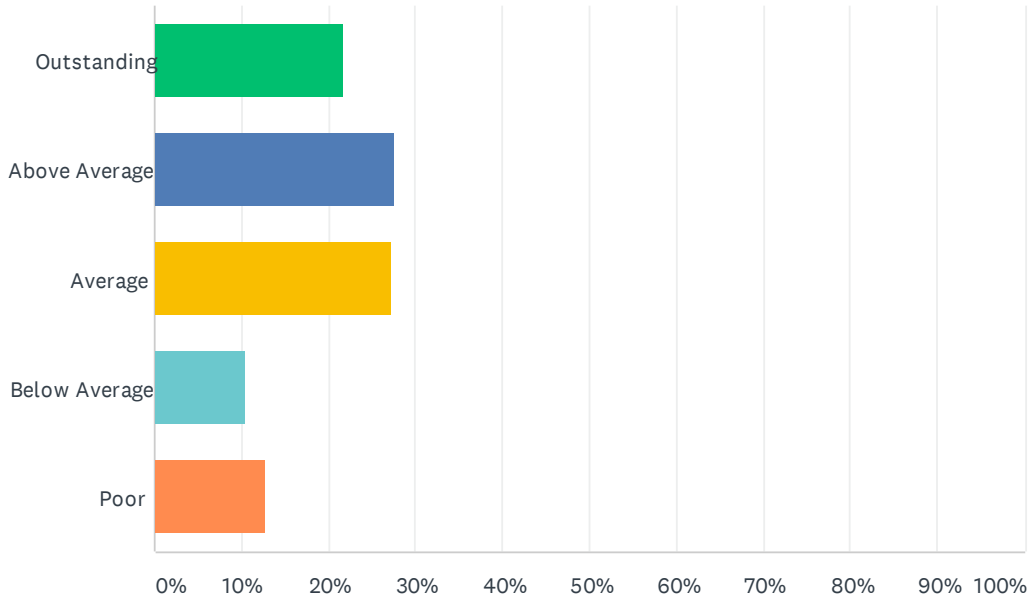


Q1 How would you rate your overall experience today?

