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**U.S. Citizenship and Immigration Services (USCIS)**

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

**May 18, 2015**

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## Revision History

| Version | Date         | Name of Author                | Summary of Changes |
|---------|--------------|-------------------------------|--------------------|
| 1.0     | May 18, 2015 | CSWP, Senior Business Analyst | Baseline Draft     |

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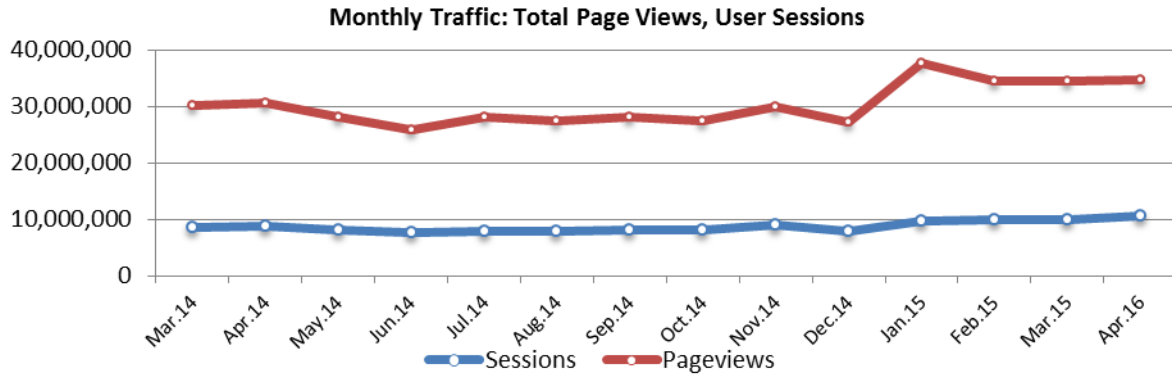
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## Executive Summary

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

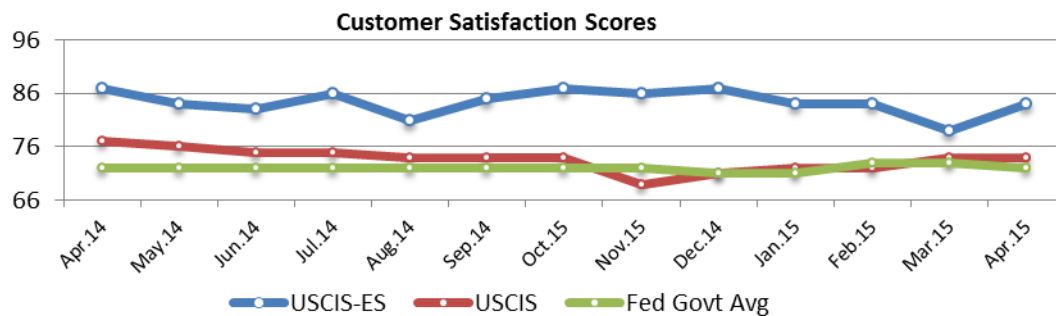
### ► Overall Traffic Volume

Page views increased 0.70% over last month. User Sessions increased 6.50%. Page views of PDFs decreased 2.36%. (See page 2-3.)



### ► Customer Satisfaction Scores This Month

The score for USCIS-ES.gov increased from 79 to 84 this month with 132 respondents this month. The score for USCIS.gov remained at 74 with 1,081 respondents this month. (See page 9.)



| USCIS | USCIS-ES | Federal Govt. |
|-------|----------|---------------|
| 74    | 84       | 72            |

### ► USCIS-ES Visitor Traffic

User Sessions and Page Views decreased 9.17% and 7.40% respectively. The USCIS-ES homepage was viewed 289,017 times in April compared to 313,399 times in March, a decrease of 7.78%. Page Views of the “Mientras mi caso está en trámite con el USCIS” increased 4.78% over last month. Page Views of the “Solicitud para Reemplazar la Tarjeta de Residente Permanente (Green Card)” page was up 13.37% over last month. (See page 14-15.)

## CSWP Visitor Traffic

► **Notable changes this month:** Page views increased 0.70% over last month. User Sessions increased 6.50%. Page views of PDFs decreased 2.36%.

| Metric               | Oct.14     | Nov.14     | Dec.14     | Jan.15     | Feb.15     | Mar.15     | Apr.15     | Change |
|----------------------|------------|------------|------------|------------|------------|------------|------------|--------|
| Pageviews            | 28,992,485 | 29,946,853 | 27,214,760 | 37,577,960 | 34,548,035 | 34,505,791 | 34,747,104 | 0.70%  |
| Users                | 4,259,234  | 4,841,148  | 4,118,578  | 5,127,416  | 5,369,771  | 5,069,704  | 5,399,170  | 6.50%  |
| Sessions             | 8,203,939  | 9,027,223  | 7,916,612  | 9,774,916  | 9,996,313  | 9,964,767  | 10,542,795 | 5.80%  |
| Avg Session Duration | 00:04:11   | 00:04:12   | 00:04:13   | 00:04:26   | 00:04:07   | 0:04:14    | 00:03:54   | -7.87% |
| % New Sessions       | 42.23%     | 43.80%     | 40.45%     | 42.22%     | 42.66%     | 39%        | 40.09%     | 2.79%  |
| Pageviews/Session    | 3.33       | 3.32       | 3.44       | 3.84       | 3.46       | 3.46       | 3.30       | -4.62% |
| Bounce Rate          | 29.72%     | 33.22%     | 30.88%     | 31.20%     | 34.74%     | 31.42%     | 34.41%     | 9.52%  |
| PDF Pageviews*       | 17,595,777 | 16,329,168 | 14,468,677 | 18,133,762 | 16,308,215 | 19,498,803 | 19,039,279 | -2.36% |

\* 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 10.08%. Page views of the Green Card landing page decreased 3.71%. Page views of the “News” page increased 121.87%.

