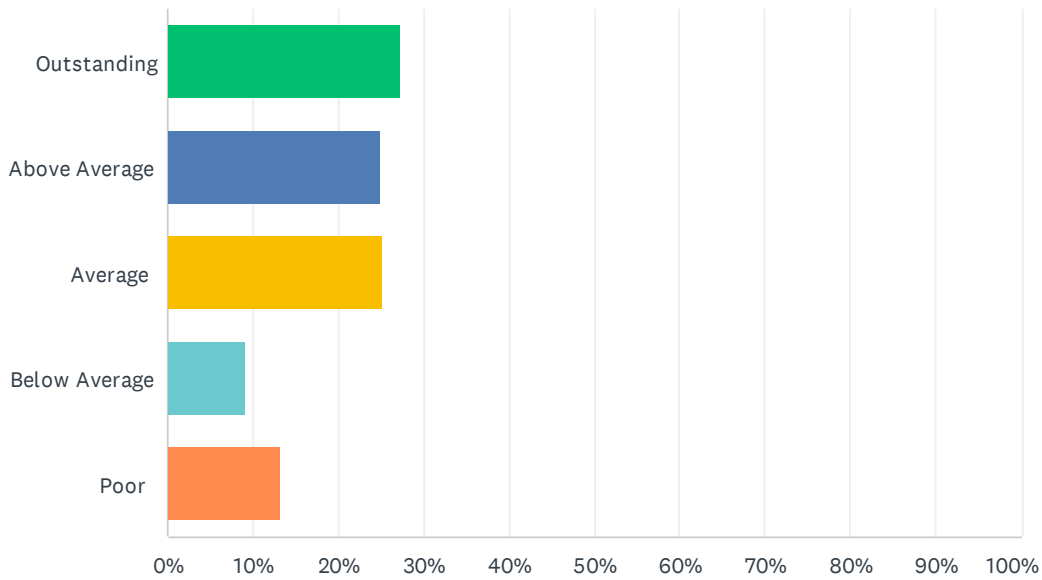


Q1 How would you rate your overall experience today?

