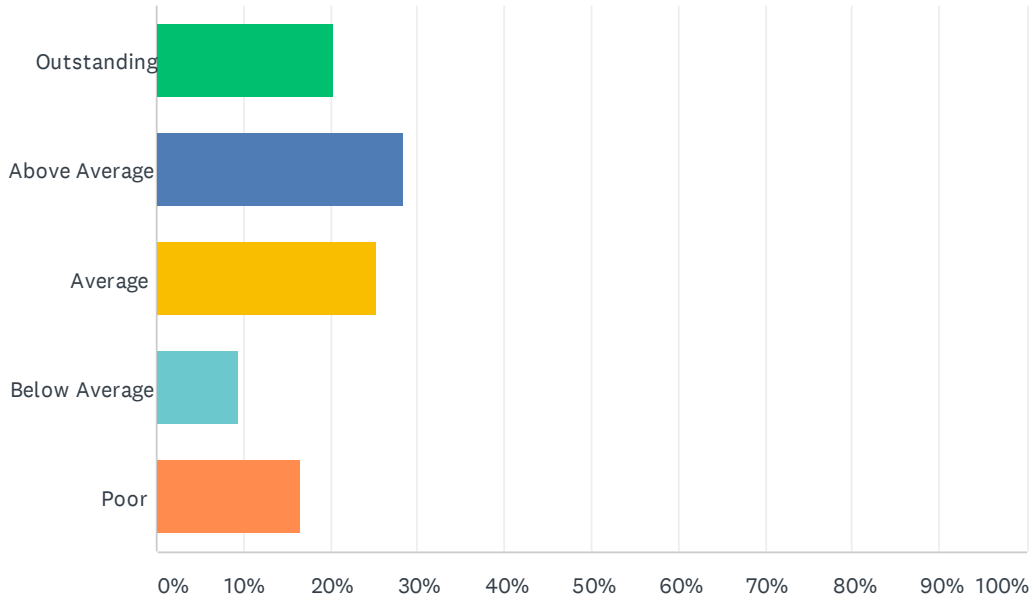


Q1 How would you rate your overall experience today?

