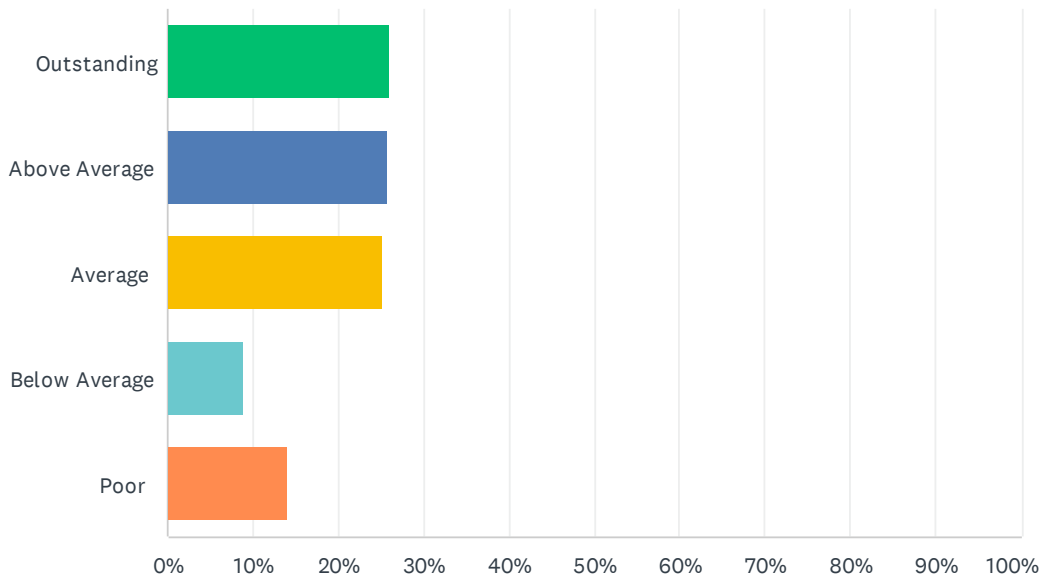


Q1 How would you rate your overall experience today?