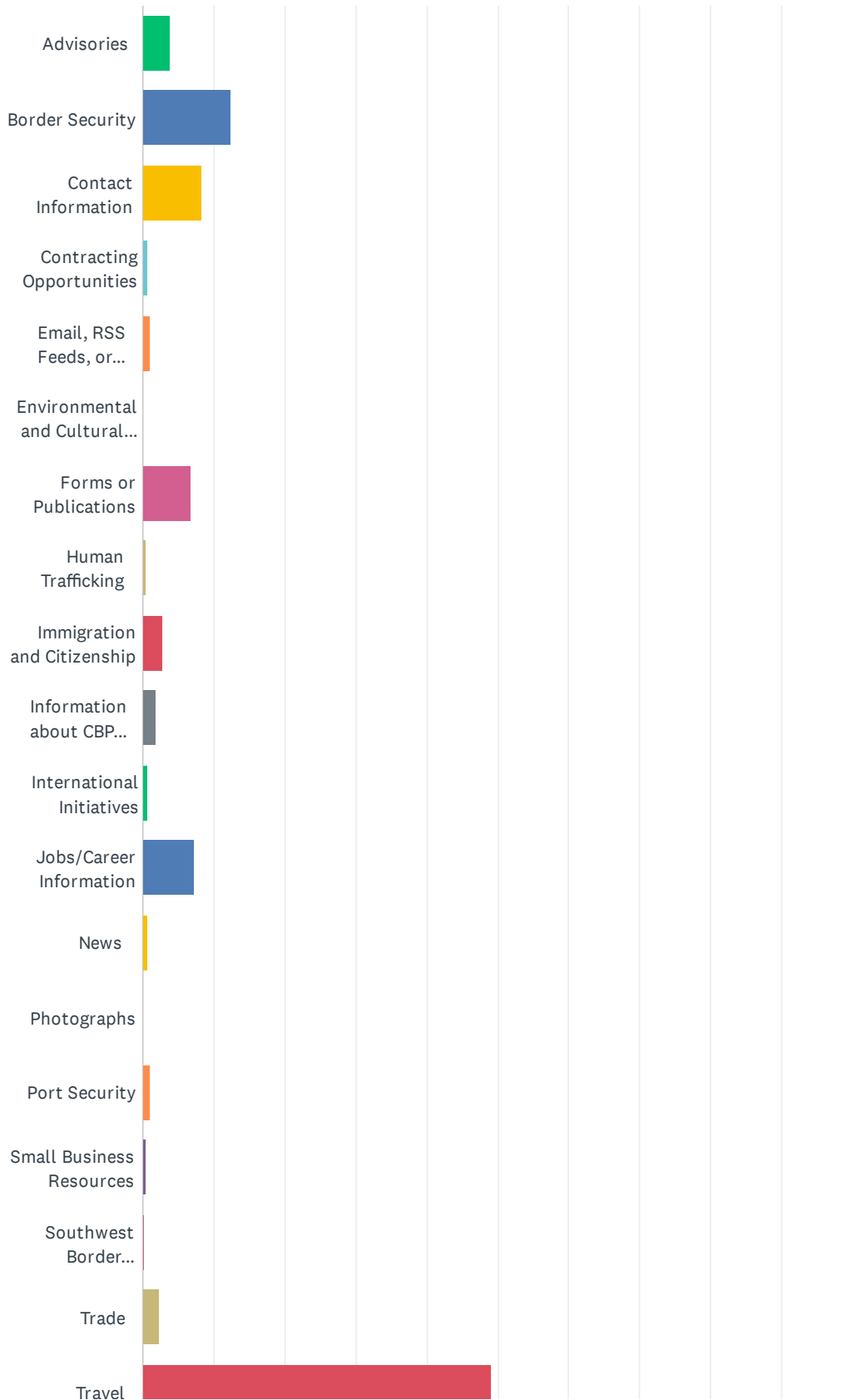
Answered: 3,216 Skipped: 0



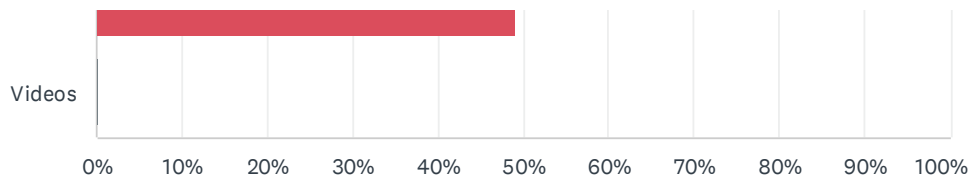
ANSWER CHOICES	RESPONSES	
Outstanding	27.24%	876
Above Average	24.97%	803
Average	25.25%	812
Below Average	9.24%	297
Poor	13.31%	428
TOTAL		3,216

Q2 What information were you looking for today?

Answered: 3,216 Skipped: 0



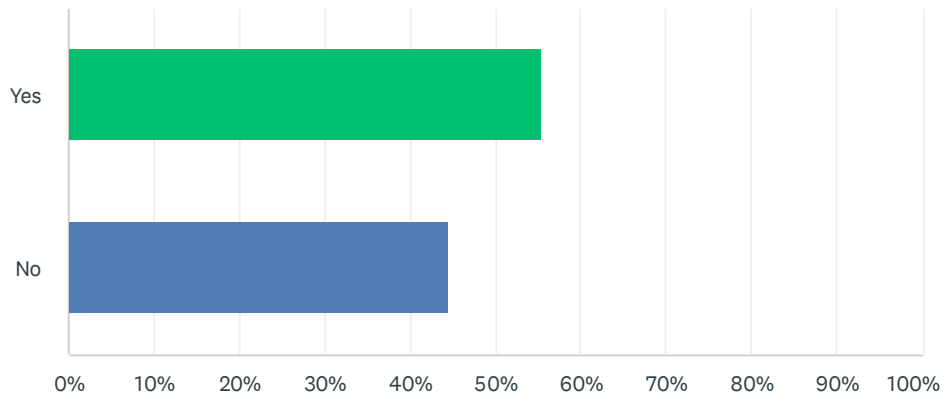
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.76%	121
Border Security	12.41%	399
Contact Information	8.24%	265
Contracting Opportunities	0.59%	19
Email, RSS Feeds, or Subscription Services	1.00%	32
Environmental and Cultural Stewardship	0.03%	1
Forms or Publications	6.78%	218
Human Trafficking	0.44%	14
Immigration and Citizenship	2.77%	89
Information about CBP (leadership, history, etc.)	1.96%	63
International Initiatives	0.68%	22
Jobs/Career Information	7.31%	235
News	0.62%	20
Photographs	0.09%	3
Port Security	1.03%	33
Small Business Resources	0.40%	13
Southwest Border Unaccompanied Alien Children/Family Unit	0.16%	5
Trade	2.39%	77
Travel	49.10%	1,579
Videos	0.25%	8
TOTAL		3,216

