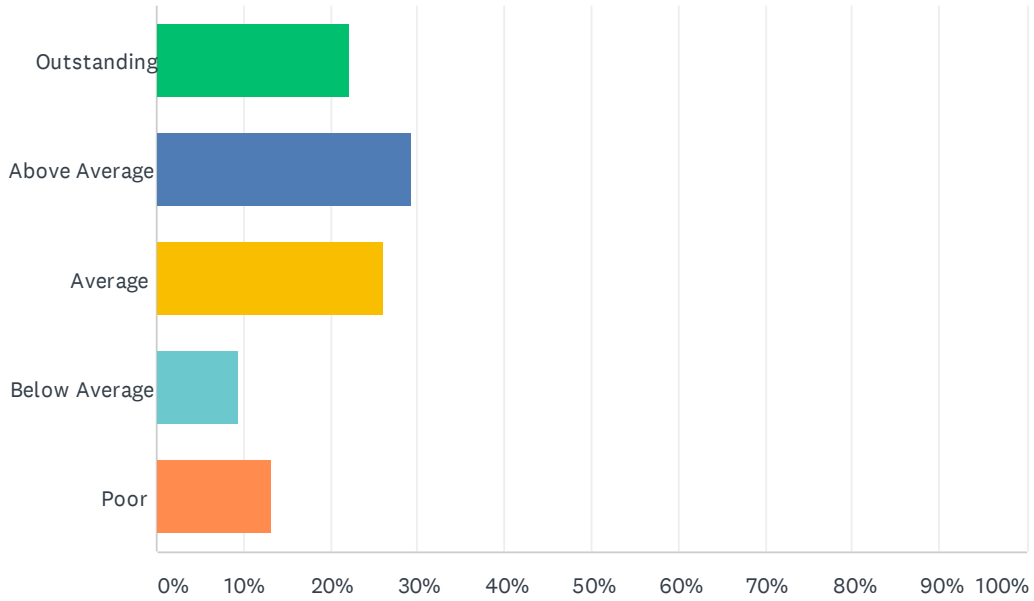


Q1 How would you rate your overall experience today?

