

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

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

**March 16, 2015**



## Revision History

Version	Date	Name of Author	Summary of Changes
1.0	March 16, 2015	CSWP, Senior Business Analyst	Baseline Draft

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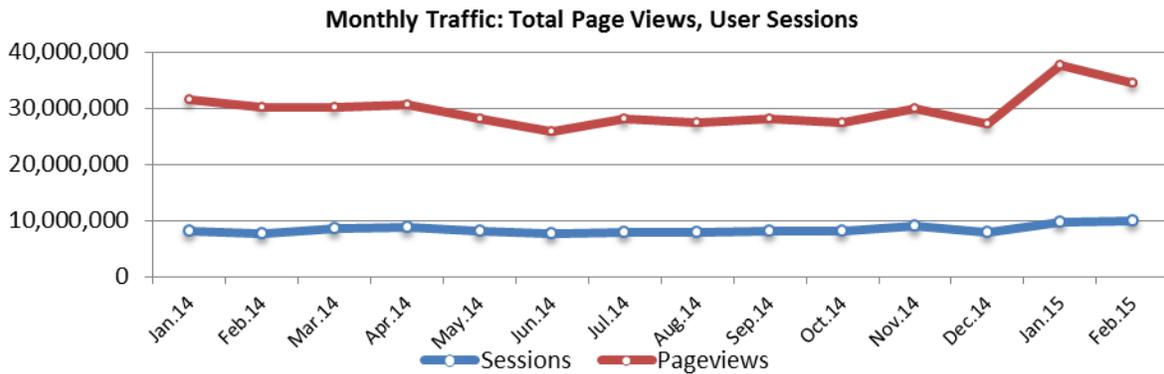
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## Executive Summary

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

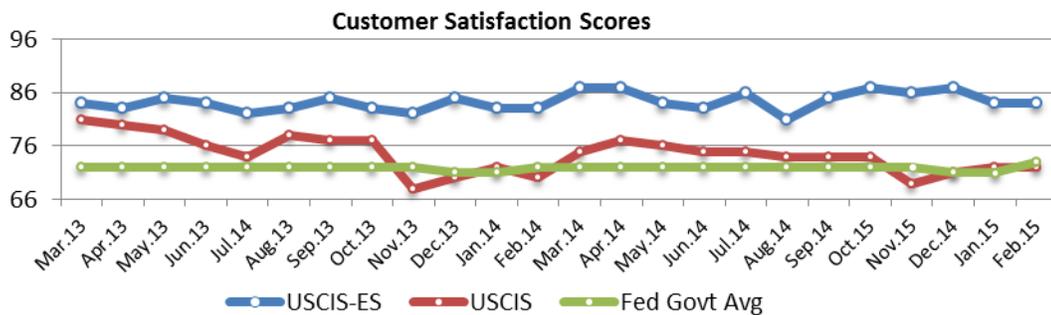
### ► Overall Traffic Volume

The News Release “DHS Extends Eligibility for Employment Authorization to Certain H-4 Dependent Spouses...” page was viewed 623,918 times on February 24, 2015, the first day it was published with a total of 879,311 for the month. Average page views for the month decreased 8.06% from last month. User Sessions increased 2.26%. Page views of PDFs decreased 10.07%. (See page 2-3.)



### ► Customer Satisfaction Scores This Month

The score for USCIS-ES.gov remained at 84 this month with 124 respondents this month. The score for USCIS.gov remained at 72 this month with 1,034 respondents this month. (See page 9.)



USCIS	USCIS-ES	Federal Govt.
72	84	73

### ► USCIS-ES Visitor Traffic

User Sessions and Page Views decreased 0.41% and 2.11% respectively. The USCIS-ES homepage was viewed 341,154 times in February compared to 351,163 times in January, an decrease of 2.85%. Page Views of the “Acción Ejecutiva sobre Inmigración” increased 7.20% over last month. Page Views of the “Consideración de Acción Diferida para los Llegados en la Infancia” page was up 32.54% over last month. (See page 14-15.)

## CSWP Visitor Traffic

► **Notable changes this month:** Page views decreased 8.06% over last month. User Sessions increased 2.26%. Page views of PDFs decreased 10.07%.

Google Analytics Metrics	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14	Jan.15	Feb.15	Change
Pageviews	27,360,516	28,216,393	28,992,485	29,946,853	27,214,760	37,577,960	34,548,035	-8.06%
Users	4,127,430	4,481,630	4,259,234	4,841,148	4,118,578	5,127,416	5,369,771	4.73%
Sessions	7,919,509	8,164,890	8,203,939	9,027,223	7,916,612	9,774,916	9,996,313	2.26%
Avg Session Duration	00:04:11	00:04:02	00:04:11	00:04:12	00:04:13	00:04:26	00:04:07	-7.14%
% New Sessions	40.56%	49.98%	42.23%	43.80%	40.45%	42.22%	42.66%	1.04%
Pageviews/Session	3.45	3.46	3.33	3.32	3.44	3.84	3.46	-9.90%
Bounce Rate	51.85%	48.25%	29.72%	33.22%	30.88%	31.20%	34.74%	11.35%
PDF Pageviews*	21,345,144	20,135,116	17,595,777	16,329,168	14,468,677	18,133,762	16,308,215	-10.07%

\* 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 4.88%. Page views of the Green Card landing page decreased 11.41%. Page views of the “Executive Actions on Immigration” page increased 12.74%.

