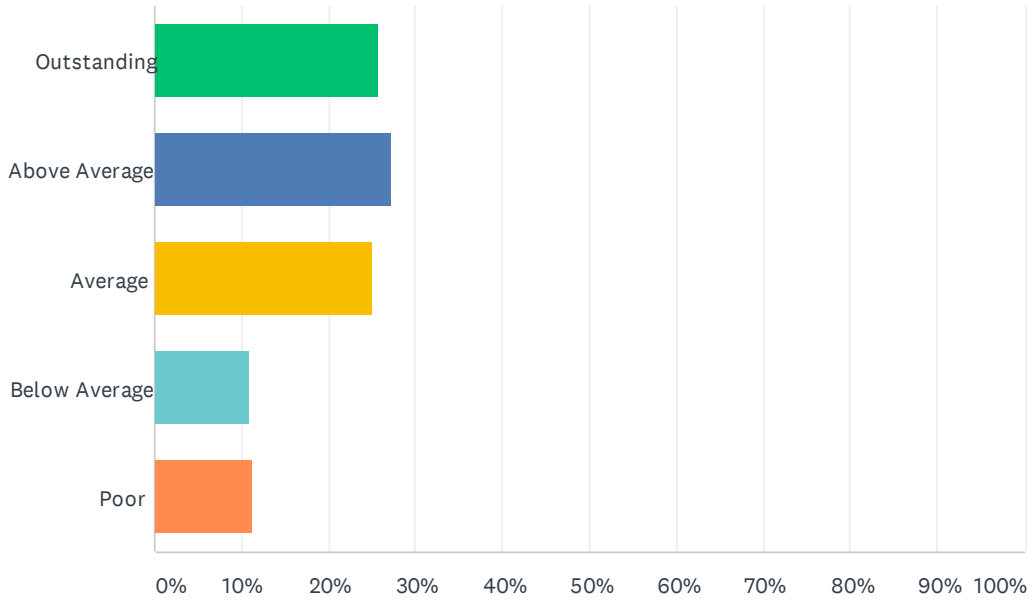


Q1 How would you rate your overall experience today?