|    | Page                             | Page Views | Unique Pageviews | Avg. Time on Page | Entrances* | Bounce Rate | Change  |
|----|----------------------------------|------------|------------------|-------------------|------------|-------------|---------|
| 1  | Forms                            | 1,374,598  | 964,361          | 52.52             | 286,703    | 19.66%      | -10.08% |
| 2  | Green Card                       | 405,111    | 303,613          | 50.43             | 130,824    | 27.03%      | -3.71%  |
| 3  | E-Verify                         | 302,661    | 244,570          | 114.07            | 206,748    | 29.24%      | -6.32%  |
| 4  | News                             | 301,172    | 229,586          | 79.16             | 99,310     | 40.78%      | 121.87% |
| 5  | U.S. Citizenship                 | 186,719    | 144,607          | 75.24             | 67,618     | 29.21%      | -9.77%  |
| 6  | Tools                            | 117,981    | 87,388           | 152.02            | 28,902     | 26.12%      | -6.82%  |
| 7  | Executive Actions on Immigration | 69,390     | 58,434           | 224.94            | 41,770     | 70.74%      | -26.86% |
| 8  | About Us                         | 41,242     | 33,451           | 80.96             | 8,937      | 39.31%      | -2.57%  |
| 9  | Working in the US                | 40,965     | 34,534           | 95.76             | 17,018     | 44.09%      | 3.56%   |
| 10 | Laws                             | 37,497     | 31,252           | 85.91             | 14,003     | 44.85%      | -7.35%  |
| 11 | Military                         | 12,860     | 9,733            | 94.88             | 2,317      | 43.95%      | -1.00%  |
| 12 | Humanitarian                     | 11,596     | 8,761            | 76.96             | 2,338      | 35.55%      | -3.71%  |
| 13 | Outreach                         | 9,250      | 8,055            | 91.65             | 2,999      | 41.31%      | -7.13%  |

## 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 increased an average of 0.70% overall. Page Views of the USCIS Homepage increased 2.30%. Page Views of the “Naturalization Self-Test 1” decreased 7.62% times. Page Views of the “Forms” page decreased 10.08%.

|    | Page Title  | Page Views | Unique Pageviews | Avg. Time on Page | Entrances* | Bounce Rate | Change  |
|----|---|------------|------------------|-------------------|------------|-------------|---------|
| 1  | Homepage  | 5,391,857  | 4,028,952        | 129.05            | 3,724,968  | 17.40%      | 2.30%   |
| 2  | Naturalization Self-Test 1  | 3,038,150  | 210,105          | 14.30             | 70,943     | 7.55%       | -7.62%  |
| 3  | Forms   | 1,374,598  | 964,361          | 52.52             | 286,703    | 19.66%      | -10.08% |
| 4  | Naturalization Self-Test 2  | 1,274,710  | 80,073           | 14.56             | 6,953      | 28.07%      | -0.99%  |
| 5  | Naturalization Self-Test 3  | 774,021    | 46,066           | 13.23             | 3,638      | 24.02%      | 1.10%   |
| 6  | Application for Naturalization  | 655,176    | 371,476          | 221.75            | 133,226    | 34.69%      | -14.55% |
| 7  | Petition for Alien Relative   | 619,469    | 358,030          | 193.61            | 123,740    | 30.62%      | -8.23%  |
| 8  | Naturalization Self-Test 4  | 508,974    | 32,760           | 12.43             | 2,809      | 29.61%      | 1.10%   |
| 9  | Application for Employment Authorization                              | 425,259    | 241,974          | 172.98            | 92,489     | 28.47%      | -12.12% |
| 10 | Green Card  | 405,111    | 303,613          | 50.43             | 130,824    | 27.03%      | -3.71%  |
| 11 | Affidavit of Support Under Section 213A of the Act                    | 391,552    | 240,747          | 229.87            | 97,679     | 18.59%      | -0.49%  |
| 12 | 100 Civics Questions and Answers with MP3 Audio (English version)     | 381,062    | 120,931          | 162.11            | 93,465     | 46.55%      | -10.85% |
| 13 | Application to Register Permanent Residence or Adjust Status          | 377,476    | 232,491          | 169.73            | 60,882     | 34.40%      | -6.60%  |
| 14 | Application to Replace Permanent Resident Card                        | 348,367    | 199,885          | 210.31            | 73,339     | 35.33%      | -13.89% |
| 15 | Bringing Siblings to Live in the United States as Permanent Residents | 348,101    | 300,570          | 205.55            | 284,192    | 79.04%      | 894.18% |
| 16 | H-1B Fiscal Year (FY) 2016 Cap Season                                 | 340,621    | 277,433          | 133.40            | 174,374    | 56.46%      | 304.51% |
| 17 | News Releases   | 330,023    | 243,575          | 69.31             | 40,340     | 38.98%      | 228.02% |
| 18 | E-Verify  | 302,661    | 244,570          | 114.07            | 206,748    | 29.24%      | -6.32%  |
| 19 | News  | 301,172    | 229,586          | 79.16             | 99,310     | 40.78%      | 121.87% |
| 20 | Espanol Homepage  | 295,677    | 179,689          | 127.53            | 79,651     | 20.95%      | -7.24%  |
| 21 | Apply for Citizenship   | 272,498    | 214,354          | 144.30            | 91,844     | 30.45%      | -15.84% |
| 22 | E-Filing Form I-90 Using USCIS ELIS                                   | 268,715    | 140,641          | 147.06            | 20,843     | 26.06%      | 939.03% |
| 23 | USCIS Completes the H-1B Cap Random Selection Process for FY 2016     | 251,647    | 216,504          | 223.52            | 159,989    | 76.84%      |         |
| 24 | Contact Us  | 238,822    | 172,577          | 159.81            | 53,323     | 44.77%      | -9.53%  |
| 25 | USCIS ELIS  | 238,358    | 159,138          | 69.03             | 84,299     | 11.95%      | 2.47%   |

\* “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 increased 407.37%. Sessions referred from travel.state.gov decreased 4.85%.