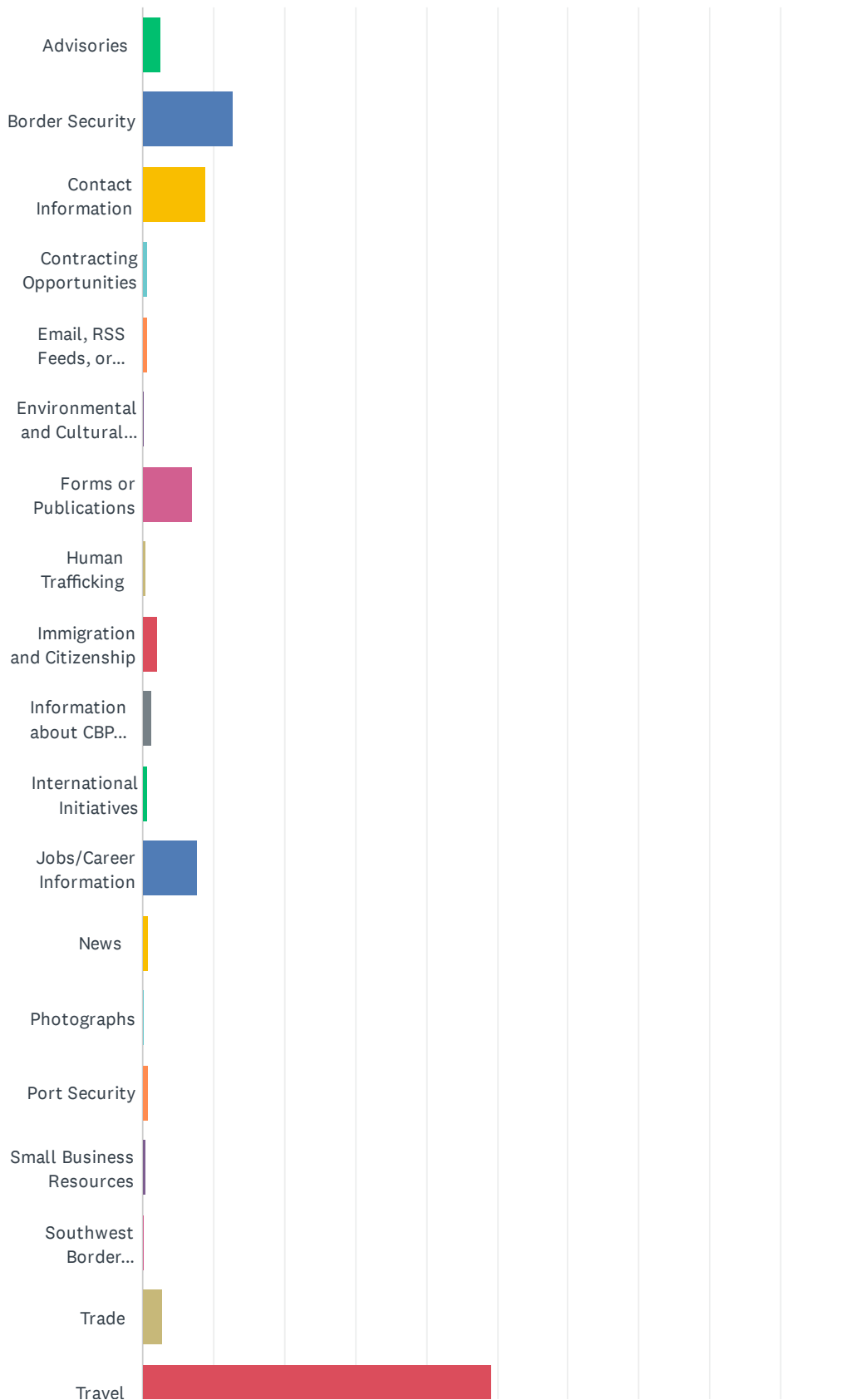
Answered: 4,064 Skipped: 0



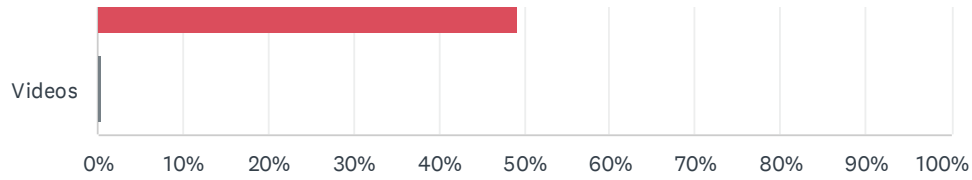
ANSWER CHOICES	RESPONSES	
Outstanding	25.94%	1,054
Above Average	25.84%	1,050
Average	25.17%	1,023
Below Average	8.98%	365
Poor	14.07%	572
TOTAL		4,064

Q2 What information were you looking for today?

Answered: 4,064 Skipped: 0



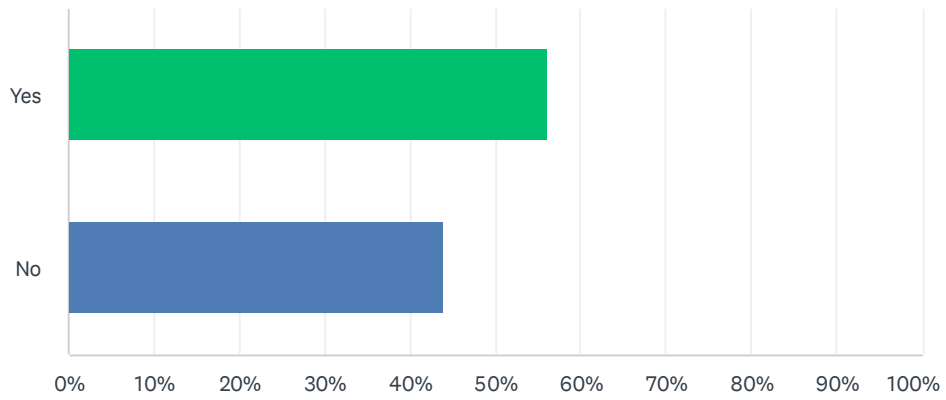
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.53%	103
Border Security	12.84%	522
Contact Information	9.01%	366
Contracting Opportunities	0.59%	24
Email, RSS Feeds, or Subscription Services	0.71%	29
Environmental and Cultural Stewardship	0.15%	6
Forms or Publications	6.94%	282
Human Trafficking	0.47%	19
Immigration and Citizenship	2.14%	87
Information about CBP (leadership, history, etc.)	1.33%	54
International Initiatives	0.59%	24
Jobs/Career Information	7.78%	316
News	0.94%	38
Photographs	0.15%	6
Port Security	0.94%	38
Small Business Resources	0.34%	14
Southwest Border Unaccompanied Alien Children/Family Unit	0.12%	5
Trade	2.71%	110
Travel	49.24%	2,001
Videos	0.49%	20
TOTAL		4,064

