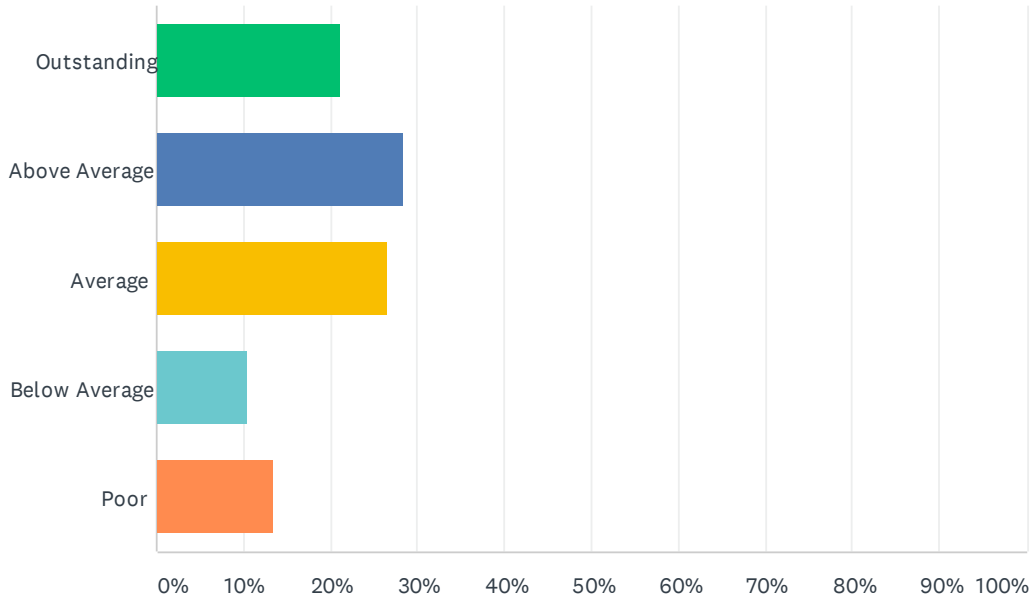


Q1 How would you rate your overall experience today?