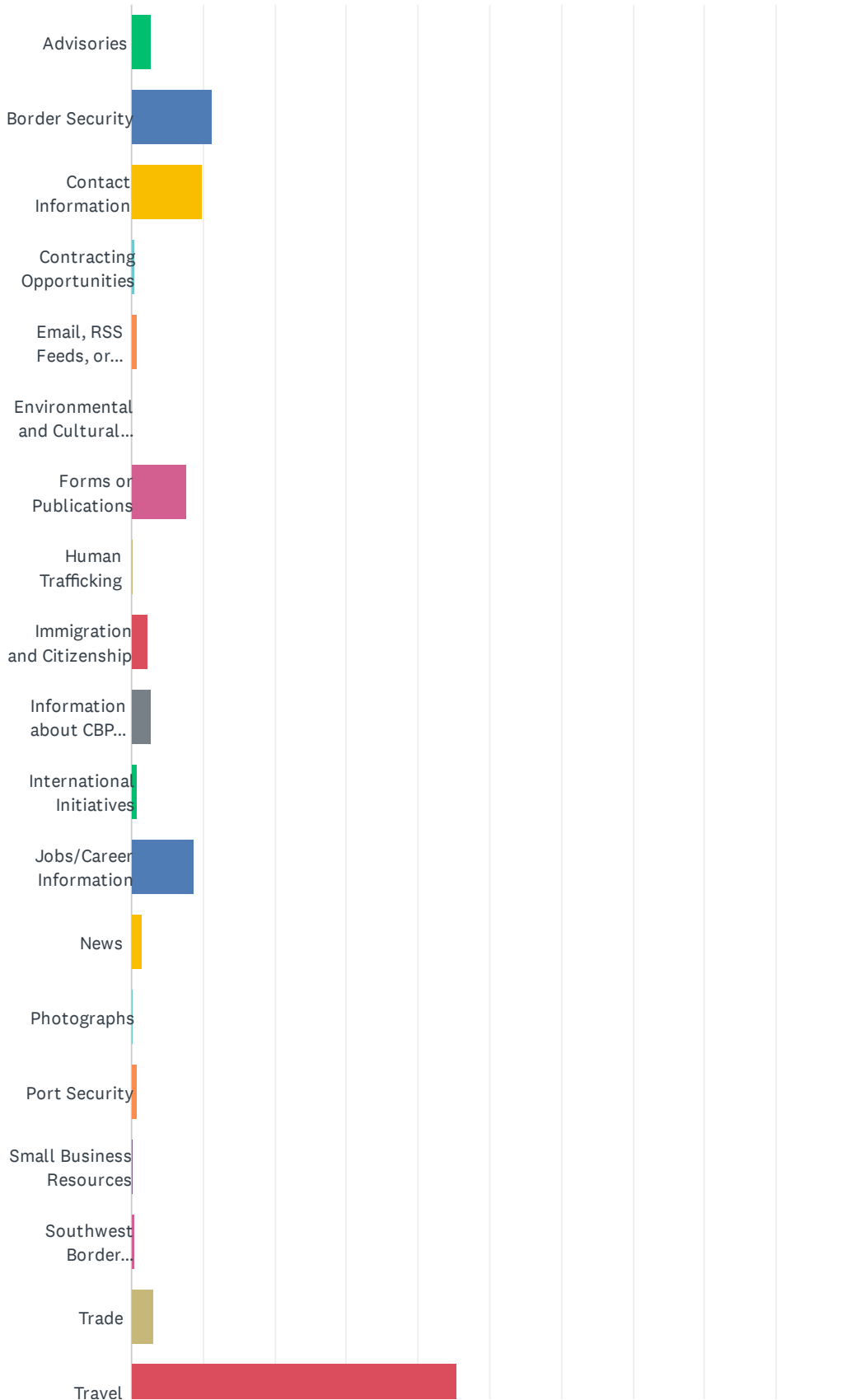
Answered: 3,816 Skipped: 0



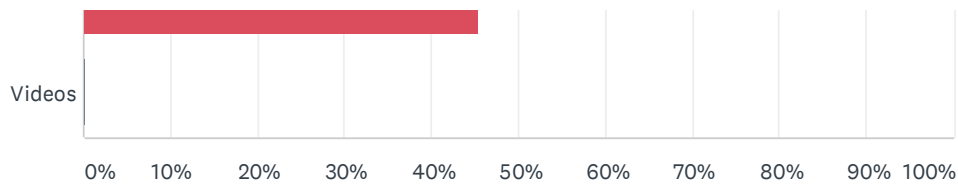
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|--------------|
| Outstanding | 22.09% | 843 |
| Above Average | 29.35% | 1,120 |
| Average | 26.05% | 994 |
| Below Average | 9.41% | 359 |
| Poor | 13.10% | 500 |
| TOTAL | | 3,816 |

Q2 What information were you looking for today?

Answered: 3,816 Skipped: 0



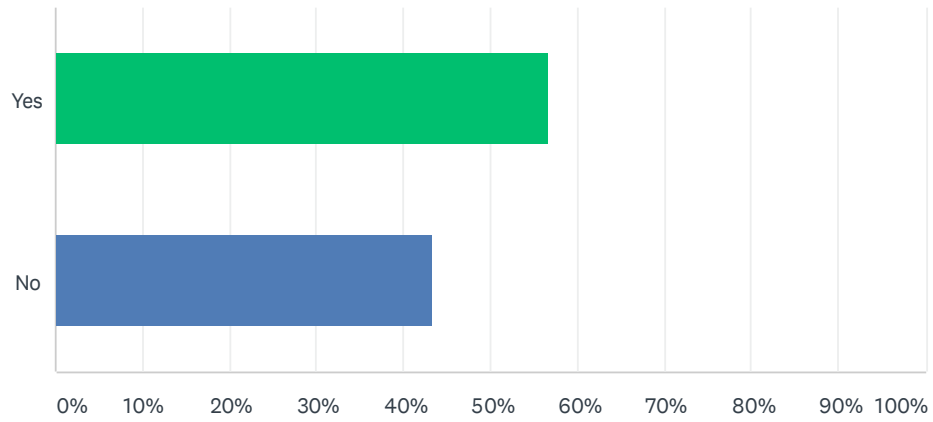
Customer Satisfaction Survey



| ANSWER CHOICES | RESPONSES | |
|---|-----------|--------------|
| Advisories | 2.80% | 107 |
| Border Security | 11.35% | 433 |
| Contact Information | 9.91% | 378 |
| Contracting Opportunities | 0.45% | 17 |
| Email, RSS Feeds, or Subscription Services | 0.81% | 31 |
| Environmental and Cultural Stewardship | 0.08% | 3 |
| Forms or Publications | 7.78% | 297 |
| Human Trafficking | 0.29% | 11 |
| Immigration and Citizenship | 2.33% | 89 |
| Information about CBP (leadership, history, etc.) | 2.78% | 106 |
| International Initiatives | 0.89% | 34 |
| Jobs/Career Information | 8.88% | 339 |
| News | 1.36% | 52 |
| Photographs | 0.18% | 7 |
| Port Security | 0.79% | 30 |
| Small Business Resources | 0.26% | 10 |
| Southwest Border Unaccompanied Alien Children/Family Unit | 0.42% | 16 |
| Trade | 3.12% | 119 |
| Travel | 45.34% | 1,730 |
| Videos | 0.18% | 7 |
| TOTAL | | 3,816 |

