



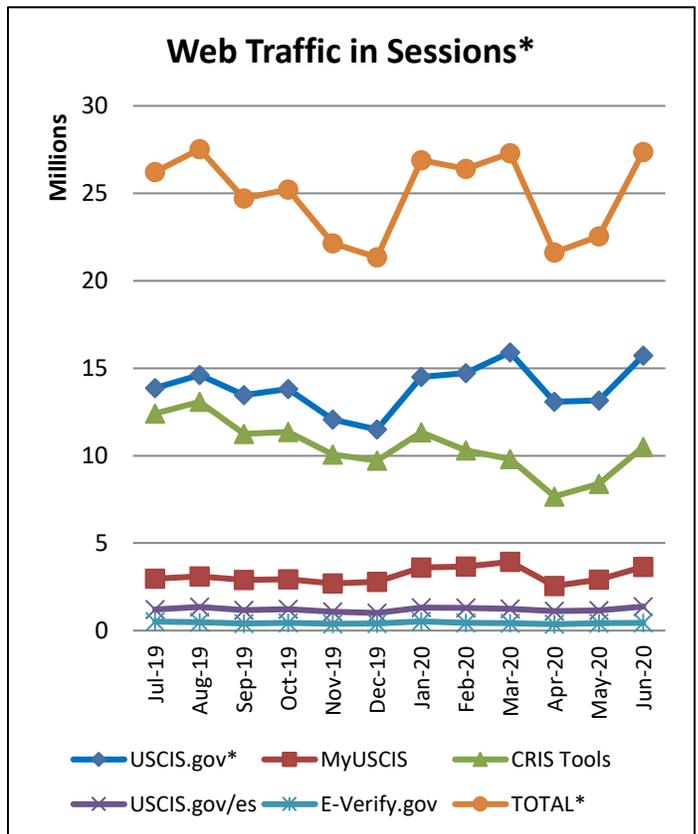
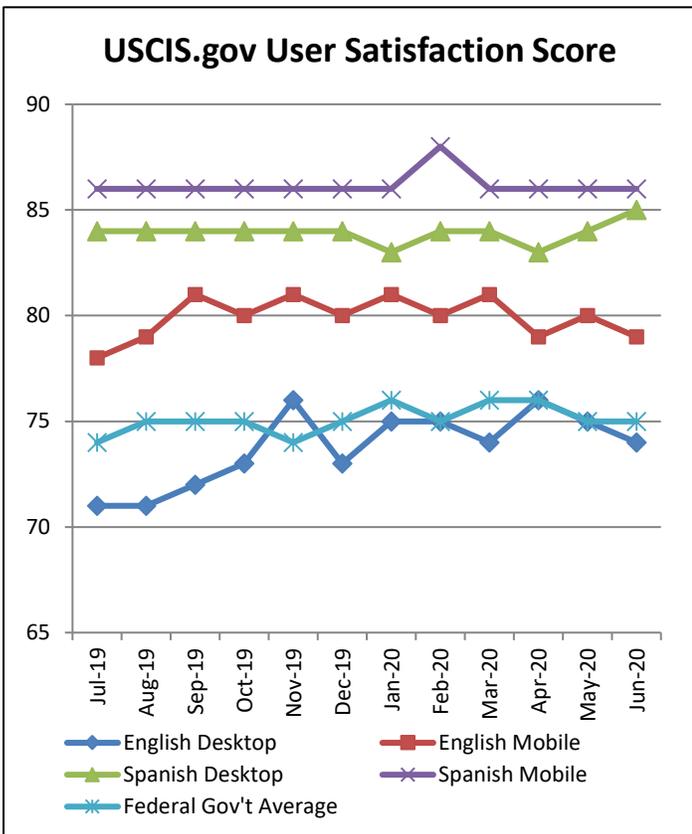
Online Communications Insights and Statistics

June 2020

Total Web Traffic – ALL PROPERTIES: 27,363,388 Sessions (+21.4% from past month)

Highlights:

