



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

July 14, 2009



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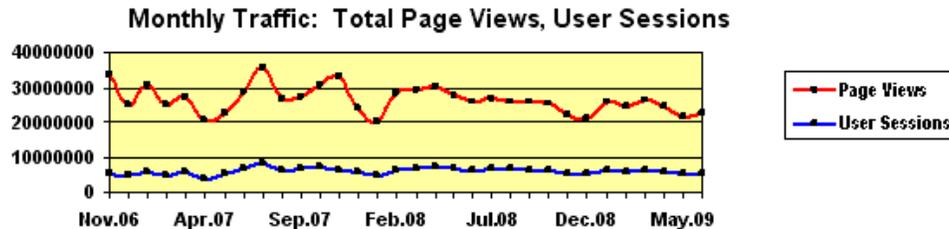
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Executive Summary

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

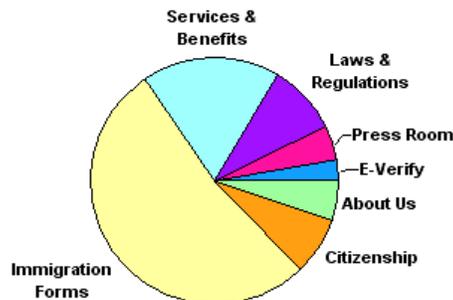
► Traffic Volume Increased by 5 Percent

Page views and user sessions increased by 4 and 6 percent, respectively. (See page 2).



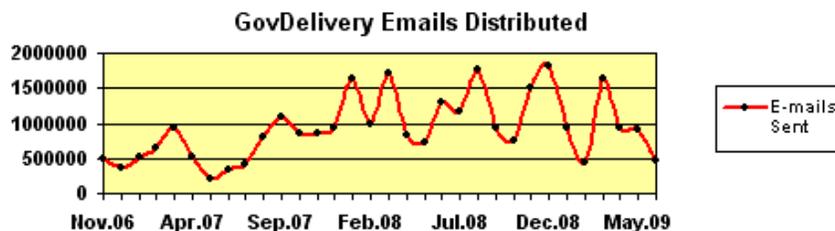
► Immigration Forms Continue to Attract Half of All Visits

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



► GovDelivery Emails Distributed Decreased by 59 Percent

Over 460,000 email notifications were distributed this month. (See page 11.)



► Social Media Activity on CSWP Pages Increased Slightly

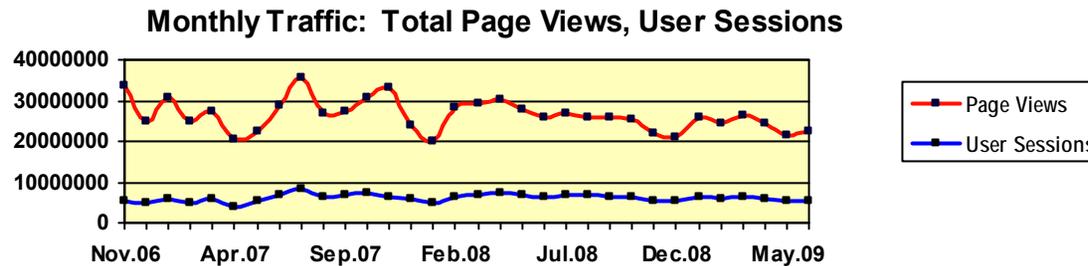
This is the second full month in which the CSWP has provided social media options on many of its pages. By clicking a page's "Share This Page" button, visitors are able to email, bookmark, and share the page through a wide range of social networking websites. (See page 17).

CSWP Visitor Traffic

► **Notable changes this month:** Overall traffic increased about 5 percent.

