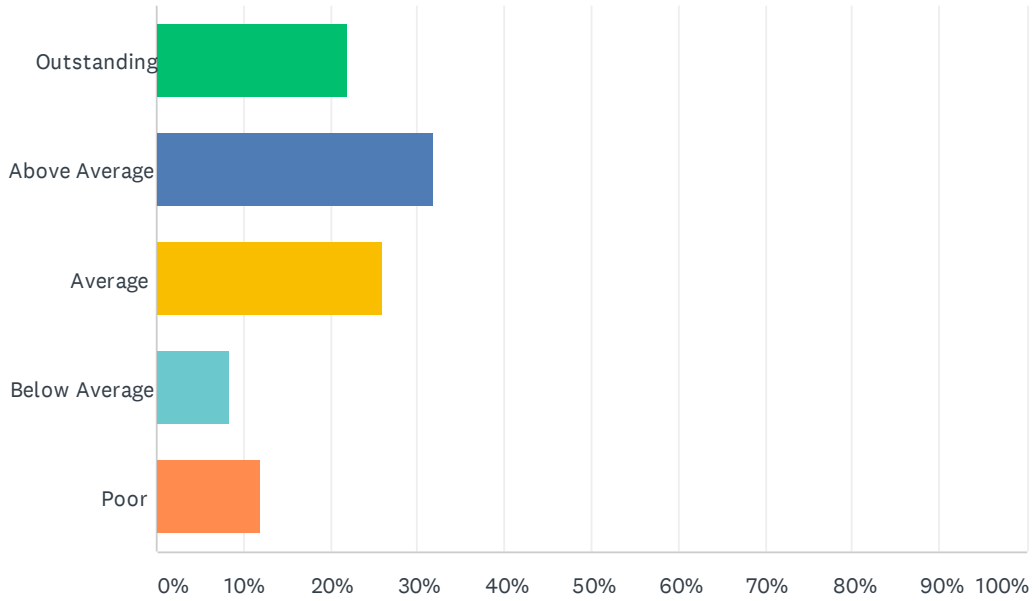


Q1 How would you rate your overall experience today?