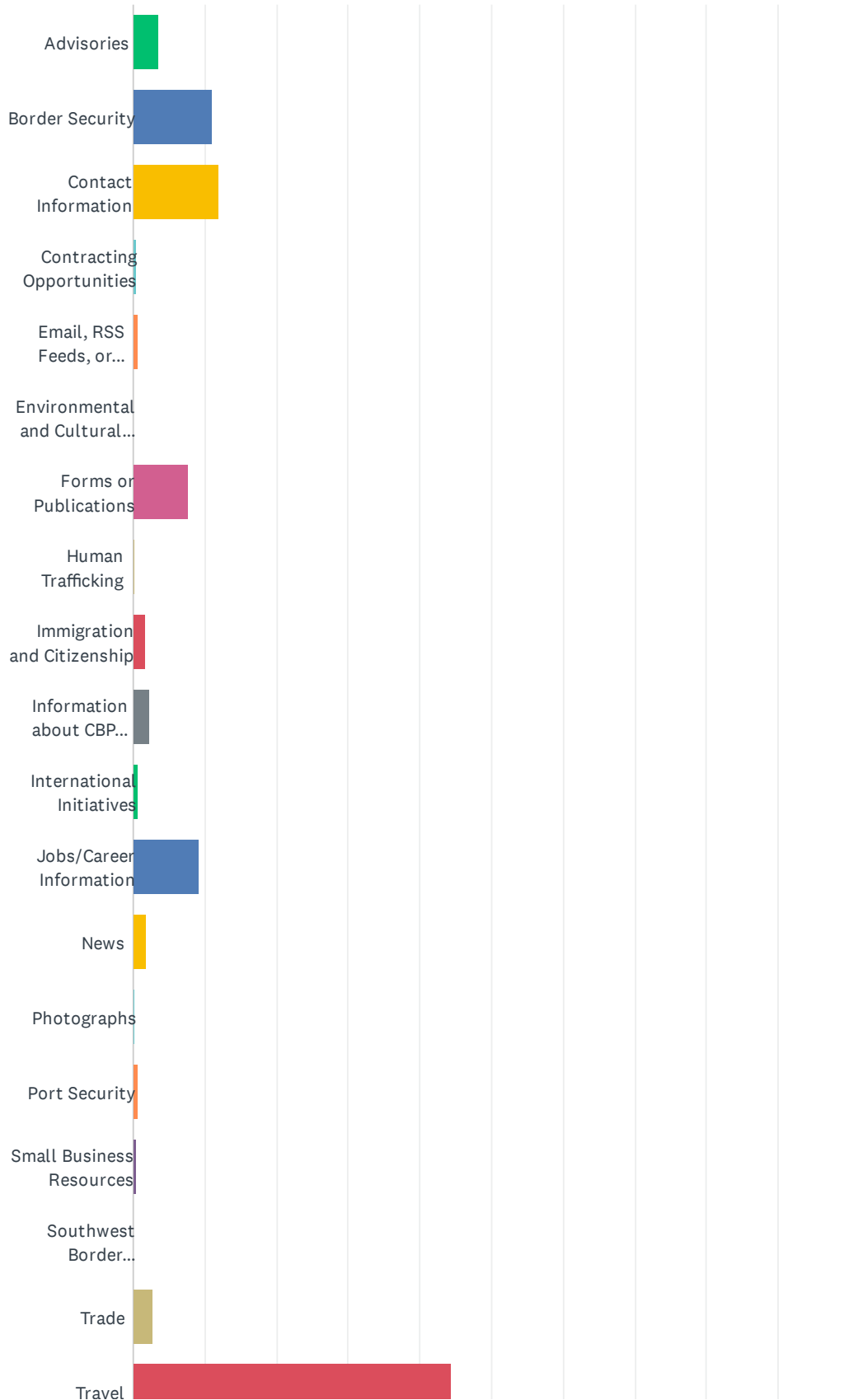
Answered: 3,927 Skipped: 0



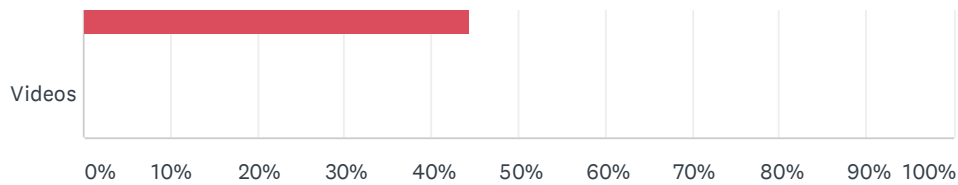
ANSWER CHOICES	RESPONSES	
Outstanding	20.22%	794
Above Average	28.44%	1,117
Average	25.39%	997
Below Average	9.37%	368
Poor	16.58%	651
TOTAL		3,927

Q2 What information were you looking for today?

Answered: 3,927 Skipped: 0



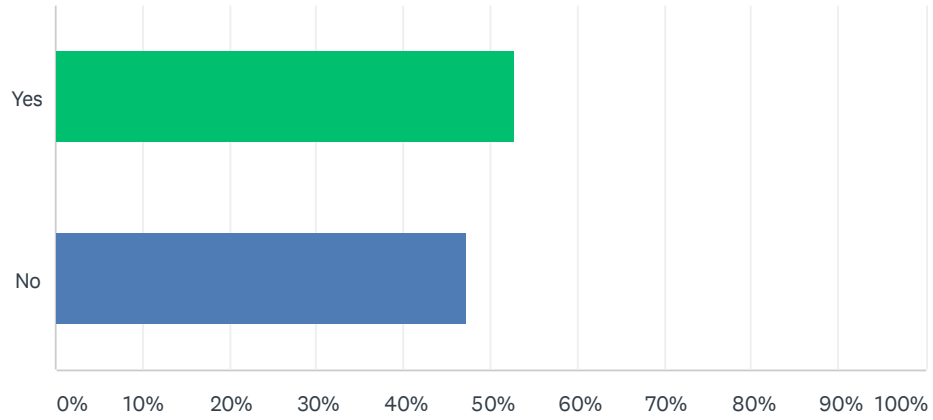
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.59%	141
Border Security	11.18%	439
Contact Information	11.84%	465
Contracting Opportunities	0.51%	20
Email, RSS Feeds, or Subscription Services	0.66%	26
Environmental and Cultural Stewardship	0.10%	4
Forms or Publications	7.74%	304
Human Trafficking	0.18%	7
Immigration and Citizenship	1.76%	69
Information about CBP (leadership, history, etc.)	2.39%	94
International Initiatives	0.56%	22
Jobs/Career Information	9.24%	363
News	1.86%	73
Photographs	0.13%	5
Port Security	0.71%	28
Small Business Resources	0.38%	15
Southwest Border Unaccompanied Alien Children/Family Unit	0.05%	2
Trade	2.72%	107
Travel	44.28%	1,739
Videos	0.10%	4
TOTAL		3,927

