



Online Communications Insights and Statistics

May 2018

English Website: 12,981,000 Total Sessions (+156,000 or +1.21% from past month)

Spanish Website: 1,027,000 Total Sessions (-3,000 or -0.29% from past month)

English	Facebook 529,300 total page likes lifetime (+3,300 past month)	Twitter 130,500 followers (+2,500 past month)	YouTube 3,034,700 total views (we are now only counting active videos, (+69,700 past month)
----------------	--	---	---

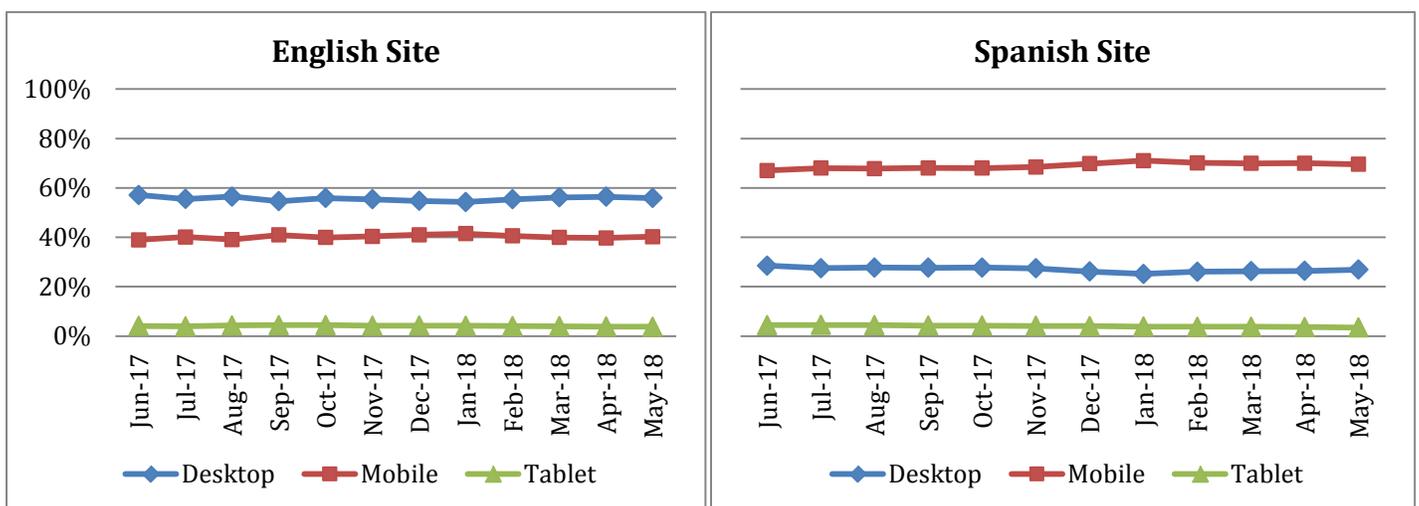
Highlights:

