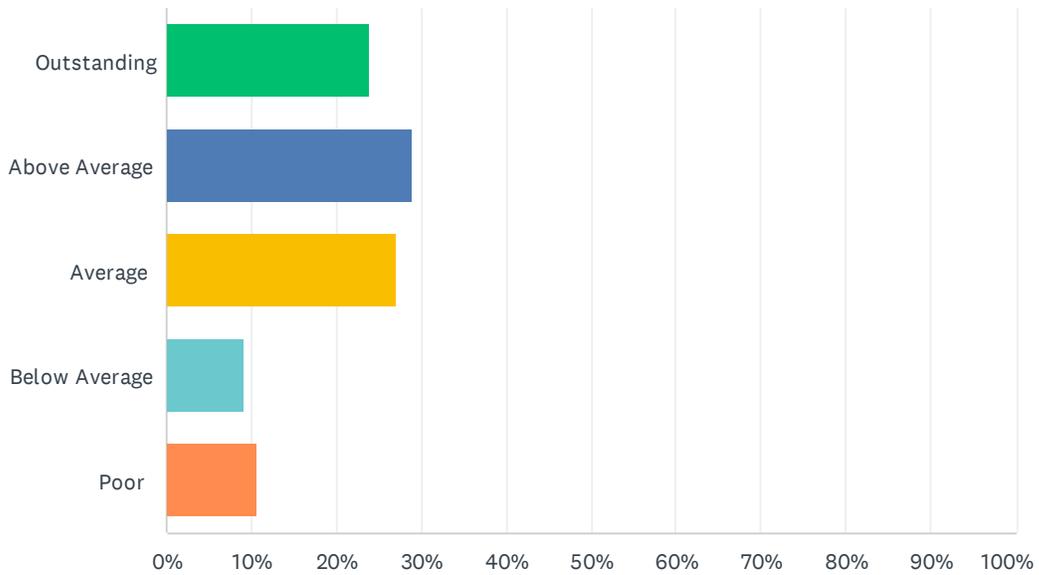


## Q1 How would you rate your overall experience today?

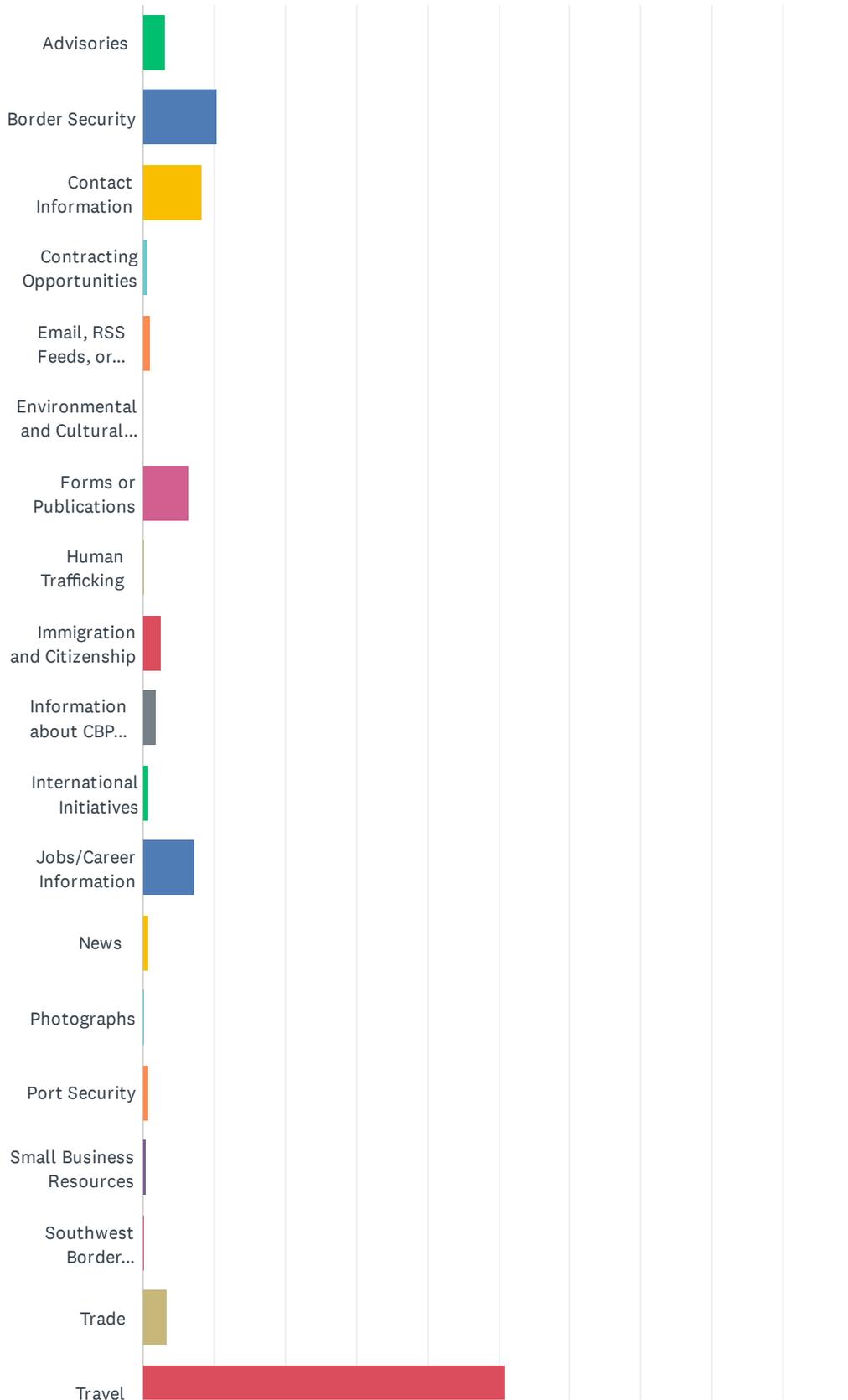
Answered: 6,025 Skipped: 0



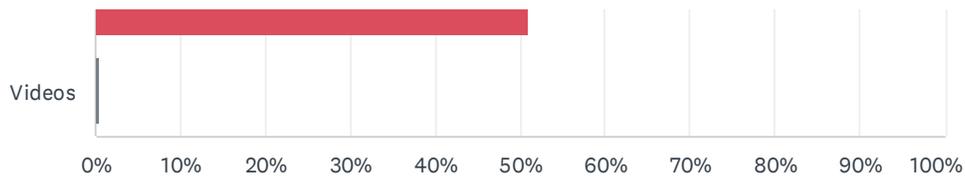
ANSWER CHOICES	RESPONSES	
Outstanding	23.93%	1,442
Above Average	29.01%	1,748
Average	27.07%	1,631
Below Average	9.23%	556
Poor	10.76%	648
<b>TOTAL</b>		<b>6,025</b>

## Q2 What information were you looking for today?

Answered: 6,025 Skipped: 0



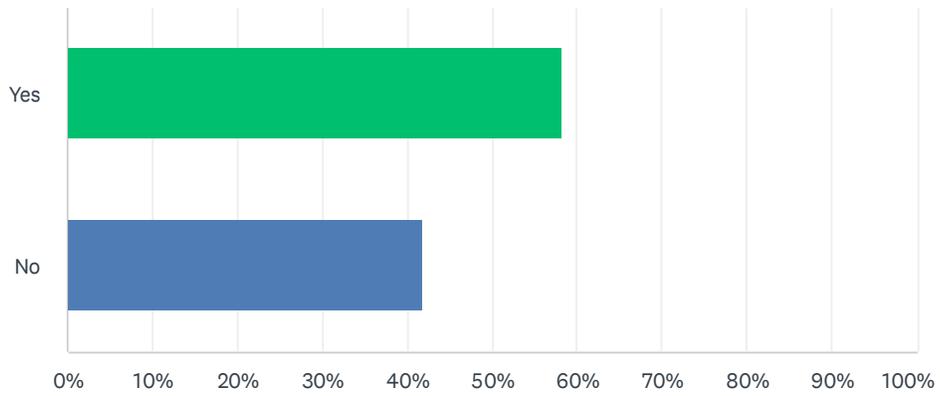
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.10%	187
Border Security	10.37%	625
Contact Information	8.33%	502
Contracting Opportunities	0.71%	43
Email, RSS Feeds, or Subscription Services	1.06%	64
Environmental and Cultural Stewardship	0.07%	4
Forms or Publications	6.42%	387
Human Trafficking	0.22%	13
Immigration and Citizenship	2.51%	151
Information about CBP (leadership, history, etc.)	2.02%	122
International Initiatives	0.78%	47
Jobs/Career Information	7.17%	432
News	0.85%	51
Photographs	0.13%	8
Port Security	0.78%	47
Small Business Resources	0.45%	27
Southwest Border Unaccompanied Alien Children/Family Unit	0.13%	8
Trade	3.47%	209
Travel	51.02%	3,074
Videos	0.40%	24
<b>TOTAL</b>		<b>6,025</b>

