



**July 2009 Monthly Web Metrics Report
Customer Service Web Portal (CSWP)**

October 1, 2009

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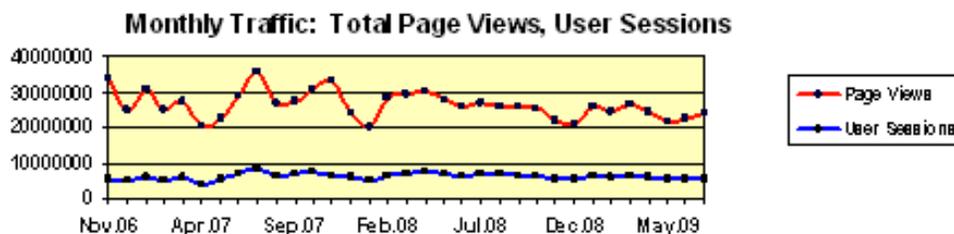
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Executive Summary

This report covers USCIS Customer Service Web Portal (CSWP) Web metrics and related analysis for July 2009. Highlights in this report:

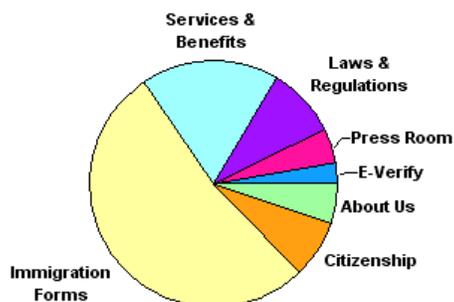
► Traffic Volume Increased About 8 Percent

Page views increased while the number of user sessions remained unchanged. (See page 2).



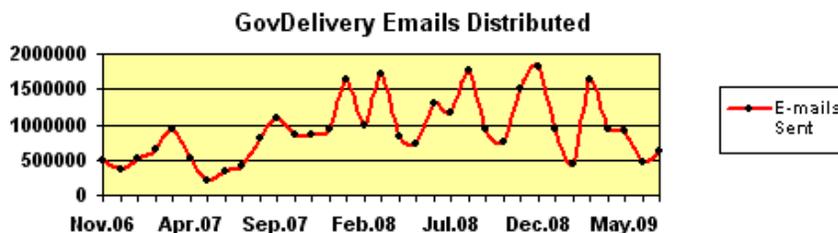
► Immigration Forms Continue to Attract Half of All Visits

Distribution of traffic to the site's primary content areas was unchanged. (See page 8.)



► GovDelivery Emails Distributed Increased by 38 Percent

Over 634,000 email notifications were distributed this month. (See page 11.)



► Social Media Activity on CSWP Pages Increased Slightly

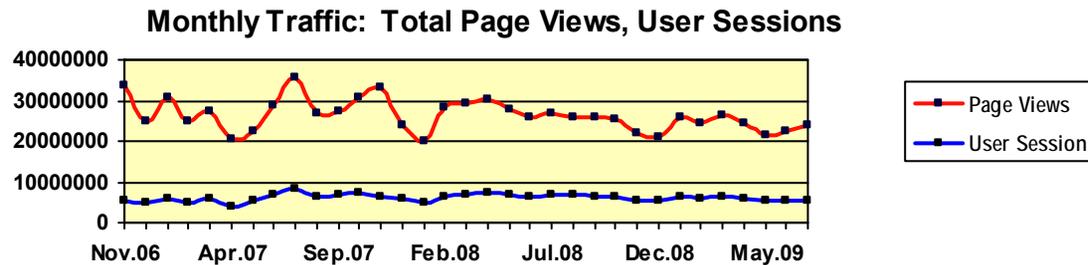
This is the third full month in which the CSWP has provided social media options on many of its pages. By clicking a page's "Share This Page" button, visitors are able to email, bookmark, and share the page through a wide range of social networking websites. Volume and distribution of activity remain unchanged from last month. (See page 17).

CSWP Visitor Traffic

► **Notable changes this month:** Page views increased 8 percent while the number of user sessions remained unchanged.

