
U.S. Citizenship and Immigration Services (USCIS)

**June 2012 Monthly Web Metrics Report
Customer Service Web Portal (CSWP)**

July 16, 2012

Revision History

Version	Date	Name of Author	Summary of Changes
1.0	July 16, 2012	CSWP, Senior Business Analyst	Baseline Draft

Table of Contents

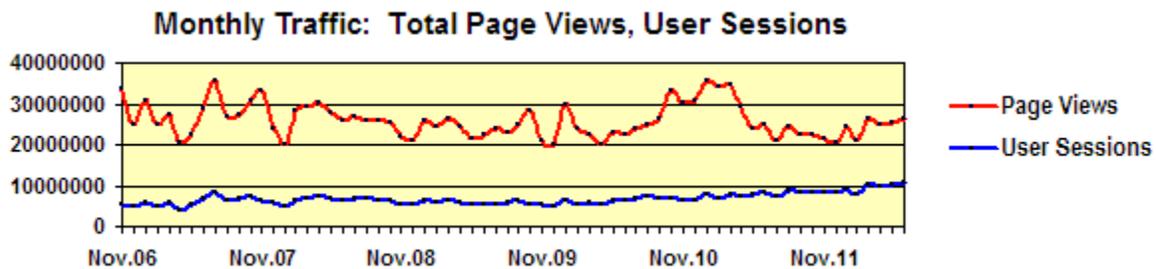
Executive Summary	1
CSWP Visitor Traffic	2
Top 10 Browsers Used by Visitors to USCIS.gov.....	3
Google Searches for USCIS Content Compared to Searches for Other Federal Content.....	4
Distribution of Traffic by Major Content Area.....	5
FOIA Status Check.....	6
Top 25 Viewed Pages.....	7
Top 25 Downloaded Files	8
Top 25 Referring Pages Sending Traffic to CSWP	9
Ranking of CSWP Pages in Three Top Search Engines	10
Top 50 Search Terms from Referring External Search Engines	11
Top 50 Search Terms Entered into the CSWP Search Engine	12
Surveys of User Satisfaction.....	13
Social Media Activity Using Links on CSWP Pages.....	14
Subscription Email Messages and Tweets	15
USCIS-ES Visitor Traffic	16
Top 25 Viewed USCIS-ES Pages.....	17
Appendix: Historical CSWP Visitor Traffic.....	18

Executive Summary

This report covers USCIS Customer Service Web Portal (CSWP) metrics and related analysis for June 2012. Included is data on the CSWP's Spanish language component, USCIS-ES. Highlights in this report:

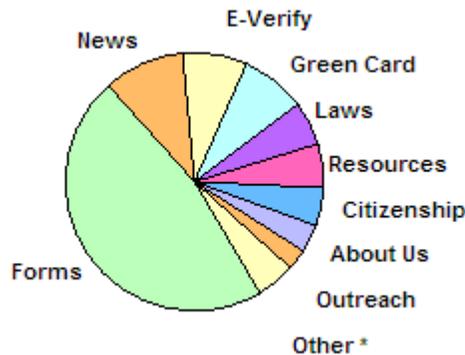
► **Overall Traffic Volume Increased Slightly**

Page views increased one percent and user sessions increased 0.04 percent. (See page 2.)



► **News Page Moves to Second Position**

The News page jumped to second position after Forms this month while the Green Card and E-Verify landing pages continued as the next most visited of the site's major landing pages. (See page 5.)



► **Deferred Action Process for Young People**

Traffic to the News section increased sixty eight percent over the previous month. (See page 2.) A DHS Press Release on the Deferred Action Process for Young People accounted for the highest referral to USCIS.gov. (See page 9.)

► **Customer Satisfaction Score for USCIS.gov Decreased from 82 to 81**

The score for USCIS.gov decreased from 82 to 81, while the score for USCIS-ES increased from 83 to 84. USCIS and USCIS-ES continue to score well above the average for all federal government sites. (See page 13.)

USCIS	USCIS-ES	Federal Govt.
81	84	74

CSWP Visitor Traffic

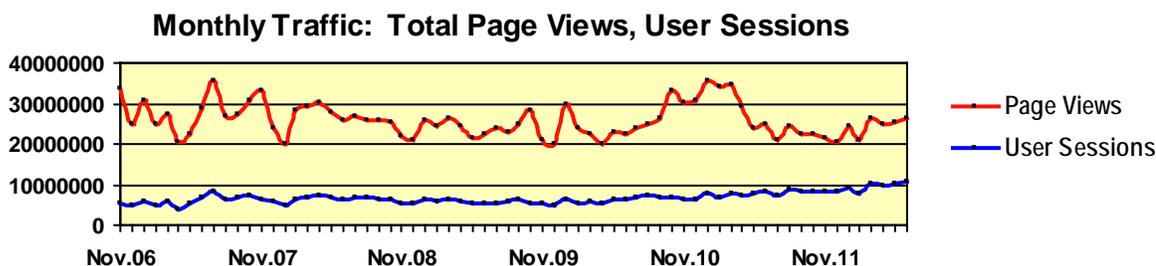
► **Notable changes this month:** Traffic volume increased slightly. Page views increased one percent and user sessions increased 0.04 percent. Sessions in News increased sixty eight percent.

Metric	Dec.11	Jan.12	Feb.12	Mar.12	Apr.12	May.12	Jun.12
Overall							
User Sessions (Visits)	8,061,305	9,054,347	7,786,568	10,049,045	9,828,942	10,203,184	10,656,049
Avg. Weekday User Sessions	299,837	338,954	311,086	375,883	385,859	381,037	418,048
Avg. Session Length (min.)	3:54	4:10	4:10	4:05	3:55	3:52	3:40
Unique Visitors	3,535,652	4,124,805	3,558,881	4,584,046	4,505,104	4,658,404	4,678,696
One-Time Visitors	2,298,967	2,674,683	2,291,531	2,986,425	2,969,156	3,081,186	3,045,962
Repeat Visitors	1,236,685	1,450,122	1,267,350	1,597,621	1,535,948	1,577,218	1,632,734
Page Views	20,308,769	24,290,487	20,941,368	26,332,388	24,821,220	25,146,312	26,476,708
Sessions by Content Area *							
About Us	72,844	82,804	73,329	89,719	84,294	86,491	85,301
Citizenship	69,167	90,373	75,321	102,392	108,297	112,581	118,162
Forms	912,710	1,095,947	1,070,601	1,251,327	1,127,949	1,133,084	1,113,112
Outreach	46,964	58,010	47,995	56,901	53,525	54,211	57,663
Laws	97,103	126,060	102,464	120,789	117,047	113,614	132,461
News	137,731	192,851	138,945	166,855	176,640	165,942	243,578
E-Verify	116,273	178,088	191,284	218,393	209,944	199,352	196,084
Resources	112,762	130,380	112,841	132,748	126,154	125,594	128,081
Working in the U.S.	24,666	29,189	23,697	30,567	33,094	33,613	38,379
Family	24,764	30,980	24,264	30,655	30,025	30,042	29,448
Adoption	7,655	8,516	7,058	9,448	9,343	9,037	9,201
Green Card	179,717	213,830	169,816	230,774	210,499	210,452	193,312
Humanitarian	4,887	5,398	4,336	5,630	5,433	5,687	6,054
Visit the U.S.	15,629	19,696	16,322	21,474	20,810	21,674	20,664
Military	9,506	11,337	8,949	11,871	11,042	11,297	11,182
Find It Fast/Where to Start **	3,500	61,842	2,756	3,925	5,362	4,623	4,305

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

** Number of times a visitor clicked the Get Results button for this widget.

Historical Data: Historical CSWP visitor traffic data is available in the Appendix beginning at page 18.