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

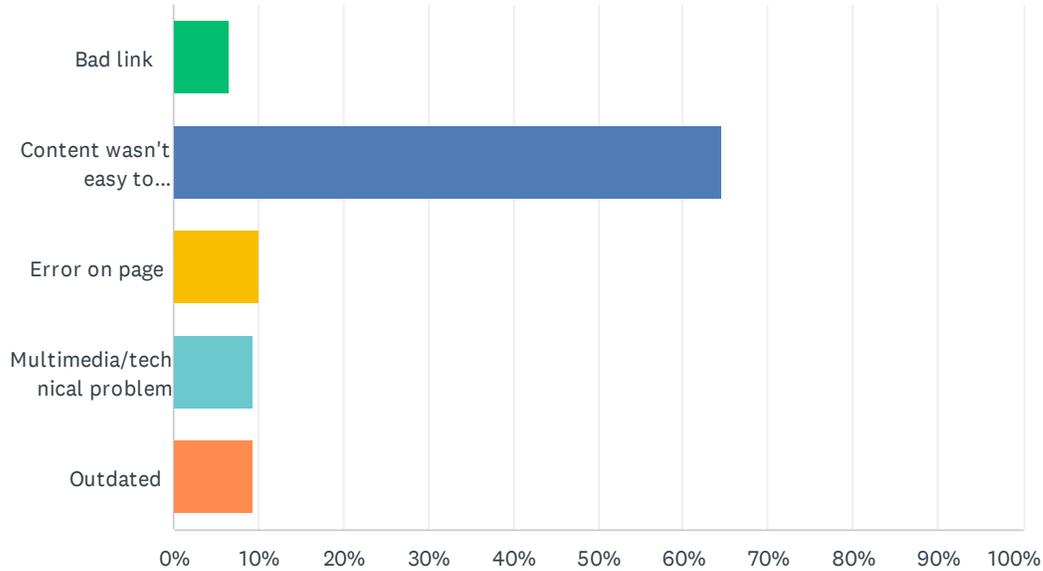
Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.19%	3,506
No	41.81%	2,519
TOTAL		6,025

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

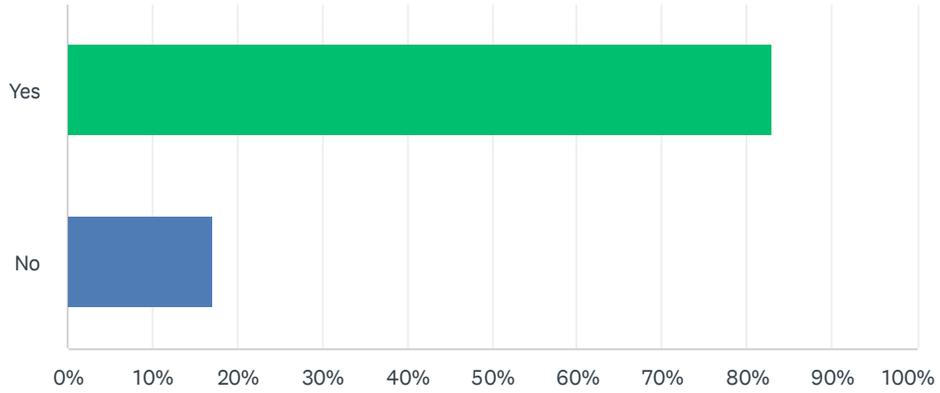
Answered: 2,517 Skipped: 3,508



ANSWER CHOICES	RESPONSES	
Bad link	6.56%	165
Content wasn't easy to understand	64.64%	1,627
Error on page	10.05%	253
Multimedia/technical problem	9.38%	236
Outdated	9.38%	236
<b>TOTAL</b>		<b>2,517</b>