Metric	Sep.08	Oct.08	Nov.08	Dec.08	Jan.09	Feb.09	Mar.09	Apr.09	May09	June09
OVERALL										
User Sessions (Visits)	6,314,355	6,444,805	5,477,612	5,253,902	6,436,596	6,001,502	6,284,818	5,997,607	5,298,380	5,603,915
Average Weekday User Sessions	243,834	240,273	217,952	194,327	241,772	249,722	238,627	235,275	207,627	219,162
Average Session Length (min.)	5:17	5:08	5:11	5:10	5:18	5:18	5:22	5:09	5:15	5:14
Unique Visitors	2,991,933	3,099,907	2,732,046	2,582,999	3,229,461	3,092,075	3,229,036	3,133,666	2,744,487	2,938,617
One-Time Visitors	2,103,885	2,224,097	1,954,058	1,839,756	2,296,901	2,216,806	2,317,036	2,264,419	1,979,870	2,136,318
Repeat Visitors	888,048	875,810	777,988	743,243	932,560	875,269	911,999	869,247	764,617	802,299
Page Views	26,030,429	25,578,188	22,074,737	20,883,487	26,021,067	24,208,887	26,159,124	24,169,327	21,437,157	22,324,273
SESSIONS BY CONTENT AREA**										
About Us	144,215	141,194	118,674	110,278	140,908	131,997	140,533	125,837	116,936	119,211
Citizenship	243,852	223,548	195,979	167,232	248,238	214,824	211,796	181,602	164,469	164,056
Immigration Forms	1,298,861	1,290,816	1,097,504	1,049,292	1,338,197	1,294,736	1,421,989	1,258,399	1,151,667	1,176,590
Services & Benefits	476,112	455,531	392,731	367,826	482,207	458,234	478,750	422,478	381,692	404,631
Laws & Regulations	223,081	231,771	188,239	176,197	233,508	224,862	235,692	214,995	195,640	205,646
Press Room	116,718	123,728	107,081	105,231	100,502	110,476	136,553	177,940	107,841	96,552
E-Verify	40,294	38,083	47,713	51,051	75,517	89,242	60,224	53,394	46,486	56,338

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



CSWP Visitor Traffic (cont.)

Metric	Dec.07	Jan.08*	Feb.08	Mar.08	Apr.08	May 08	Jun.08	Jul.08	Aug.08
OVERALL									
User Sessions (Visits)	5,723,607	4,692,568	6,444,469	6,873,150	7,296,527	6,604,286	6,516,205	6,686,017	6,630,094
Average Weekday User Sessions	215,807	180,291	254,916	265,017	283,576	251,998	260,205	251,248	260,080
Average Session Length (min.)	5:05	5:23	5:18	5:15	5:08	5:07	5:03	5:03	4:58
Unique Visitors	2,662,821	2,342,869	3,020,970	3,152,243	3,220,610	3,066,103	3,102,912	3,128,981	2,973,973
One-Time Visitors	1,861,921	1,651,133	2,105,298	2,189,675	2,155,914	2,152,380	2,196,828	2,187,199	2,068,695
Repeat Visitors	800,900	691,736	915,672	962,568	996,329	913,723	906,084	941,782	905,278
Page Views	23,757,944	20,104,597	28,158,130	29,404,570	30,454,413	27,748,920	25,936,340	26,784,945	25,890,816
SESSIONS BY CONTENT AREA**									
About Us	127,043	113,168	162,638	159,086	161,904	148,454	140,501	145,354	141,603
Citizenship	189,115	188,768	273,281	276,387	259,033	245,074	227,304	238,600	226,217
Immigration Forms	962,421	895,197	1,278,140	1,330,849	1,298,301	1,261,846	1,249,485	1,311,952	1,242,294
Services & Benefits	414,026	375,918	524,183	524,094	531,879	492,124	473,686	490,004	472,220
Laws & Regulations	187,927	170,627	242,130	238,908	239,878	220,773	215,500	217,826	209,289
Press Room	92,657	87,572	147,438	192,065	385,116	217,584	190,372	139,343	127,621
E-Verify	29,467	27,676	29,931	28,142	54,780	54,543	78,978	48,537	41,348

* January 2008 numbers are artificially low because one-third of the month's traffic data was lost by Akamai. **Total user sessions that included views of these top-level landing pages.

CSWP Visitor Traffic (cont.)

