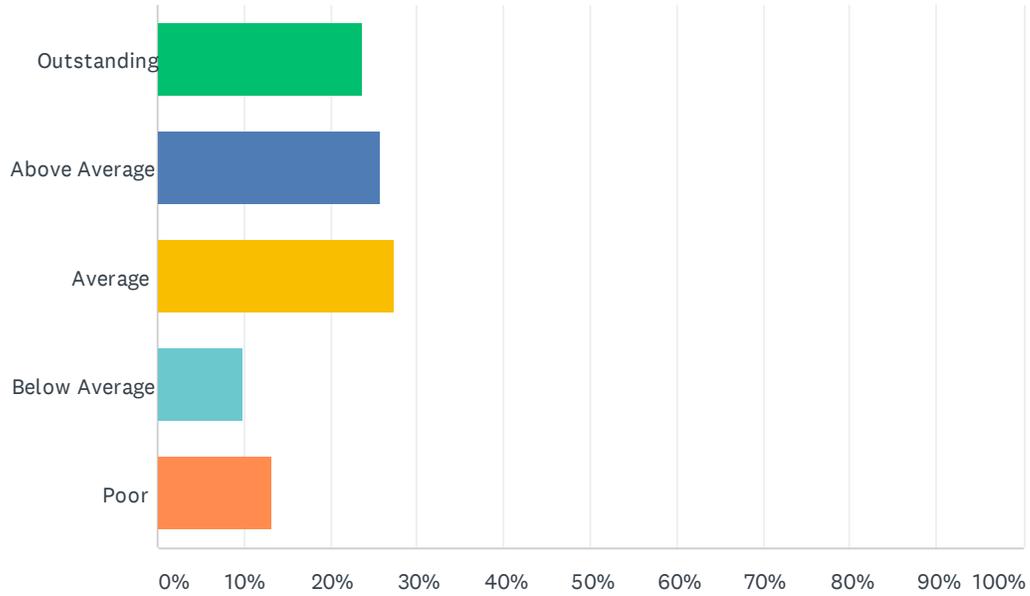


Q1 How would you rate your overall experience today?

