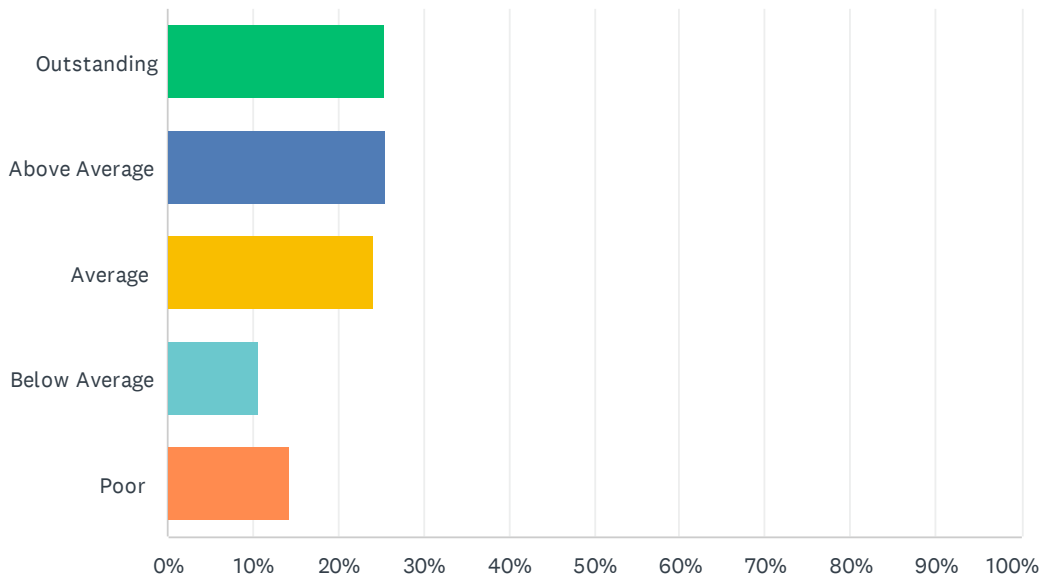


## Q1 How would you rate your overall experience today?

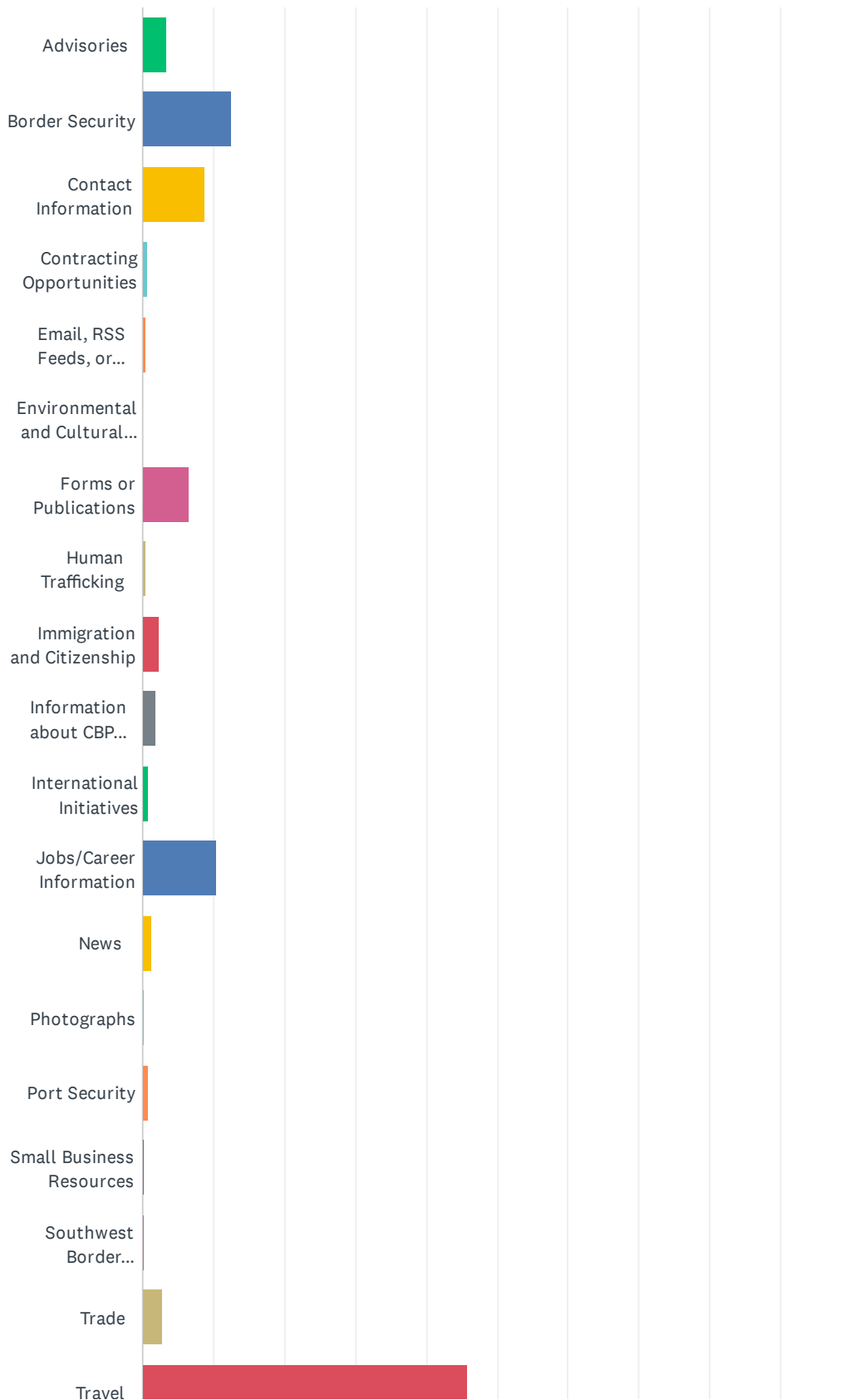
Answered: 2,227 Skipped: 0



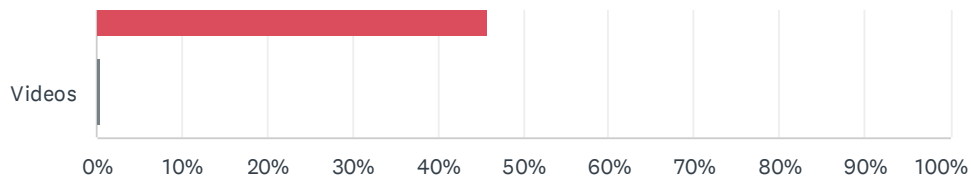
ANSWER CHOICES	RESPONSES	
Outstanding	25.46%	567
Above Average	25.51%	568
Average	24.11%	537
Below Average	10.60%	236
Poor	14.32%	319
<b>TOTAL</b>		<b>2,227</b>

## Q2 What information were you looking for today?

Answered: 2,227 Skipped: 0



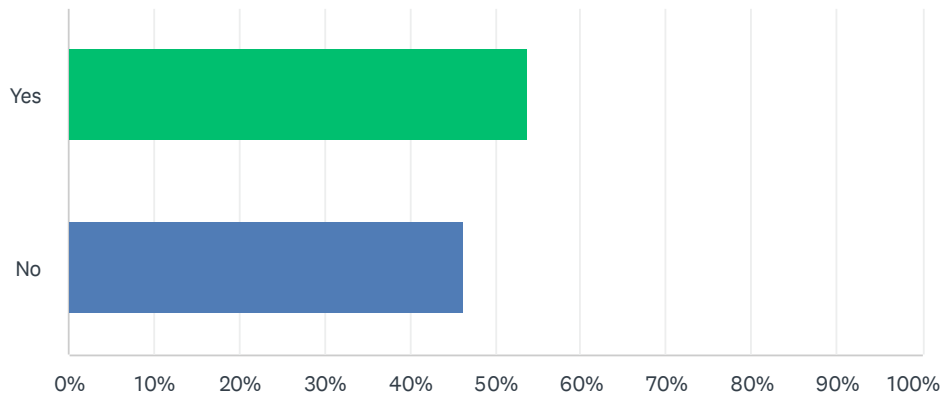
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.41%	76
Border Security	12.48%	278
Contact Information	8.85%	197
Contracting Opportunities	0.63%	14
Email, RSS Feeds, or Subscription Services	0.45%	10
Environmental and Cultural Stewardship	0.09%	2
Forms or Publications	6.51%	145
Human Trafficking	0.36%	8
Immigration and Citizenship	2.25%	50
Information about CBP (leadership, history, etc.)	1.84%	41
International Initiatives	0.81%	18
Jobs/Career Information	10.37%	231
News	1.35%	30
Photographs	0.22%	5
Port Security	0.81%	18
Small Business Resources	0.18%	4
Southwest Border Unaccompanied Alien Children/Family Unit	0.27%	6
Trade	2.83%	63
Travel	45.85%	1,021
Videos	0.45%	10
<b>TOTAL</b>		<b>2,227</b>

