
U.S. Citizenship and Immigration Services (USCIS)

**December 2014 Monthly Web Metrics Report
Customer Service Web Portal (CSWP)**

January 19, 2015

Revision History

Version	Date	Name of Author	Summary of Changes
1.0	January 19, 2014	CSWP, Senior Business Analyst	Baseline Draft

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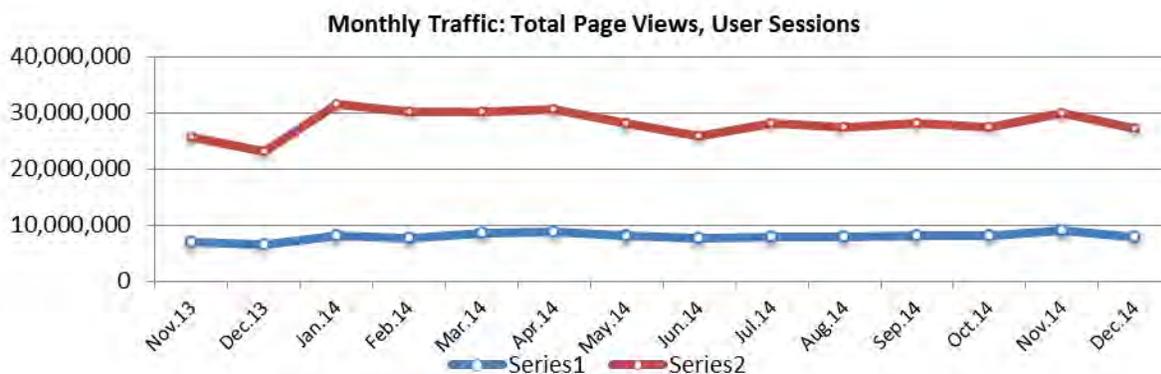
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Executive Summary

This report covers USCIS Customer Service Web Portal (CSWP) metrics and related analysis for December 2014. Included is data on the CSWP's Spanish language component, USCIS-ES. Highlights in this report:

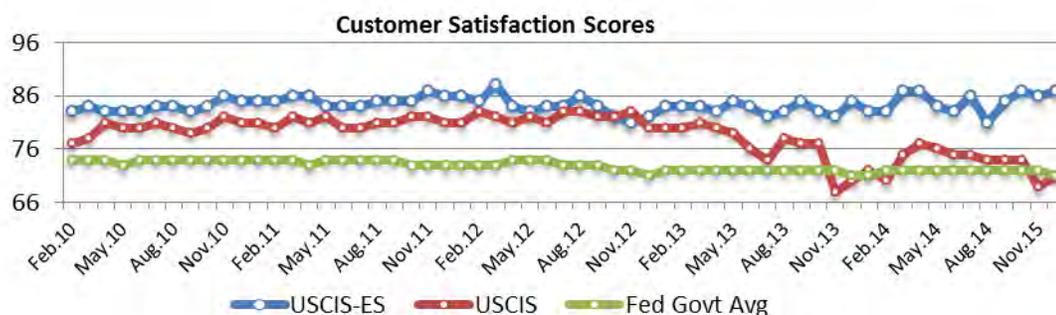
► Overall Traffic Volume

Page views decreased 9.12% over last month. User Sessions decreased 12.30%. Page views of PDFs decreased 11.39%. (See page 2-3.)



► Customer Satisfaction Scores This Month

The score for USCIS-ES.gov increased from 86 to 87 this month with 79 respondents this month. The score for USCIS.gov increased from 69 to 71 with 998 respondents this month. (See page 9.)



USCIS	USCIS-ES	Federal Govt.
69	86	72

► USCIS-ES Visitor Traffic

User Sessions and Page Views decreased 38.30% and 33.20% respectively. The USCIS-ES homepage was viewed 279,012 times in December compared to 406,967 in November, a decrease of 31.44%. Page Views of the “Acción Ejecutiva sobre Inmigración” page were 87,584, a decrease of 70.07% compared to last month. Page Views of the “Formularios” page were down 23.33% from last month. (See page 14-15.)

CSWP Visitor Traffic

► **Notable changes this month:** Page views decreased 9.12% over last month. User Sessions decreased 12.30%. Page views of PDFs decreased 11.39%.

Google Analytics Metrics	Jun.14	Jul.14	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14	Change
Pageviews	25,903,311	28,090,994	27,360,516	28,216,393	28,992,485	29,946,853	27,214,760	-9.12%
Users	3,963,054	4,123,915	4,127,430	4,481,630	4,259,234	4,841,148	4,118,578	-14.93%
Sessions	7,689,791	7,977,963	7,919,509	8,164,890	8,203,939	9,027,223	7,916,612	-12.30%
Avg Session Duration	00:04:08	00:04:11	00:04:11	00:04:02	00:04:11	00:04:12	00:04:13	0.40%
% New Sessions	39.70%	40.22%	40.56%	49.98%	42.23%	43.80%	40.45%	-7.65%
Pageviews/Session	3.37	3.52	3.45	3.46	3.33	3.32	3.44	3.61%
Bounce Rate	51.64%	51.67%	51.85%	48.25%	29.72%	33.22%	30.88%	-7.04%
PDF Pageviews*	19,984,303	19,722,465	21,345,144	20,135,116	17,595,777	16,329,168	14,468,677	-11.39%

* 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 to 12 landing pages.