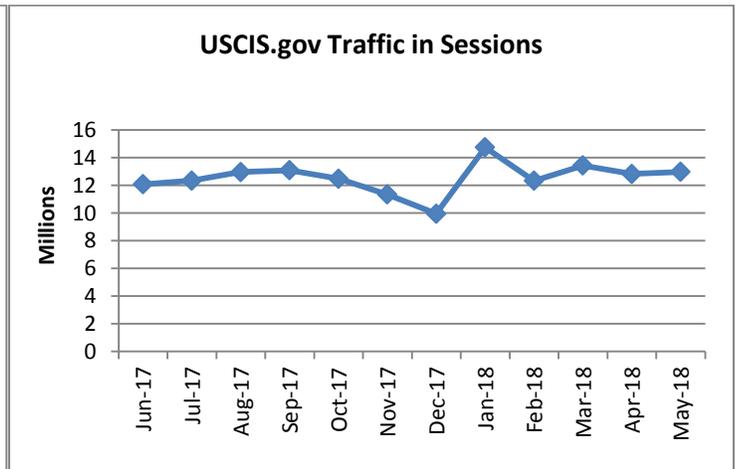
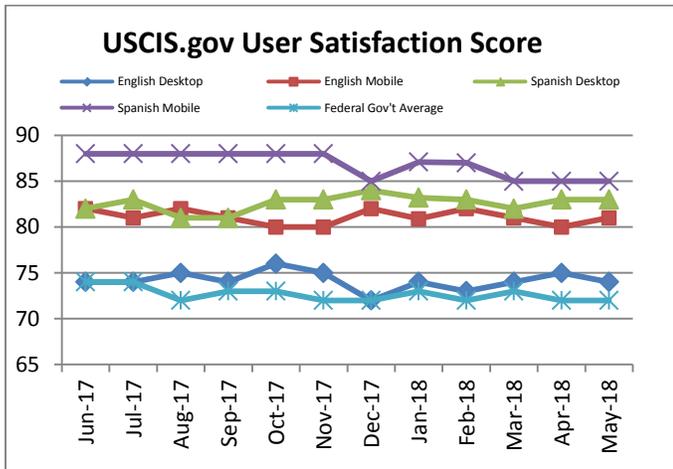
- **Web Traffic Stable:** With one more day in May than April, traffic remained very steady just under the 13 million session mark for the month.
- **E-Verify.gov registers 400,000 sessions in May:** Traffic levels on E-Verify remained steady – at about 15,000 on an average weekday – through May.

Web Satisfaction Scores: May 2018

	USCIS.gov	USCIS.gov Spanish	Federal Average	Private Sector Average
Mobile	81	85	75	75
Desktop	74	83	72	66

USCIS.gov Website Visitors: Percentages using desktop, mobile and tablets over time





Largest Traffic Change: Web Pages (Top 100)			Largest Change: Search (Top 100)		
Rank (Last Month)	Pages	Page views (Change)	Rank (Last Month)	Terms	Number of Queries (Change)
3 (3)	Your Field Office Dates	1,848,000 (+204,000)	19 (538) ↑	tps honduras 2019	4,345 (+4,065)
7 (13) ↑	Acceptable Documents	581,000 (+132,000)	18 (206) ↑	tps honduras	4,437 (+3,777)
12 (27) ↑	Log in to Online Filing	507,000 (132,000)	8 (3) ↓	processing times	6,961 (-3,376)
11 (24) ↑	Form I-9 Acceptable Documents	513,000 (+131,000)	31 (12) ↓	check status of my case	3,258 (-2,885)
2 (2)	Find a Field Office	1,986,000 (-124,000)	30 (13) ↓	h1b	3,296 (-2,239)

Social Media – Top Posts Past Month				
	Facebook	Twitter	YouTube	Instagram
Top 5	<i>Most People Reached</i>	<i>Most Impressions</i>	<i>Most Viewed</i>	<i>Most Liked/Viewed</i>
1	To reduce the number of individuals who overstay their periods of admission and ensure compliance with	A system that allows individuals to make dubious claims of asylum primarily so that they can live and work in the United	The Citizenship Interview and Test +12,900 views (1,906,830 total views. Published	Avi and his son Anvay-- India --New Jersey Anvay watched his father, Avi, become an American citizen. "The oath



