

U.S. Citizenship and Immigration Services (USCIS)

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

Table of Contents

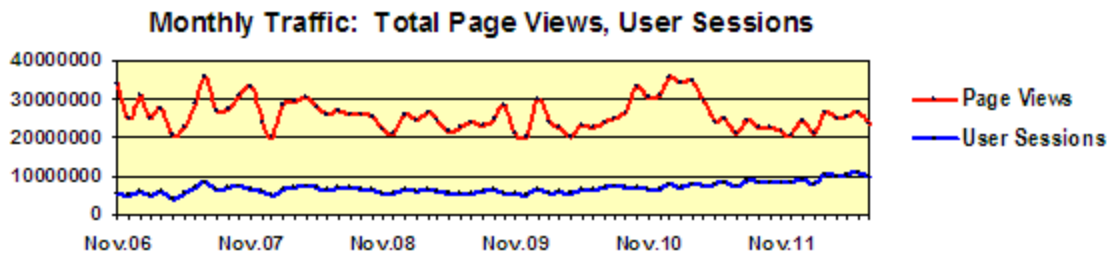
Executive Summary	1
CSWP Visitor Traffic	2
Top 10 Browsers Used by Visitors to USCIS.gov.....	3
Google Searches for USCIS Content Compared to Searches for Other Federal Content.....	4
Distribution of Traffic by Major Content Area.....	5
FOIA Status Check.....	6
Top 25 Viewed Pages.....	7
Top 25 Downloaded 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 July 2012. Included is data on the CSWP's Spanish language component, USCIS-ES. Highlights in this report:

► Overall Traffic Volume Decreased Slightly

Page views decreased 12 percent and user sessions decreased six percent. (See page 2.)



► E-Verify Page Moves to Second Position

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



► Civics Flash Cards for the Naturalization Test was downloaded over 5.5 million times

The Civics Flash Cards for the Naturalization Test was downloaded over 5.5 million times this month, compared to only 2 million times last month. (See page 8.) An NBC News article "Could you pass the US citizenship test?" a new referral and the top one this month, led users to the Civics Flash Cards for Naturalization Test. (See page 9.)

► Customer Satisfaction Score for USCIS.gov Increased from 81 to 83

The score for USCIS.gov increased from 81 to 83, while the score for USCIS-ES remained at 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.
83	84	73

CSWP Visitor Traffic

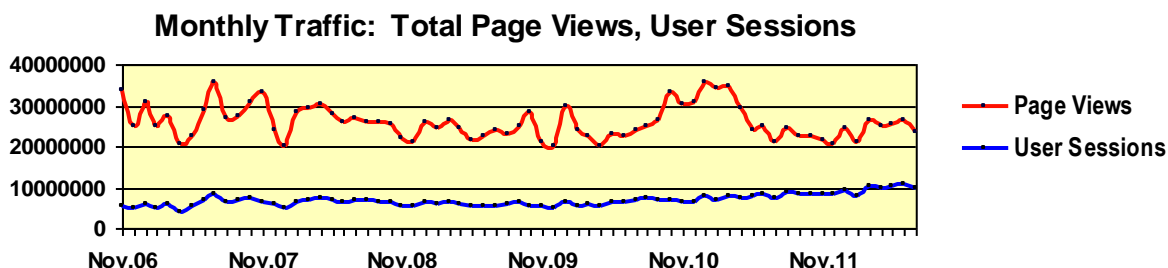
► **Notable changes this month:** Traffic volume decreased slightly. Page views decreased twelve percent and user sessions decreased six percent. Citizenship sessions increased nearly seven percent.

Metric	Jan.12	Feb.12	Mar.12	Apr.12	May.12	Jun.12	Jul.12
Overall							
User Sessions (Visits)	9,054,347	7,786,568	10,049,045	9,828,942	10,203,184	10,656,049	9,978,616
Avg. Weekday User Sessions	338,954	311,086	375,883	385,859	381,037	418,048	374,331
Avg. Session Length (min.)	4:10	4:10	4:05	3:55	3:52	3:40	3:36
Unique Visitors	4,124,805	3,558,881	4,584,046	4,505,104	4,658,404	4,678,696	4,428,686
One-Time Visitors	2,674,683	2,291,531	2,986,425	2,969,156	3,081,186	3,045,962	2,894,146
Repeat Visitors	1,450,122	1,267,350	1,597,621	1,535,948	1,577,218	1,632,734	1,534,540
Page Views	24,290,487	20,941,368	26,332,388	24,821,220	25,146,312	26,476,708	23,287,354
Sessions by Content Area *							
About Us	82,804	73,329	89,719	84,294	86,491	85,301	82,647
Citizenship	90,373	75,321	102,392	108,297	112,581	118,162	126,222
Forms	1,095,947	1,070,601	1,251,327	1,127,949	1,133,084	1,113,112	1,061,369
Outreach	58,010	47,995	56,901	53,525	54,211	57,663	54,164
Laws	126,060	102,464	120,789	117,047	113,614	132,461	113,466
News	192,851	138,945	166,855	176,640	165,942	243,578	184,001
E-Verify	178,088	191,284	218,393	209,944	199,352	196,084	182,122
Resources	130,380	112,841	132,748	126,154	125,594	128,081	121,287
Working in the U.S.	29,189	23,697	30,567	33,094	33,613	38,379	35,310
Family	30,980	24,264	30,655	30,025	30,042	29,448	29,981
Adoption	8,516	7,058	9,448	9,343	9,037	9,201	8,958
Green Card	213,830	169,816	230,774	210,499	210,452	193,312	189,458
Humanitarian	5,398	4,336	5,630	5,433	5,687	6,054	6,184
Visit the U.S.	19,696	16,322	21,474	20,810	21,674	20,664	20,428
Military	11,337	8,949	11,871	11,042	11,297	11,182	11,308
Find It Fast/Where to Start **	61,842	2,756	3,925	5,362	4,623	4,305	9,051

