
U.S. Citizenship and Immigration Services (USCIS)

**May 2015 Monthly Web Metrics Report
Customer Service Web Portal (CSWP)**

June 15, 2015

Revision History

Version	Date	Name of Author	Summary of Changes
1.0	June 15, 2015	CSWP, Senior Business Analyst	Baseline Draft

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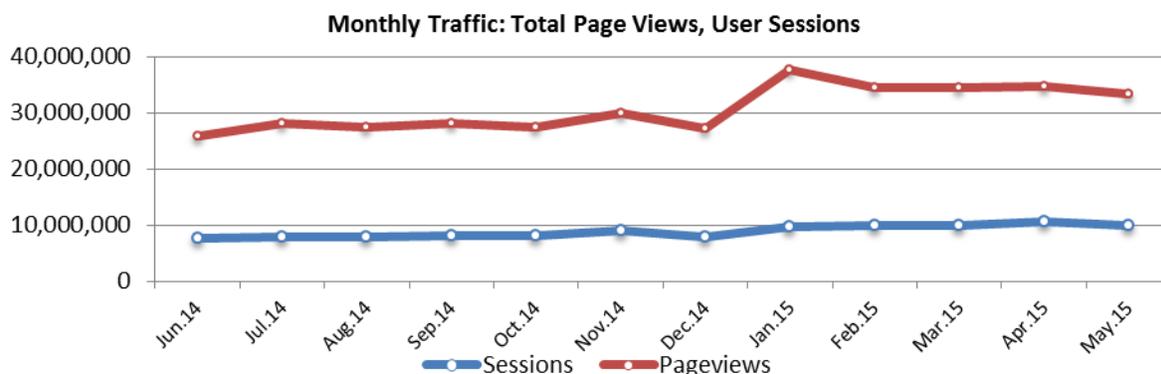
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Executive Summary

This report covers USCIS Customer Service Web Portal (CSWP) metrics and related analysis for May 2015. Included is data on the CSWP's Spanish language component, USCIS-ES. Highlights in this report:

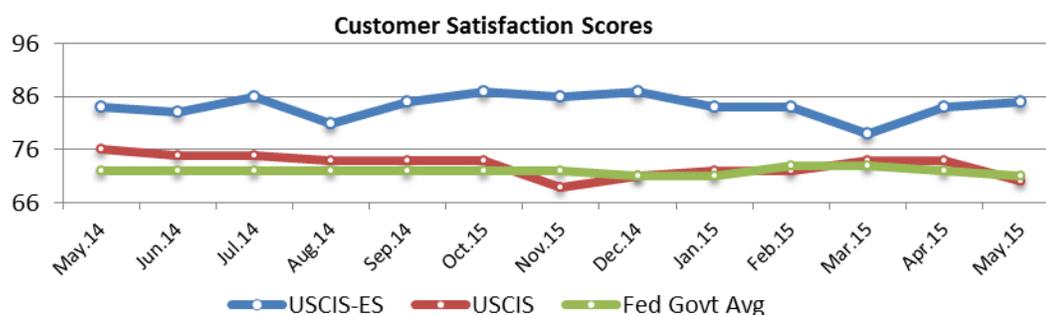
► Overall Traffic Volume

Page views decreased 4.08% over last month. User Sessions decreased 6.43%. Page views of PDFs decreased 16.90%. (See page 2-3.)



► Customer Satisfaction Scores This Month

The score for USCIS-ES.gov increased from 84 to 85 this month with 117 respondents this month. The score for USCIS.gov decreased from 74 to 70 with 1,022 respondents this month. (See page 9.)



USCIS	USCIS-ES	Federal Govt.
70	85	71

► USCIS-ES Visitor Traffic

User Sessions and Page Views decreased 8.33% and 9.55% respectively. The USCIS-ES homepage was viewed 255,017 times in May compared to 289,017 times in April, a decrease of 11.76%. Page Views of the “Mientras mi caso está en trámite con el USCIS” decreased 19.73% from last month. Page Views of the “Familiares de Ciudadanos Estadounidenses” page was down 21.11% from last month. (See page 14-15.)

CSWP Visitor Traffic

► **Notable changes this month:** Page views decreased 4.08% over last month. User Sessions decreased 6.43%. Page views of PDFs decreased 16.90%.

Metric	Nov.14	Dec.14	Jan.15	Feb.15	Mar.15	Apr.15	May.15	Change
Pageviews	29,946,853	27,214,760	37,577,960	34,548,035	34,505,791	34,747,104	33,328,516	-4.08%
Users	4,841,148	4,118,578	5,127,416	5,369,771	5,069,704	5,399,170	5,139,681	-4.81%
Sessions	9,027,223	7,916,612	9,774,916	9,996,313	9,964,767	10,542,795	9,864,435	-6.43%
Avg Session Duration	00:04:12	00:04:13	00:04:26	00:04:07	0:04:14	00:03:54	00:03:58	1.71%
% New Sessions	43.80%	40.45%	42.22%	42.66%	39%	40.09%	40.19%	0.25%
Pageviews/Session	3.32	3.44	3.84	3.46	3.46	3.30	3.38	2.42%
Bounce Rate	33.22%	30.88%	31.20%	34.74%	31.42%	34.41%	34.04%	-1.08%
PDF Pageviews*	16,329,168	14,468,677	18,133,762	16,308,215	19,498,803	19,039,279	15,822,483	-16.90%

* PDF pageviews represent the number of views of files with the .PDF extension, as tracked via Akamai web logs (not Google Analytics).