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

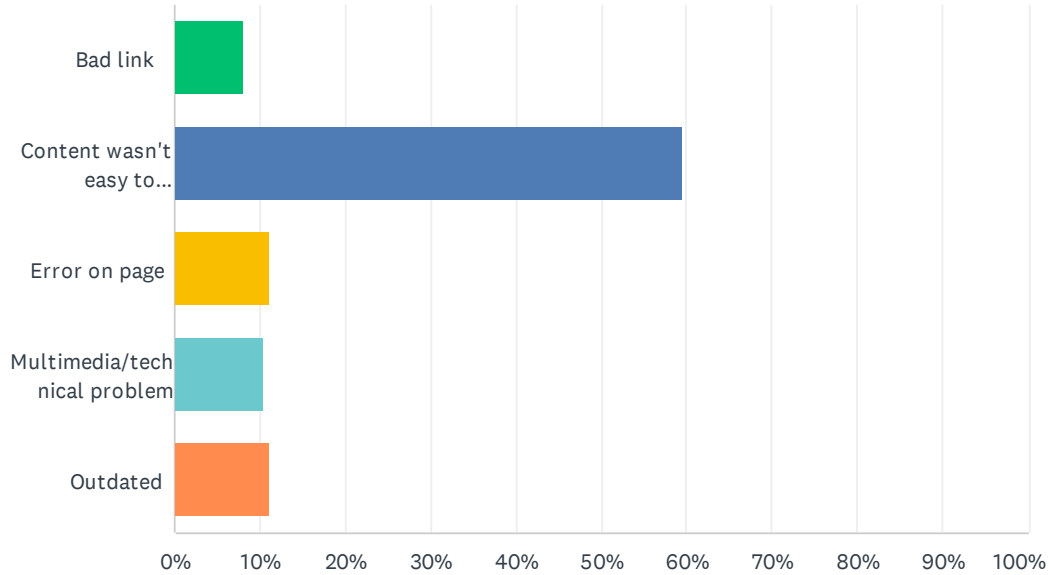
Answered: 3,216 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.47%	1,784
No	44.53%	1,432
TOTAL		3,216

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

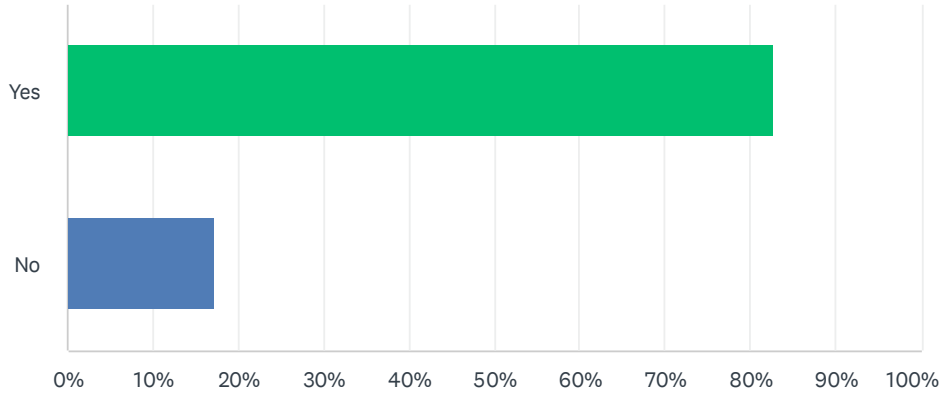
Answered: 1,464 Skipped: 1,752



ANSWER CHOICES	RESPONSES	
Bad link	8.06%	118
Content wasn't easy to understand	59.43%	870
Error on page	11.00%	161
Multimedia/technical problem	10.38%	152
Outdated	11.13%	163
TOTAL		1,464