Metric	Nov.08	Dec.08	Jan.09	Feb.09	Mar.09	Apr.09	May09	June09	July09
OVERALL									
User Sessions (Visits)	5,477,612	5,253,902	6,436,596	6,001,502	6,284,818	5,997,607	5,298,380	5,603,915	5,514,020
Average Weekday User Sessions	217,952	194,327	241,772	249,722	238,627	235,275	207,627	219,162	209,191
Average Session Length (min.)	5:11	5:10	5:18	5:18	5:22	5:09	5:15	5:14	4:52
Unique Visitors	2,732,046	2,582,999	3,229,461	3,092,075	3,229,036	3,133,666	2,744,487	2,938,617	3,028,488
One-Time Visitors	1,954,058	1,839,756	2,296,901	2,216,806	2,317,036	2,264,419	1,979,870	2,136,318	2,159,495
Repeat Visitors	777,988	743,243	932,560	875,269	911,999	869,247	764,617	802,299	868,993
Page Views	22,074,737	20,883,487	26,021,067	24,208,887	26,159,124	24,169,327	21,437,157	22,324,273	24,121,872
SESSIONS BY CONTENT AREA**									
About Us	118,674	110,278	140,908	131,997	140,533	125,837	116,936	119,211	122,388
Citizenship	195,979	167,232	248,238	214,824	211,796	181,602	164,469	164,056	173,580
Immigration Forms	1,097,504	1,049,292	1,338,197	1,294,736	1,421,989	1,258,399	1,151,667	1,176,590	1,244,953
Services & Benefits	392,731	367,826	482,207	458,234	478,750	422,478	381,692	404,631	427,377
Laws & Regulations	188,239	176,197	233,508	224,862	235,692	214,995	195,640	205,646	211,171
Press Room	107,081	105,231	100,502	110,476	136,553	177,940	107,841	96,552	76,960
E-Verify	47,713	51,051	75,517	89,242	60,224	53,394	46,486	56,338	52,642

** Total user sessions that included views of these top-level landing pages



CSWP Visitor Traffic (cont.)

Metric	Feb.08	Mar.08	Apr.08	May 08	Jun.08	Jul.08	Aug.08	Sep.08	Oct.08
OVERALL									
User Sessions (Visits)	6,444,469	6,873,150	7,296,527	6,604,286	6,516,205	6,686,017	6,630,094	6,314,355	6,444,805
Average Weekday User Sessions	254,916	265,017	283,576	251,998	260,205	251,248	260,080	243,834	240,273
Average Session Length (min.)	5:18	5:15	5:08	5:07	5:03	5:03	4:58	5:17	5:08
Unique Visitors	3,020,970	3,152,243	3,220,610	3,066,103	3,102,912	3,128,981	2,973,973	2,991,933	3,099,907
One-Time Visitors	2,105,298	2,189,675	2,155,914	2,152,380	2,196,828	2,187,199	2,068,695	2,103,885	2,224,097
Repeat Visitors	915,672	962,568	996,329	913,723	906,084	941,782	905,278	888,048	875,810
Page Views	28,158,130	29,404,570	30,454,413	27,748,920	25,936,340	26,784,945	25,890,816	26,030,429	25,578,188
SESSIONS BY CONTENT AREA**									
About Us	162,638	159,086	161,904	148,454	140,501	145,354	141,603	144,215	141,194
Citizenship	273,281	276,387	259,033	245,074	227,304	238,600	226,217	243,852	223,548
Immigration Forms	1,278,140	1,330,849	1,298,301	1,261,846	1,249,485	1,311,952	1,242,294	1,298,861	1,290,816
Services & Benefits	524,183	524,094	531,879	492,124	473,686	490,004	472,220	476,112	455,531
Laws & Regulations	242,130	238,908	239,878	220,773	215,500	217,826	209,289	223,081	231,771
Press Room	147,438	192,065	385,116	217,584	190,372	139,343	127,621	116,718	123,728
E-Verify	29,931	28,142	54,780	54,543	78,978	48,537	41,348	40,294	38,083

**Total user sessions that included views of these top-level landing pages.

CSWP Visitor Traffic (cont.)

Metric	May 07	Jun.07	Jul.07	Aug.07	Sep.07	Oct.07	Nov.07	Dec.07	Jan.08*
OVERALL									
User Sessions (Visits)	5,213,504	6,752,419	8,125,806	6,512,486	6,702,477	7,360,972	6,488,405	5,723,607	4,692,568
Average Weekday User Sessions	198,855	267,605	310,510	246,209	268,492	273,893	249,747	215,807	180,291
Average Session Length (min.)	5:08	5:10	5:38	4:57	4:58	5:00	5:11	5:05	5:23
Unique Visitors	2,354,930	2,900,172	3,346,430	2,799,902	2,919,726	3,101,740	2,996,538	2,662,821	2,342,869
One-Time Visitors	1,594,109	1,930,689	2,175,277	1,888,909	1,977,187	2,082,532	2,086,878	1,861,921	1,651,133
Repeat Visitors	760,821	969,483	1,171,153	910,993	942,537	1,019,208	909,660	800,900	691,736
Page Views	22,378,037	28,991,101	35,853,308	26,721,990	27,388,813	30,781,902	33,047,379	23,757,944	20,104,597
SESSIONS BY CONTENT AREA**									
About Us	146,569	182,544	224,016	161,335	162,743	177,982	158,623	127,043	113,168
Citizenship	253,079	324,840	518,522	232,039	239,350	264,313	233,916	189,115	188,768
Immigration Forms	1,094,513	1,493,319	2,288,096	1,223,194	1,193,541	1,294,232	1,135,653	962,421	895,197
Services & Benefits	459,238	597,038	741,264	512,733	518,399	563,142	495,058	414,026	375,918
Laws & Regulations	207,185	259,482	284,115	232,354	232,909	254,516	230,635	187,927	170,627
Press Room	167,884	163,819	288,576	261,337	227,123	162,919	123,607	92,657	87,572
E-Verify	--	--	--	--	--	38,302	34,571	29,467	27,676