► **Notable changes this month:** Page views of the Forms page decreased 8.14%. Page views of the Green Card landing page decreased 20.09%. The “Executive Actions on Immigration” page dropped 55.84% in December but was the third most viewed landing page with 345,007 Page views.

	Page	Page Views	Unique Pageviews	Avg. Time on Page	Entrances*	Bounce Rate	Change from last month
1	/forms	965,867	657,511	56.55	229,762	20.16%	-8.14%
2	/greencard	348,509	262,964	53.28	116,415	27.75%	-20.09%
3	/immigrationaction	345,007	284,758	255.65	144,298	68.85%	-55.84%
4	/e-verify	274,246	222,271	106.78	190,531	36.43%	-9.20%
5	/us-citizenship	163,487	126,218	80.15	59,230	30.55%	-22.66%
6	/news	139,827	109,126	73.11	49,930	39.64%	-30.92%
7	/tools	123,927	92,424	170.09	32,483	22.57%	-27.94%
8	/laws	38,280	31,829	84.21	14,106	44.07%	-27.58%
9	/aboutus	35,988	29,125	87.30	9,025	36.15%	-16.76%
10	/working-united-states/working-us	32,621	27,252	102.06	13,631	45.21%	-14.57%
11	/military	10,928	8,294	98.61	1,893	45.77%	-5.38%
12	/humanitarian	10,090	7,961	74.60	1,681	35.54%	-7.96%
13	/outreach/upcoming-national-engagements/outreach	8,256	7,215	92.52	2,578	37.64%	-17.97%

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 9.12%. Page Views of the USCIS Homepage decreased 11.68%. Page Views of the “Forms” page decreased 7.66%. Page Views of the “Naturalization Self-Test 1” decreased 17.03%. The “Executive Actions on Immigration” page decreased 55.89% compared to last month.

	Page Title	Page Views	Change from last month	Unique Pageviews	Avg. Time on Page	Entrances*	Bounce Rate
1	Homepage	4,617,669	-11.68%	3,434,365	145.00	3,191,614	15.98%
2	Naturalization Self-Test 1	3,157,148	17.03%	193,502	16.10	88,517	17.67%
3	Forms	1,141,005	-7.66%	794,857	55.57	234,831	20.61%
4	Naturalization Self-Test 2	958,031	4.02%	47,204	16.45	5,926	34.32%
5	Naturalization Self-Test 3	531,359	1.43%	23,452	15.40	3,001	30.27%
6	Petition for Alien Relative	502,624	-6.80%	287,229	193.43	98,699	30.06%
7	Application for Naturalization	493,479	-7.76%	281,162	221.64	100,073	34.24%
8	Application for Employment Authorization	368,758	-5.37%	205,562	178.23	68,549	28.18%
9	Green Card	348,811	-20.06%	263,198	53.32	116,505	27.76%
10	Executive Actions on Immigration	345,323	-55.89%	285,038	255.60	144,413	68.86%
11	Naturalization Self-Test 4	343,686	1.74%	17,167	15.05	2,674	41.22%
12	Application to Register Permanent Residence or Adjust Status	308,484	-5.95%	188,073	170.78	47,880	33.57%
13	100 Civics Questions and Answers with MP3 Audio (English version)	292,510	-12.09%	104,749	185.97	81,573	48.54%
14	Espanol Homepage	284,479	-31.14%	173,354	136.09	77,663	20.53%
15	E-Verify	277,302	-9.38%	224,600	105.83	191,213	36.43%
16	Affidavit of Support Under Section 213A of the Act	266,341	4.20%	165,185	233.34	65,560	19.78%
17	Application to Replace Permanent Resident Card	260,111	-2.76%	149,201	204.66	51,539	35.48%
18	Contact Us	211,109	11.15%	152,284	166.40	54,869	42.86%
19	Apply for Citizenship	203,503	-1.53%	159,979	145.53	63,789	30.66%
20	Consideration of Deferred Action for Childhood Arrivals	171,765	-9.72%	81,387	210.15	22,624	26.29%
21	Green Card Through Family	167,689	-14.36%	129,101	56.66	9,478	35.70%
22	U.S. Citizenship	163,692	-22.65%	126,398	80.23	59,258	30.56%
23	USCIS ELIS	157,246	-14.20%	104,028	75.32	56,061	12.96%
24	Employment Eligibility Verification	155,595	-5.62%	114,936	134.78	76,916	28.58%
25	Application for Travel Document	151,346	1.95%	93,589	211.17	36,417	34.27%

* “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 all sites decreased an average of 33.07%. Sessions referred from travel.state.gov decreased 7.85%. Sessions referred from Facebook decreased 78.10%.