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

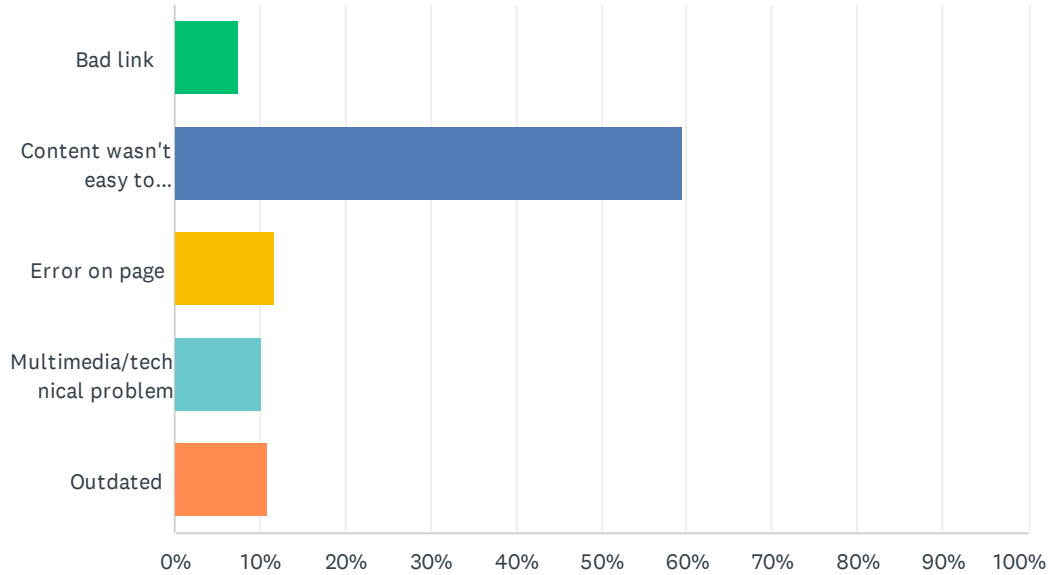
Answered: 4,064 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	56.15%	2,282
No	43.85%	1,782
TOTAL		4,064

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

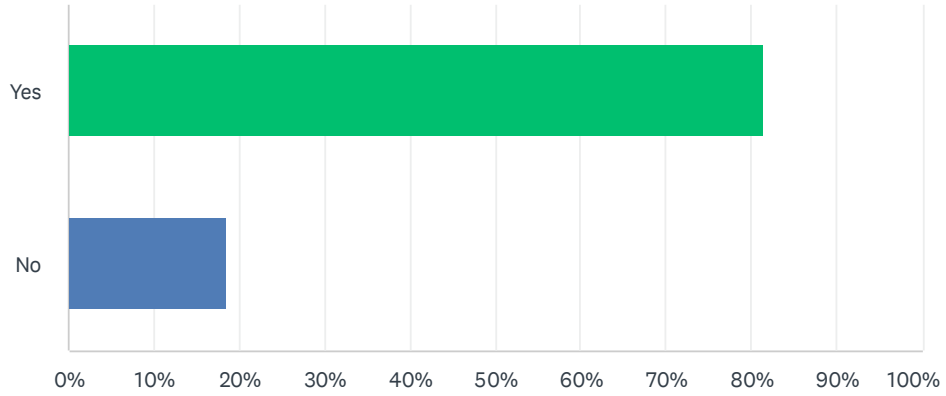
Answered: 1,788 Skipped: 2,276



ANSWER CHOICES	RESPONSES
Bad link	7.55% 135
Content wasn't easy to understand	59.56% 1,065
Error on page	11.74% 210
Multimedia/technical problem	10.18% 182
Outdated	10.96% 196
TOTAL	1,788