Top 10 Browsers Used by Visitors to USCIS.gov

The following table shows the 10 browsers most frequently used by visitors to the USCIS Customer Service Web Portal (CSWP) at USCIS.gov. The “Change from Last Month” column below indicates each browser’s increased or decreased share of total visits among all browsers.

► **Notable changes this month:** The Internet Explorer (IE) share of visits decreased 0.7 percent, while Chrome’s share increased by roughly the same amount. IE, Chrome, Firefox, and Safari browsers continue to account for over 95 percent of all browsers used by visitors to USCIS.gov.

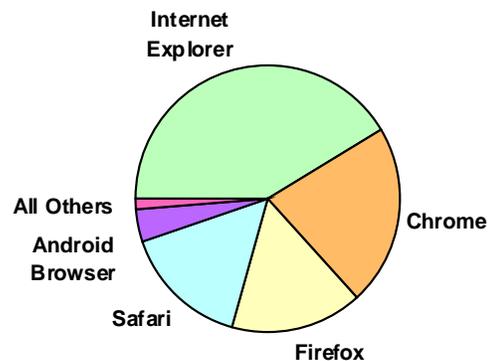
	Top 10 Browsers Used	Visits	Percent of All Visits	Change from Last Month
1	Internet Explorer (1)	3,167,948	41.48%	-1.69%
2	Chrome (2)	1,663,519	21.78%	0.43%
3	Firefox (3)	1,208,046	15.82%	-0.51%
4	Safari (4)	1,196,117	15.66%	1.05%
5	Android Browser (5)	292,459	3.83%	0.67%
6	Mozilla Compatible Agent (7)	41,320	0.54%	0.13%
7	Opera (6)	30,338	0.40%	0.01%
8	IE with Chrome Frame (8)	15,729	0.21%	0.01%
9	Opera Mini (9)	11,769	0.15%	0.00%
10	Mozilla (10)	1,967	0.03%	-0.07%
Total Visits This Month >		7,629,212	99.90%	--

Number in parentheses indicates rank in the previous month.

* A browser not in the previous month's Top 10.

Top Versions of Leading Browsers and Their Share of All Visits

- Internet Explorer: 9 (21.1%), 8 (20.6%), 7 (5.5%)
- Chrome: 19 (23.0%)
- Firefox: 12 (7.4%), 13 (6.5%)
- Safari: 5.1 (7.3%), 5.0 (3.8%), 5.0.2 (1.2%), 5.1.5 (1.0%)

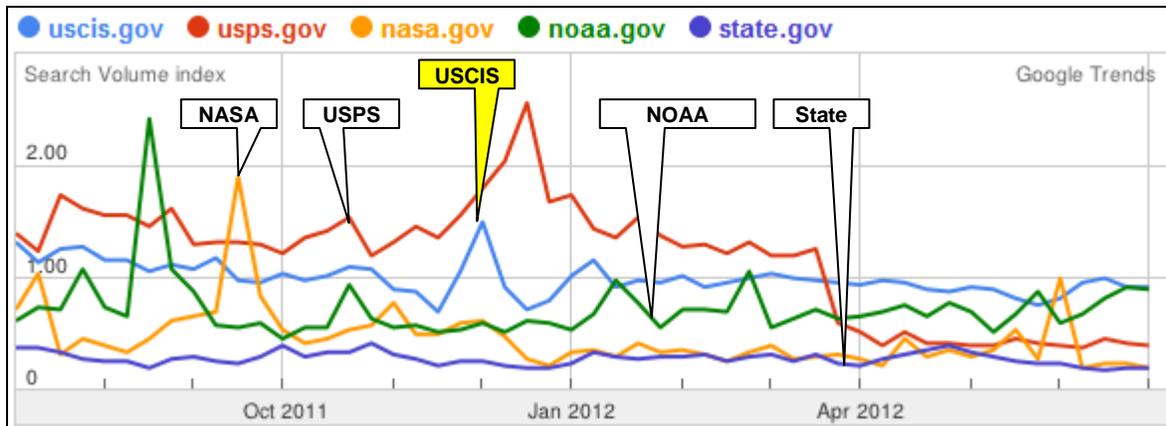


Google Searches for USCIS Content Compared to Searches for Other Federal Content

Google Search volume is a significant indicator of how much traffic comes to USCIS.gov. The chart below reflects Google Trends data on the volume of Google searches related to USCIS compared to Google searches related to other federal organizations. The average volume of searches for USCIS content over the past year is presented as a baseline value of 1.0, with the daily volume of searches related to USCIS and to other sites arrayed against that baseline. Each month, searches for USCIS are compared to a rotating combination of major federal web sites.*

► **Notable changes this month:** None. USCIS continues to be among the most frequently searched federal web sites.

USCIS.gov Compared to Leading Federal Web Sites



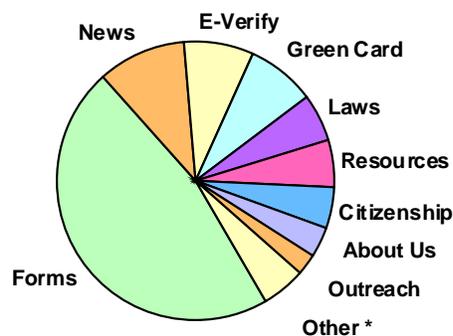
* The chart on this page compares Google searches about USCIS to searches related to a rotating sample of four federal Web sites from among the ten or so sites that get more traffic than USCIS and other well-known sites.

Distribution of Traffic by Major Content Area

The CSWP Home Page makes it easy for visitors to find and navigate to popular information and resources. The table and chart below reflect counts of user sessions to 15 key landing pages and the times that users selected the Find It Fast option. (For similar data from November 2006 to the present, see page 2 and pages 18-23.)

► **Notable changes this month:** The News landing page moved up to second position, an increase of sixty eight percent over last month. The Forms landing page continues to be seen by about 50 percent of all traffic that goes to the major landing pages. The Green Card and E-Verify landing pages remained the next most visited of the site's major landing pages.