Distribution of Traffic by Major Landing Pages

The CSWP Home Page makes it easy for visitors to find and navigate to popular information and resources. The table below includes traffic main landing pages.

► **Notable changes this month:** Page views of the Forms page decreased 6.32%. Page views of the “News” page increased 38.62%. Page views of the Executive Actions on Immigration landing page increased 5.68%.

	Page	Page Views	Avg. Time on Page	Entrances*	Bounce Rate	Change
1	Forms	1,287,724	52.78	271,938	20.31%	-6.32%
2	Green Card	405,976	50.80	137,090	27.54%	0.21%
3	News	184,852	69.87	66,566	40.09%	-38.62%
4	U.S. Citizenship	175,030	78.82	62,063	29.71%	-6.26%
5	Tools	110,015	154.69	28,008	26.44%	-6.75%
6	Executive Actions on Immigration	73,332	225.06	44,013	70.50%	5.68%
7	Working in the US	40,036	96.69	17,157	44.37%	-2.27%
8	About Us	38,392	81.07	8,666	38.85%	-6.91%
9	Laws	34,544	84.49	12,705	45.37%	-7.88%
10	Military	12,782	95.79	2,735	46.18%	-0.61%
11	Humanitarian	11,917	78.25	2,397	34.15%	2.77%
12	Outreach	8,379	96.81	2,519	36.91%	-9.42%

Top 25 Viewed Pages

The following table shows the 25 most viewed pages on USCIS.gov with additional statistics according to Google Analytics.

► **Notable changes this month:** Page Views decreased an average of 4.08% overall. Page Views of the USCIS Homepage decreased 10.26%. Page Views of the “Naturalization Self-Test 1” increased 11.57%. Page Views of the “Forms” page decreased 6.32%.

	Page Title	Page Views	Avg. Time on Page	Entrances*	Bounce Rate	Change
1	Homepage	4,838,392	135.65	3,410,681	16.97%	-10.26%
2	Naturalization Self-Test 1	3,389,588	13.96	78,859	7.32%	11.57%
3	Naturalization Self-Test 2	1,426,750	14.08	7,464	24.87%	11.93%
4	Forms	1,287,724	52.78	271,938	20.31%	-6.32%
5	Naturalization Self-Test 3	859,962	12.80	4,032	21.87%	11.10%
6	Application for Employment Authorization	626,212	167.62	135,598	26.99%	47.25%
7	Application for Naturalization	602,958	220.74	121,756	35.72%	-7.97%
8	Petition for Alien Relative	600,714	193.56	119,045	30.66%	-3.03%
9	Naturalization Self-Test 4	562,847	12.05	2,875	28.66%	10.58%
10	Green Card	405,976	50.80	137,090	27.54%	0.21%
11	Application to Register Permanent Residence or Adjust Status	370,241	168.55	59,600	34.38%	-1.92%
12	100 Civics Questions and Answers with MP3 Audio (English version)	359,807	174.00	92,995	47.41%	-5.58%
13	Affidavit of Support Under Section 213A of the Act	326,033	231.45	77,993	19.17%	-16.73%
14	Application to Replace Permanent Resident Card	310,058	216.02	69,306	34.25%	-11.00%
15	E-Verify	300,203	119.79	212,572	33.67%	-0.81%
16	Apply for Citizenship	262,450	143.21	94,241	30.26%	-3.69%
17	Espanol Homepage	261,089	131.46	71,625	21.16%	-11.70%
18	E-Filing Form I-90 Using USCIS ELIS	238,042	183.98	21,268	28.79%	-11.41%
19	USCIS ELIS	229,796	69.04	76,329	11.79%	-3.59%
20	Bringing Siblings to Live in the United States as Permanent Residents	229,492	205.21	179,386	79.00%	-34.07%
21	Contact Us	229,189	161.55	50,813	44.99%	-4.03%
22	Employment Eligibility Verification	208,221	143.00	114,966	31.19%	3.64%
23	Log in to USCIS ELIS	200,959	336.41	36,536	17.61%	-5.19%
24	Renew a Green Card	200,056	71.59	60,195	20.55%	-11.01%
25	Green Card Through Family	191,073	54.42	11,297	36.64%	-2.04%

* “Entrances” count the first hit of the session that is also a page.

Top 25 Referring Sites Sending Traffic to CSWP

The following table lists the top 25 sources of Web traffic referred to USCIS.gov from external Web sites.

► **Notable changes this month:** Sessions referred from m.facebook.com decreased 16.61%. Sessions referred from travel.state.gov decreased 10.79%.