|    | Search Term              | Sessions | % New Sessions* | New Users | Bounce Rate | Pages / Session | Change    |
|----|--------------------------|----------|-----------------|-----------|-------------|-----------------|-----------|
| 1  | m.facebook.com           | 345,399  | 81.62%          | 281,911   | 80.43%      | 1.38            | 407.37%   |
| 2  | travel.state.gov         | 180,985  | 26.03%          | 47,106    | 29.19%      | 2.77            | -4.85%    |
| 3  | links.govdelivery.com    | 80,505   | 18.99%          | 15,289    | 36.07%      | 2.73            | -6.96%    |
| 4  | facebook.com             | 74,729   | 49.40%          | 36,916    | 62.31%      | 2.02            | 146.01%   |
| 5  | lm.facebook.com          | 42,504   | 52.79%          | 22,438    | 72.62%      | 1.56            | 132.67%   |
| 6  | t.co                     | 42,443   | 23.22%          | 9,857     | 55.12%      | 2.14            | 331.16%   |
| 7  | l.facebook.com           | 39,750   | 50.08%          | 19,905    | 58.02%      | 2.34            | 67.96%    |
| 8  | redbus2us.com            | 33,722   | 23.26%          | 7,845     | 48.56%      | 2.38            | 418.56%   |
| 9  | dhs.gov                  | 32,992   | 42.31%          | 13,960    | 30.15%      | 3.79            | -10.11%   |
| 10 | ustraveldocs.com         | 24,565   | 41.20%          | 10,121    | 40.26%      | 2.82            | -5.49%    |
| 11 | trackitt.com             | 23,193   | 16.32%          | 3,784     | 46.99%      | 1.66            | 50.87%    |
| 12 | visajourney.com          | 21,408   | 11.32%          | 2,424     | 35.75%      | 2.11            | 4.74%     |
| 13 | bs.serving-sys.com       | 20,060   | 90.20%          | 18,094    | 85.24%      | 1.23            | -7.91%    |
| 14 | usa.gov                  | 20,030   | 53.75%          | 10,766    | 32.32%      | 4.61            | -5.13%    |
| 15 | search.dhs.gov           | 17,480   | 34.62%          | 6,051     | 26.12%      | 3.74            | -21.67%   |
| 16 | nolo.com                 | 16,965   | 28.37%          | 4,813     | 35.83%      | 2.60            | 1.35%     |
| 17 | pioneerlibrarysystem.org | 14,876   | 50.59%          | 7,526     | 76.69%      | 1.42            | 24286.89% |
| 18 | search.tb.ask.com        | 13,925   | 27.50%          | 3,830     | 18.99%      | 4.41            | -14.17%   |
| 19 | immigration-law.com      | 10,747   | 22.23%          | 2,389     | 57.41%      | 1.70            | 14.97%    |
| 20 | us.wow.com               | 10,555   | 30.01%          | 3,168     | 26.36%      | 5.32            | -16.05%   |
| 21 | bing.com                 | 7,855    | 21.08%          | 1,656     | 21.20%      | 3.59            | -53.72%   |
| 22 | alllaw.com               | 6,932    | 34.41%          | 2,385     | 32.30%      | 2.90            | -0.30%    |
| 23 | mitbbs.com               | 6,701    | 25.50%          | 1,709     | 54.28%      | 1.62            | 168.90%   |
| 24 | welcometousa.gov         | 5,459    | 18.06%          | 986       | 23.56%      | 5.69            | -6.89%    |
| 25 | en.wikipedia.org         | 5,325    | 40.77%          | 2,171     | 49.73%      | 2.62            | -3.97%    |

\* 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 2.36%, from 19,498,803 in March to 19,039,279 in April. The most downloaded file this month was the “i-9.pdf” with 2.9 million downloads. The “USCIS\_ELIS\_Customer\_User\_Manual.pdf” was downloaded 1.7 million times, an increase of 1,028.11% over last month. The “m-274.pdf” was downloaded 919,517 times, down 6.94% from last month. The “A1en.pdf” was downloaded 615,936 times, up 425.21% from last month.

|    | Top 25 Downloaded Files   | Page      | % of   |
|----|---|-----------|--------|
| 1  | /files/form/i-9.pdf   | 2,917,428 | 15.32% |
| 2  | /USCIS/USCIS%20ELIS/USCIS_ELIS_Customer_User_Manual.pdf   | 1,681,240 | 8.83%  |
| 3  | /files/form/m-274.pdf   | 919,517   | 4.83%  |
| 4  | /USCIS/Resources/A1en.pdf   | 615,936   | 3.24%  |
| 5  | /files/form/i-130.pdf   | 520,005   | 2.73%  |
| 6  | /files/form/n-400.pdf   | 488,560   | 2.57%  |
| 7  | /USCIS/Verification/E-Verify/E-Verify_Native_Documents/E-   | 402,075   | 2.11%  |
| 8  | /files/form/n-400instr.pdf  | 393,997   | 2.07%  |
| 9  | /files/form/i-864.pdf   | 324,186   | 1.70%  |
| 10 | /files/form/i-864instr.pdf  | 319,389   | 1.68%  |
| 11 | /files/form/i-765instr.pdf  | 317,116   | 1.67%  |
| 12 | /files/form/g-1145.pdf  | 284,413   | 1.49%  |
| 13 | /USCIS/Green%20Card/Green%20Card%20Through%20a%20Job/Immigration_Relief_for_Abused_Children-FINAL.pdf | 256,031   | 1.34%  |
| 14 | uscis.cgi.dhs.akadns.net/files/form/i-9.pdf   | 243,621   | 1.28%  |
| 15 | /USCIS/USCIS%20ELIS/immigrant-fee-guide.pdf   | 233,707   | 1.23%  |
| 16 | /USCIS/Office%20of%20Citizenship/Citizenship%20Resource%20Center%20Site/Publications/100q.pdf         | 202,901   | 1.07%  |
| 17 | /files/form/i-130instr.pdf  | 200,996   | 1.06%  |
| 18 | /files/form/i-864p.pdf  | 200,443   | 1.05%  |
| 19 | /files/form/i-90instr.pdf   | 196,260   | 1.03%  |
| 20 | /files/form/i-485instr.pdf  | 183,270   | 0.96%  |
| 21 | /files/form/i-765.pdf   | 182,266   | 0.96%  |
| 22 | /USCIS/Verification/E-Verify/E-Verify%20from%20Controlled%20Vocabulary/E-                             | 178,554   | 0.94%  |
| 23 | /files/form/i-131instr.pdf  | 175,956   | 0.92%  |
| 24 | /files/article/attachments.pdf  | 165,845   | 0.87%  |
| 25 | /files/form/i-90.pdf  | 152,326   | 0.80%  |



## 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 increased 5.80% over last month. Chrome browsers represented 45.23% of traffic, an increase of 9.66% over last month. Safari browsers represented 21.15% of traffic, a decrease of 0.48% from last month. Internet Explorer browsers represented 18.65% of traffic, a decrease of 3.55% from last month. Firefox browsers represented 8.54% of traffic, an increase of 3.41% from last month.

| Browser           | Browser Version | Sessions  | Pages / Session | Avg. Visit Duration |
|-------------------|-----------------|-----------|-----------------|---------------------|
| Chrome            | 41.0.2272.118   | 1,364,265 | 3.55            | 251.07              |
| Safari            | 8.0             | 1,269,816 | 2.74            | 175.70              |
| Internet Explorer | 11.0            | 1,217,135 | 3.86            | 312.11              |
| Chrome            | 42.0.2311.90    | 1,114,438 | 3.48            | 252.35              |
| Firefox           | 37.0            | 547,966   | 3.43            | 256.53              |
| Chrome            | 41.0.2272.96    | 369,639   | 2.79            | 188.20              |
| Chrome            | 41.0.2272.101   | 364,043   | 3.50            | 249.38              |
| Android Browser   | 4.0             | 299,988   | 2.72            | 211.31              |
| Internet Explorer | 9.0             | 277,351   | 3.67            | 259.31              |
| Safari            | 7.0             | 273,746   | 2.91            | 197.85              |
| Safari (in-app)   | (not set)       | 266,601   | 1.60            | 55.88               |
| Internet Explorer | 10.0            | 231,130   | 3.60            | 265.39              |
| Internet Explorer | 8.0             | 196,368   | 3.82            | 288.39              |
| Firefox           | 36.0            | 189,164   | 3.45            | 259.27              |
| Chrome            | 4.0             | 187,729   | 2.38            | 152.81              |
| Chrome            | 1.5             | 161,144   | 2.78            | 202.43              |
| Safari            | 8.0.4           | 112,108   | 3.88            | 264.99              |
| Safari            | 600.1.4         | 102,891   | 3.33            | 224.09              |
| Chrome            | 42.0.2311.109   | 97,543    | 2.79            | 191.72              |
| Chrome            | 1.6             | 93,075    | 2.73            | 201.57              |
| Chrome            | 42.0.2311.108   | 81,912    | 2.94            | 202.46              |
| Safari            | 8.0.5           | 76,482    | 3.75            | 249.29              |
| Chrome            | 41.0.2272.58    | 54,494    | 2.97            | 182.35              |
| Chrome            | 34.0.1847.76    | 51,292    | 2.56            | 181.61              |
| Chrome            | 41.0.2272.104   | 49,173    | 3.30            | 213.44              |