Metric	Mar.07	Apr.07	May 07	Jun.07	Jul.07	Aug.07	Sep.07	Oct.07	Nov.07
OVERALL									
User Sessions (Visits)	5,743,320	3,718,038	5,213,504	6,752,419	8,125,806	6,512,486	6,702,477	7,360,972	6,488,405
Average Weekday User Sessions	215,892	149,707	198,855	267,605	310,510	246,209	268,492	273,893	249,747
Average Session Length (min.)	5:38	5:11	5:08	5:10	5:38	4:57	4:58	5:00	5:11
Unique Visitors	2,626,690	1,720,609	2,354,930	2,900,172	3,346,430	2,799,902	2,919,726	3,101,740	2,996,538
One-Time Visitors	1,796,028	1,172,099	1,594,109	1,930,689	2,175,277	1,888,909	1,977,187	2,082,532	2,086,878
Repeat Visitors	830,662	548,510	760,821	969,483	1,171,153	910,993	942,537	1,019,208	909,660
Page Views	27,471,996	20,333,101	22,378,037	28,991,101	35,853,308	26,721,990	27,388,813	30,781,902	33,047,379
SESSIONS BY CONTENT AREA**									
About Us	189,575	107,418	146,569	182,544	224,016	161,335	162,743	177,982	158,623
Citizenship	318,294	166,614	253,079	324,840	518,522	232,039	239,350	264,313	233,916
Immigration Forms	1,396,462	734,079	1,094,513	1,493,319	2,288,096	1,223,194	1,193,541	1,294,232	1,135,653
Services & Benefits	585,754	334,303	459,238	597,038	741,264	512,733	518,399	563,142	495,058
Laws & Regulations	262,045	145,592	207,185	259,482	284,115	232,354	232,909	254,516	230,635
Press Room	121,579	182,934	167,884	163,819	288,576	261,337	227,123	162,919	123,607
E-Verify	--	--	--	--	--	--	--	38,302	34,571

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

CSWP Visitor Traffic (cont.)

Metric	Nov.06	Dec.06	Jan.07	Feb.07
OVERALL				
User Sessions (Visits)	5,227,836	4,813,792	5,977,794	5,075,095
Average Weekday User Sessions	198,576	183,354	219,122	209,668
Average Session Length (min.)	6:40	5:58	6:01	5:50
Unique Visitors	2,655,767	2,334,857	2,786,007	2,345,397
One-Time Visitors	1,942,268	1,665,337	1,936,981	1,608,122
Repeat Visitors	713,499	669,520	849,026	737,275
Page Views	33,696,881	25,091,517	30,829,277	24,839,624
SESSIONS BY CONTENT AREA**				
About Us	232,057	153,665	190,695	177,238
Citizenship	311,291	259,610	340,528	307,146
Immigration Forms	1,272,993	1,051,401	1,394,187	1,254,178
Services & Benefits	739,869	528,733	663,433	548,583
Laws & Regulations	275,318	214,037	283,700	239,019
Press Room	117,788	92,883	102,350	99,960
E-Verify	--	--	--	--

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

Legacy Data:

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

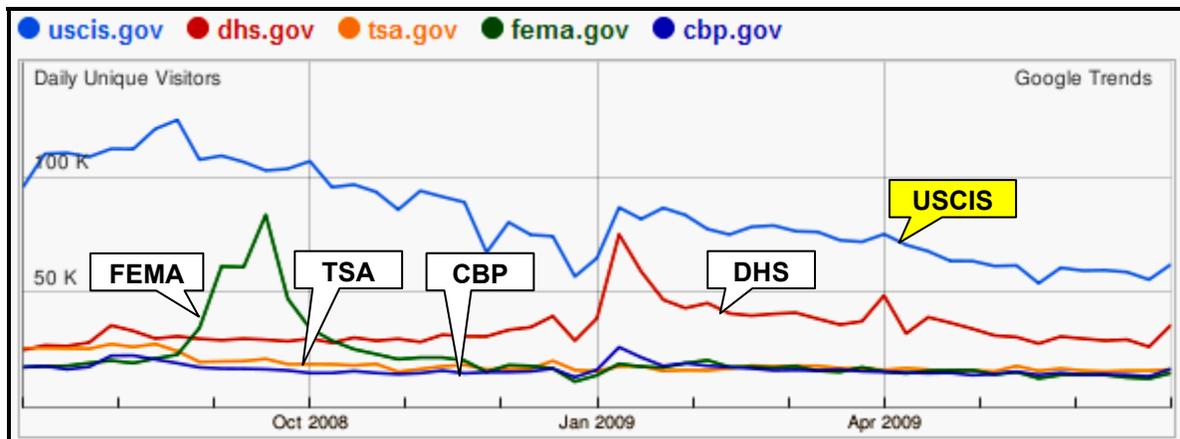
**Total user sessions that included views of these top-level landing pages.