	Page	Page Views	Unique Pageviews	Avg. Time on Page	Entrances*	Bounce Rate	Change from last month
1	Forms	1,338,121	934,104	53.80	274,875	20.10%	-4.88%
2	Executive Actions on Immigration	461,166	324,173	171.98	190,697	53.33%	12.74%
3	Green Card	369,393	277,902	51.13	117,684	26.34%	-11.41%
4	E-Verify	275,462	219,284	108.94	181,146	29.69%	-4.66%
5	U.S. Citizenship	187,210	143,772	76.13	63,518	28.17%	-14.00%
6	News	150,475	118,308	70.12	52,978	37.36%	4.26%
7	Tools	118,640	86,186	159.30	28,772	22.01%	-5.46%
8	About Us	39,205	31,947	81.91	9,110	38.10%	-7.03%
9	Laws	38,743	32,248	83.92	14,693	45.48%	-6.55%
10	Working in the US	37,328	31,273	95.49	15,281	43.82%	-11.92%
11	Military	12,538	9,506	98.05	2,182	43.89%	-9.81%
12	Humanitarian	11,210	8,700	73.08	2,068	34.72%	-7.09%
13	Outreach	9,005	7,896	92.85	2,647	37.40%	-12.90%

## 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 of the News Release “DHS Extends Eligibility for Employment Authorization to Certain H-4 Dependent Spouses...” page reached 623,918 on February 24, 2015, the first day it was published with a total of 879,311 for the month. Page Views decreased an average of 8.06% overall. Page Views of the “Naturalization Self-Test 1” decreased 31.52% times. Page Views of the USCIS Homepage decreased 3.89%. Page Views of the “Forms” page decreased 4.88%. Page views of the “Executive Actions on Immigration” page increased 12.74% compared to last month.

	Page Title	Page Views	Unique Pageviews	Avg. Time on Page	Entrances*	Bounce Rate	Change
1	Homepage	5,068,948	3,700,055	127.59	3,417,038	15.74%	-3.89%
2	Naturalization Self-Test 1	4,006,108	254,701	15.47	115,834	19.55%	-31.52%
3	Forms	1,338,121	934,104	53.80	274,875	20.10%	-4.88%
4	Naturalization Self-Test 2	1,287,496	61,426	15.79	7,086	34.51%	-25.97%
5	DHS Extends Eligibility for Employment Authorization to Certain H-4 Dependent Spouses of H-1B Nonimmigrants Seeking Employment-Based Lawful Permanent Residence	879,311	751,850	271.18	705,265	79.35%	∞%
6	Naturalization Self-Test 3	723,804	31,558	14.87	3,807	31.82%	-21.56%
7	Application for Naturalization	685,382	385,078	222.21	134,468	34.67%	-7.73%
8	Petition for Alien Relative	597,581	340,902	192.97	118,702	30.53%	-7.23%
9	Application for Employment Authorization	513,787	292,809	176.54	102,662	28.45%	5.93%
10	Naturalization Self-Test 4	465,483	23,097	14.35	3,344	36.33%	-21.74%
11	Executive Actions on Immigration	461,166	324,173	171.98	190,697	53.33%	12.74%
12	100 Civics Questions and Answers with MP3 Audio (English version)	393,362	128,812	174.22	97,843	47.07%	-13.05%
13	Green Card	369,393	277,902	51.13	117,684	26.34%	-11.41%
14	Application to Register Permanent Residence or Adjust Status	361,829	221,186	168.41	56,936	34.41%	-6.15%
15	Application to Replace Permanent Resident Card	359,614	202,211	204.72	66,090	35.62%	-7.90%
16	Espanol Homepage	346,227	208,984	125.33	92,999	20.24%	-3.02%
17	Apply for Citizenship	296,201	232,027	144.09	100,887	29.62%	-7.79%
18	Affidavit of Support Under Section 213A of the Act	292,772	182,433	228.35	70,878	19.58%	-0.38%
19	E-Verify	275,462	219,284	108.94	181,146	29.69%	-4.66%
20	Contact Us	244,912	175,980	160.26	58,171	43.77%	-6.67%
21	Consideration of Deferred Action for Childhood Arrivals	233,060	110,172	218.17	30,324	26.77%	4.23%
22	Instructions for Electronic Filing of Form I-90 (Renew or Replace a Green Card Online)	223,707	130,875	168.37	17,924	42.34%	-6.13%
23	Renew a Green Card	215,394	148,172	82.29	67,744	20.97%	-9.72%
24	Acciones Ejecutivas sobre Inmigración	191,257	157,126	316.11	127,404	68.52%	431.31%
25	Green Card Through Family	189,482	145,819	54.64	10,652	34.93%	-11.59%

\* “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 increased an average of 2.26%. Sessions referred from m.facebook.com increased 126.12%, with 323,255 referrals to the “DHS Extends Eligibility for Employment Authorization...” page. Sessions referred from travel.state.gov decreased 7.75%.