	Search Term	Sessions	% New Sessions*	New Users	Bounce Rate	Pages / Session	Change
1	m.facebook.com	288,039	67.86%	195,459	76.79%	1.46	-16.61%
2	travel.state.gov	161,465	27.78%	44,858	31.30%	2.76	-10.79%
3	links.govdelivery.com	90,118	18.68%	16,831	36.97%	2.61	11.94%
4	facebook.com	67,355	40.00%	26,941	55.07%	2.29	-9.87%
5	bs.serving-sys.com	62,628	97.08%	60,798	97.22%	1.05	212.20%
6	l.facebook.com	40,178	43.01%	17,281	53.74%	2.74	1.08%
7	trackitt.com	35,711	16.69%	5,961	50.81%	1.96	53.97%
8	lm.facebook.com	31,973	45.26%	14,470	69.17%	1.65	-24.78%
9	dhs.gov	31,937	42.49%	13,571	30.52%	3.81	-3.20%
10	immigration-law.com	30,053	19.04%	5,721	48.10%	2.36	179.64%
11	murthy.com	29,116	26.62%	7,751	45.28%	2.30	667.42%
12	t.co	25,236	24.19%	6,104	54.65%	2.10	-40.54%
13	ustraveldocs.com	25,207	42.76%	10,779	40.90%	2.84	2.61%
14	usa.gov	20,441	53.25%	10,884	33.14%	4.32	2.05%
15	visajourney.com	19,796	11.52%	2,281	36.79%	2.09	-7.53%
16	pioneerlibrarysystem.org	18,373	40.88%	7,510	76.80%	1.41	23.51%
17	nolo.com	18,346	27.76%	5,092	34.86%	2.58	8.14%
18	redbus2us.com	17,722	24.91%	4,415	40.14%	2.32	-47.45%
19	search.dhs.gov	15,069	37.41%	5,638	25.86%	3.85	-13.79%
20	search.tb.ask.com	12,016	27.70%	3,329	18.13%	4.75	-13.71%
21	us.wow.com	10,443	32.08%	3,350	25.73%	5.98	-1.06%
22	search.yahoo.com	10,002	39.31%	3,932	40.06%	2.67	5550.85%
23	ds.serving-sys.com	7,525	97.00%	7,299	81.30%	1.39	42.20%
24	alllaw.com	7,028	34.83%	2,448	33.14%	2.83	1.38%
25	welcometousa.gov	5,735	19.44%	1,115	24.57%	5.00	5.06%

* New Sessions is the percentage the pages that were viewed by first time visitors.

**Bounce rate is the percentage of pages that were viewed once followed by an exit.

Top 25 PDF Page Views

The following table shows the 25 most viewed PDFs on USCIS.gov.

► **Notable changes this month:** Total PDF Page Views decreased 16.90%, from 19,039,279 in April to 15,822,483 in May. The most downloaded file this month was the “i-9.pdf” with 2.5 million downloads. The “USCIS_ELIS_Customer_User_Manual.pdf” was downloaded 1.2 million times. The “m-274.pdf” was downloaded 817,063 times.

	Top 25 Downloaded Files	Page	% of
1	files/form/i-9.pdf	2,468,879	15.60%
2	USCIS/USCIS%20ELIS/USCIS_ELIS_Customer_User_Manual.pdf	1,212,649	7.66%
3	files/form/m-274.pdf	817,063	5.16%
4	files/form/n-400.pdf	462,115	2.92%
5	files/form/i-765instr.pdf	332,246	2.10%
6	USCIS/Verification/E-Verify/E-Verify_Native_Documents/E-	331,357	2.09%
7	files/form/n-400instr.pdf	288,737	1.82%
8	files/form/i-765.pdf	275,040	1.74%
9	files/form/g-1145.pdf	253,665	1.60%
10	uscis.cgi.dhs.akadns.net/files/form/i-9.pdf	250,537	1.58%
11	files/form/i-864.pdf	244,726	1.55%
12	USCIS/USCIS%20ELIS/immigrant-fee-guide.pdf	238,034	1.50%
13	files/form/i-130.pdf	227,888	1.44%
14	files/form/i-134.pdf	215,743	1.36%
15	files/form/i-864instr.pdf	213,239	1.35%
16	files/form/i-864p.pdf	199,815	1.26%
17	USCIS/Office%20of%20Citizenship/Citizenship%20Resource%20Center%20Site/Publications/100q.pdf	192,809	1.22%
18	files/form/i-693.pdf	186,902	1.18%
19	files/form/i-130instr.pdf	176,793	1.12%
20	files/nativedocuments/M-618.pdf	145,426	0.92%
21	files/form/i-90instr.pdf	144,701	0.91%
22	files/article/attachments.pdf	138,867	0.88%
23	USCIS/Office%20of%20Citizenship/Citizenship%20Resource%20Center%20Site/Publications/PDFs/M-	138,087	0.87%
24	USCIS/Verification/E-Verify/E-Verify%20from%20Controlled%20Vocabulary/E-	133,015	0.84%
25	USCIS/files/M-1051.pdf	132,329	0.84%

Top 25 Browser Versions Used by Visitors to USCIS.gov

The following table shows the browsers most frequently used by visitors to the USCIS Customer Service Web Portal (CSWP) at USCIS.gov.

► **Notable changes this month:** Site traffic by all browsers decreased 6.43% over last month. Chrome browsers represented 45.55% of traffic, a decrease of 5.79% over last month. Safari browsers represented 21.47% of traffic, a decrease of 5.00% from last month. Internet Explorer browsers represented 18.51% of traffic, a decrease of 7.15% from last month. Firefox browsers represented 8.56% of traffic, a decrease of 6.17% from last month.

Browser	Browser Version	Sessions	Pages / Session	Avg. Visit Duration
Chrome	42.0.2311.135	1,257,474	3.55	251.09
Safari	8.0	1,241,519	2.93	178.49
Internet Explorer	11.0	1,158,824	3.92	313.39
Chrome	42.0.2311.152	666,272	3.52	255.02
Chrome	42.0.2311.111	472,204	2.82	193.18
Chrome	43.0.2357.81	418,119	3.64	266.28
Firefox	37.0	414,363	3.44	259.60
Chrome	43.0.2357.65	283,498	3.63	271.76
Firefox	38.0	283,206	3.39	263.20
Android Browser	4.0	247,877	2.76	216.67
Internet Explorer	9.0	240,457	3.80	263.97
Safari	7.0	230,151	2.91	198.15
Safari (in-app)	(not set)	221,355	1.86	64.79
Internet Explorer	10.0	212,915	3.59	262.19
Internet Explorer	8.0	168,630	3.71	279.21
Chrome	42.0.2311.90	164,587	3.33	241.31
Safari	8.0.6	100,476	3.89	263.99
Safari	600.1.4	99,297	3.49	222.31
Chrome	4.0	98,414	2.49	163.56
Chrome	34.0.1847.76	96,050	2.63	180.83
Chrome	28.0.1500.94	90,848	2.80	212.87
Chrome	42.0.2311.47	86,012	2.92	179.14
Safari	8.0.5	80,014	4.02	264.51
Chrome	1.5	79,265	2.73	203.50
Chrome	1.6	46,342	2.72	203.05

Top 25 Search Terms from Referring External Search Engines

The following are the top 25 search terms entered into external search engines (e.g., Google, Yahoo, Bing, and others) that led to referrals of Web traffic to the CSWP. This list does not include search terms that resulted in PDFs.

