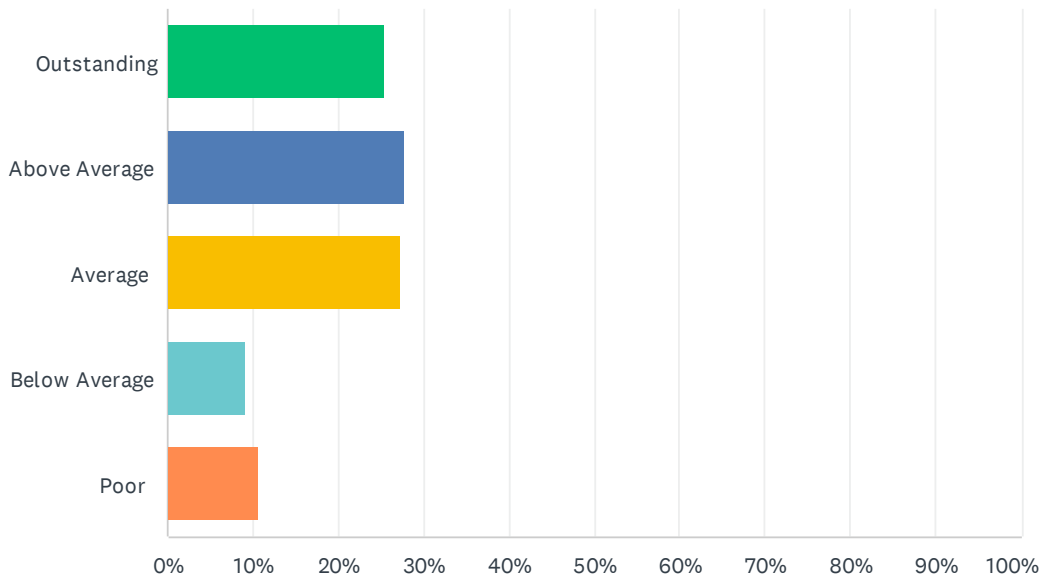


## Q1 How would you rate your overall experience today?

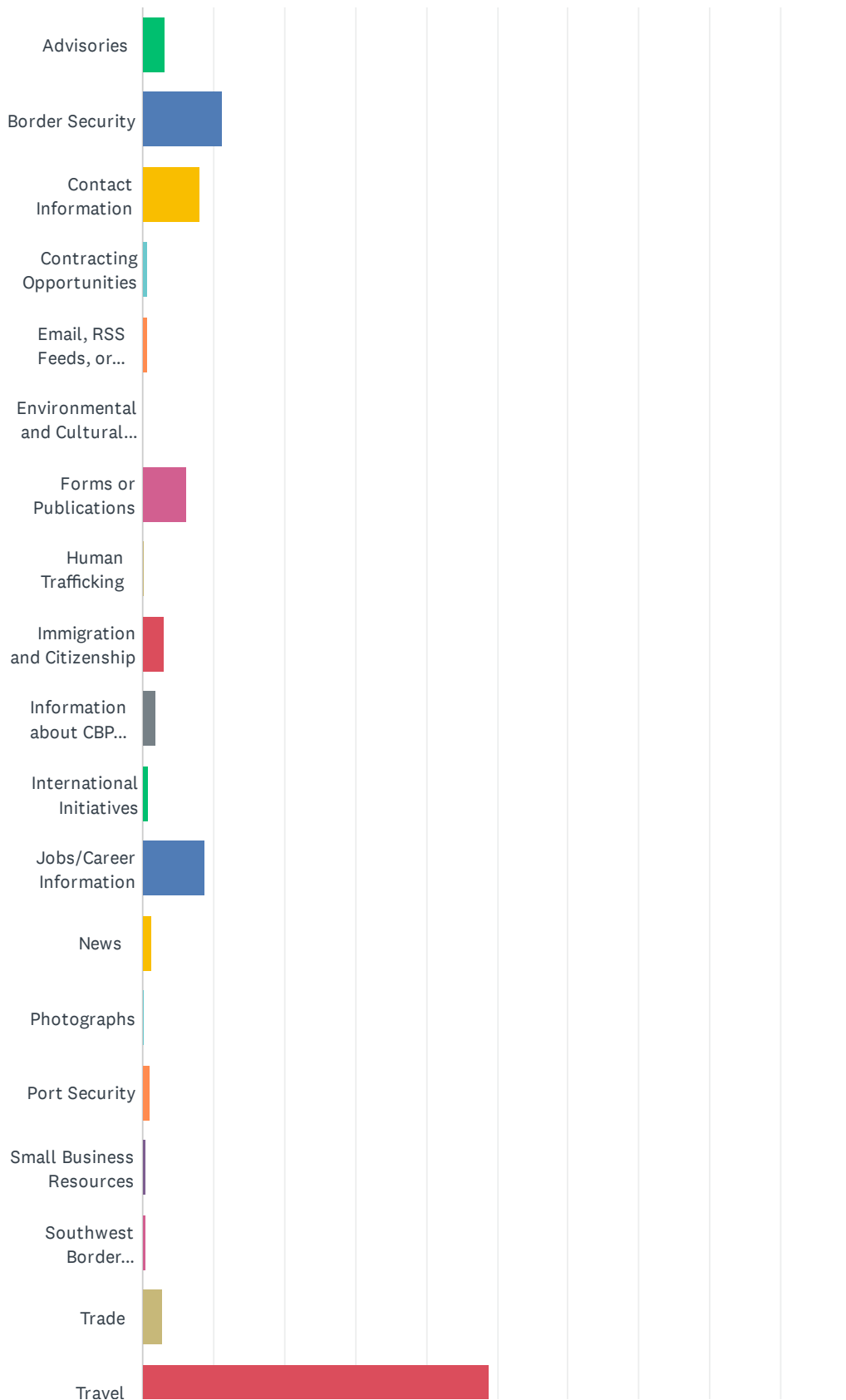
Answered: 6,025 Skipped: 0



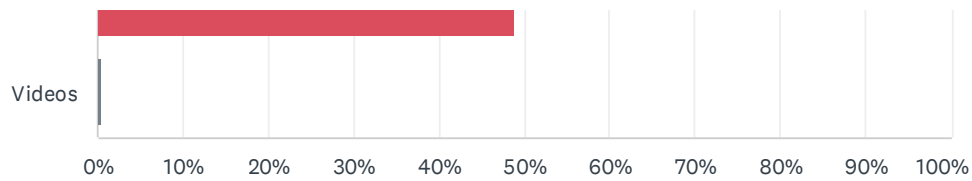
ANSWER CHOICES	RESPONSES	
Outstanding	25.36%	1,528
Above Average	27.65%	1,666
Average	27.24%	1,641
Below Average	9.15%	551
Poor	10.61%	639
<b>TOTAL</b>		<b>6,025</b>

## Q2 What information were you looking for today?

Answered: 6,025 Skipped: 0



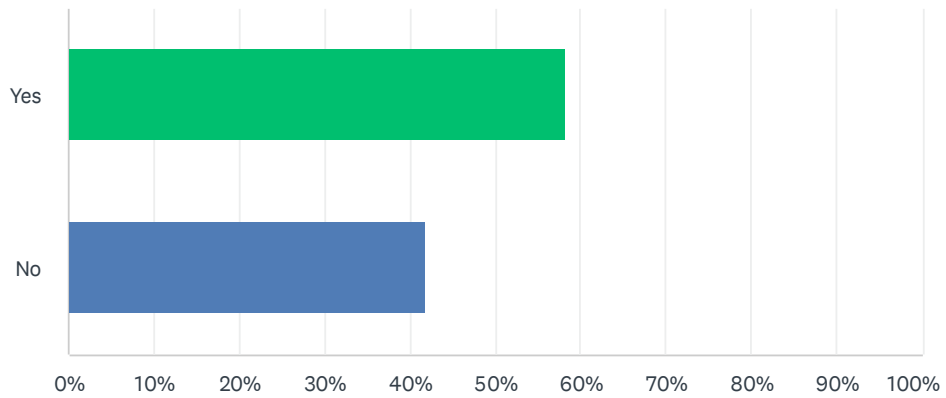
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.12%	188
Border Security	11.37%	685
Contact Information	8.18%	493
Contracting Opportunities	0.68%	41
Email, RSS Feeds, or Subscription Services	0.73%	44
Environmental and Cultural Stewardship	0.07%	4
Forms or Publications	6.11%	368
Human Trafficking	0.23%	14
Immigration and Citizenship	3.05%	184
Information about CBP (leadership, history, etc.)	1.93%	116
International Initiatives	0.83%	50
Jobs/Career Information	8.70%	524
News	1.33%	80
Photographs	0.13%	8
Port Security	1.01%	61
Small Business Resources	0.37%	22
Southwest Border Unaccompanied Alien Children/Family Unit	0.35%	21
Trade	2.74%	165
Travel	48.73%	2,936
Videos	0.35%	21
<b>TOTAL</b>		<b>6,025</b>

