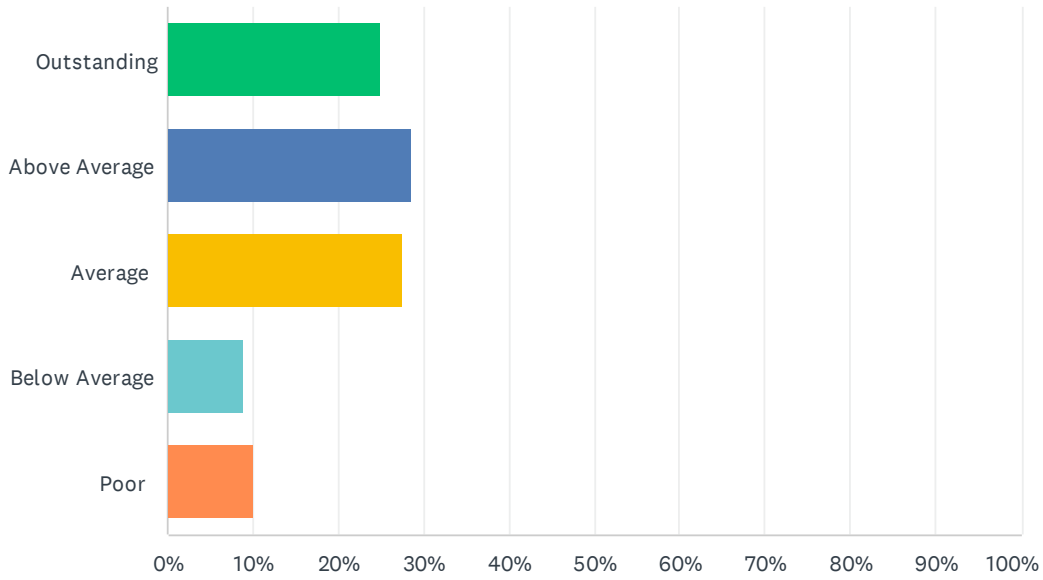


## Q1 How would you rate your overall experience today?

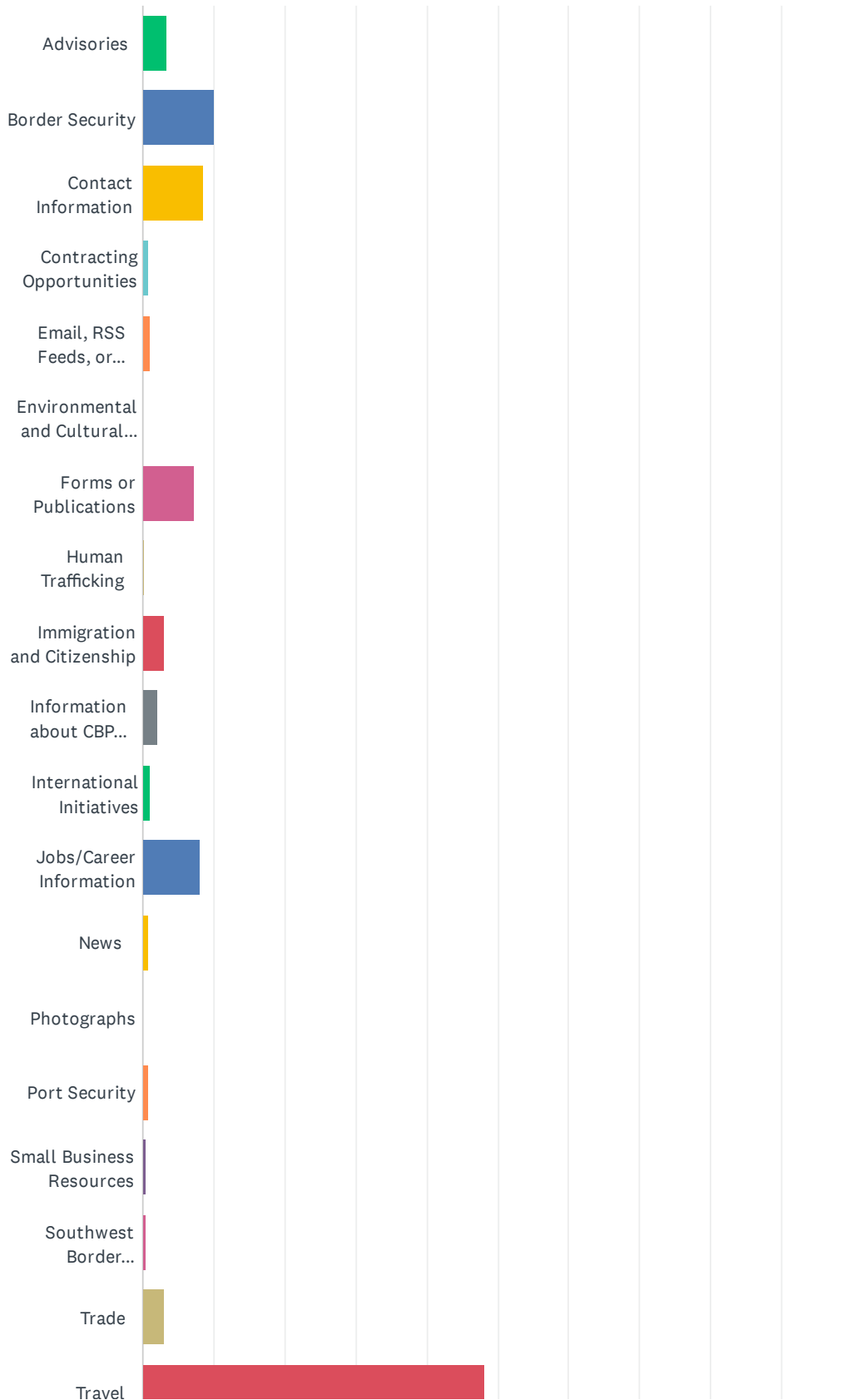
Answered: 1,173 Skipped: 0



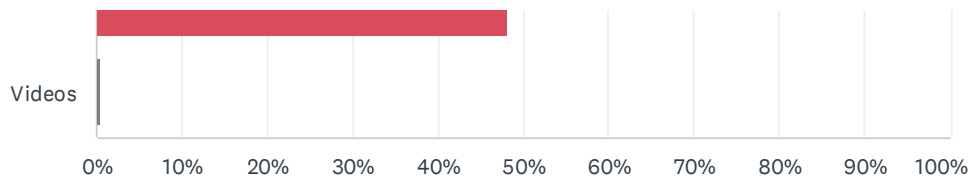
ANSWER CHOICES	RESPONSES	
Outstanding	24.89%	292
Above Average	28.56%	335
Average	27.45%	322
Below Average	9.04%	106
Poor	10.06%	118
<b>TOTAL</b>		<b>1,173</b>

## Q2 What information were you looking for today?

Answered: 1,173 Skipped: 0



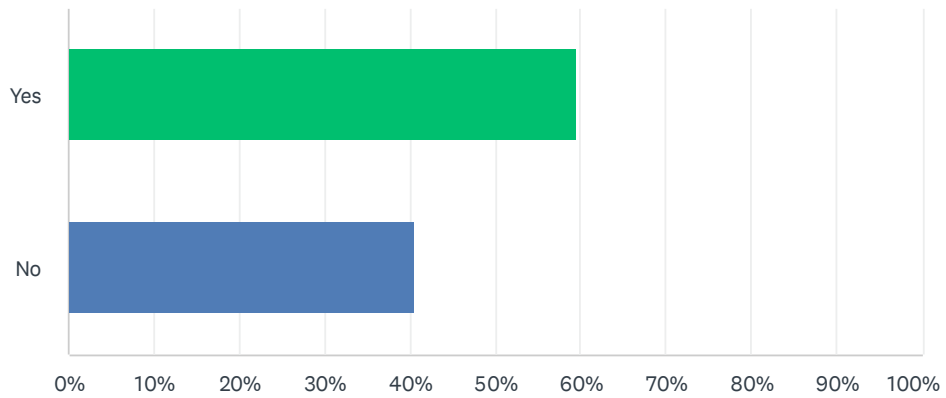
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.41%	40
Border Security	10.06%	118
Contact Information	8.53%	100
Contracting Opportunities	0.94%	11
Email, RSS Feeds, or Subscription Services	1.11%	13
Environmental and Cultural Stewardship	0.00%	0
Forms or Publications	7.25%	85
Human Trafficking	0.17%	2
Immigration and Citizenship	3.07%	36
Information about CBP (leadership, history, etc.)	2.05%	24
International Initiatives	1.02%	12
Jobs/Career Information	8.01%	94
News	0.94%	11
Photographs	0.09%	1
Port Security	0.77%	9
Small Business Resources	0.51%	6
Southwest Border Unaccompanied Alien Children/Family Unit	0.34%	4
Trade	2.98%	35
Travel	48.25%	566
Videos	0.51%	6
<b>TOTAL</b>		<b>1,173</b>