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

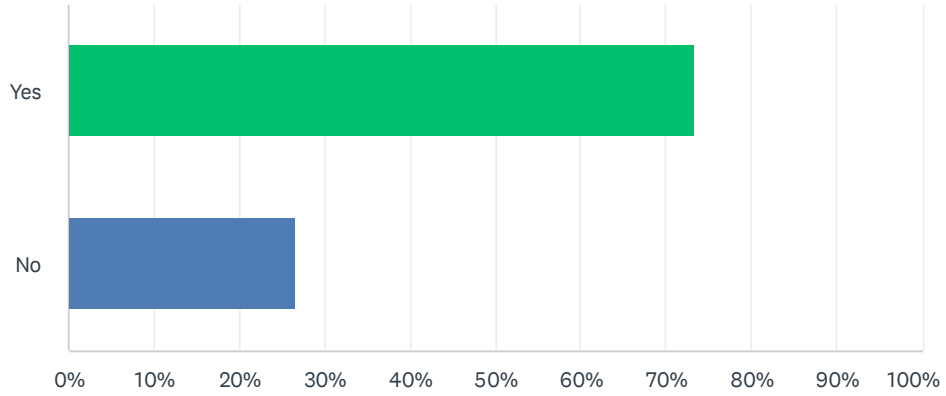
Answered: 4,064 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	81.37%	3,307
No	18.63%	757
TOTAL		4,064

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

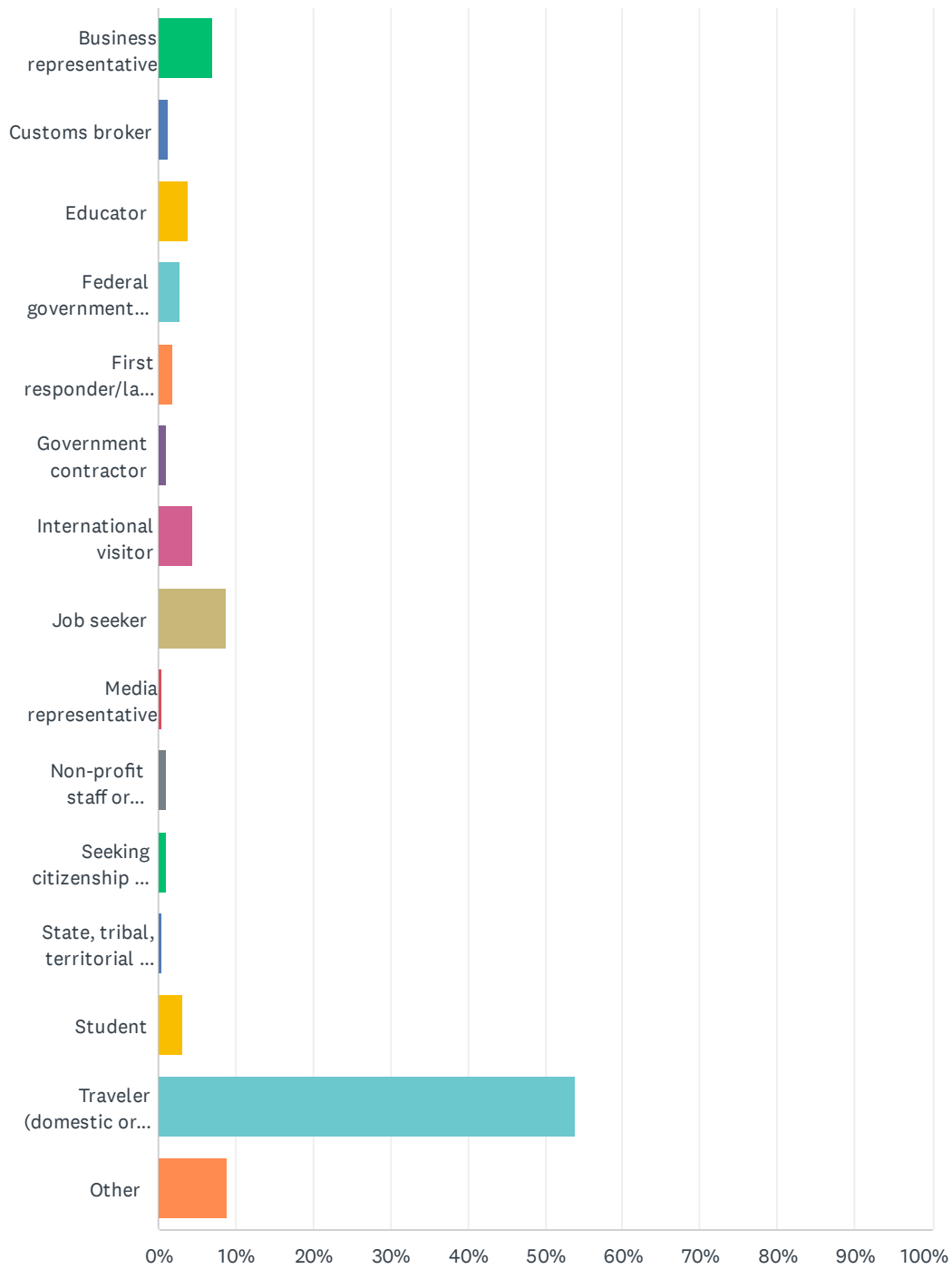
Answered: 4,064 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.40%	2,983
No	26.60%	1,081
TOTAL		4,064