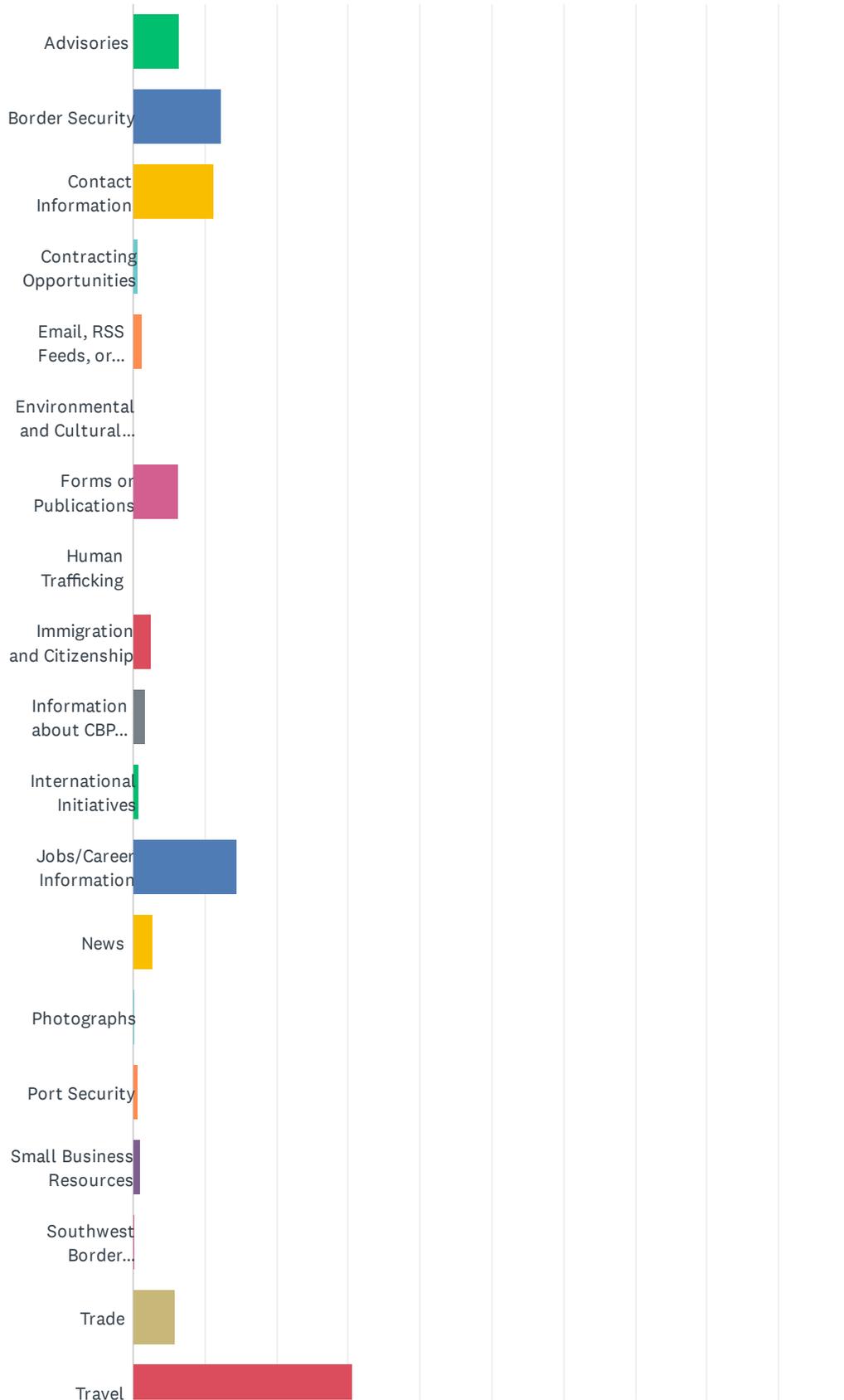
Answered: 1,935 Skipped: 0



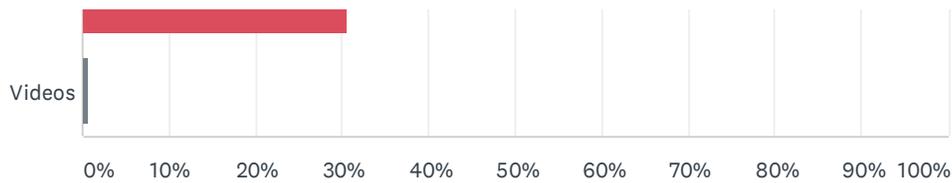
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|--------------|
| Outstanding | 23.72% | 459 |
| Above Average | 25.74% | 498 |
| Average | 27.39% | 530 |
| Below Average | 9.87% | 191 |
| Poor | 13.28% | 257 |
| TOTAL | | 1,935 |

Q2 What information were you looking for today?

Answered: 1,935 Skipped: 0



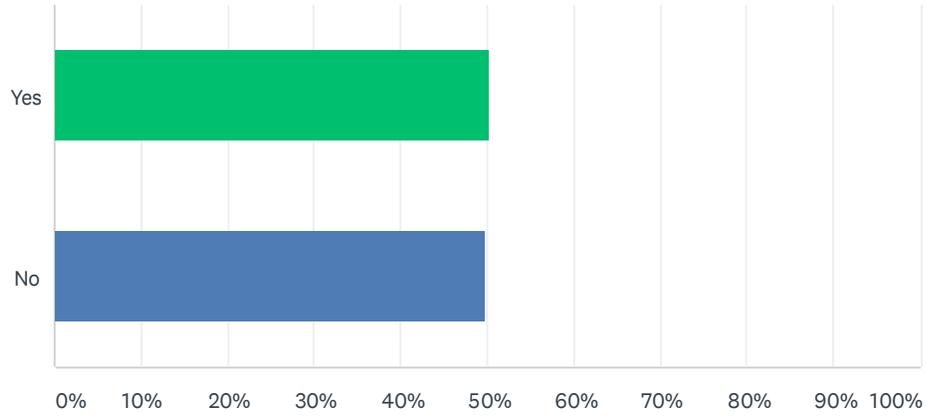
Customer Satisfaction Survey



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------------------|-----------|--------------|
| Advisories | 6.56% | 127 |
| Border Security | 12.35% | 239 |
| Contact Information | 11.21% | 217 |
| Contracting Opportunities | 0.57% | 11 |
| Email, RSS Feeds, or Subscription Services | 1.19% | 23 |
| Environmental and Cultural Stewardship | 0.10% | 2 |
| Forms or Publications | 6.36% | 123 |
| Human Trafficking | 0.10% | 2 |
| Immigration and Citizenship | 2.48% | 48 |
| Information about CBP (leadership, history, etc.) | 1.60% | 31 |
| International Initiatives | 0.78% | 15 |
| Jobs/Career Information | 14.52% | 281 |
| News | 2.74% | 53 |
| Photographs | 0.31% | 6 |
| Port Security | 0.62% | 12 |
| Small Business Resources | 1.14% | 22 |
| Southwest Border Unaccompanied Alien Children/Family Unit | 0.21% | 4 |
| Trade | 5.94% | 115 |
| Travel | 30.59% | 592 |
| Videos | 0.62% | 12 |
| TOTAL | | 1,935 |