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

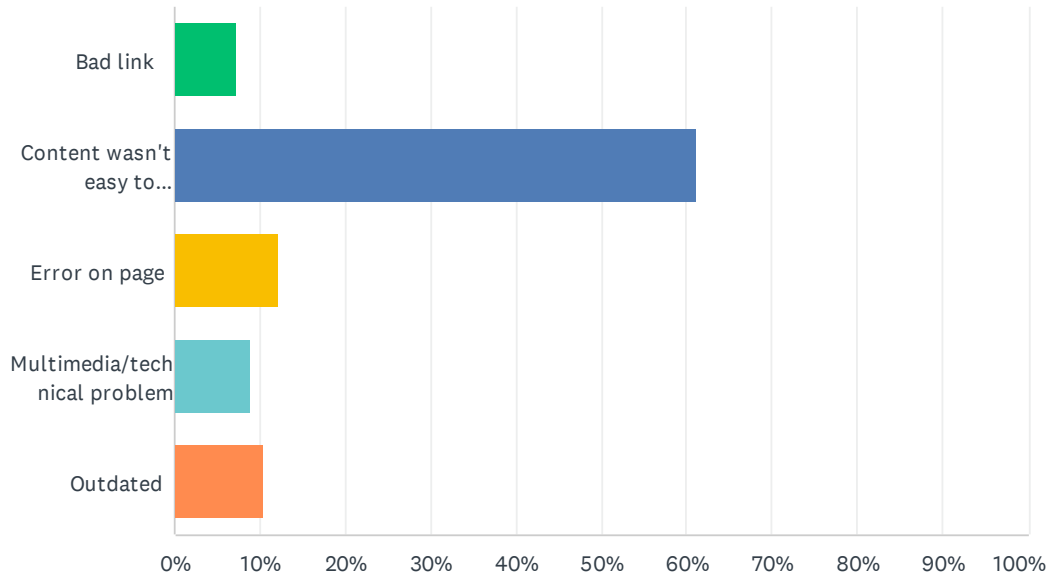
Answered: 1,173 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	59.42%	697
No	40.58%	476
TOTAL		1,173

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

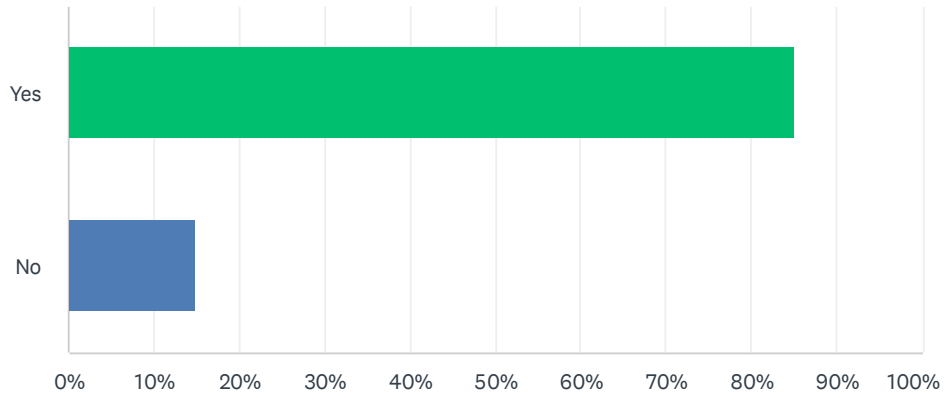
Answered: 491 Skipped: 682



ANSWER CHOICES	RESPONSES	
Bad link	7.33%	36
Content wasn't easy to understand	61.10%	300
Error on page	12.22%	60
Multimedia/technical problem	8.96%	44
Outdated	10.39%	51
<b>TOTAL</b>		<b>491</b>