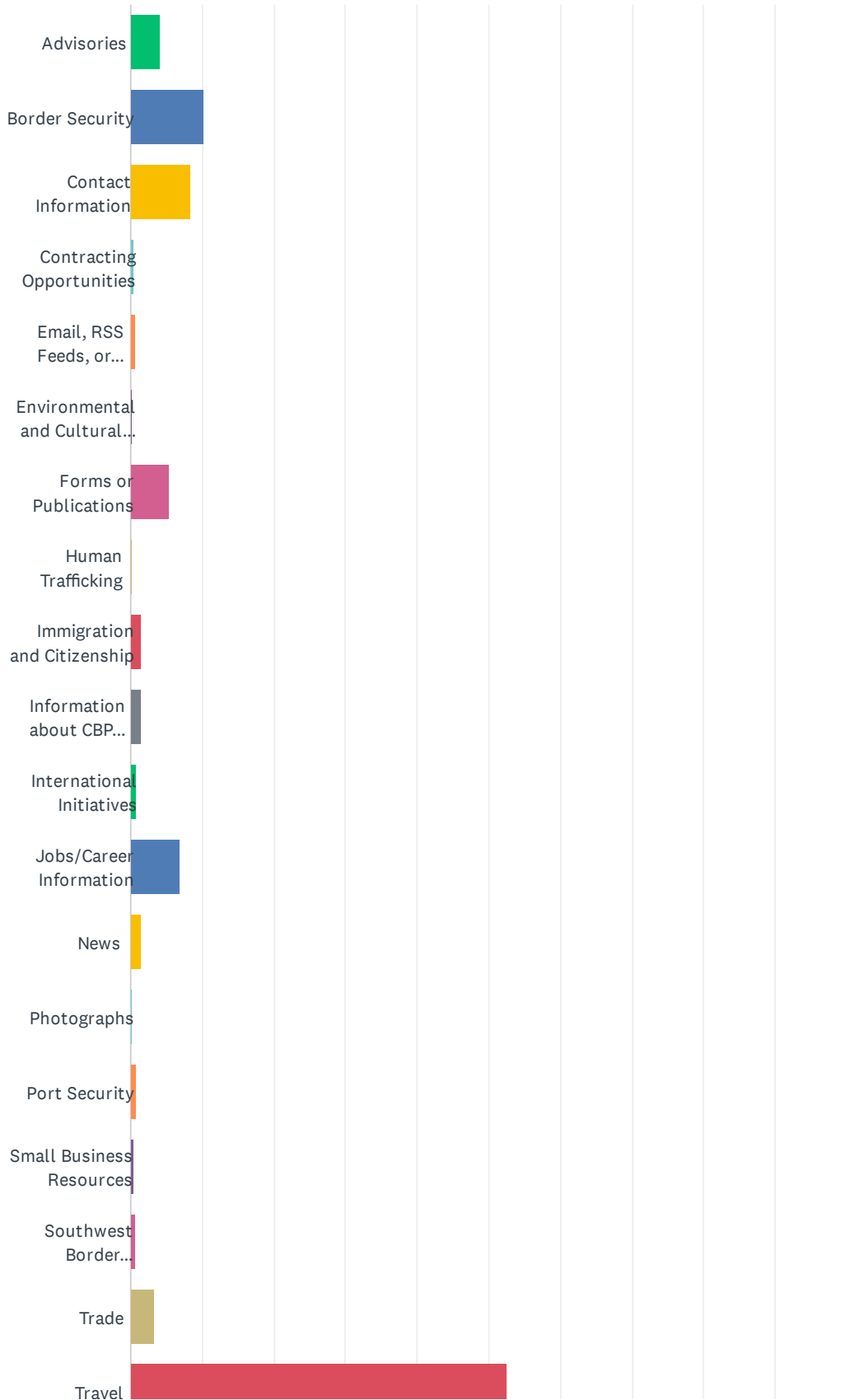
Answered: 2,709 Skipped: 0



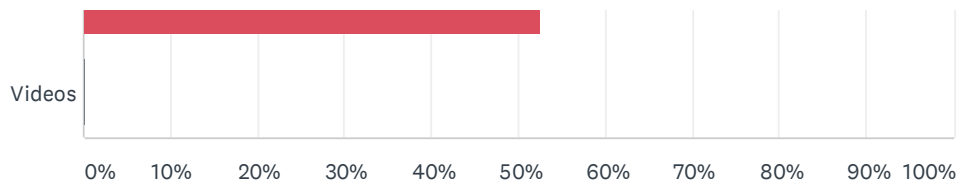
ANSWER CHOICES	RESPONSES	
Outstanding	21.85%	592
Above Average	27.69%	750
Average	27.28%	739
Below Average	10.52%	285
Poor	12.66%	343
TOTAL		2,709

Q2 What information were you looking for today?

Answered: 2,709 Skipped: 0



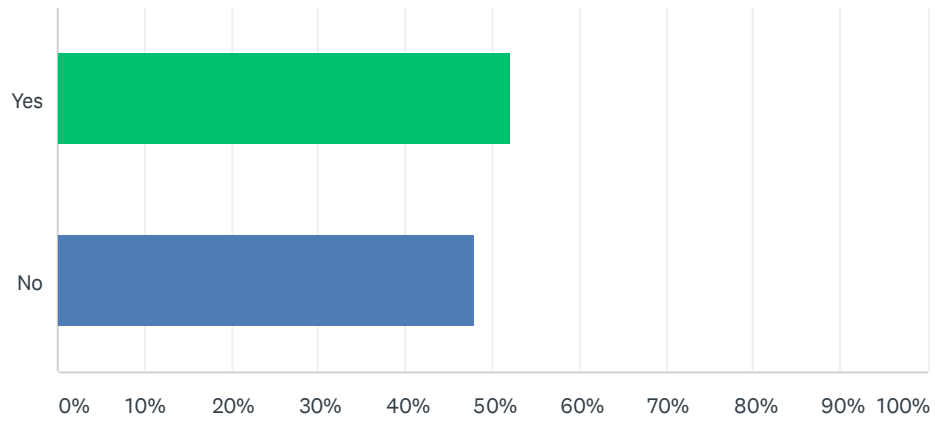
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	4.17%	113
Border Security	10.34%	280
Contact Information	8.42%	228
Contracting Opportunities	0.37%	10
Email, RSS Feeds, or Subscription Services	0.66%	18
Environmental and Cultural Stewardship	0.18%	5
Forms or Publications	5.43%	147
Human Trafficking	0.26%	7
Immigration and Citizenship	1.51%	41
Information about CBP (leadership, history, etc.)	1.40%	38
International Initiatives	0.74%	20
Jobs/Career Information	6.98%	189
News	1.37%	37
Photographs	0.15%	4
Port Security	0.85%	23
Small Business Resources	0.41%	11
Southwest Border Unaccompanied Alien Children/Family Unit	0.55%	15
Trade	3.40%	92
Travel	52.53%	1,423
Videos	0.30%	8
TOTAL		2,709