CSWP Traffic Compared to Federal Sites

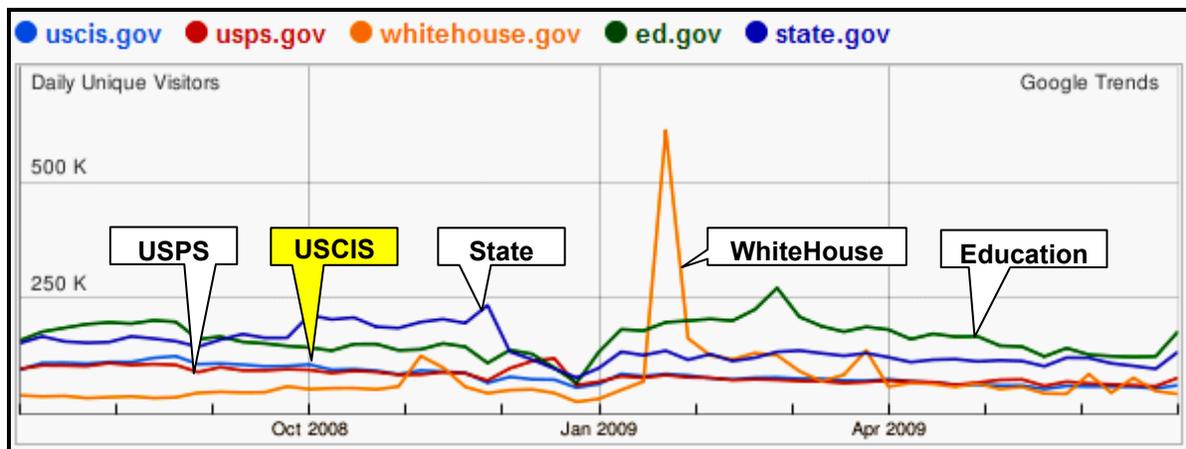
The charts below reflect **Google Trends** estimates of Daily Unique Visitors to the CSWP over the past twelve months compared to that of other federal sites.* Effective with this report, Google Trends replaces Alexa.com as the data source for charts on this page.

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

USCIS.gov Compared to Other DHS Web Sites



USCIS.gov Compared to Leading Federal Web Sites



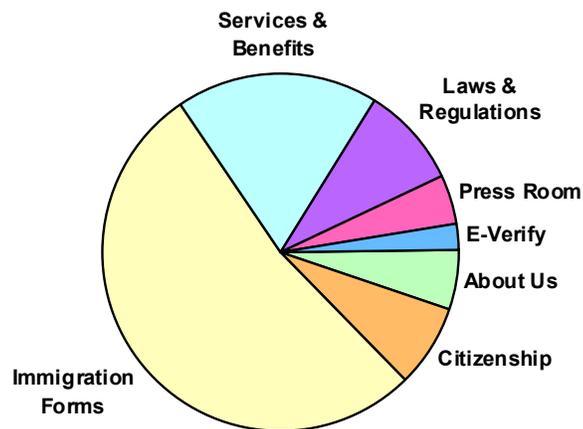
* The first chart compares USCIS traffic to that of DHS and a few key DHS agencies. The second chart compares USCIS traffic to a rotating sample from among the 7-8 federal Web sites that get more traffic than USCIS – including USPS, NIH, Education, CDC, NASA, and IRS – as well as other well-known federal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

Distribution of Traffic by Major Content Area

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

► **Notable changes this month:** None. While overall traffic volume increased by about 5 percent, distribution of traffic by major content area was unchanged.

Content Area Landing Page	User Sessions
Immigration Forms	1,176,590
Services & Benefits	404,631
Citizenship	164,056
Laws & Regulations	205,646
Press Room	96,552
About Us	119,211
E-Verify	56,338
Total Sessions to These Pages >	2,223,024



Distribution of Traffic – FOIA Status Check

The tables on this page reflect traffic to the FOIA Status Check landing page and the number of transactions submitted to the application.

► **Notable changes this month:** Traffic increased about 15 percent this month.