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

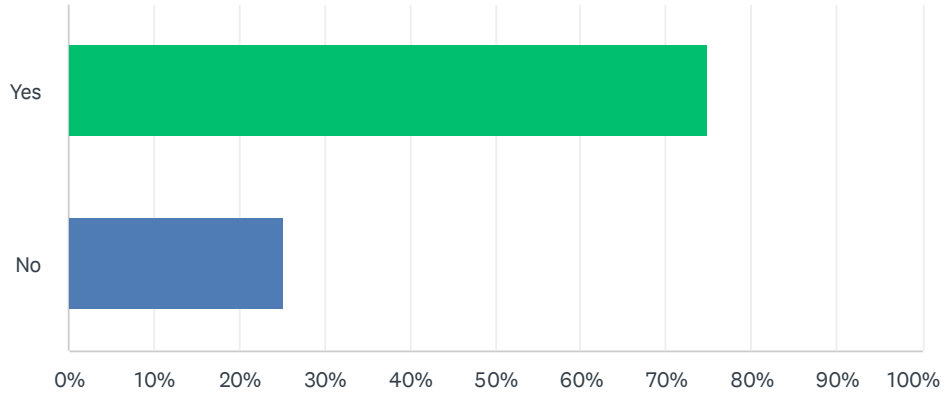
Answered: 3,216 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.68%	2,659
No	17.32%	557
TOTAL		3,216

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

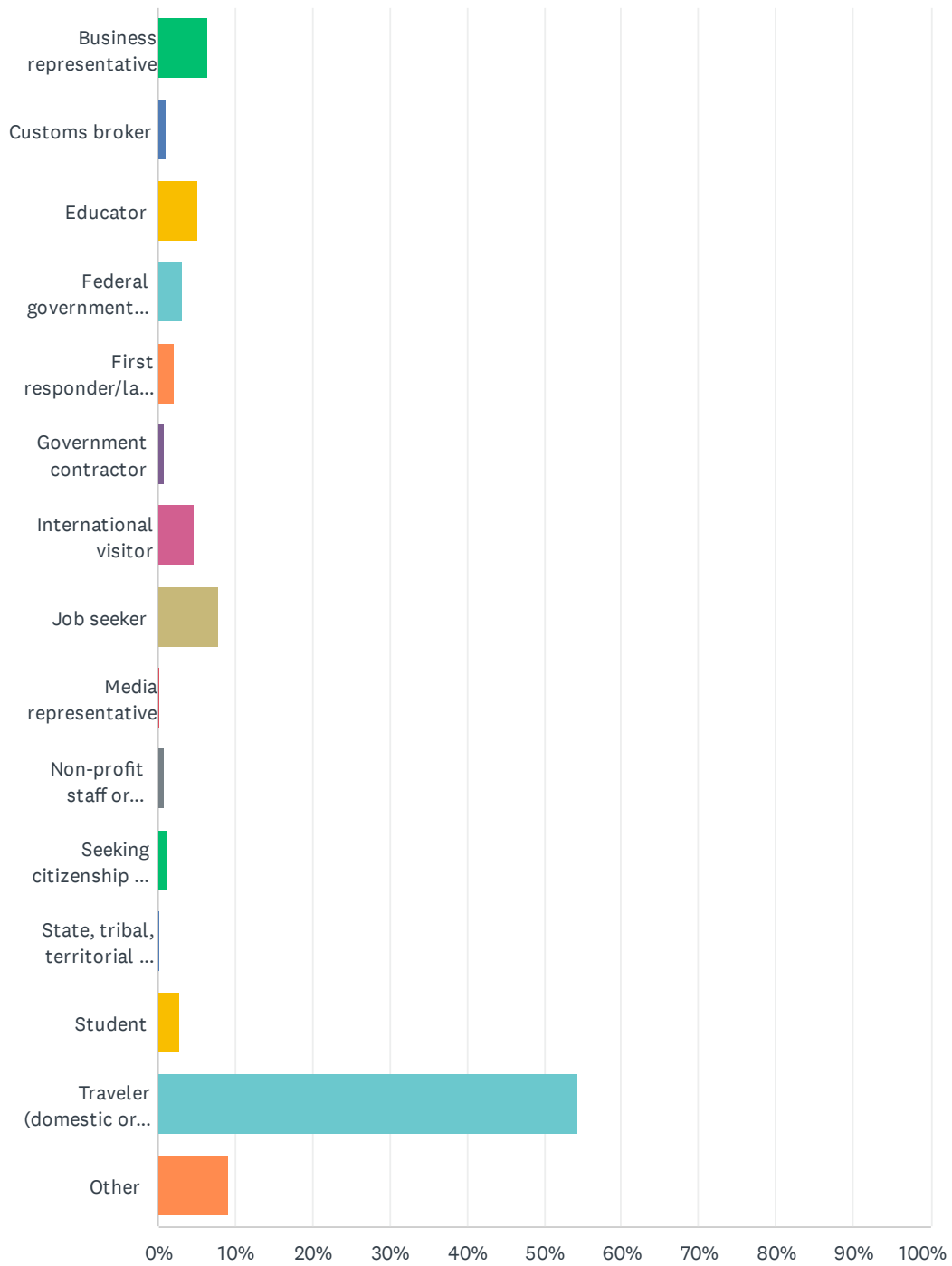
Answered: 3,216 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74.84%	2,407
No	25.16%	809
TOTAL		3,216

