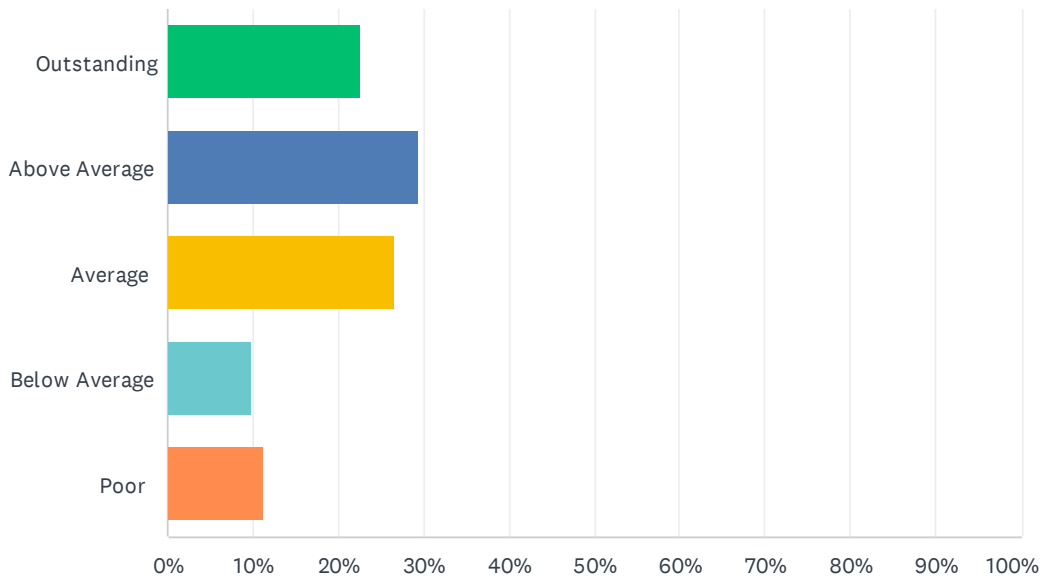


Q1 How would you rate your overall experience today?