* January 2008 numbers are artificially low because one-third of the month's traffic data was lost by Akamai.

**Total user sessions that included views of these top-level landing pages.

CSWP Visitor Traffic (cont.)

Metric	Nov.06	Dec.06	Jan.07	Feb.07	Mar.07	Apr.07
OVERALL						
User Sessions (Visits)	5,227,836	4,813,792	5,977,794	5,075,095	5,743,320	3,718,038
Average Weekday User Sessions	198,576	183,354	219,122	209,668	215,892	149,707
Average Session Length (min.)	6:40	5:58	6:01	5:50	5:38	5:11
Unique Visitors	2,655,767	2,334,857	2,786,007	2,345,397	2,626,690	1,720,609
One-Time Visitors	1,942,268	1,665,337	1,936,981	1,608,122	1,796,028	1,172,099
Repeat Visitors	713,499	669,520	849,026	737,275	830,662	548,510
Page Views	33,696,881	25,091,517	30,829,277	24,839,624	27,471,996	20,333,101
SESSIONS BY CONTENT AREA**						
About Us	232,057	153,665	190,695	177,238	189,575	107,418
Citizenship	311,291	259,610	340,528	307,146	318,294	166,614
Immigration Forms	1,272,993	1,051,401	1,394,187	1,254,178	1,396,462	734,079
Services & Benefits	739,869	528,733	663,433	548,583	585,754	334,303
Laws & Regulations	275,318	214,037	283,700	239,019	262,045	145,592
Press Room	117,788	92,883	102,350	99,960	121,579	182,934
E-Verify	--	--	--	--	--	--

**Total user sessions that included views of these top-level landing pages.

Legacy Data:

Metric	Oct.05	Nov.05	Dec.05	Jan.06	Feb.06	Mar.06	Apr.06	May06	Jun.06	Jul.06	Aug.06
OVERALL											
User Sessions (Visits)	5,606,638	5,228,536	4,796,783	5,880,085	5,275,683	6,595,111	5,430,691	6,343,209	6,461,774	6,368,348	6,615,892
Ave. Weekday Sessions	197,087	177,535	216,748	214,550	238,746	209,501	233,824	247,748	243,423	243,762	
Ave. Session Length (min.)	10:03	9:57	10:09	10:14	10:01	10:04	9:26	9:21	9:13	9:26	9:19
Unique Visitors	2,616,967	2,506,623	2,292,376	2,822,446	2,560,638	3,037,551	2,694,475	2,988,946	2,895,689	2,869,849	3,011,114
One-Time Visitors	1,948,793	1,874,743	1,713,981	2,099,984	1,908,447	2,252,008	2,020,024	2,213,122	2,117,074	2,102,401	2,202,643
Repeat Visitors	668,174	631,880	578,395	722,462	652,191	785,453	674,451	775,824	778,615	767,448	808,471
Page Views	42,612,815	36,643,397	34,747,592	43,803,006	37,771,142	45,621,681	34,309,523	42,909,778	43,407,053	46,997,699	48,024,615
BY CONTENT AREA											
About USCIS & FOIA	121,769	113,230	100,346	119,227	112,846	152,055	114,076	130,592	110,982	126,973	124,400
Citizenship	254,944	230,921	203,845	280,486	256,647	323,259	261,660	316,445	266,417	295,543	303,690
Forms, Fees, Fingerprints	1,762,408	1,700,623	1,496,248	2,057,635	1,838,320	2,224,544	1,778,612	2,025,909	1,847,694	1,988,824	2,177,214
Services and Benefits	1,151,285	1,007,368	899,499	1,170,523	1,029,707	1,278,951	1,046,395	1,312,791	1,191,518	1,322,802	1,265,599
Field Offices	494,468	444,776	380,937	506,861	454,049	562,760	430,387	491,890	448,242	498,303	532,232
Laws and Regulations	300,091	273,126	227,660	300,167	280,030	408,452	303,179	354,755	314,605	340,293	316,047
Public Affairs	498,780	434,841	371,691	480,092	357,455	480,005	446,937	519,529	513,273	536,881	518,869
How Do I ...?	551,803	509,790	427,989	562,199	493,865	605,168	462,597	555,854	496,269	562,639	608,339
CSSO	2,352,110	2,115,292	2,025,969	2,340,294	2,097,575	2,562,594	2,336,111	2,751,458	1,135,698	2,880,516	3,146,570