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

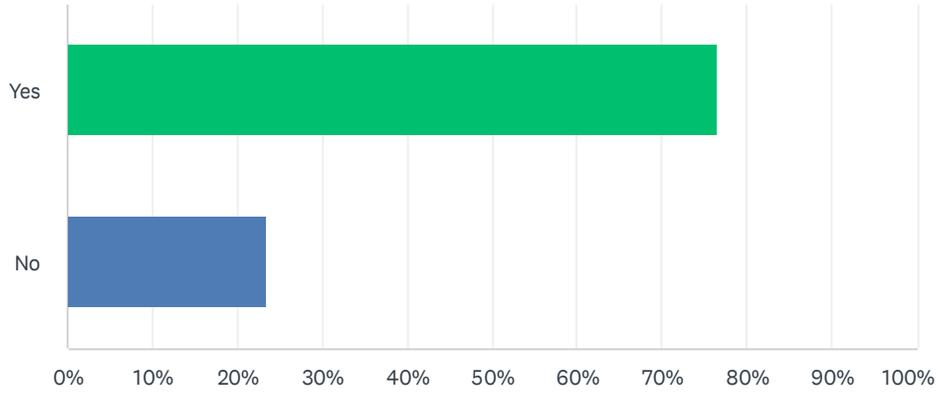
Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.02%	5,002
No	16.98%	1,023
TOTAL		6,025

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

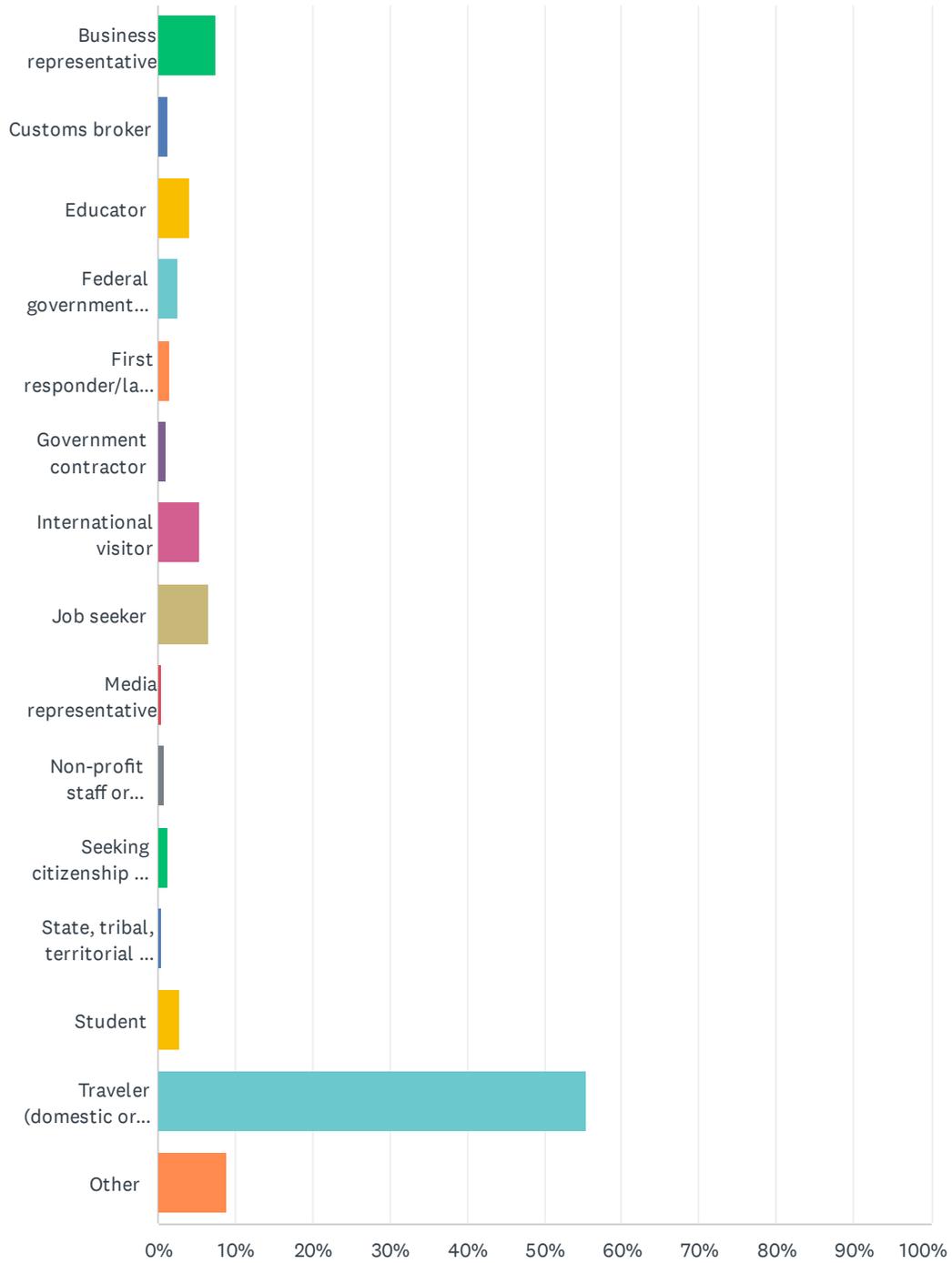
Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.65%	4,618
No	23.35%	1,407
TOTAL		6,025