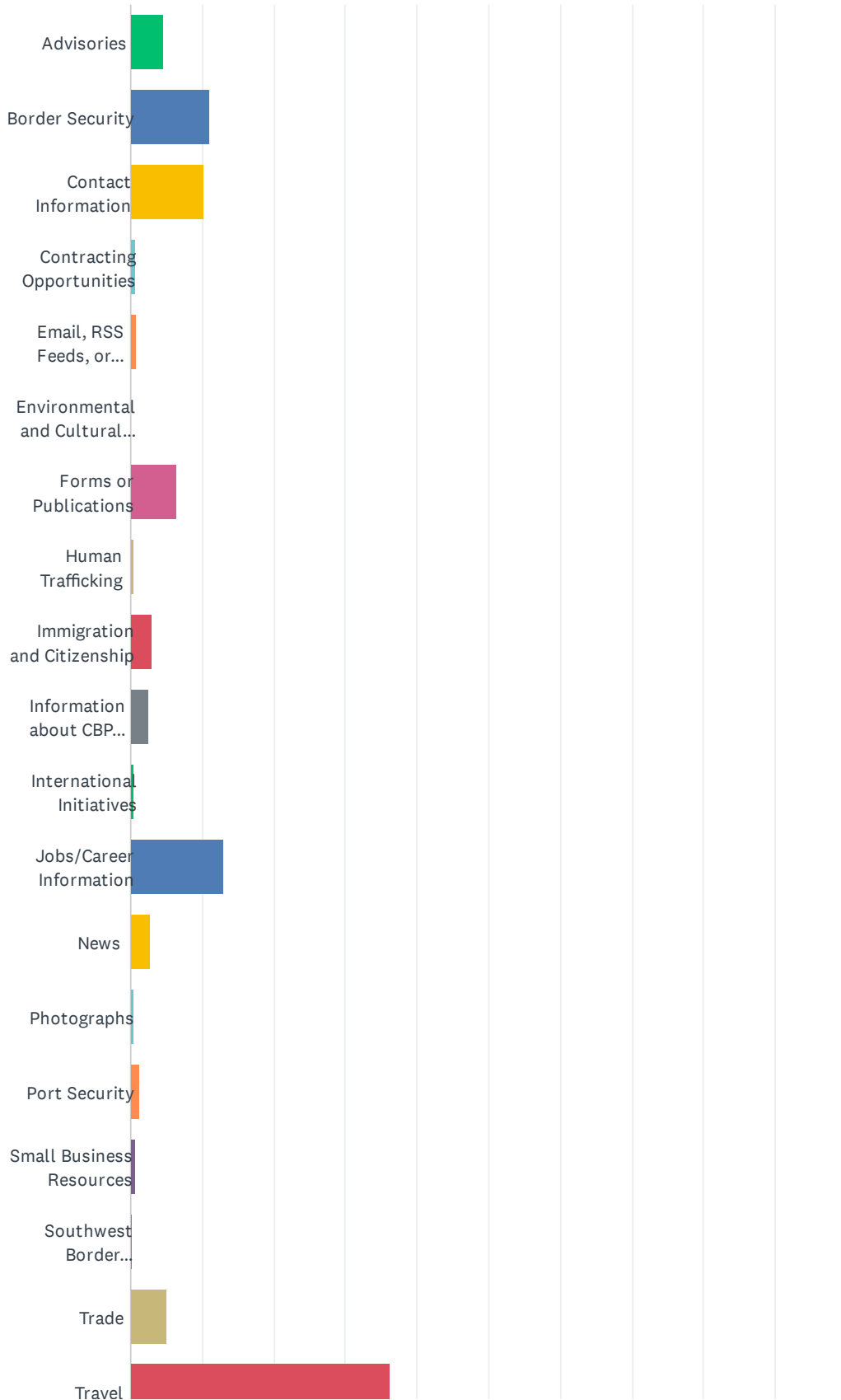
Answered: 1,369 Skipped: 0



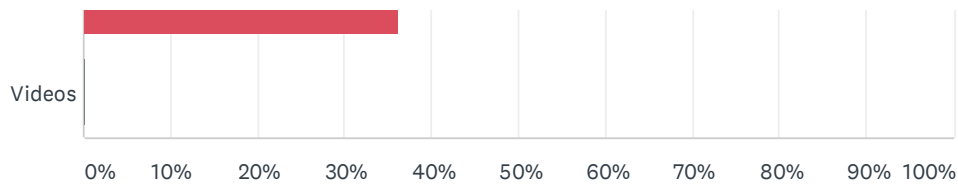
ANSWER CHOICES	RESPONSES	
Outstanding	25.64%	351
Above Average	27.10%	371
Average	25.13%	344
Below Average	10.81%	148
Poor	11.32%	155
TOTAL		1,369

Q2 What information were you looking for today?

Answered: 1,369 Skipped: 0



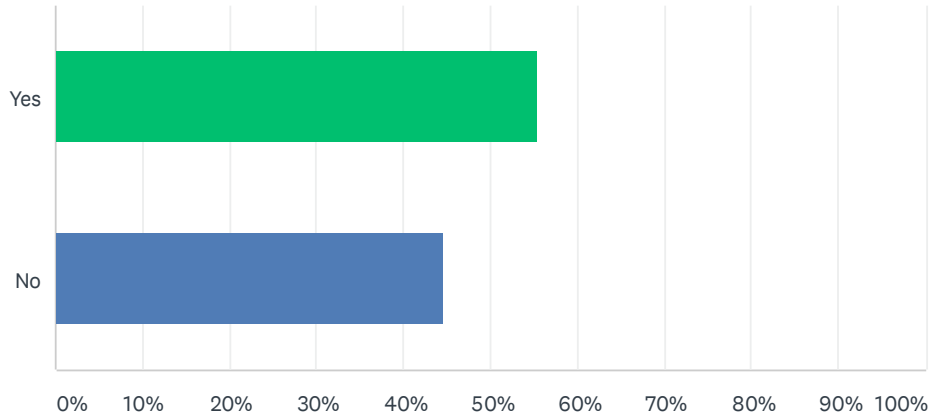
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	4.67%	64
Border Security	11.10%	152
Contact Information	10.30%	141
Contracting Opportunities	0.58%	8
Email, RSS Feeds, or Subscription Services	0.88%	12
Environmental and Cultural Stewardship	0.00%	0
Forms or Publications	6.50%	89
Human Trafficking	0.51%	7
Immigration and Citizenship	2.92%	40
Information about CBP (leadership, history, etc.)	2.41%	33
International Initiatives	0.44%	6
Jobs/Career Information	13.00%	178
News	2.78%	38
Photographs	0.37%	5
Port Security	1.24%	17
Small Business Resources	0.58%	8
Southwest Border Unaccompanied Alien Children/Family Unit	0.22%	3
Trade	4.97%	68
Travel	36.23%	496
Videos	0.29%	4
TOTAL		1,369