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

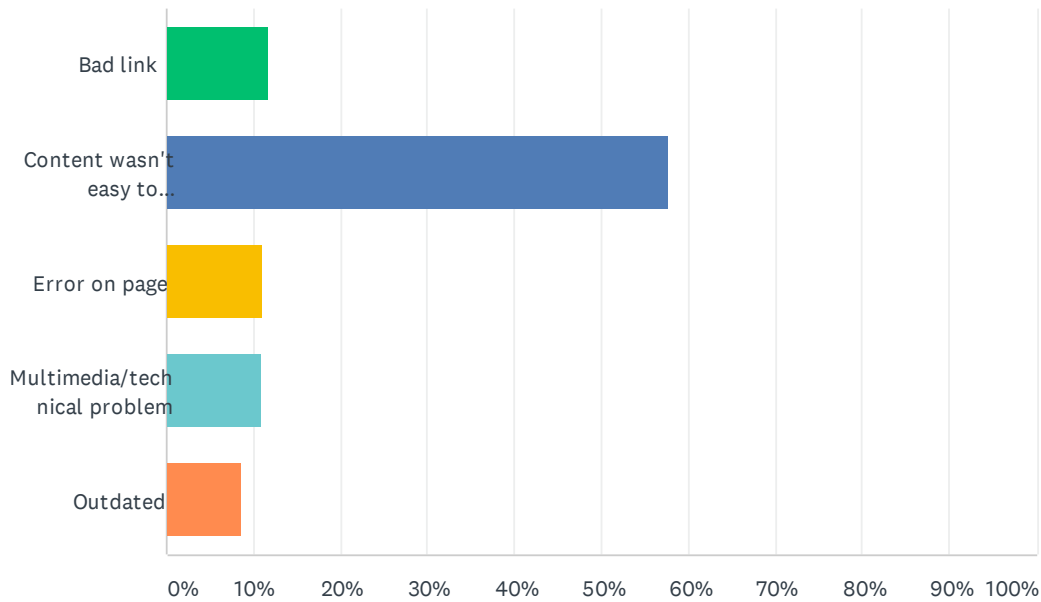
Answered: 3,927 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.69%	2,069
No	47.31%	1,858
TOTAL		3,927

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

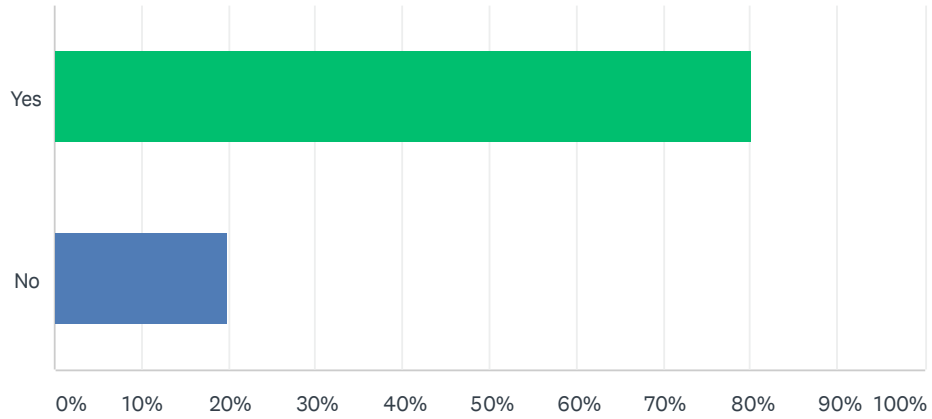
Answered: 1,778 Skipped: 2,149



ANSWER CHOICES	RESPONSES	
Bad link	11.64%	207
Content wasn't easy to understand	57.82%	1,028
Error on page	11.14%	198
Multimedia/technical problem	10.80%	192
Outdated	8.61%	153
TOTAL		1,778