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

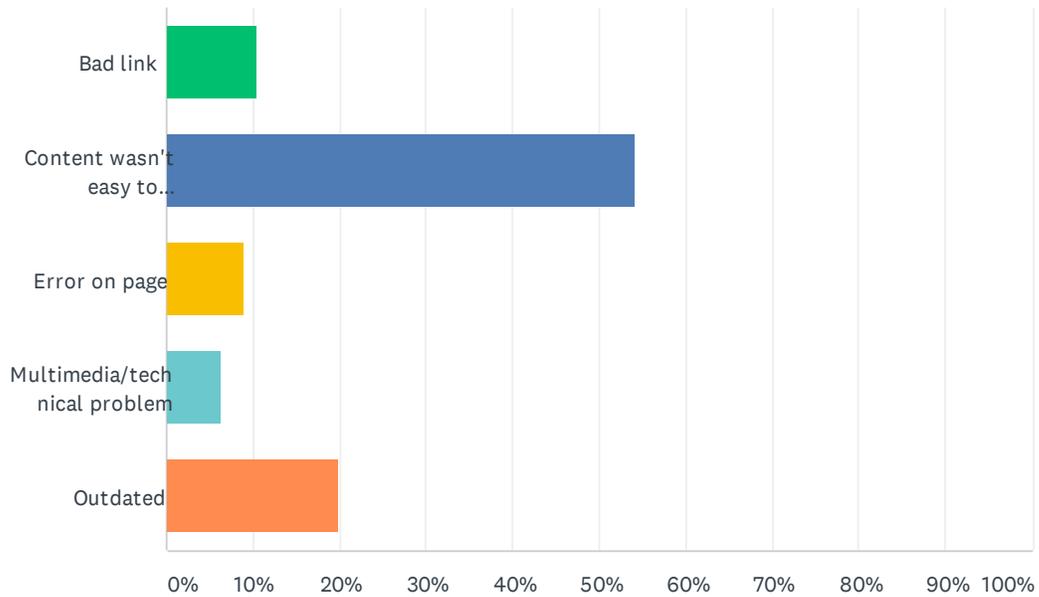
Answered: 1,935 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 50.18% | 971 |
| No | 49.82% | 964 |
| TOTAL | | 1,935 |

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

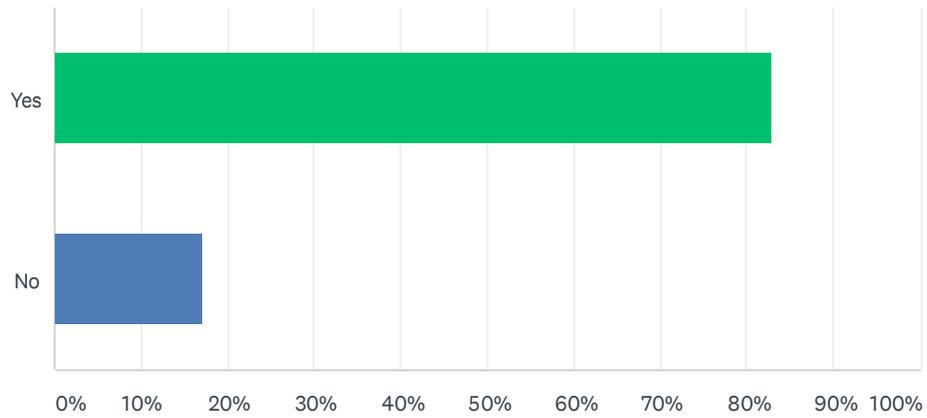
Answered: 948 Skipped: 987



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|------------|
| Bad link | 10.55% | 100 |
| Content wasn't easy to understand | 54.11% | 513 |
| Error on page | 9.07% | 86 |
| Multimedia/technical problem | 6.33% | 60 |
| Outdated | 19.94% | 189 |
| TOTAL | | 948 |