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

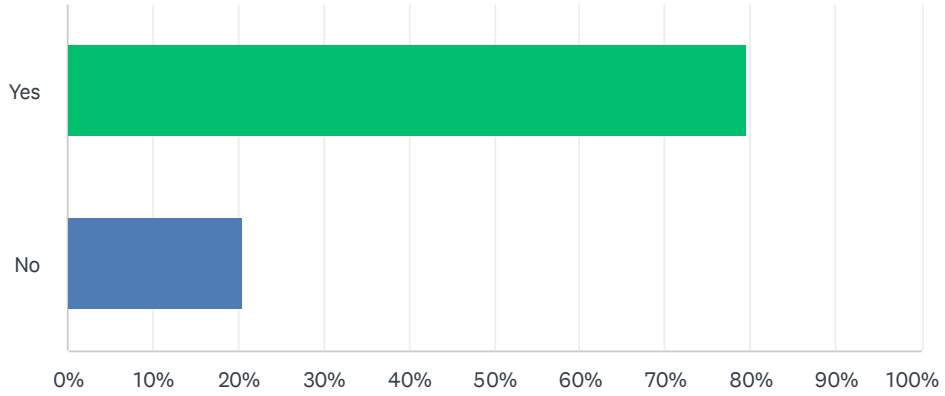
Answered: 1,173 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	85.08%	998
No	14.92%	175
TOTAL		1,173

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

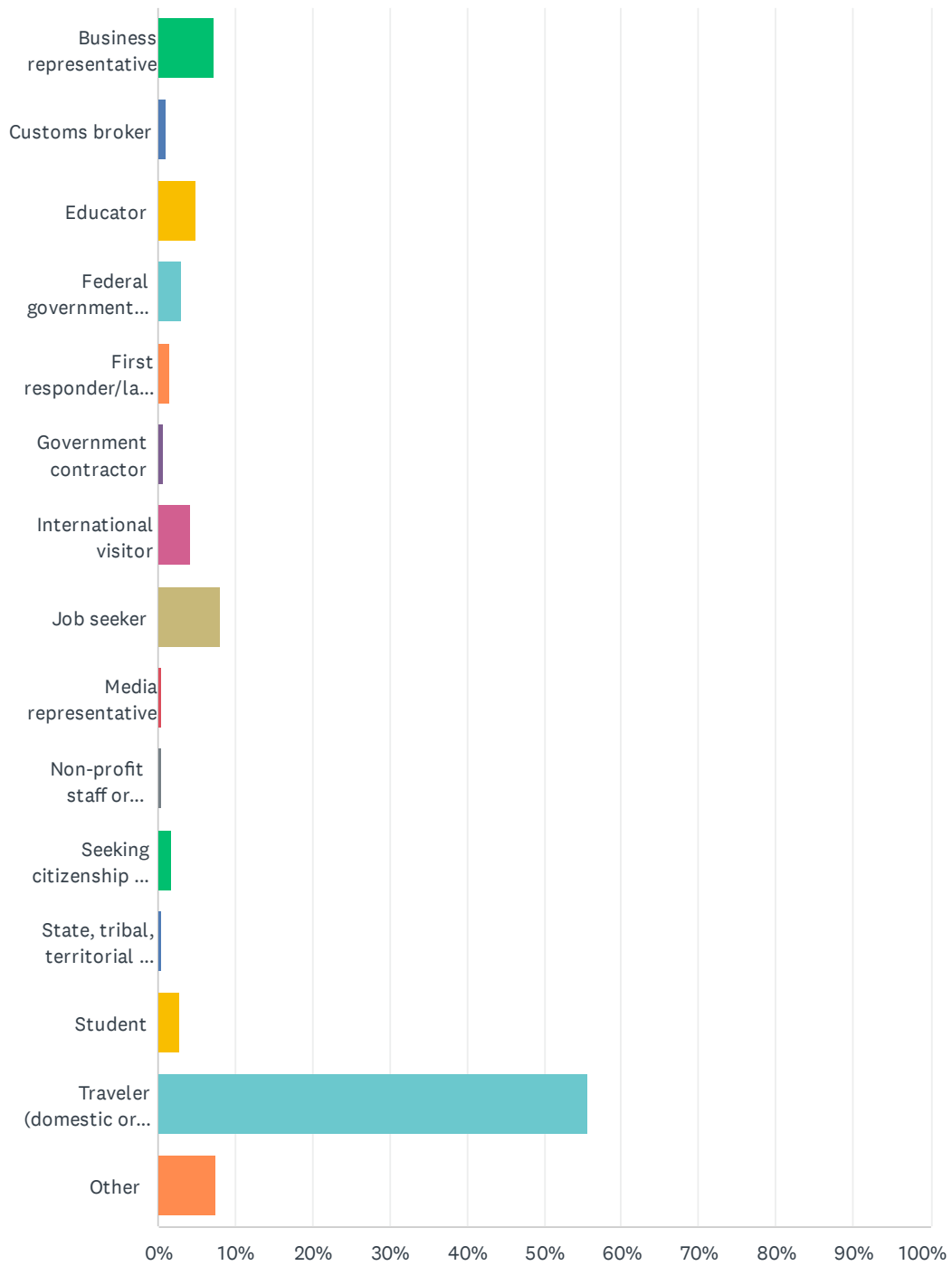
Answered: 1,173 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.45%	932
No	20.55%	241
TOTAL		1,173