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

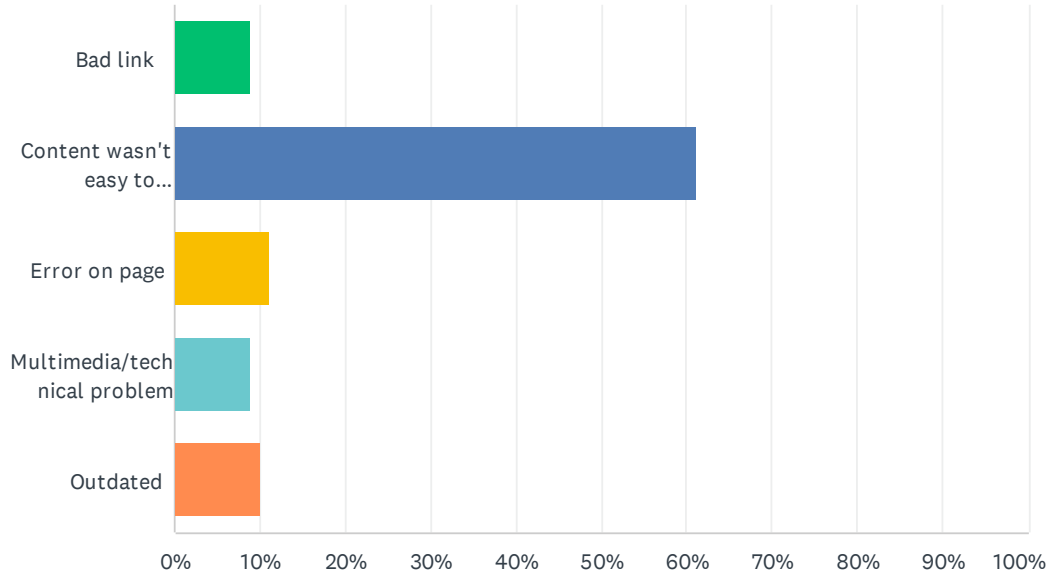
Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.16%	3,504
No	41.84%	2,521
TOTAL		6,025

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

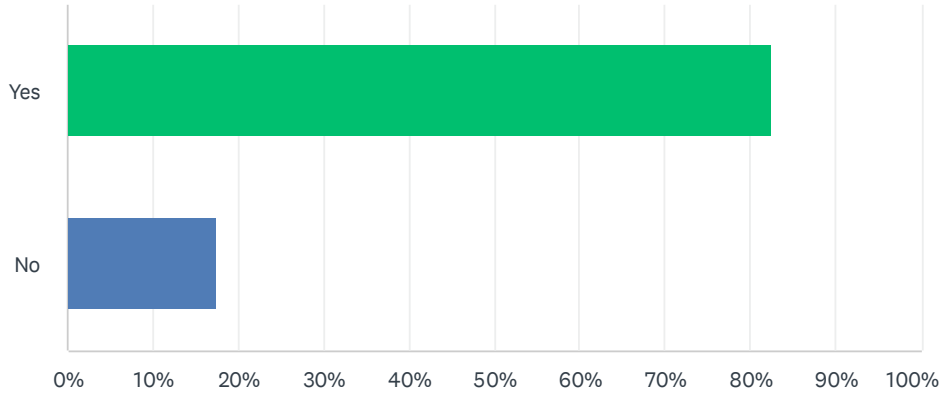
Answered: 2,554 Skipped: 3,471



ANSWER CHOICES	RESPONSES	
Bad link	8.93%	228
Content wasn't easy to understand	61.16%	1,562
Error on page	11.00%	281
Multimedia/technical problem	8.93%	228
Outdated	9.98%	255
<b>TOTAL</b>		<b>2,554</b>

