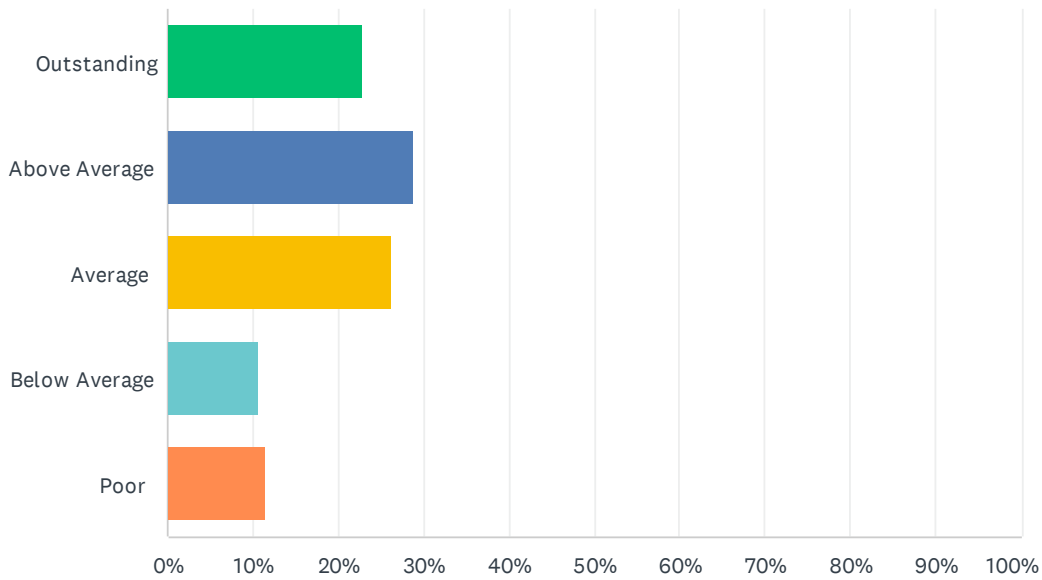


## Q1 How would you rate your overall experience today?

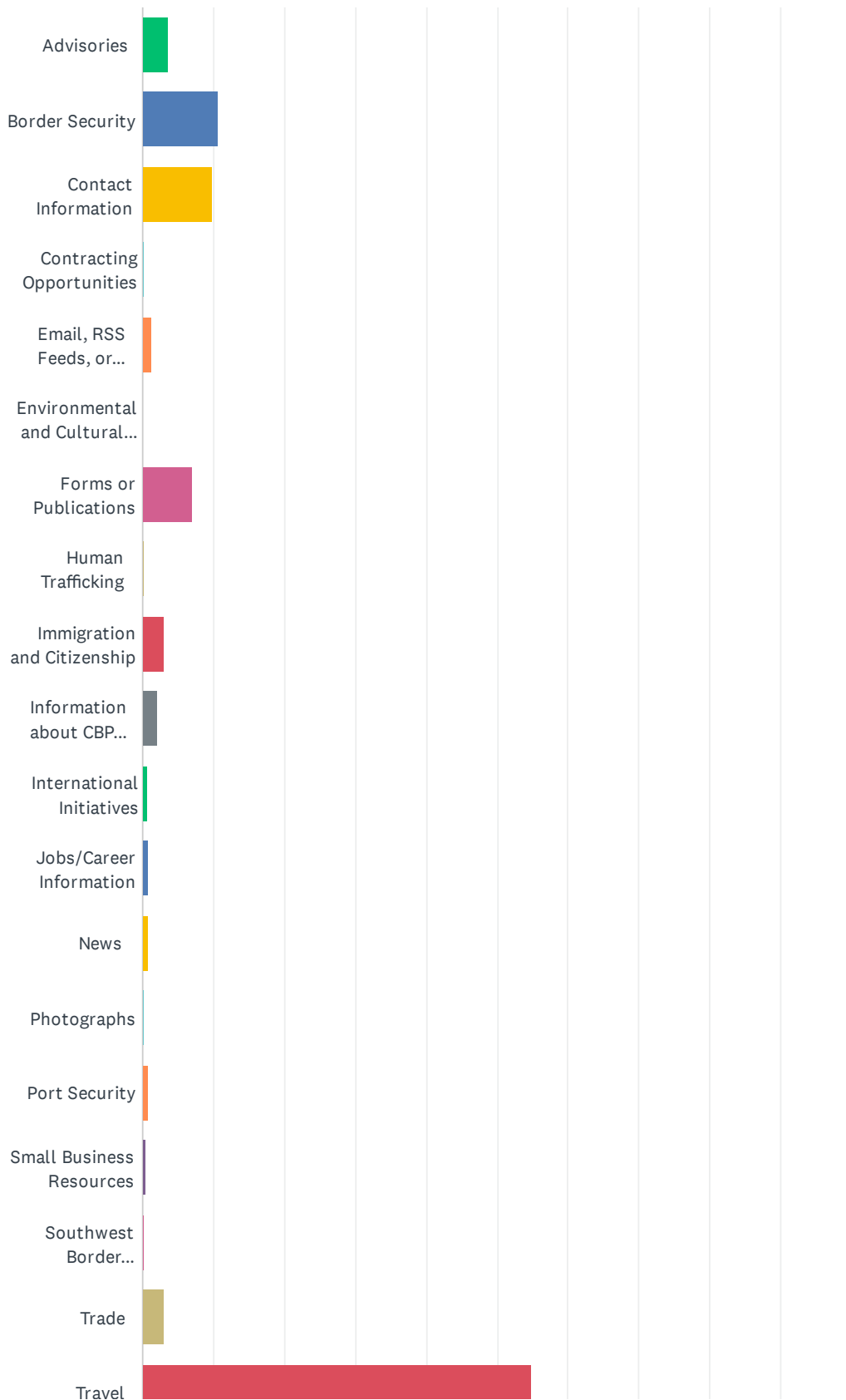
Answered: 5,631 Skipped: 0



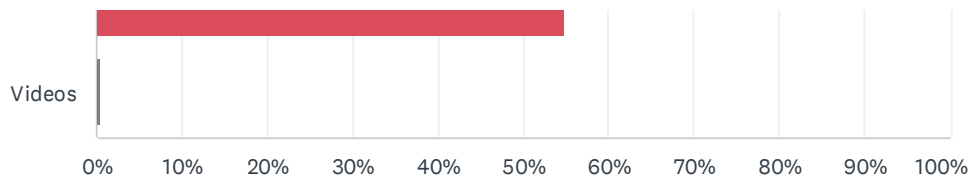
ANSWER CHOICES	RESPONSES	
Outstanding	22.78%	1,283
Above Average	28.80%	1,622
Average	26.25%	1,478
Below Average	10.64%	599
Poor	11.53%	649
<b>TOTAL</b>		<b>5,631</b>

## Q2 What information were you looking for today?

Answered: 5,631 Skipped: 0



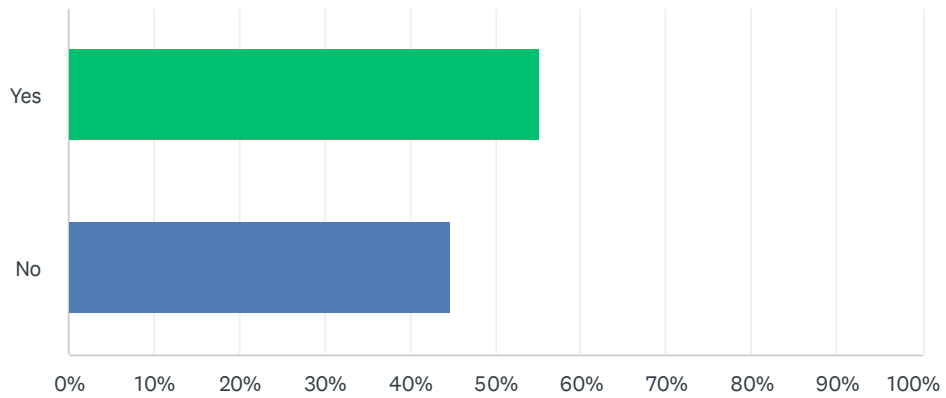
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.62%	204
Border Security	10.60%	597
Contact Information	9.89%	557
Contracting Opportunities	0.16%	9
Email, RSS Feeds, or Subscription Services	1.21%	68
Environmental and Cultural Stewardship	0.05%	3
Forms or Publications	6.96%	392
Human Trafficking	0.28%	16
Immigration and Citizenship	3.00%	169
Information about CBP (leadership, history, etc.)	2.08%	117
International Initiatives	0.59%	33
Jobs/Career Information	0.85%	48
News	0.94%	53
Photographs	0.16%	9
Port Security	0.83%	47
Small Business Resources	0.48%	27
Southwest Border Unaccompanied Alien Children/Family Unit	0.27%	15
Trade	2.89%	163
Travel	54.75%	3,083
Videos	0.37%	21
<b>TOTAL</b>		<b>5,631</b>