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

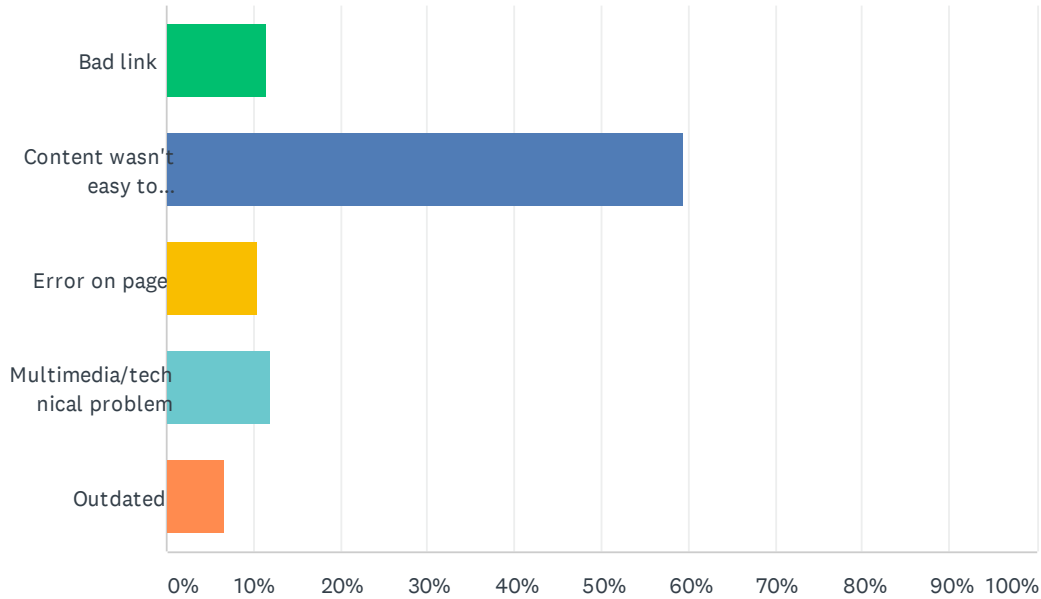
Answered: 3,816 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 56.63% | 2,161 |
| No | 43.37% | 1,655 |
| TOTAL | | 3,816 |

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

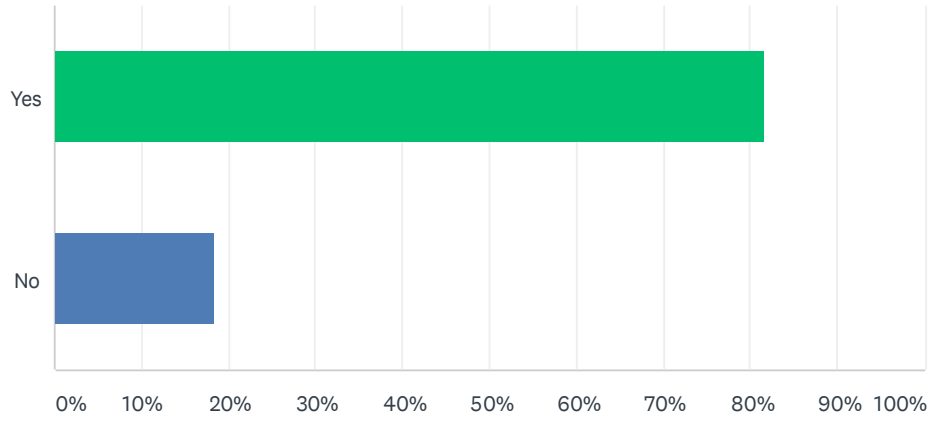
Answered: 1,594 Skipped: 2,222



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|-------|
| Bad link | 11.42% | 182 |
| Content wasn't easy to understand | 59.47% | 948 |
| Error on page | 10.48% | 167 |
| Multimedia/technical problem | 11.92% | 190 |
| Outdated | 6.71% | 107 |
| TOTAL | | 1,594 |