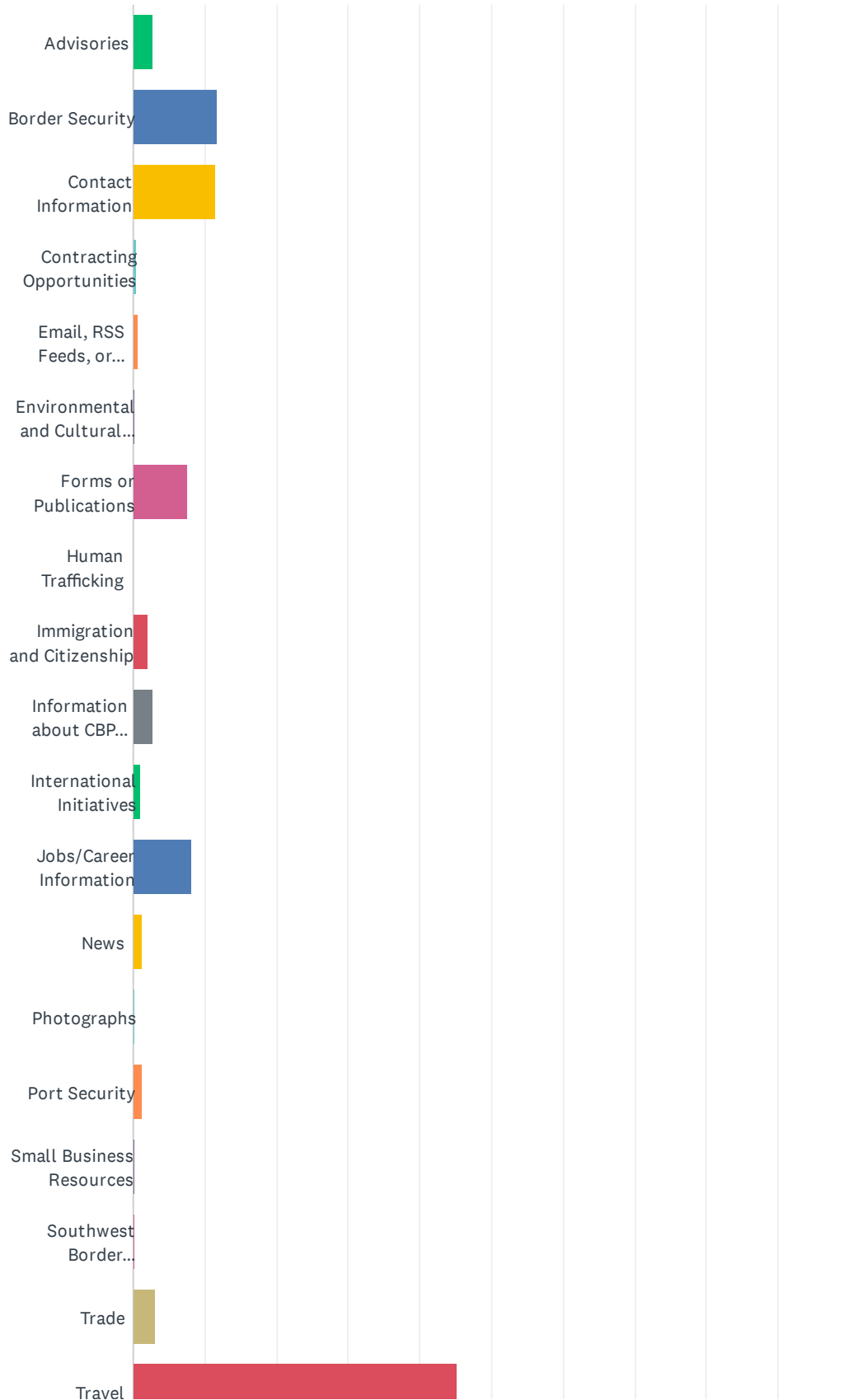
Answered: 3,350 Skipped: 0



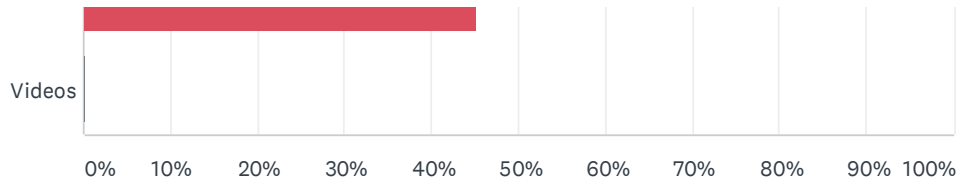
ANSWER CHOICES	RESPONSES	
Outstanding	21.04%	705
Above Average	28.48%	954
Average	26.57%	890
Below Average	10.54%	353
Poor	13.37%	448
TOTAL		3,350

Q2 What information were you looking for today?

Answered: 3,350 Skipped: 0



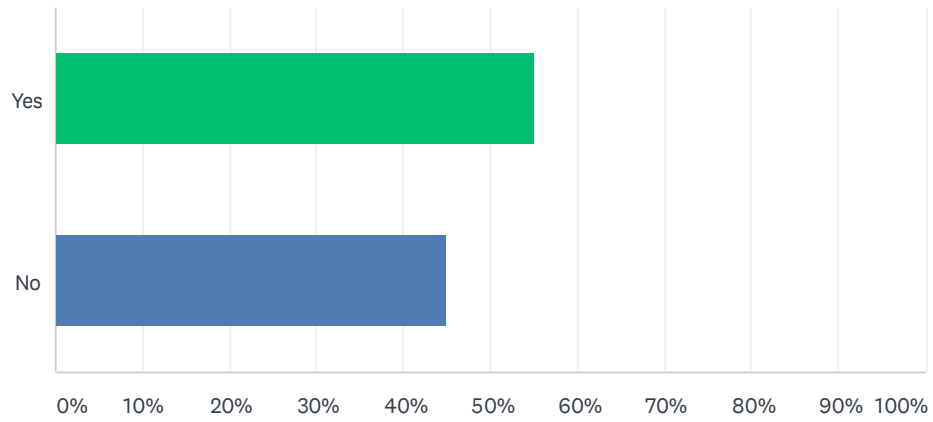
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.72%	91
Border Security	11.79%	395
Contact Information	11.46%	384
Contracting Opportunities	0.48%	16
Email, RSS Feeds, or Subscription Services	0.69%	23
Environmental and Cultural Stewardship	0.15%	5
Forms or Publications	7.43%	249
Human Trafficking	0.03%	1
Immigration and Citizenship	2.03%	68
Information about CBP (leadership, history, etc.)	2.72%	91
International Initiatives	0.96%	32
Jobs/Career Information	8.18%	274
News	1.31%	44
Photographs	0.12%	4
Port Security	1.16%	39
Small Business Resources	0.30%	10
Southwest Border Unaccompanied Alien Children/Family Unit	0.12%	4
Trade	3.07%	103
Travel	45.16%	1,513
Videos	0.12%	4
TOTAL		3,350