	Search Term	Sessions	% New Sessions*	Bounce Rate**	Pages / Visit	Avg. Visit Duration	Change
1	travel.state.gov	133,450	27.61%	28.99%	2.87	286.54	-7.85%
2	m.facebook.com	58,969	72.66%	69.38%	3.35	104.04	-78.10%
3	links.govdelivery.com	37,109	14.80%	28.85%	3.03	264.64	-38.62%
4	dhs.gov	31,234	40.71%	30.76%	3.61	268.88	-13.56%
5	uscis.gov	27,424	0.33%	17.08%	4.22	389.54	-3.68%
6	trackitt.com	20,648	21.47%	52.66%	1.61	88.73	29.69%
7	lm.facebook.com	20,509	36.35%	61.41%	3.02	140.98	-75.61%
8	facebook.com	20,180	37.18%	45.05%	4.61	185.04	-52.10%
9	ustraveldocs.com	18,759	45.33%	42.66%	2.80	239.75	-4.92%
10	l.facebook.com	18,115	40.27%	43.98%	4.79	231.28	-42.73%
11	visajourney.com	16,115	12.35%	34.29%	2.06	160.87	-7.69%
12	usa.gov	16,025	55.55%	31.51%	4.46	353.15	-15.23%
13	search.dhs.gov	15,141	39.01%	26.83%	3.68	312.65	-1.50%
14	nolo.com	12,614	28.49%	34.60%	2.67	211.73	-3.62%
15	search.uscis.gov	12,504	1.06%	21.90%	3.04	290.94	-37.08%
16	search.tb.ask.com	10,820	30.02%	21.40%	4.23	388.62	-3.40%
17	us.wow.com	10,540	36.78%	31.77%	4.87	284.56	3.30%
18	bing.com	10,362	32.60%	27.98%	3.27	256.23	165.56%
19	immihelp.com	8,206	22.13%	38.20%	2.48	193.21	2.78%
20	noticias.univision.com	7,220	16.95%	40.91%	2.77	259.15	-89.00%
21	immigration-law.com	6,230	21.40%	47.54%	1.63	79.45	-47.24%
22	t.co	5,941	34.56%	54.18%	2.42	150.07	-32.23%
23	welcometousa.gov	4,521	18.85%	23.93%	5.66	370.71	-10.08%
24	en.wikipedia.org	4,277	44.66%	48.96%	2.69	166.92	-18.38%
25	aila.org	4,187	2.96%	18.29%	2.84	229.18	72.73%

* 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.

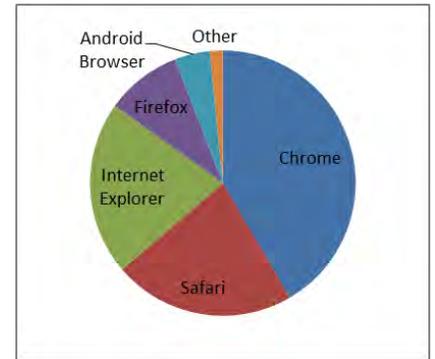
► **Notable changes this month:** Total PDF Page Views decreased 11.39%, from 16,329,168 in November to 14,468,677 in December. The most downloaded file this month was the “i-9.pdf” with 2.40 million downloads, 3.80% fewer than last month. The “m-274.pdf” was downloaded 688,241 times, up 0.58% from last month. The “g-1055.pdf” was downloaded 235,829 times, down 57.99% from last month.

	Top 25 Downloaded Files	Page	% of
1	files/form/i-9.pdf	2,404,727	16.62%
2	files/form/m-274.pdf	688,241	4.76%
3	files/form/n-400.pdf	464,294	3.21%
4	files/form/n-400instr.pdf	328,905	2.27%
5	files/form/i-765instr.pdf	327,015	2.26%
6	files/form/i-864.pdf	316,187	2.19%
7	files/form/i-864instr.pdf	267,103	1.85%
8	USCIS/Verification/E-Verify/E-Verify_Native_Documents/E-Verify%20Manuals%20and%20Guides/EVerify_User_Manual_Employer.pdf	256,887	1.78%
9	files/form/i-130instr.pdf	255,702	1.77%
10	USCIS/Office%20of%20Citizenship/Citizenship%20Resource%20Center%20Site/Publications/PDFs/M-623_red_slides.pdf	236,510	1.63%
11	files/form/g-1145.pdf	235,829	1.63%
12	USCIS/Resources/A1en.pdf	220,706	1.53%
13	USCIS/Office%20of%20Citizenship/Citizenship%20Resource%20Center%20Site/Publications/100q.pdf	217,812	1.51%
14	files/form/i-130.pdf	201,407	1.39%
15	uscis.cgi.dhs.akadns.net/files/form/i-9.pdf	192,776	1.33%
16	USCIS/Verification/E-Verify/E-Verify%20from%20Controlled%20Vocabulary/E-VerifyFedContrListandQueryVol.pdf	187,349	1.29%
17	files/form/i-601a_checklist.pdf	181,390	1.25%
18	files/form/i-485instr.pdf	172,187	1.19%
19	files/form/i-765.pdf	163,591	1.13%
20	USCIS/USCIS%20ELIS/immigrant-fee-guide.pdf	162,952	1.13%
21	files/form/i-90instr.pdf	154,161	1.07%
22	files/article/attachments.pdf	152,179	1.05%
23	files/form/i-131instr.pdf	145,457	1.01%
24	files/form/i-864p.pdf	137,935	0.95%
25	files/article/F1esp.pdf/f1esp.pdf	130,130	0.90%

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 12.30% over last month. Site traffic by Chrome browsers decreased 10.24%. Site traffic by Safari browsers decreased 11.30%. Site traffic by Internet Explorer browsers decreased 6.72%. Site traffic by Android browsers increased 30.21%.



