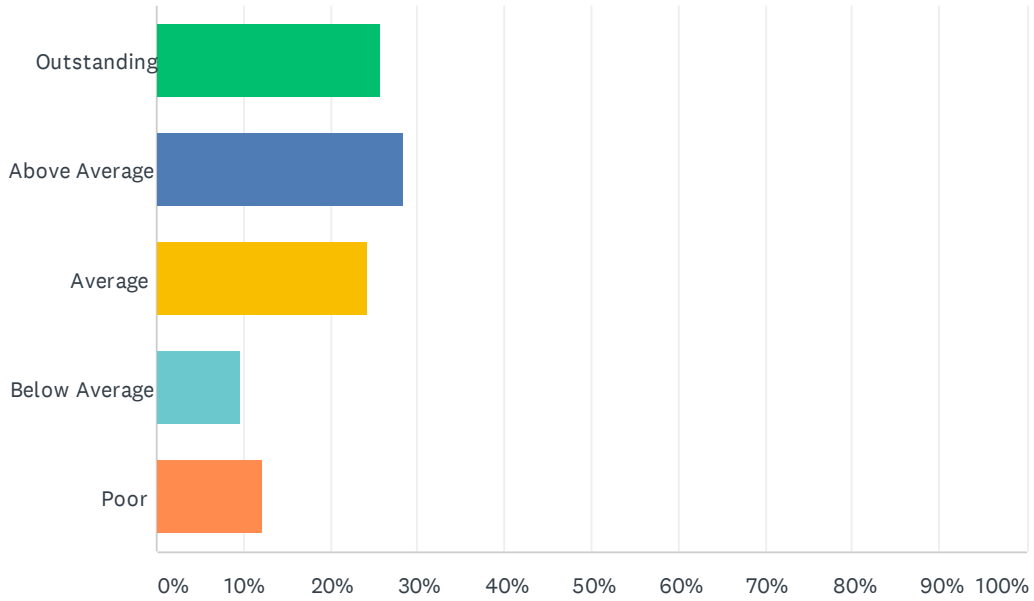


Q1 How would you rate your overall experience today?