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

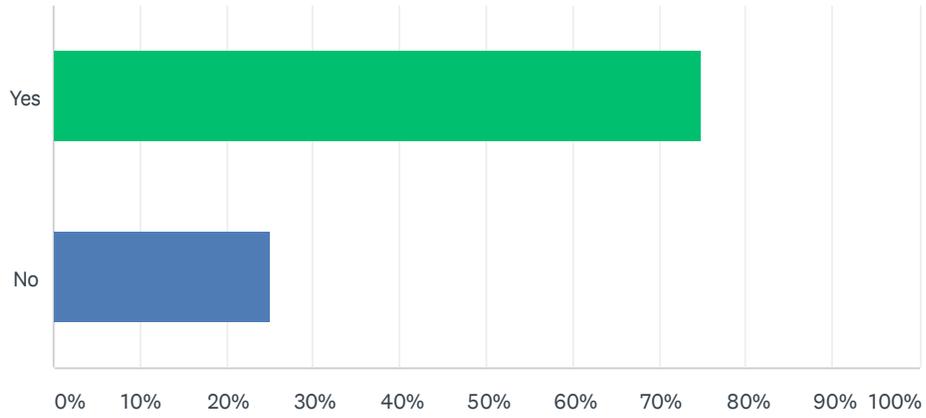
Answered: 1,935 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 82.79% | 1,602 |
| No | 17.21% | 333 |
| TOTAL | | 1,935 |

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

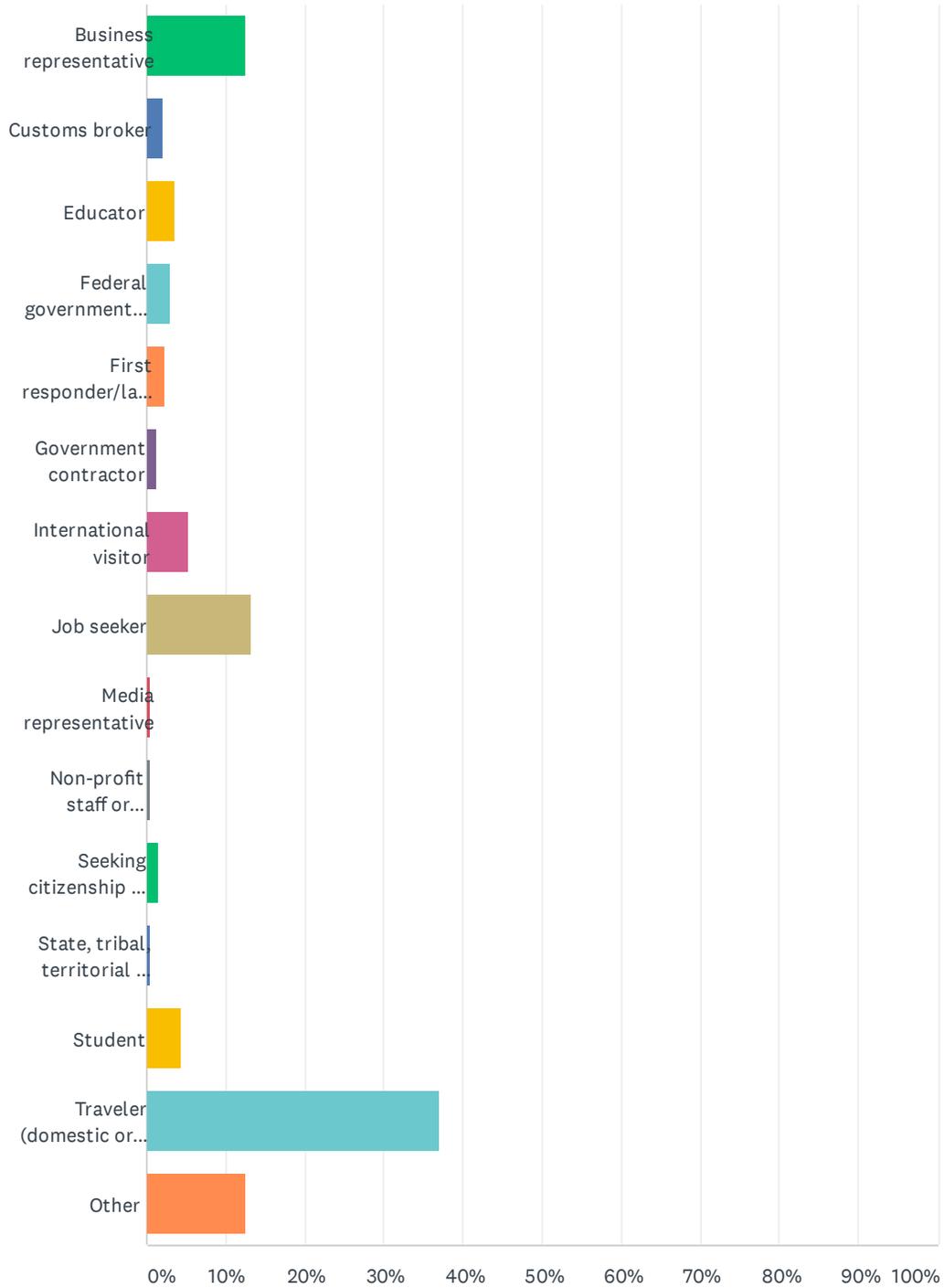
Answered: 1,935 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 74.88% | 1,449 |
| No | 25.12% | 486 |
| TOTAL | | 1,935 |