## Q7 Which of the following best describes you?

Answered: 1,173 Skipped: 0



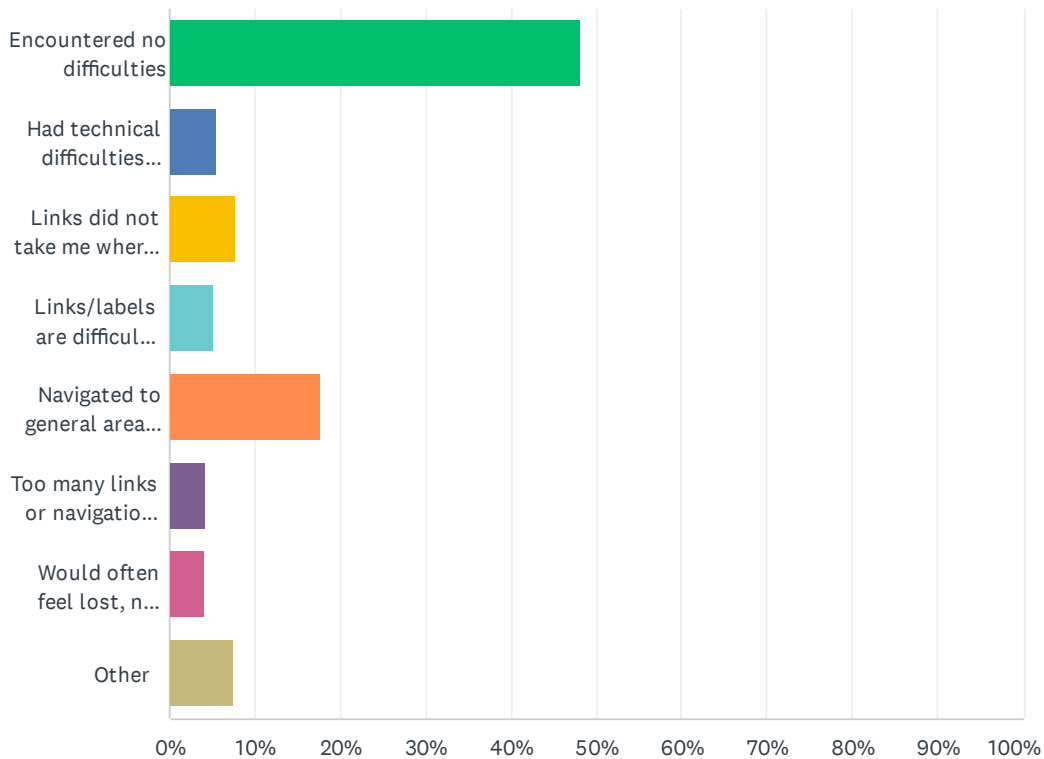


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.25%	85
Customs broker	1.11%	13
Educator	4.94%	58
Federal government employee	2.90%	34
First responder/law enforcement official	1.53%	18
Government contractor	0.68%	8
International visitor	4.35%	51
Job seeker	8.18%	96
Media representative	0.43%	5
Non-profit staff or volunteer	0.51%	6
Seeking citizenship or immigration information	1.62%	19
State, tribal, territorial or local government representative	0.43%	5
Student	2.81%	33
Traveler (domestic or international)	55.75%	654
Other	7.50%	88
<b>TOTAL</b>		<b>1,173</b>

