

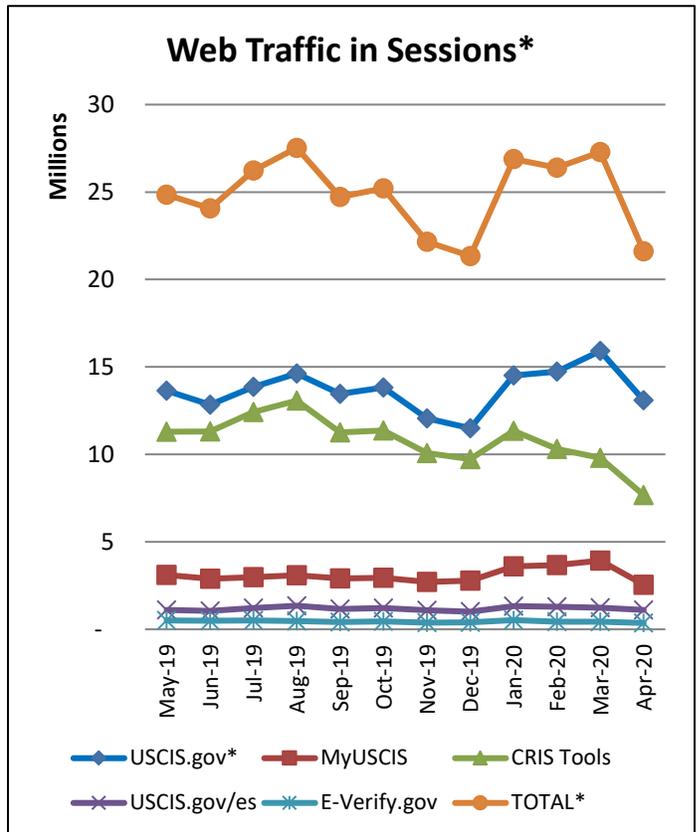
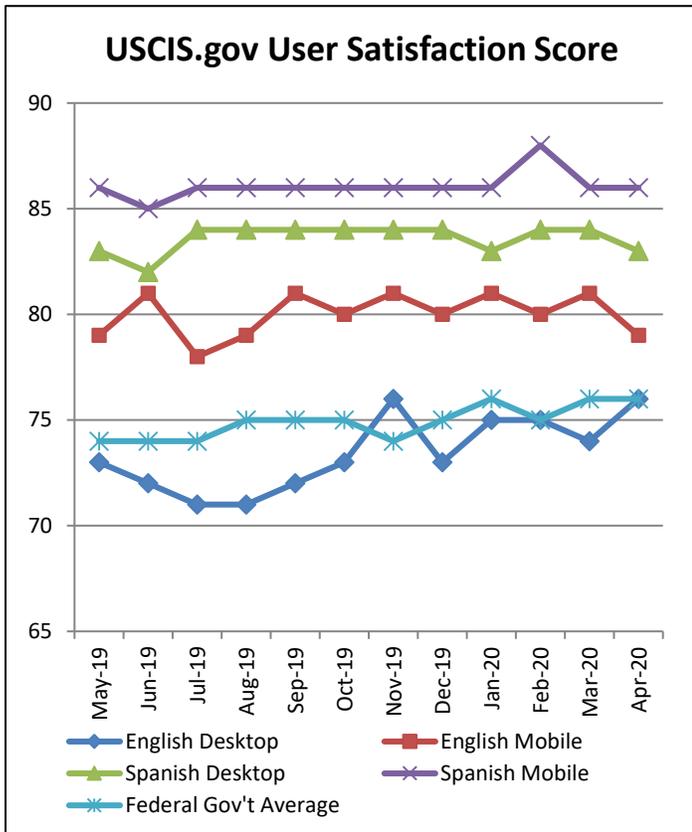


Online Communications Insights and Statistics

April 2020

Highlights:

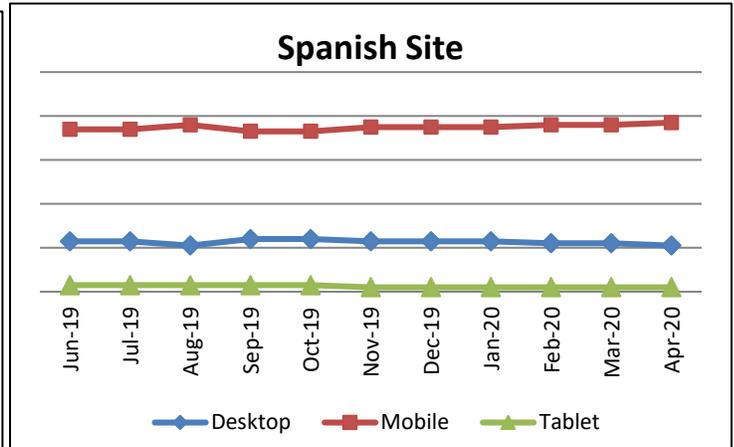
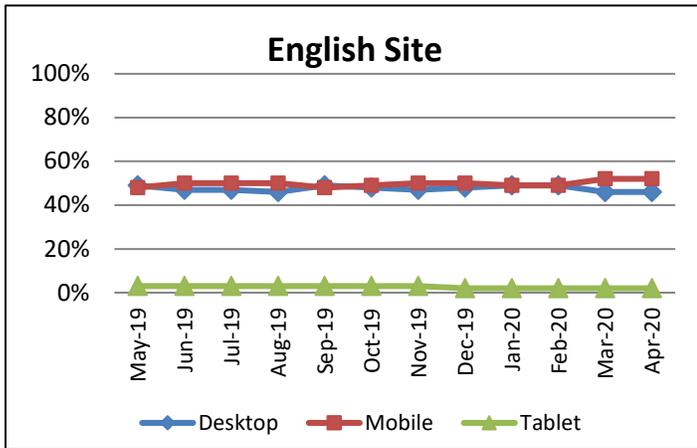
- Web Traffic:** Web traffic was down from 27.3 to 21.6 million sessions, a reduction of just over 20%.



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



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 (1) ↓	Homepage USCIS	4,397,000 (-1,198,272)	6 (2) ↓	i-130	6,192 (-3,401)
3 (3) ↓	USCIS myUSCIS Home Page	1,703,000 (-903,604)	12 (6) ↓	h1b	4,161 (-3,329)
2 (2) ↓	USCIS Account - Home Page	1,920,000 (-858,629)	20 (9) ↓	n-400	3,084 (-3,303)
33 (11) ↓	USCIS Office Closings USCIS	207,000 (-338,250)	17 (11) ↓	i-90	3,460 (-2,655)
19 (9) ↓	USCIS Account - Onboarding	328,000 (-321,593)	7 (3) ↓	i-864	6,021 (-2,607)

E-Mail Outreach:			
Total Number of Subscribers: 2,154,934 (+397,844)/Total Number of Subscriptions 5,733,673 (+679,820)			
Average Number of Subscriptions per Subscriber: 2.7			
	Most Popular Lists	Lists Most Subscriptions Gained	Lists Most Bulletins Sent (non-automated)
1	News Releases (367,741)	News Releases (+17,958)	USCIS Intergovernmental Affairs Updates (7)
2	Office Closures (342,513)	Alerts (+15,664)	Updates from the Public Engagement Division (7)



U.S. Citizenship and Immigration Services

3	Forms Updates (261,965)	System Outages (+13,996)	Immigration Policy (6)
4	Federal Register Announcements (240,719)	Immigration Policy (+13,664)	System Outages (5)
5	Alerts (209,010)	Citizenship (+13,416)	Alerts (3)

