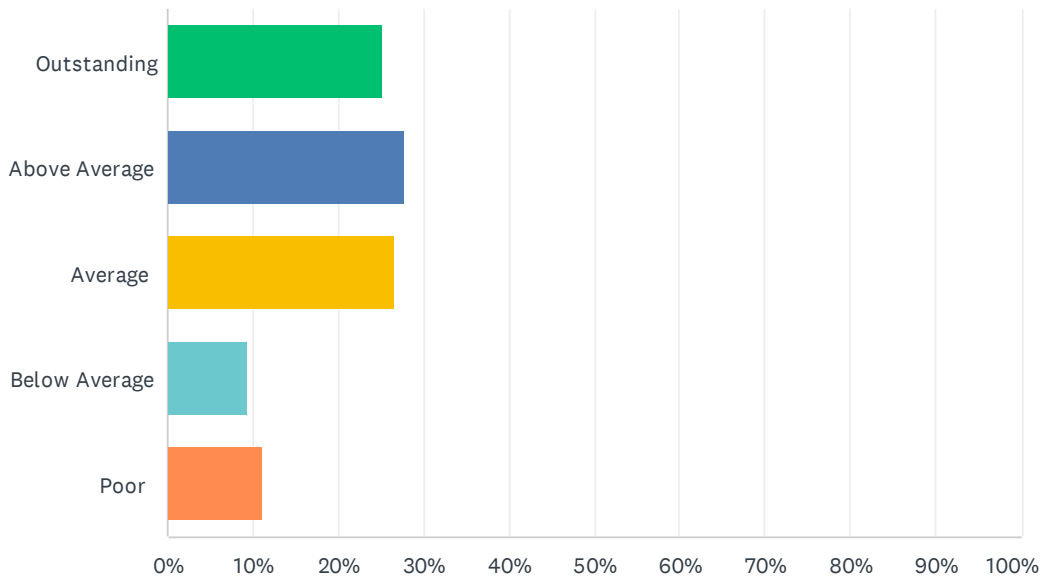


Q1 How would you rate your overall experience today?