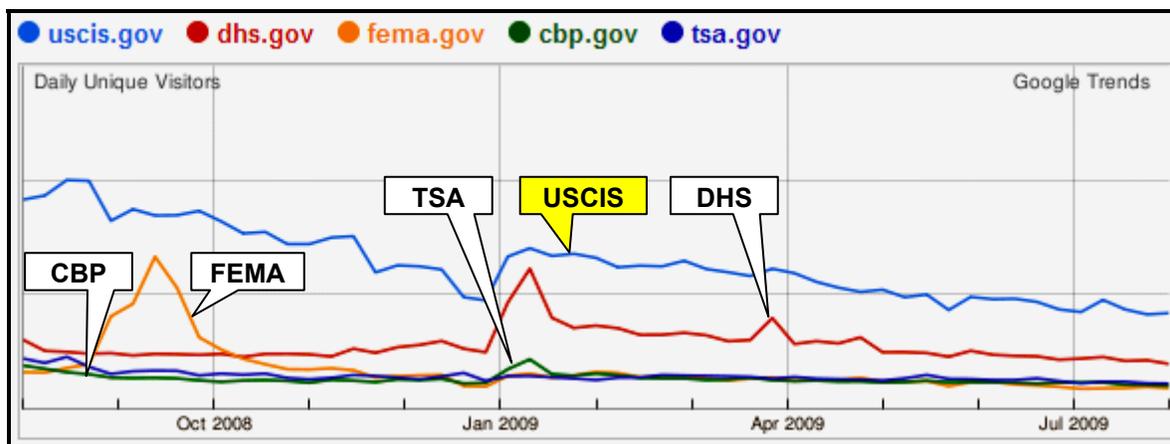
**Total user sessions that included views of these top-level landing pages.

CSWP Traffic Compared to Federal Sites

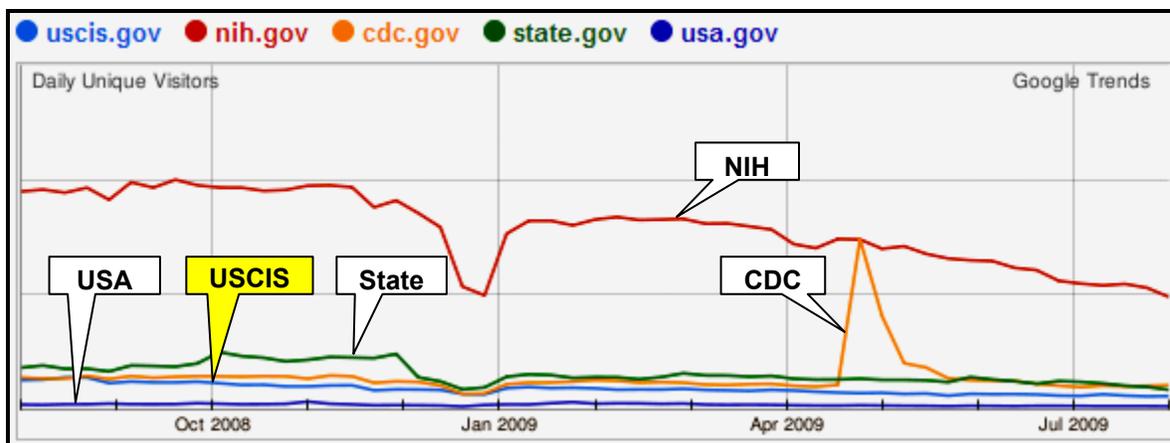
The charts below reflect **Google Trends** estimates of Daily Unique Visitors to the CSWP over the past 12 months compared to that of other federal sites.*

► **Notable changes this month:** None. The CSWP continues to be the most visited Department of Homeland Security (DHS) site and one of the top 10 most visited federal sites.