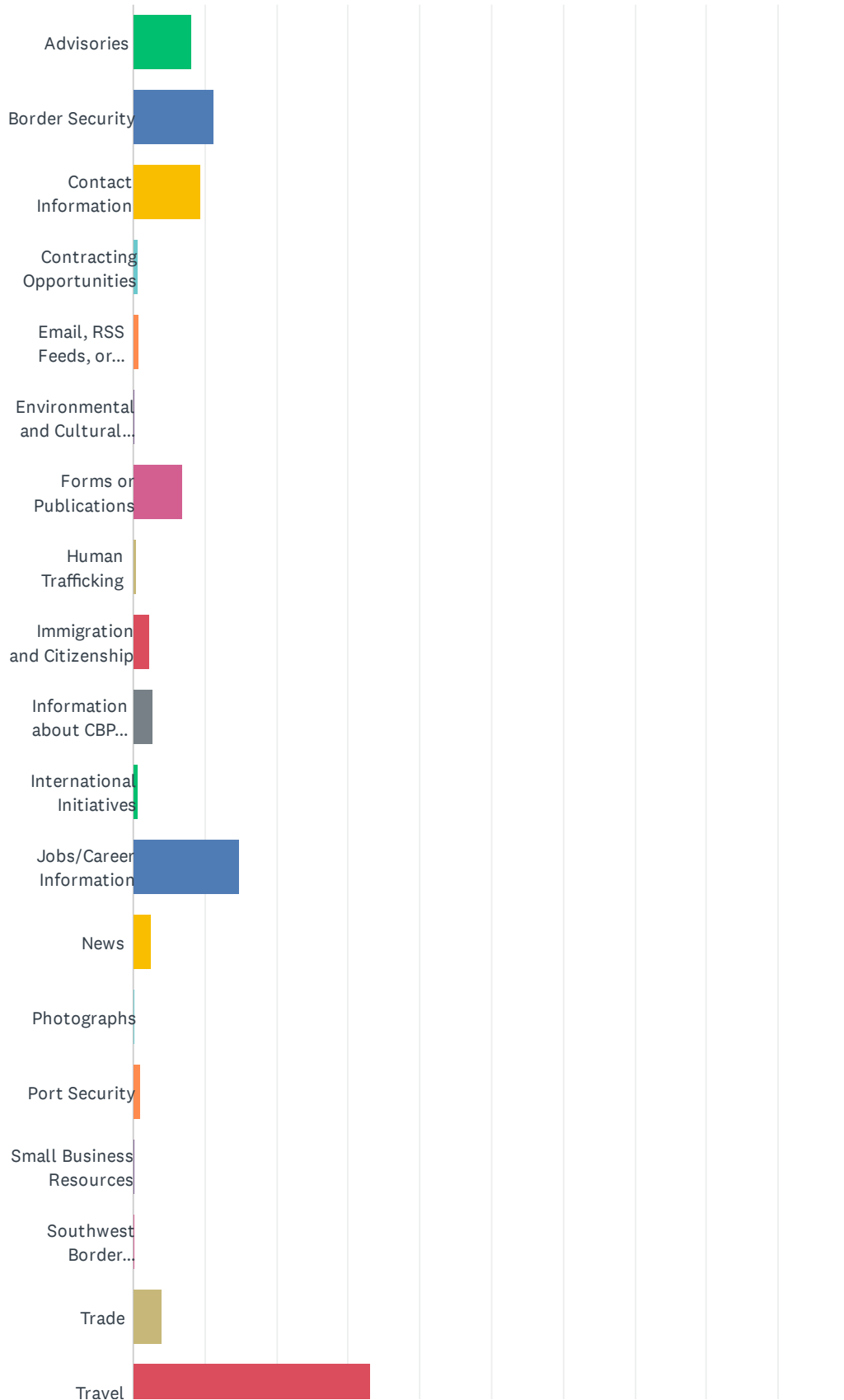
Answered: 2,496 Skipped: 0



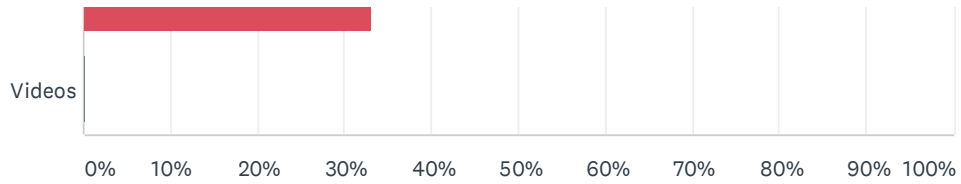
ANSWER CHOICES	RESPONSES	
Outstanding	25.72%	642
Above Average	28.37%	708
Average	24.24%	605
Below Average	9.58%	239
Poor	12.10%	302
TOTAL		2,496

Q2 What information were you looking for today?

Answered: 2,496 Skipped: 0



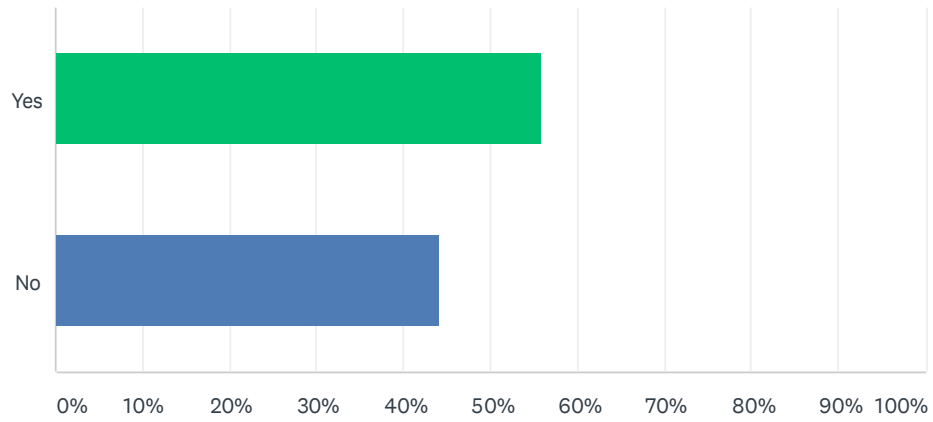
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	8.21%	205
Border Security	11.38%	284
Contact Information	9.33%	233
Contracting Opportunities	0.68%	17
Email, RSS Feeds, or Subscription Services	0.84%	21
Environmental and Cultural Stewardship	0.28%	7
Forms or Publications	6.93%	173
Human Trafficking	0.40%	10
Immigration and Citizenship	2.32%	58
Information about CBP (leadership, history, etc.)	2.72%	68
International Initiatives	0.60%	15
Jobs/Career Information	14.78%	369
News	2.56%	64
Photographs	0.28%	7
Port Security	1.04%	26
Small Business Resources	0.12%	3
Southwest Border Unaccompanied Alien Children/Family Unit	0.24%	6
Trade	3.93%	98
Travel	33.09%	826
Videos	0.24%	6
TOTAL		2,496