	Search Term	Sessions	% New Sessions*	New Users	Bounce Rate	Pages / Session	Change
1	m.facebook.com	324,636	83.00%	269,449	76.90%	1.53	126.12%
2	links.govdelivery.com	205,870	20.43%	42,052	38.43%	2.60	62.97%
3	travel.state.gov	141,491	27.50%	38,904	30.21%	2.87	-7.75%
4	facebook.com	88,736	61.01%	54,135	69.18%	2.10	225.95%
5	lm.facebook.com	59,569	54.66%	32,559	71.34%	1.63	89.86%
6	l.facebook.com	51,158	57.83%	29,587	63.45%	2.60	98.71%
7	dhs.gov	34,100	41.40%	14,117	30.89%	3.73	-7.25%
8	trackitt.com	21,837	18.31%	3,998	46.52%	1.83	34.51%
9	ustraveldocs.com	21,791	43.09%	9,390	40.58%	2.88	-11.23%
10	usa.gov	21,131	53.10%	11,220	32.15%	4.53	-8.35%
11	search.dhs.gov	19,142	35.33%	6,763	26.25%	3.93	6.97%
12	visajourney.com	17,314	12.93%	2,239	37.52%	2.26	-6.58%
13	bing.com	17,062	33.86%	5,778	27.67%	3.56	83.05%
14	nolo.com	15,543	27.39%	4,257	34.90%	2.72	-4.50%
15	t.co	13,295	34.34%	4,565	61.47%	2.37	26.96%
16	ds.serving-sys.com	13,169	98.66%	12,992	71.14%	1.64	-3.62%
17	search.tb.ask.com	12,863	29.88%	3,843	18.92%	4.28	-1.62%
18	us.wow.com	11,384	32.97%	3,753	28.19%	5.35	-0.25%
19	bs.serving-sys.com	8,801	89.43%	7,871	84.08%	1.30	-25.00%
20	noticias.univision.com	8,294	30.54%	2,533	46.62%	2.58	-8.96%
21	search.usa.gov	5,993	45.67%	2,737	30.12%	4.54	11.68%
22	uscis.gov	5,757	0.00%	-	18.22%	3.58	-79.18%
23	alllaw.com	5,355	33.58%	1,798	33.97%	2.92	18.45%
24	immigration-law.com	5,030	20.32%	1,022	47.32%	1.82	9.18%
25	welcometousa.gov	4,983	20.03%	998	24.10%	5.46	-7.00%

\* 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 10.07%, from 18,133,762 in January to 16,308,215 in February. The most downloaded file this month was the “i-9.pdf” with 2.76 million downloads, 19.46% fewer than last month. The “m-274.pdf” was downloaded 839,272 times, down 6.47% from last month. The “n-400.pdf” was downloaded 511,031 times, down 18.79% from last month.

	Top 25 Downloaded Files	Page	% of
1	files/form/i-9.pdf	2,761,666	16.93%
2	files/form/m-274.pdf	839,272	5.15%
3	files/form/n-400.pdf	511,031	3.13%
4	files/form/n-400instr.pdf	436,875	2.68%
5	files/form/i-765instr.pdf	385,316	2.36%
6	files/form/i-864instr.pdf	332,219	2.04%
7	files/article/attachments.pdf	298,605	1.83%
8	files/form/g-1145.pdf	298,243	1.83%
9	USCIS/Verification/E-Verify/E-Verify_Native_Documents/E-	296,895	1.82%
10	files/form/i-130instr.pdf	257,448	1.58%
11	USCIS/Verification/E-Verify/E-Verify%20from%20Controlled%20Vocabulary/E-	250,240	1.53%
12	files/form/i-130.pdf	237,193	1.45%
13	files/form/i-864.pdf	229,776	1.41%
14	files/form/i-765.pdf	216,392	1.33%
15	files/form/i-9.pdf	207,308	1.27%
16	files/form/i-90instr.pdf	205,412	1.26%
17	USCIS/Office%20of%20Citizenship/Citizenship%20Resource%20Center%20Site/Publications/100q.pdf	203,876	1.25%
18	files/form/i-485instr.pdf	191,815	1.18%
19	files/form/i-864p.pdf	177,757	1.09%
20	files/form/i-90.pdf	173,682	1.06%
21	USCIS/USCIS%20ELIS/immigrant-fee-guide.pdf	159,766	0.98%
22	USCIS/files/M-1051.pdf	147,487	0.90%
23	files/form/i-821dinstr.pdf	146,327	0.90%
24	files/form/i-821d.pdf	145,035	0.89%
25	files/form/i-9.pdf	2,761,666	16.93%

## 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 2.26% over last month. Chrome browsers represented 42.95% of traffic, and increase of 3.74% over last month. Safari browsers represented 22.31% of traffic, an increase of 1.83% over last month. Internet Explorer browsers represented 19.09% of traffic, a decrease of 3.60% from last month. Firefox browsers represented 8.41% of traffic, a decrease of 2.53% from last month.

Browser	Browser Version	Sessions	Pages / Session	Avg. Visit Duration
Safari	8.0	1,206,457	2.77	181.42
Internet Explorer	11.0	1,168,529	4.00	324.23
Chrome	40.0.2214.111	1,165,895	3.82	275.79
Chrome	40.0.2214.115	732,998	3.50	253.72
Firefox	35.0	655,056	3.62	271.21
Chrome	40.0.2214.109	415,984	2.85	194.97
Android Browser	4.0	367,085	2.84	223.85
Safari	7.0	365,410	3.02	204.92
Chrome	40.0.2214.94	357,226	3.76	270.33
Internet Explorer	9.0	266,339	3.94	278.12
Safari (in-app)	(not set)	252,704	2.38	73.29
Internet Explorer	10.0	223,086	3.83	282.81
Chrome	40.0.2214.93	218,778	4.19	283.20
Internet Explorer	8.0	205,639	4.01	311.96
Chrome	4.0	194,660	2.61	161.74
Chrome	1.5	193,488	2.93	212.49
Safari	8.0.3	144,472	4.09	273.92
Chrome	40.0.2214.89	121,968	2.97	215.12
Chrome	1.6	113,418	2.83	212.63
Safari	600.1.4	88,691	3.38	246.64
Chrome	39.0.2171.95	73,402	3.62	271.47
Safari	8.0.2	54,846	4.18	291.71
Safari	7.1.3	53,443	4.21	294.16
Chrome	39.0.2171.93	49,816	2.92	226.01
Chrome	40.0.2214.69	46,685	3.01	200.40