USCIS.gov Compared to Other DHS Web Sites



USCIS.gov Compared to Leading Federal Web Sites



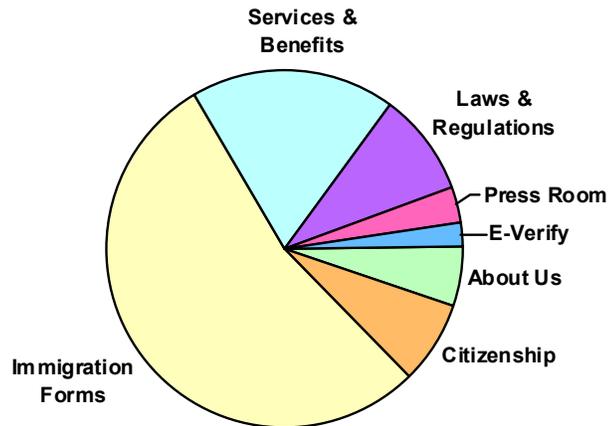
* The first chart compares USCIS traffic to that of DHS and a few key DHS agencies. The second chart compares USCIS traffic to a rotating sample from among the 7-8 federal Web sites that get more traffic than USCIS – including USPS, NIH, Education, CDC, NASA, State, and IRS – as well as other well-known federal sites.

Distribution of Traffic by Major Content Area

User sessions that involve visits to the major landing pages of the site indicate where users concentrate their attention during those sessions. About half of all visitors to the major landing pages continue to view the Immigration Forms page during their visits to USCIS.gov. (See pages 2-5 for tables of data on Sessions by Content Area dating back to November 2006.)

► **Notable changes this month:** None.

Content Area Landing Page	User Sessions
Immigration Forms	1,244,953
Services & Benefits	427,377
Citizenship	173,580
Laws & Regulations	211,171
Press Room	76,960
About Us	122,388
E-Verify	52,642
Total Sessions to These Pages >	2,309,071



Distribution of Traffic – 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:** Transaction volume decreased about 24 percent this month.

2009	Jan.09	Feb.09	Mar.09	Apr.09	May09	June09	July09
Traffic to Landing Page:							
Successful requests for pages	11,946	11,804	13,543	14,598	15,717	17,664	27,387
Distinct hosts served	5,098	4,908	5,406	4,983	5,238	5,093	5,352
Total data transferred (MB)	61.4	62.1	71.2	80.2	102.8	119.6	104.0
Submission of Transactions:							
Successful requests for pages	12,398	11,808	13,543	14,787	13,991	16,170	12,214
Distinct hosts served	3,862	3,755	4,123	4,933	4,042	3,939	3,233
Total data transferred (MB)	62.7	59.8	69.3	77.3	79.5	85.7	66.6

2008	Jun.08	Jul.08	Aug.08	Sep.08	Oct.08	Nov.08	Dec.08
Traffic to Landing Page:							
Successful requests for pages	3,509	15,599	9,014	10,025	11,277	9,996	10,174
Distinct hosts served	1,379	6,898	3,904	4,289	4,535	4,176	4,234
Total data transferred (MB)	20.6	87.5	50.5	52.5	58.4	51.9	51.9
Submission of Transactions:							
Successful requests for pages	3,952	12,398	9,549	10,573	11,783	10,536	10,477
Distinct hosts served	761	3,416	2,582	3,038	3,386	3,227	3,166
Total data transferred (MB)	20.0	64.8	49.7	54.6	61.2	54.5	53.8

Top 25 Viewed Pages

The following table shows the most viewed (most requested) pages on USCIS.gov.

► **Notable changes this month:** Two pages – Study Materials for Naturalization Test, and File My Application Online – attracted considerably more traffic than in past months.

	Top 25 Viewed Pages	Page Views	% of All Views
1	Home Page (1)	5,474,683	22.70%
2	Immigration Forms (2)	2,508,083	10.39%
3	Services and Benefits (3)	620,614	2.57%
4	Case Services While Your Case is Pending with USCIS (4)	430,610	1.79%
5	Lawful Permanent Residence ("Green Card") (5)	422,136	1.75%
6	Petition for Alien Relative (10)	318,986	1.32%
7	Employment Eligibility Verification (7)	315,470	1.31%
8	Laws, Regulations & Guides (8)	294,093	1.22%
9	Study Materials for Naturalization Test (*)	271,086	1.12%
10	Citizenship (9)	270,247	1.12%
11	Contact Us (11)	231,004	0.96%
12	Green Card Based Forms (13)	209,398	0.87%
13	Citizenship & Naturalization Based Forms (14)	201,055	0.83%
14	Processing Times and Case Status (16)	189,021	0.78%
15	Application for Naturalization (6)	185,928	0.77%
16	File My Application Online (*)	180,067	0.75%
17	Family Based Forms (17)	174,799	0.72%
18	About Us (18)	160,818	0.67%
19	Application to Replace Permanent Resident Card (20)	148,146	0.61%
20	Affidavit of Support Under Section 213A of the Act (19)	143,846	0.60%
21	"How Do I?" Customer Guides (23)	138,673	0.57%
22	Application to Register Perm. Residence or Adjust Status (22)	135,485	0.56%
23	Citizenship for Permanent Residents (*)	135,354	0.56%
24	Education and Resources (25)	128,022	0.53%
25	Biographic Information (*)	111,202	0.46%
	