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

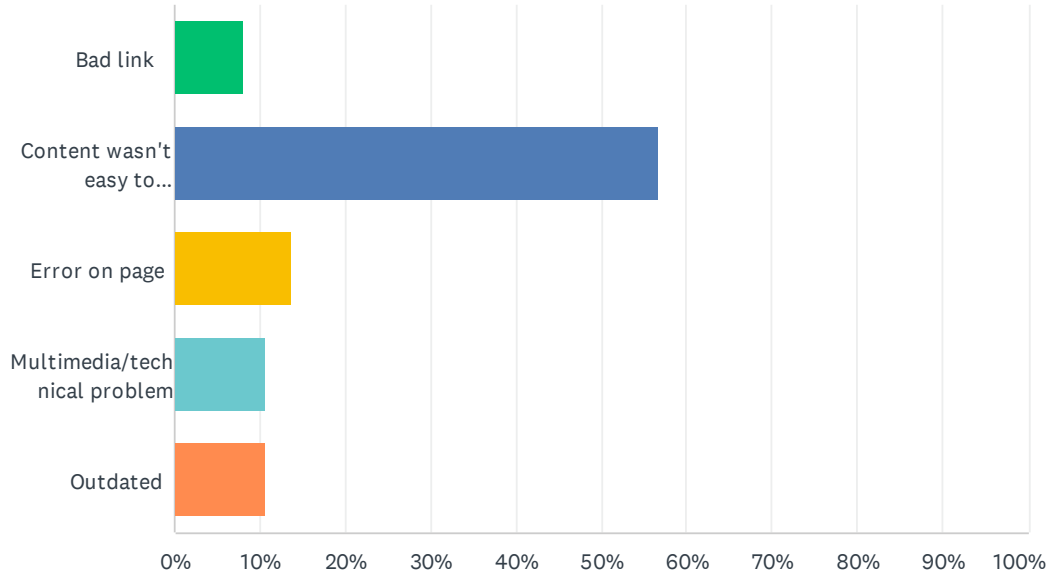
Answered: 2,227 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.70%	1,196
No	46.30%	1,031
TOTAL		2,227

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

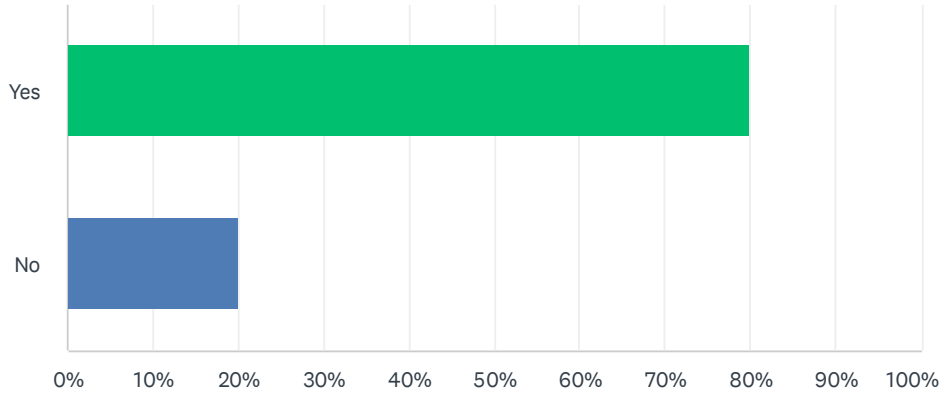
Answered: 1,028 Skipped: 1,199



ANSWER CHOICES	RESPONSES	
Bad link	8.17%	84
Content wasn't easy to understand	56.81%	584
Error on page	13.62%	140
Multimedia/technical problem	10.70%	110
Outdated	10.70%	110
TOTAL		1,028