## Q7 Which of the following best describes you?

Answered: 6,025 Skipped: 0

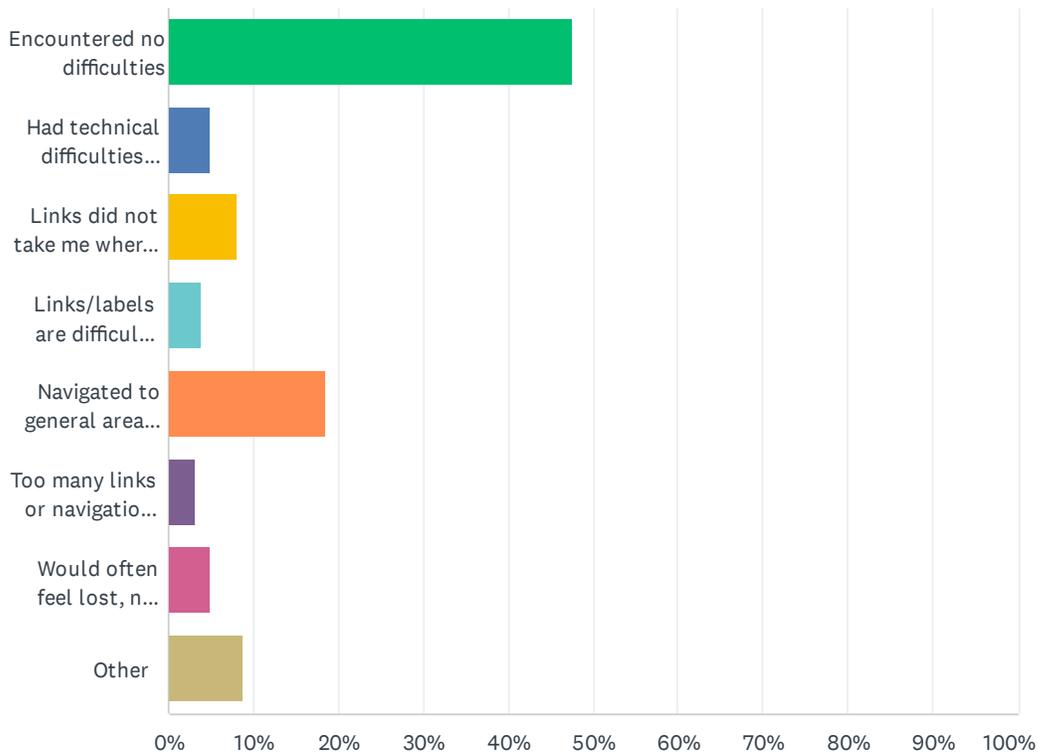


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.37%	444
Customs broker	1.18%	71
Educator	4.03%	243
Federal government employee	2.62%	158
First responder/law enforcement official	1.58%	95
Government contractor	1.08%	65
International visitor	5.29%	319
Job seeker	6.69%	403
Media representative	0.40%	24
Non-profit staff or volunteer	0.91%	55
Seeking citizenship or immigration information	1.24%	75
State, tribal, territorial or local government representative	0.33%	20
Student	2.76%	166
Traveler (domestic or international)	55.54%	3,346
Other	8.98%	541
<b>TOTAL</b>		<b>6,025</b>