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

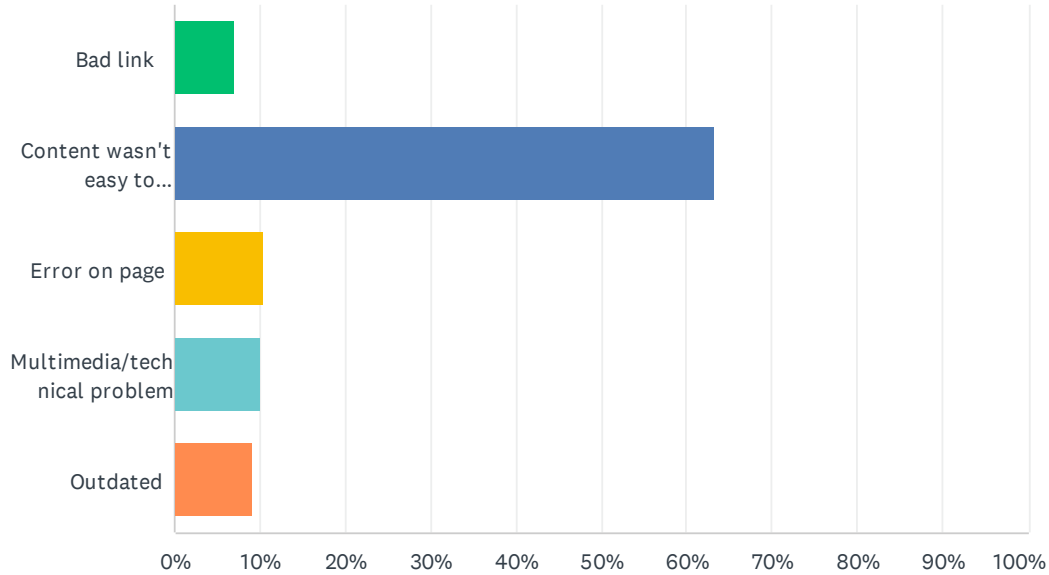
Answered: 5,631 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.30%	3,114
No	44.70%	2,517
TOTAL		5,631

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

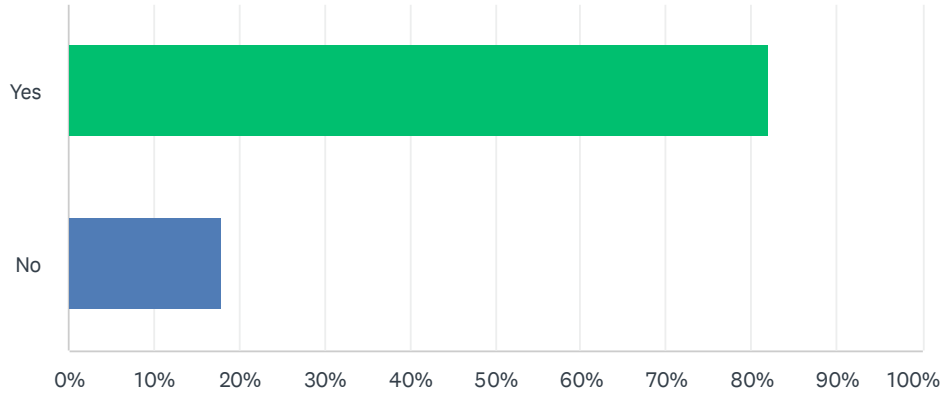
Answered: 2,471 Skipped: 3,160



ANSWER CHOICES	RESPONSES	
Bad link	7.08%	175
Content wasn't easy to understand	63.33%	1,565
Error on page	10.48%	259
Multimedia/technical problem	9.96%	246
Outdated	9.15%	226
TOTAL		2,471