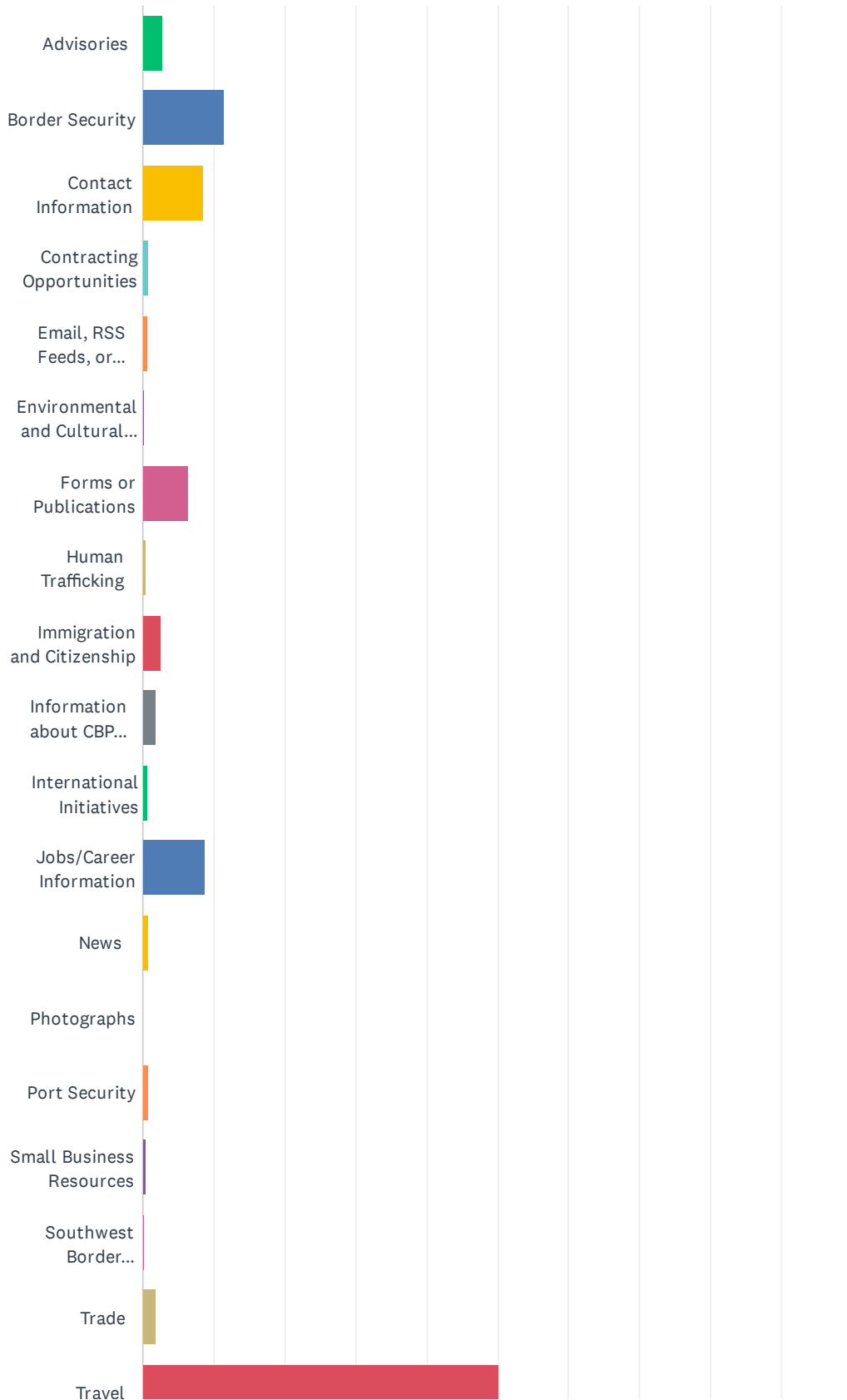
Answered: 6,553 Skipped: 0



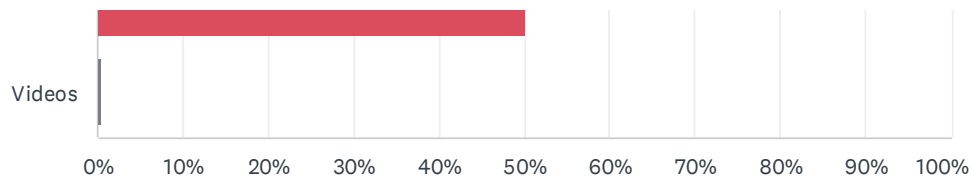
ANSWER CHOICES	RESPONSES	
Outstanding	25.13%	1,647
Above Average	27.70%	1,815
Average	26.67%	1,748
Below Average	9.35%	613
Poor	11.14%	730
TOTAL		6,553

Q2 What information were you looking for today?

Answered: 6,553 Skipped: 0



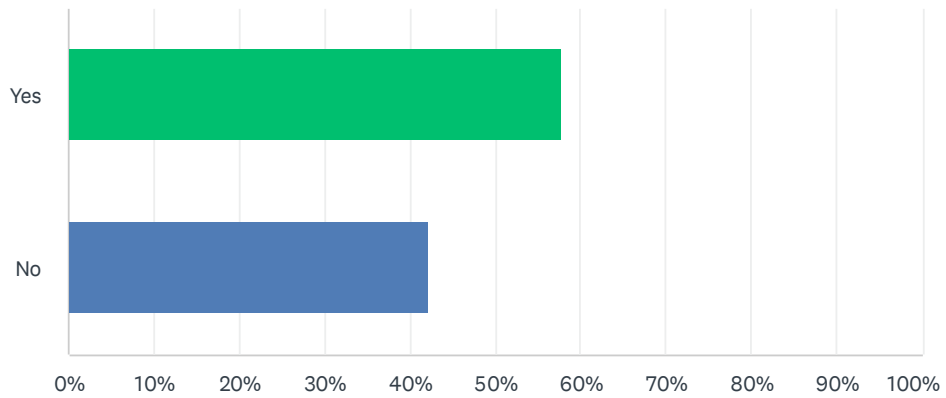
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.85%	187
Border Security	11.51%	754
Contact Information	8.42%	552
Contracting Opportunities	0.75%	49
Email, RSS Feeds, or Subscription Services	0.70%	46
Environmental and Cultural Stewardship	0.17%	11
Forms or Publications	6.42%	421
Human Trafficking	0.40%	26
Immigration and Citizenship	2.66%	174
Information about CBP (leadership, history, etc.)	1.98%	130
International Initiatives	0.66%	43
Jobs/Career Information	8.81%	577
News	0.92%	60
Photographs	0.08%	5
Port Security	0.82%	54
Small Business Resources	0.37%	24
Southwest Border Unaccompanied Alien Children/Family Unit	0.17%	11
Trade	1.86%	122
Travel	50.05%	3,280
Videos	0.41%	27
TOTAL		6,553