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

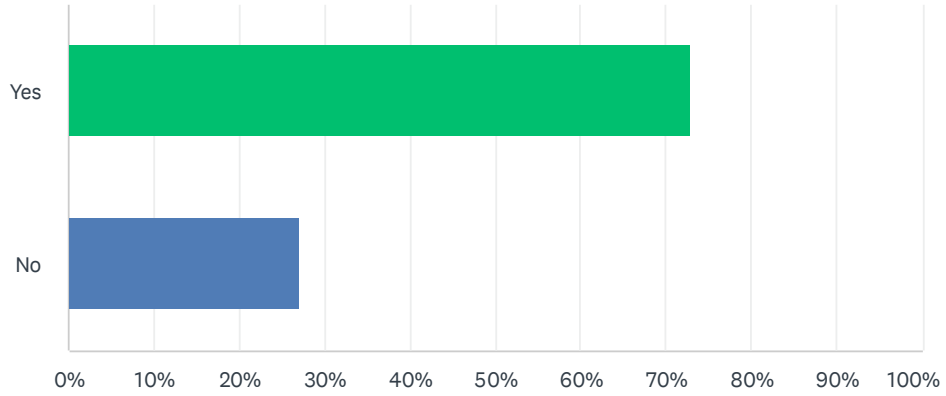
Answered: 2,227 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.88%	1,779
No	20.12%	448
TOTAL		2,227

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

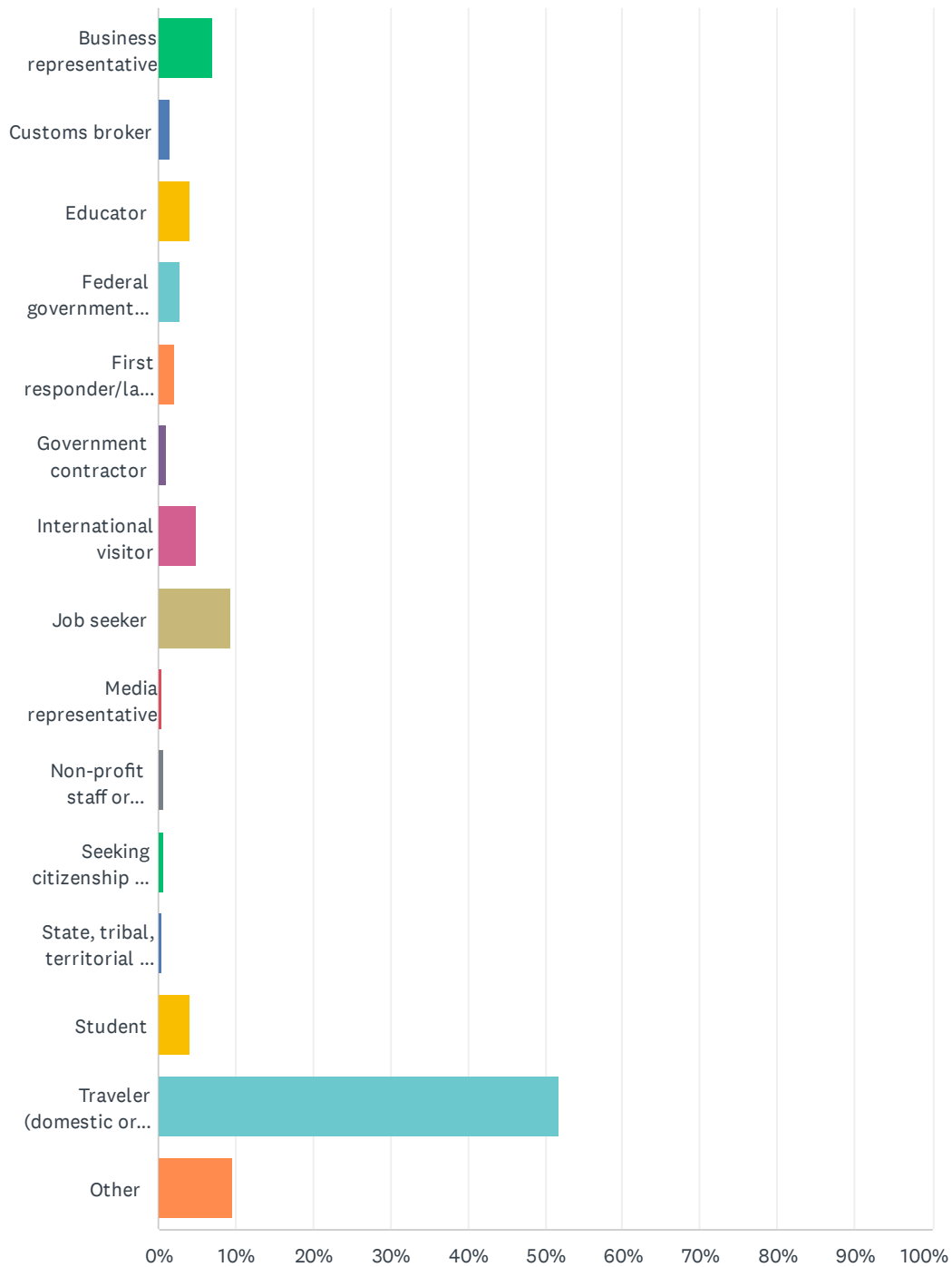
Answered: 2,227 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.01%	1,626
No	26.99%	601
TOTAL		2,227