	Total Page Views this Month >	24,121,872	100.00%

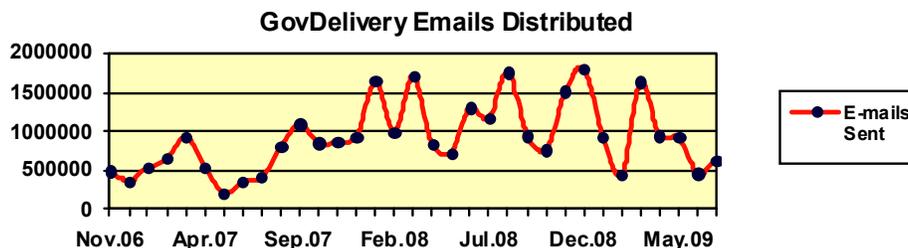
A number in parentheses indicates a page's ranking in the previous month.

* Indicates a page that was not in the previous month's Top 25 Viewed Pages.

GovDelivery Subscription Email System

Email volumes fluctuate from month to month based on the number of changes that are made to subscribable CSWP pages.

► **Notable changes this month:** There was a 38 percent increase this month in the number of email notifications sent to those who subscribe to CSWP pages. As of August 1, 2009, there were over 275,000 active subscribers to at least one CSWP page. The click-through rate was 21 percent, which is about 75 percent higher than the average rate over the past 18 months.



Total Emails Sent to Subscribers This Month: 634,634 (38% increase from last month)

Total Subscribers: 275,718

Total Page Subscriptions: 903,363 (2% increase from last month)

Net* New Subscriptions Added This Month: 18,088

Average Number of Subscriptions per User: 3.3

Top Subscribed Pages: Home Page, Form Updates, Monthly Newsletter, Federal Register Announcements

Percent of Click-Throughs This Month from Links in Emails: 21 percent

* New subscriptions include new user sign-up, plus the return of any groups that had been temporarily removed, minus those subscriptions ended (either voluntarily, removed because email addresses were no longer valid, or stopped because a subscribed page was removed from the CSWP).

Top 25 Referring Pages Sending Traffic to CSWP

The following table lists the top 25 sources of Web traffic referred to USCIS.gov from external Web sites, and the page on USCIS.gov to which the traffic was directed.

► **Notable changes this month:** A few new referring sources made this list, including Google Toolbar, Windows Live Search, and Bing. Otherwise, there were only minor changes in referring sources and destination pages.

	Referrals	Destination Page on USCIS.gov	Referring Page
1	68,608	Home Page	Google search for "uscis" (1)
2	38,142	Affidavit of Support Under Section 213A of the Act	Affidavit of Support page on travel.state.gov (2)
3	19,617	Home Page	Google Toolbar search for unknown term (*)
4	16,410	Employment Eligibility Verification	IRS.gov search for "i-9" (3)
5	14,843	Form I-9	Windows Live search (*)
6	12,013	Home Page	Google search for "ins" (17)
7	10,415	Forms	USCIS Customer Service Gateway (7)
8	10,374	Home Page	Google search for "uscis.gov" (4)
9	8,387	Contract Between Sponsor and Household Member	Affidavit of Support page on travel.state.gov (10)
10	8,369	Home Page	Yahoo search for "uscis" (5)
11	8,302	Immigration Classifications and Visa Categories: Immigrants	Visa Types for Immigrants page on travel.state.gov (9)
12	7,893	Home Page	Home page on dhs.gov (6)
13	7,876	Form I-134	Affidavit of Support page on immihelp.com (11)
14	7,718	Poverty Guidelines	Affidavit of Support page on travel.state.gov (8)
15	7,545	Affidavit of Support Under Section 213A of the Act	Visa Application Forms page on travel.state.gov (14)
16	7,255	Form I-589	Google search for "i-589 asylum form" (*)
17	7,234	Home Page	Bing search for "uscis" (*)
18	7,165	Immigration Classifications and Visa Categories	Temporary Visitors to the U.S. page on travel.state.gov (12)
19	6,958	Petition for Alien Fiance(s)	Nonimmigrant Visa for a Fiance(e) page on travel.state.gov (15)
20	6,408	Forms	Visa Application Forms page on travel.state.gov (19)
21	5,905	Home Page	Google search for "immigration" (13)
22	5,758	Forms	Fees for Visa Services page on travel.state.gov (20)
23	5,748	Forms	Immigration page on dhs.gov (16)
24	5,545	Employment Eligibility Verification	Home page on dhs.gov (*)
25	5,380	Intending Immigrant's Affidavit of Support Exemption	Affidavit of Support page on travel.state.gov (18)