► **Notable changes this month:** Searches decreased 8.00% over last month. Searches of “uscis” decreased 16.81% from last month. Searches of “i-9 form” increased 17.18% from last month. Searches for “citizenship test” increased 23.70%.

	Search Term	Sessions	% New Sessions*	Bounce Rate**	Pages / Visit	Change
1	(not provided)	5,052,298	34.75%	31.00%	3.63	-7.84%
2	uscis	60,833	26.11%	18.44%	3.76	-16.81%
3	uscis.gov	41,832	26.99%	12.39%	4.34	-8.81%
4	www.uscis.gov	16,039	24.81%	14.05%	4.30	-15.86%
5	uscis forms	8,353	23.84%	13.42%	4.01	-12.13%
6	uscis case status	8,138	19.10%	17.99%	2.44	-15.10%
7	everify	5,780	40.09%	13.37%	2.21	-2.58%
8	immigration	4,862	42.08%	28.51%	3.55	-9.04%
9	(not set)	4,069	38.78%	31.78%	3.12	159.34%
10	uscis elis	3,690	17.80%	11.27%	3.33	-3.98%
11	e-verify	3,244	38.96%	14.46%	2.61	4.44%
12	uscis home page	3,175	19.28%	14.46%	4.53	-21.29%
13	i-9 form	3,074	71.11%	20.27%	2.04	17.78%
14	i-9	2,700	66.67%	23.52%	2.22	5.92%
15	ins	2,671	48.56%	20.48%	4.35	-29.99%
16	e-verify for employers	2,538	46.89%	15.80%	3.07	13.30%
17	www.uscis.gov/uscis-elis	2,533	26.57%	10.74%	4.38	-11.71%
18	green card	2,384	67.16%	40.23%	3.70	0.51%
19	us immigration	2,350	51.83%	22.98%	4.61	-8.20%
20	immigration and naturalization service	2,105	42.61%	15.63%	5.44	-18.98%
21	citizenship test	2,098	54.72%	17.54%	28.80	23.70%
22	美国移民局	2,056	33.32%	30.93%	2.82	-25.29%
23	i9	2,037	70.10%	23.47%	1.96	8.47%
24	e verify	2,019	40.27%	17.93%	2.58	-8.02%
25	http://www.uscis.gov/	1,585	16.59%	16.85%	4.00	0.06%

Top Search Terms Entered into the CSWP Search Engine

The top search terms entered into the CSWP main site's internal search engine indicate what is most important to CSWP visitors once they enter the site.

► **Notable changes this month:** Total queries increased 27.65% from 1,101,852 in April to 1,406,548 in May. Users queried the term “i-765” 11,808 times.

Top Queries	# of Queries	# of Clicks	CTR*
processing times	14,068	13,701	97.00%
i-765	11,808	11,381	96.00%
daca	10,490	9,449	90.00%
i-864	10,152	10,819	106.00%
i-130	10,144	9,723	95.00%
i-485	7,815	7,386	94.00%
g-325a	7,438	7,633	102.00%
case status check online	6,658	7,324	110.00%
case status	6,556	7,478	114.00%
status of my case	6,552	7,162	109.00%
change of address online	6,350	6,569	103.00%
i-90	6,264	6,147	98.00%
check status of my case	5,837	6,181	105.00%
n-400	5,651	5,669	100.00%
i-131	5,617	5,323	94.00%
elis	5,453	5,440	99.00%
i765	4,957	4,771	96.00%
daca renewal	4,790	4,682	97.00%
h4 ead	4,731	4,217	89.00%
n400	4,705	4,764	101.00%
i864	4,619	4,690	101.00%
i130	4,430	4,202	94.00%
infopass make appointment	4,415	4,591	103.00%
my case status	4,399	4,542	103.00%
g325a	4,274	4,446	104.00%
dapa	4,237	3,849	90.00%
i-751	4,118	4,016	97.00%
processing time	4,031	3,815	94.00%
g-28	3,903	3,760	96.00%
civil surgeon locator	3,638	4,441	122.00%
status	3,607	3,632	100.00%
h1b	3,588	2,720	75.00%
poverty guidelines 2015	3,498	3,689	105.00%