Q7 Which of the following best describes you?

Answered: 3,216 Skipped: 0

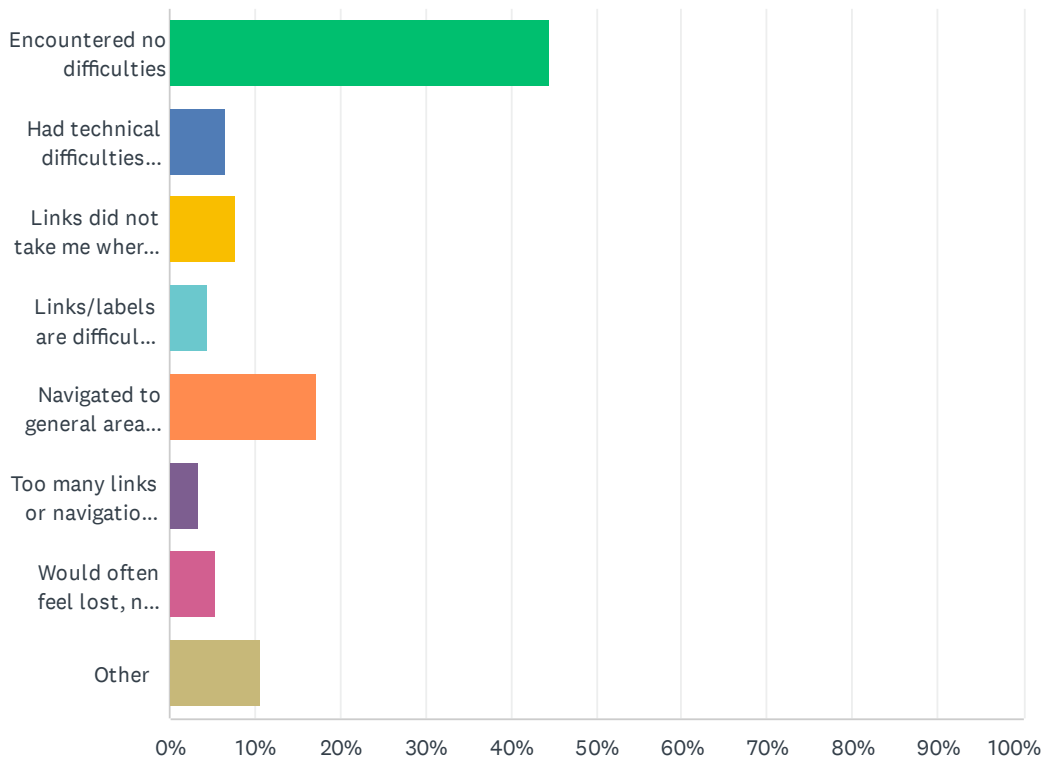


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.47%	208
Customs broker	1.09%	35
Educator	5.04%	162
Federal government employee	3.14%	101
First responder/law enforcement official	2.18%	70
Government contractor	0.87%	28
International visitor	4.60%	148
Job seeker	7.84%	252
Media representative	0.31%	10
Non-profit staff or volunteer	0.84%	27
Seeking citizenship or immigration information	1.18%	38
State, tribal, territorial or local government representative	0.25%	8
Student	2.77%	89
Traveler (domestic or international)	54.32%	1,747
Other	9.11%	293
TOTAL		3,216

Q8 Please describe your experience finding your way around today.