## 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 2.49% over last month. Searches of “uscis” decreased 9.60% over last month. Searches of “uscis case status” decreased 17.06% over last month. Searches for “daca” increased 27%.

	Search Term	Sessions	% New Sessions*	Bounce Rate**	Pages / Visit	Change
1	(not provided)	4,933,296	36.68%	31.04%	3.68	-1.55%
2	uscis	75,463	27.75%	20.05%	3.81	-9.60%
3	uscis.gov	46,073	26.49%	13.21%	4.14	-1.62%
4	www.uscis.gov	20,829	25.36%	15.62%	4.03	-4.54%
5	uscis case status	12,909	18.56%	19.95%	2.54	-17.06%
6	uscis forms	9,014	24.82%	14.48%	4.23	-0.89%
7	ins	5,447	59.79%	43.20%	3.65	-4.32%
8	immigration	5,374	46.76%	31.26%	3.76	-20.27%
9	everify	5,040	41.51%	20.00%	2.47	-9.43%
10	uscis home page	4,122	21.03%	15.50%	4.51	-21.47%
11	e-verify	3,000	43.17%	19.40%	3.12	-6.63%
12	immigration news	2,870	30.91%	48.15%	3.16	-3.46%
13	us immigration	2,688	46.69%	22.47%	4.61	-12.39%
14	immigration and naturalization service	2,662	51.80%	25.36%	5.74	-8.59%
15	citizenship test	2,482	48.63%	29.41%	21.44	-33.35%
16	<a href="http://www.uscis.gov/news/dhs-extends-eligibility-employment-authorization-certain-h-4-dependent-spouses-h-1b-nonimmigrants-seeking-employment-based-lawful-permanent-residence">http://www.uscis.gov/news/dhs-extends-eligibility-employment-authorization-certain-h-4-dependent-spouses-h-1b-nonimmigrants-seeking-employment-based-lawful-permanent-residence</a>	2,462	56.38%	75.02%	1.45	∞%
17	daca	2,380	44.92%	9.83%	3.42	27.00%
18	green card	2,370	61.01%	42.07%	3.64	-14.96%
19	uscis elis	2,324	18.29%	12.31%	3.36	-8.29%
20	美国移民局	2,295	37.78%	22.44%	2.89	-11.12%
21	www.uscis.gov/uscis-elis	2,174	27.46%	12.97%	4.71	10.19%
22	e verify	2,095	43.63%	21.43%	2.79	-7.75%
23	i-9	2,024	66.16%	22.88%	2.05	-23.10%
24	e-verify for employers	1,881	50.77%	31.53%	3.48	21.28%
25	i-9 form	1,793	70.66%	18.07%	2.04	-29.07%

## 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 increased 5.86% from 1,100,527 in January to 1,164,976 in February. Users queried the term “daca” 16,303 times, up 44.13% over last month.

Top Queries	# of Queries	# of Clicks	CTR*
1. daca	16,303	14,898	91.00%
2. what are you searching for?	13,351	1,372	10.00%
3. processing times	9,929	10,260	103.00%
4. case status	9,350	12,353	132.00%
5. i-765	9,054	8,662	95.00%
6. i-130	7,714	7,364	95.00%
7. dapa	6,956	6,741	96.00%
8. daca renewal	6,536	6,390	97.00%
9. i-864	6,455	6,395	99.00%
10. g-325a	5,978	6,133	102.00%
11. i-485	5,691	5,338	93.00%
12. check status of my case	5,603	6,974	124.00%
13. status of my case	5,502	6,620	120.00%
14. change of address online	4,890	5,511	112.00%
15. tps	4,721	4,110	87.00%
16. i-90	4,590	4,456	97.00%
17. i765	4,374	4,210	96.00%
18. case status by receipt number	4,337	6,385	147.00%
19. n-400	4,222	4,059	96.00%
20. tps el salvador 2015	4,098	4,011	97.00%
21. i-131	4,077	3,956	97.00%
22. i-821d	4,037	4,037	100.00%
23. n400	3,878	3,832	98.00%
24. i130	3,830	3,628	94.00%
25. my case status	3,756	4,547	121.00%
26. g325a	3,378	3,380	100.00%
27. poverty guidelines 2015	3,334	4,302	129.00%
28. change of address	3,287	3,489	106.00%
29. infopass make appointment	3,266	3,422	104.00%
30. i864	3,249	3,303	101.00%
31. status	3,099	3,772	121.00%
32. i-751	3,080	3,090	100.00%
33. processing time	2,883	2,942	102.00%