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

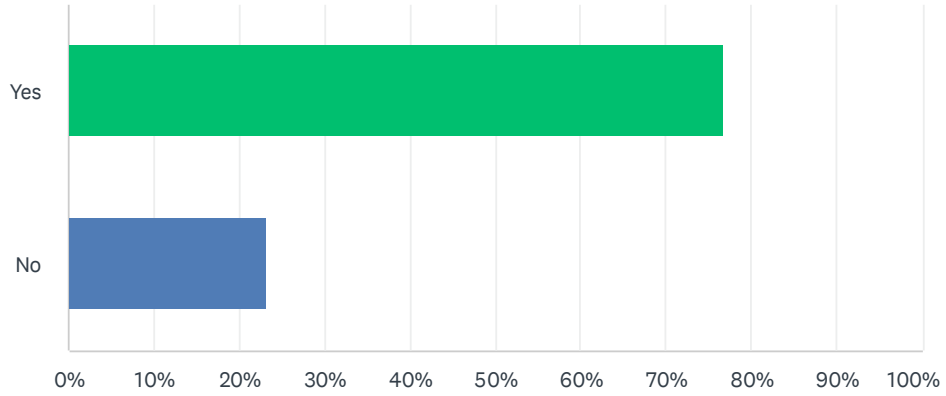
Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.57%	4,975
No	17.43%	1,050
TOTAL		6,025

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

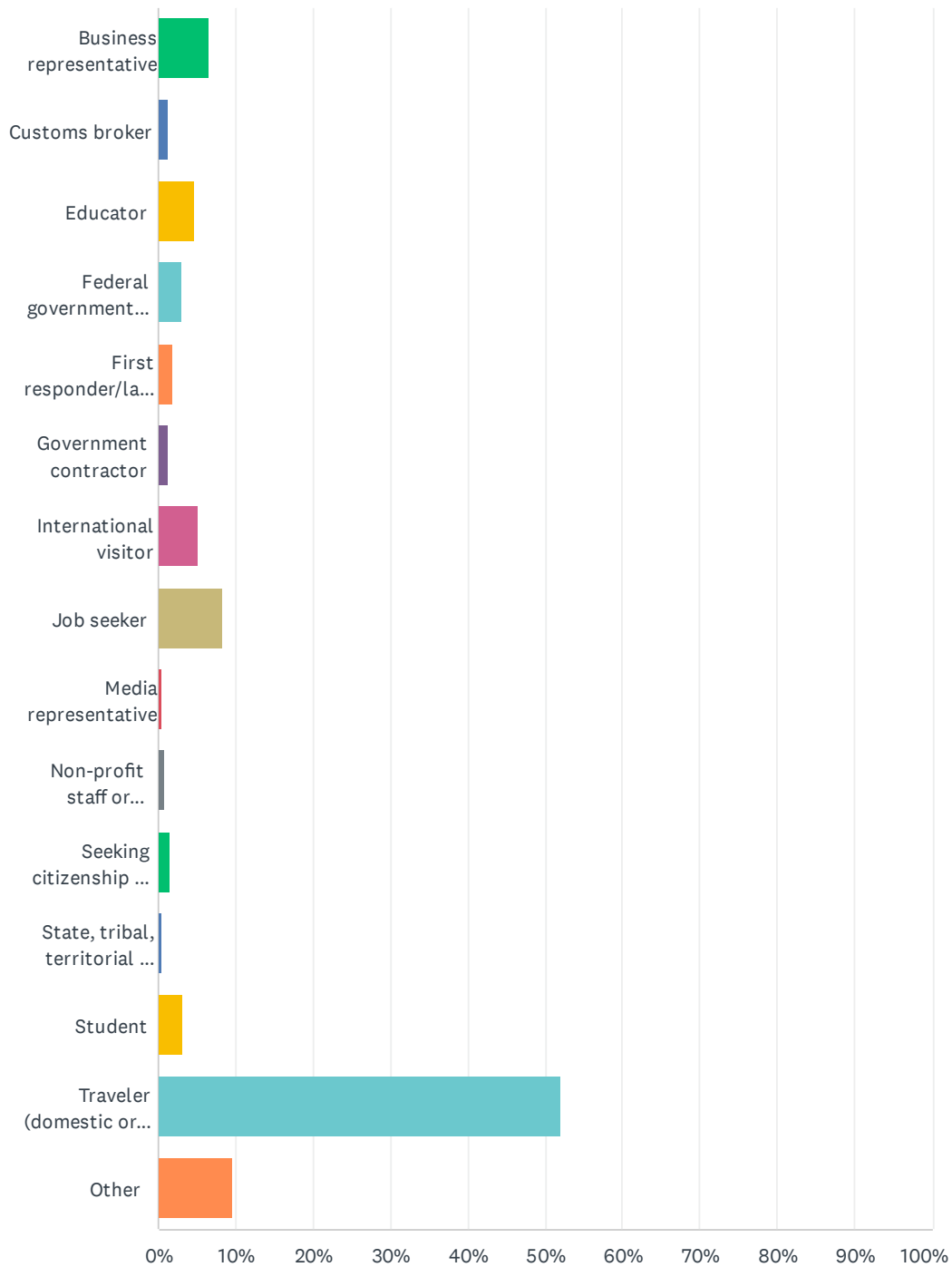
Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.75%	4,624
No	23.25%	1,401
TOTAL		6,025