## 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 increased 2.37% over last month. Searches of “uscis” decreased 4.00% from last month. Searches of “everify” decreased 4.89% from last month. Searches for “i-9 form” increased 14.32%.

|    | Search Term                            | Sessions  | % New Sessions* | Bounce Rate** | Pages / Visit | Change  |
|----|--|-----------|-----------------|---------------|---------------|---------|
| 1  | (not provided)                         | 5,482,293 | 34.22%          | 31.55%        | 3.53          | 3.71%   |
| 2  | uscis                                  | 73,129    | 26.14%          | 19.57%        | 3.66          | -4.00%  |
| 3  | uscis.gov                              | 45,872    | 26.43%          | 12.86%        | 4.34          | -8.30%  |
| 4  | www.uscis.gov                          | 19,062    | 26.03%          | 14.11%        | 4.13          | -13.74% |
| 5  | uscis case status                      | 9,585     | 17.53%          | 19.18%        | 2.47          | -3.70%  |
| 6  | uscis forms                            | 9,506     | 23.97%          | 12.84%        | 4.20          | -5.43%  |
| 7  | everify                                | 5,933     | 39.39%          | 15.03%        | 2.30          | -4.89%  |
| 8  | immigration                            | 5,345     | 44.81%          | 31.15%        | 3.85          | -2.27%  |
| 9  | uscis home page                        | 4,034     | 19.83%          | 13.39%        | 4.59          | -9.27%  |
| 10 | uscis elis                             | 3,843     | 18.42%          | 10.82%        | 3.11          | 2.59%   |
| 11 | ins                                    | 3,815     | 50.64%          | 29.17%        | 4.28          | -34.28% |
| 12 | e-verify                               | 3,106     | 41.73%          | 17.03%        | 2.63          | -7.17%  |
| 13 | www.uscis.gov/uscis-elis               | 2,869     | 26.21%          | 11.15%        | 4.30          | -3.53%  |
| 14 | 美国移民局                                  | 2,752     | 32.85%          | 27.73%        | 3.13          | -14.48% |
| 15 | i-9 form                               | 2,610     | 69.77%          | 18.39%        | 2.08          | 14.32%  |
| 16 | immigration and naturalization service | 2,598     | 43.30%          | 17.71%        | 5.46          | -34.06% |
| 17 | us immigration                         | 2,560     | 50.66%          | 20.55%        | 4.67          | -14.89% |
| 18 | i-9                                    | 2,549     | 66.61%          | 24.05%        | 2.16          | -2.82%  |
| 19 | green card                             | 2,372     | 62.27%          | 39.54%        | 3.58          | -12.54% |
| 20 | e-verify for employers                 | 2,240     | 47.95%          | 18.88%        | 3.11          | -3.03%  |
| 21 | e verify                               | 2,195     | 40.87%          | 17.72%        | 2.73          | -10.92% |
| 22 | immigration news                       | 2,013     | 31.74%          | 47.49%        | 2.79          | -7.62%  |
| 23 | i9                                     | 1,878     | 71.51%          | 24.81%        | 2.01          | 1.62%   |
| 24 | daca                                   | 1,708     | 42.21%          | 8.49%         | 3.19          | -9.44%  |
| 25 | citizenship test                       | 1,696     | 44.69%          | 21.05%        | 22.32         | -24.29% |

## 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 12.86% from 1,264,435 in March to 1,101,852 in April. Users queried the term “processing times” 12,571 times.

| Top Queries                 | # of Queries | # of Clicks | CTR*    |
|-----------------------------|--------------|-------------|---------|
| processing times            | 12,571       | 13,198      | 104.00% |
| what are you searching for? | 9,386        | 769         | 8.00%   |
| daca                        | 9,036        | 8,292       | 91.00%  |
| i-864                       | 8,801        | 9,241       | 104.00% |
| i-130                       | 8,006        | 7,633       | 95.00%  |
| i-765                       | 8,003        | 7,627       | 95.00%  |
| case status                 | 7,125        | 8,451       | 118.00% |
| h1b                         | 6,055        | 4,574       | 75.00%  |
| i-485                       | 5,953        | 5,518       | 92.00%  |
| g-325a                      | 5,940        | 6,122       | 103.00% |
| case status check online    | 5,425        | 6,200       | 114.00% |
| i-90                        | 5,230        | 5,139       | 98.00%  |
| status of my case           | 5,136        | 5,665       | 110.00% |
| elis                        | 4,761        | 4,635       | 97.00%  |
| change of address online    | 4,733        | 4,920       | 103.00% |
| check status of my case     | 4,629        | 5,210       | 112.00% |
| daca renewal                | 4,505        | 4,447       | 98.00%  |
| i-131                       | 4,403        | 4,245       | 96.00%  |
| n-400                       | 4,336        | 4,276       | 98.00%  |
| i864                        | 4,144        | 4,455       | 107.00% |
| n400                        | 3,928        | 3,905       | 99.00%  |
| g-28                        | 3,877        | 3,893       | 100.00% |
| i130                        | 3,628        | 3,500       | 96.00%  |
| i765                        | 3,576        | 3,406       | 95.00%  |
| g325a                       | 3,495        | 3,618       | 103.00% |
| civil surgeon locator       | 3,456        | 4,488       | 129.00% |
| processing time             | 3,438        | 3,388       | 98.00%  |
| my case status              | 3,408        | 3,815       | 111.00% |
| infopass make appointment   | 3,330        | 3,434       | 103.00% |
| poverty guidelines 2015     | 3,110        | 3,309       | 106.00% |
| visa bulletin               | 2,966        | 2,950       | 99.00%  |
| dapa                        | 2,911        | 2,902       | 99.00%  |
| i-751                       | 2,887        | 2,893       | 100.00% |