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

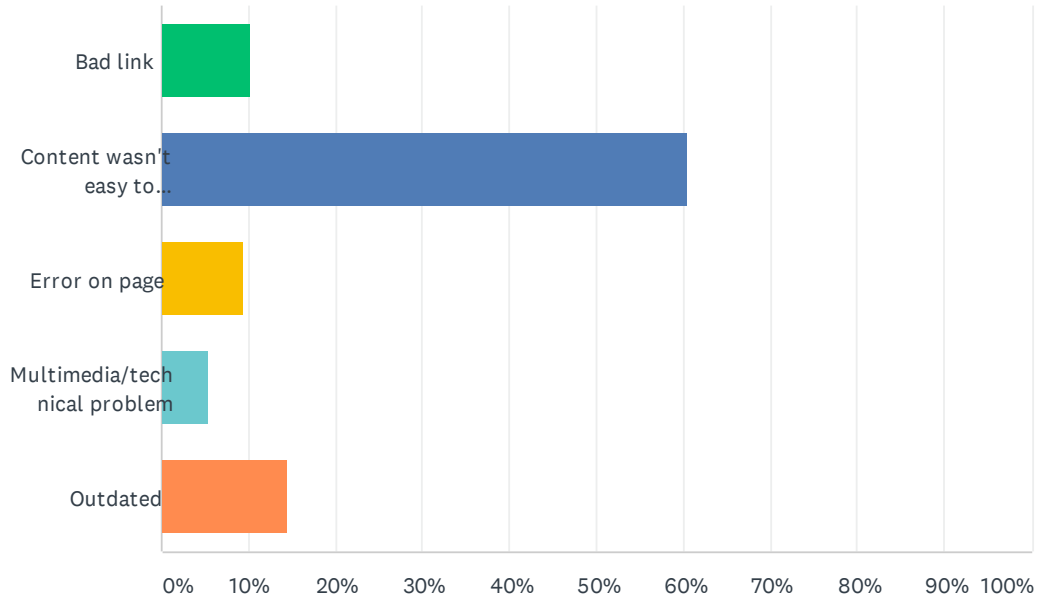
Answered: 1,369 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.44%	759
No	44.56%	610
TOTAL		1,369

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

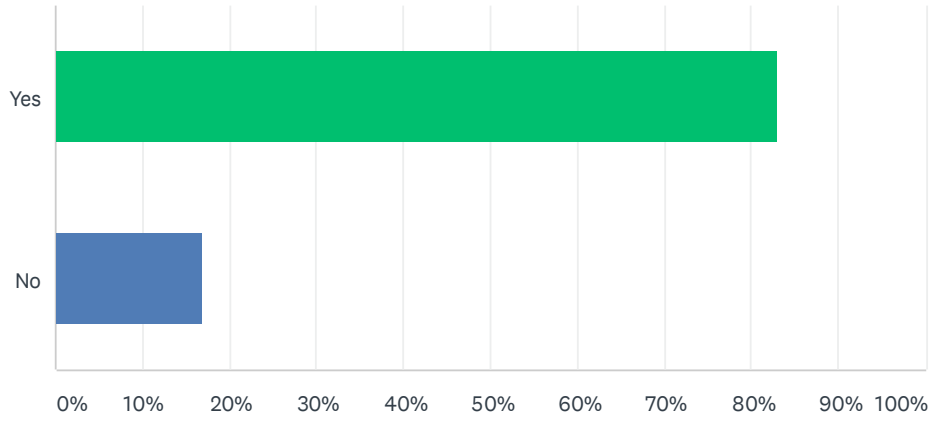
Answered: 603 Skipped: 766



ANSWER CHOICES	RESPONSES	
Bad link	10.28%	62
Content wasn't easy to understand	60.36%	364
Error on page	9.45%	57
Multimedia/technical problem	5.47%	33
Outdated	14.43%	87
TOTAL		603