Content Area Landing Page	User Sessions
Forms	1,113,112
News	243,578
E-Verify	196,084
Green Card	193,312
Laws	132,461
Resources	128,081
Citizenship	118,162
About Us	85,301
Outreach	57,663
Working in the U.S.	38,379
Family	29,448
Visit the U.S.	20,664
Military	11,182
Adoption	9,201
Humanitarian	6,054
Find It Fast/Where to Start **	4,305
Total Sessions to These Pages >	2,386,987



* "Other" in chart includes Working in the U.S., Family, Visit the U.S., Find It Fast, Military, Adoption, and Humanitarian.

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 two percent, while transactions decreased two percent.

	Sep.11	Oct.11	Nov.11	Dec.11	Jan.12	Feb.12	Mar.12	Apr.12	May12	June12
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

	June08	July08	Aug.08	Sep.08	Oct.08	Nov.08	Dec.08	Jan.09	Feb.09
Page Views on Landing Page	3,509	15,599	9,014	10,025	11,277	9,996	10,174	11,946	11,804
- Transactions	3,952	12,398	9,549	10,573	11,783	10,536	10,477	12,398	11,808

Top 25 Viewed Pages

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

► **Notable changes this month:** The H-1B Fiscal Year 2013 Cap Season landing page moved to third most viewed page, with over 660,000 views. Otherwise, there were only minor changes in the order and relative traffic volume among the 25 most viewed pages.

	Top 25 Viewed Pages	Page	% of All
1	Home Page (1)	5,968,449	22.54%
2	Forms (2)	1,540,743	5.82%
3	H-1B Fiscal Year 2013 Cap Season (4)	664,264	2.51%
4	Application for Naturalization, N-400 (3)	559,428	2.12%
5	Petition for Alien Relative, I-130 (5)	446,723	1.69%
6	News (8)	323,394	1.22%
7	USCIS-ES Home Page (7)	256,090	0.97%
8	Green Card (Permanent Residence) (6)	234,887	0.89%
9	Applic. to Register Perm. Residence or Adjust Status, I-485 (9)	216,202	0.82%
10	News RSS Page (12)	211,124	0.80%
11	Application for Employment Authorization, I-765 (14)	195,361	0.74%
12	Contact Us (11)	193,988	0.73%
13	Deferred Action Process for Young People Who Are Low	191,785	0.72%
14	E-Verify (15)	179,762	0.68%
15	Naturalization Self Test (10)	175,565	0.66%
16	Application to Replace Permanent Resident Card, I-90 (13)	168,767	0.64%
17	Citizenship Through Naturalization (16)	166,398	0.63%
18	Resources (17)	158,708	0.60%
19	Laws (21)	156,787	0.59%
20	Citizenship (20)	143,490	0.54%
21	File My Application Online (E-Filing) (18)	137,904	0.52%
22	Affidavit of Support Under Section 213A of the Act, I-864 (19)	132,627	0.50%
23	Family of U.S. Citizens*	123,547	0.47%
24	Instructions for Electronic Filing of Form I-90 (23)	122,755	0.46%
25	Green Card Through Family	122,371	0.46%
	
		26,476,70	100.00

Number in parentheses indicates rank in the previous month.

* A file not in the previous month's Top 25.

Top 25 Downloaded Files

The following table shows the 25 most downloaded files on USCIS.gov.

► **Notable changes this month:** Document M-274 and the Civics Flash Cards for the Naturalization Test continue as the top downloaded files this month. The Application for Waiver of Grounds of Inadmissibility rose from 25th position.

	Top 25 Downloaded Files	Hits	% of
1	M-274: Instructions for Completing Form I-9 (2)	2,116,403	11.64%
2	M-623: Civics Flash Cards for Naturalization Test (1)	2,087,818	11.48%
3	I-129: Petition for a Nonimmigrant Worker (3)	1,034,901	5.69%
4	I-9: Employment Eligibility Verification (5)	754,079	4.15%
5	M-565: How Do I Apply for U.S. Citizenship (6)	625,494	3.44%
6	M-555: How Do I Help Relative Become a Perm. Resident (7)	425,738	2.34%
7	I-864EZ: Affidavit of Support Under Section 213 of the Act (8)	372,989	2.05%
8	N-400: Application for Naturalization (9)	300,732	1.65%
9	M-477: Document Checklist (4)	289,759	1.59%
10	M-618: Welcome to the U.S. Guide for New Immigrants (10)	241,722	1.33%
11	M-623-S: Civics Flash Cards for Naturalization Test (Spanish) (13)	216,810	1.19%
12	M-715: Writing Vocabulary Flash Cards (12)	211,691	1.16%
13	M-562: How Do I Renew or Replace My Perm. Resident Card (11)	206,115	1.13%
14	I-130: Petition for Alien Relative (14)	202,948	1.12%
15	M-775: E-Verify User Manual for Employers (15)	190,460	1.05%
16	I-601: Application for Waiver of Grounds of Inadmissibility (25)	182,733	1.00%
17	I-485: Applic. to Register Perm. Residence or Adjust Status (18)	167,231	0.92%
18	M-561: How Do I Help a Relative Become a Perm. Resident (16)	164,540	0.90%
19	Instructions for N-400: Application for Naturalization (19)	164,538	0.90%
20	I-130: Petition for Alien Relative (14)	164,069	0.90%
21	M-715: Reading Vocabulary Flash Cards (21)	155,054	0.85%
22	G-1145: E-Notification of Application/Petition Acceptance (22)	153,227	0.84%
23	M-608: How Do I Get a Reentry Permit (23)	149,690	0.82%
24	I-864: Affidavit of Support Under Section 213 of the Act (24)	141,549	0.78%
25	N-600: Application for Certificate of Citizenship (*)	137,375	0.76%
	
	Total Downloaded Files this Month >	18,186,748	100.00%

Number in parentheses indicates rank in the previous month.

* A file not in the previous month's Top 25.

Top 25 Referring Pages Sending Traffic to CSWP

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

► **Notable changes this month:** A DHS.gov Press Release on Deferred Action for Young People led a large number of referrals to the Home Page, even though the page wasn't published until June 15. The Naturalization Resources in Spanish page was referred by banner ads from the Citizenship Public Education and Awareness Initiative.