## Q7 Which of the following best describes you?

Answered: 2,227 Skipped: 0



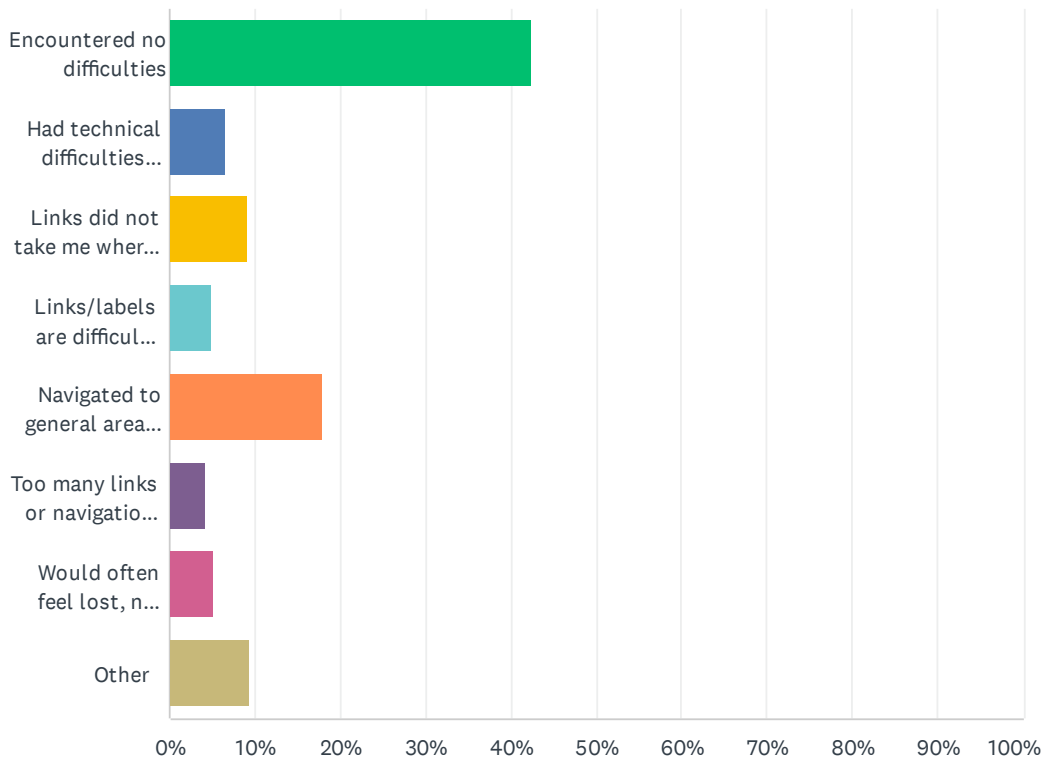


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.14%	159
Customs broker	1.44%	32
Educator	3.95%	88
Federal government employee	2.69%	60
First responder/law enforcement official	2.20%	49
Government contractor	1.03%	23
International visitor	4.89%	109
Job seeker	9.34%	208
Media representative	0.40%	9
Non-profit staff or volunteer	0.58%	13
Seeking citizenship or immigration information	0.67%	15
State, tribal, territorial or local government representative	0.40%	9
Student	3.95%	88
Traveler (domestic or international)	51.73%	1,152
Other	9.56%	213
<b>TOTAL</b>		<b>2,227</b>