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

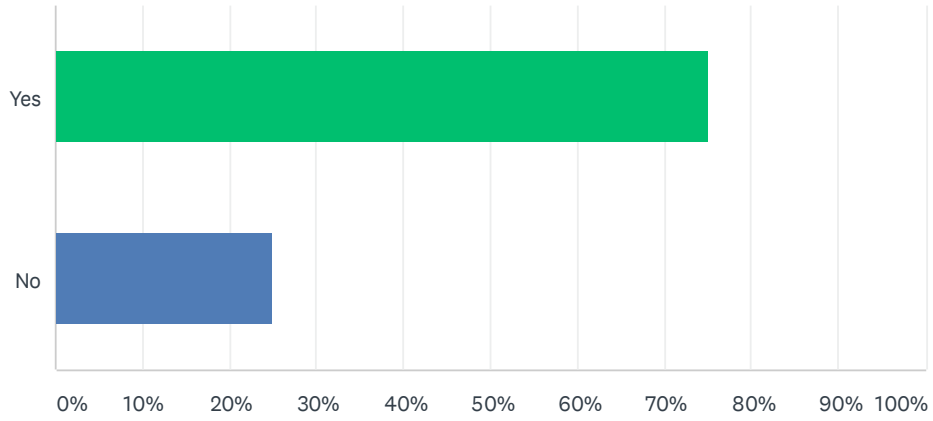
Answered: 1,369 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.13%	1,138
No	16.87%	231
TOTAL		1,369

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

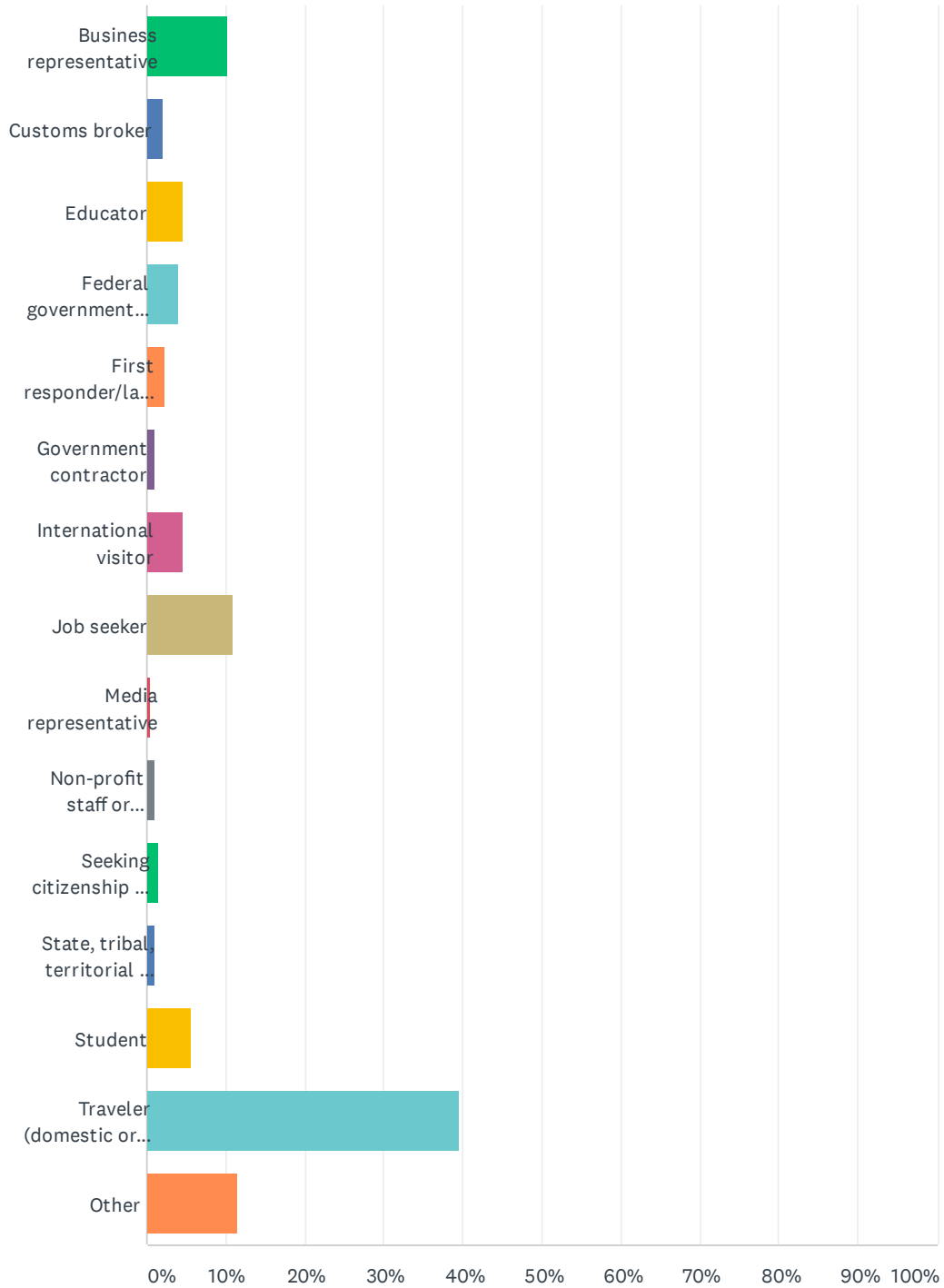
Answered: 1,369 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.02%	1,027
No	24.98%	342
TOTAL		1,369