| Top Queries               | # of Queries | # of Clicks | CTR*    |
|---------------------------|--------------|-------------|---------|
| status                    | 2,853        | 3,151       | 110.00% |
| change of address         | 2,819        | 2,868       | 101.00% |
| i90                       | 2,730        | 2,758       | 101.00% |
| i-821d                    | 2,702        | 2,709       | 100.00% |
| infopass                  | 2,684        | 2,772       | 103.00% |
| i485                      | 2,623        | 2,486       | 94.00%  |
| i-94                      | 2,495        | 2,524       | 101.00% |
| h1b 2016                  | 2,448        | 2,006       | 81.00%  |
| i-912                     | 2,431        | 2,431       | 100.00% |
| tps                       | 2,384        | 2,061       | 86.00%  |
| i-864a                    | 2,301        | 2,305       | 100.00% |
| i-129                     | 2,268        | 2,083       | 91.00%  |
| fee waiver                | 2,127        | 2,013       | 94.00%  |
| i131                      | 2,033        | 1,986       | 97.00%  |
| forms                     | 2,027        | 1,633       | 80.00%  |
| i-539                     | 2,009        | 1,930       | 96.00%  |
| g-325a form               | 1,987        | 2,164       | 108.00% |
| n-600                     | 1,952        | 2,017       | 103.00% |
| g28                       | 1,943        | 2,027       | 104.00% |
| g325a form                | 1,922        | 2,115       | 110.00% |
| i-693                     | 1,918        | 1,916       | 99.00%  |
| opt                       | 1,912        | 1,801       | 94.00%  |
| asylum                    | 1,809        | 1,602       | 88.00%  |
| h1b 2016 lottery date     | 1,767        | 1,540       | 87.00%  |
| visa                      | 1,767        | 1,394       | 78.00%  |
| i-864p                    | 1,761        | 1,764       | 100.00% |
| g-325                     | 1,737        | 1,745       | 100.00% |
| affidavit of support form | 1,733        | 1,962       | 113.00% |
| fiance visa               | 1,728        | 1,653       | 95.00%  |
| ar-11                     | 1,726        | 1,639       | 94.00%  |
| visa bulletin may 2015    | 1,692        | 1,793       | 105.00% |

\*CTR: Click through Rate

## Surveys of User Satisfaction

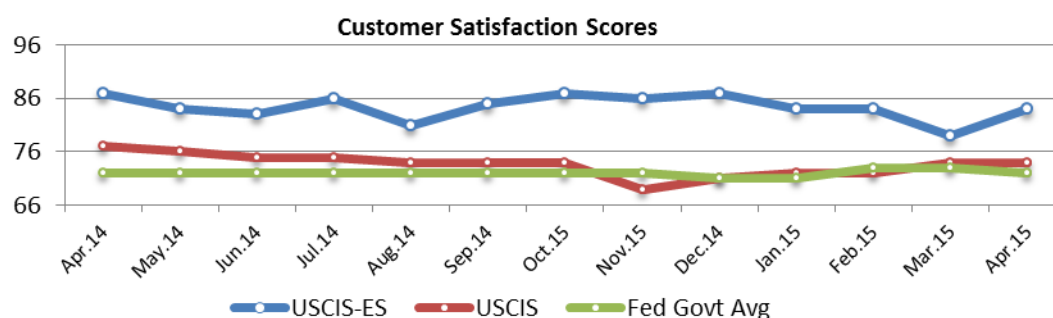
USCIS.gov and its Spanish language area, USCIS-ES, use ForeSee Results surveys, part of the American Customer Satisfaction Index (ACSI) E-Government Index, to gauge customer satisfaction and identify areas for improvement.



► **Notable changes this month:** The score for USCIS-ES.gov increased from 79 to 84 this month with 132 respondents this month. The score for USCIS.gov remained at 74 with 1,081 respondents this month.

### This Month's Average Customer Satisfaction Scores

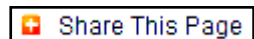
| USCIS | USCIS-ES | Federal Govt. |
|-------|----------|---------------|
| 74    | 84       | 72            |



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

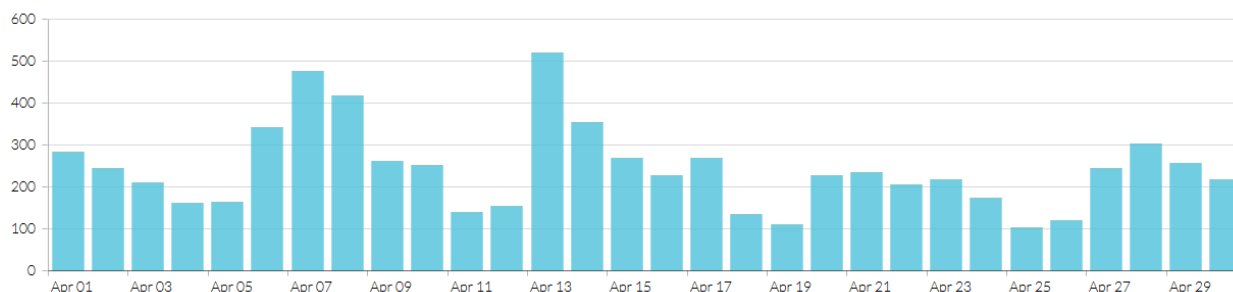
| Primary Reason for Visiting the Site          | USCIS | USCIS-ES |
|---|-------|----------|
| Check My Case Status                          | 17%   | 14%      |
| Green Card Information                        | 12%   | 21%      |
| Download Form(s)                              | 10%   | 4%       |
| Find Form(s)                                  | 11%   | 3%       |
| Get General Information Before I File My Case | 12%   | 23%      |
| Citizenship Requirements                      | 3%    | 6%       |
| Primary Method Used to Find Information       |       |          |
| Links on the pages                            | 22%   | 18%      |
| Site's Search Feature                         | 20%   | 26%      |
| Top Navigation Bar                            | 18%   | 23%      |
| Forms search                                  | 15%   | N/A      |
| Used an External Search Engine (e.g., Google) | 10%   | 13%      |
| Homepage banners, icons, ads                  | 6%    | 4%       |
| Just Browsing                                 | 6%    | 14%      |
| Site Map                                      | 2%    | 2%       |
| Self-Identified Role of Visitor               |       |          |
| Permanent Resident (green card holder)        | 22%   | 23%      |
| Naturalized U.S. Citizen                      | 16%   | 11%      |
| U.S. Born Citizen                             | 17%   | 1%       |
| Citizen of a Foreign Country                  | 11%   | 23%      |
| Visitor/Nonimmigrant                          | 5%    | 13%      |

## 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.

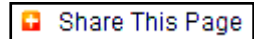
► **Notable changes this month:** USCIS.gov pages were shared 7,281 times in April. The “Bringing Siblings to Live in the United States as Permanent Residents” page was shared 493 times and clicked 4,365 times. Two H-1B Cap pages were shared over 300 times and clicked over 5,000 times each.