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

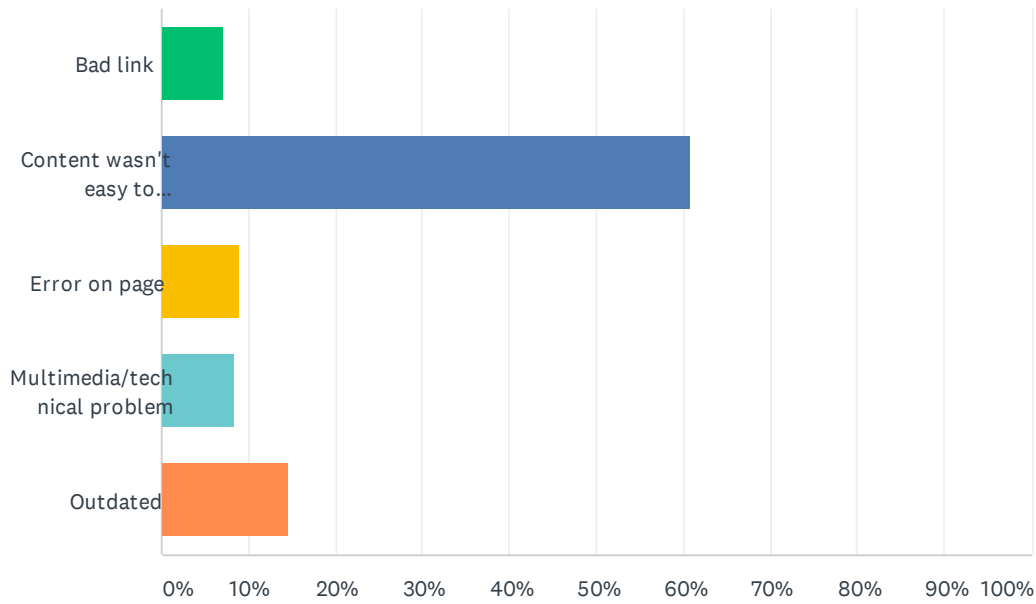
Answered: 2,709 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.16%	1,413
No	47.84%	1,296
TOTAL		2,709

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

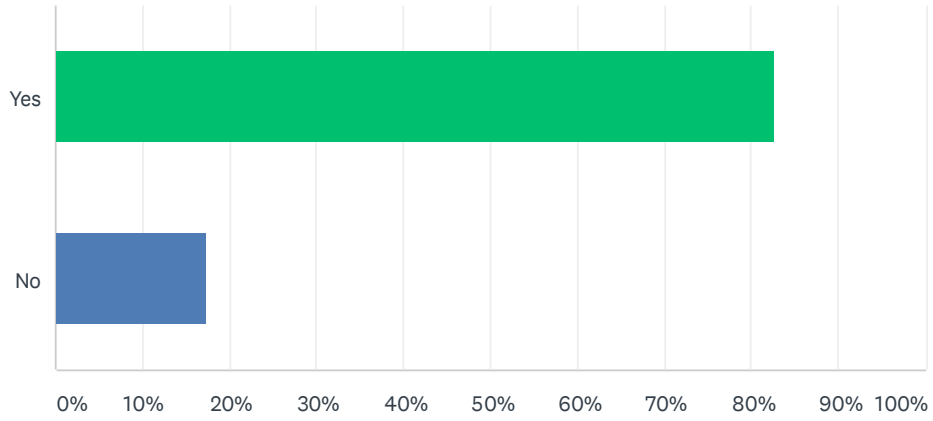
Answered: 1,267 Skipped: 1,442



ANSWER CHOICES	RESPONSES	
Bad link	7.18%	91
Content wasn't easy to understand	60.85%	771
Error on page	8.92%	113
Multimedia/technical problem	8.37%	106
Outdated	14.68%	186
TOTAL		1,267