Q7 Which of the following best describes you?

Answered: 1,369 Skipped: 0

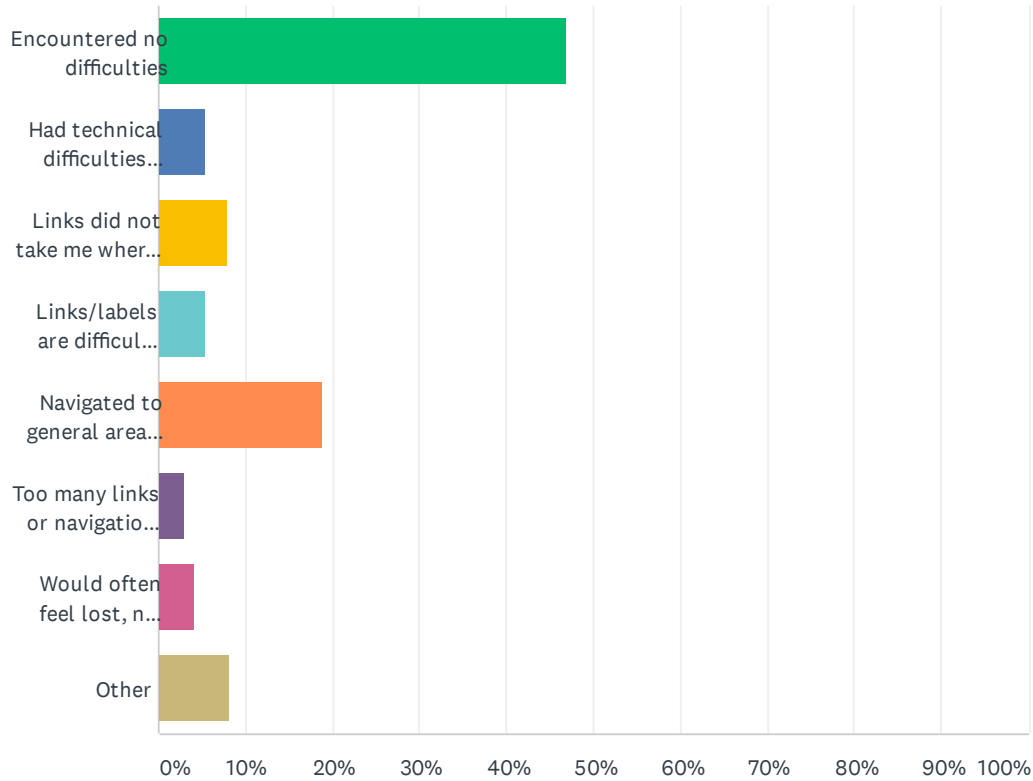


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	10.15%	139
Customs broker	2.05%	28
Educator	4.53%	62
Federal government employee	4.02%	55
First responder/law enforcement official	2.34%	32
Government contractor	0.95%	13
International visitor	4.60%	63
Job seeker	10.88%	149
Media representative	0.37%	5
Non-profit staff or volunteer	1.02%	14
Seeking citizenship or immigration information	1.39%	19
State, tribal, territorial or local government representative	1.02%	14
Student	5.70%	78
Traveler (domestic or international)	39.44%	540
Other	11.54%	158
TOTAL		1,369

Q8 Please describe your experience finding your way around today.