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

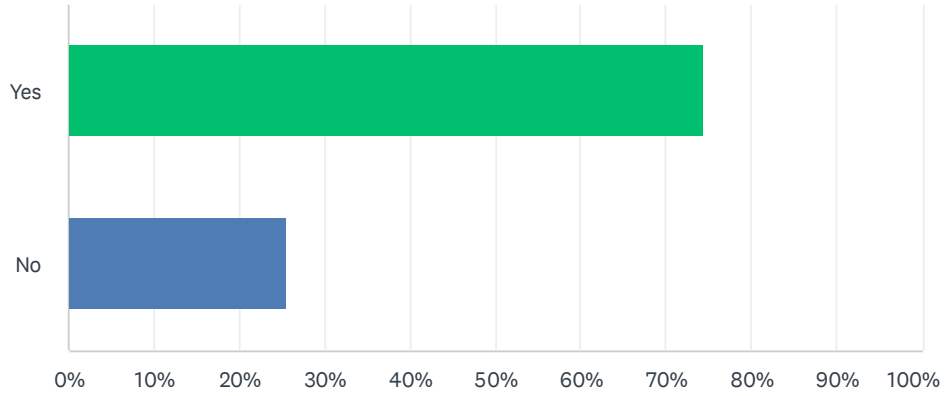
Answered: 5,631 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.13%	4,625
No	17.87%	1,006
TOTAL		5,631

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

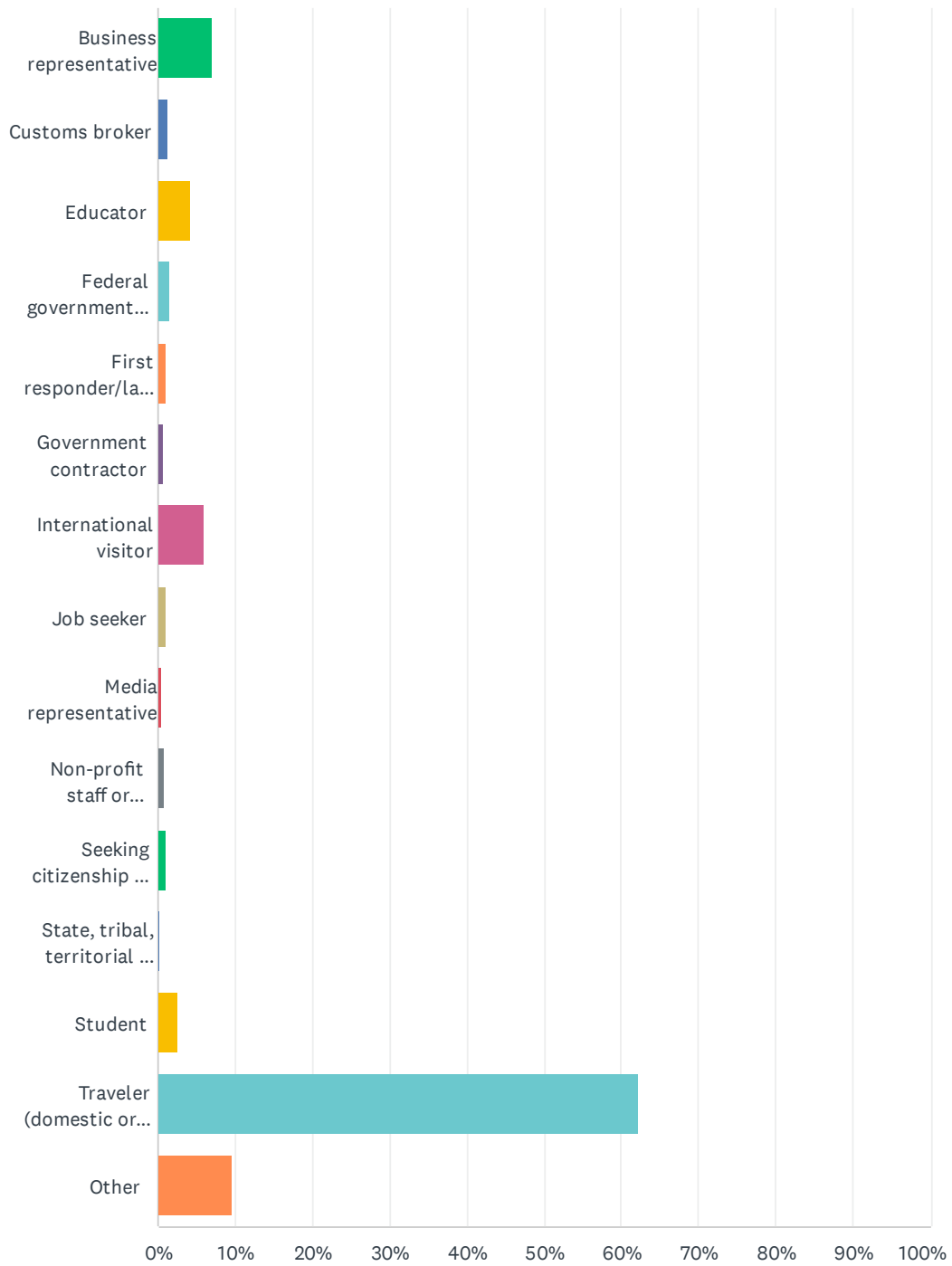
Answered: 5,631 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74.52%	4,196
No	25.48%	1,435
TOTAL		5,631

