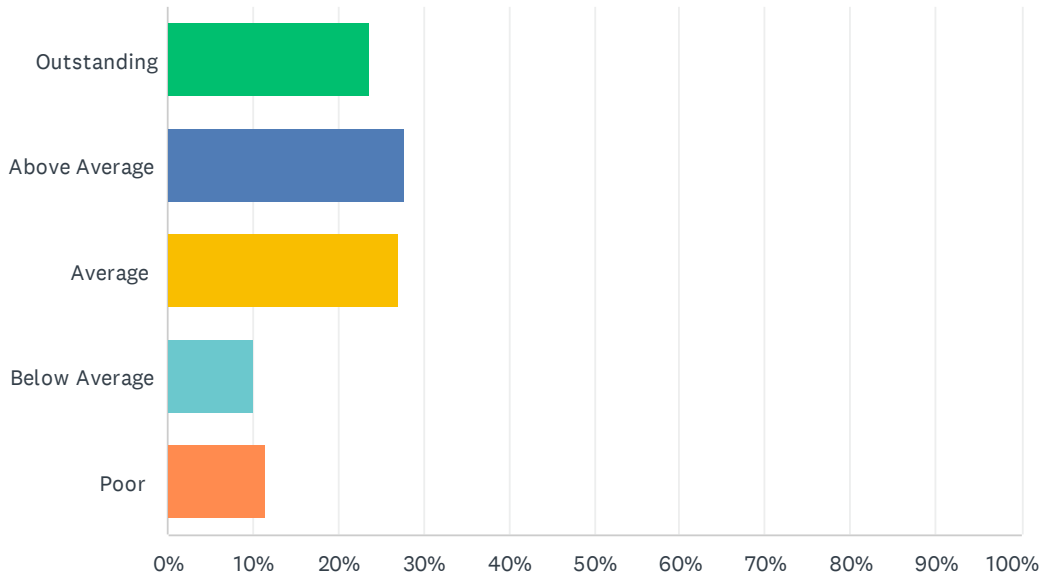


Q1 How would you rate your overall experience today?