## Q7 Which of the following best describes you?

Answered: 6,025 Skipped: 0



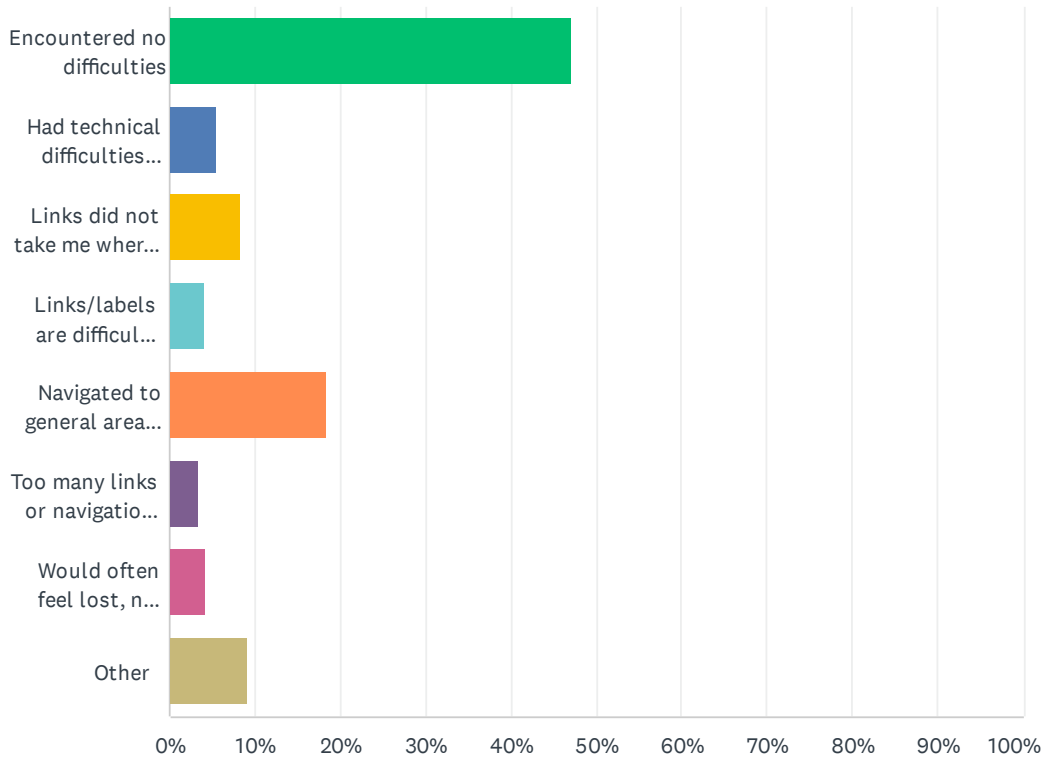


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	6.54%	394
Customs broker	1.20%	72
Educator	4.73%	285
Federal government employee	2.97%	179
First responder/law enforcement official	1.86%	112
Government contractor	1.20%	72
International visitor	5.05%	304
Job seeker	8.38%	505
Media representative	0.48%	29
Non-profit staff or volunteer	0.88%	53
Seeking citizenship or immigration information	1.41%	85
State, tribal, territorial or local government representative	0.41%	25
Student	3.30%	199
Traveler (domestic or international)	52.00%	3,133
Other	9.59%	578
<b>TOTAL</b>		<b>6,025</b>