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

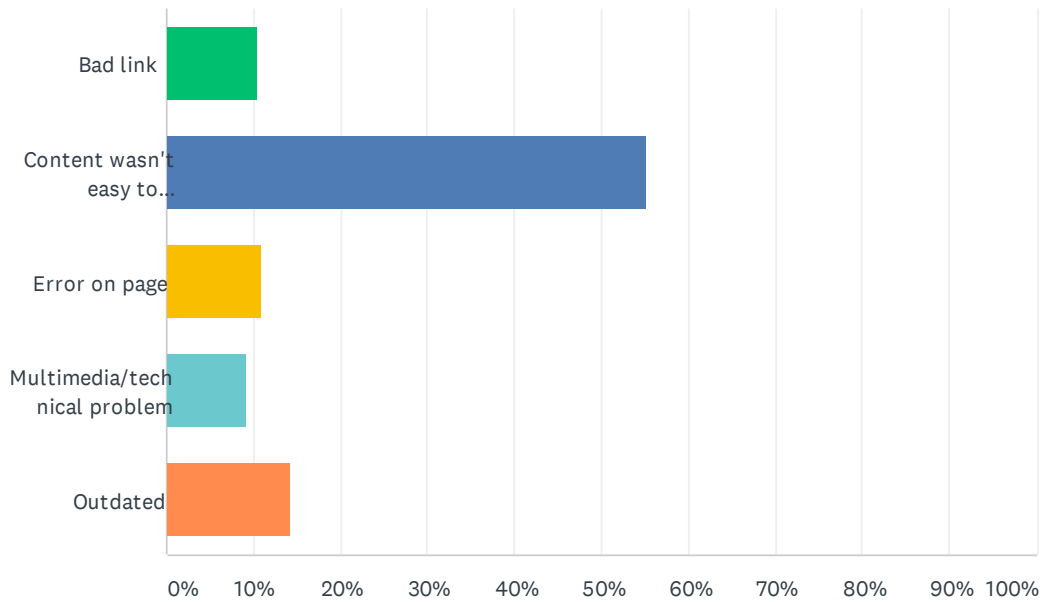
Answered: 2,496 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.81%	1,393
No	44.19%	1,103
TOTAL		2,496

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

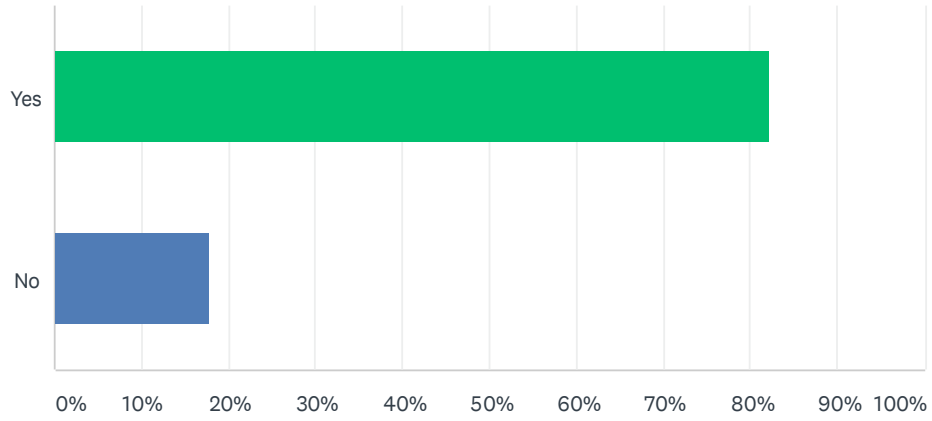
Answered: 1,071 Skipped: 1,425



ANSWER CHOICES	RESPONSES	
Bad link	10.36%	111
Content wasn't easy to understand	55.28%	592
Error on page	10.83%	116
Multimedia/technical problem	9.24%	99
Outdated	14.29%	153
TOTAL		1,071