Q7 Which of the following best describes you?

Answered: 1,935 Skipped: 0

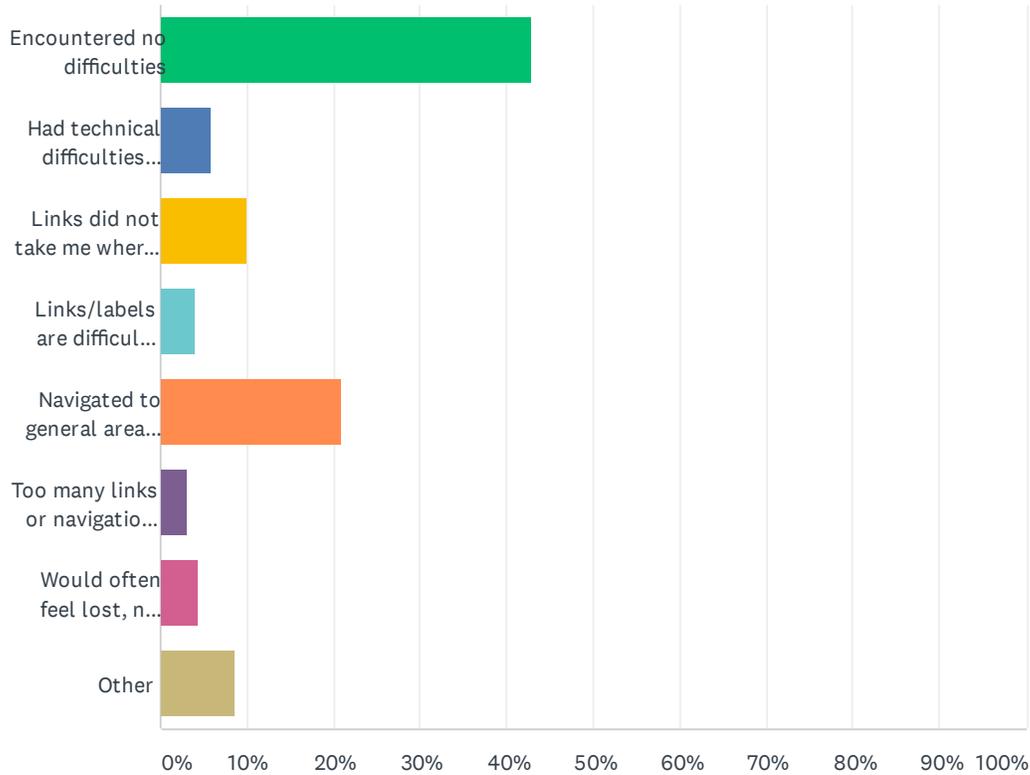


Customer Satisfaction Survey

| ANSWER CHOICES | RESPONSES | |
|---------------------------------------------------------------|-----------|--------------|
| Business representative | 12.61% | 244 |
| Customs broker | 2.12% | 41 |
| Educator | 3.51% | 68 |
| Federal government employee | 2.89% | 56 |
| First responder/law enforcement official | 2.38% | 46 |
| Government contractor | 1.34% | 26 |
| International visitor | 5.27% | 102 |
| Job seeker | 13.18% | 255 |
| Media representative | 0.41% | 8 |
| Non-profit staff or volunteer | 0.52% | 10 |
| Seeking citizenship or immigration information | 1.40% | 27 |
| State, tribal, territorial or local government representative | 0.36% | 7 |
| Student | 4.39% | 85 |
| Traveler (domestic or international) | 37.00% | 716 |
| Other | 12.61% | 244 |
| TOTAL | | 1,935 |

Q8 Please describe your experience finding your way around today.