## Q8 Please describe your experience finding your way around today.

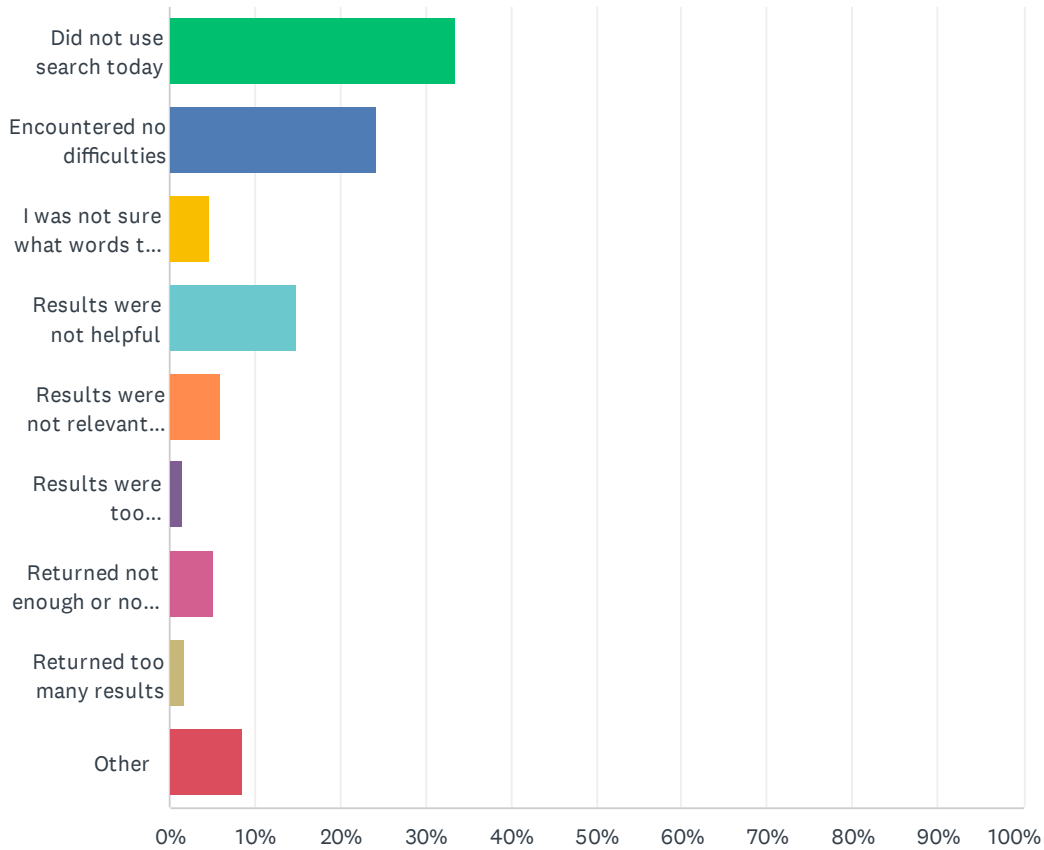
Answered: 2,227 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	42.48%	946
Had technical difficulties (e.g. error messages, broken links)	6.60%	147
Links did not take me where I expected	9.25%	206
Links/labels are difficult to understand, they are not intuitive	4.89%	109
Navigated to general area but couldn't find the specific content needed	17.92%	399
Too many links or navigational choices	4.36%	97
Would often feel lost, not know where I was	5.21%	116
Other	9.30%	207
<b>TOTAL</b>		<b>2,227</b>

## Q9 How was your experience using our site search?

Answered: 2,227 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.50%	746
Encountered no difficulties	24.38%	543
I was not sure what words to use in my search	4.63%	103
Results were not helpful	14.91%	332
Results were not relevant to my search terms or needs	5.88%	131
Results were too similar/redundant	1.57%	35
Returned not enough or no results	5.03%	112
Returned too many results	1.62%	36
Other	8.49%	189
<b>TOTAL</b>		<b>2,227</b>