### Top Shares:

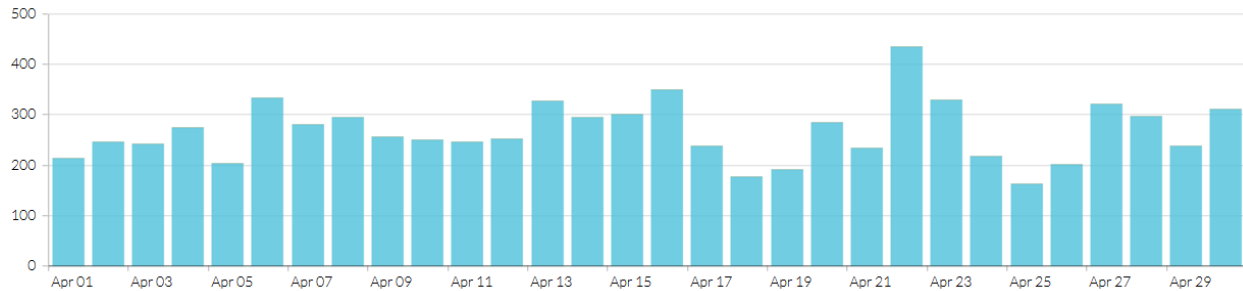
|    | Title   | Shares | Social Clicks |
|----|---|--------|---------------|
| 1  | Bringing Siblings to Live in the United States as Permanent Residents   | 493    | 4,365         |
| 2  | USCIS Completes the H-1B Cap Random Selection Process for FY 2016   | 373    | 5,231         |
| 3  | USCIS Reaches FY 2016 H-1B Cap  | 326    | 5,080         |
| 4  | USCIS ELIS  | 247    | 18            |
| 5  | Application to Replace Permanent Resident Card  | 236    | 16            |
| 6  | Petition for Alien Relative   | 175    | 146           |
| 7  | E-Filing Form I-90 Using USCIS ELIS   | 160    | 34            |
| 8  | Application for Naturalization  | 120    | 72            |
| 9  | Homepage  | 103    | 0             |
| 10 | Affidavit of Support Under Section 213A of the Act  | 90     | 76            |
| 11 | H-1B Cap Premium Processing to Begin April 27   | 87     | 123           |
| 12 | Citizenship and Integration Grant Program   | 83     | 51            |
| 13 | Application for Employment Authorization  | 79     | 29            |
| 14 | Application To Extend/Change Nonimmigrant Status  | 71     | 13            |
| 15 | DHS Extends Eligibility for Employment Authorization to Certain H-4 Dependent Spouses of H-1B Nonimmigrants Seeking Employment-Based Lawful Permanent Residence | 70     | 288           |
| 16 | Forms   | 66     | 83            |
| 17 | Fianc  (e) Visas  | 59     | 44            |
| 18 | Application to Register Permanent Residence or Adjust Status  | 58     | 32            |
| 19 | USCIS Immigrant Fee   | 56     | 46            |
| 20 | Application for Travel Document   | 52     | 22            |

## 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 8,000 times in April, 91% up from March. The “Naturalization Self-Test” was the most shared.



### Top Shares:

|    | Title   | Shares | Social Clicks |
|----|---|--------|---------------|
| 1  | Naturalization Self-Test 1  | 3,716  | 250           |
| 2  | Naturalization Self-Test 2  | 1,624  | 27            |
| 3  | Naturalization Self-Test 3  | 864    | 13            |
| 4  | Naturalization Self-Test 4  | 526    | 12            |
| 5  | Naturalization Self-Test 1  | 184    | 73            |
| 6  | 100 Civics Questions and Answers with MP3 Audio (English version) | 164    | 634           |
| 7  | Study for the Test  | 114    | 47            |
| 8  | 100 Civics Questions and Answers with MP3 Audio (English version) | 101    | 341           |
| 9  | Apply for Citizenship   | 80     | 41            |
| 10 | Study Materials for the Civics Test                               | 40     | 54            |
| 11 | The USCIS Naturalization Interview and Test Video                 | 34     | 24            |
| 12 | Citizenship Rights and Responsibilities                           | 34     | 4             |
| 13 | Naturalization Self-Test 2  | 27     | 1             |
| 14 | Free Information Sessions   | 26     | 26            |
| 15 | Understanding H-1B Requirements                                   | 24     | 21            |
| 16 | Study Materials for the English Test                              | 20     | 26            |
| 17 | Understanding F-1 OPT Requirements                                | 16     | 10            |
| 18 | The USCIS Naturalization Interview and Test Video                 | 15     | 27            |
| 19 | The USCIS Naturalization Interview and Test Video                 | 15     | 4             |
| 20 | Grant Program   | 14     | 4             |

## 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 7.92% and Transactions increased 2.70%.

|                            | Jul.14 | Aug.14 | Sep.14 | Oct.14 | Nov.14 | Dec.14 | Jan.15 | Feb.15 | Mar.15 | Apr.15 |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Page Views on Landing Page | 17,486 | 17,759 | 16,438 | 17,441 | 30,695 | 29,262 | 32,777 | 43,063 | 40,392 | 43,588 |
| - Transactions             | 18,174 | 18,799 | 19,207 | 15,545 | 21,969 | 36,900 | 38,761 | 33,458 | 35,390 | 36,347 |

|                            | Sep.13 | Oct.13 | Nov.13 | Dec.13 | Jan.14 | Feb.14 | Mar.14 | Apr.14 | May.14 | Jun.14 |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Page Views on Landing Page | 23,587 | 22,479 | 7,303  | 9,507  | 13,861 | 19,317 | 22,744 | 22,164 | 20,058 | 18,453 |
| - Transactions             | 14,329 | 14,302 | 13,171 | 14,009 | 13,927 | 13,623 | 17,244 | 14,993 | 15,220 | 15,743 |

|                            | Nov.12 | Dec.12 | Jan.13 | Feb.13 | Mar.13 | Apr.13 | May.13 | Jun.13 | Jul.13 | Aug.13 |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Page Views on Landing Page | 22,656 | 18,708 | 23,753 | 20,934 | 23,837 | 23,826 | 24,159 | 22,688 | 24,485 | 25,326 |
| - Transactions             | 14,421 | 11,448 | 13,081 | 10,930 | 13,751 | 13,627 | 14,711 | 13,457 | 15,341 | 16,456 |

|                            | Jan.12 | Feb.12 | Mar.12 | Apr.12 | May12  | Jun.12 | Jul.12 | Aug.12 | Sep.12 | Oct.12 |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Page Views on Landing Page | 32,342 | 27,787 | 30,585 | 29,569 | 29,543 | 30,274 | 32,278 | 33,968 | 26,182 | 25,379 |
| - Transactions             | 25,048 | 20,882 | 23,919 | 22,893 | 23,525 | 22,939 | 23,731 | 26,136 | 18,187 | 17,008 |