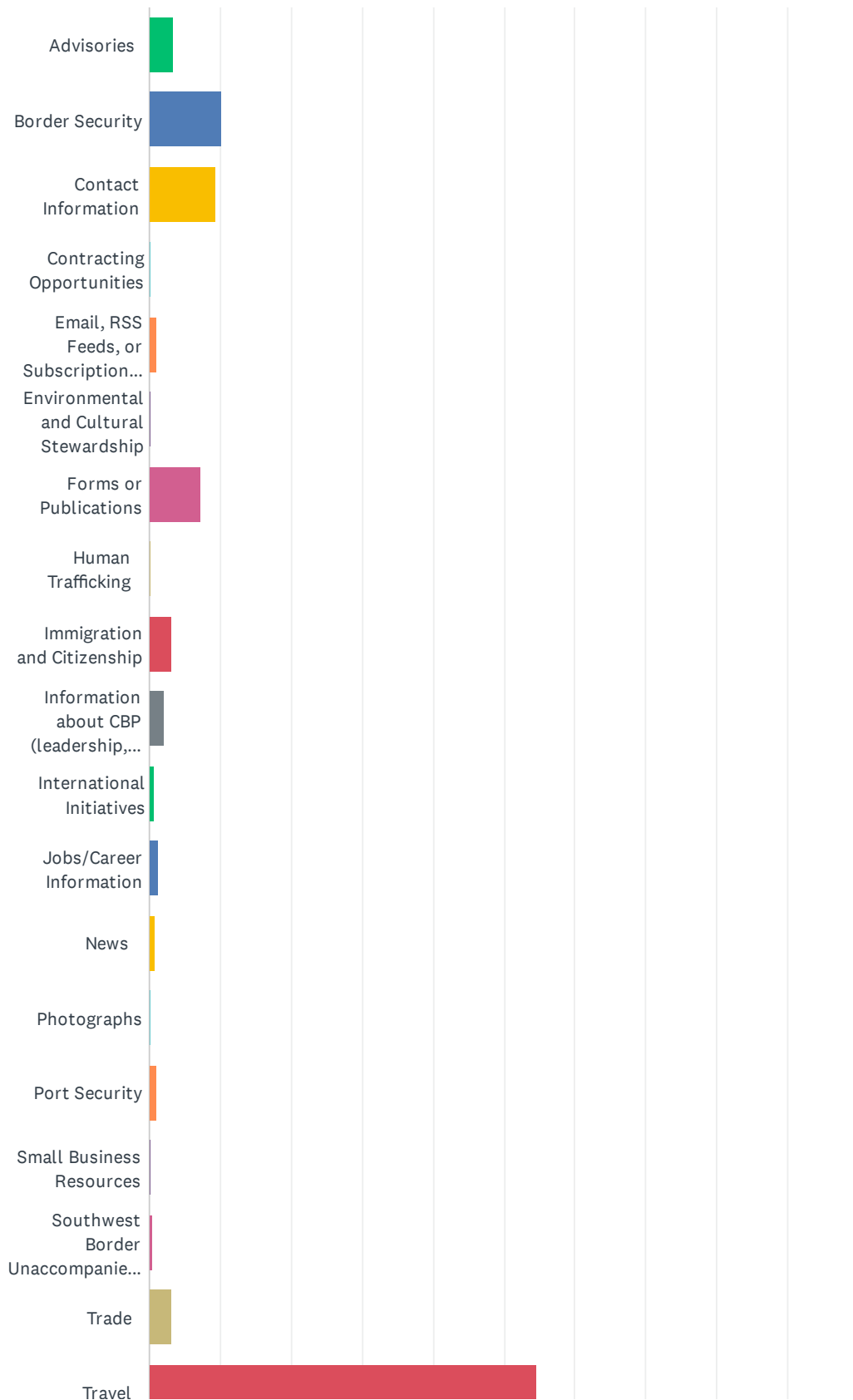
Answered: 4,980 Skipped: 0



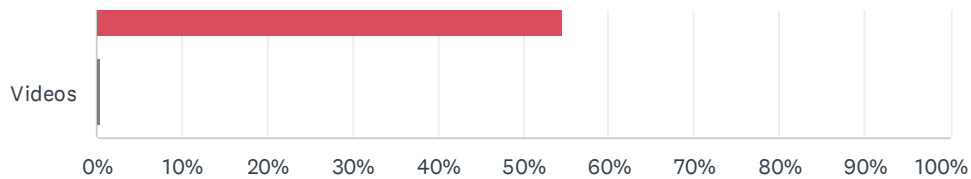
ANSWER CHOICES	RESPONSES	
Outstanding	22.61%	1,126
Above Average	29.40%	1,464
Average	26.69%	1,329
Below Average	9.90%	493
Poor	11.41%	568
TOTAL		4,980

Q2 What information were you looking for today?

Answered: 4,980 Skipped: 0



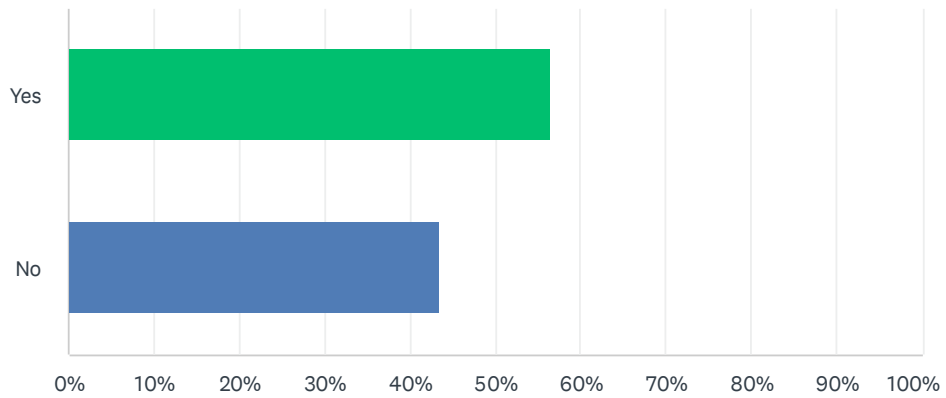
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.31%	165
Border Security	10.22%	509
Contact Information	9.32%	464
Contracting Opportunities	0.30%	15
Email, RSS Feeds, or Subscription Services	1.08%	54
Environmental and Cultural Stewardship	0.20%	10
Forms or Publications	7.35%	366
Human Trafficking	0.20%	10
Immigration and Citizenship	3.25%	162
Information about CBP (leadership, history, etc.)	2.11%	105
International Initiatives	0.70%	35
Jobs/Career Information	1.27%	63
News	0.80%	40
Photographs	0.14%	7
Port Security	1.02%	51
Small Business Resources	0.22%	11
Southwest Border Unaccompanied Alien Children/Family Unit	0.34%	17
Trade	3.23%	161
Travel	54.60%	2,719
Videos	0.32%	16
TOTAL		4,980