	Referrals	Destination Page on USCIS.gov	Referring Page
1	28,952	Home Page	"Deferred Action Process for Young People..." Press Release on DHS.gov (*)
2	20,943	Home Page	Search for "uscis" on Google (1)
3	16,011	Affidavit of Support Under Section 213A of the Act (I-864)	Affidavit of Support Instructions on Travel.State.gov (3)
4	15,853	Affidavit of Support (I-864EZ)	Affidavit of Support Instructions on Travel.State.gov (7)
5	13,936	Home Page	Links in Yahoo emails (9)
6	12,645	Employment Elig. Verification (I-9)	Link to i-9 on IRS.gov (8)
7	12,051	Affidavit of Support (I-864)	Visa Application Forms on Travel.State.gov (10)
8	14,986	H-1B FY 2013 Cap Season	Search for "h1b cap on USCIS" on Google (*)
9	10,419	H-1B FY 2013 Cap Season	Murthy.com (1)
10	10,001	I-9 (PDF)	Link to i-9 on IRS.gov (12)
11	9,214	Forms	Fees for Visa Services on Travel.State.Gov (11)
12	8,544	Petition for Alien Relative (I-130)	Immigrants to U.S. on Travel.State.gov (13)
13	8,072	Intending Immigrant's Affidavit of Support Exemption (I-864W)	Affidavit of Support Instructions on Travel.State.gov (14)
14	7,855	Naturalization Resources in Spanish	Citizenship Initiative banner ad 1 (*)
15	6,472	Petition for Alien Fiance(e) (I-129F)	Nonimmigrant Visa for Fiance(e) on Travel.State.gov (15)
16	6,089	Poverty Guidelines (I-864P)	Affidavit of Support Instructions on Travel.State.gov (17)
17	5,264	Pending Employment-Based I-485 Inventory	Updated I-485 Inventory on Murthy.com (*)
18	5,213	Contract Between Sponsor and Household Member (I-864A)	Affidavit of Support Instructions on Travel.State.gov (19)
19	5,116	Naturalization Resources in Spanish	Citizenship Initiative banner ad 2 (*)
20	4,900	Naturalization Resources in Spanish	Citizenship Initiative banner ad 3 (*)
21	4,676	Contract Between Sponsor and Household Member (I-864A)	Visa Application Forms on Travel.State.gov (20)
22	4,473	Green Card Through Diversity Immigrant Visa Program	Diversity Visa Program on Travel.State.gov (16)
23	4,387	Forms	Visa Application Forms on Travel.State.gov (21)
24	4,226	Home Page	Immigrants to U.S. on Travel.State.gov (18)
25	4,119	Forms	Immigration on DHS.gov (*)

Number in parentheses indicates rank in the previous month.

* A referral not in the previous month's Top 25.

Ranking of CSWP Pages in Three Top Search Engines

The following results indicate the ranking position of the first instance of a USCIS.gov page on search results pages when several popular search terms are entered into the Google, Yahoo, and Bing search engines.

► **Notable changes this month:** Over the past several few years, USCIS.gov pages have gradually risen to be the first page listed in search engine requests nearly every month for the key immigration and citizenship terms noted below.

Search Terms	Google	Yahoo	Bing
uscis	1	1	1
uscis.gov	1	1	1
immigration	1	1	1
immigration and naturalization services	1	1	1
immigration forms	1	1	1
citizenship	1	1	1
ins	1	1	1
naturalization	1	1	1
green card	1	1	1
asylum	3	5	4

Top 50 Search Terms from Referring External Search Engines

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

► **Notable changes this month:** None. Searches for agency name, specific forms, and citizenship account for a large share of the most frequent search terms.

Phrase	Referrals
uscis	636,409
uscis.gov	103,378
www.uscis.gov	89,082
immigration	57,550
uscis case status	40,090
i-9	39,505
uscis forms	39,349
ins	37,439
us immigration	33,387
i-9 form	26,861
i9	26,763
i9 form	23,475
everify	23,097
e-verify	16,962
green card	16,782
form i-9	16,320
immigration forms	16,162
us citizenship	15,592
i-9 form 2012	14,344
h1b cap	14,334
e verify	12,346
n400	12,259
citizenship application	12,062
immigration and naturalization	11,888
i-130	11,827

Phrase	Referrals
immigration news	11,243
inmigracion	11,237
us citizenship application	11,043
n-400	10,497
citizenship test	9,450
affidavit of support	9,045
i 9 form	8,674
citizenship	8,255
green card renewal	8,211
us citizenship test	7,561
i-864	7,221
uscis h1b	7,175
uscis.com	7,018
h1b cap 2013	6,838
usics	6,639
i-485	6,604
h1b quota	6,505
ins.gov	6,202
i-765	5,943
ucis	5,835
naturalization	5,516
h1b	5,198
h1b cap count	5,187
h1b quota 2013	5,040
i130	4,970

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:** None. The order and volume of search terms are largely unchanged from last month.

Phrase	Count
h1b	8677
i-130	6408
i-485	4466
visa bulletin	4390
i-765	4162
i-864	3784
dream act	3639
g-325a	3517
n-400	3306
n400	3171
dream act 2012	3150
i-131	2778
i130	2602
h1b cap 2013	2575
forms	2513
infopass	2501
i-751	2332
change of address	2330
visa bulletin july 2012	2269
processing times	2255
dream act application	2253
opt	2102
i-94	2053
i-90	1995
tourist visa requirements	1979

Phrase	Count
i765	1874
i-912	1854
i485	1818
i-9	1809
i864	1713
green card	1705
case status	1704
h-1b	1682
visa	1680
dream act 2012 application	1611
change of address online	1607
i-130 form	1591
ds-230	1577
deferred action	1558
h1b cap	1484
form i-130	1475
affidavit of support	1464
i-129	1453
i 130	1446
ead	1443
i-539	1435
g325a	1429
i-797	1425
i-693	1417
i-551	1386

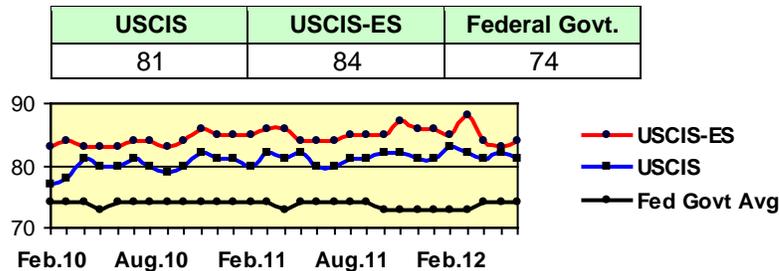
Surveys of User Satisfaction

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.gov decreased from 82 to 81, while the score for USCIS-ES increased from 83 to 84. These scores continue to place USCIS and USCIS-ES well above the average for federal government sites.