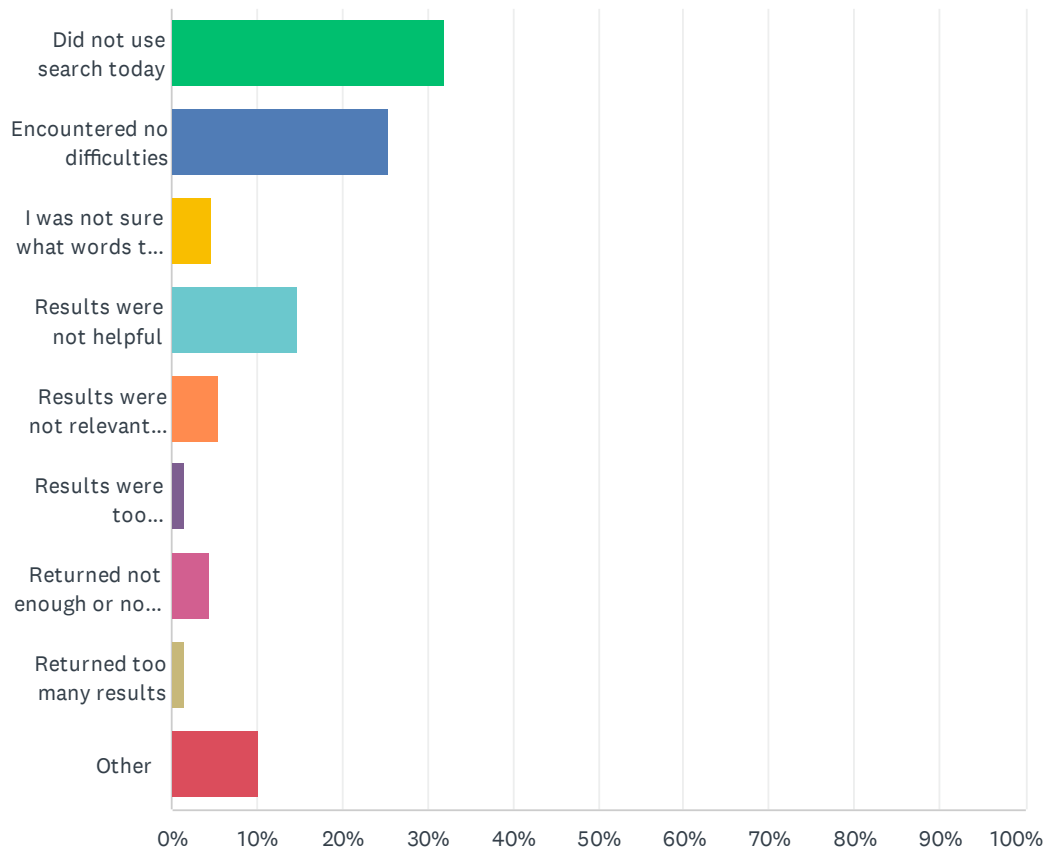
Answered: 3,216 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	44.65%	1,436
Had technical difficulties (e.g. error messages, broken links)	6.56%	211
Links did not take me where I expected	7.77%	250
Links/labels are difficult to understand, they are not intuitive	4.38%	141
Navigated to general area but couldn't find the specific content needed	17.23%	554
Too many links or navigational choices	3.48%	112
Would often feel lost, not know where I was	5.35%	172
Other	10.57%	340
TOTAL		3,216

Q9 How was your experience using our site search?

Answered: 3,216 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	32.09%	1,032
Encountered no difficulties	25.37%	816
I was not sure what words to use in my search	4.66%	150
Results were not helpful	14.71%	473
Results were not relevant to my search terms or needs	5.63%	181
Results were too similar/redundant	1.43%	46
Returned not enough or no results	4.42%	142
Returned too many results	1.55%	50
Other	10.14%	326
TOTAL		3,216