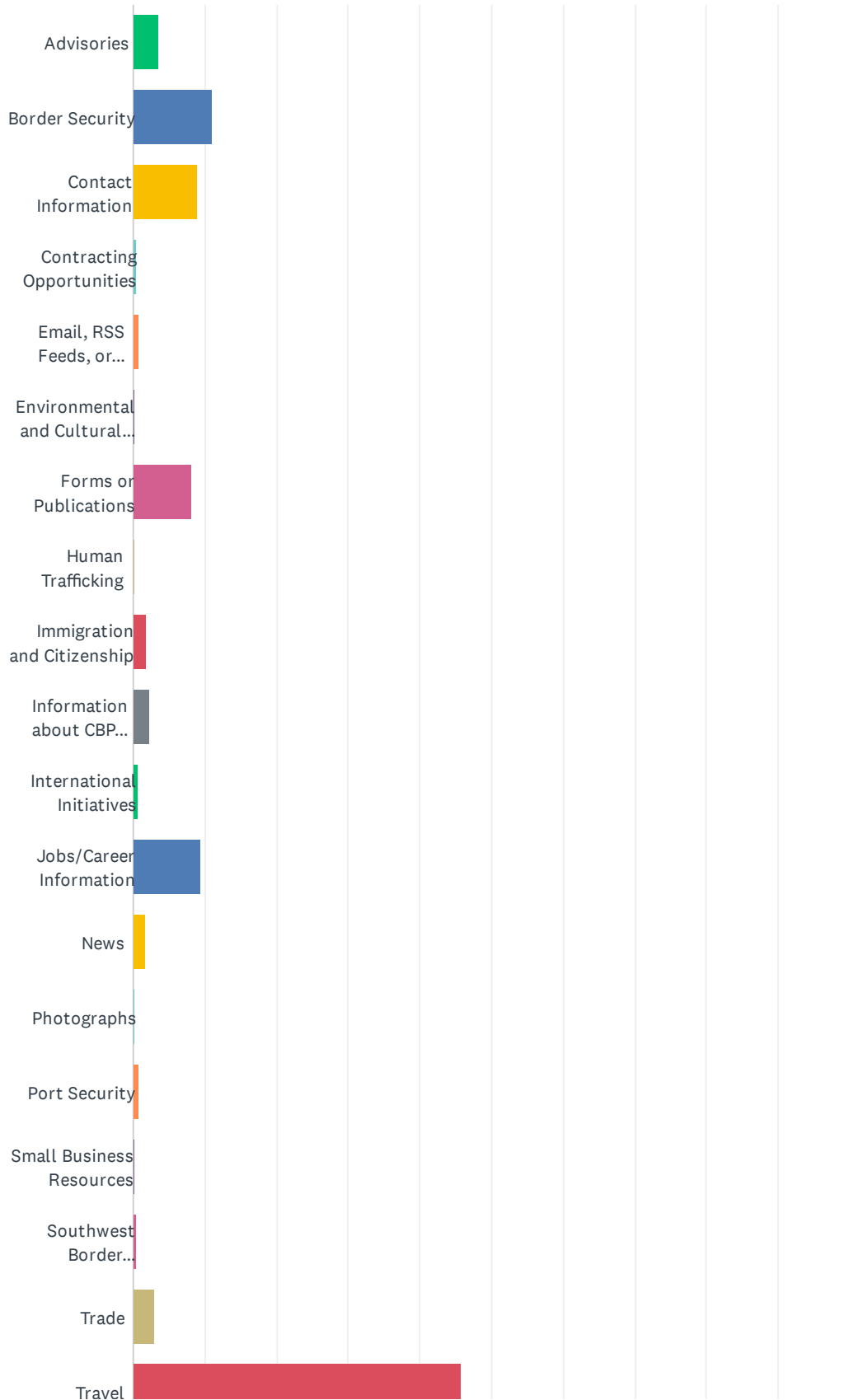
Answered: 3,932 Skipped: 0



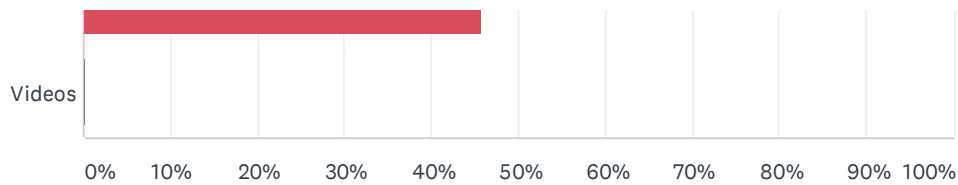
ANSWER CHOICES	RESPONSES	
Outstanding	22.00%	865
Above Average	31.84%	1,252
Average	25.84%	1,016
Below Average	8.37%	329
Poor	11.95%	470
TOTAL		3,932

Q2 What information were you looking for today?

Answered: 3,932 Skipped: 0



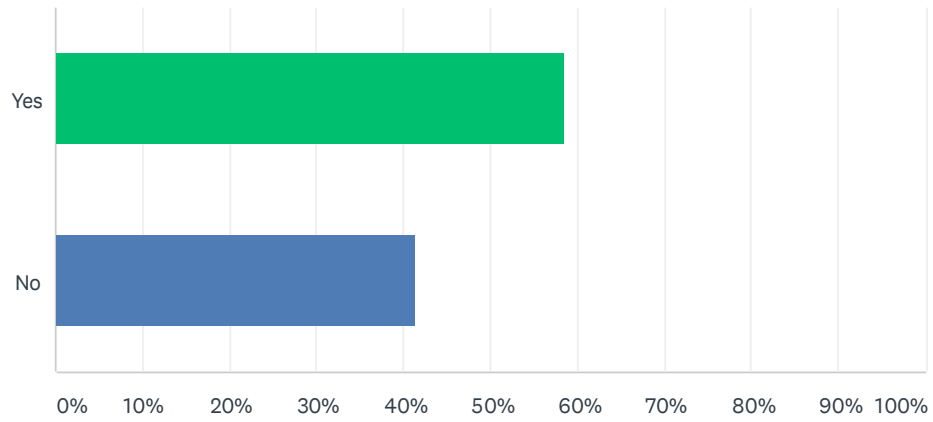
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.51%	138
Border Security	11.14%	438
Contact Information	8.90%	350
Contracting Opportunities	0.36%	14
Email, RSS Feeds, or Subscription Services	0.79%	31
Environmental and Cultural Stewardship	0.15%	6
Forms or Publications	8.19%	322
Human Trafficking	0.28%	11
Immigration and Citizenship	1.88%	74
Information about CBP (leadership, history, etc.)	2.34%	92
International Initiatives	0.64%	25
Jobs/Career Information	9.41%	370
News	1.58%	62
Photographs	0.25%	10
Port Security	0.89%	35
Small Business Resources	0.31%	12
Southwest Border Unaccompanied Alien Children/Family Unit	0.38%	15
Trade	2.92%	115
Travel	45.88%	1,804
Videos	0.20%	8
TOTAL		3,932