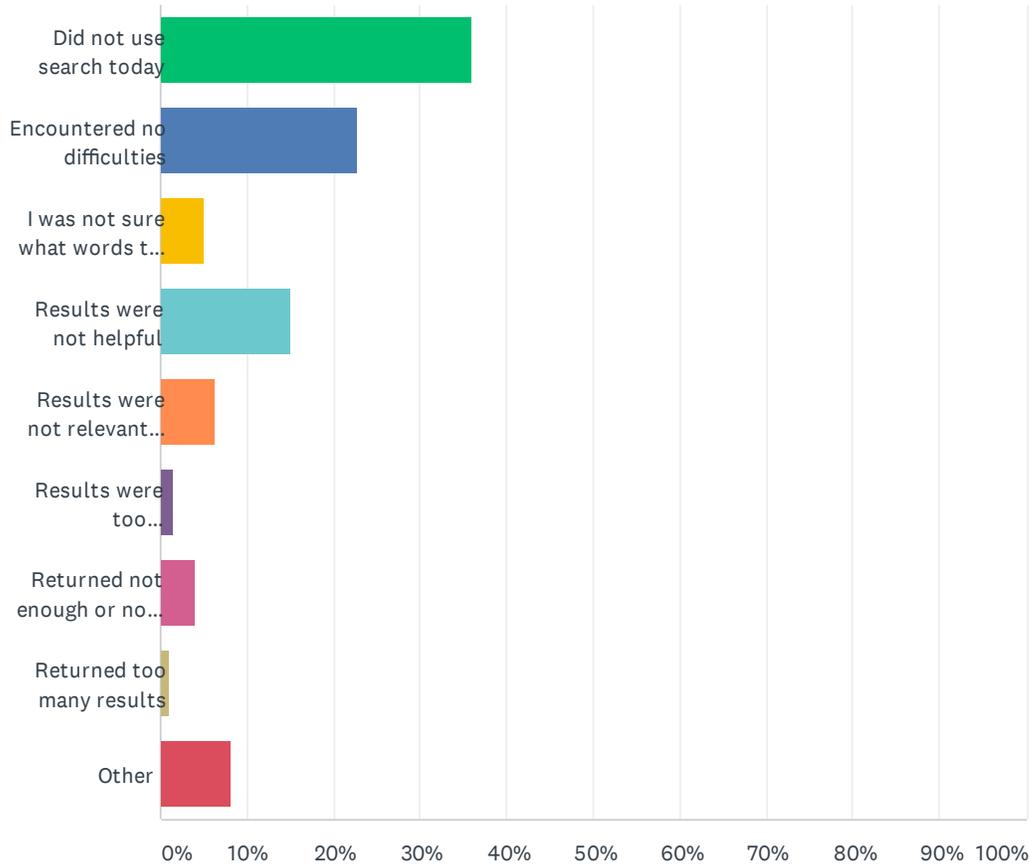
Answered: 1,935 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-------------------------------------------------------------------------|-----------|--------------|
| Encountered no difficulties | 42.89% | 830 |
| Had technical difficulties (e.g. error messages, broken links) | 5.84% | 113 |
| Links did not take me where I expected | 10.03% | 194 |
| Links/labels are difficult to understand, they are not intuitive | 4.03% | 78 |
| Navigated to general area but couldn't find the specific content needed | 20.98% | 406 |
| Too many links or navigational choices | 3.15% | 61 |
| Would often feel lost, not know where I was | 4.44% | 86 |
| Other | 8.63% | 167 |
| TOTAL | | 1,935 |

Q9 How was your experience using our site search?

Answered: 1,935 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-------------------------------------------------------|-----------|--------------|
| Did not use search today | 36.07% | 698 |
| Encountered no difficulties | 22.89% | 443 |
| I was not sure what words to use in my search | 5.12% | 99 |
| Results were not helpful | 15.04% | 291 |
| Results were not relevant to my search terms or needs | 6.30% | 122 |
| Results were too similar/redundant | 1.55% | 30 |
| Returned not enough or no results | 3.93% | 76 |
| Returned too many results | 1.03% | 20 |
| Other | 8.06% | 156 |
| TOTAL | | 1,935 |