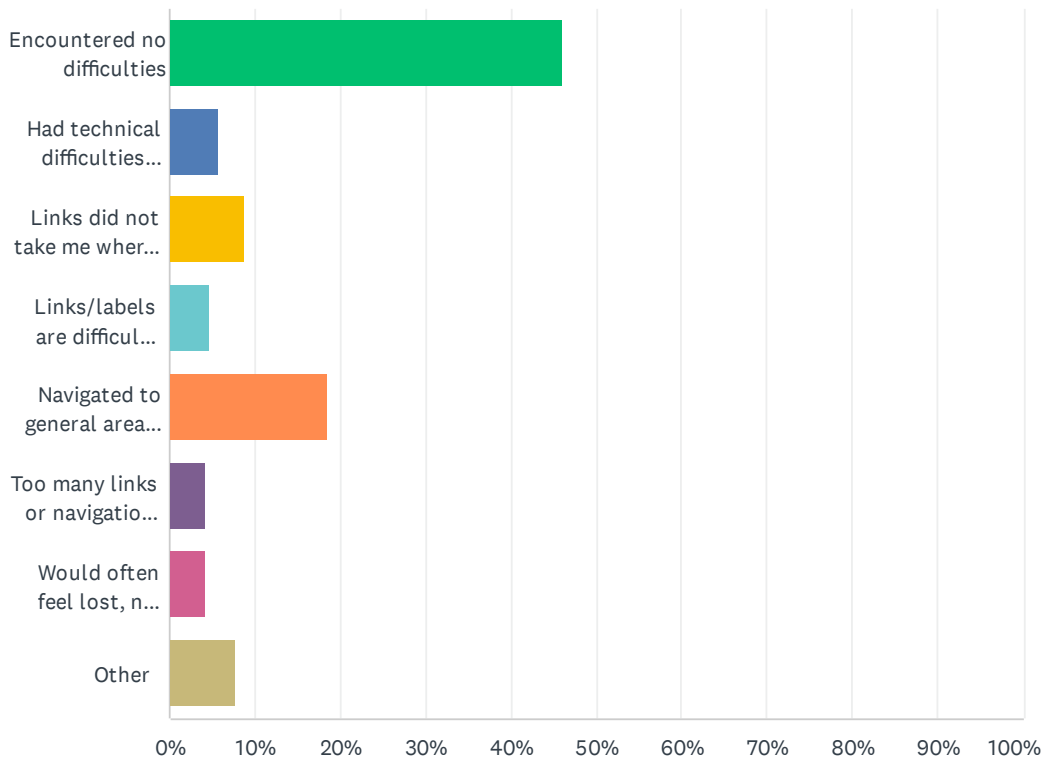


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	10.60%	228
Customs broker	1.40%	30
Educator	3.44%	74
Federal government employee	3.07%	66
First responder/law enforcement official	1.72%	37
Government contractor	1.21%	26
International visitor	5.07%	109
Job seeker	5.86%	126
Media representative	0.33%	7
Non-profit staff or volunteer	0.88%	19
Seeking citizenship or immigration information	0.70%	15
State, tribal, territorial or local government representative	0.42%	9
Student	2.60%	56
Traveler (domestic or international)	54.42%	1,170
Other	8.28%	178
<b>TOTAL</b>		<b>2,150</b>

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

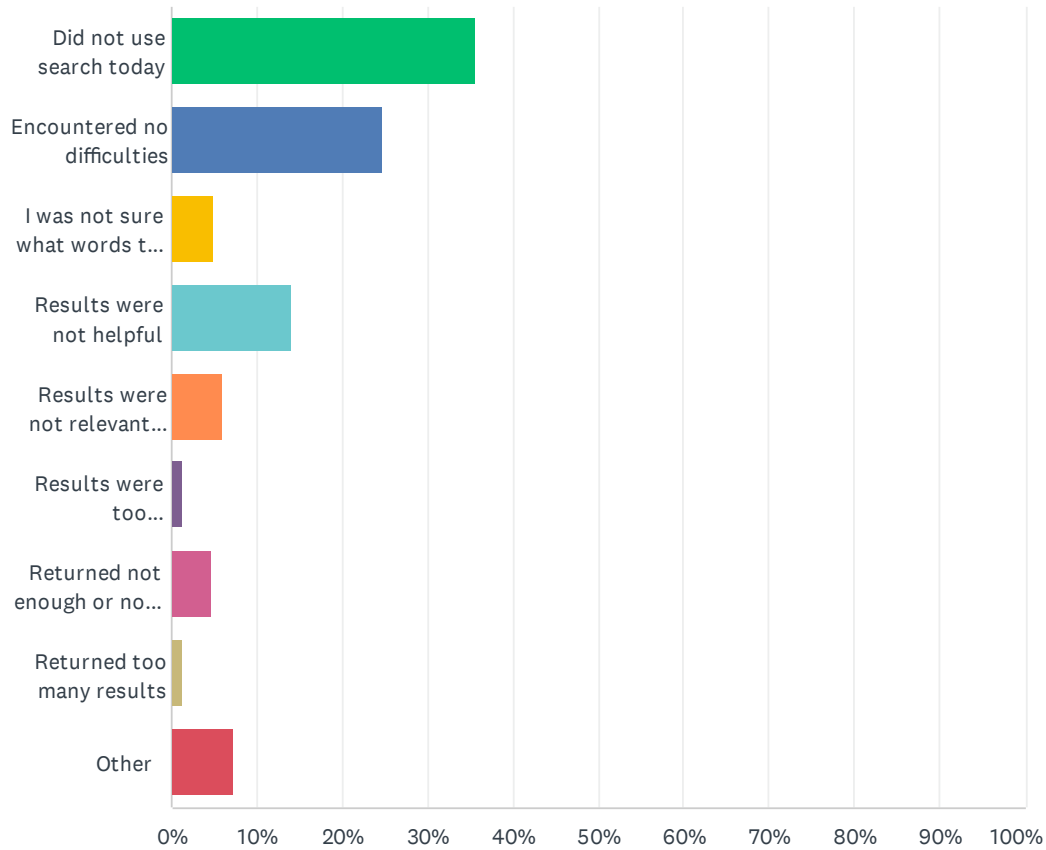
Answered: 2,150 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.95%	988
Had technical difficulties (e.g. error messages, broken links)	5.81%	125
Links did not take me where I expected	8.84%	190
Links/labels are difficult to understand, they are not intuitive	4.74%	102
Navigated to general area but couldn't find the specific content needed	18.56%	399
Too many links or navigational choices	4.19%	90
Would often feel lost, not know where I was	4.23%	91
Other	7.67%	165
<b>TOTAL</b>		<b>2,150</b>

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

Answered: 2,150 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.58%	765
Encountered no difficulties	24.74%	532
I was not sure what words to use in my search	4.88%	105
Results were not helpful	14.09%	303
Results were not relevant to my search terms or needs	6.00%	129
Results were too similar/redundant	1.30%	28
Returned not enough or no results	4.79%	103
Returned too many results	1.30%	28
Other	7.30%	157
<b>TOTAL</b>		<b>2,150</b>