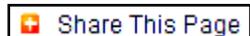
This Month's Average Customer Satisfaction Scores



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

Primary Reason for Visiting the Site	USCIS	USCIS-ES
Citizenship Requirements	25%	11%
Check My Case Status	17%	22%
Get General Information Before I File My Case	10%	21%
Green Card Information	11%	13%
Download Form(s)	9%	4%
Find Form(s)	6%	6%
Primary Method Used to Find Information		
Site's Search Feature	30%	32%
Top Navigation Bar	20%	23%
Used an External Search Engine (e.g., Google)	21%	18%
Just Browsing	17%	16%
Site Map	7%	8%
Find It Fast (Where to Start) Feature	5%	3%
Self-Identified Role of Visitor		
Permanent Resident (green card holder)	34%	35%
Naturalized U.S. Citizen	19%	16%
U.S. Born Citizen	14%	3%
Citizen of a Foreign Country	7%	14%
Visitor/Nonimmigrant	3%	9%

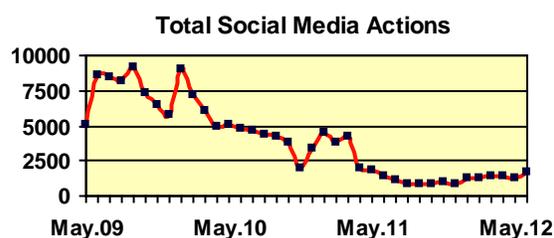
Social Media Activity Using Links on CSWP Pages



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:** There was a twenty percent increase in the number of total social media actions and a twenty one percent decrease in clickbacks.** The landing page for USCIS ELIS (Electronic Immigration System) moved into the top 10 as the seventh most shared page.

	Top Services	Sharing	Click-
1	Facebook (1)	757	259
2	Email (2)	256	68
3	Twitter (3)	166	2
4	Gmail (4)	94	2
5	Print (5)	71	0
6	Favorites (6)	33	73
7	Reddit (8)	31	0
8	Blogger (7)	29	0
9	LinkedIn (9)	13	0
10	Tumblr (10)	7	0
–	All Others...	175	23
	Total	1,632	427



	Top 10 Pages Shared Via Page-Based Social Media Links	Sharing Actions	Click-backs**
1	Deferred Action Process for Young People (*)	286	3
2	Study for the Test (1)	183	127
3	Study Materials for the Civics Test (2)	64	73
4	Naturalization Interview and Test Video (3)	89	48
5	Study Materials for the English Test (4)	57	14
6	CRC (for) Teachers (*)	18	0
7	Becoming a U.S. Citizen: Overview of Naturalization Process (9)	17	2
8	Naturalization Resources in Spanish	17	5
9	Apply for Citizenship (7)	31	12
10	Contact Us	13	1
–	All Others...	857	142
	Total	1,632	427

Number in parentheses indicates rank in the previous month.

* An item not in the previous month's top 10.

** A clickback is a page visit that results from clicking a link in a shared social media action.

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 almost 1.9 million email bulletins to subscribers, a decrease of eighty thousand compared to the previous month, and issued 185 tweets, an increase of 29 percent over the previous month.

	Dec.11	Jan.12	Feb.12	Mar.12	Apr.12	May12	Jun.12
GovDelivery Emails Issued	19	22	22	27	25	23	21
Emails Distributed to Subscribers	601,109	736,827	1,221,048	2,963,679	1,611,791	1,964,307	1,884,932
Subscribers at End of Month	330,474	333,374	332,119	332,995	334,004	336,238	331,965
Subscriptions	966,217	980,518	983,532	991,403	999,404	1,008,018	1,003,501
Total Subscribable Topics	23	23	23	23	23	23	23
Tweets Issued	139	91	184	90	118	143	185
Twitter Followers at End of Month	10,977	11,727	12,287	12,767	13,591	14,320	15,209

	May11	June11	July11	Aug.11	Sep.11	Oct.11	Nov.11
GovDelivery Emails Issued	32	24	24	28	19	24	23
Emails Distributed to Subscribers	1,891,329	1,830,221	1,413,479	2,378,844	2,014,911	1,380,017	821,196
Subscribers at End of Month	288,124	321,664	321,536	322,363	322,614	325,622	329,464
Subscriptions	867,630	914,272	920,583	928,440	934,013	944,369	959,812
Total Subscribable Topics	19	22	22	22	22	23	23
Tweets Issued	62	90	160	136	106	96	199
Twitter Followers at End of Month	6,320	7,628	8,071	8,549	9,200	9,679	10,268

	Nov.10	Dec.10	Jan.11	Feb.11	Mar.11	Apr.11
GovDelivery Emails Issued	2	15	32	26	44	23
Emails Distributed to Subscribers	282,213	49,179	1,726,382	1,106,619	3,205,638	1,019,329
Subscribers at End of Month	280,617	281,480	280,607	280,144	286,854	288,124
Subscriptions	840,739	845,987	847,828	849,020	857,669	867,630
Total Subscribable Topics	17	17	17	19	19	19
Tweets Issued	--	--	--	--	85	85
Twitter Followers at End of Month	--	--	--	--	5,280	5,850
Twitter Bulletins Issued	26	16	38	19	--	--
Notifications Sent to Subscribers	20,535	14,381	46,308	27,429	--	--
Subscribers at End of Month	817	966	1,388	1,523	--	--

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 three percent of all traffic to the CSWP.

► **Notable changes this month:** Traffic volume increased twelve percent. Unique visitors increased ten percent.

	Oct.11	Nov.11	Dec.11	Jan.12	Feb.12	Mar.12	Apr.12	May12	Jun.12
User Sessions (Visits)	193,747	205,068	187,638	263,441	210,322	265,596	267,754	268,250	301,449
Avg. Weekday User Sessions	7,166	7,593	6,804	9,519	8,085	9,570	10,155	9,746	11,319
Avg. Session Length (min.)	5:08	4:15	4:08	4:41	4:33	4:27	4:30	4:19	3:50
Unique Visitors	130,781	125,143	111,701	159,324	129,315	160,346	161,864	164,587	180,773
One-Time Visitors	102,649	91,339	80,470	113,935	92,780	114,899	117,086	120,182	130,130
Repeat Visitors	28,132	33,804	31,231	45,389	36,535	45,447	44,778	44,405	50,643
Page Views	737,968	683,600	610,435	919,967	731,633	865,679	857,952	855,025	881,459

	Jan.11	Feb.11	Mar.11	Apr.11	May11	June11	July11	Aug.11	Sep.11
User Sessions (Visits)	198,854	178,609	203,971	176,696	185,610	196,817	162,353	204,745	192,716
Avg. Weekday User Sessions	7,389	7,074	7,342	6,632	6,837	7,308	5,835	7,373	7,219
Avg. Session Length (min.)	7:34	7:03	6:50	6:40	6:15	5:39	5:43	5:29	5:14
Unique Visitors	142,221	127,066	146,794	125,578	135,218	137,076	115,347	142,592	134,110
One-Time Visitors	116,111	103,723	121,216	103,099	112,437	109,868	92,900	114,021	107,163
Repeat Visitors	26,110	23,343	25,578	22,479	22,781	27,208	22,447	28,571	26,947
Page Views	1,030,827	883,545	979,563	801,932	821,251	809,944	660,082	815,597	729,217