Top Queries	# of Queries	# of Clicks	CTR*
i-912	3,494	3,475	99.00%
change of address	3,461	3,433	99.00%
infopass	3,399	3,549	104.00%
i485	3,315	3,168	95.00%
visa bulletin	3,312	3,348	101.00%
i-94	3,287	3,122	94.00%
tps	3,221	2,726	84.00%
g-325a form	3,218	3,580	111.00%
i90	3,155	3,088	97.00%
i-539	3,030	3,082	101.00%
g325a form	2,964	3,402	114.00%
i-821d	2,953	2,859	96.00%
i-129	2,781	2,559	92.00%
fee waiver	2,690	2,600	96.00%
visa bulletin june 2015	2,668	2,863	107.00%
765	2,590	2,506	96.00%
i131	2,553	2,416	94.00%
i-693	2,508	2,490	99.00%
i-864a	2,431	2,643	108.00%
forms	2,372	1,889	79.00%
n-600	2,335	2,354	100.00%
asylum	2,307	2,014	87.00%
opt	2,269	1,947	85.00%
visa	2,212	1,651	74.00%
ar-11	2,163	2,134	98.00%
ead	2,159	1,755	81.00%
g-325	2,139	2,289	107.00%
g28	2,082	2,262	108.00%
fiance visa	2,082	1,952	93.00%
i-134	2,070	2,236	108.00%
i-864p	2,041	2,088	102.00%

*CTR: Click through Rate

Surveys of User Satisfaction

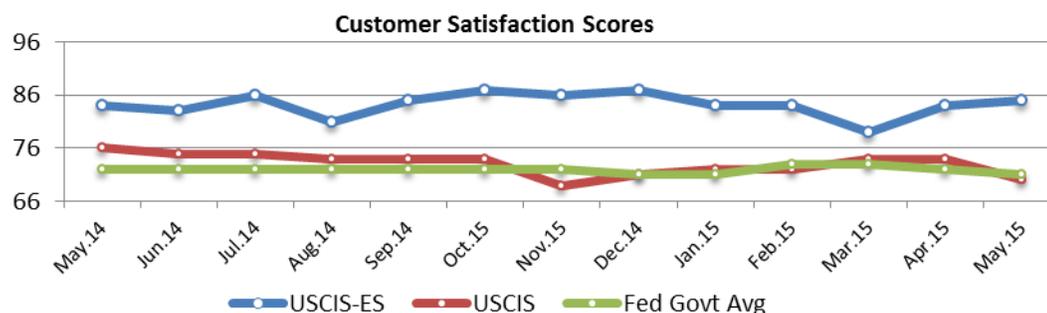
USCIS.gov and its Spanish language area, USCIS-ES, use ForeSee Results surveys, part of the American Customer Satisfaction Index (ACSI) E-Government Index, to gauge customer satisfaction and identify areas for improvement.



► **Notable changes this month:** The score for USCIS-ES.gov increased from 84 to 85 this month with 117 respondents this month. The score for USCIS.gov decreased from 74 to 70 with 1,022 respondents this month.

This Month's Average Customer Satisfaction Scores

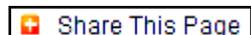
USCIS	USCIS-ES	Federal Govt.
70	85	71



Top Visitor Responses to Selected Survey Questions (% of respondents per site)

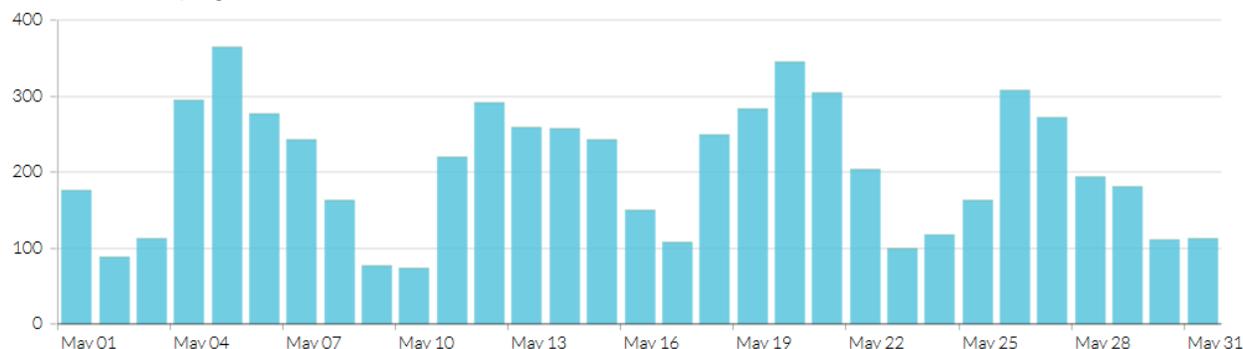
Primary Reason for Visiting the Site	USCIS	USCIS-ES
Check My Case Status	17%	15%
Green Card Information	10%	22%
Download Form(s)	10%	3%
Find Form(s)	11%	7%
Get General Information Before I File My Case	12%	22%
Citizenship Requirements	3%	23%
Primary Method Used to Find Information		
Links on the pages	24%	11%
Site's Search Feature	21%	30%
Top Navigation Bar	14%	25%
Forms search	14%	N/A
Used an External Search Engine (e.g., Google)	13%	13%
Homepage banners, icons, ads	6%	3%
Just Browsing	7%	13%
Site Map	2%	5%
Self-Identified Role of Visitor		
Permanent Resident (green card holder)	22%	20%
Naturalized U.S. Citizen	17%	13%
U.S. Born Citizen	18%	2%
Citizen of a Foreign Country	10%	25%
Visitor/Nonimmigrant	5%	17%

Social Media Activity Using Links on USCIS.gov Pages



Many CSWP pages offer social media options. By taking one of these actions, visitors can share a page or bookmark it using a variety of social media tools.

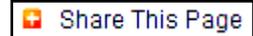
► **Notable changes this month:** USCIS.gov pages were shared 6,329 times in April. The “Immigration Relief Measures for Nepali Nationals” page was shared 223 times and clicked 10,887 times. The “USCIS Temporarily Suspends Premium Processing for Extension of Stay H-1B Petitions” page was shared over 94 times and clicked over 3,170 times each.