Browser	Browser Version	Sessions	Pages / Session	Avg. Visit Duration
Chrome	39.0.2171.95	1,029,798	3.57	267.86
Internet Explorer	11.0	964,297	3.85	324.09
Chrome	39.0.2171.71	918,799	3.70	267.23
Safari	8.0	856,962	2.81	187.29
Safari	7.0	394,719	2.91	199.52
Firefox	34.0	373,498	3.35	262.04
Android Browser	4.0	333,751	2.94	238.26
Chrome	39.0.2171.93	283,836	2.85	201.72
Internet Explorer	9.0	245,290	3.80	269.66
Firefox	33.0	238,574	3.62	272.60
Internet Explorer	8.0	210,938	3.82	300.07
Internet Explorer	10.0	207,192	3.73	283.02
Chrome	1.5	158,644	2.72	206.18
Chrome	39.0.2171.59	85,498	3.02	217.49
Chrome	1.6	81,018	2.69	203.03
Chrome	4.0	76,287	3.68	213.64
Safari (in-app)	(not set)	64,920	2.94	91.59
Safari	9537.53	61,869	3.33	235.01
Chrome	39.0.2171.50	61,280	2.88	194.83
Safari	7.1	59,400	4.18	290.25
Safari	8.0.2	59,344	3.63	259.12
Chrome	38.0.2125.111	49,603	3.52	276.21
Safari	6.0	43,310	2.97	218.46
Internet Explorer	7.0	42,425	3.15	223.37
Chrome	39.0.2171.65	39,960	3.74	258.83

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 7.61% over last month. Searches of “uscis” decreased 15.92% over last month. Searches of “uscis case status” decreased 4.67% over last month. Searches for “immigration” decreased 12.39%.

	Source / Medium	Sessions	% New Sessions*	Bounce Rate**	Pages / Visit	Avg. Visit Duration
1	(not provided)	4,013,869	36.59%	29.96%	3.60	274.62
2	uscis	77,607	27.26%	20.33%	3.50	287.15
3	uscis.gov	45,294	27.70%	17.64%	3.85	336.28
4	www.uscis.gov	20,495	23.70%	15.46%	3.61	320.80
5	uscis case status	17,507	21.25%	24.24%	2.62	170.49
6	(not set)	8,350	51.38%	34.67%	2.89	147.58
7	uscis forms	7,372	26.15%	16.03%	3.90	361.26
8	immigration	5,488	48.38%	33.31%	3.48	270.25
9	ins	4,818	59.84%	44.89%	3.66	249.54
10	everify	4,658	41.67%	19.06%	2.46	110.39
11	uscis home page	3,743	24.71%	19.24%	3.85	331.12
12	e-verify	3,339	43.55%	21.89%	3.01	153.99
13	immigration news	3,314	35.33%	45.32%	2.80	163.84
14	美国移民局	3,060	36.96%	21.47%	3.10	300.74
15	us immigration	2,706	48.67%	23.91%	4.94	403.26
16	citizenship test	2,681	54.38%	26.11%	27.60	550.64
17	uscis elis	2,412	16.42%	15.71%	3.22	290.11
18	www.uscis.gov/uscis-elis	2,162	26.64%	13.83%	4.61	467.92
19	green card	2,116	62.19%	35.02%	3.81	237.75
20	i-9 form	1,900	72.16%	19.11%	1.88	56.40
21	e verify	1,867	41.83%	18.85%	2.58	130.10
22	us citizenship test	1,850	56.22%	21.84%	24.97	512.98
23	immigration and naturalization service	1,669	49.79%	21.27%	4.74	412.57
24	daca	1,596	41.23%	9.52%	3.42	219.48
25	http://www.uscis.gov/	1,596	20.36%	16.48%	3.20	266.01

Top 50 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 decreased 8.09% from 983,173 in November to 903,668 in December. Users queried the term “case status” 9,222 times and the term “daca” 8,756 times.

Top Queries	# of Queries	# of Clicks	CTR*
1. what are you searching for?	11,355	1,116	9.00%
2. case status	9,222	12,509	135.00%
3. daca	8,756	8,198	93.00%
4. processing times	7,499	7,898	105.00%
5. i-765	6,641	6,416	96.00%
6. i-130	5,895	5,701	96.00%
7. check status of my case	5,592	6,717	120.00%
8. status of my case	5,275	6,032	114.00%
9. i-864	5,153	5,126	99.00%
10. i-485	4,584	4,319	94.00%
11. change of address online	4,425	4,787	108.00%
12. my case status	4,410	5,364	121.00%
13. g-325a	4,288	4,259	99.00%
14. daca renewal 2014 application	3,628	3,585	98.00%
15. tps	3,497	2,891	82.00%
16. case status by receipt number	3,414	4,960	145.00%
17. i-90	3,159	3,119	98.00%
18. i765	3,057	2,964	96.00%
19. i-131	2,979	2,794	93.00%
20. change of address	2,914	3,167	108.00%
21. n-400	2,905	2,774	95.00%
22. dapa	2,876	2,760	95.00%
23. status	2,874	2,979	103.00%
24. i130	2,677	2,518	94.00%
25. i864	2,674	2,772	103.00%
26. i-821d	2,657	2,652	99.00%
27. infopass make appointment	2,623	2,764	105.00%
28. i-751	2,579	2,525	97.00%
29. n400	2,544	2,498	98.00%
30. infopass	2,483	2,514	101.00%
31. g325a	2,410	2,441	101.00%
32. elis	2,396	2,369	98.00%
33. case status check online	2,373	2,949	124.00%