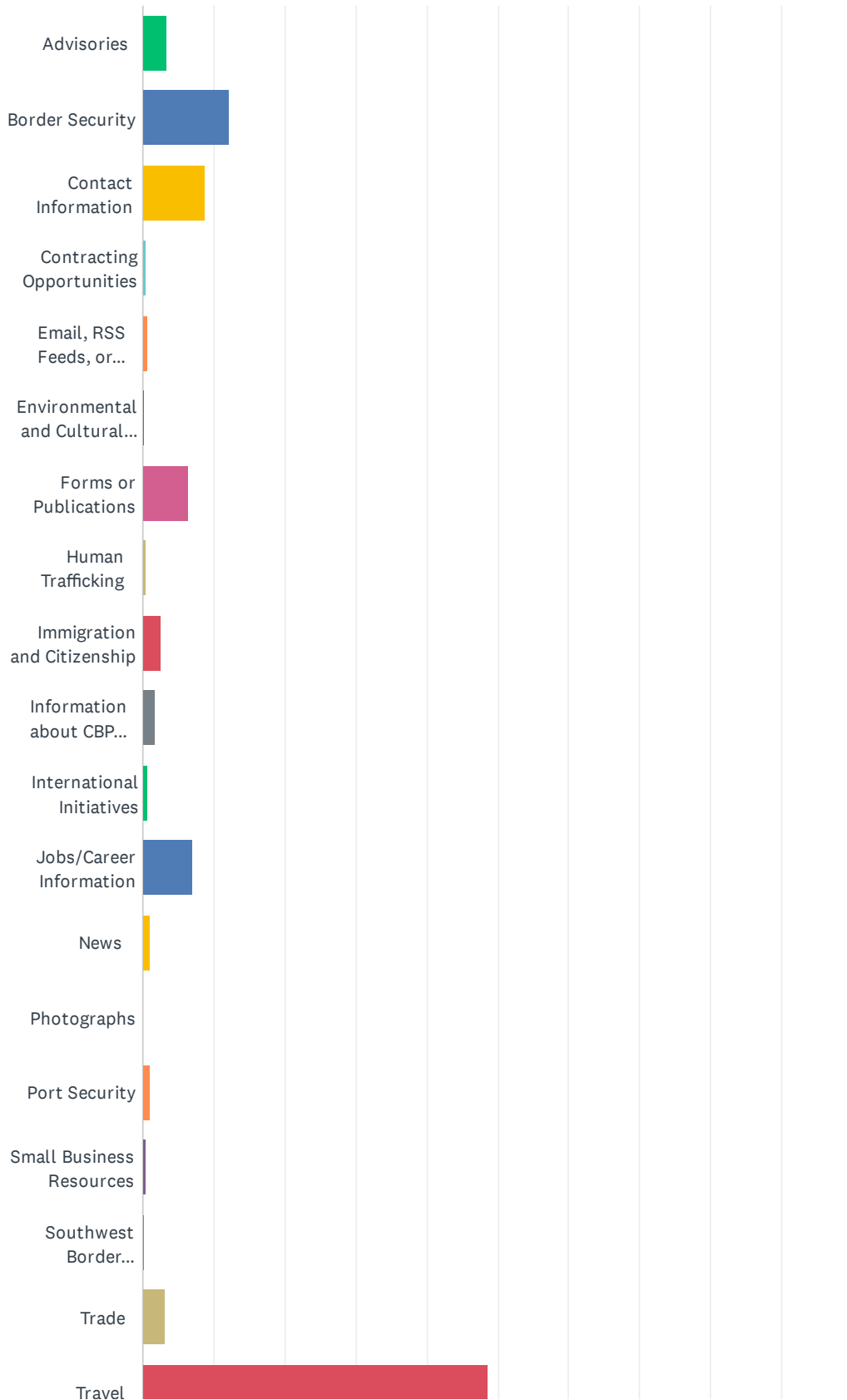
Answered: 5,003 Skipped: 0



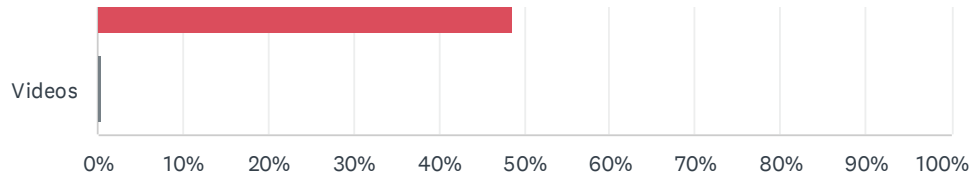
ANSWER CHOICES	RESPONSES	
Outstanding	23.69%	1,185
Above Average	27.64%	1,383
Average	27.16%	1,359
Below Average	10.05%	503
Poor	11.45%	573
TOTAL		5,003

Q2 What information were you looking for today?

Answered: 5,003 Skipped: 0



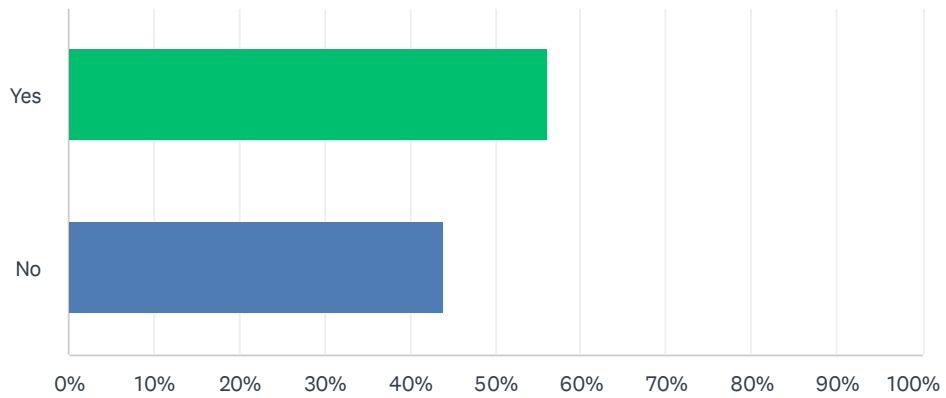
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.38%	169
Border Security	12.15%	608
Contact Information	8.81%	441
Contracting Opportunities	0.50%	25
Email, RSS Feeds, or Subscription Services	0.74%	37
Environmental and Cultural Stewardship	0.22%	11
Forms or Publications	6.34%	317
Human Trafficking	0.40%	20
Immigration and Citizenship	2.60%	130
Information about CBP (leadership, history, etc.)	1.78%	89
International Initiatives	0.70%	35
Jobs/Career Information	7.02%	351
News	1.16%	58
Photographs	0.08%	4
Port Security	1.10%	55
Small Business Resources	0.48%	24
Southwest Border Unaccompanied Alien Children/Family Unit	0.30%	15
Trade	3.18%	159
Travel	48.69%	2,436
Videos	0.38%	19
TOTAL		5,003