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

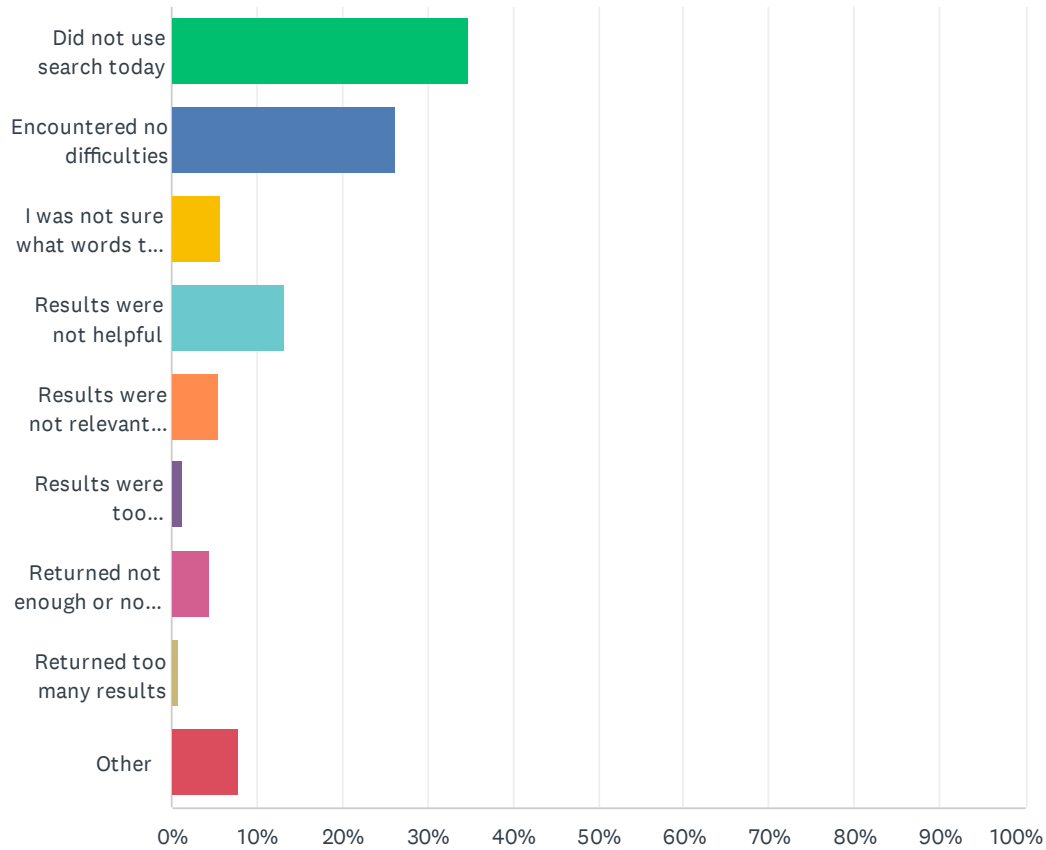
Answered: 1,173 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	48.25%	566
Had technical difficulties (e.g. error messages, broken links)	5.46%	64
Links did not take me where I expected	7.67%	90
Links/labels are difficult to understand, they are not intuitive	5.20%	61
Navigated to general area but couldn't find the specific content needed	17.73%	208
Too many links or navigational choices	4.18%	49
Would often feel lost, not know where I was	4.01%	47
Other	7.50%	88
<b>TOTAL</b>		<b>1,173</b>

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

Answered: 1,173 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	34.78%	408
Encountered no difficulties	26.17%	307
I was not sure what words to use in my search	5.80%	68
Results were not helpful	13.13%	154
Results were not relevant to my search terms or needs	5.63%	66
Results were too similar/redundant	1.19%	14
Returned not enough or no results	4.43%	52
Returned too many results	0.94%	11
Other	7.93%	93
<b>TOTAL</b>		<b>1,173</b>