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

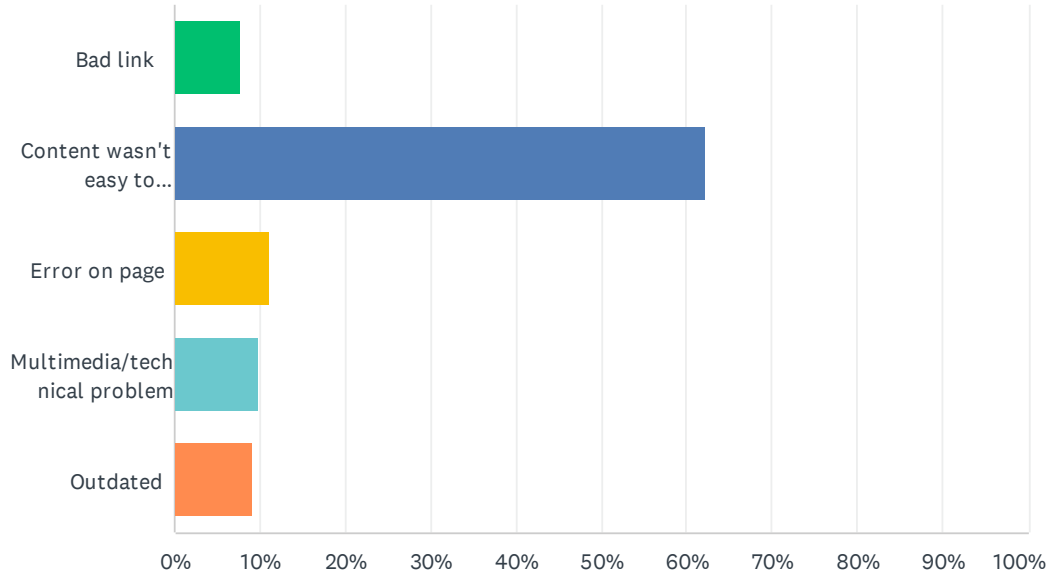
Answered: 6,553 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.88%	3,793
No	42.12%	2,760
TOTAL		6,553

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

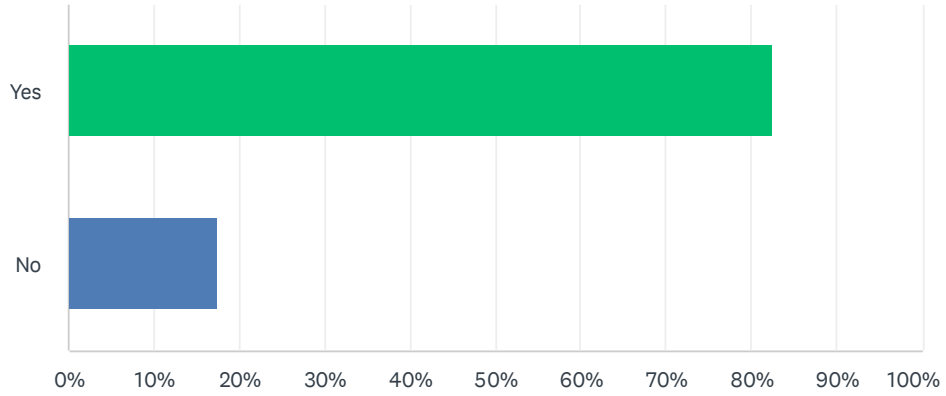
Answered: 2,770 Skipped: 3,783



ANSWER CHOICES	RESPONSES	
Bad link	7.62%	211
Content wasn't easy to understand	62.27%	1,725
Error on page	11.12%	308
Multimedia/technical problem	9.75%	270
Outdated	9.24%	256
TOTAL		2,770