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

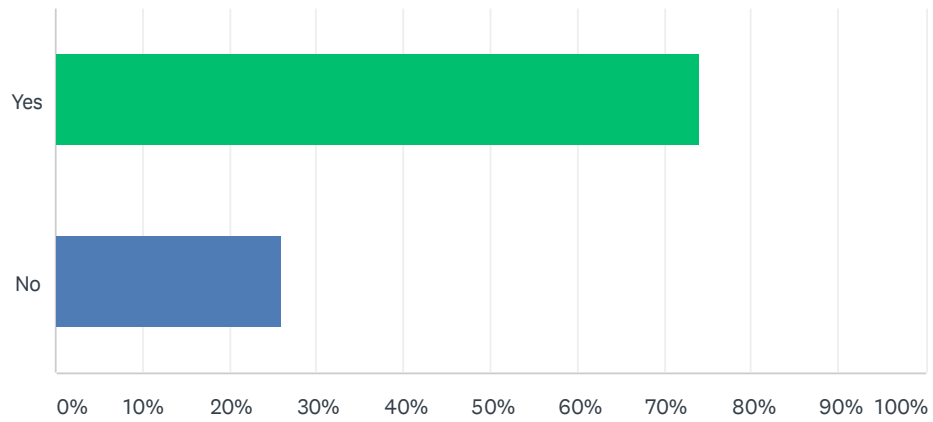
Answered: 3,816 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 81.58% | 3,113 |
| No | 18.42% | 703 |
| TOTAL | | 3,816 |

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

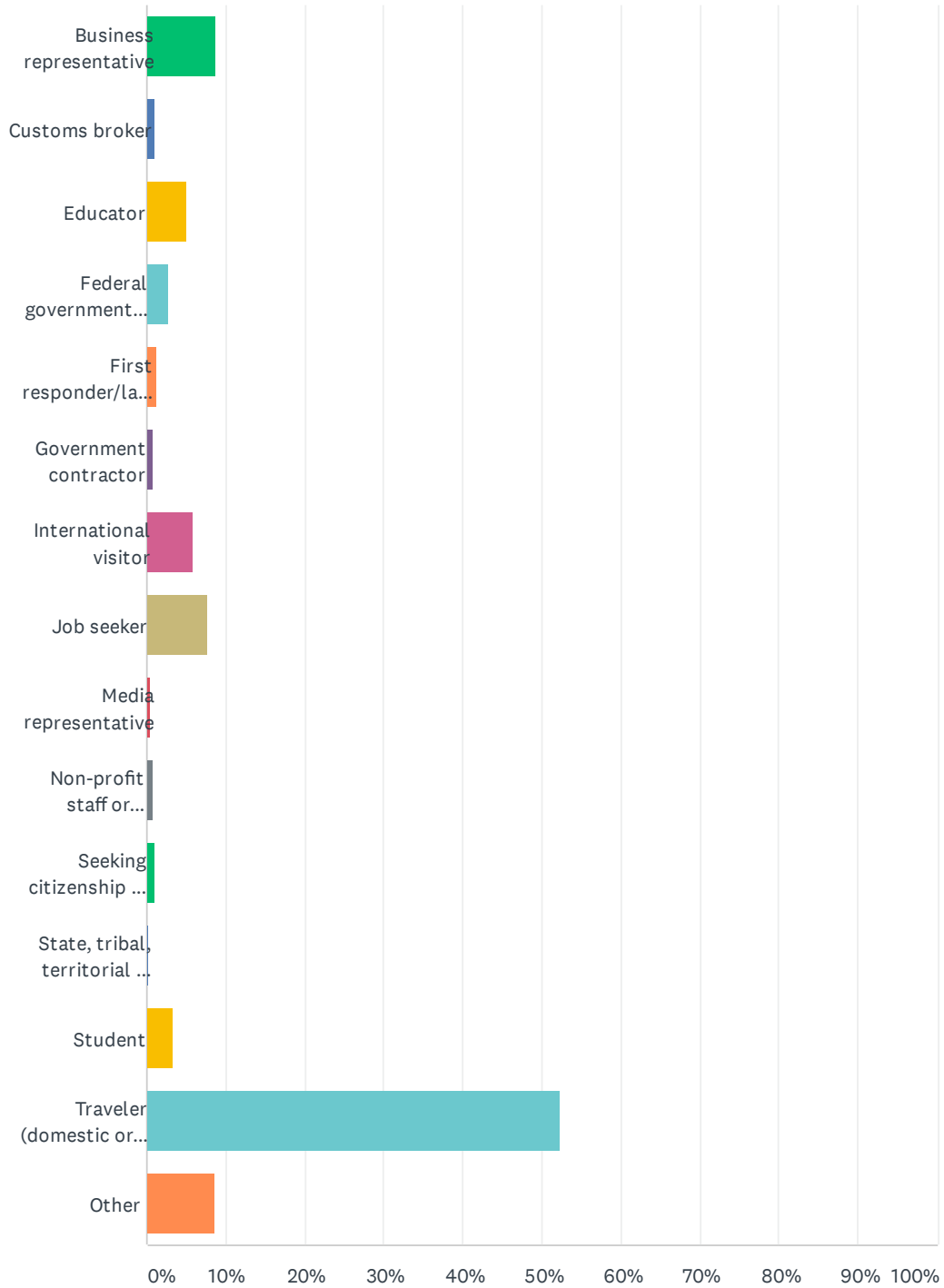
Answered: 3,816 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 74.16% | 2,830 |
| No | 25.84% | 986 |
| TOTAL | | 3,816 |