	Apr.10	May10	June10	July10	Aug.10	Sep.10	Oct.10	Nov.10	Dec.10
User Sessions (Visits)	117,058	139,357	139,388	157,387	177,412	173,204	167,980	174,783	154,120
Avg. Weekday User Sessions	4,385	5,247	5,252	5,719	6,451	6,419	6,218	6,424	5,505
Avg. Session Length (min.)	7:03	7:18	7:48	7:19	7:26	7:14	6:57	6:50	6:46
Unique Visitors	85,518	100,919	102,502	114,110	127,148	125,245	120,893	122,632	108,304
One-Time Visitors	70,112	82,494	84,173	93,547	103,917	102,485	99,318	100,232	89,501
Repeat Visitors	15,406	18,425	18,329	20,563	23,231	22,760	21,575	22,400	18,803
Page Views	647,816	748,673	763,536	824,976	923,216	856,269	840,469	854,445	704,417

	Oct.09	Nov.09	Dec.09	Jan.10	Feb.10	Mar.10
User Sessions (Visits)	138,377	113,691	100,538	138,399	117,366	132,054
Avg. Weekday User Sessions	5,071	4,311	3,596	5,106	4,727	4,732
Avg. Session Length (min.)	6:55	6:32	6:26	6:57	7:25	7:14
Unique Visitors	99,842	82,797	73,694	101,443	87,431	96,125
One-Time Visitors	80,418	67,255	60,032	81,550	71,777	78,118
Repeat Visitors	19,424	15,542	13,662	19,893	15,654	18,007
Page Views	832,486	643,622	558,808	843,720	708,272	781,763

Top 25 Viewed USCIS-ES Pages

The following table shows the most viewed pages on USCIS-ES this month.

► **Notable changes this month:** None. There were only minor changes in the order and relative traffic volume of the most viewed pages.

	Top 25 Viewed Pages	Page Views	% of All Views
1	Home Page (1)	256,090	29.05%
2	Formularios (2)	33,350	3.78%
3	Noticias (3)	26,869	3.05%
4	Familiares de ciudadanos estadounidenses (4)	16,781	1.90%
5	Formularios de Residencia Permanente (Tarjeta Verde) (5)	11,754	1.33%
6	El Examen de Naturalizacion: Materiales de estudio (7)	10,815	1.23%
7	Peticion para pariente extranjero, I-130 (8)	9,972	1.13%
8	Tarjeta verde (Green card) a traves de la familia (9)	9,794	1.11%
9	Enlace Publico (12)	9,599	1.09%
10	Tramite y procedimientos para la Tarjeta Verde (Green card) (11)	9,452	1.07%
11	Recursos (10)	9,135	1.04%
12	Ciudadania por naturalizacion (13)	8,873	1.01%
13	Tarjeta Verde (residencia permanente) (14)	8,506	0.96%
14	Contactenos (17)	7,899	0.90%
15	Formularios para la Ciudadania y Naturalizacion (16)	7,460	0.85%
16	Despues de que una Tarjeta verde (Green Card) haya sido concedida (15)	7,448	0.84%
17	Ciudadania (19)	7,271	0.82%
18	Solicitud para reemplazar la tarjeta de residente permanente (Green Card), I-90 (18)	7,153	0.81%
19	Familiares de residentes permanentes (25)	7,039	0.80%
20	Acerca de nosotros (23)	6,660	0.76%
21	Formularios de Familia (22)	6,648	0.75%
22	Preguntas y Respuestas sobre temas relacionados a ciudadania (24)	6,606	0.75%
23	Preguntas de la parte de educacion civica del Examen de Naturalizacion (21)	6,510	0.74%
24	Familia (*)	6,275	0.71%
25	Acción Diferida para los Llegados en la Infancia (*)	6,154	0.70%
	
Total Page Views this Month to USCIS-ES Pages >		881,459	100.00%

Number in parentheses indicates rank in previous month.

* Item was not in the previous month's listing.

Appendix: Historical CSWP Visitor Traffic

CSWP Visitor Traffic

Metric	Feb.11	Mar.11	Apr.11	May.11	June11	July11	Aug.11	Sep.11	Oct.11	Nov.11
Overall										
User Sessions (Visits)	7,018,295	8,029,128	7,321,930	7,601,509	8,531,597	7,190,559	8,729,499	8,083,309	8,240,661	8,425,421
Avg. Weekday User Sessions	286,854	295,712	286,247	288,201	328,615	267,701	323,364	309,926	316,576	322,343
Avg. Session Length (min.)	5:44	5:39	5:26	5:26	4:31	4:28	4:18	4:13	4:16	3:58
Unique Visitors	3,776,995	4,493,534	3,895,177	4,147,857	4,178,446	3,634,669	4,415,702	4,093,161	3,965,309	3,797,129
One-Time Visitors	2,777,181	3,350,342	2,867,698	3,082,141	2,888,846	2,543,514	3,101,345	2,872,856	2,735,000	2,489,553
Repeat Visitors	999,814	1,143,192	1,027,479	1,065,715	1,289,600	1,091,155	1,314,357	1,220,305	1,230,309	1,307,576
Page Views	33,929,814	34,692,919	29,388,427	24,125,433	24,734,792	20,812,450	24,299,199	22,489,840	22,445,121	21,308,987
Sessions by Content Area *										
About Us	98,524	109,628	89,796	91,339	88,386	74,253	89,196	81,115	80,749	76,365
Citizenship	87,967	103,337	81,760	79,268	81,202	67,319	85,058	85,945	84,633	78,091
Forms	1,164,374	1,340,818	1,097,365	1,123,881	1,171,331	943,683	1,132,808	1,055,878	1,059,362	982,874
Outreach	65,527	72,620	59,960	61,514	55,836	48,264	62,527	55,001	54,108	50,887
Laws	124,265	138,390	117,420	117,388	111,494	91,744	119,246	111,550	111,184	105,543
News	155,571	174,121	157,709	159,993	139,712	115,383	158,690	141,405	143,919	143,480
E-Verify	106,542	139,493	109,429	112,473	164,327	152,655	190,476	127,080	126,490	116,562
Resources	151,675	169,754	138,738	143,632	139,534	115,628	137,690	128,951	127,869	116,768
Working in the U.S.	28,835	31,690	27,020	28,534	28,221	24,762	30,549	28,772	28,948	27,409
Family	29,387	31,539	25,445	25,973	24,935	21,953	27,669	27,456	27,774	25,563
Adoption	9,906	11,135	9,073	9,095	9,150	7,967	8,832	7,810	8,254	8,168
Green Card	215,522	232,481	200,992	220,851	218,117	201,993	217,517	209,829	240,278	196,242
Humanitarian	5,383	6,139	5,316	5,948	5,419	4,812	5,559	5,237	5,376	5,105
Visit the U.S.	24,840	27,325	24,002	24,996	23,248	19,813	21,055	19,243	18,842	17,370
Military	12,930	13,768	11,151	11,021	11,109	9,825	11,561	10,810	10,732	10,158
Find It Fast/Where to Start **	15,395	17,392	19,649	13,934	18,363	14,608	9,445	6,498	4,412	3,277

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

** Number of times a visitor clicked the Get Results button

CSWP Visitor Traffic (cont.)