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

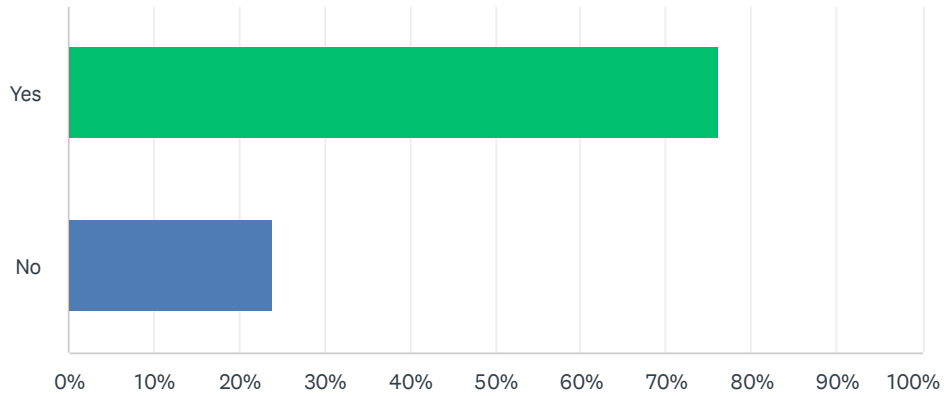
Answered: 6,553 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.54%	5,409
No	17.46%	1,144
TOTAL		6,553

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

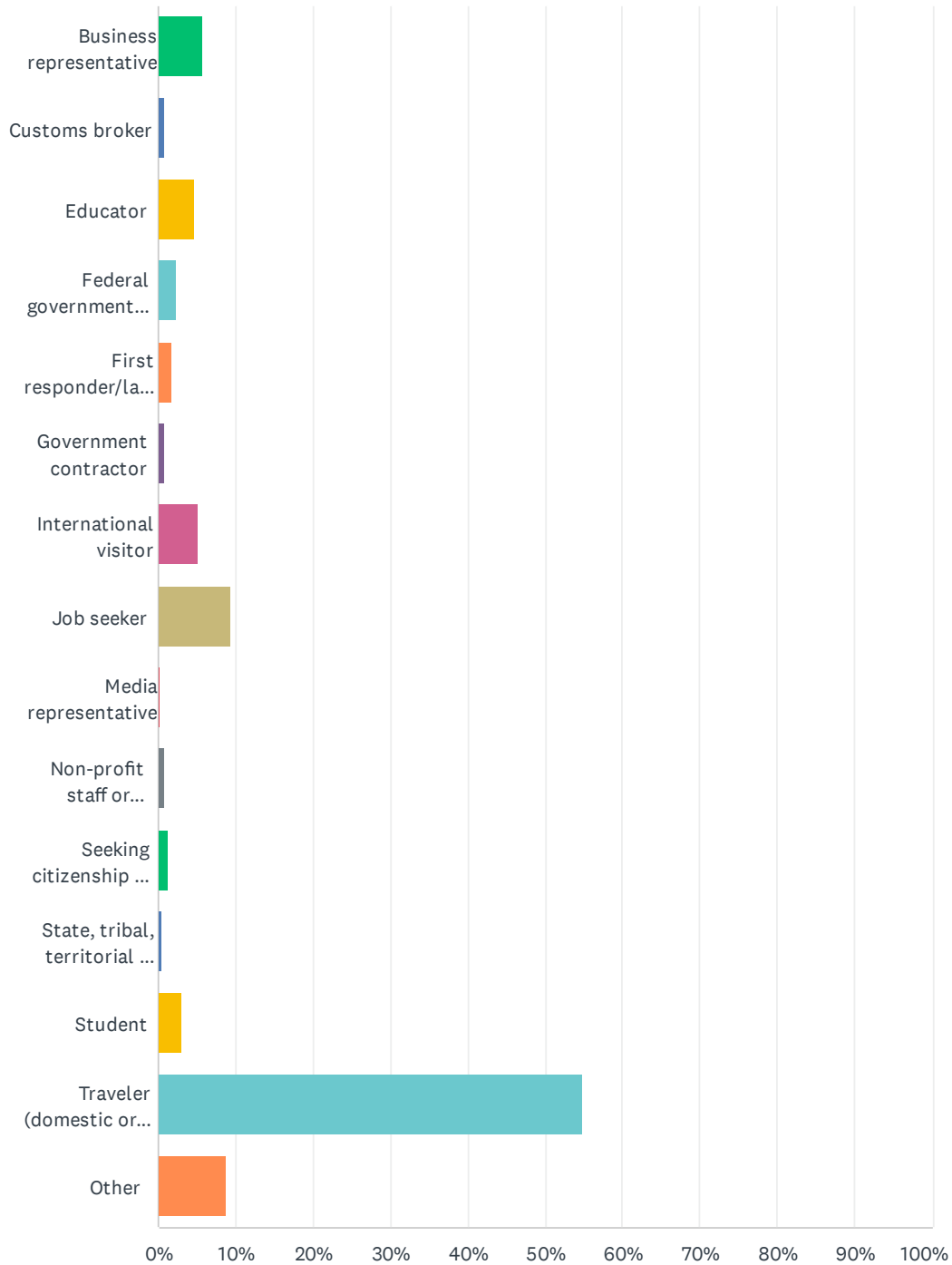
Answered: 6,553 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.15%	4,990
No	23.85%	1,563
TOTAL		6,553