Top Shares:

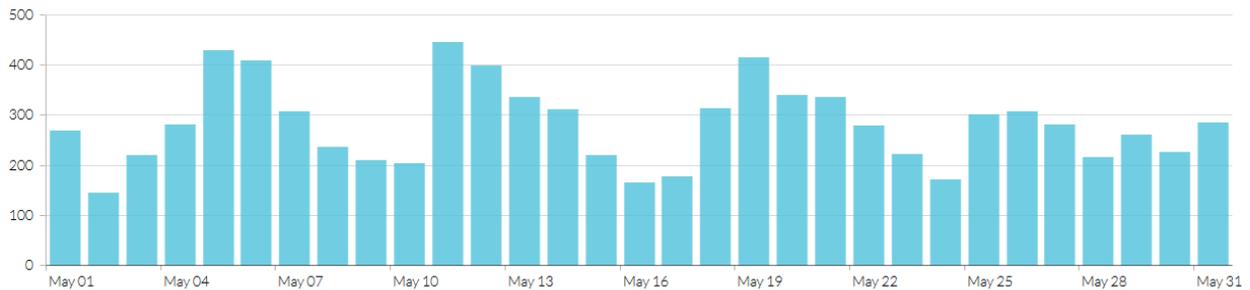
	Title	Shares	Social Clicks
1	Application to Replace Permanent Resident Card	257	35
2	Immigration Relief Measures for Nepali Nationals	251	10,887
3	Bringing Siblings to Live in the United States as Permanent Residents	223	1,988
4	Petition for Alien Relative	167	180
5	USCIS ELIS	161	2
6	E-Filing Form I-90 Using USCIS ELIS	128	43
7	Employment Authorization for Certain H-4 Dependent Spouses	120	800
8	Application To Extend/Change Nonimmigrant Status	112	6
9	Application for Employment Authorization	108	58
10	Application for Naturalization	104	108
11	USCIS Temporarily Suspends Premium Processing for Extension of Stay H-1B Petitions	94	3,170
12	Homepage	92	-
13	USCIS Completes Data Entry of Fiscal Year 2016 H-1B Cap-Subject Petitions	86	307
14	USCIS ELIS	75	-
15	Affidavit of Support Under Section 213A of the Act	68	63
16	DHS Extends Eligibility for Employment Authorization to Certain H-4 Dependent Spouses of H-1B Nonimmigrants Seeking Employment-Based Lawful Permanent Residence	66	302
17	USCIS Immigrant Fee	60	55
18	Fianc��(e) Visas	59	53
19	Application to Register Permanent Residence or Adjust Status	57	35
20	Employment Authorization for Certain H-4 Dependent Spouses Final Rule in Effect Today, May 26, 2015	54	105

Social Media Activity Using Links on Citizenship Resource Center Pages



Many CSWP pages offer social media options. By taking one of these actions, visitors can share a page or bookmark it using a variety of social media tools.

► **Notable changes this month:** Citizenship Resource Center pages were shared 8,705 times in May, 8.81% up from April. The “Naturalization Self-Test” was the most shared.



Top Shares:

	Title	Shares	Social Clicks
1	Naturalization Self-Test 1	4,278	335
2	Naturalization Self-Test 2	1,650	56
3	Naturalization Self-Test 3	949	9
4	Naturalization Self-Test 4	646	17
5	Naturalization Self-Test 1	155	136
6	100 Civics Questions and Answers with MP3 Audio (English version)	132	281
7	Study for the Test	115	106
8	Apply for Citizenship	93	54
9	100 Civics Questions and Answers with MP3 Audio (English version)	80	482
10	Citizenship Rights and Responsibilities	40	18
11	Naturalization Self-Test 2	32	2
12	Study Materials for the Civics Test	30	41
13	Contact Us	25	2
14	Study Materials for the English Test	20	17
15	The USCIS Naturalization Interview and Test Video	16	10
16	Educational Products	15	11
17	Understanding H-1B Requirements	14	10
18	Naturalization Self-Test 3	14	2
19	Naturalization Self-Test 4	14	1
20	100 Civics Questions and Answers with MP3 Audio (Spanish version)	13	42

FOIA Status Check

The tables on this page reflect traffic to the FOIA Status Check landing page and the number of transactions submitted to the application.

► **Notable changes this month:** Page views increased 13.16% and Transactions increased 8.12%.

	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14	Jan.15	Feb.15	Mar.15	Apr.15	May.15
Page Views on Landing Page	17,759	16,438	17,441	30,695	29,262	32,777	43,063	40,392	43,588	49,325
- Transactions	18,799	19,207	15,545	21,969	36,900	38,761	33,458	35,390	36,347	39,297

	Oct.13	Nov.13	Dec.13	Jan.14	Feb.14	Mar.14	Apr.14	May.14	Jun.14	Jul.14
Page Views on Landing Page	22,479	7,303	9,507	13,861	19,317	22,744	22,164	20,058	18,453	17,486
- Transactions	14,302	13,171	14,009	13,927	13,623	17,244	14,993	15,220	15,743	18,174

	Dec.12	Jan.13	Feb.13	Mar.13	Apr.13	May.13	Jun.13	Jul.13	Aug.13	Sep.13
Page Views on Landing Page	18,708	23,753	20,934	23,837	23,826	24,159	22,688	24,485	25,326	23,587
- Transactions	11,448	13,081	10,930	13,751	13,627	14,711	13,457	15,341	16,456	14,329