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

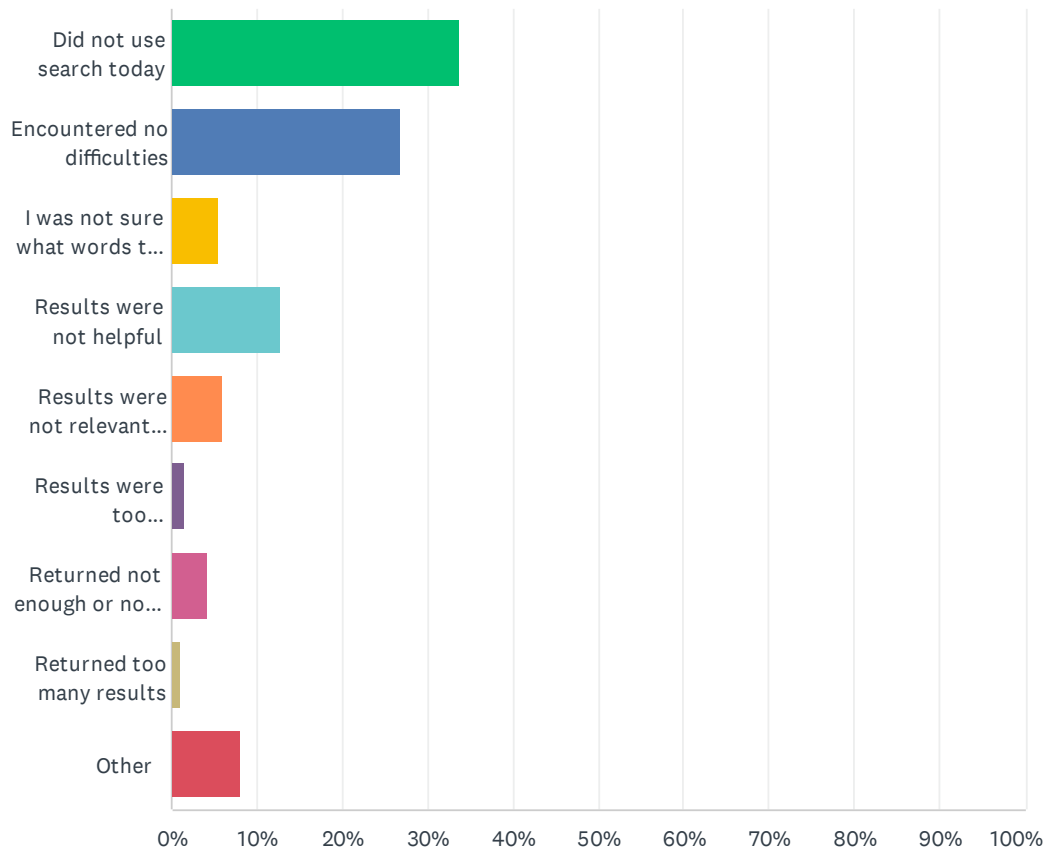
Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	47.12%	2,839
Had technical difficulties (e.g. error messages, broken links)	5.63%	339
Links did not take me where I expected	8.25%	497
Links/labels are difficult to understand, they are not intuitive	3.97%	239
Navigated to general area but couldn't find the specific content needed	18.36%	1,106
Too many links or navigational choices	3.34%	201
Would often feel lost, not know where I was	4.23%	255
Other	9.11%	549
<b>TOTAL</b>		<b>6,025</b>

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

Answered: 6,025 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.68%	2,029
Encountered no difficulties	26.80%	1,615
I was not sure what words to use in my search	5.63%	339
Results were not helpful	12.80%	771
Results were not relevant to my search terms or needs	6.02%	363
Results were too similar/redundant	1.58%	95
Returned not enough or no results	4.30%	259
Returned too many results	1.11%	67
Other	8.08%	487
<b>TOTAL</b>		<b>6,025</b>