|                            | Mar.11 | Apr.11 | May11  | June11 | July11 | Aug.11 | Sep.11 | Oct.11 | Nov.11 | Dec.11 |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Page Views on Landing Page | 27,118 | 24,183 | 32,553 | 36,238 | 29,879 | 29,076 | 26,112 | 25,260 | 29,930 | 28,005 |
| - Transactions             | 21,085 | 19,472 | 22,862 | 25,464 | 21,749 | 21,772 | 20,002 | 19,672 | 19,777 | 21,375 |

|                            | May10  | June10 | July10 | Aug.10 | Sep.10 | Oct.10 | Nov.10 | Dec.10 | Jan.11 | Feb.11 |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Page Views on Landing Page | 27,990 | 26,338 | 33,403 | 37,913 | 35,005 | 24,986 | 19,561 | 18,296 | 22,190 | 22,562 |
| - Transactions             | 18,565 | 16,521 | 19,017 | 22,584 | 21,597 | 16,757 | 13,696 | 13,401 | 15,828 | 17,096 |

|                            | July09 | Aug.09 | Sep.09 | Oct.09 | Nov.09 | Dec.09 | Jan.10 | Feb.10 | Mar.10 | Apr.10 |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Page Views on Landing Page | 27,387 | 18,562 | 15,861 | 14,056 | 17,725 | 28,414 | 30,624 | 27,712 | 29,196 | 26,796 |
| - Transactions             | 12,214 | 16,442 | 12,222 | 12,397 | 14,984 | 16,994 | 19,228 | 14,888 | 16,721 | 17,887 |

## 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 4,726,760 email bulletins to subscribers, 54.63% more than last month. Tweets increased from 75 to 133. Twitter followers increased 6.82% over last month.

|                                   | Oct.14    | Nov.14    | Dec.14    | Jan.15    | Feb.15    | Mar.15    | Apr.15    |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| GovDelivery Bulletins             | 31        | 24        | 22        | 35        | 18        | 55        | 66        |
| Emails Distributed to Subscribers | 3,410,363 | 2,091,328 | 2,107,867 | 2,353,908 | 1,719,876 | 3,056,968 | 4,726,760 |
| Subscribers at End of Month       | 443,218   | 486,047   | 510,159   | 531,824   | 554,119   | 567,922   | 591,744   |
| Subscriptions                     | 1,317,389 | 1,422,583 | 1,478,787 | 1,533,777 | 1,594,163 | 1,628,014 | 1,677,423 |
| Total Subscribable Topics         | 57        | 58        | 58        | 59        | 61        | 61        | 60        |
| Tweets Issued                     | 57        | 79        | 45        | 122       | 74        | 75        | 133       |
| Twitter Followers at End of Month | 43,500    | 45,700    | 46,000    | 47,900    | 50,000    | 51,300    | 54,800    |

|                                   | Mar.14    | Apr.14    | May.14    | Jun.14    | Jul.14    | Aug.14    | Sep.14    |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| GovDelivery Emails Issued         | 28        | 28        | 19        | 21        | 23        | 26        | 39        |
| Emails Distributed to Subscribers | 1,872,711 | 2,634,479 | 1,897,736 | 1,567,847 | 2,187,720 | 2,828,729 | 4,608,538 |
| Subscribers at End of Month       | 406,632   | 408,500   | 405,497   | 407,621   | 417,934   | 428,599   | 435,001   |
| Subscriptions                     | 1,258,551 | 1,268,668 | 1,262,430 | 1,267,153 | 1,282,317 | 1,299,675 | 1,310,522 |
| Total Subscribable Topics         | 58        | 58        | 58        | 57        | 58        | 57        | 57        |
| Tweets Issued                     | 87        | 47        | 45        | 43        | 63        | 56        | 108       |
| Twitter Followers at End of Month | 35,297    | 36,925    | 38,484    | 39,383    | 40,738    | 41,795    | 42,688    |

|                                   | Aug.13    | Sep.13    | Oct.13    | Nov.13    | Dec.13    | Jan.14    | Feb.14    |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| GovDelivery Emails Issued         | 19        | 17        | 22        | 22        | 18        | 17        | 16        |
| Emails Distributed to Subscribers | 911,515   | 1,516,924 | 1,657,058 | 2,333,107 | 1,719,876 | 1,214,810 | 997,583   |
| Subscribers at End of Month       | 401,420   | 403,834   | 402,895   | 401,817   | 401,575   | 403,424   | 405,252   |
| Subscriptions                     | 1,221,140 | 1,234,000 | 1,238,863 | 1,237,090 | 1,238,296 | 1,243,034 | 1,250,826 |
| Total Subscribable Topics         | 52        | 54        | 54        | 55        | 55        | 56        | 58        |
| Tweets Issued                     | 40        | 78        | 74        | 38        | 67        | 95        | 96        |
| Twitter Followers at End of Month | 28,910    | 29,890    | 30,747    | 31,275    | 32,182    | 33,400    | 34,057    |

|                                   | Jan.13    | Feb.13    | Mar.13    | Apr.13    | May.13    | Jun.13    | Jul.13    |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| GovDelivery Emails Issued         | 27        | 26        | 38        | 31        | 23        | 23        | 27        |
| Emails Distributed to Subscribers | 976,597   | 1,958,689 | 2,457,203 | 2,976,849 | 2,079,216 | 1,663,637 | 2,031,262 |
| Subscribers at End of Month       | 350,708   | 351,570   | 355,875   | 388,352   | 389,453   | 391,206   | 399,076   |
| Subscriptions                     | 1,099,382 | 1,108,975 | 1,127,188 | 1,175,533 | 1,175,771 | 1,188,393 | 1,207,556 |
| Total Subscribable Topics         | 46        | 46        | 48        | 50        | 52        | 52        | 52        |
| Tweets Issued                     | 48        | 115       | 37        | 84        | 22        | 71        | 55        |
| Twitter Followers at End of Month | 20,932    | 21,769    | 22,606    | 25,461    | 26,250    | 27,022    | 28,026    |