A number in parentheses indicates a ranking in the previous month for the same referring page and destination page.

* Indicates a page that was not in the previous month's Top 25 Referring Pages.

Ranking of CSWP Pages in Google and Yahoo Searches

The following results indicate how highly the pages of USCIS.gov rank when several popular search terms are entered in the Google and Yahoo search engines.

► **Notable changes this month:** None.

Ranking of CSWP Pages in Search Requests on Google and Yahoo

Search Terms	Google	Yahoo
uscis	1	1
uscis.gov	1	1
immigration	1	1
immigration and naturalization services	1	1
immigration forms	1	1
citizenship	1	2
ins	1	1
naturalization	1	1
green card	1	2
asylum	2	5

Top 50 Search Terms from Referring External Search Engines

The following are the top 50 search terms entered into external search engines (e.g., Google, Yahoo, and others) that led to referrals of Web traffic to the CSWP.

► **Notable changes this month:** The amount to traffic referred from external search engines increased by over 100 percent. Otherwise, the composition of these referrals was unchanged. Searches for the agency name (e.g., uscis, ins), immigration, and forms (e.g., I-9, I-485) account for the majority of the top 50 requests. The relative order and volume of traffic from the various terms remain virtually unchanged from month to month.

Phrase	Referrals
uscis	356,439
uscis.gov	100,660
ins	80,973
immigration	67,792
www.uscis.gov	66,725
i-9 form	49,051
us immigration	35,244
i-9	33,483
immigration and naturalization	27,681
immigration forms	25,084
green card	20,913
i9 form	20,621
form i-9	18,543
uscis forms	15,687
i9	13,580
us citizenship	11,653
us citizenship and immigration services uscis	10,912
us citizenship application	10,215
uscis gov	9,893
e-verify	9,506
citizenship application	7,380
i-130	7,328
i-589 asylum form	7,265
citizenship	7,209
affidavit of support	6,844

Phrase	Referrals
ins.gov	6,804
uscis case status	6,598
i-485	6,164
us immigration forms	5,995
2009 i-9 form	5,539
n-400	5,514
i 9 form	5,335
ins forms	5,064
naturalization	5,029
uscis	5,026
citizenship test	4,947
i-864	4,865
usa immigration	4,753
g-325a	4,750
bcis	4,740
e verify	4,733
everify	4,463
i-9 forms	4,403
i-134	4,383
immigration and naturalization service	4,248
i-765	3,911
usci	3,876
immigration and nationality act	3,839
uscis processing times	3,717
u.s. citizenship and immigration services	3,618

Top 50 Search Terms Entered into the CSWP Search Engine

The top search terms entered into the CSWP's internal search engine indicate what is most important to CSWP visitors. This data can help drive site design and content coding decisions for making the most requested content easy to find.

► **Notable changes this month:** None. Searches related to forms continue to account for about half of the top 50 terms.

Phrase	Count
infopass	13236
i 130	12713
i 90	11056
green card	10546
n 400	8432
forms	7818
i 485	7742
i 9	7201
i 751	7154
g 325a	6960
h1b	6249
case status	6217
ar 11	6194
i 131	5947
i 94	5909
i 864	5447
marriage	5442
change of address	5438
i 765	5219
visa	5111
m 476	5077
citizenship	5054
i 551	4733
info pass	4669
n400	4551

Phrase	Count
ds 230	4437
form i 90	4368
visa bulletin	4349
passport	4338
i 539	4164
i 797	4067
naturalization	3739
i 134	3721
appointment	3688
status	3613
i130	3611
civil surgeon	3240
fees	3024
i 9 form	2956
opt	2691
n 600	2632
affidavit of support	2630
form i 130	2557
fiance visa	2542
i90	2476
lottery	2454
ead	2449
h 1b	2449
g 325	2410
address change	2396