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

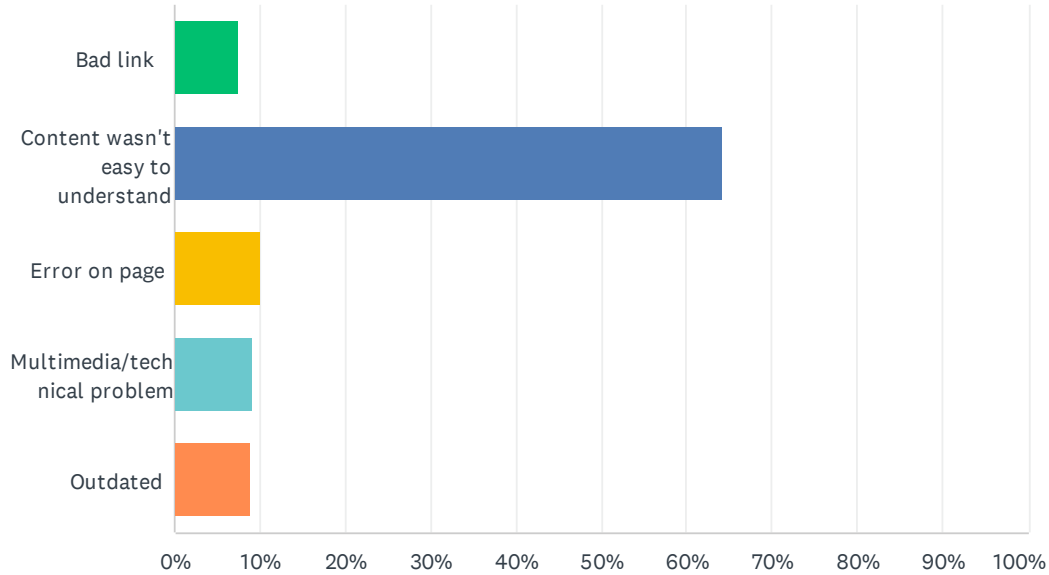
Answered: 4,980 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	56.41%	2,809
No	43.59%	2,171
TOTAL		4,980

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

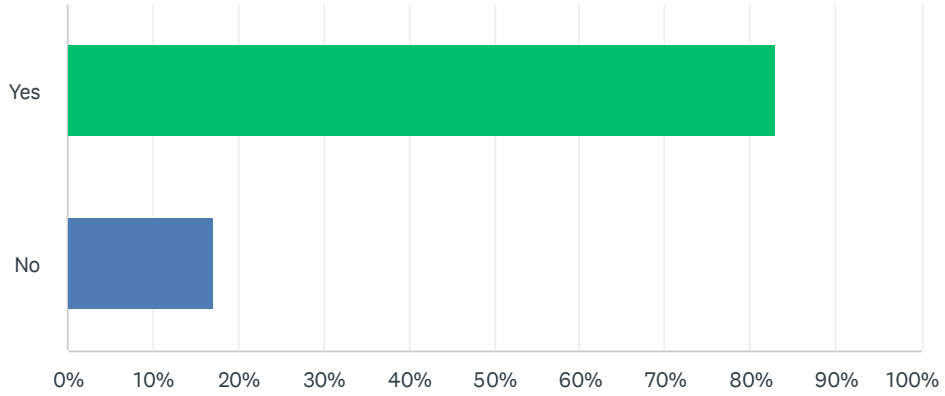
Answered: 2,144 Skipped: 2,836



ANSWER CHOICES	RESPONSES	
Bad link	7.51%	161
Content wasn't easy to understand	64.18%	1,376
Error on page	10.07%	216
Multimedia/technical problem	9.24%	198
Outdated	9.00%	193
TOTAL		2,144