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

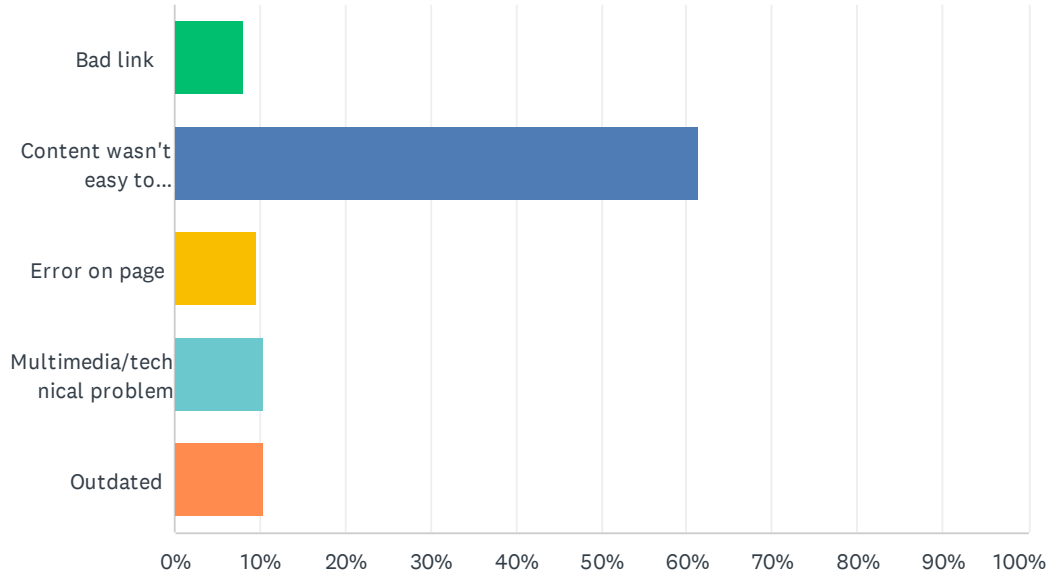
Answered: 5,003 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.99%	2,801
No	44.01%	2,202
TOTAL		5,003

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

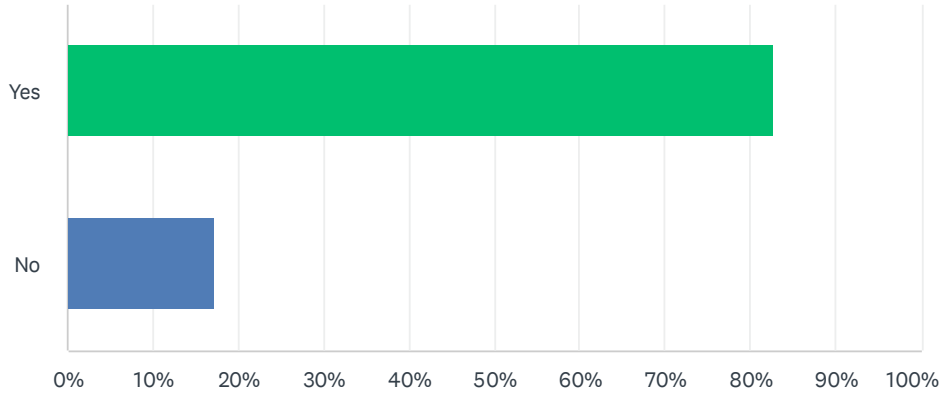
Answered: 2,208 Skipped: 2,795



ANSWER CHOICES	RESPONSES	
Bad link	8.02%	177
Content wasn't easy to understand	61.41%	1,356
Error on page	9.60%	212
Multimedia/technical problem	10.46%	231
Outdated	10.51%	232
TOTAL		2,208