## Q7 Which of the following best describes you?

Answered: 5,631 Skipped: 0



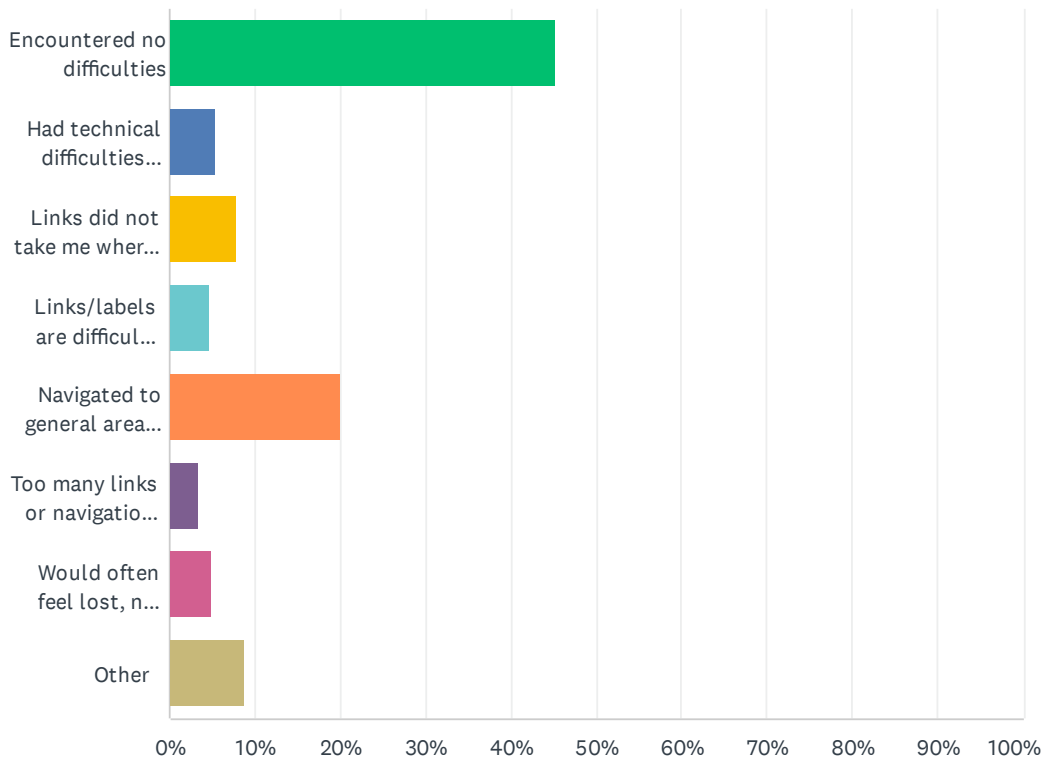


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.96%	392
Customs broker	1.23%	69
Educator	4.19%	236
Federal government employee	1.55%	87
First responder/law enforcement official	1.14%	64
Government contractor	0.73%	41
International visitor	6.00%	338
Job seeker	1.08%	61
Media representative	0.41%	23
Non-profit staff or volunteer	0.80%	45
Seeking citizenship or immigration information	1.05%	59
State, tribal, territorial or local government representative	0.30%	17
Student	2.61%	147
Traveler (domestic or international)	62.28%	3,507
Other	9.68%	545
<b>TOTAL</b>		<b>5,631</b>