	Feb.12	Mar.12	Apr.12	May12	Jun.12	Jul.12	Aug.12	Sep.12	Oct.12	Nov.12
Page Views on Landing Page	27,787	30,585	29,569	29,543	30,274	32,278	33,968	26,182	25,379	22,656
- Transactions	20,882	23,919	22,893	23,525	22,939	23,731	26,136	18,187	17,008	14,421

	Apr.11	May11	June11	July11	Aug.11	Sep.11	Oct.11	Nov.11	Dec.11	Jan.12
Page Views on Landing Page	24,183	32,553	36,238	29,879	29,076	26,112	25,260	29,930	28,005	32,342
- Transactions	19,472	22,862	25,464	21,749	21,772	20,002	19,672	19,777	21,375	25,048

	June10	July10	Aug.10	Sep.10	Oct.10	Nov.10	Dec.10	Jan.11	Feb.11	Mar.11
Page Views on Landing Page	26,338	33,403	37,913	35,005	24,986	19,561	18,296	22,190	22,562	27,118
- Transactions	16,521	19,017	22,584	21,597	16,757	13,696	13,401	15,828	17,096	21,085

	Aug.09	Sep.09	Oct.09	Nov.09	Dec.09	Jan.10	Feb.10	Mar.10	Apr.10	May10
Page Views on Landing Page	18,562	15,861	14,056	17,725	28,414	30,624	27,712	29,196	26,796	27,990
- Transactions	16,442	12,222	12,397	14,984	16,994	19,228	14,888	16,721	17,887	18,565

Subscription Email Messages and Tweets

Visitors to USCIS.gov may subscribe to several of the site's topic areas so they can be sent email bulletins when content changes. Subscriptions are initiated by visitors using the right-column news widget or the Get Email Updates link on many pages. The most subscribed topics are News, Forms, H-1B Cap Season, Federal Register Announcements, and E-Verify Updates. People may also follow USCIS.gov using Twitter.

► **Notable changes this month:** USCIS distributed 4,244,437 email bulletins to subscribers, - 10.20% fewer than last month. Tweets increased from 133 to 156. Twitter followers increased 3.47% over last month.

	Nov.14	Dec.14	Jan.15	Feb.15	Mar.15	Apr.15	May.15
GovDelivery Bulletins	24	22	35	18	55	66	61
Emails Distributed to Subscribers	2,091,328	2,107,867	2,353,908	1,719,876	3,056,968	4,726,760	4,244,437
Subscribers at End of Month	486,047	510,159	531,824	554,119	567,922	591,744	603,520
Subscriptions	1,422,583	1,478,787	1,533,777	1,594,163	1,628,014	1,677,423	1,704,224
Total Subscribable Topics	58	58	59	61	61	60	60
Tweets Issued	79	45	122	74	75	133	156
Twitter Followers at End of Month	45,700	46,000	47,900	50,000	51,300	54,800	56,700

	Apr.14	May.14	Jun.14	Jul.14	Aug.14	Sep.14	Oct.14
GovDelivery Emails Issued	28	19	21	23	26	39	31
Emails Distributed to Subscribers	2,634,479	1,897,736	1,567,847	2,187,720	2,828,729	4,608,538	3,410,363
Subscribers at End of Month	408,500	405,497	407,621	417,934	428,599	435,001	443,218
Subscriptions	1,268,668	1,262,430	1,267,153	1,282,317	1,299,675	1,310,522	1,317,389
Total Subscribable Topics	58	58	57	58	57	57	57
Tweets Issued	47	45	43	63	56	108	57
Twitter Followers at End of Month	36,925	38,484	39,383	40,738	41,795	42,688	43,500

	Sep.13	Oct.13	Nov.13	Dec.13	Jan.14	Feb.14	Mar.14
GovDelivery Emails Issued	17	22	22	18	17	16	28
Emails Distributed to Subscribers	1,516,924	1,657,058	2,333,107	1,719,876	1,214,810	997,583	1,872,711
Subscribers at End of Month	403,834	402,895	401,817	401,575	403,424	405,252	406,632
Subscriptions	1,234,000	1,238,863	1,237,090	1,238,296	1,243,034	1,250,826	1,258,551
Total Subscribable Topics	54	54	55	55	56	58	58
Tweets Issued	78	74	38	67	95	96	87
Twitter Followers at End of Month	29,890	30,747	31,275	32,182	33,400	34,057	35,297

	Feb.13	Mar.13	Apr.13	May.13	Jun.13	Jul.13	Aug.13
GovDelivery Emails Issued	26	38	31	23	23	27	19
Emails Distributed to Subscribers	1,958,689	2,457,203	2,976,849	2,079,216	1,663,637	2,031,262	911,515
Subscribers at End of Month	351,570	355,875	388,352	389,453	391,206	399,076	401,420
Subscriptions	1,108,975	1,127,188	1,175,533	1,175,771	1,188,393	1,207,556	1,221,140
Total Subscribable Topics	46	48	50	52	52	52	52
Tweets Issued	115	37	84	22	71	55	40
Twitter Followers at End of Month	21,769	22,606	25,461	26,250	27,022	28,026	28,910

USCIS-ES Visitor Traffic

The CSWP includes USCIS-ES, a Spanish language version of many of its pages. Since its launch in late 2009, USCIS-ES has regularly accounted for about 3% of all traffic to the CSWP.

► **Notable changes this month:** User Sessions and Page Views decreased 8.33% and 9.55% respectively.