Metric	Apr.10	May10	June10	July10	Aug.10	Sep.10	Oct.10	Nov.10	Dec.10	Jan.11
Overall										
User Sessions (Visits)	5,398,438	6,327,505	6,509,804	6,751,224	7,161,735	6,886,006	6,863,381	6,238,269	6,353,365	7,768,865
Avg. Weekday User Sessions	208,630	244,816	252,191	255,985	271,581	265,128	264,060	255,144	232,727	298,594
Avg. Session Length (min.)	6:28	6:13	6:07	6:07	6:22	6:18	5:56	5:47	5:29	5:49
Unique Visitors	2,947,341	3,600,867	3,609,436	3,653,368	3,782,708	3,761,018	3,802,691	3,590,906	3,396,384	4,219,165
One-Time Visitors	2,146,791	2,664,617	2,639,638	2,661,194	2,753,894	2,755,793	2,817,747	2,653,039	2,515,232	3,106,138
Repeat Visitors	800,550	936,250	969,798	992,174	1,028,814	1,005,225	984,944	937,867	881,152	1,113,027
Page Views	20,154,233	22,714,164	22,536,447	24,051,793	25,013,138	26,269,368	33,334,881	30,002,677	30,581,680	35,632,908
Sessions by Content Area *										
About Us	94,151	106,041	111,864	114,708	109,440	101,427	98,773	95,758	87,723	108,821
Citizenship	55,321	61,374	58,716	66,942	63,147	57,175	56,920	58,257	55,344	95,391
Forms	1,068,444	1,144,214	1,159,375	1,172,352	1,230,309	1,167,877	1,135,790	1,114,509	991,126	1,254,781
Outreach	90,488	100,533	104,236	108,366	75,634	69,001	68,237	65,636	59,977	74,130
Laws	129,205	151,765	137,710	145,823	135,496	130,363	127,799	123,795	111,104	137,484
News	174,936	187,917	186,974	200,039	200,278	182,290	174,488	165,384	145,577	180,481
E-Verify	83,081	96,768	93,473	105,700	89,738	80,944	79,720	78,707	93,701	108,765
Resources	155,870	173,036	171,966	178,192	174,069	162,453	159,486	147,966	131,331	172,571
Working in the U.S.	19,683	23,122	23,340	25,126	24,744	22,706	23,480	21,628	21,990	34,116
Family	24,715	27,355	24,857	28,433	27,162	26,203	26,142	24,342	24,190	33,909
Adoption	9,326	10,162	9,581	8,402	8,940	7,969	7,774	7,599	7,949	11,167
Green Card	132,567	163,530	171,313	181,797	181,266	174,656	201,522	168,637	168,976	252,585
Humanitarian	5,881	6,910	6,230	5,767	5,548	5,296	5,256	4,602	4,648	5,763
Visit the U.S.	21,346	23,926	23,250	22,735	21,916	20,078	19,826	19,573	19,083	27,287
Military	10,147	17,452	10,615	10,467	10,707	10,016	9,888	12,201	10,048	13,411
Where to Start **	9,550	8,917	8,884	16,376	12,176	19,621	15,015	10,296	11,336	19,944

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

** Number of times a visitor clicked the Get Results button

CSWP Visitor Traffic (cont.)

Metric	Oct.09	Nov.09	Dec.09	Jan.10	Feb.10	Mar.10
Overall						
User Sessions (Visits)	5,196,257	5,219,325	4,879,572	6,151,175	5,212,997	5,806,542
Avg. Weekday User Sessions	226,569	204,608	180,624	234,810	216,710	214,833
Avg. Session Length (min.)	4:57	4:51	4:54	5:20	6:40	6:40
Unique Visitors	2,984,828	2,617,134	2,513,261	3,220,495	2,888,998	3,123,536
One-Time Visitors	2,028,157	1,777,598	1,730,951	2,225,408	2,087,504	2,247,920
Repeat Visitors	956,671	839,536	782,310	995,087	801,494	875,616
Page Views	28,134,571	20,900,616	19,851,159	29,606,676	23,754,223	22,499,875
Sessions by Content Area *						
About Us	109,752	89,859	81,596	103,769	95,240	103,178
Citizenship	79,053	63,211	48,197	67,866	59,213	61,260
Forms	1,041,113	874,991	861,472	1,171,386	1,092,894	1,214,390
Services & Benefits /Topics	287,010	231,727	216,666	284,063	231,684	20,275
Laws & Regulations	163,275	135,007	122,987	160,671	137,555	138,535
Press Room	161,045	127,746	126,476	170,202	138,273	180,215
E-Verify	80,879	69,616	56,744	62,792	61,467	71,499
Resources	186,097	150,560	144,691	187,523	170,010	171,707
Working in the U.S.	29,999	24,918	20,518	25,984	21,300	21,090
Family	38,173	31,816	23,042	34,239	30,517	29,363
Adoption	12,534	10,067	7,559	13,939	8,336	10,712
Green Card	138,178	108,233	120,181	159,491	136,008	151,395
Humanitarian	6,629	5,741	4,400	11,583	7,672	7,747
Visit the U.S.	17,584	15,311	15,138	20,587	17,735	20,995
Military	12,730	11,632	8,700	15,608	14,372	12,848
Where to Start **	--	--	--	--	16,741	12,613

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

** Number of times a visitor clicked the Get Results button

CSWP Visitor Traffic (cont.)

Metric	Jan.09	Feb.09	Mar.09	Apr.09	May09	June09	July09	Aug.09	Sep.09
Overall									
User Sessions (Visits)	6,436,596	6,001,502	6,284,818	5,997,607	5,298,380	5,603,915	5,514,020	6,023,088	6,312,572
Avg. Weekday User Sessions	241,772	249,722	238,627	235,275	207,627	219,162	209,191	235,210	247,801
Avg. Session Length (min.)	5:18	5:18	5:22	5:09	5:15	5:14	4:52	4:37	4:45
Unique Visitors	3,229,461	3,092,075	3,229,036	3,133,666	2,744,487	2,938,617	3,028,488	3,003,691	3,093,076
One-Time Visitors	2,296,901	2,216,806	2,317,036	2,264,419	1,979,870	2,136,318	2,159,495	2,062,028	2,097,997
Repeat Visitors	932,560	875,269	911,999	869,247	764,617	802,299	868,993	941,663	995,079
Page Views	26,021,067	24,208,887	26,159,124	24,169,327	21,437,157	22,324,273	24,121,872	23,134,850	25,045,410
Sessions by Content Area *									
About Us	140,908	131,997	140,533	125,837	116,936	119,211	122,388	114,798	128,002
Citizenship	248,238	214,824	211,796	181,602	164,469	164,056	173,580	173,960	124,670
Immigration Forms	1,338,197	1,294,736	1,421,989	1,258,399	1,151,667	1,176,590	1,244,953	1,212,948	1,207,375
Services & Benefits	482,207	458,234	478,750	422,478	381,692	404,631	427,377	410,303	411,679
Outreach	--	--	--	--	--	--	--	--	--
Laws & Regulations	233,508	224,862	235,692	214,995	195,640	205,646	211,171	202,323	214,631
Press Room	100,502	110,476	136,553	177,940	107,841	96,552	76,960	72,934	121,675
E-Verify	75,517	89,242	60,224	53,394	46,486	56,338	52,642	66,692	107,133