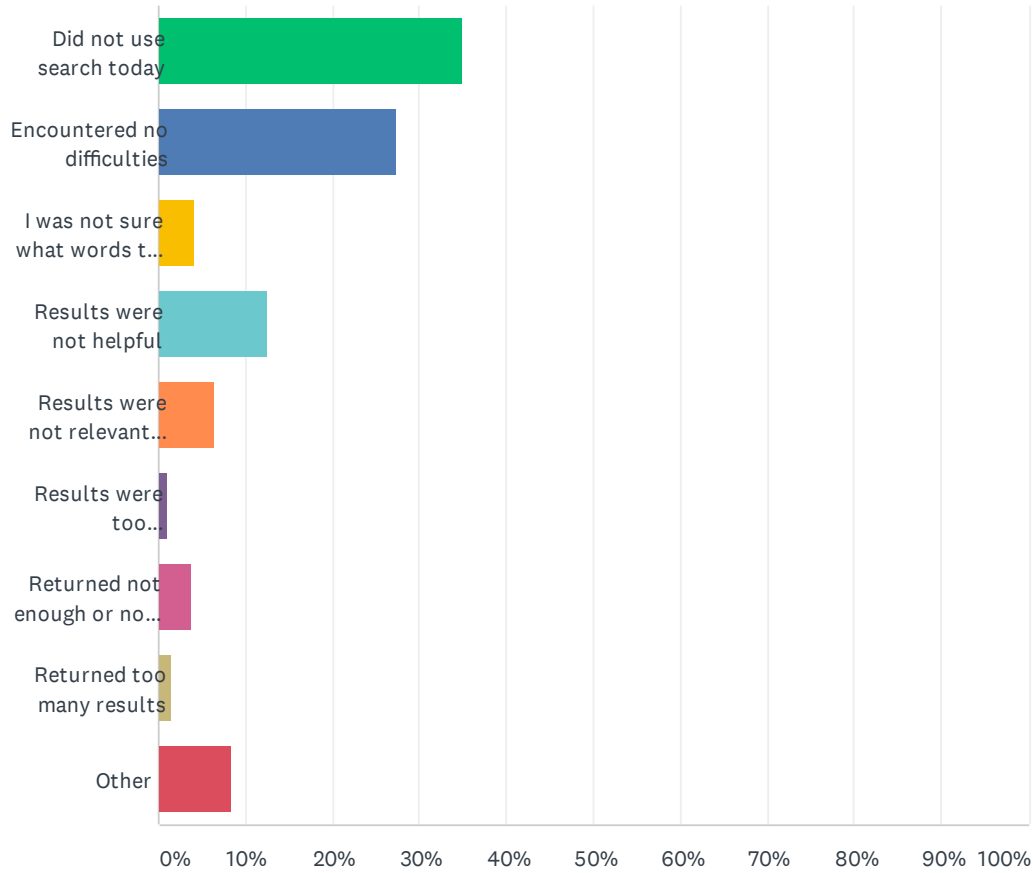
Answered: 1,369 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.90%	642
Had technical difficulties (e.g. error messages, broken links)	5.41%	74
Links did not take me where I expected	7.96%	109
Links/labels are difficult to understand, they are not intuitive	5.48%	75
Navigated to general area but couldn't find the specific content needed	18.85%	258
Too many links or navigational choices	2.99%	41
Would often feel lost, not know where I was	4.24%	58
Other	8.18%	112
TOTAL		1,369

Q9 How was your experience using our site search?

Answered: 1,369 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.84%	477
Encountered no difficulties	27.32%	374
I was not sure what words to use in my search	4.24%	58
Results were not helpful	12.56%	172
Results were not relevant to my search terms or needs	6.43%	88
Results were too similar/redundant	1.02%	14
Returned not enough or no results	3.73%	51
Returned too many results	1.53%	21
Other	8.33%	114
TOTAL		1,369