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

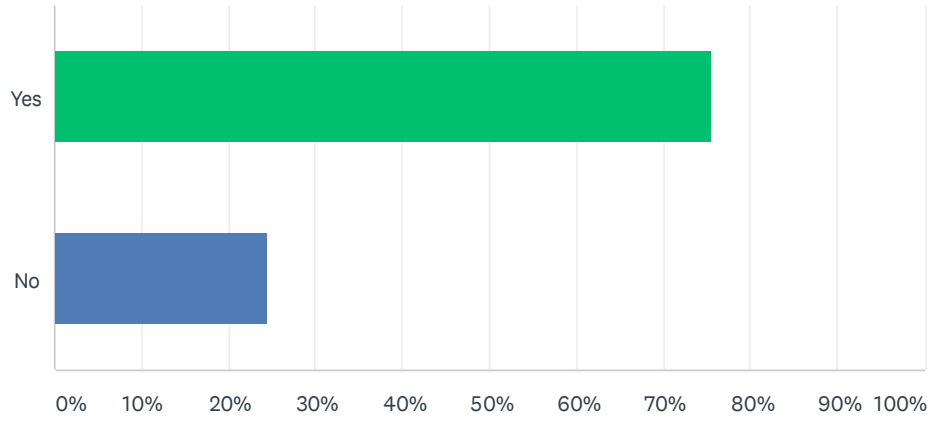
Answered: 2,496 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.17%	2,051
No	17.83%	445
TOTAL		2,496

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

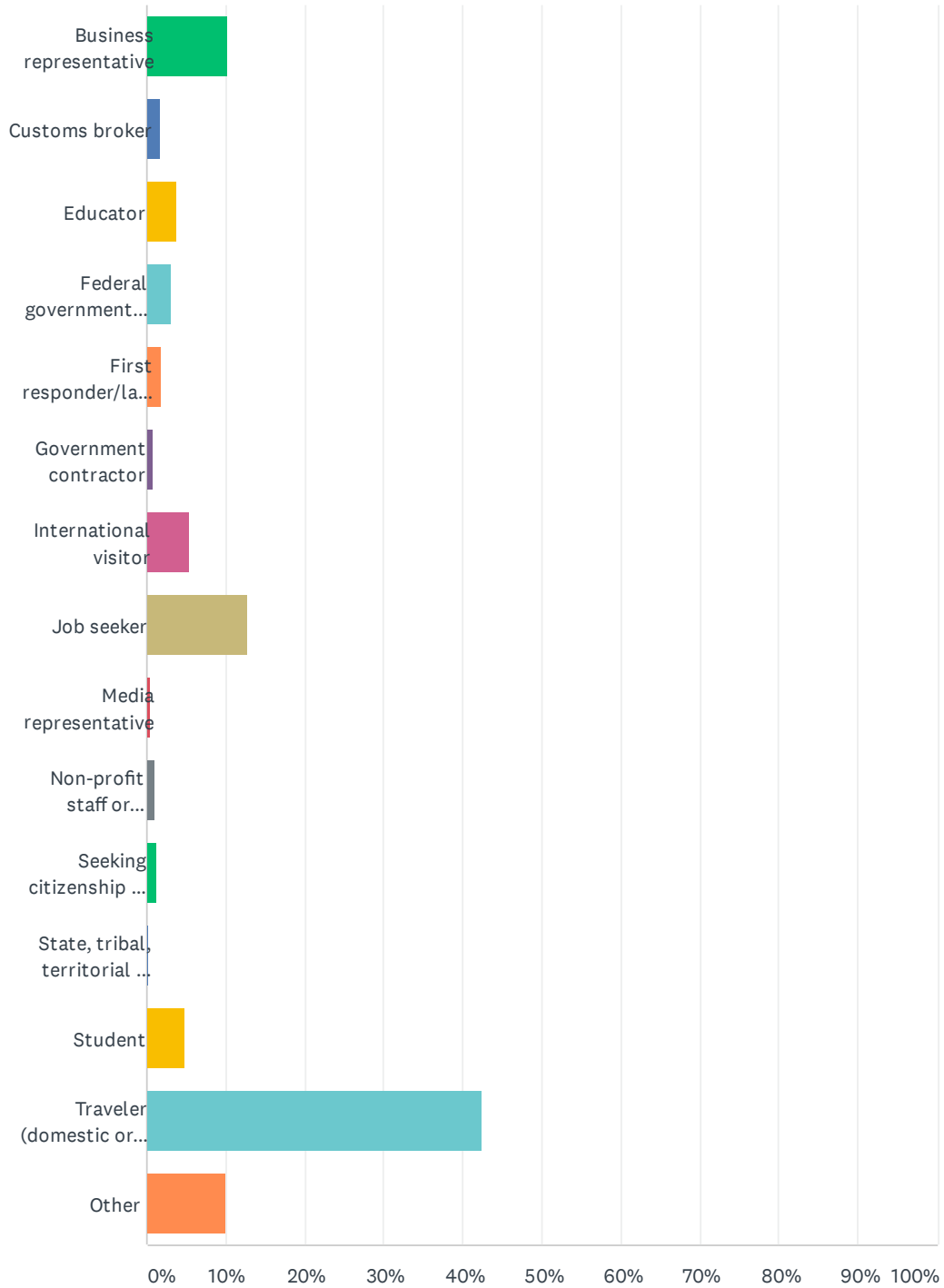
Answered: 2,496 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.48%	1,884
No	24.52%	612
TOTAL		2,496