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

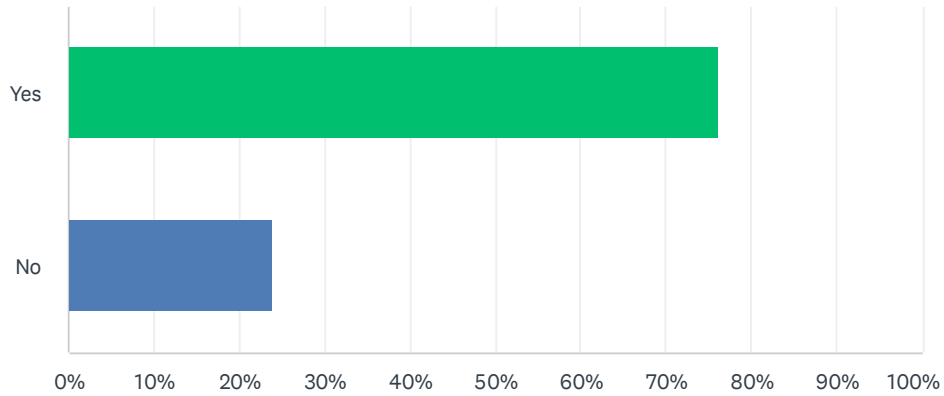
Answered: 4,980 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.95%	4,131
No	17.05%	849
TOTAL		4,980

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

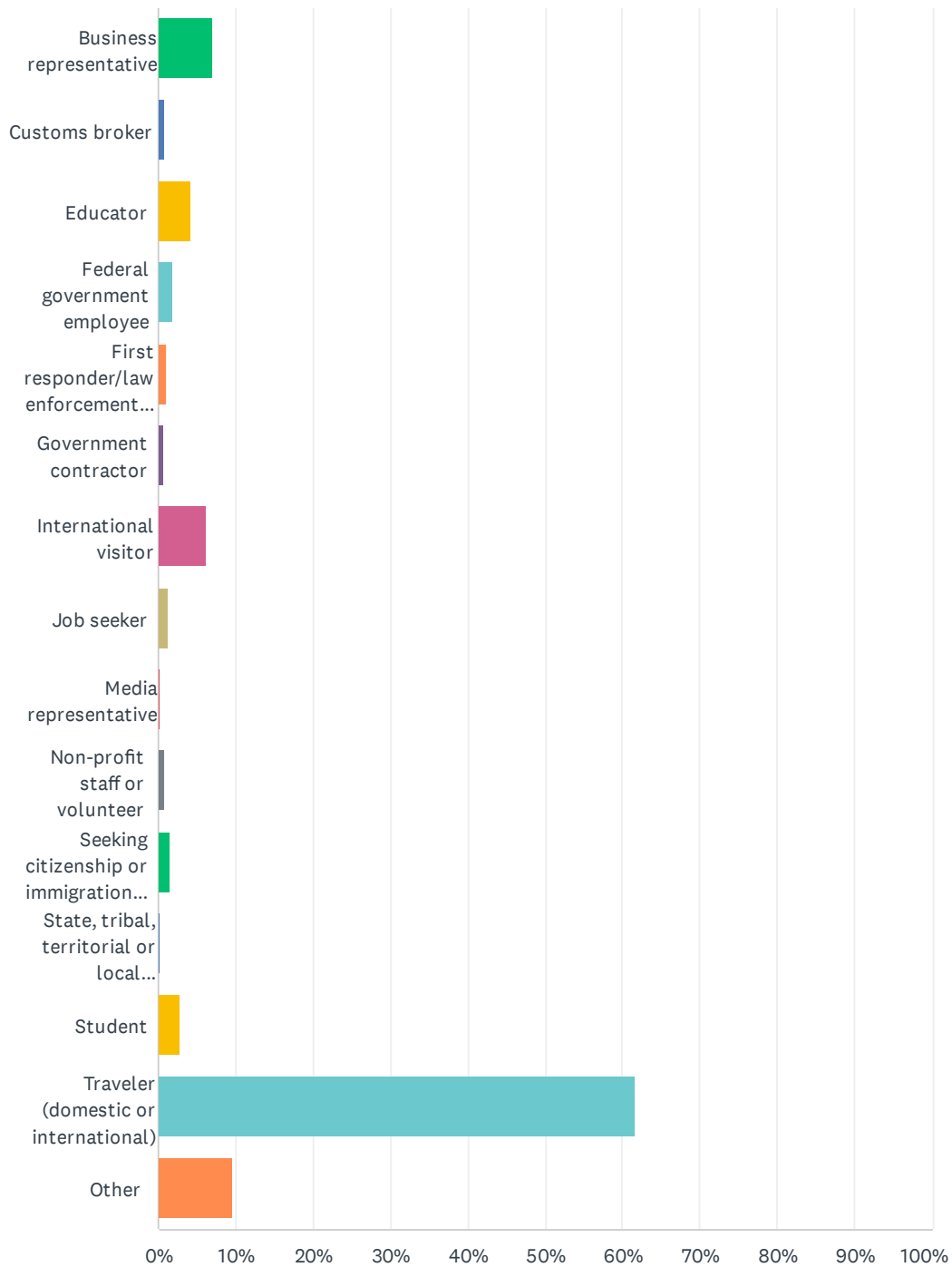
Answered: 4,980 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.08%	3,789
No	23.92%	1,191
TOTAL		4,980