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

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

Top 25 Viewed Pages

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

► **Notable changes this month:** No change. The Immigration Forms landing page and three forms-related subpages – Citizenship & Naturalization Based, Green Card Based, and Family Based – continue to rank in the top 25.

	Top 25 Viewed Pages	Page Views	% of All Views
1	Home Page (1)	5,325,911	23.86%
2	Immigration Forms (2)	1,980,852	8.87%
3	Services and Benefits (3)	585,635	2.62%
4	Case Services While Your Case is Pending with USCIS (4)	417,363	1.87%
5	Lawful Permanent Residence ("Green Card") (5)	405,596	1.82%
6	Application for Naturalization (6)	321,466	1.44%
7	Employment Eligibility Verification (9)	284,779	1.28%
8	Laws, Regulations & Guides (7)	281,670	1.26%
9	Citizenship (8)	255,823	1.15%
10	Petition for Alien Relative (10)	253,624	1.14%
11	Contact Us (13)	231,780	1.04%
12	New Naturalization Test (12)	226,403	1.01%
13	Green Card Based Forms (15)	192,705	0.86%
14	Citizenship & Naturalization Based Forms (14)	188,640	0.84%
15	Electronic Filing for Immigration Benefits (17)	177,616	0.80%
16	Processing Times and Case Status (16)	171,077	0.77%
17	Family Based Forms (20)	159,673	0.72%
18	About Us (19)	155,242	0.70%
19	Affidavit of Support Under Section 213A of the Act (18)	148,998	0.67%
20	Application to Replace Permanent Resident Card (21)	145,529	0.65%
21	Naturalization (22)	138,992	0.62%
22	Application to Register Perm. Residence or Adjust Status (23)	137,424	0.62%
23	"How Do I?" Customer Guides (25)	132,337	0.59%
24	Press Room (24)	123,983	0.56%
25	Education & Resources (*)	121,080	0.54%
	
	Total Page Views this Month >	22,324,273	100.00%

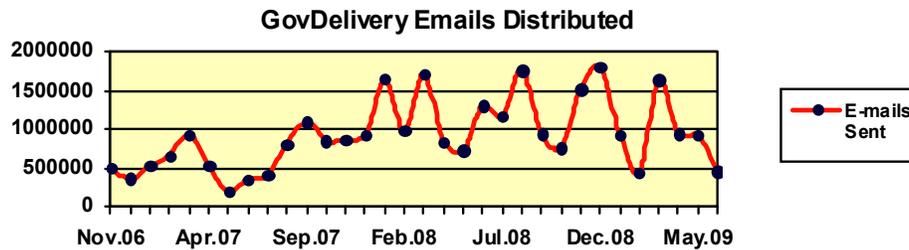
A number in parentheses indicates a page's ranking in the previous month.

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

GovDelivery Subscription Email System

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

► **Notable changes this month:** There was a 50 percent decrease this month in the number of email notifications sent to those who subscribe to CSWP pages. As of July 1, 2009, there were over 270,000 active subscribers to at least one CSWP page. The click-through rate was 14 percent, which is about 17 percent higher than the average rate over the past 18 months.



Total Emails Sent to Subscribers This Month: 460,988

Total Subscribers: 270,127

Total Page Subscriptions: 885,275 (up 2.1% from last month)

Net* New Subscriptions Added This Month: 18,216

Average Number of Subscriptions per User: 3.3

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

Percent of Click-Throughs This Month from Links in Emails: 14 percent

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

Top 25 Referring Pages Sending Traffic to CSWP

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

► **Notable changes this month:** None. There were only minor changes among the top referrals.