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

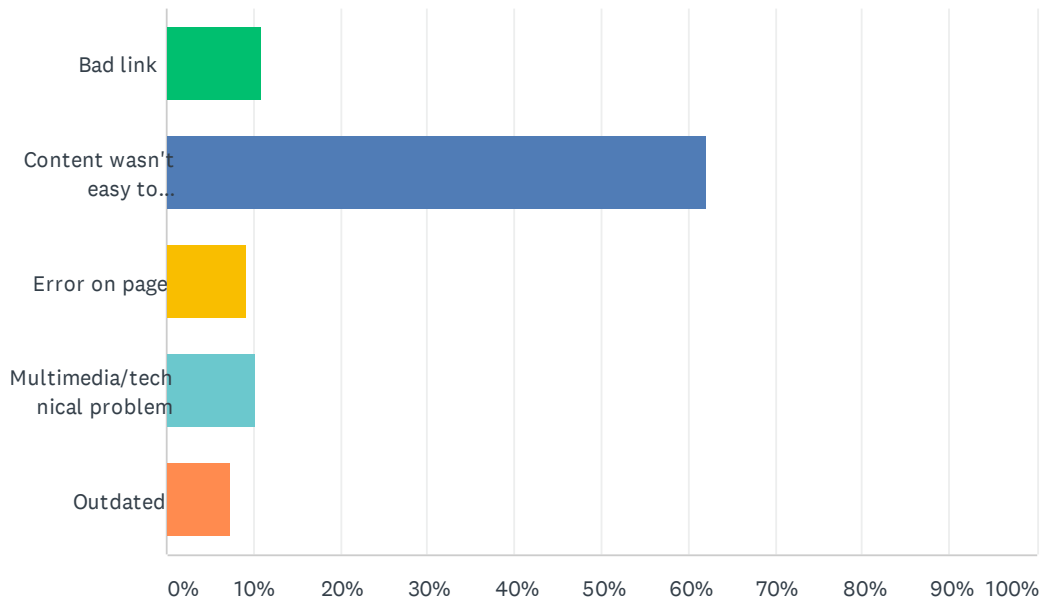
Answered: 3,932 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		58.49%	2,300
No		41.51%	1,632
TOTAL			3,932

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

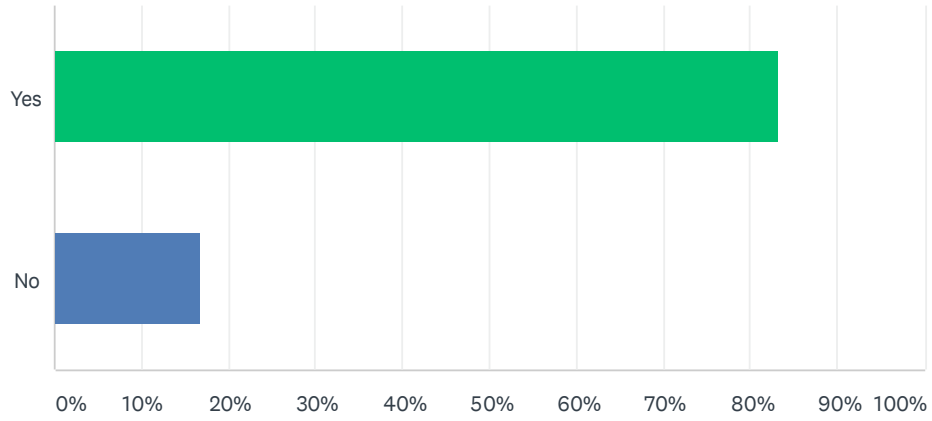
Answered: 1,609 Skipped: 2,323



ANSWER CHOICES	RESPONSES	
Bad link	10.94%	176
Content wasn't easy to understand	62.21%	1,001
Error on page	9.26%	149
Multimedia/technical problem	10.32%	166
Outdated	7.27%	117
TOTAL		1,609