Q7 Which of the following best describes you?

Answered: 2,496 Skipped: 0

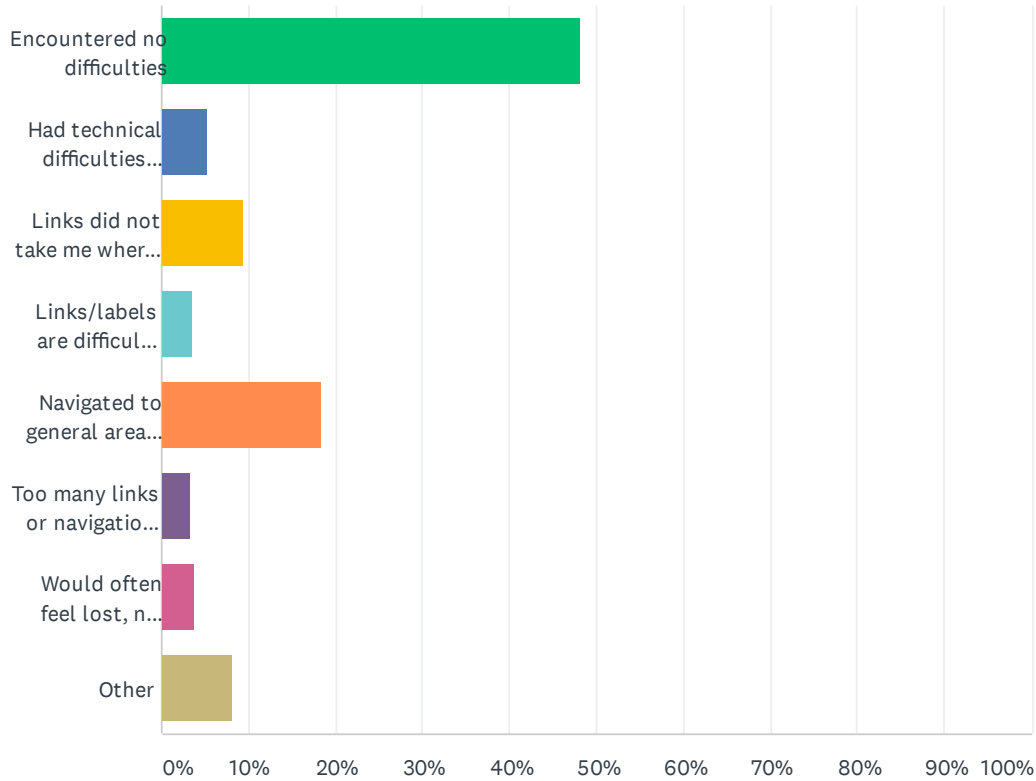


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	10.18%	254
Customs broker	1.72%	43
Educator	3.81%	95
Federal government employee	3.17%	79
First responder/law enforcement official	1.92%	48
Government contractor	0.92%	23
International visitor	5.53%	138
Job seeker	12.66%	316
Media representative	0.40%	10
Non-profit staff or volunteer	1.00%	25
Seeking citizenship or immigration information	1.24%	31
State, tribal, territorial or local government representative	0.16%	4
Student	4.81%	120
Traveler (domestic or international)	42.47%	1,060
Other	10.02%	250
TOTAL		2,496

Q8 Please describe your experience finding your way around today.

