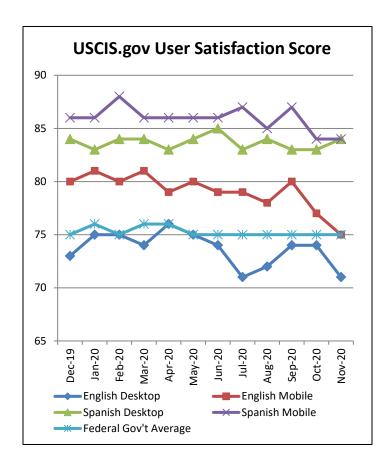U.S. Citizenship
and Immigration
Services

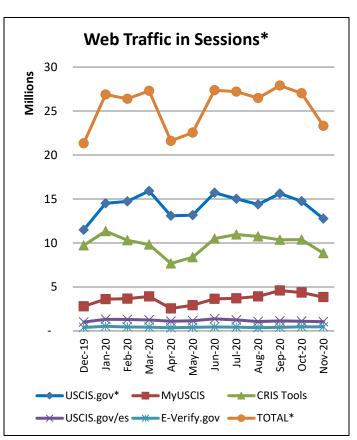# Online Communications Insights and Statistics

November 2020

Total Web Traffic – ALL PROPERTIES: 23,322,791 sessions (-13.7% from past month)

Highlights:

- **Web Traffic Reflects Normal Seasonal Decline**: As in years past, web traffic wound down with the approach of the holidays.

USCIS.gov User Satisfaction Score

Legend: English Desktop, English Mobile, Spanish Desktop, Spanish Mobile, Federal Gov't Average

Web Traffic in Sessions*

Legend: USCIS.gov*, MyUSCIS, CRIS Tools, USCIS.gov/es, E-Verify.gov, TOTAL*
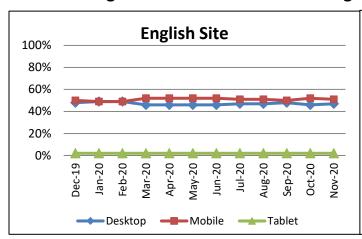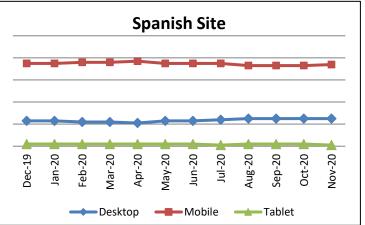
Web Traffic in Sessions*: The total sessions and users shown at the top of the "Web Traffic in Sessions" graph for all USCIS properties represents how many sessions there were to either the USCIS.gov website, E-Verify.gov (tracking for E-Verify.gov began in Sept. 2018), myUSCIS (authenticated and unauthenticated sessions counted separately) and CRIS Tools. Note that the separate sites are not simply added together to reach a correct "TOTAL" traffic number because there is overlap. For example, in a single session, some people visit two or even all three of the domains. Additionally, on the Spanish USCIS.gov website, every session is considered a session on USCIS.gov because Spanish sessions are delineated by the /es, but they are still in the same domain as USCIS.gov.

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

English Site

Spanish Site

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)
1 (3) ⬆	USCIS | myUSCIS Home Page	2,310,000 (-341,795)	1 (1)	i-765	14,244 (-4,679)
12 (2) ⬇	USCIS Account - Home Page	4,347,000 (-267,549)	4 (3) ⬇	i-485	9,796 (-4,498)
65 (5) ⬇	Forms | USCIS	691,000 (-187,345)	3 (10) ⬆	daca	11,429 (+3,575)
41 (43) ⬆	Adjustment of Status Filing Charts from the Visa Bulletin | USCIS	167,000 (-184,108)	2 (2)	Case status check online	13,055 (-3,468)
74 (45) ⬇	Study for the Test | USCIS	490,000 (-153,209)	54 (24) ⬆	Visa bulletin	1,854 (-2,773)

E-Mail Outreach: Total Number of Subscribers: 2,427,363 (+33,221)/Total Number of Subscriptions 6,436,728 (+124,962) Average Number of Subscriptions per Subscriber: 2.7			
	Most Popular Lists	*Lists Most Subscriptions Gained*	*Lists Most Bulletins Sent (non-automated)*
1	News Releases (360,879)	CPMS USERS (+14,151)	USCIS Intergovernmental Affairs Updates (8)
2	Office Closures (341,874)	News Releases (+4,354)	Updates from the Public Engagement Division (8)

3	Forms Updates (248,130)	Citizenship (+4,115)	Immigration Policy (5)
4	Federal Register Announcements (224,284)	Forms Updates (+3,968)	System Outages (4)
5	H-1B Cap Season (208,947)	Immigration Policy (+3,964)	Alerts (3)