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

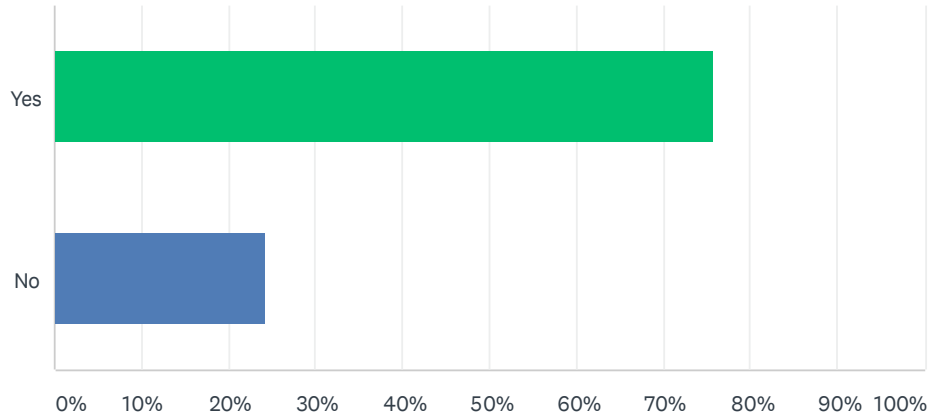
Answered: 3,932 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.34%	3,277
No	16.66%	655
TOTAL		3,932

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

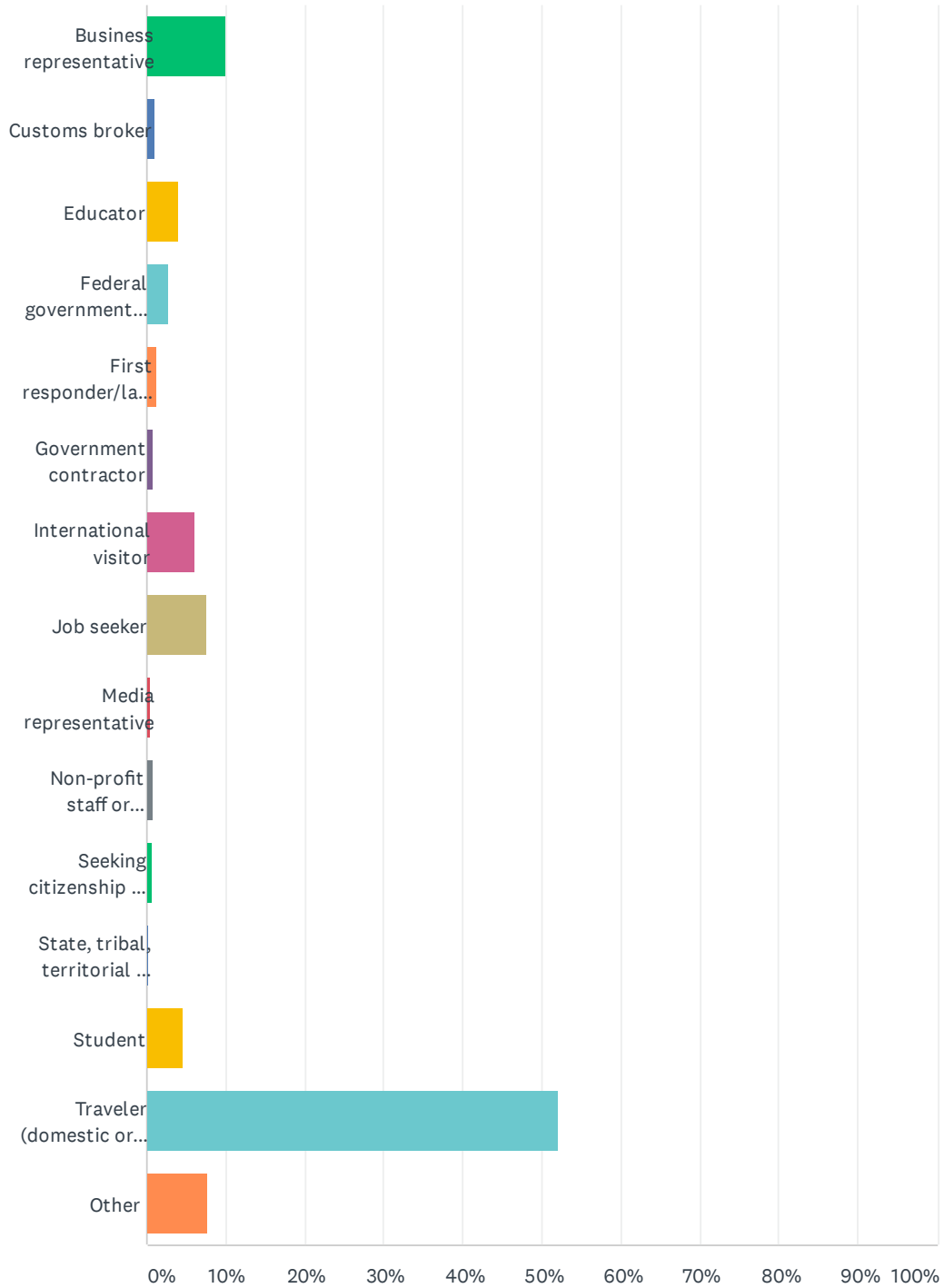
Answered: 3,932 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.79%	2,980
No	24.21%	952
TOTAL		3,932