	Referrals	Destination Page on USCIS.gov	Referring Page
1	61,115	Home Page	Google search for "uscis" (1)
2	46,115	Affidavit of Support Under Section 213A of the Act	Affidavit of Support page on travel.state.gov (2)
3	17,169	Employment Eligibility Verification	IRS.gov search for "i-9" (3)
4	13,496	Home Page	Google search for "uscis.gov" (4)
5	13,055	Home Page	Yahoo search for "uscis" (7)
6	12,137	Home Page	Home page on dhs.gov (6)
7	10,677	Immigration Forms	USCIS Customer Service Gateway (14)
8	10,191	Poverty Guidelines	Affidavit of Support page on travel.state.gov (8)
9	9,929	Immigration Classifications and Visa Categories: Immigrants	Visa Types for Immigrants page on travel.state.gov (12)
10	9,829	Contract Between Sponsor and Household Member	Affidavit of Support page on travel.state.gov (9)
11	9,018	Form I-134	Affidavit of Support page on immihelp.com (10)
12	8,978	Immigration Classifications and Visa Categories	Temporary Visitors to the U.S. page on travel.state.gov (11)
13	8,689	Home Page	Google search for "immigration" (17)
14	8,319	Affidavit of Support Under Section 213A of the Act	Visa Application Forms page on travel.state.gov (15)
15	8,047	Petition for Alien Fiance(s)	Nonimmigrant Visa for a Fiance(e) page on travel.state.gov (16)
16	7,730	Immigration Forms	Immigration page on dhs.gov (13)
17	7,148	Home Page	Google search for "ins" (18)
18	7,076	Intending Immigrant's Affidavit of Support Exemption	Affidavit of Support page on travel.state.gov (22)
19	6,735	Immigration Forms	Visa Application Forms page on travel.state.gov (21)
20	6,425	Immigration Forms	Fees for Visa Services page on travel.state.gov (23)
21	6,050	Home Page	Yahoo search for "uscis.gov" (19)
22	6,002	Home Page	Yahoo search for "ins" (25)
23	5,336	Form I-9	Google search for "i-9" (*)
24	5,331	Home Page	Yahoo search for "us citizenship and immigration services uscis" (24)
25	5,322	Employment Authorization	Unidentified page on irs.gov (*)

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

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

Ranking of CSWP Pages in Google and Yahoo Searches

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

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

Ranking of CSWP Pages in Search Requests on Google and Yahoo

Search Terms	Google	Yahoo
uscis	1	1
uscis.gov	1	1
immigration	1	2
immigration and naturalization service	1	1
immigration forms	1	1
citizenship	1	3
ins	1	1
naturalization	1	1
green card	1	2
asylum	1	5

Top 50 Search Terms from Referring External Search Engines

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

► **Notable changes this month:** None. Searches for the agency name (e.g., uscis, ins), immigration, and forms (e.g., I-9, I-485) account for the majority of the top 50 requests. The relative order and volume of traffic from the various terms remain virtually unchanged from month to month.

Phrase	Referrals
uscis	144,854
uscis.gov	41,235
ins	33,516
immigration	23,100
www.uscis.gov	21,438
us immigration	13,035
i-9 form	11,092
i-9	9,524
us citizenship and immigration services uscis	7,558
green card	7,193
immigration and naturalization	6,951
form i-9	4,910
uscis gov	4,777
us citizenship	4,064
immigration forms	3,574
i9	3,436
e-verify	3,007
ins.gov	2,978
i9 form	2,904
i-130	2,820
uscis forms	2,751
citizenship	2,609
i-485	2,424
cis	2,050
bcis	2,037

Phrase	Referrals
i-765	1,905
usics	1,863
us citizenship application	1,861
affidavit of support	1,838
naturalization	1,835
n-400	1,826
i-134	1,680
work permit	1,605
i-864	1,483
citizenship application	1,398
i-751	1,391
ins forms	1,344
www.ins.gov	1,334
usa immigration	1,303
i-131	1,246
g-325a	1,229
immigration and naturalization service	1,121
us immigration and naturalization	1,106
i-539	1,078
green card renewal	1,063
n400	1,048
i-9 forms	1,018
ar-11	994
greencard	984
immigration services	960

Top 50 Search Terms Entered into the CSWP Search Engine

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

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

Phrase	Count
infopass	15419
i 130	13358
i 90	10882
green card	10878
n 400	8541
i 485	8425
i 751	8146
forms	7958
g 325a	7353
case status	7107
i 9	6896
i 131	6589
i 864	6305
i 94	6187
marriage	6104
h1b	6103
i 551	6053
i 765	5985
ar 11	5579
passport	5505
ds 230	5431
citizenship	5358
m 476	5144
change of address	5062
visa	4978