Top Queries	# of Queries	# of Clicks	CTR*
34. infopass	2,870	3,102	108.00%
35. i-94	2,859	3,387	118.00%
36. visa bulletin	2,828	2,843	100.00%
37. elis	2,815	2,796	99.00%
38. i-821	2,805	2,839	101.00%
39. i485	2,672	2,571	96.00%
40. g-28	2,492	2,472	99.00%
41. i-912	2,459	2,441	99.00%
42. dual citizenship	2,387	515	21.00%
43. g-325a form	2,384	2,513	105.00%
44. h1b	2,373	2,242	94.00%
45. fee waiver	2,338	2,277	97.00%
46. i90	2,335	2,297	98.00%
47. i-693	2,294	2,375	103.00%
48. civil surgeon locator	2,232	2,567	115.00%
49. i-129	2,072	1,918	92.00%
50. forms	2,067	1,708	82.00%
51. n-600	1,969	2,003	101.00%
52. g325a form	1,967	2,138	108.00%
53. asylum	1,962	1,785	90.00%
54. foia	1,946	1,997	102.00%
55. dapa information	1,938	1,894	97.00%
56. i131	1,918	1,809	94.00%
57. n600	1,901	2,031	106.00%
58. tps el salvador	1,872	1,964	104.00%
59. i-539	1,867	1,784	95.00%
60. ar-11	1,819	1,860	102.00%
61. i821	1,813	1,832	101.00%
62. i821d	1,813	1,855	102.00%
63. visa	1,794	1,373	76.00%
64. 765	1,766	1,721	97.00%

\*CTR: Click through Rate

## Surveys of User Satisfaction

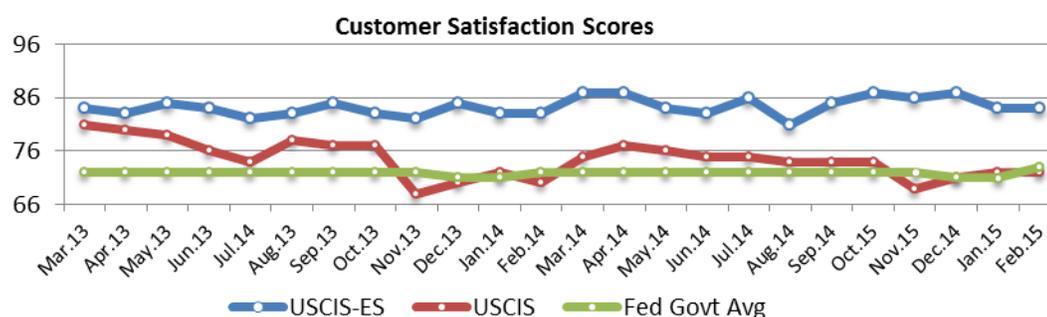
USCIS.gov and its Spanish language area, USCIS-ES, use ForeSee Results surveys, part of the American Customer Satisfaction Index (ACSI) E-Government Index, to gauge customer satisfaction and identify areas for improvement.



► **Notable changes this month:** The score for USCIS-ES.gov remained at 84 this month with 124 respondents this month. The score for USCIS.gov remained at 72 this month with 1,034 respondents this month.

### This Month's Average Customer Satisfaction Scores

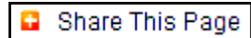
USCIS	USCIS-ES	Federal Govt.
72	84	73



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

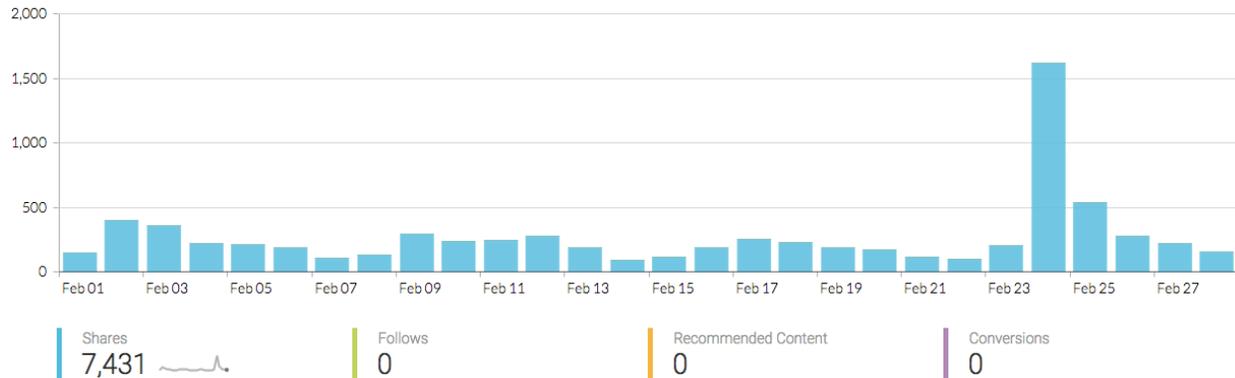
Primary Reason for Visiting the Site	USCIS	USCIS-ES
Check My Case Status	16%	15%
Green Card Information	13%	25%
Download Form(s)	11%	5%
Find Form(s)	11%	6%
Get General Information Before I File My Case	12%	25%
Citizenship Requirements	3%	7%
Primary Method Used to Find Information		
Links on the pages	26%	15%
Site's Search Feature	21%	27%
Top Navigation Bar	16%	25%
Forms search	13%	N/A
Used an External Search Engine (e.g., Google)	13%	6%
Homepage banners, icons, ads	5%	9%
Just Browsing	5%	14%
Site Map	2%	4%
Self-Identified Role of Visitor		
Permanent Resident (green card holder)	24%	23%
Naturalized U.S. Citizen	19%	16%
U.S. Born Citizen	19%	2%
Citizen of a Foreign Country	9%	20%
Visitor/Nonimmigrant	4%	17%

## 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.

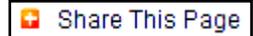
► **Notable changes this month:** USCIS.gov pages were shared 7,431 times in February. The “DHS Extends Eligibility...” page was shared 1,832 times and clicked 29,287 times.