Q7 Which of the following best describes you?

Answered: 3,932 Skipped: 0

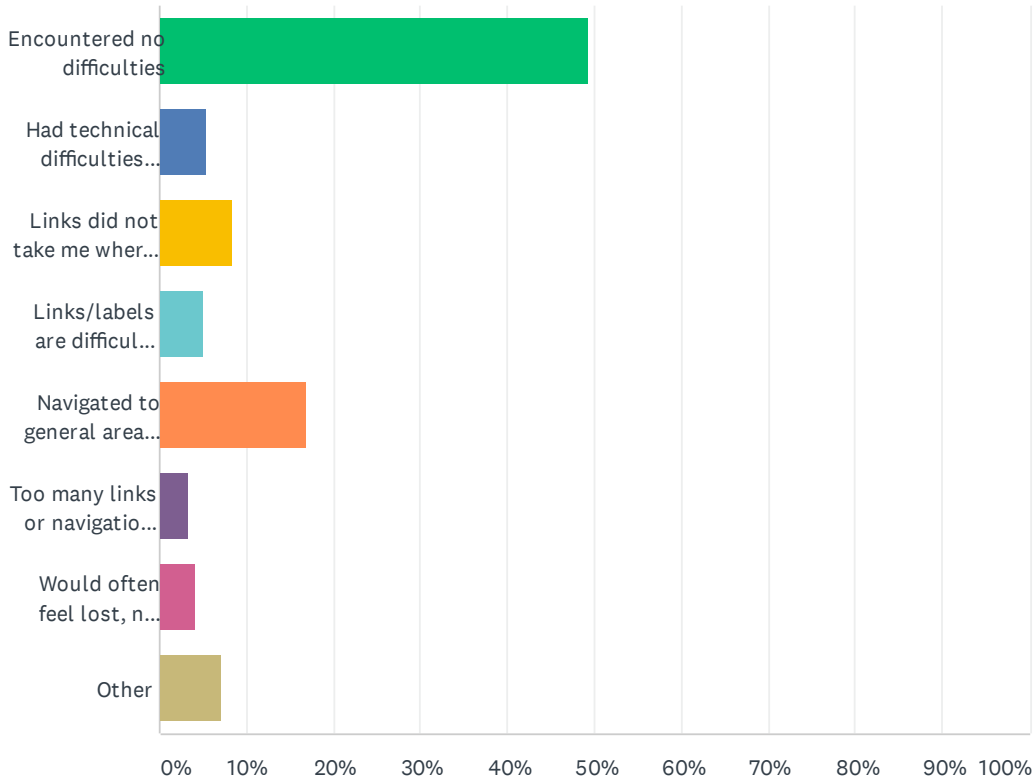


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	10.10%	397
Customs broker	1.04%	41
Educator	4.02%	158
Federal government employee	2.72%	107
First responder/law enforcement official	1.35%	53
Government contractor	0.94%	37
International visitor	6.03%	237
Job seeker	7.45%	293
Media representative	0.36%	14
Non-profit staff or volunteer	0.94%	37
Seeking citizenship or immigration information	0.69%	27
State, tribal, territorial or local government representative	0.18%	7
Student	4.53%	178
Traveler (domestic or international)	52.01%	2,045
Other	7.66%	301
TOTAL		3,932

Q8 Please describe your experience finding your way around today.