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

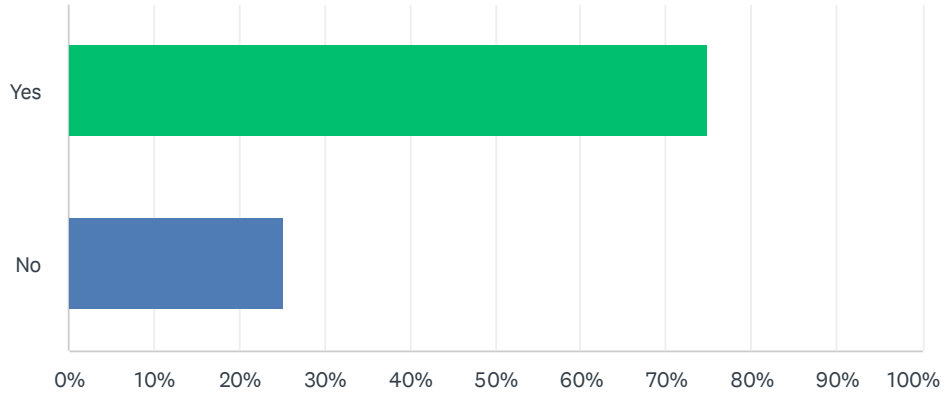
Answered: 5,003 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.69%	4,137
No	17.31%	866
TOTAL		5,003

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

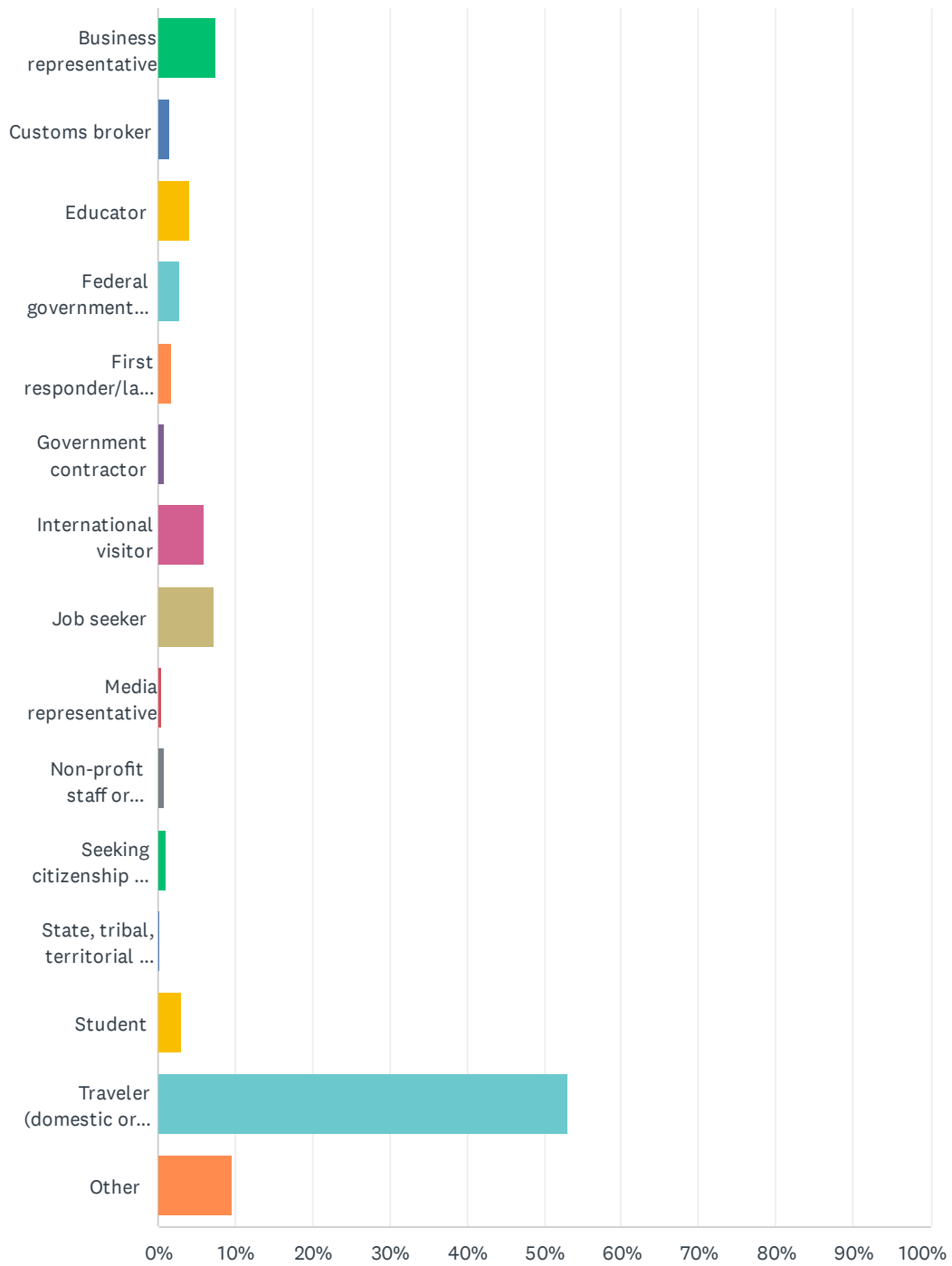
Answered: 5,003 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74.86%	3,745
No	25.14%	1,258
TOTAL		5,003