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

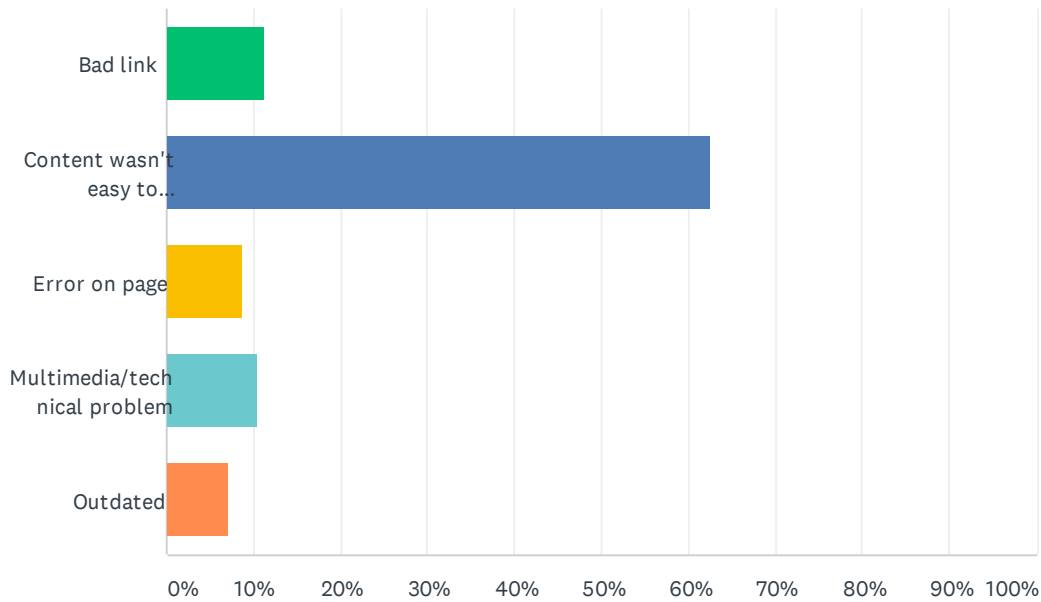
Answered: 3,350 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	54.99%	1,842
No	45.01%	1,508
TOTAL		3,350

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

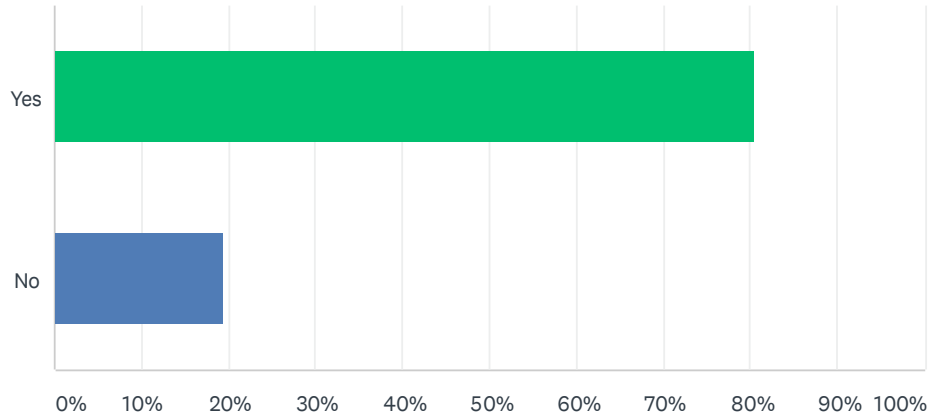
Answered: 1,449 Skipped: 1,901



ANSWER CHOICES	RESPONSES	
Bad link	11.25%	163
Content wasn't easy to understand	62.53%	906
Error on page	8.76%	127
Multimedia/technical problem	10.42%	151
Outdated	7.04%	102
TOTAL		1,449