### Top Shares:

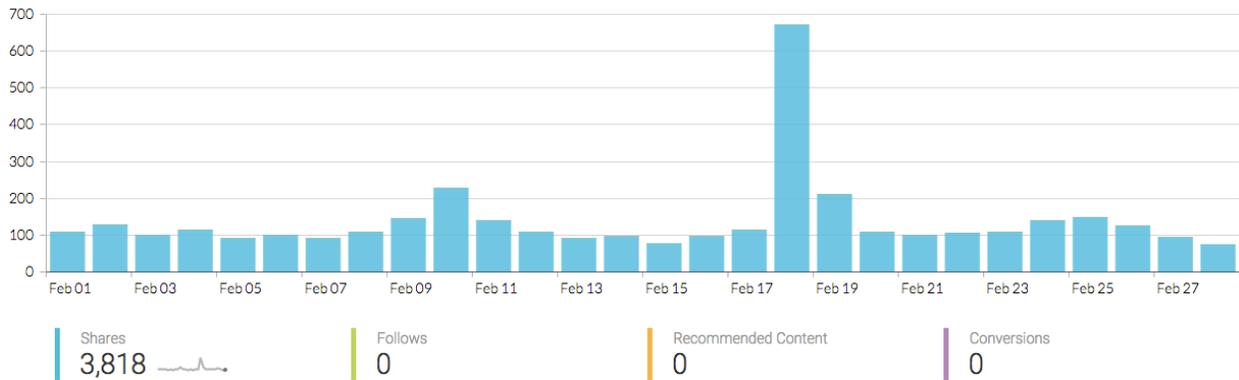
	Title	Shares	Social Clicks
1	DHS Extends Eligibility for Employment Authorization to Certain H-4 Dependent Spouses of H-1B Nonimmigrants Seeking Employment-Based Lawful Permanent Residence	1,832	29,287
2	Acciones Ejecutivas sobre Inmigraci3n	277	7,717
3	Application for Naturalization	148	87
4	Application to Replace Permanent Resident Card	127	33
5	Petition for Alien Relative	123	80
6	Temporary Protected Status Extended for El Salvador	107	95
7	Application for Employment Authorization	102	32
8	USCIS to Begin Accepting Requests for Expanded DACA on Feb. 18	77	457
9	In-Country Refugee/Parole Processing for Minors in Honduras, El Salvador and Guatemala (Central American Minors a€" CAM)	71	94
10	Consideration of Deferred Action for Childhood Arrivals (DACA)	65	499
11	Application To Extend/Change Nonimmigrant Status	60	1
12	Forms	59	84
13	Application to Register Permanent Residence or Adjust Status	54	17
14	Fianc3(e) Visas	53	28
15	Affidavit of Support Under Section 213A of the Act	52	23
16	Consideraci3n de Acci3n Diferida para los Llegados en la Infancia	50	565
17	Instructions for Electronic Filing of Form I-90 (Renew or Replace a Green Card Online)	43	14
18	Petition to Remove Conditions on Residence	42	25
19	Remove Conditions on Permanent Residence Based on Marriage	38	9
20	DHS Extends Eligibility for Employment Authorization to Certain H-4 Dependent Spouses of H-1B Nonimmigrants Seeking Employment-Based Lawful Permanent Residence	1,832	29,287

## 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 3,818 times in February, roughly 53% of the 5,826 shares in January. The “Naturalization Self-Test” was the most shared.



### Top Shares:

	Title	Shares	Social Clicks
1	Naturalization Self-Test 1	1,671	723
2	Naturalization Self-Test 2	437	19
3	Naturalization Self-Test 1	321	335
4	Naturalization Self-Test 3	194	7
5	Naturalization Self-Test 4	139	60
6	Study for the Test	115	72
7	Apply for Citizenship	76	57
8	Citizenship Rights and Responsibilities	46	12
9	Naturalization Self-Test 2	37	3
10	Study Materials for the Civics Test	25	9
11	Contact Us	21	-
12	Understanding H-1B Requirements	18	17
13	The USCIS Naturalization Interview and Test Video	16	4
14	Should I Consider U.S. Citizenship?	16	3
15	Study Materials for the English Test	14	4
16	Becoming a U.S. Citizen: An Overview of the Naturalization Process	12	8
17	Naturalization Self-Test 3	12	-
18	The USCIS Naturalization Interview and Test Video	11	1
19	Spanish Resources	9	41
20	Naturalization Self-Test 4	9	-

## 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 31.38% and Transactions decreased 13.68%.

	May.14	Jun.14	Jul.14	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14	Jan.15	Feb.15
Page Views on Landing Page	20,058	18,453	17,486	17,759	16,438	17,441	30,695	29,262	32,777	43,063
- Transactions	15,220	15,743	18,174	18,799	19,207	15,545	21,969	36,900	38,761	33,458