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

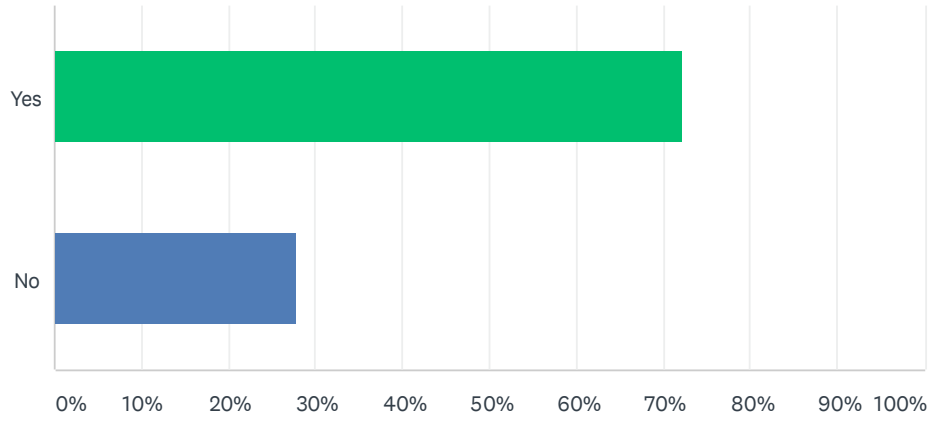
Answered: 3,927 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.06%	3,144
No	19.94%	783
TOTAL		3,927

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

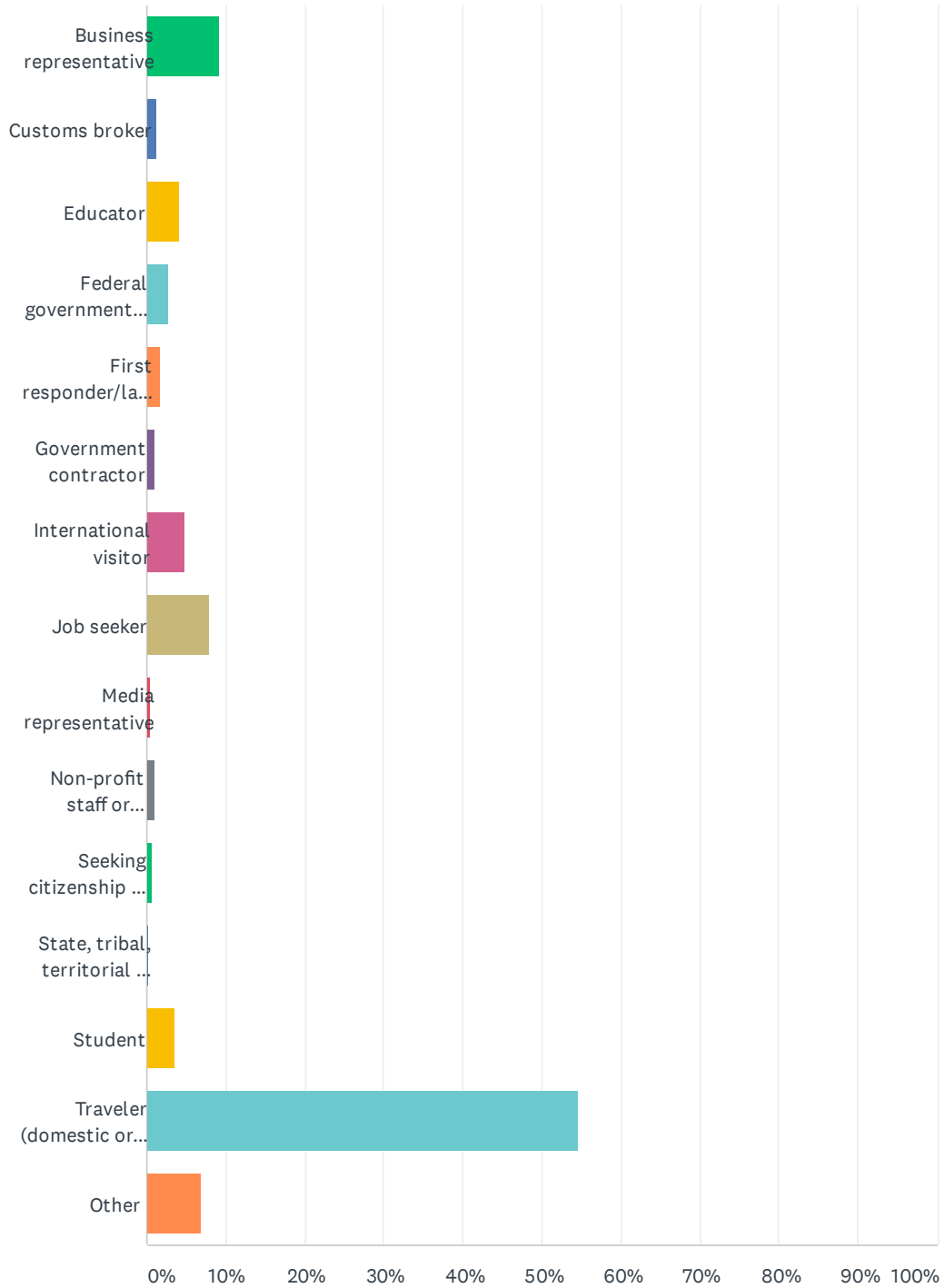
Answered: 3,927 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.27%	2,838
No	27.73%	1,089
TOTAL		3,927