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

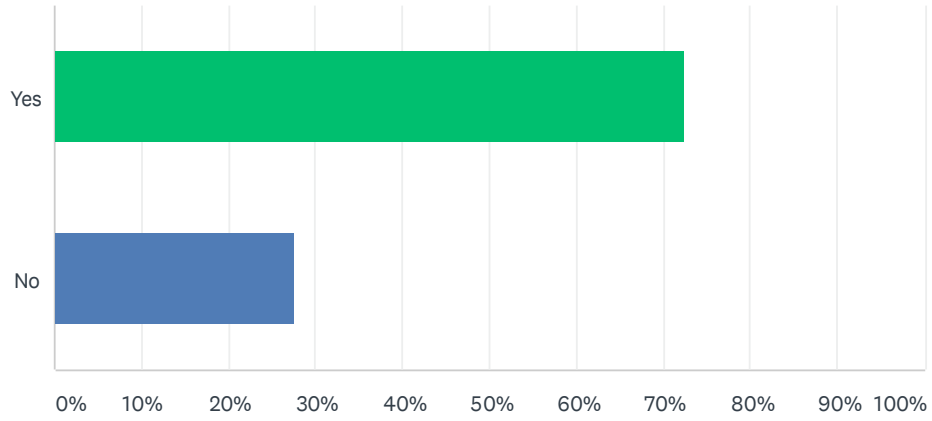
Answered: 3,350 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.51%	2,697
No	19.49%	653
TOTAL		3,350

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

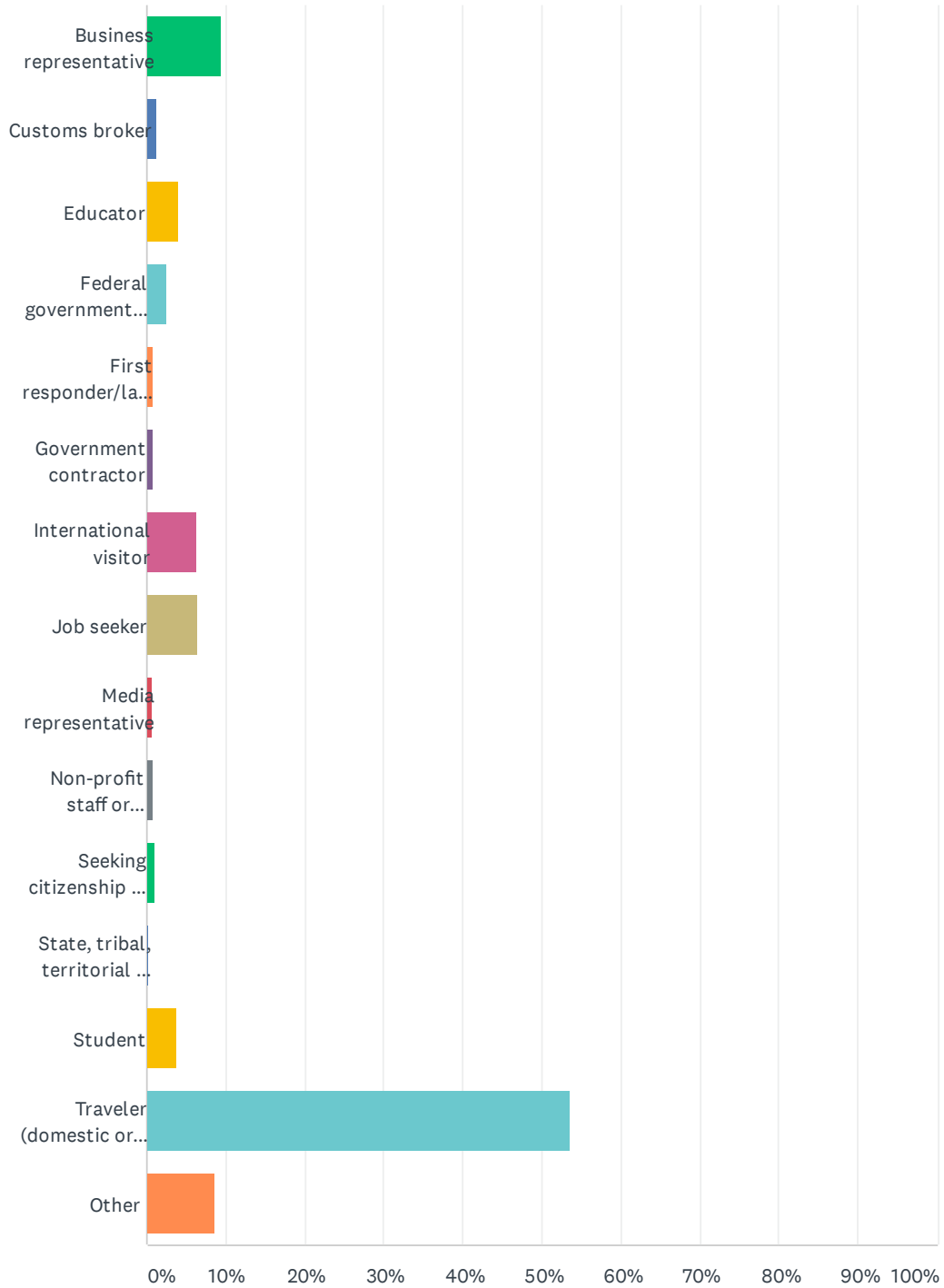
Answered: 3,350 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.42%	2,426
No	27.58%	924
TOTAL		3,350