## 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 9.17% and 7.40% respectively.

| Google Analytics Metrics | Oct.14    | Nov.14    | Dec.14    | Jan.15    | Feb.15    | Mar.15    | Apr.15    | Change |
|--------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------|
| Pageviews                | 1,214,981 | 1,710,527 | 1,142,571 | 1,678,901 | 1,643,532 | 1,396,239 | 1,292,955 | -7.40% |
| Users                    | 256,953   | 473,461   | 277,111   | 422,347   | 418,778   | 312,832   | 284,404   | -9.09% |
| Sessions                 | 432,220   | 732,303   | 451,845   | 659,000   | 661,719   | 515,858   | 468,562   | -9.17% |
| Avg Session Duration     | 00:03:48  | 0:03:23   | 00:03:39  | 0:03:36   | 0:03:27   | 0:03:51   | 00:03:53  | 0.87%  |
| % New Sessions           | 49.72%    | 57.51%    | 49.06%    | 54.53%    | 52.24%    | 48.92%    | 48.99%    | 0.14%  |
| Pageviews/Session        | 2.81      | 2.34      | 2.53      | 2.55      | 2.48      | 2.71      | 2.76      | 1.85%  |
| Bounce Rate              | 53.62%    | 60.16%    | 56.42%    | 57.44%    | 58.85%    | 54.48%    | 53.82%    | -1.21% |

## 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 50.57% of traffic to the Spanish site, down 9.98% from last month. User Sessions by Android Mobile browsers were down 8.83% compared to last month. iOS mobile browsers came in third with a decrease of 11.62% compared to last month.

| OS (device category)   | Nov.14         | Dec.14         | Jan.15         | Feb.15         | Mar.15         | Apr.15         | Change        |
|------------------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|
| Android (mobile)       | 284,599        | 156,275        | 242,439        | 243,560        | 172,870        | 157,605        | -8.83%        |
| Windows (desktop)      | 201,302        | 151,422        | 199,377        | 195,115        | 180,184        | 165,249        | -8.29%        |
| iOS (mobile)           | 137,574        | 69,270         | 115,169        | 120,712        | 80,555         | 71,197         | -11.62%       |
| iOS (tablet)           | 48,438         | 30,854         | 42,142         | 41,949         | 32,729         | 28,608         | -12.59%       |
| Macintosh (desktop)    | 22,006         | 16,296         | 20,482         | 21,266         | 18,717         | 16,986         | -9.25%        |
| Android (tablet)       | 19,783         | 14,373         | 19,669         | 18,680         | 16,217         | 15,144         | -6.62%        |
| Windows Phone (mobile) | 4,988          | 3,150          | 4,204          | 4,373          | 3,341          | 3,019          | -9.64%        |
| Windows (mobile)       | 4,956          | 3,854          | 5,097          | 5,434          | 4,847          | 4,371          | -9.82%        |
| Linux (desktop)        | 2,431          | 2,004          | 4,422          | 5,357          | 1,761          | 1,779          | 1.02%         |
| Chrome OS (desktop)    | 2,035          | 1,657          | 2,466          | 2,030          | 1,841          | 2,051          | 11.41%        |
| <b>Total</b>           | <b>732,304</b> | <b>451,847</b> | <b>659,013</b> | <b>661,717</b> | <b>515,855</b> | <b>468,564</b> | <b>-9.17%</b> |

## 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 7.40%. The USCIS-ES homepage was viewed 289,017 times in April compared to 313,399 times in March, a decrease of 7.78%. Page Views of the “Mientras mi caso está en trámite con el USCIS” increased 4.78% over last month. Page Views of the “Solicitud para Reemplazar la Tarjeta de Residente Permanente (Green Card)” page was up 13.37% over last month.

|    | Page Title   | Page Views | Unique Pageviews | Avg. Time on Page | Entrances* | Change from Last Month |
|----|--|------------|------------------|-------------------|------------|------------------------|
| 1  | Espanol Homepage   | 289,017    | 181,804          | 137.14            | 164,450    | -7.78%                 |
| 2  | Formularios  | 47,284     | 32,812           | 79.93             | 8,858      | -9.70%                 |
| 3  | Petición de Familiar Extranjero  | 32,961     | 20,397           | 174.46            | 7,519      | -9.06%                 |
| 4  | Trámite y procedimientos para la Tarjeta Verde                                 | 29,050     | 20,333           | 96.49             | 8,161      | -3.49%                 |
| 5  | Mientras mi caso está en trámite con el USCIS                                  | 28,178     | 19,483           | 177.43            | 12,489     | 4.78%                  |
| 6  | Tarjeta Verde  | 19,141     | 13,859           | 55.92             | 4,793      | -5.13%                 |
| 7  | Noticias   | 19,099     | 14,995           | 76.46             | 3,529      | -9.83%                 |
| 8  | Familiares de Ciudadanos Estadounidenses                                       | 19,059     | 12,861           | 143.42            | 7,063      | -7.63%                 |
| 9  | Contáctenos  | 18,503     | 12,323           | 148.69            | 2,527      | -6.19%                 |
| 10 | Tarjeta Verde a través de la Familia   | 18,365     | 13,015           | 58.30             | 679        | -7.22%                 |
| 11 | El examen de naturalización: Materiales de estudio                             | 17,938     | 11,682           | 141.82            | 6,358      | -11.40%                |
| 12 | Solicitud de Registro de Residencia Permanente o Ajuste de Estatus             | 16,653     | 11,347           | 157.62            | 3,515      | -12.72%                |
| 13 | Solicitud para Reemplazar la Tarjeta de Residente Permanente (Green Card)      | 16,552     | 9,788            | 172.36            | 5,535      | 13.37%                 |
| 14 | Disponibilidad de Visas y Fechas de Prioridad                                  | 14,293     | 9,845            | 156.41            | 5,477      | -3.07%                 |
| 15 | Solicitud de Naturalización  | 14,277     | 8,871            | 202.39            | 4,684      | -12.34%                |
| 16 | Acciones Ejecutivas sobre Inmigración  | 13,651     | 11,611           | 216.25            | 9,715      | -52.88%                |
| 17 | Consideración de Acción Diferida para los Llegados en la Infancia              | 12,964     | 9,349            | 179.74            | 6,547      | -21.11%                |
| 18 | Tarjeta Verde para un Familiar Inmediato de un Ciudadano de los Estados Unidos | 10,419     | 7,373            | 126.25            | 1,561      | -7.06%                 |
| 19 | Ciudadanía   | 9,526      | 7,111            | 78.24             | 2,409      | -8.46%                 |
| 20 | Preguntas de la parte de educación cívica del Examen de Naturalización         | 9,495      | 4,616            | 132.71            | 2,356      | 2.66%                  |
| 21 | Tarjeta Verde para un Familiar de un Residente Permanente                      | 8,772      | 6,019            | 145.84            | 2,207      | -0.60%                 |
| 22 | Familiares de Residentes Permanentes   | 8,766      | 6,282            | 145.05            | 2,371      | -13.24%                |
| 23 | Solicitud de Autorización de Empleo  | 8,551      | 4,815            | 149.13            | 2,004      | -20.20%                |
| 24 | Cómo renovar una Tarjeta Verde   | 8,509      | 5,697            | 168.10            | 3,626      | -15.54%                |
| 25 | Tarjeta Verde para un Familiar de un Ciudadano Estadounidense                  | 8,416      | 5,439            | 118.39            | 927        | -2.46%                 |

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