Q7 Which of the following best describes you?

Answered: 3,927 Skipped: 0

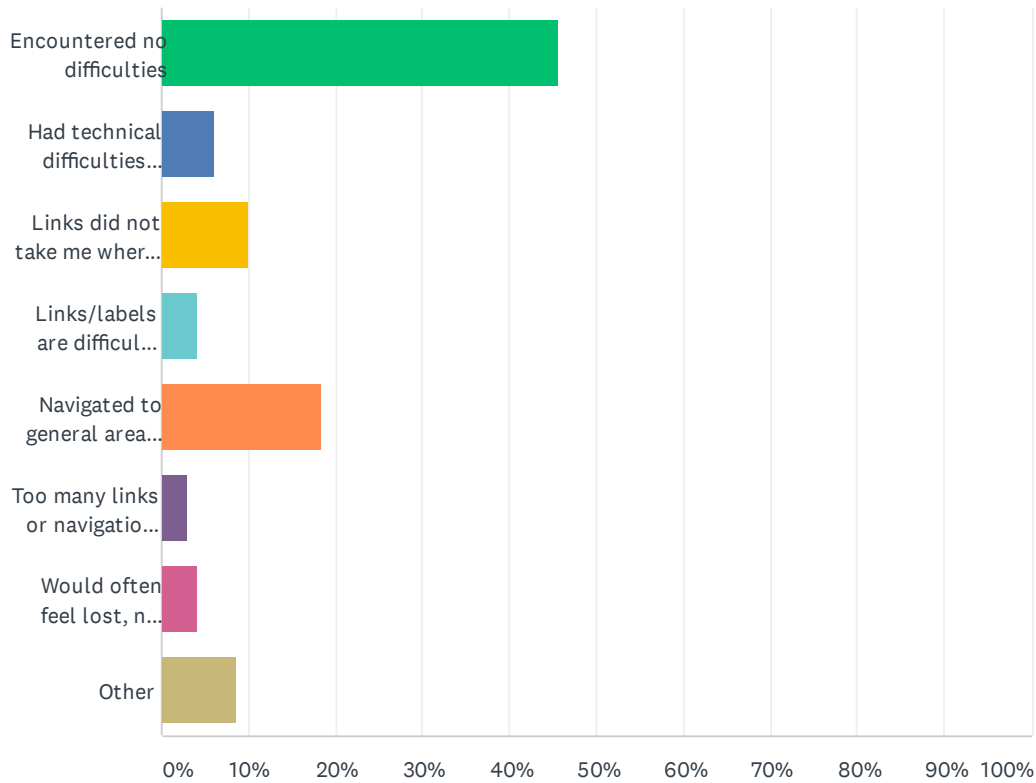


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	9.22%	362
Customs broker	1.32%	52
Educator	4.13%	162
Federal government employee	2.72%	107
First responder/law enforcement official	1.58%	62
Government contractor	0.97%	38
International visitor	4.81%	189
Job seeker	7.92%	311
Media representative	0.33%	13
Non-profit staff or volunteer	0.99%	39
Seeking citizenship or immigration information	0.66%	26
State, tribal, territorial or local government representative	0.15%	6
Student	3.59%	141
Traveler (domestic or international)	54.62%	2,145
Other	6.98%	274
TOTAL		3,927

Q8 Please describe your experience finding your way around today.