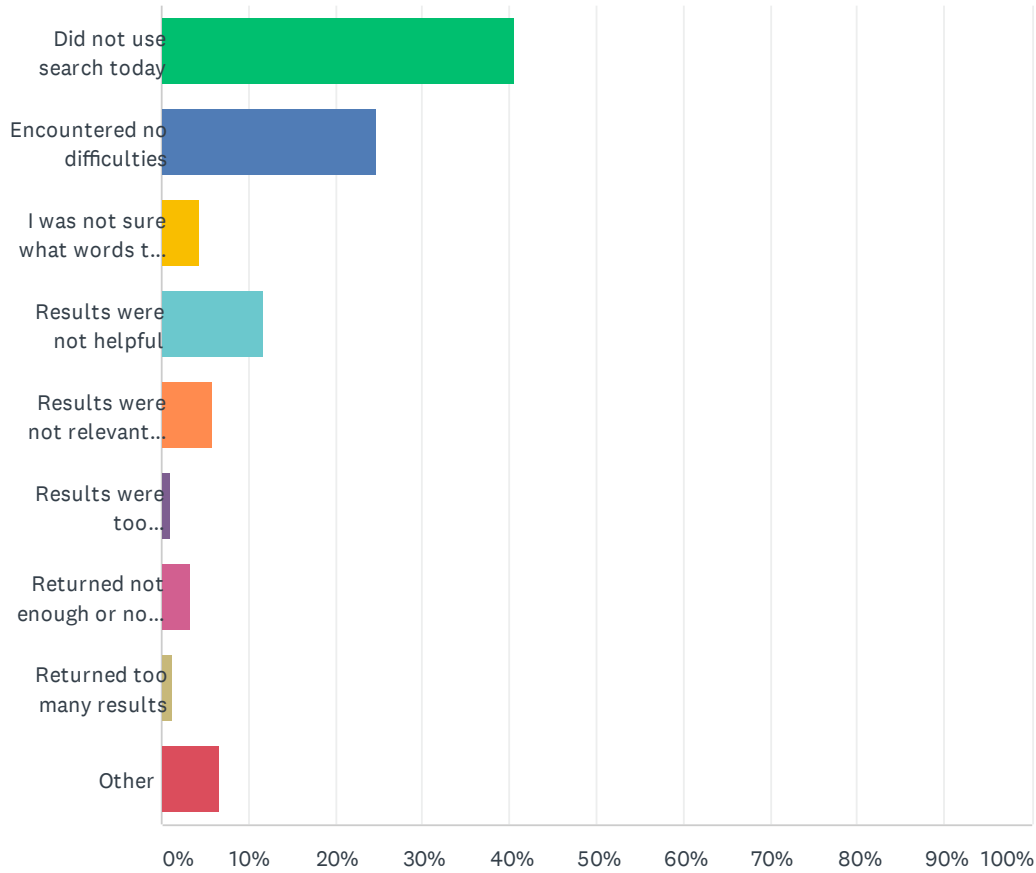
Answered: 3,932 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	49.44%	1,944
Had technical difficulties (e.g. error messages, broken links)	5.52%	217
Links did not take me where I expected	8.39%	330
Links/labels are difficult to understand, they are not intuitive	5.06%	199
Navigated to general area but couldn't find the specific content needed	16.99%	668
Too many links or navigational choices	3.38%	133
Would often feel lost, not know where I was	4.09%	161
Other	7.12%	280
TOTAL		3,932

Q9 How was your experience using our site search?

Answered: 3,932 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	40.64%	1,598
Encountered no difficulties	24.72%	972
I was not sure what words to use in my search	4.48%	176
Results were not helpful	11.67%	459
Results were not relevant to my search terms or needs	5.95%	234
Results were too similar/redundant	1.12%	44
Returned not enough or no results	3.38%	133
Returned too many results	1.27%	50
Other	6.77%	266
TOTAL		3,932