Q7 Which of the following best describes you?

Answered: 3,350 Skipped: 0

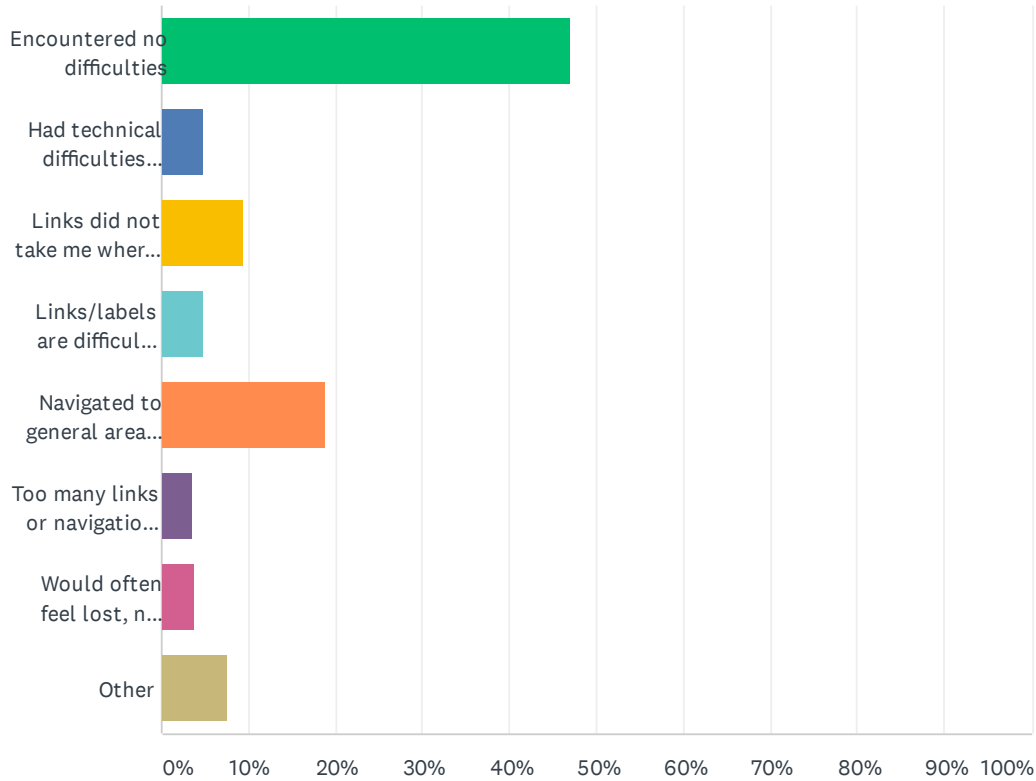


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	9.43%	316
Customs broker	1.16%	39
Educator	4.03%	135
Federal government employee	2.42%	81
First responder/law enforcement official	0.84%	28
Government contractor	0.87%	29
International visitor	6.30%	211
Job seeker	6.54%	219
Media representative	0.54%	18
Non-profit staff or volunteer	0.78%	26
Seeking citizenship or immigration information	1.04%	35
State, tribal, territorial or local government representative	0.15%	5
Student	3.67%	123
Traveler (domestic or international)	53.64%	1,797
Other	8.60%	288
TOTAL		3,350

Q8 Please describe your experience finding your way around today.