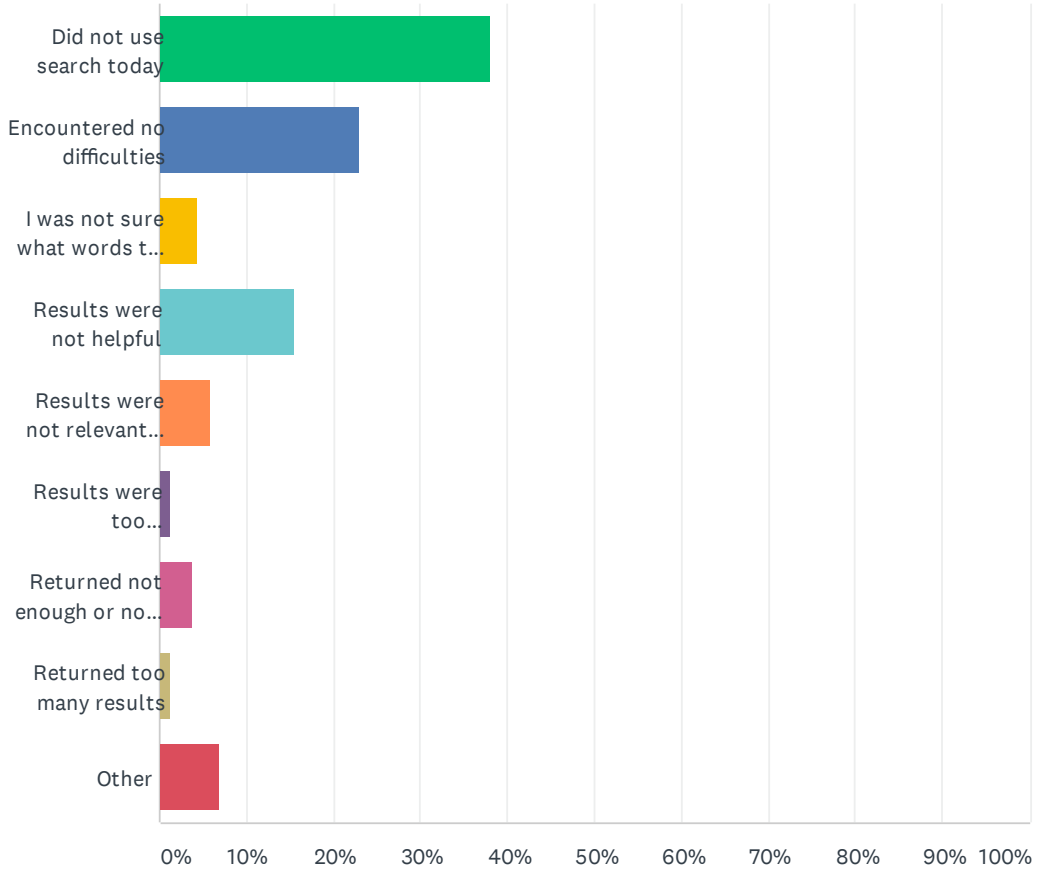
Answered: 3,927 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	45.53%	1,788
Had technical difficulties (e.g. error messages, broken links)	6.09%	239
Links did not take me where I expected	10.13%	398
Links/labels are difficult to understand, they are not intuitive	4.20%	165
Navigated to general area but couldn't find the specific content needed	18.44%	724
Too many links or navigational choices	2.83%	111
Would often feel lost, not know where I was	4.15%	163
Other	8.63%	339
TOTAL		3,927

Q9 How was your experience using our site search?

Answered: 3,927 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	38.17%	1,499
Encountered no difficulties	22.94%	901
I was not sure what words to use in my search	4.35%	171
Results were not helpful	15.38%	604
Results were not relevant to my search terms or needs	5.91%	232
Results were too similar/redundant	1.35%	53
Returned not enough or no results	3.74%	147
Returned too many results	1.17%	46
Other	6.98%	274
TOTAL		3,927