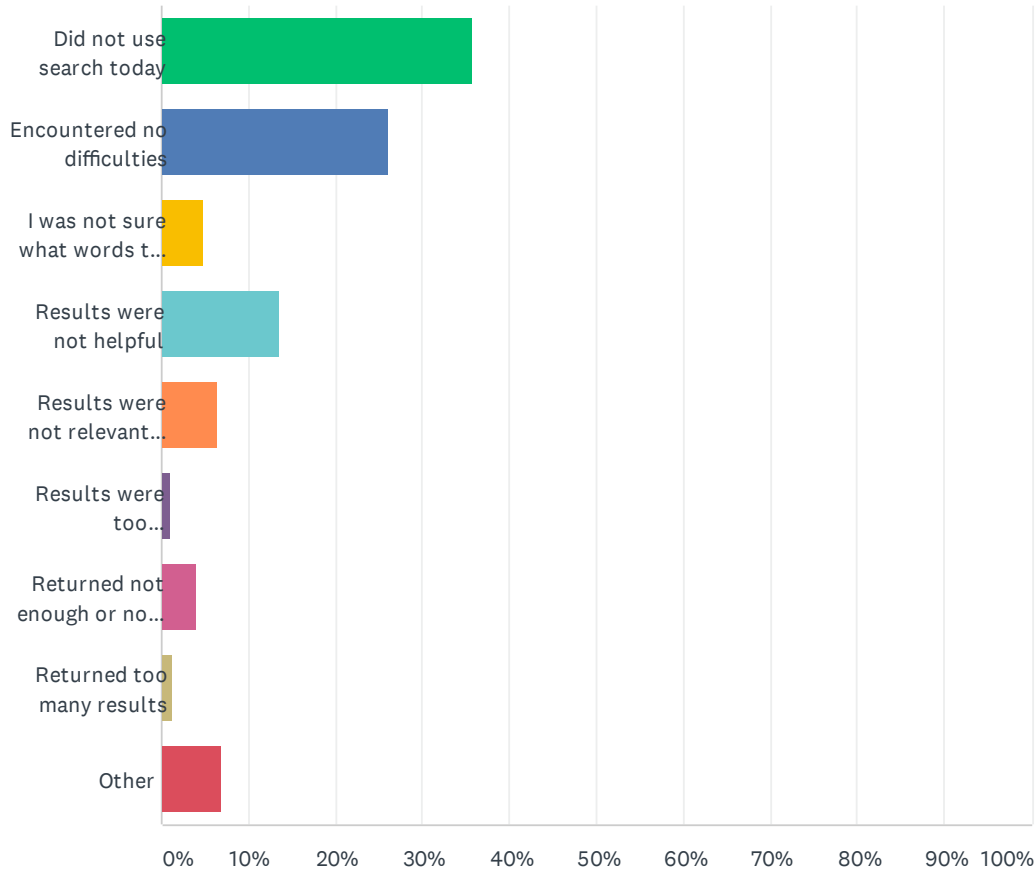
Answered: 2,496 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	48.08%	1,200
Had technical difficulties (e.g. error messages, broken links)	5.33%	133
Links did not take me where I expected	9.38%	234
Links/labels are difficult to understand, they are not intuitive	3.61%	90
Navigated to general area but couldn't find the specific content needed	18.31%	457
Too many links or navigational choices	3.41%	85
Would often feel lost, not know where I was	3.73%	93
Other	8.17%	204
TOTAL		2,496

Q9 How was your experience using our site search?

Answered: 2,496 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	35.78%	893
Encountered no difficulties	26.16%	653
I was not sure what words to use in my search	4.89%	122
Results were not helpful	13.54%	338
Results were not relevant to my search terms or needs	6.41%	160
Results were too similar/redundant	1.08%	27
Returned not enough or no results	3.97%	99
Returned too many results	1.32%	33
Other	6.85%	171
TOTAL		2,496