Q7 Which of the following best describes you?

Answered: 3,816 Skipped: 0

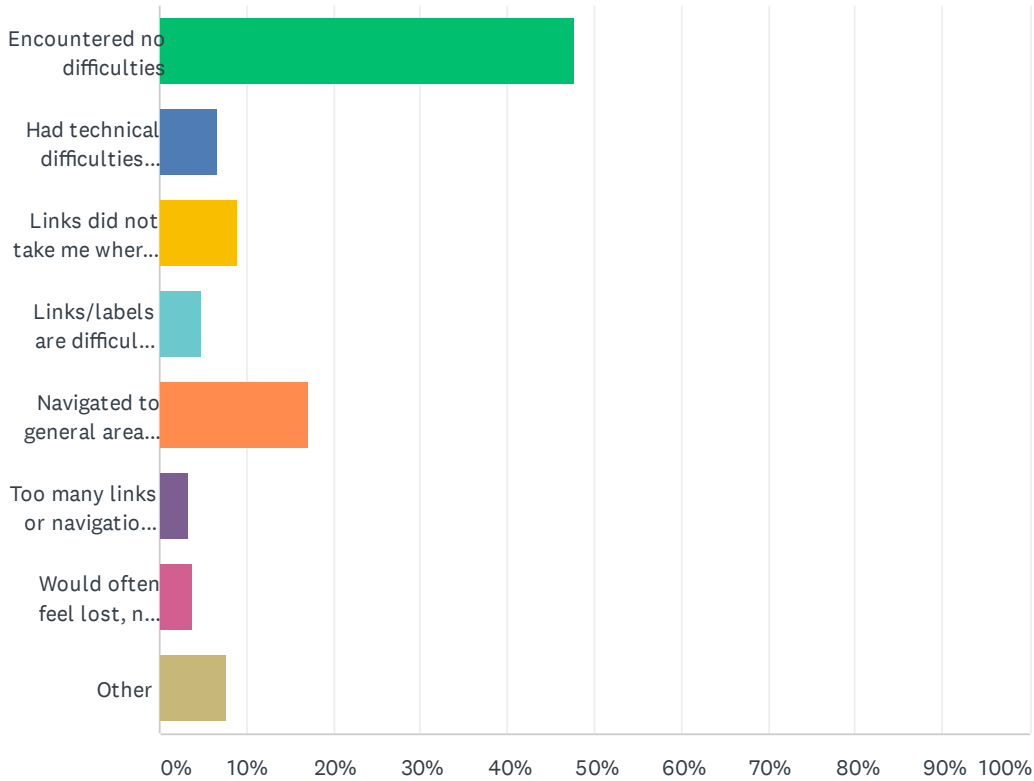


Customer Satisfaction Survey

| ANSWER CHOICES | RESPONSES | |
|---|-----------|--------------|
| Business representative | 8.86% | 338 |
| Customs broker | 0.97% | 37 |
| Educator | 4.93% | 188 |
| Federal government employee | 2.73% | 104 |
| First responder/law enforcement official | 1.31% | 50 |
| Government contractor | 0.84% | 32 |
| International visitor | 5.79% | 221 |
| Job seeker | 7.78% | 297 |
| Media representative | 0.45% | 17 |
| Non-profit staff or volunteer | 0.81% | 31 |
| Seeking citizenship or immigration information | 1.05% | 40 |
| State, tribal, territorial or local government representative | 0.24% | 9 |
| Student | 3.33% | 127 |
| Traveler (domestic or international) | 52.33% | 1,997 |
| Other | 8.60% | 328 |
| TOTAL | | 3,816 |

Q8 Please describe your experience finding your way around today.