Q7 Which of the following best describes you?

Answered: 4,064 Skipped: 0

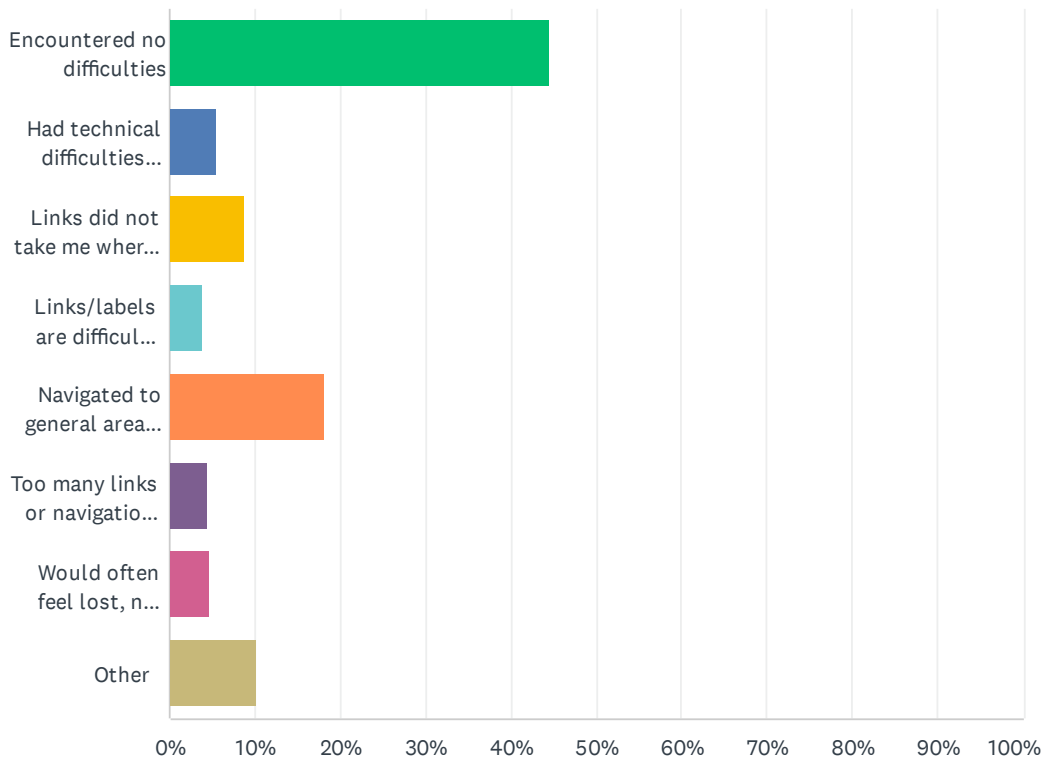


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.09%	288
Customs broker	1.35%	55
Educator	3.84%	156
Federal government employee	2.83%	115
First responder/law enforcement official	1.89%	77
Government contractor	1.03%	42
International visitor	4.40%	179
Job seeker	8.71%	354
Media representative	0.39%	16
Non-profit staff or volunteer	1.06%	43
Seeking citizenship or immigration information	0.96%	39
State, tribal, territorial or local government representative	0.44%	18
Student	3.15%	128
Traveler (domestic or international)	53.91%	2,191
Other	8.93%	363
TOTAL		4,064

Q8 Please describe your experience finding your way around today.