**U.S. Citizenship
and Immigration
Services**

	<p>the law, we are changing our policy for determining when foreign students, exchange visitors, and their dependents are considered unlawfully present in the United States.</p> <p>Posted May 11 140,000 people reached 650 likes/reactions, 340 shares</p>	<p>States undermines all of the time, effort, and resources that go into physical security.</p> <p>https://t.co/8sllbtrmky Tweeted May 22 41,700 impressions</p>	<p>November 2010)</p>	<p>ceremony was so special. It almost had me teary-eyed," said Avi, who was born in India. "America is the greatest country in the world because it promises rewards if you work hard--without bias, favoritism, or prejudice."</p> <p>#meetus #India #nj Posted May 7 553 likes</p>
2	<p>We have updated our policy for adjustment of status interviews. Now, we are interviewing all applicants unless we determine it's not necessary. This will improve the detection of fraud and risk of harm to the United States.</p> <p>Posted May 16 123,500 people reached 775 likes/reactions, 260 shares</p>	<p>In WWI, almost one in five draftees and more than 18 percent of the U.S. Army was foreign-born. On Memorial Day, we remember their sacrifices and those of all our armed forces.. (Image from the Library of Congress) #WWICentennial https://t.co/ScotYFaijj Tweeted May 28 27,630 impressions</p>	<p>USCIS Has Updated Form I-485 +11,380 views (99,170 views, published November 2014)</p>	<p>Fort Sam Houston in San Antonio, Texas, hosted a military naturalization ceremony in honor of Memorial Day. We naturalized 12 military members from 10 countries. #newUSCitizen #USCIS #military #armedforces #Texas Posted May 22 418 likes</p>
3	<p>We are recalling approximately 8,543 Green Cards that have an incorrect "Resident Since" date.</p> <p>Posted May 14 121,000 people reached 520 likes/reactions, 320 shares</p>	<p>We do not accept Western Union or PayPal as payment for immigration fees. #AvoidScams https://t.co/IDIsNpoWZH Tweeted May 15 22,445 impressions</p>	<p>USCIS and the Legacy of Ellis Island Trailer +8,600 views (11,160 views, published April 2018)</p>	<p>Congrats to 50 new U.S. citizens who naturalized at the Alamo and celebrated today's 300th anniversary of the founding of San Antonio. #newuscitizen #alamo #texas#sanantoni Posted May 1 390 likes</p>
4	<p>Marriage fraud is a serious crime. Becoming a naturalized citizen does not protect you from visa fraud prosecution.</p> <p>Posted May 3 91,700 people reached</p>	<p>Immigration scams harm everyone. If you suspect something, report it. https://t.co/1uXh60mCOA Tweeted May 21 20,050 impressions</p>	<p>Promo – Civics Practice Test for the Naturalization Test +7,260 views (51,515 views, published June 2016)</p>	<p>250 American soldiers lost their lives at the battle of Guilford Courthouse in North Carolina, a key battle of the Revolutionary War. We remembered them during our</p>



**U.S. Citizenship
and Immigration
Services**

	700 likes/reactions, 150 shares			naturalization ceremony as we welcomed 50 #newUSCitizens on #Memorial Day. Posted May 29 350 likes
5	If you have a pending I-90, I-485, I-751 or N-400, we've recently changed the way we're displaying processing times online to give you a more realistic date range. Posted May 1 72,100 people reached 400 likes/reactions, 130 shares	#DYK we are creating a new digital FOIA system? Watch for updates next week and throughout the summer. Tweeted May 27 18,000 impressions	What is the supreme law of the land? +3,700 views (45,000 views, published June 2016)	600 students from San Jose High School in CA got a real-life civics lesson when their principal Gloria Marchant from Chile took the Oath of Allegiance and became a #newUSCitizen during a school assembly in the gym. #uscis #chile #sanjose #california #sanjosehighschool #naturalization Posted May 25 346 likes

E-Mail Outreach:

Total Number of Subscribers: 1,011,112 (+11,864)/Total Number of Subscriptions 2,999,020 (+27,902)

Average Number of Subscriptions per Subscriber: 3.0

	Most Popular Lists	Lists Most Subscriptions Gained	Lists Most Bulletins Sent (non-automated)
1	News Releases (291,529)	News Release (+4,154)	USCIS on Twitter (30)
2	E-Verify Updates (229,330)	Alerts (+2,836)	E-Verify on Twitter (26)
3	Forms Updates (203,597)	Forms Update (+2,637)	Updates from the Public Engagement Division (17)
4	H-1B Cap Season (200,002)	Immigration Policy and Procedural Memoranda (+2,580)	USCIS Intergovernmental Affairs Updates (13)
5	Federal Register Announcements (190,316)	Citizenship (+2,239)	Alerts (10)