Phrase	Count
info pass	4608
n400	4579
visa bulletin	4547
form i 90	4492
i 797	4476
i 539	4317
appointment	4267
naturalization	3967
status	3636
i 134	3541
i130	3427
civil surgeon	3420
fees	3395
n 600	2977
opt	2933
g 325	2896
i 9 form	2876
i 129	2771
affidavit of support	2728
deportation	2701
form i 130	2643
visas	2592
i 693	2500
h 1b	2478
asylum	2466

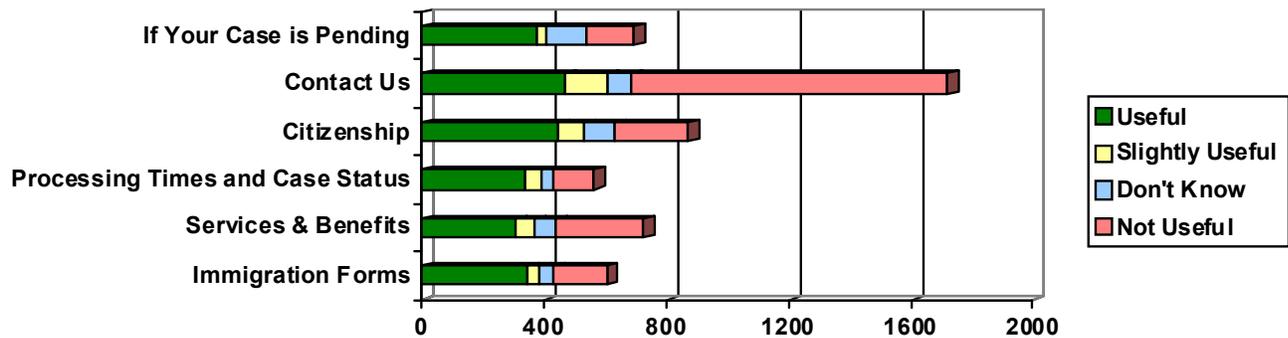
Page Surveys as Partial Measure of User Satisfaction

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

► **Notable changes this month:** Ratings of "Not Useful" increased to 42.2 percent. The average ratings across all six of the most surveyed pages were:

- Useful – 42.1 percent
- Slightly Useful – 7.8 percent
- Don't Know – 7.7 percent
- Not Useful – 42.4 percent

Count of Ratings for Pages That Triggered the Most Survey Responses



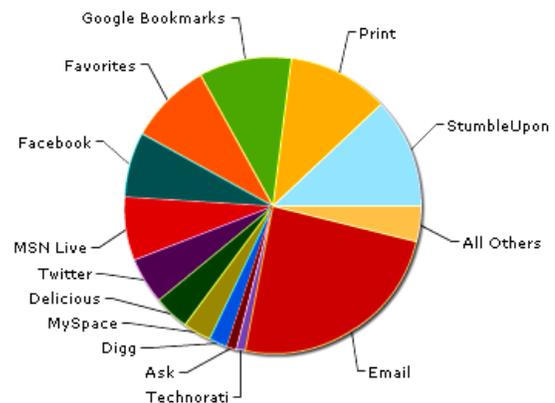
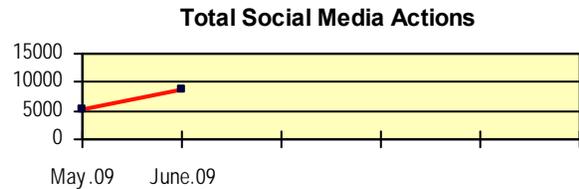
Social Media Activity on CSWP Pages

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



► **Notable changes this month:** Use of social media options increased slightly this month.

Service	Count	Share
Email	2091	24%
StumbleUpon	1049	12%
Print	922	11%
Google Bookmarks	815	10%
Favorites	782	9%
Facebook	624	7%
MSN Live	596	7%
Twitter	468	5%
Delicious	318	4%
MySpace	274	3%
Digg	169	2%
Ask	66	1%
Technorati	59	1%
All Others	341	4%
Total	8574	100%



Top Ten Pages with Social Media Activity	Count
Processing Times and Case Status (1)	425
Immigration Forms (2)	366
Naturalization (4)	208
If Your Case Was Approved (5)	187
Services and Benefits (8)	172
Contact Us *	162
New Naturalization Test (3)	159
If Your Case is Pending (7)	140
Permanent Resident (Green Card) (6)	122
Permanent Resident Green Card Production Delays *	100

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

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