Q7 Which of the following best describes you?

Answered: 4,980 Skipped: 0

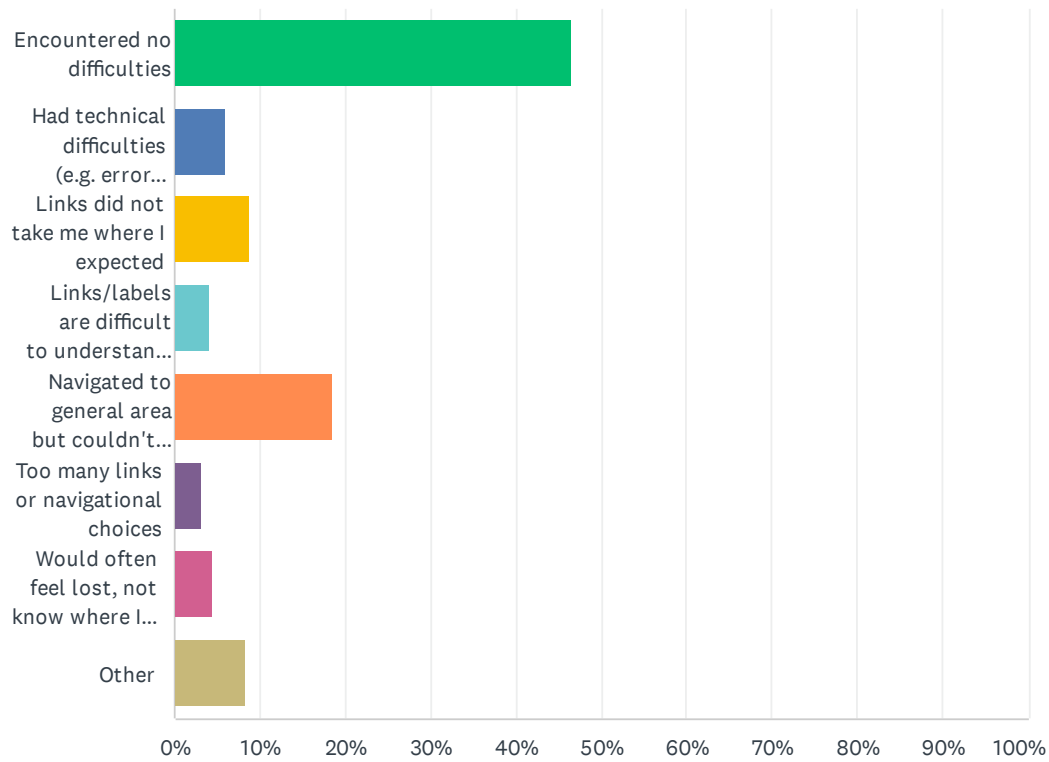


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.97%	347
Customs broker	0.82%	41
Educator	4.18%	208
Federal government employee	1.99%	99
First responder/law enforcement official	1.02%	51
Government contractor	0.68%	34
International visitor	6.14%	306
Job seeker	1.35%	67
Media representative	0.28%	14
Non-profit staff or volunteer	0.92%	46
Seeking citizenship or immigration information	1.47%	73
State, tribal, territorial or local government representative	0.26%	13
Student	2.83%	141
Traveler (domestic or international)	61.53%	3,064
Other	9.56%	476
TOTAL		4,980

Q8 Please describe your experience finding your way around today.