Top Queries	# of Queries	# of Clicks	CTR*
34. processing time	2,266	2,380	105.00%
35. i-94	2,208	2,135	96.00%
36. i485	2,185	2,031	92.00%
37. tps honduras	2,173	2,153	99.00%
38. visa bulletin	2,048	2,076	101.00%
39. i-912	1,913	1,878	98.00%
40. g-28	1,784	1,797	100.00%
41. my case status check online	1,749	2,386	136.00%
42. forms	1,708	1,350	79.00%
43. executive action on immigration	1,696	1,643	96.00%
44. check status	1,668	2,146	128.00%
45. i-765ws	1,659	1,738	104.00%
46. daca renewal	1,656	1,630	98.00%
47. asylum	1,615	1,364	84.00%
48. i90	1,609	1,579	98.00%
49. poverty guidelines 2014	1,597	1,665	104.00%
50. fee waiver	1,583	1,525	96.00%
51. ar-11	1,575	1,610	102.00%
52. i-821	1,570	1,592	101.00%
53. i-539	1,567	1,518	96.00%
54. g-325a form	1,557	1,660	106.00%
55. i-129	1,502	1,388	92.00%
56. i-693	1,451	1,420	97.00%
57. consular processing	1,448	1,531	105.00%
58. opt	1,431	1,281	89.00%
59. visa bulletin december 2014	1,423	1,360	95.00%
60. i-864a	1,420	1,483	104.00%
61. i131	1,411	1,347	95.00%
62. deferred action renewal	1,405	1,456	103.00%
63. green card status	1,360	1,339	98.00%
64. tps el salvador	1,358	1,390	102.00%

*CTR: Click through Rate

Surveys of User Satisfaction

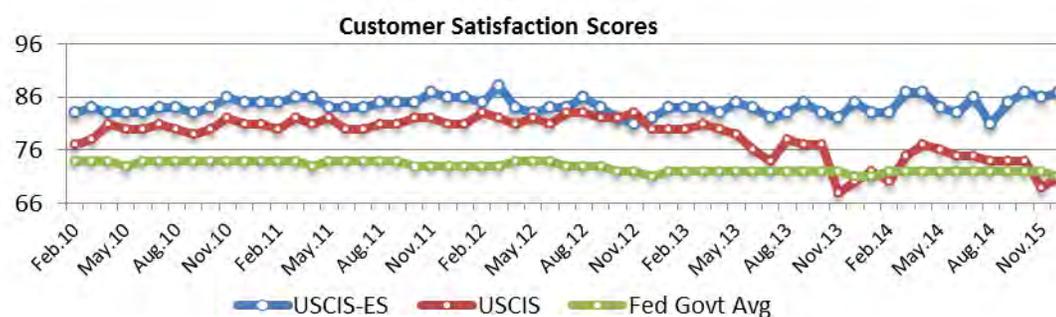
USCIS.gov and its Spanish language area, USCIS-ES, use ForeSee Results surveys, part of the American Customer Satisfaction Index (ACSI) E-Government Index, to gauge customer satisfaction and identify areas for improvement.



► **Notable changes this month:** The score for USCIS-ES.gov increased from 86 to 87 this month with 79 respondents this month. The score for USCIS.gov increased from 69 to 71 with 998 respondents this month.

This Month's Average Customer Satisfaction Scores

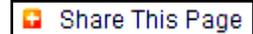
USCIS	USCIS-ES	Federal Govt.
71	87	71



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

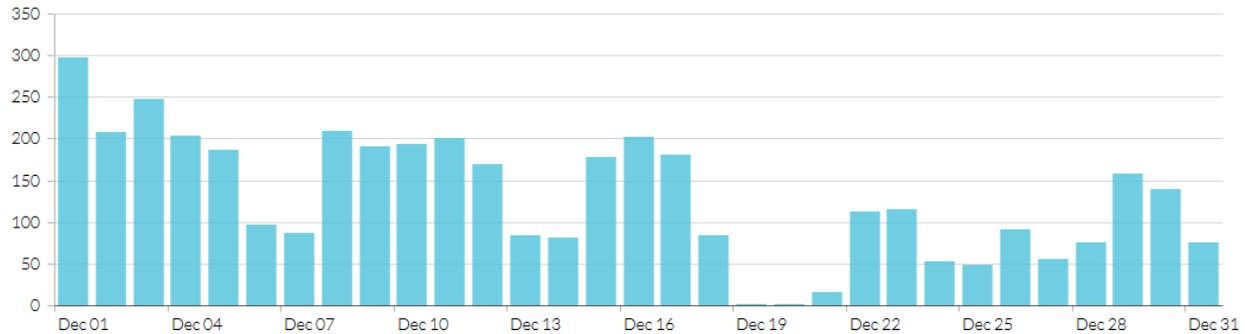
Primary Reason for Visiting the Site	USCIS	USCIS-ES
Check My Case Status	24%	24%
Green Card Information	12%	11%
Download Form(s)	10%	5%
Find Form(s)	13%	3%
Get General Information Before I File My Case	12%	20%
Citizenship Requirements	3%	4%
Primary Method Used to Find Information		
Links on the pages	26%	13%
Site's Search Feature	21%	33%
Top Navigation Bar	17%	17%
Forms search	12%	N/A
Used an External Search Engine (e.g., Google)	9%	11%
Homepage banners, icons, ads	7%	11%
Just Browsing	7%	10%
Site Map	1%	5%
Self-Identified Role of Visitor		
Permanent Resident (green card holder)	20%	24%
Naturalized U.S. Citizen	20%	10%
U.S. Born Citizen	18%	1%
Citizen of a Foreign Country	10%	25%
Visitor/Nonimmigrant	4%	10%