	Jul.13	Aug.13	Sep.13	Oct.13	Nov.13	Dec.13	Jan.14	Feb.14	Mar.14	Apr.14
Page Views on Landing Page	24,485	25,326	23,587	22,479	7,303	9,507	13,861	19,317	22,744	22,164
- Transactions	15,341	16,456	14,329	14,302	13,171	14,009	13,927	13,623	17,244	14,993

	Sep.12	Oct.12	Nov.12	Dec.12	Jan.13	Feb.13	Mar.13	Apr.13	May.13	Jun.13
Page Views on Landing Page	26,182	25,379	22,656	18,708	23,753	20,934	23,837	23,826	24,159	22,688
- Transactions	18,187	17,008	14,421	11,448	13,081	10,930	13,751	13,627	14,711	13,457

	Nov.11	Dec.11	Jan.12	Feb.12	Mar.12	Apr.12	May12	Jun.12	Jul.12	Aug.12
Page Views on Landing Page	29,930	28,005	32,342	27,787	30,585	29,569	29,543	30,274	32,278	33,968
- Transactions	19,777	21,375	25,048	20,882	23,919	22,893	23,525	22,939	23,731	26,136

	Jan.11	Feb.11	Mar.11	Apr.11	May11	June11	July11	Aug.11	Sep.11	Oct.11
Page Views on Landing Page	22,190	22,562	27,118	24,183	32,553	36,238	29,879	29,076	26,112	25,260
- Transactions	15,828	17,096	21,085	19,472	22,862	25,464	21,749	21,772	20,002	19,672

	Mar.10	Apr.10	May10	June10	July10	Aug.10	Sep.10	Oct.10	Nov.10	Dec.10
Page Views on Landing Page	29,196	26,796	27,990	26,338	33,403	37,913	35,005	24,986	19,561	18,296
- Transactions	16,721	17,887	18,565	16,521	19,017	22,584	21,597	16,757	13,696	13,401

	May09	June09	July09	Aug.09	Sep.09	Oct.09	Nov.09	Dec.09	Jan.10	Feb.10
Page Views on Landing Page	15,717	17,664	27,387	18,562	15,861	14,056	17,725	28,414	30,624	27,712
- Transactions	13,991	16,170	12,214	16,442	12,222	12,397	14,984	16,994	19,228	14,888

## 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 1,719,876 email bulletins to subscribers, 26.94% fewer than last month. Tweets decreased from 122 to 74. Twitter followers increased 4.38% over last month.

	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14	Jan.15	Feb.15
GovDelivery Bulletins	26	39	31	24	22	35	18
Emails Distributed to Subscribers	2,828,729	4,608,538	3,410,363	2,091,328	2,107,867	2,353,908	1,719,876
Subscribers at End of Month	428,599	435,001	443,218	486,047	510,159	531,824	554,119
Subscriptions	1,299,675	1,310,522	1,317,389	1,422,583	1,478,787	1,533,777	1,594,163
Total Subscribable Topics	57	57	57	58	58	59	61
Tweets Issued	56	108	57	79	45	122	74
Twitter Followers at End of Month	41,795	42,688	43,500	45,700	46,000	47,900	50,000

	Jan.14	Feb.14	Mar.14	Apr.14	May.14	Jun.14	Jul.14
GovDelivery Emails Issued	17	16	28	28	19	21	23
Emails Distributed to Subscribers	1,214,810	997,583	1,872,711	2,634,479	1,897,736	1,567,847	2,187,720
Subscribers at End of Month	403,424	405,252	406,632	408,500	405,497	407,621	417,934
Subscriptions	1,243,034	1,250,826	1,258,551	1,268,668	1,262,430	1,267,153	1,282,317
Total Subscribable Topics	56	58	58	58	58	57	58
Tweets Issued	95	96	87	47	45	43	63
Twitter Followers at End of Month	33,400	34,057	35,297	36,925	38,484	39,383	40,738

	Jun.13	Jul.13	Aug.13	Sep.13	Oct.13	Nov.13	Dec.13
GovDelivery Emails Issued	23	27	19	17	22	22	18
Emails Distributed to Subscribers	1,663,637	2,031,262	911,515	1,516,924	1,657,058	2,333,107	1,719,876
Subscribers at End of Month	391,206	399,076	401,420	403,834	402,895	401,817	401,575
Subscriptions	1,188,393	1,207,556	1,221,140	1,234,000	1,238,863	1,237,090	1,238,296
Total Subscribable Topics	52	52	52	54	54	55	55
Tweets Issued	71	55	40	78	74	38	67
Twitter Followers at End of Month	27,022	28,026	28,910	29,890	30,747	31,275	32,182

	Nov.12	Dec.12	Jan.13	Feb.13	Mar.13	Apr.13	May.13
GovDelivery Emails Issued	21	20	27	26	38	31	23
Emails Distributed to Subscribers	1,178,514	1,205,772	976,597	1,958,689	2,457,203	2,976,849	2,079,216
Subscribers at End of Month	351,251	352,647	350,708	351,570	355,875	388,352	389,453
Subscriptions	1,076,205	1,085,296	1,099,382	1,108,975	1,127,188	1,175,533	1,175,771
Total Subscribable Topics	45	45	46	46	48	50	52
Tweets Issued	83	28	48	115	37	84	22
Twitter Followers at End of Month	19,308	20,097	20,932	21,769	22,606	25,461	26,250