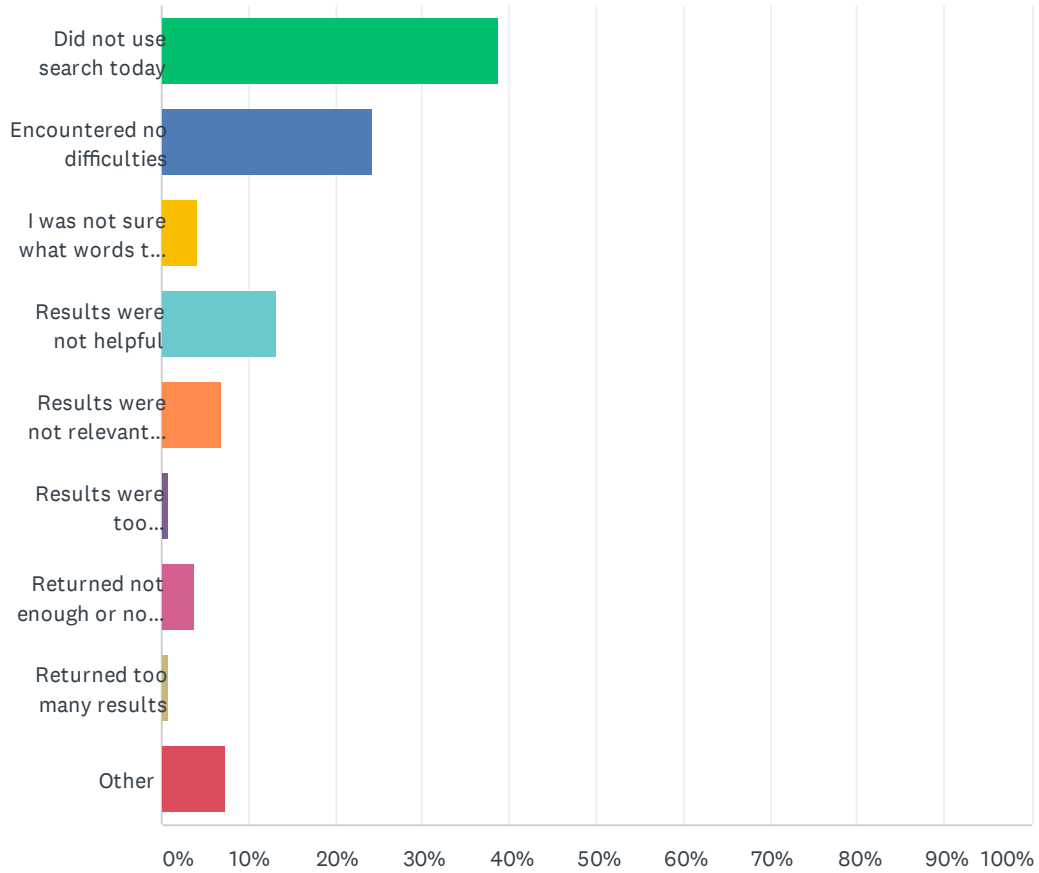
Answered: 3,350 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.16%	1,580
Had technical difficulties (e.g. error messages, broken links)	4.84%	162
Links did not take me where I expected	9.37%	314
Links/labels are difficult to understand, they are not intuitive	4.87%	163
Navigated to general area but couldn't find the specific content needed	18.90%	633
Too many links or navigational choices	3.58%	120
Would often feel lost, not know where I was	3.73%	125
Other	7.55%	253
TOTAL		3,350

Q9 How was your experience using our site search?

Answered: 3,350 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	38.75%	1,298
Encountered no difficulties	24.36%	816
I was not sure what words to use in my search	4.09%	137
Results were not helpful	13.16%	441
Results were not relevant to my search terms or needs	6.93%	232
Results were too similar/redundant	0.90%	30
Returned not enough or no results	3.67%	123
Returned too many results	0.84%	28
Other	7.31%	245
TOTAL		3,350