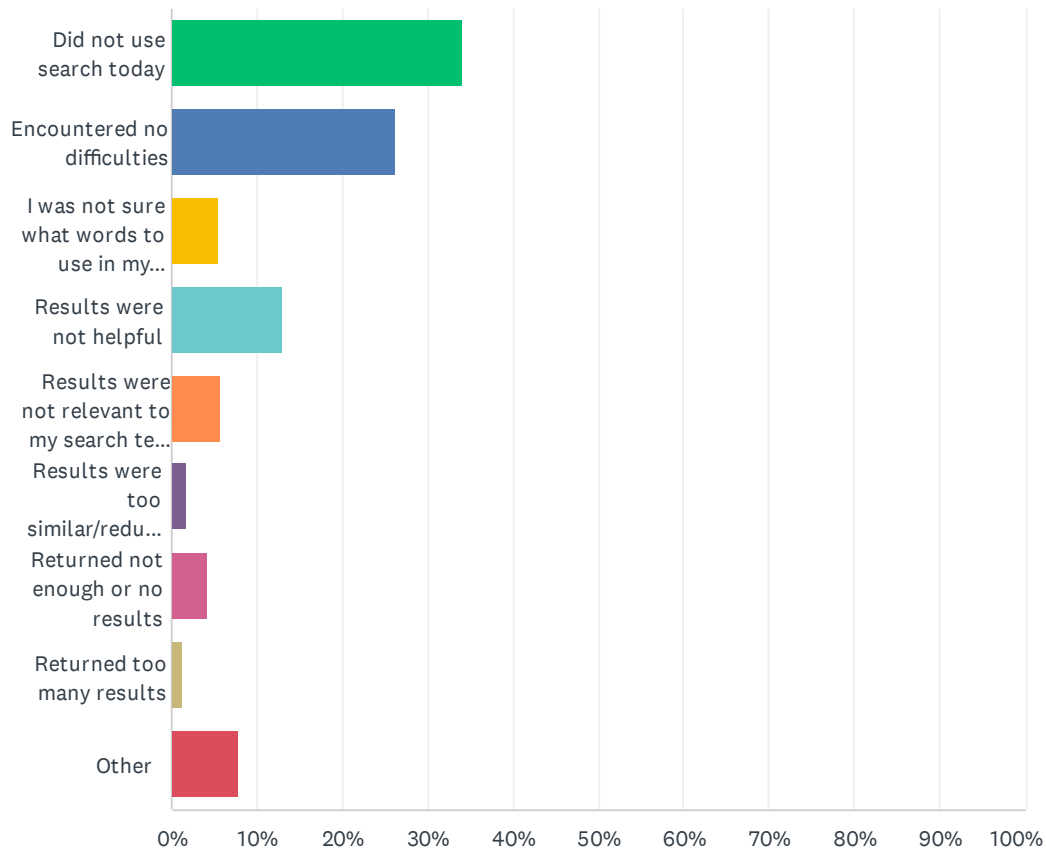
Answered: 4,980 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.43%	2,312
Had technical difficulties (e.g. error messages, broken links)	5.92%	295
Links did not take me where I expected	8.65%	431
Links/labels are difficult to understand, they are not intuitive	4.10%	204
Navigated to general area but couldn't find the specific content needed	18.61%	927
Too many links or navigational choices	3.29%	164
Would often feel lost, not know where I was	4.58%	228
Other	8.41%	419
TOTAL		4,980

Q9 How was your experience using our site search?

Answered: 4,980 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.20%	1,703
Encountered no difficulties	26.14%	1,302
I was not sure what words to use in my search	5.62%	280
Results were not helpful	13.05%	650
Results were not relevant to my search terms or needs	5.86%	292
Results were too similar/redundant	1.63%	81
Returned not enough or no results	4.20%	209
Returned too many results	1.33%	66
Other	7.97%	397
TOTAL		4,980