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

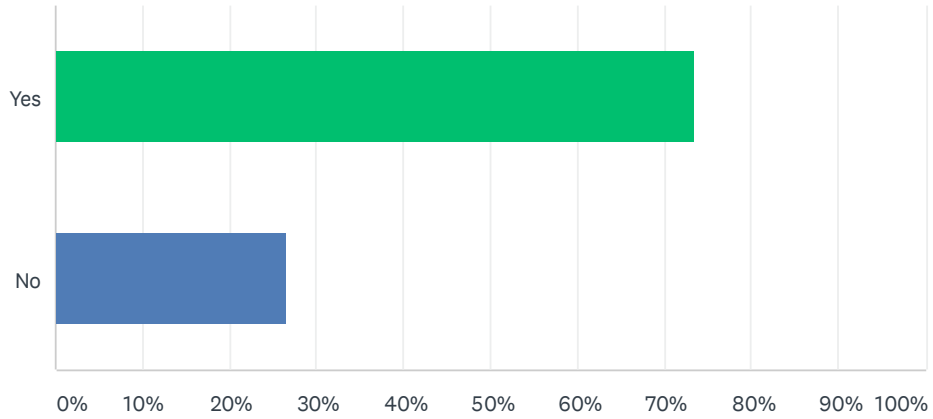
Answered: 2,709 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.61%	2,238
No	17.39%	471
TOTAL		2,709

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

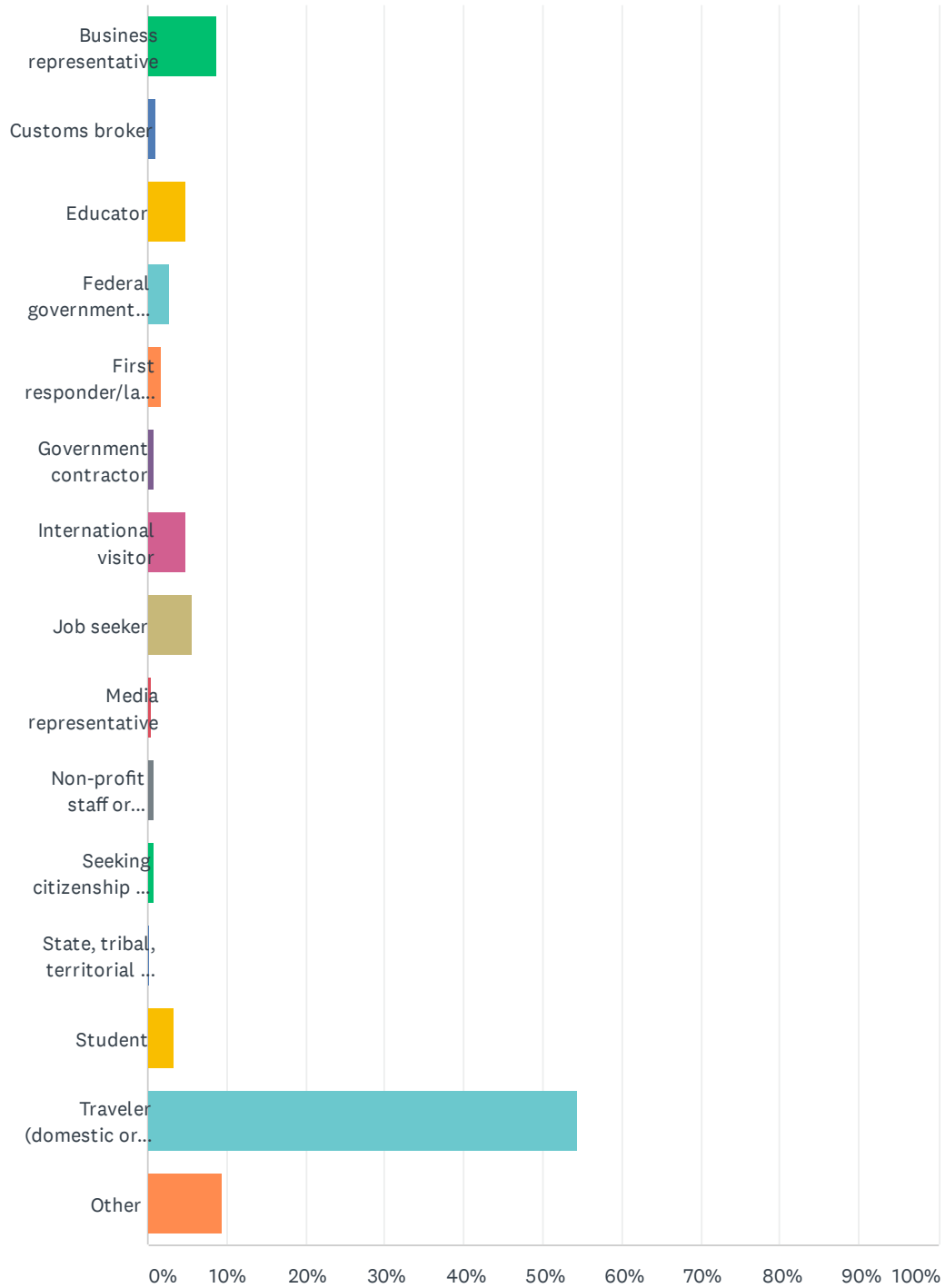
Answered: 2,709 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.53%	1,992
No	26.47%	717
TOTAL		2,709