Q7 Which of the following best describes you?

Answered: 5,003 Skipped: 0

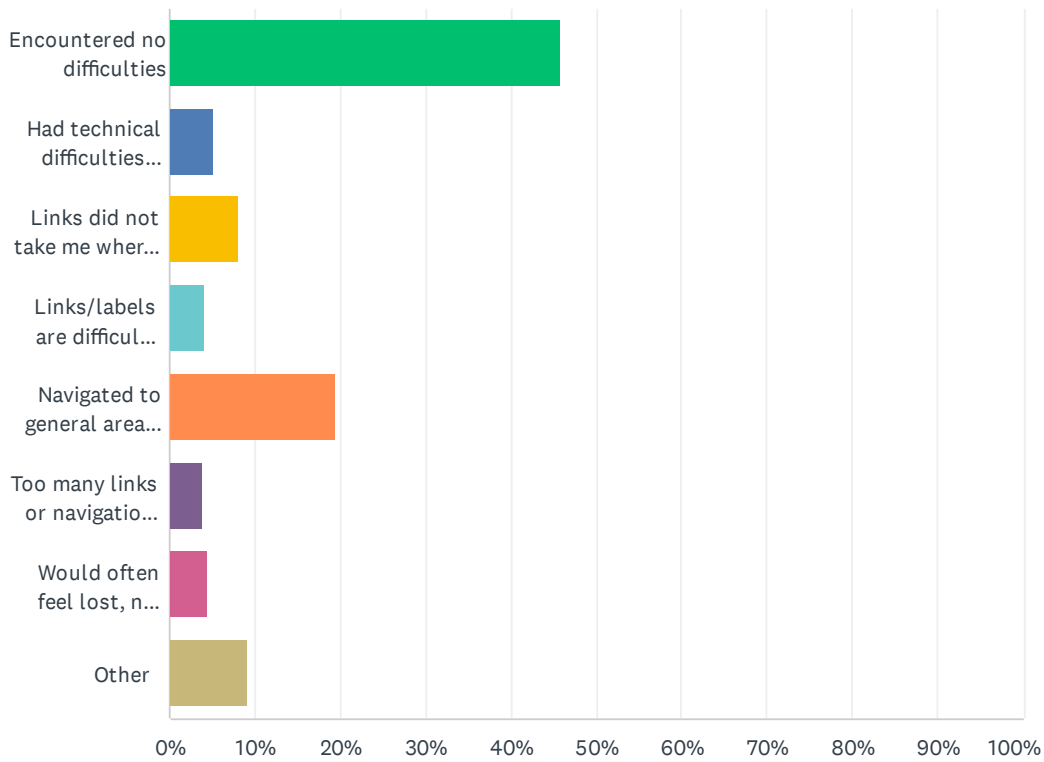


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.54%	377
Customs broker	1.46%	73
Educator	4.10%	205
Federal government employee	2.78%	139
First responder/law enforcement official	1.80%	90
Government contractor	0.96%	48
International visitor	5.90%	295
Job seeker	7.20%	360
Media representative	0.48%	24
Non-profit staff or volunteer	0.84%	42
Seeking citizenship or immigration information	1.08%	54
State, tribal, territorial or local government representative	0.30%	15
Student	3.04%	152
Traveler (domestic or international)	52.99%	2,651
Other	9.55%	478
TOTAL		5,003

Q8 Please describe your experience finding your way around today.