Metric	Apr.08	May 08	June08	July08	Aug.08	Sep.08	Oct.08	Nov.08	Dec.08
Overall									
User Sessions (Visits)	7,296,527	6,604,286	6,516,205	6,686,017	6,630,094	6,314,355	6,444,805	5,477,612	5,253,902
Avg. Weekday User Sessions	283,576	251,998	260,205	251,248	260,080	243,834	240,273	217,952	194,327
Avg. Session Length (min.)	5:08	5:07	5:03	5:03	4:58	5:17	5:08	5:11	5:10
Unique Visitors	3,220,610	3,066,103	3,102,912	3,128,981	2,973,973	2,991,933	3,099,907	2,732,046	2,582,999
One-Time Visitors	2,155,914	2,152,380	2,196,828	2,187,199	2,068,695	2,103,885	2,224,097	1,954,058	1,839,756
Repeat Visitors	996,329	913,723	906,084	941,782	905,278	888,048	875,810	777,988	743,243
Page Views	30,454,413	27,748,920	25,936,340	26,784,945	25,890,816	26,030,429	25,578,188	22,074,737	20,883,487
Sessions by Content Area *									
About Us	161,904	148,454	140,501	145,354	141,603	144,215	141,194	118,674	110,278
Citizenship	259,033	245,074	227,304	238,600	226,217	243,852	223,548	195,979	167,232
Immigration Forms	1,298,301	1,261,846	1,249,485	1,311,952	1,242,294	1,298,861	1,290,816	1,097,504	1,049,292
Services & Benefits	531,879	492,124	473,686	490,004	472,220	476,112	455,531	392,731	367,826
Outreach	--	--	--	--	--	--	--	--	--
Laws & Regulations	239,878	220,773	215,500	217,826	209,289	223,081	231,771	188,239	176,197
Press Room	385,116	217,584	190,372	139,343	127,621	116,718	123,728	107,081	105,231
E-Verify	54,780	54,543	78,978	48,537	41,348	40,294	38,083	47,713	51,051

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

CSWP Visitor Traffic (cont.)

Metric	July07	Aug.07	Sep.07	Oct.07	Nov.07	Dec.07	Jan.08**	Feb.08	Mar.08
Overall									
User Sessions (Visits)	8,125,806	6,512,486	6,702,477	7,360,972	6,488,405	5,723,607	4,692,568	6,444,469	6,873,150
Avg. Weekday User Sessions	310,510	246,209	268,492	273,893	249,747	215,807	180,291	254,916	265,017
Avg. Session Length (min.)	5:38	4:57	4:58	5:00	5:11	5:05	5:23	5:18	5:15
Unique Visitors	3,346,430	2,799,902	2,919,726	3,101,740	2,996,538	2,662,821	2,342,869	3,020,970	3,152,243
One-Time Visitors	2,175,277	1,888,909	1,977,187	2,082,532	2,086,878	1,861,921	1,651,133	2,105,298	2,189,675
Repeat Visitors	1,171,153	910,993	942,537	1,019,208	909,660	800,900	691,736	915,672	962,568
Page Views	35,853,308	26,721,990	27,388,813	30,781,902	33,047,379	23,757,944	20,104,597	28,158,130	29,404,570
Sessions by Content Area *									
About Us	224,016	161,335	162,743	177,982	158,623	127,043	113,168	162,638	159,086
Citizenship	518,522	232,039	239,350	264,313	233,916	189,115	188,768	273,281	276,387
Immigration Forms	2,288,096	1,223,194	1,193,541	1,294,232	1,135,653	962,421	895,197	1,278,140	1,330,849
Services & Benefits	741,264	512,733	518,399	563,142	495,058	414,026	375,918	524,183	524,094
Laws & Regulations	284,115	232,354	232,909	254,516	230,635	187,927	170,627	242,130	238,908
Press Room	288,576	261,337	227,123	162,919	123,607	92,657	87,572	147,438	192,065
E-Verify	--	--	--	38,302	34,571	29,467	27,676	29,931	28,142

Metric	Nov.06	Dec.06	Jan.07	Feb.07	Mar.07	Apr.07	May07	June07
Overall								
User Sessions (Visits)	5,227,836	4,813,792	5,977,794	5,075,095	5,743,320	3,718,038	5,213,504	6,752,419
Avg. Weekday User Sessions	198,576	183,354	219,122	209,668	215,892	149,707	198,855	267,605
Avg. Session Length (min.)	6:40	5:58	6:01	5:50	5:38	5:11	5:08	5:10
Unique Visitors	2,655,767	2,334,857	2,786,007	2,345,397	2,626,690	1,720,609	2,354,930	2,900,172
One-Time Visitors	1,942,268	1,665,337	1,936,981	1,608,122	1,796,028	1,172,099	1,594,109	1,930,689
Repeat Visitors	713,499	669,520	849,026	737,275	830,662	548,510	760,821	969,483
Page Views	33,696,881	25,091,517	30,829,277	24,839,624	27,471,996	20,333,101	22,378,037	28,991,101
Sessions by Content Area *								
About Us	232,057	153,665	190,695	177,238	189,575	107,418	146,569	182,544
Citizenship	311,291	259,610	340,528	307,146	318,294	166,614	253,079	324,840
Immigration Forms	1,272,993	1,051,401	1,394,187	1,254,178	1,396,462	734,079	1,094,513	1,493,319
Services & Benefits	739,869	528,733	663,433	548,583	585,754	334,303	459,238	597,038
Laws & Regulations	275,318	214,037	283,700	239,019	262,045	145,592	207,185	259,482
Press Room	117,788	92,883	102,350	99,960	121,579	182,934	167,884	163,819
E-Verify	--	--	--	--	--	--	--	--

* Total user sessions that included views of these top-level landing pages. ** Jan.08 numbers artificially low because 1/3 of month's data was lost by Akamai.

CSWP Visitor Traffic (cont.) – Legacy Data

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

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