Q7 Which of the following best describes you?

Answered: 2,709 Skipped: 0

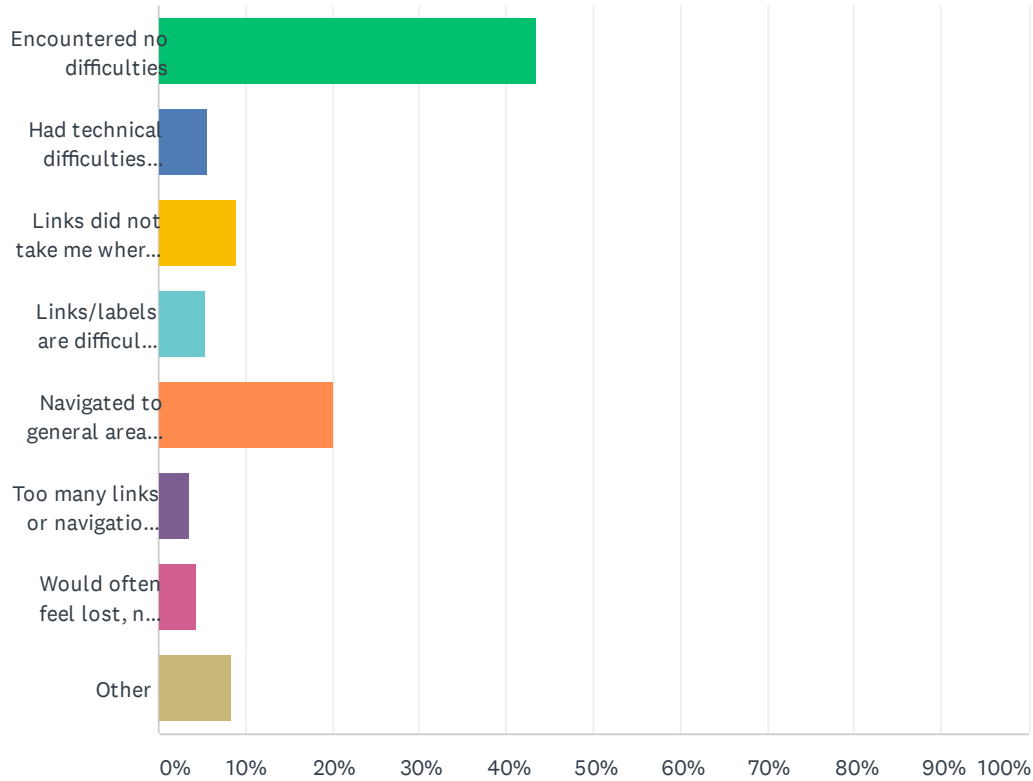


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	8.86%	240
Customs broker	0.96%	26
Educator	4.80%	130
Federal government employee	2.73%	74
First responder/law enforcement official	1.77%	48
Government contractor	0.85%	23
International visitor	4.87%	132
Job seeker	5.72%	155
Media representative	0.37%	10
Non-profit staff or volunteer	0.89%	24
Seeking citizenship or immigration information	0.74%	20
State, tribal, territorial or local government representative	0.26%	7
Student	3.36%	91
Traveler (domestic or international)	54.45%	1,475
Other	9.38%	254
TOTAL		2,709

Q8 Please describe your experience finding your way around today.