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

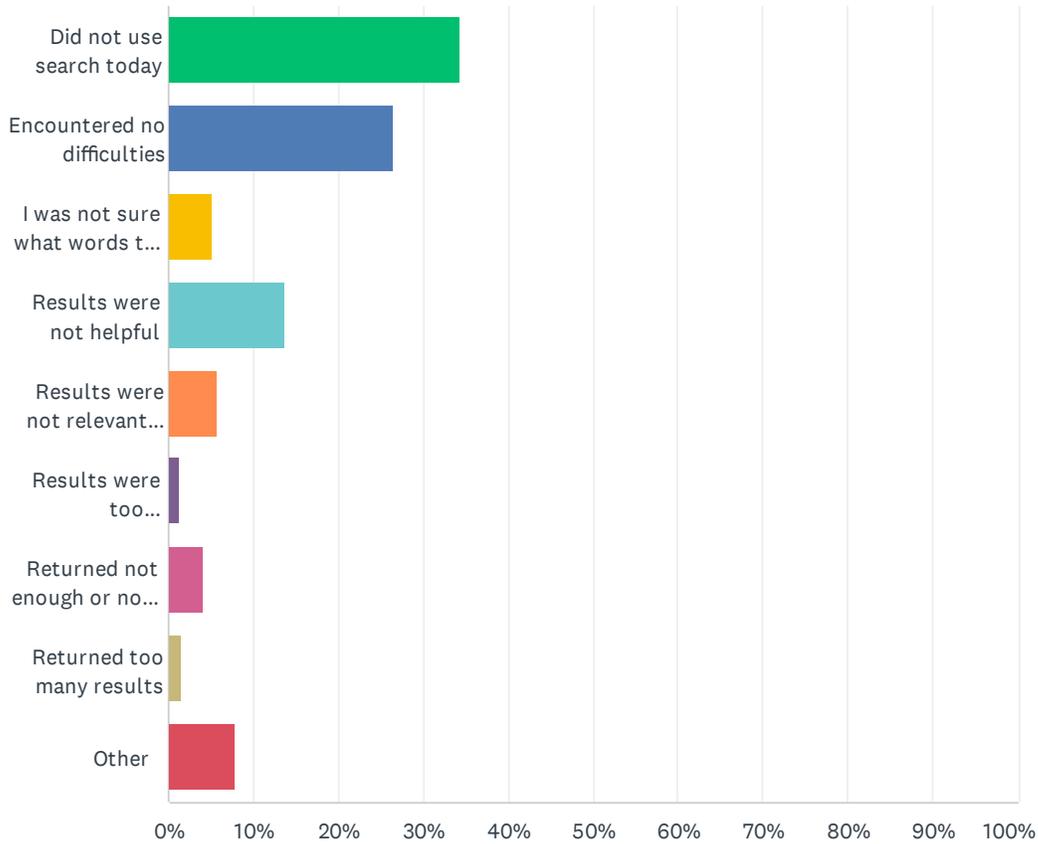
Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.45%	2,859
Had technical difficulties (e.g. error messages, broken links)	4.95%	298
Links did not take me where I expected	8.12%	489
Links/labels are difficult to understand, they are not intuitive	3.88%	234
Navigated to general area but couldn't find the specific content needed	18.59%	1,120
Too many links or navigational choices	3.27%	197
Would often feel lost, not know where I was	4.90%	295
Other	8.85%	533
<b>TOTAL</b>		<b>6,025</b>

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

Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.34%	2,069
Encountered no difficulties	26.52%	1,598
I was not sure what words to use in my search	5.08%	306
Results were not helpful	13.69%	825
Results were not relevant to my search terms or needs	5.79%	349
Results were too similar/redundant	1.33%	80
Returned not enough or no results	4.03%	243
Returned too many results	1.41%	85
Other	7.80%	470
<b>TOTAL</b>		<b>6,025</b>