Social Media Activity Using Links on CSWP 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. In previous months, Social Media Activity from the Citizenship Resource Center (CRC) was combined with all other Activity. This month it is being separated. See the next page for the CRC report on Social Media Activity.

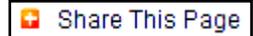
► **Notable changes this month:** USCIS.gov pages were shared 4,040 times in December. The “Executive Actions on Immigration” page was shared 325 times and clicked 1,495 times.



Top Shares:

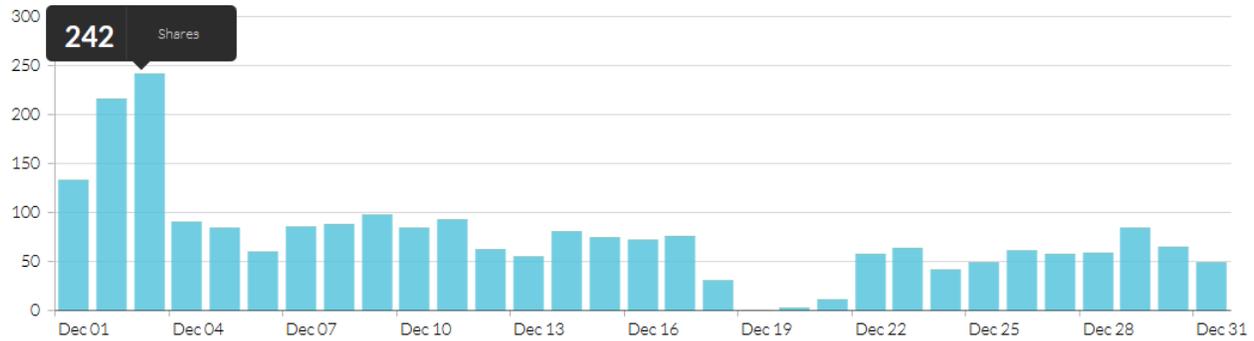
	Title	Shares	Social Clicks
1	Executive Actions on Immigration	325	1,495
2	Petition for Alien Relative	139	80
3	Acci3n Ejecutiva sobre Inmigraci3n	138	1,858
4	Application to Replace Permanent Resident Card	114	15
5	Homepage	98	-
6	Application for Naturalization	85	44
7	Application To Extend/Change Nonimmigrant Status	85	9
8	Application for Employment Authorization	80	18
9	Forms	69	9
10	USCIS Announces 68 Countries Eligible to Participate in the H-2A and H-2B Visa Programs	56	2,448
11	Application for Temporary Protected Status	43	6
12	Application for Travel Document	43	1
13	Petition to Remove Conditions on Residence	42	19
14	Affidavit of Support Under Section 213A of the Act	40	15
15	Remove Conditions on Permanent Residence Based on Marriage	40	6
16	Application to Register Permanent Residence or Adjust Status	35	21
17	USCIS Immigrant Fee	34	16
18	Petition for Alien Fianc3(e)	33	29
19	Your Guide to InfoPass	32	-
20	Change of Address	32	-

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 2,321 times this month. The “Naturalization Self-Test” was the most shared.



Top Shares:

	Title	Shares	Social Clicks
1	Naturalization Self-Test 1	1,063	943
2	Naturalization Self-Test 2	237	54
3	100 Civics Questions and Answers with MP3 Audio (English version)	141	425
4	Naturalization Self-Test 1	122	101
5	Naturalization Self-Test 3	111	11
6	Naturalization Self-Test 4	93	34
7	100 Civics Questions and Answers with MP3 Audio (English version)	78	135
8	Study for the Test	74	27
9	Apply for Citizenship	56	20
10	Citizenship Rights and Responsibilities	30	14
11	Study Materials for the Civics Test	24	37
12	The USCIS Naturalization Interview and Test Video	17	8
13	Study Materials for the English Test	15	10
14	Becoming a U.S. Citizen: An Overview of the Naturalization Process	14	5
15	Naturalization Self-Test 2	13	1
16	100 Civics Questions and Answers with MP3 Audio (Spanish version)	11	7
17	Naturalization Self-Test 3	11	1
18	Contact Us	9	0
19	Naturalization Self-Test 4	9	0
20	Should I Consider U.S. Citizenship?	8	1

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 decreased 4.67% and Transactions increased 67.96%.

