



## U.S. Customs and Border Protection

OMB No. 1651-0136, Expiration: 02/28/2021

### Trusted Traveler Programs: Customer Satisfaction Survey - 2018

#### Introduction

**U.S. Customs and Border Protection (CBP) appreciates your feedback on the Trusted Traveler Programs (TTP) website. Your candid feedback will help CBP improve the TTP website.**

**Your participation is voluntary, and your responses are anonymous.**

**Click the button below to start the survey. Thank you for your participation!**

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Paperwork Reduction Act Statement: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date. The control number for this collection is 1651-0136. This collection is voluntary. The estimated average time to complete this application is 10 minutes. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection, Office of Regulations and Rulings, 90 K Street, NE., Washington DC 20229.



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Questions

1. Did you have a Trusted Traveler Programs (Global Entry, NEXUS, SENTRI, or FAST) account before October 1, 2017 or were you in the process of submitting an application before October 1, 2017?

- Yes, I had an account
- Yes, I was in the process of submitting my application
- No, I was not in the process nor had a TTP account
- I am not sure
- Not applicable

2. How did you find out about the Trusted Traveler Programs?

- Internet search
- Friend or family member
- Employer
- Physical Advertisement
- Digital Advertisement
- Social Media
- Not Applicable

Other (please specify)



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3. Which browser did you use for your internet search?

- Google Chrome
- Firefox
- Safari
- Internet explorer
- Microsoft edge
- Not applicable

Other (please specify)

4. Who completed your TTP application?

- I completed it myself
- A family member completed it for me
- I paid a third party vendor to complete it
- Not applicable



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5. Please tell us why you paid a third party vendor?

6. Do you continue to use the third party vendor's services?

If yes, please provide the vendor name below.

7. How satisfied are you with the Trusted Traveler Programs website (Global Entry, NEXUS, SENTRI, FAST) in the following categories:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Registration process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding which program is right for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interview scheduling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall look and feel of the site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-help tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to meet your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Have you experienced any issues using the Trusted Traveler Programs website? Check all that apply.

- I tried to link my account from the old Global Online Enrolment System to my new TTP account, but it did not work.
- I did not know how to find my Trusted Traveler membership number.
- When I tried to complete my TTP profile, it said name, card, or birthplace were mismatched.
- My application was denied for the Global Entry, NEXUS, SENTRI, or FAST programs and I do not know why.
- Not applicable

Other (please specify)

9. Did you reach out to Customs and Border Protection to resolve an issue related to your Trusted Traveler Programs account?



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10. How did you resolve your issue?

- CBP Information Center Email Support Portal
- Frequently Asked Questions
- In-Person
- Login.gov email (hello@login.gov)
- Phone
- Search engine
- Social Media
- Not Applicable

Other (please specify)

11. How responsive was Customs and Border Protection in answering your questions or concerns about the Trusted Traveler Programs website?

- Extremely responsive
- Very responsive
- Somewhat responsive
- Not so responsive
- Not at all responsive
- Not applicable

Other (please specify)

12. Have all your problems been resolved to your complete satisfaction?

- Yes, by Customs and Border Protection
- Yes, by me or someone outside Customs and Border Protection
- No, the problem was not resolved
- Not applicable

Other (please specify)

13. Do you have any additional feedback on the TTP website?

14. Would you be interested in providing additional feedback to Customs and Border Protection (CBP) regarding the Trusted Traveler Programs website? Your opinion would help CBP develop future websites that are user-friendly. If so, please include your email address below.