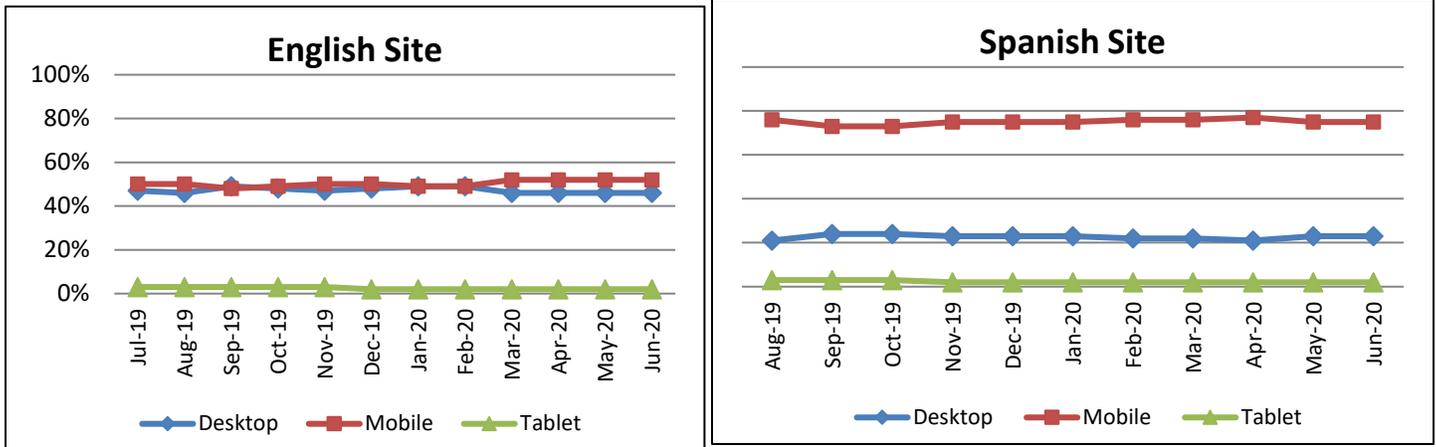
- Web Traffic Returns to Pre-Pandemic Levels:** Overall web traffic rose to over 27 million sessions, matching the months immediately preceding the April downturn attributable largely to the COVID pandemic.



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



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| 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) |
| 2 (1) ↓ | Homepage USCIS | 5,568,000 (+1,154,008) | 1 (2) ↑ | daca | 31,932 (+24,739) |
| 3 (2) ↓ | USCIS Account – Home Page | 2,891,000 (+634,353) | 3 (8) ↑ | case status check online | 10,797 (+4,702) |
| 4 (3) ↓ | USCIS myUSCIS Home Page | 2,288,000 (+450,467) | 2 (1) ↓ | i-765 | 11,471 (+2,719) |
| 6 (5) ↓ | USCIS Account – USCIS – Account – Secure Messaging | 1,128,000 (+353,841) | 13 (28) ↑ | case status | 5,325 (+2,478) |
| 13 (30) ↑ | USCIS Office Closings USCIS | 491,000 (+259,251) | 10 (14) ↑ | check status of my case | 5,956 (+2,174) |



E-Mail Outreach:

Total Number of Subscribers: 2,313,963 (+4,963)/Total Number of Subscriptions 6,223,504 (-95,398)

Average Number of Subscriptions per Subscriber: 2.7

| | <i>Most Popular Lists</i> | <i>Lists Most Subscriptions Gained</i> | <i>Lists Most Bulletins Sent (non-automated)</i> |
|----------|--|--|--|
| 1 | News Releases (376,142) | News Releases (+35,376) | USCIS Intergovernmental Affairs Updates (5) |
| 2 | Office Closures (342,446) | Immigration Policy (+33,664) | Updates from the Public Engagement Division (5) |
| 3 | Forms Updates (266,219) | Citizenship (+33,429) | Alerts (4) |
| 4 | Federal Register Announcements (245,843) | Alerts (+33,039) | System Outages (4) |
| 5 | Alerts (214,197) | Federal Register Announcements (+32,950) | News Releases (2) |