## 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 0.41% and 2.11% respectively.

Google Analytics Metrics	Aug.14	Sep.14	Oct.14	Nov.14	Dec.14	Jan.15	Feb.15	Change
Pageviews	1,101,011	1,163,291	1,214,981	1,710,527	1,142,571	1,678,901	1,643,532	-2.11%
Users	232,127	251,829	256,953	473,461	277,111	422,347	418,778	-0.85%
Sessions	364,832	395,002	432,220	732,303	451,845	659,000	661,719	0.41%
Avg Session Duration	00:04:15	00:04:08	00:03:48	0:03:23	00:03:39	0:03:36	0:03:27	-4.17%
% New Sessions	54.85%	54.34%	49.72%	57.51%	49.06%	54.53%	52.24%	-4.20%
Pageviews/Session	3.02	2.95	2.81	2.34	2.53	2.55	2.48	-2.75%
Bounce Rate	52.39%	53.11%	53.62%	60.16%	56.42%	57.44%	58.85%	2.45%

## 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 57.13% of traffic to the Spanish site, up 2.45% from last month. User Sessions by Android Mobile browsers were up 0.46% compared to last month. iOS mobile browsers came in third with an increase of 4.81% compared to last month.

OS (device category)	Sep.14	Oct.14	Nov.14	Dec.14	Jan.15	Feb.15	Change
Android (mobile)	112,743	124,336	284,599	156,275	242,439	243,560	0.46%
Windows (desktop)	165,818	180,758	201,302	151,422	199,377	195,115	-2.14%
iOS (mobile)	47,133	52,056	137,574	69,270	115,169	120,712	4.81%
iOS (tablet)	30,284	31,385	48,438	30,854	42,142	41,949	-0.46%
Macintosh (desktop)	15,468	17,376	22,006	16,296	20,482	21,266	3.83%
Android (tablet)	11,849	13,268	19,783	14,373	19,669	18,680	-5.03%
Windows Phone (mobile)	2,128	2,657	4,988	3,150	4,204	4,373	4.02%
Windows (mobile)	3,571	4,079	4,956	3,854	5,097	5,434	6.61%
Linux (desktop)	1,793	1,798	2,431	2,004	4,422	5,357	21.14%
Chrome OS (desktop)	1,417	1,553	2,035	1,657	2,466	2,030	-17.68%
<b>Total</b>	<b>395,004</b>	<b>432,218</b>	<b>732,304</b>	<b>451,847</b>	<b>659,013</b>	<b>661,717</b>	<b>0.41%</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 2.11%. The USCIS-ES homepage was viewed 341,154 times in February compared to 351,163 times in January, an decrease of 2.85%. Page Views of the “Acción Ejecutiva sobre Inmigración” increased 7.20% over last month. Page Views of the “Consideración de Acción Diferida para los Llegados en la Infancia” page was up 32.54% over last month.

	Page Title	Page Views	Unique Pageviews	Avg. Time on Page	Entrances*	Change from Last Month
1	Espanol Homepage	341,154	212,014	134.03	190746	-2.85%
2	Acciones Ejecutivas sobre Inmigración	188,075	155,649	271.61	138369	7.20%
3	Formularios	51,894	35,815	79.40	9326	-6.47%
4	Consideración de Acción Diferida para los Llegados en la Infancia	47,020	34,967	210.87	25154	32.54%
5	Petición de Familiar Extranjero	34,208	21,194	171.68	7279	-5.53%
6	Trámite y procedimientos para la Tarjeta Verde	29,004	20,072	94.70	7424	-7.30%
7	Mientras mi caso está en trámite con el USCIS	28,215	19,416	183.27	11928	-13.42%
8	Noticias	25,643	20,254	73.61	3881	-0.35%
9	El examen de naturalización: Materiales de estudio	20,648	13,334	148.26	7222	-7.82%
10	Familiares de Ciudadanos Estadounidenses	20,495	13,640	137.07	6951	0.37%
11	Tarjeta Verde a través de la Familia	20,242	14,202	59.54	807	-7.40%
12	Contáctenos	19,376	12,964	151.30	2607	-6.45%
13	Solicitud de Registro de Residencia Permanente o Ajuste de Estatus	18,948	13,119	162.85	4444	-7.43%
14	Tarjeta Verde	18,901	13,831	56.00	4573	-12.83%
15	Solicitud de Naturalización	15,969	9,959	204.01	5136	-4.51%
16	Preguntas más frecuentes	15,789	13,710	261.45	9533	55.08%
17	Disponibilidad de Visas y Fechas de Prioridad	14,883	10,182	154.72	5560	-1.64%
18	Solicitud para Reemplazar la Tarjeta de Residente Permanente (Green Card)	12,851	7,994	203.76	4448	2.16%
19	Preguntas de la parte de educación cívica del Examen de Naturalización	12,537	5,494	121.89	2775	31.89%
20	Familiares de Residentes Permanentes	11,089	8,150	151.36	3614	-4.01%
21	Tarjeta Verde para un Familiar Inmediato de un Ciudadano de los Estados Unidos	11,046	7,741	123.69	1384	-5.31%
22	Ciudadanía	10,850	8,179	74.72	2867	-7.69%
23	Solicitud de Autorización de Empleo	10,610	6,068	149.52	2255	-7.80%
24	Cómo renovar una Tarjeta Verde	9,341	6,197	168.29	3947	-11.99%
25	Tarjeta Verde para un Familiar de un Ciudadano Estadounidense	9,001	5,714	120.83	922	-7.67%

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