Q7 Which of the following best describes you?

Answered: 6,553 Skipped: 0

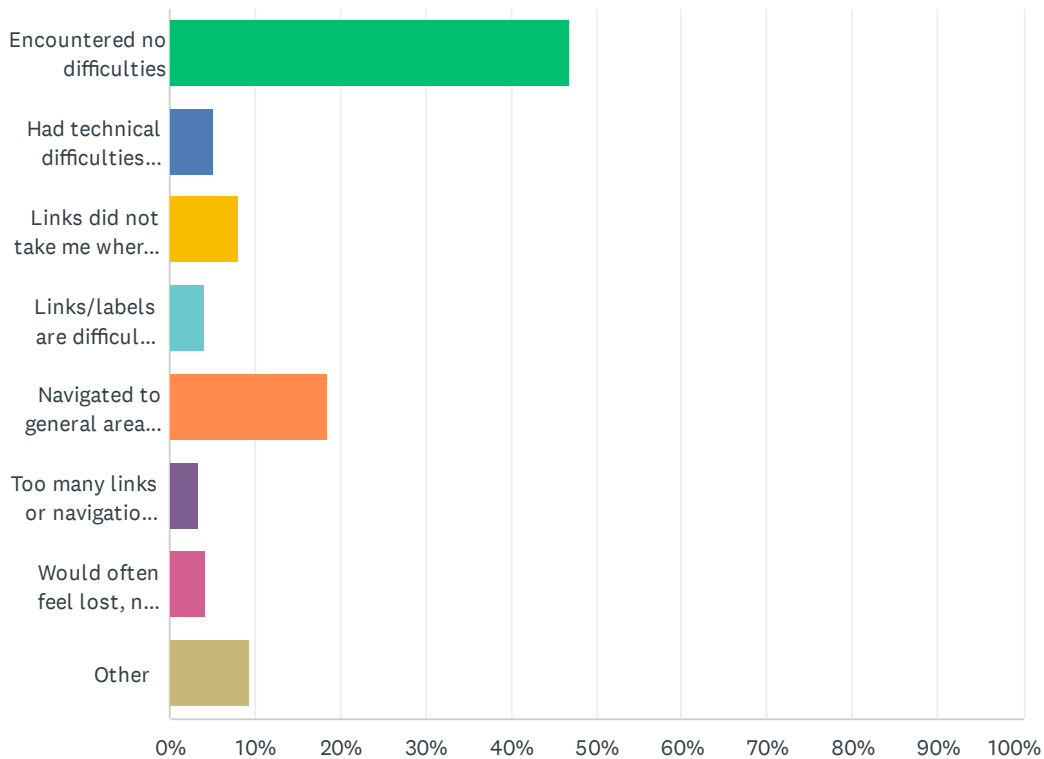


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	5.66%	371
Customs broker	0.95%	62
Educator	4.72%	309
Federal government employee	2.29%	150
First responder/law enforcement official	1.69%	111
Government contractor	0.82%	54
International visitor	5.02%	329
Job seeker	9.45%	619
Media representative	0.21%	14
Non-profit staff or volunteer	0.95%	62
Seeking citizenship or immigration information	1.28%	84
State, tribal, territorial or local government representative	0.46%	30
Student	3.02%	198
Traveler (domestic or international)	54.74%	3,587
Other	8.74%	573
TOTAL		6,553

Q8 Please describe your experience finding your way around today.