Google Analytics Metrics	Nov.14	Dec.14	Jan.15	Feb.15	Mar.15	Apr.15	May.15	Change
Pageviews	1,710,527	1,142,571	1,678,901	1,643,532	1,396,239	1,292,955	1,169,519	-9.55%
Users	473,461	277,111	422,347	418,778	312,832	284,404	263,818	-7.24%
Sessions	732,303	451,845	659,000	661,719	515,858	468,562	429,517	-8.33%
Avg Session Duration	0:03:23	00:03:39	0:03:36	0:03:27	0:03:51	00:03:53	00:03:49	-1.72%
% New Sessions	57.51%	49.06%	54.53%	52.24%	48.92%	48.99%	49.72%	1.49%
Pageviews/Session	2.34	2.53	2.55	2.48	2.71	2.76	2.72	-1.45%
Bounce Rate	60.16%	56.42%	57.44%	58.85%	54.48%	53.82%	54.44%	1.15%

USCIS-ES Sessions by Desktop, Mobile and Tablet Browsers

The following table and accompanying pie chart shows the browsers by operating system and device category that most frequently use the USCIS-ES Spanish.

► **Notable changes this month:** Mobile browsers accounted for 49.53% of traffic to the Spanish site, down 10.23% from last month. User Sessions by Android Mobile browsers were down 10.82% compared to last month. iOS mobile browsers came in third with a decrease of 9.48% compared to last month.

OS (device category)	Dec.14	Jan.15	Feb.15	Mar.15	Apr.15	May.15	Change
Android (mobile)	156,275	242,439	243,560	172,870	157,605	140,545	-10.82%
Windows (desktop)	151,422	199,377	195,115	180,184	165,249	155,167	-6.10%
iOS (mobile)	69,270	115,169	120,712	80,555	71,197	64,451	-9.48%
iOS (tablet)	30,854	42,142	41,949	32,729	28,608	26,632	-6.91%
Macintosh (desktop)	16,296	20,482	21,266	18,717	16,986	16,450	-3.16%
Android (tablet)	14,373	19,669	18,680	16,217	15,144	13,238	-12.59%
Windows Phone (mobile)	3,150	4,204	4,373	3,341	3,019	3,066	1.56%
Windows (mobile)	3,854	5,097	5,434	4,847	4,371	4,250	-2.77%
Linux (desktop)	2,004	4,422	5,357	1,761	1,779	1,673	-5.96%
Chrome OS (desktop)	1,657	2,466	2,030	1,841	2,051	1,711	-16.58%
Total	451,847	659,013	661,717	515,855	468,564	429,518	-8.33%

Top 25 Viewed USCIS-ES Pages

The following table shows the 25 most viewed pages on USCIS-ES this month with additional statistics according to Google Analytics.

► **Notable changes this month:** Page Views were down an average of 9.55%. The USCIS-ES homepage was viewed 255,017 in May compared to 289,017 times in April, a decrease of 11.76%. Page Views of the “Mientras mi caso está en trámite con el USCIS” decreased 19.73% from last month. Page Views of the “Familiares de Ciudadanos Estadounidenses” page was down 21.11% from last month.

	Page Title	Page Views	Unique Pageviews	Avg. Time on Page	Entrances*	Change
1	Espanol Homepage	255,017	164,210	142	148,800	-11.76%
2	Formularios	43,624	30,029	76	8,321	-7.74%
3	Petición de Familiar Extranjero	30,045	18,484	171	6,934	-8.85%
4	Trámite y procedimientos para la Tarjeta Verde	27,304	19,106	98	7,776	-6.01%
5	Mientras mi caso está en trámite con el USCIS	22,619	15,986	186	9,791	-19.73%
6	Tarjeta Verde	18,073	13,272	58	4,911	-5.58%
7	Tarjeta Verde a través de la Familia	17,301	12,383	60	650	-5.79%
8	Noticias	17,195	13,771	75	3,246	-9.97%
9	Contáctenos	17,060	11,376	149	2,307	-7.80%
10	Familiares de Ciudadanos Estadounidenses	15,035	10,080	138	5,071	-21.11%
11	El examen de naturalización: Materiales de estudio	15,034	9,677	149	4,869	-16.19%
12	Solicitud de Registro de Residencia Permanente o Ajuste de Estatus	14,983	10,196	157	3,226	-10.03%
13	Solicitud de Naturalización	13,179	8,194	201	4,425	-7.69%
14	Disponibilidad de Visas y Fechas de Prioridad	12,904	8,991	155	5,073	-9.72%
15	Solicitud para Reemplazar la Tarjeta de Residente Permanente (Green Card)	12,545	7,649	177	4,361	-24.21%
16	Acciones Ejecutivas sobre Inmigración	10,762	9,201	205	7,443	-21.16%
17	Consideración de Acción Diferida para los Llegados en la Infancia	10,094	7,478	187	5,222	-22.14%
18	Tarjeta Verde para un Familiar Inmediato de un Ciudadano de los Estados Unidos	9,811	6,920	121	1,427	-5.84%
19	Ciudadanía	9,021	6,817	77	2,376	-5.30%
20	Solicitud de Autorización de Empleo	8,443	4,940	149	2,319	-1.26%
21	Preguntas de la parte de educación cívica del Examen de Naturalización	8,283	4,191	132	2,187	-12.76%
22	Tarjeta Verde para un Familiar de un Ciudadano Estadounidense	8,103	5,284	121	980	-3.72%
23	Viajes internacionales como Residente Permanente	7,913	6,167	201	3,841	-2.43%
24	Otras maneras para obtener la Tarjeta Verde	7,866	5,154	63	395	-0.63%
25	Tarjeta Verde para un Familiar de un Residente Permanente	7,823	5,477	151	2,244	-10.82%

* “Entrances” count the first hit of the session that is also a page.