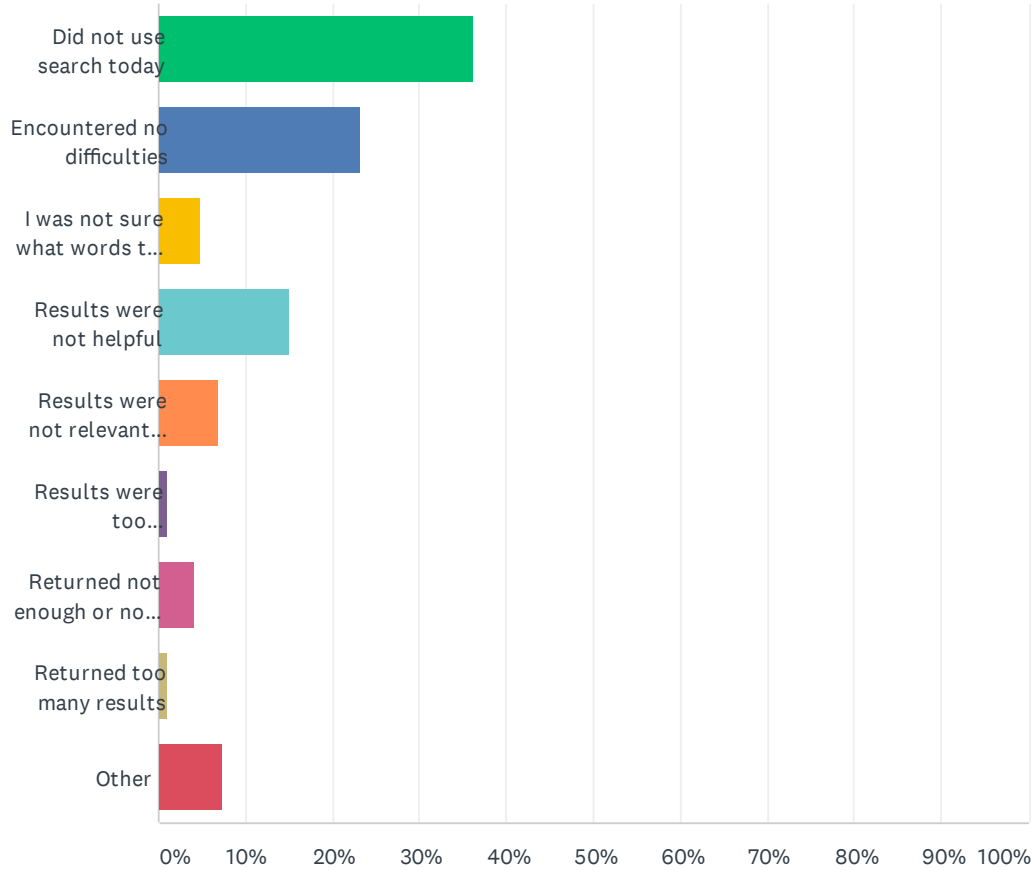
Answered: 2,709 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	43.60%	1,181
Had technical difficulties (e.g. error messages, broken links)	5.65%	153
Links did not take me where I expected	8.93%	242
Links/labels are difficult to understand, they are not intuitive	5.35%	145
Navigated to general area but couldn't find the specific content needed	20.12%	545
Too many links or navigational choices	3.51%	95
Would often feel lost, not know where I was	4.43%	120
Other	8.42%	228
TOTAL		2,709

Q9 How was your experience using our site search?

Answered: 2,709 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	36.25%	982
Encountered no difficulties	23.22%	629
I was not sure what words to use in my search	4.87%	132
Results were not helpful	15.02%	407
Results were not relevant to my search terms or needs	6.94%	188
Results were too similar/redundant	1.11%	30
Returned not enough or no results	4.25%	115
Returned too many results	0.96%	26
Other	7.38%	200
TOTAL		2,709