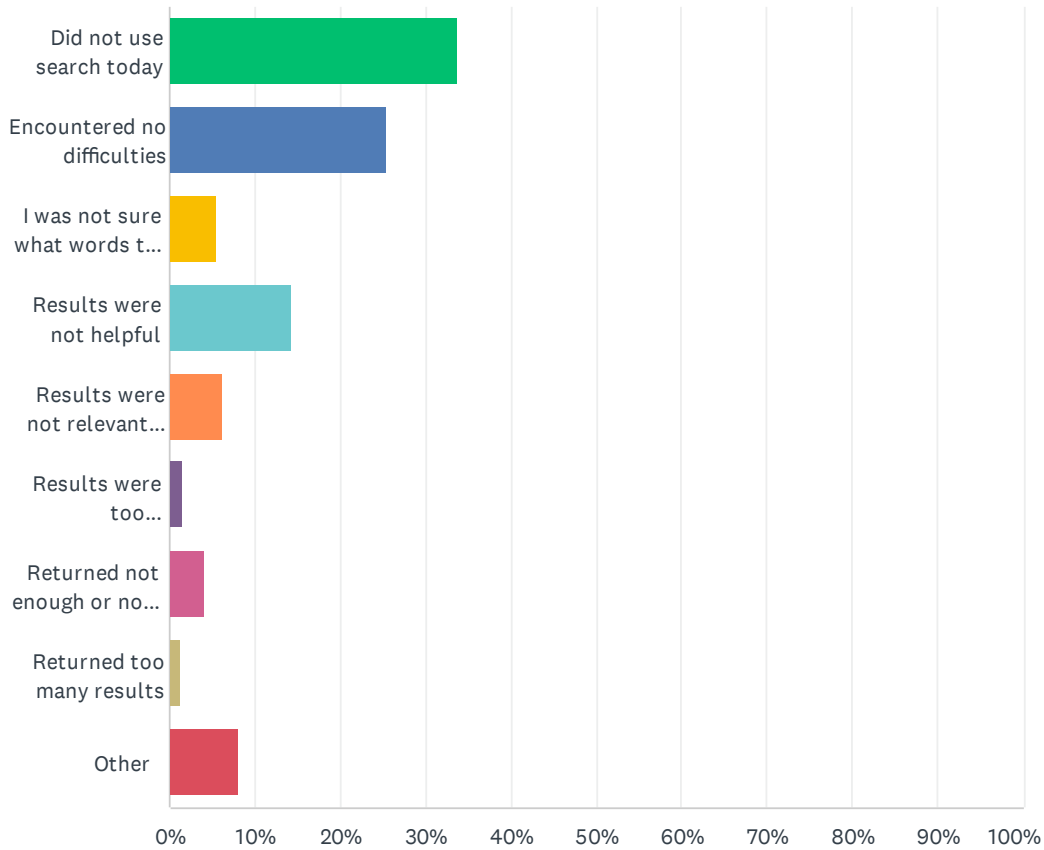
Answered: 5,003 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.77%	2,290
Had technical difficulties (e.g. error messages, broken links)	5.18%	259
Links did not take me where I expected	8.14%	407
Links/labels are difficult to understand, they are not intuitive	4.02%	201
Navigated to general area but couldn't find the specific content needed	19.43%	972
Too many links or navigational choices	3.80%	190
Would often feel lost, not know where I was	4.50%	225
Other	9.17%	459
TOTAL		5,003

Q9 How was your experience using our site search?

Answered: 5,003 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.78%	1,690
Encountered no difficulties	25.34%	1,268
I was not sure what words to use in my search	5.60%	280
Results were not helpful	14.19%	710
Results were not relevant to my search terms or needs	6.18%	309
Results were too similar/redundant	1.54%	77
Returned not enough or no results	4.04%	202
Returned too many results	1.32%	66
Other	8.02%	401
TOTAL		5,003