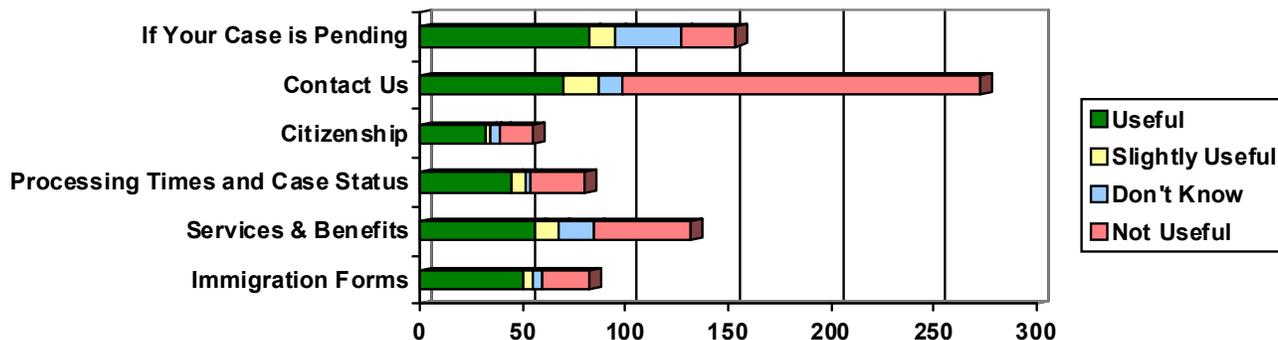
Page Surveys as Partial Measure of User Satisfaction

Many pages on USCIS.gov contain a short survey that gives users the option to rate the usefulness of the page's information. Results from these surveys, though not statistically reliable, suggest levels of user satisfaction and areas where further data gathering may be useful.

► **Notable changes this month:** Survey data collected this month was down 85 percent due to technical problems. The average ratings across six of the most surveyed pages remained largely unchanged:

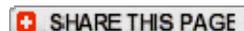
- Useful – 43.4 percent
- Slightly Useful – 7.1 percent
- Don't Know – 9.2 percent
- Not Useful – 40.3 percent

Count of Ratings for Pages That Trigger the Most Survey Responses



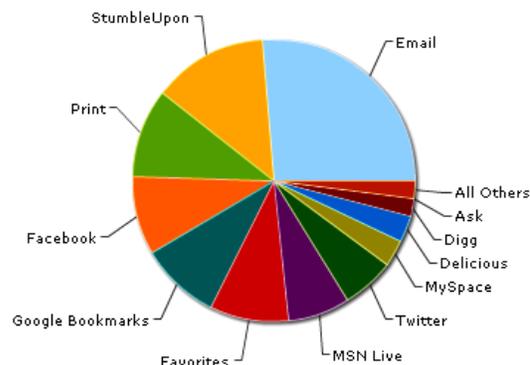
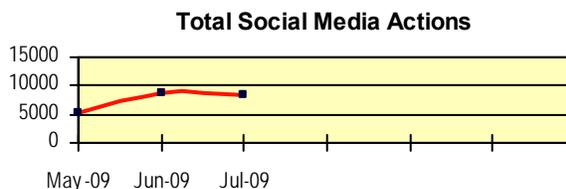
Social Media Activity on CSWP Pages

In April 2009, the CSWP began offering a social media option on many of its pages. By clicking a page's "Share This Page" button, visitors are able to email, bookmark, and share the page through a wide range of social networking websites, including StumbleUpon, Facebook, and Twitter. The tables below reflect the counts of visitors' usage of one or more social media options throughout the site.



► **Notable changes this month:** None. The Top 10 Pages table shows some shifts as to which pages had more social media activity. The total volume of activity, however, remained unchanged.

Service	Count	Share
Email	2220	26.4%
StumbleUpon	1067	12.7%
Print	846	10.1%
Facebook	773	9.2%
Google Bookmarks	766	9.1%
Favorites	745	8.9%
MSN Live	580	6.9%
Twitter	494	5.9%
MySpace	281	3.3%
Delicious	258	3.0%
Digg	171	2.0%
Ask	28	0.3%
All Others	187	2.2%
Total	8463	100%



	Top 10 Pages with Social Media Activity	Count
1	Processing Times and Case Status (1)	461
2	Immigration Forms (2)	299
3	New Naturalization Test (7)	269
4	Services and Benefits (5)	175
5	N-400, Application for Naturalization *	136
6	If Your Case Was Approved (4)	119
7	New Naturalization Test, with Audio *	116
8	Contact Us (6)	103
9	If Your Case is Pending (8)	99
10	I-130, Petition for Alien Relative *	97

A number in parentheses indicates a page's ranking in the previous month.

* Indicates an item that was not in the previous month's ranking.