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

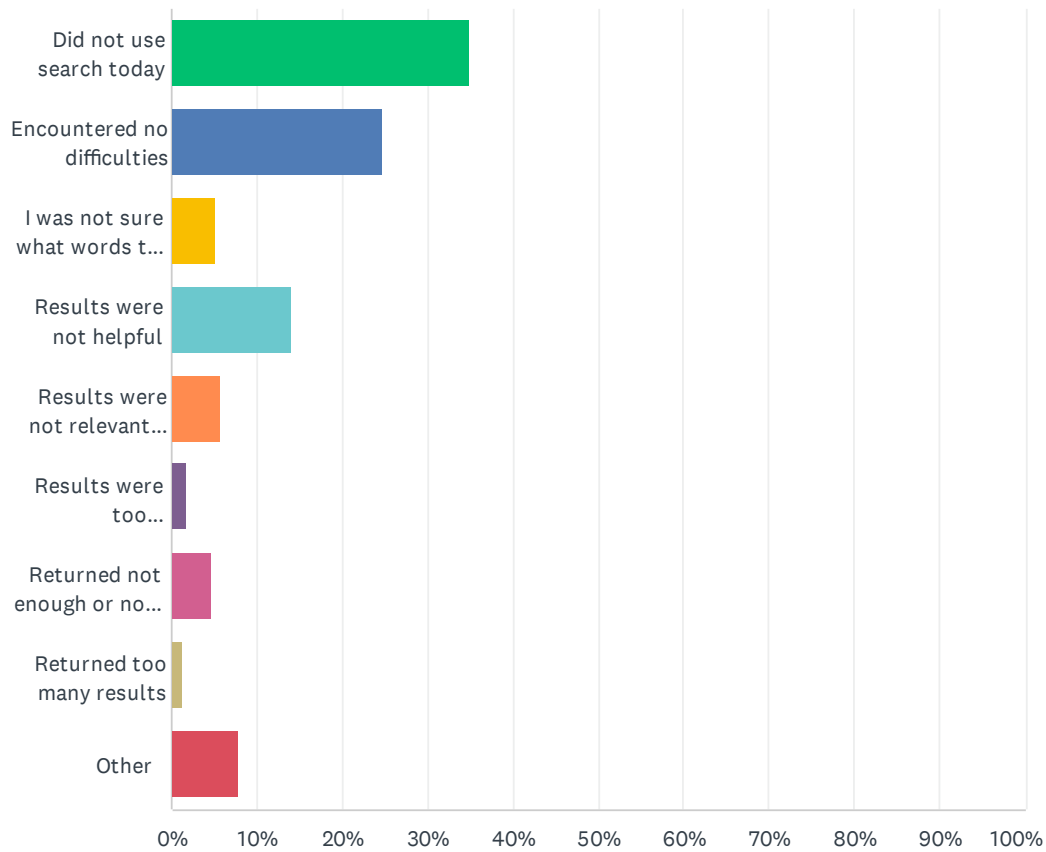
Answered: 5,631 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.21%	2,546
Had technical difficulties (e.g. error messages, broken links)	5.24%	295
Links did not take me where I expected	7.85%	442
Links/labels are difficult to understand, they are not intuitive	4.65%	262
Navigated to general area but couldn't find the specific content needed	19.96%	1,124
Too many links or navigational choices	3.37%	190
Would often feel lost, not know where I was	4.92%	277
Other	8.79%	495
<b>TOTAL</b>		<b>5,631</b>

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

Answered: 5,631 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.00%	1,971
Encountered no difficulties	24.65%	1,388
I was not sure what words to use in my search	5.06%	285
Results were not helpful	14.10%	794
Results were not relevant to my search terms or needs	5.68%	320
Results were too similar/redundant	1.69%	95
Returned not enough or no results	4.65%	262
Returned too many results	1.24%	70
Other	7.92%	446
<b>TOTAL</b>		<b>5,631</b>