	Mar.14	Apr.14	May.14	Jun.14	Jul.14	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14
Page Views on Landing Page	22,744	22,164	20,058	18,453	17,486	17,759	16,438	17,441	30,695	29,262
- Transactions	17,244	14,993	15,220	15,743	18,174	18,799	19,207	15,545	21,969	36,900

	May.13	Jun.13	Jul.13	Aug.13	Sep.13	Oct.13	Nov.13	Dec.13	Jan.14	Feb.14
Page Views on Landing Page	24,159	22,688	24,485	25,326	23,587	22,479	7,303	9,507	13,861	19,317
- Transactions	14,711	13,457	15,341	16,456	14,329	14,302	13,171	14,009	13,927	13,623

	Jul.12	Aug.12	Sep.12	Oct.12	Nov.12	Dec.12	Jan.13	Feb.13	Mar.13	Apr.13
Page Views on Landing Page	32,278	33,968	26,182	25,379	22,656	18,708	23,753	20,934	23,837	23,826
- Transactions	23,731	26,136	18,187	17,008	14,421	11,448	13,081	10,930	13,751	13,627

	Sep.11	Oct.11	Nov.11	Dec.11	Jan.12	Feb.12	Mar.12	Apr.12	May12	Jun.12
Page Views on Landing Page	26,112	25,260	29,930	28,005	32,342	27,787	30,585	29,569	29,543	30,274
- Transactions	20,002	19,672	19,777	21,375	25,048	20,882	23,919	22,893	23,525	22,939

	Nov.10	Dec.10	Jan.11	Feb.11	Mar.11	Apr.11	May11	June11	July11	Aug.11
Page Views on Landing Page	19,561	18,296	22,190	22,562	27,118	24,183	32,553	36,238	29,879	29,076
- Transactions	13,696	13,401	15,828	17,096	21,085	19,472	22,862	25,464	21,749	21,772

	Jan.10	Feb.10	Mar.10	Apr.10	May10	June10	July10	Aug.10	Sep.10	Oct.10
Page Views on Landing Page	30,624	27,712	29,196	26,796	27,990	26,338	33,403	37,913	35,005	24,986
- Transactions	19,228	14,888	16,721	17,887	18,565	16,521	19,017	22,584	21,597	16,757

	Mar.09	Apr.09	May09	June09	July09	Aug.09	Sep.09	Oct.09	Nov.09	Dec.09
Page Views on Landing Page	13,543	14,598	15,717	17,664	27,387	18,562	15,861	14,056	17,725	28,414
- Transactions	13,543	14,787	13,991	16,170	12,214	16,442	12,222	12,397	14,984	16,994

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 2,107,867 email bulletins to subscribers, 0.79% more than the previous month. Tweets decreased from 79 to 45. Twitter followers decreased 0.66% from last month.

	Jun.14	Jul.14	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14
GovDelivery Bulletins	21	23	26	39	31	24	22
Emails Distributed to Subscribers	1,567,847	2,187,720	2,828,729	4,608,538	3,410,363	2,091,328	2,107,867
Subscribers at End of Month	407,621	417,934	428,599	435,001	443,218	486,047	510,159
Subscriptions	1,267,153	1,282,317	1,299,675	1,310,522	1,317,389	1,422,583	1,478,787
Total Subscribable Topics	57	58	57	57	57	58	58
Tweets Issued	43	63	56	108	57	79	45
Twitter Followers at End of Month	39,383	40,738	41,795	42,688	43,500	45,700	46,000

	Nov.13	Dec.13	Jan.14	Feb.14	Mar.14	Apr.14	May.14
GovDelivery Emails Issued	22	18	17	16	28	28	19
Emails Distributed to Subscribers	2,333,107	1,719,876	1,214,810	997,583	1,872,711	2,634,479	1,897,736
Subscribers at End of Month	401,817	401,575	403,424	405,252	406,632	408,500	405,497
Subscriptions	1,237,090	1,238,296	1,243,034	1,250,826	1,258,551	1,268,668	1,262,430
Total Subscribable Topics	55	55	56	58	58	58	58
Tweets Issued	38	67	95	96	87	47	45
Twitter Followers at End of Month	31,275	32,182	33,400	34,057	35,297	36,925	38,484

	Apr.13	May.13	Jun.13	Jul.13	Aug.13	Sep.13	Oct.13
GovDelivery Emails Issued	31	23	23	27	19	17	22
Emails Distributed to Subscribers	2,976,849	2,079,216	1,663,637	2,031,262	911,515	1,516,924	1,657,058
Subscribers at End of Month	388,352	389,453	391,206	399,076	401,420	403,834	402,895
Subscriptions	1,175,533	1,175,771	1,188,393	1,207,556	1,221,140	1,234,000	1,238,863
Total Subscribable Topics	50	52	52	52	52	54	54
Tweets Issued	84	22	71	55	40	78	74
Twitter Followers at End of Month	25,461	26,250	27,022	28,026	28,910	29,890	30,747

	Sep.12	Oct.12	Nov.12	Dec.12	Jan.13	Feb.13	Mar.13
GovDelivery Emails Issued	17	21	21	20	27	26	38
Emails Distributed to Subscribers	990,637	1,854,492	1,178,514	1,205,772	976,597	1,958,689	2,457,203
Subscribers at End of Month	344,324	346,798	351,251	352,647	350,708	351,570	355,875
Subscriptions	1,047,022	1,061,009	1,076,205	1,085,296	1,099,382	1,108,975	1,127,188
Total Subscribable Topics	44	45	45	45	46	46	48
Tweets Issued	38	127	83	28	48	115	37
Twitter Followers at End of Month	18,000	18,688	19,308	20,097	20,932	21,769	22,606

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 38.30% and 33.20% respectively.