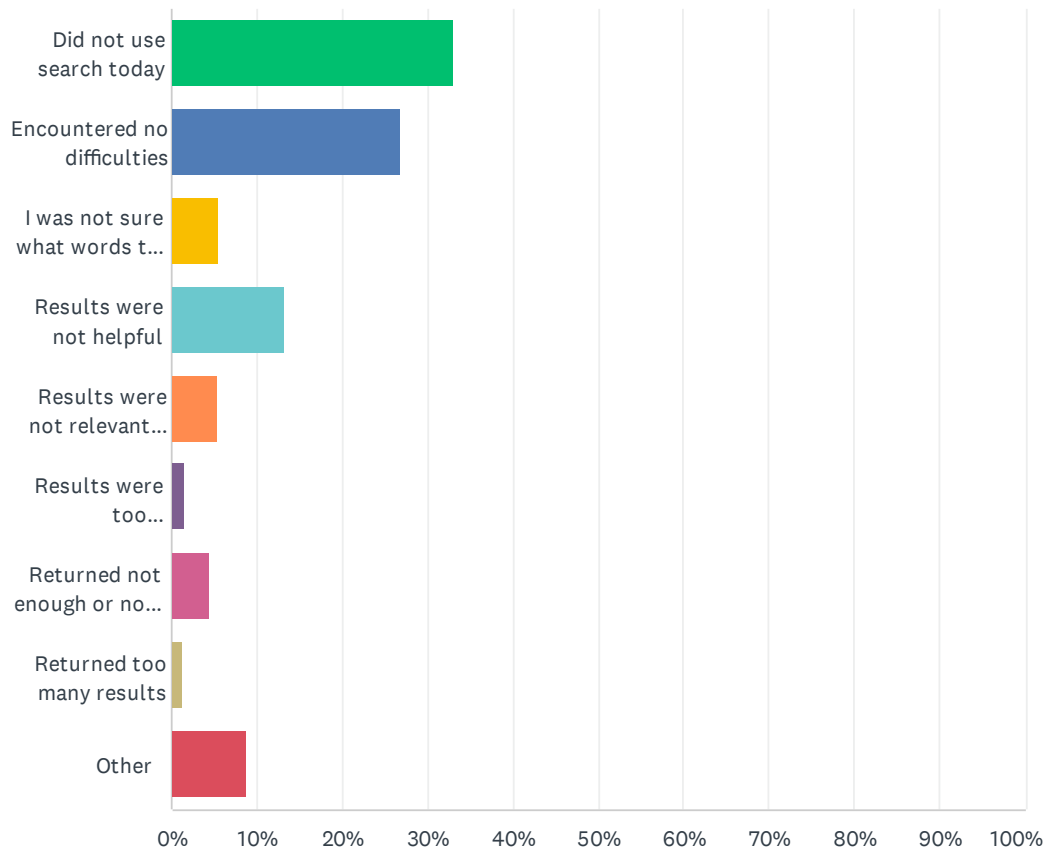
Answered: 6,553 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.94%	3,076
Had technical difficulties (e.g. error messages, broken links)	5.02%	329
Links did not take me where I expected	8.13%	533
Links/labels are difficult to understand, they are not intuitive	4.15%	272
Navigated to general area but couldn't find the specific content needed	18.62%	1,220
Too many links or navigational choices	3.45%	226
Would often feel lost, not know where I was	4.23%	277
Other	9.46%	620
TOTAL		6,553

Q9 How was your experience using our site search?

Answered: 6,553 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.11%	2,170
Encountered no difficulties	26.89%	1,762
I was not sure what words to use in my search	5.65%	370
Results were not helpful	13.20%	865
Results were not relevant to my search terms or needs	5.30%	347
Results were too similar/redundant	1.54%	101
Returned not enough or no results	4.41%	289
Returned too many results	1.21%	79
Other	8.70%	570
TOTAL		6,553