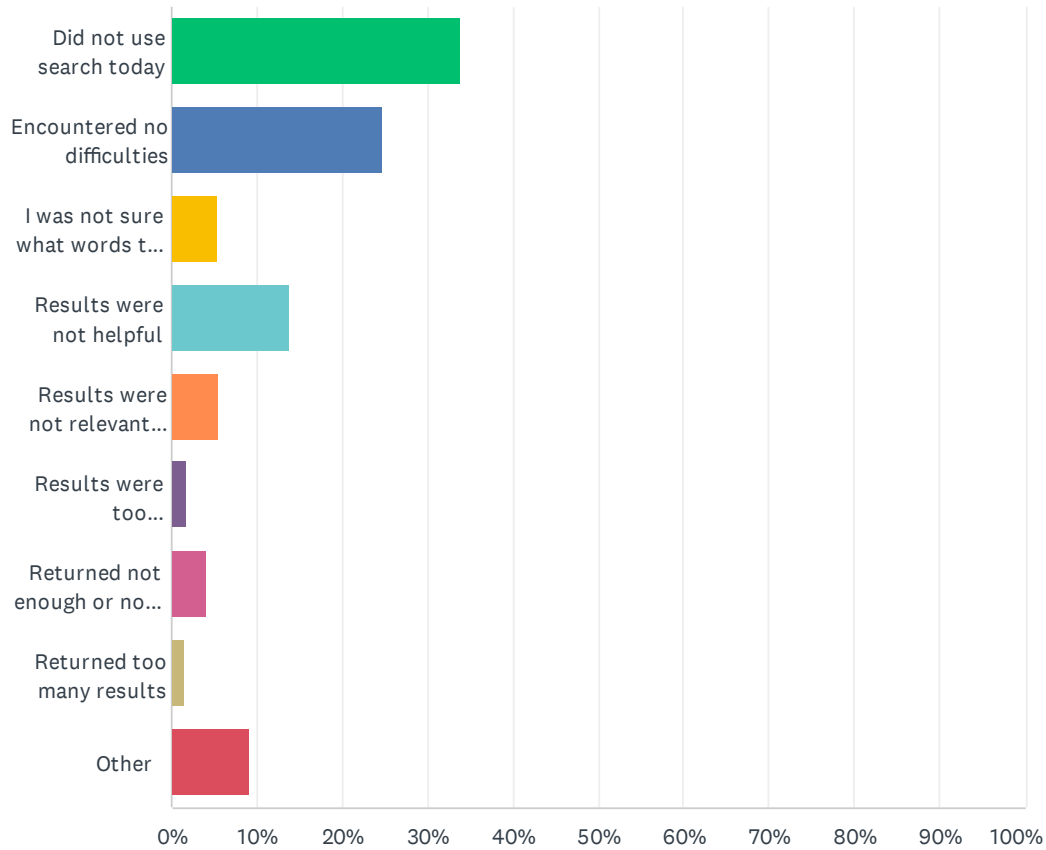
Answered: 4,064 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	44.61%	1,813
Had technical difficulties (e.g. error messages, broken links)	5.46%	222
Links did not take me where I expected	8.74%	355
Links/labels are difficult to understand, they are not intuitive	3.76%	153
Navigated to general area but couldn't find the specific content needed	18.13%	737
Too many links or navigational choices	4.40%	179
Would often feel lost, not know where I was	4.72%	192
Other	10.16%	413
TOTAL		4,064

Q9 How was your experience using our site search?

Answered: 4,064 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.88%	1,377
Encountered no difficulties	24.80%	1,008
I was not sure what words to use in my search	5.36%	218
Results were not helpful	13.85%	563
Results were not relevant to my search terms or needs	5.61%	228
Results were too similar/redundant	1.75%	71
Returned not enough or no results	4.08%	166
Returned too many results	1.50%	61
Other	9.15%	372
TOTAL		4,064