Google Analytics Metrics	Jun.14	Jul.14	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14	Change
Pageviews	1,050,509	1,086,402	1,101,011	1,163,291	1,214,981	1,710,527	1,142,571	-33.20%
Users	228,648	228,881	232,127	251,829	256,953	473,461	277,111	-41.47%
Sessions	347,080	357,563	364,832	395,002	432,220	732,303	451,845	-38.30%
Avg Session Duration	00:04:13	00:04:18	00:04:15	00:04:08	00:03:48	0:03:23	00:03:39	7.88%
% New Sessions	62.73%	57.31%	54.85%	54.34%	49.72%	57.51%	49.06%	-14.69%
Pageviews/Session	3.03	3.04	3.02	2.95	2.81	2.34	2.53	8.12%
Bounce Rate	52.49%	52.23%	52.39%	53.11%	53.62%	60.16%	56.42%	-6.22%

USCIS-ES Site Traffic 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 traffic accounted for 52.04% of traffic to the Spanish Site. User Sessions by Android Mobile browsers were down 45.09% compared to last month but still topped Windows Desktop browsers again this month. iOS mobile browsers came in third with an decrease of 49.65% compared to last month.

OS (device category)	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14	Change
Android (mobile)	98,870	112,743	124,336	284,599	156,275	-45.09%
Windows (desktop)	157,957	165,818	180,758	201,302	151,422	-24.78%
iOS (mobile)	42,980	47,133	52,056	137,574	69,270	-49.65%
iOS (tablet)	28,260	30,284	31,385	48,438	30,854	-36.30%
Macintosh (desktop)	15,130	15,468	17,376	22,006	16,296	-25.95%
Android (tablet)	10,766	11,849	13,268	19,783	14,373	-27.35%
Windows Phone (mobile)	1,960	2,128	2,657	4,988	3,150	-36.85%
Windows (mobile)	3,341	3,571	4,079	4,956	3,854	-22.24%
Linux (desktop)	1,404	1,793	1,798	2,431	2,004	-17.56%
Chrome OS (desktop)	1,276	1,417	1,553	2,035	1,657	-18.57%
Total	364,831	395,004	432,218	732,304	451,847	-38.30%

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 33.20%. The USCIS-ES homepage was viewed 279,012 times in December compared to 406,967 in November, a decrease of 31.44%. Page Views of the “Acción Ejecutiva sobre Inmigración” page were 87,584, a decrease of 70.07% compared to last month. Page Views of the “Formularios” page were down 23.33% from last month.

	Page Title	Page Views	Unique Pageviews	Avg. Time on Page	Entrances*	Change from Last Month
1	Espanol Homepage	279,012	175,150	144.23	158,482	-31.44%
2	Acción Ejecutiva sobre Inmigración	87,584	71,575	306.38	57,231	-70.07%
3	Formularios	37,806	26,119	80.52	7,559	-23.33%
4	Mientras mi caso está en trámite con el USCIS	25,632	17,528	181.50	11,391	-17.83%
5	Petición de Familiar Extranjero	22,805	14,379	168.33	5,050	-16.26%
6	Trámite y procedimientos para la Tarjeta Verde	21,628	15,046	97.51	5,778	-19.75%
7	Noticias	21,030	16,901	78.20	3,817	-33.49%
8	Consideración de Acción Diferida para los Llegados en la Infancia	18,193	13,247	190.93	8,829	-44.07%
9	Tarjeta Verde	15,645	11,525	60.98	4,271	-35.00%
10	Contáctenos	15,145	10,250	161.35	2,009	-8.07%
11	Tarjeta Verde a través de la Familia	14,779	10,483	62.33	621	-26.10%
12	Solicitud de Registro de Residencia Permanente o Ajuste de Estatus	13,873	9,711	159.63	3,530	-14.21%
13	Familiares de Ciudadanos Estadounidenses	12,898	8,738	136.13	4,224	-22.56%
14	El examen de naturalización: Materiales de estudio	11,820	7,671	146.19	3,970	-22.07%
15	Preguntas más frecuentes	11,371	9,757	296.41	8,068	-30.03%
16	Preguntas y Respuestas sobre temas relacionados a residencia permanente (green card)	10,393	9,306	303.86	6,830	-19.83%
17	Disponibilidad de Visas y Fechas de Prioridad	9,120	6,405	152.32	3,253	-15.95%
18	Solicitud de Naturalización	9,040	5,735	211.05	2,973	-17.94%
19	Solicitud de Autorización de Empleo	7,680	4,284	156.46	1,632	-11.35%
20	Familiares de Residentes Permanentes	7,564	5,515	155.29	2,363	-18.53%
21	Solicitud para Reemplazar la Tarjeta de Residente Permanente (Green Card)	7,535	4,805	199.25	2,591	-8.74%
22	Ciudadanía	7,470	5,618	76.97	1,996	-39.76%
23	Tarjeta Verde para un Familiar Inmediato de un Ciudadano de los Estados Unidos	7,433	5,330	129.85	973	-27.04%
24	Exención Provisional por Presencia Ilegal	6,893	5,515	283.09	2,423	-54.39%
25	Preguntas y Respuestas sobre temas relacionados a "Advance Parole"	6,835	6,148	307.81	5,137	-7.72%

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