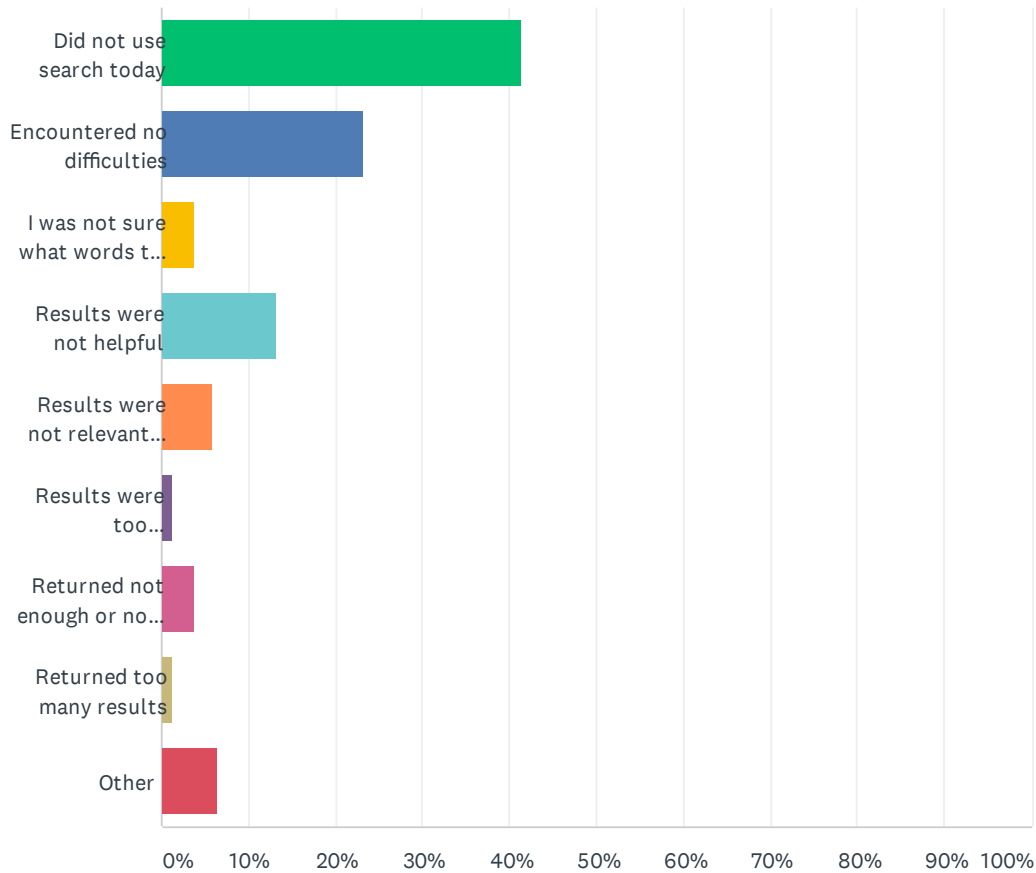
Answered: 3,816 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|--------------|
| Encountered no difficulties | 47.67% | 1,819 |
| Had technical difficulties (e.g. error messages, broken links) | 6.79% | 259 |
| Links did not take me where I expected | 8.99% | 343 |
| Links/labels are difficult to understand, they are not intuitive | 4.87% | 186 |
| Navigated to general area but couldn't find the specific content needed | 17.09% | 652 |
| Too many links or navigational choices | 3.28% | 125 |
| Would often feel lost, not know where I was | 3.67% | 140 |
| Other | 7.65% | 292 |
| TOTAL | | 3,816 |

Q9 How was your experience using our site search?

Answered: 3,816 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|--------------|
| Did not use search today | 41.48% | 1,583 |
| Encountered no difficulties | 23.19% | 885 |
| I was not sure what words to use in my search | 3.72% | 142 |
| Results were not helpful | 13.18% | 503 |
| Results were not relevant to my search terms or needs | 5.82% | 222 |
| Results were too similar/redundant | 1.18% | 45 |
| Returned not enough or no results | 3.67% | 140 |
| Returned too many results | 1.23% | 47 |
| Other | 6.53% | 249 |
| TOTAL | | 3,816 |