*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 by around seven percent, while Chrome’s share increased by roughly the same amount. Firefox dropped to fourth place, behind Safari this month. IE, Chrome, Firefox, and Safari browsers continue to account for over 95 percent of all browsers used by visitors to USCIS.gov.

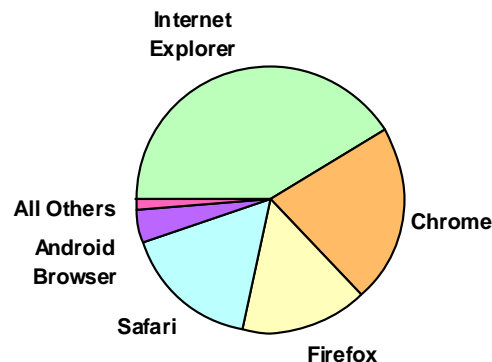
	Top 10 Browsers Used	Visits	Percent of All Visits	Change from Last Month
1	Internet Explorer (1)	2,957,919	41.31%	-6.63%
2	Chrome (2)	1,542,056	21.54%	-7.30%
3	Safari (4)	1,179,599	16.47%	-8.92%
4	Firefox (3)	1,100,238	15.37%	-1.38%
5	Android Browser (5)	280,962	3.92%	-3.93%
6	Mozilla Compatible Agent (6)	38,169	0.53%	-7.63%
7	Opera (7)	28,255	0.39%	-6.87%
8	IE with Chrome Frame (8)	14,212	0.20%	-9.64%
9	Opera Mini (9)	10,556	0.15%	-10.31%
10	BlackBerry8530 (*)	1,681	0.02%	-14.54%
Total Visits This Month >		7,160,472	100%	--

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 (21.2%), 8 (20.2%), 7 (5.23%)
- Chrome: 19 (22.2%)
- Firefox: 13 (8.7%), 14 (3.89%)
- Safari: 5.1 (7.8%), 5.1.2 (4.7%), 5.0.2 (1.2%), 5.0.6 (1.0%)

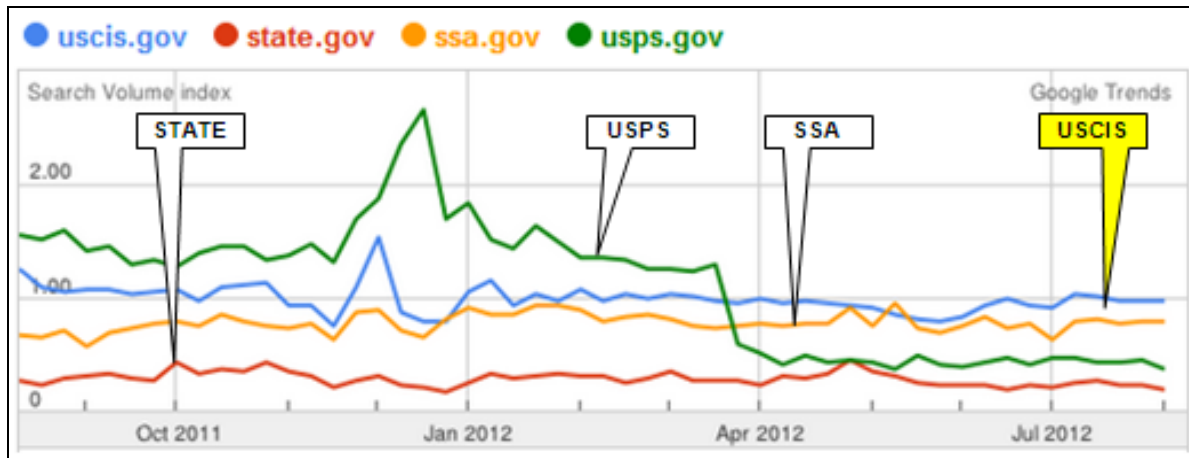


Google Searches for USCIS Content Compared to Searches for Other Federal Content

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



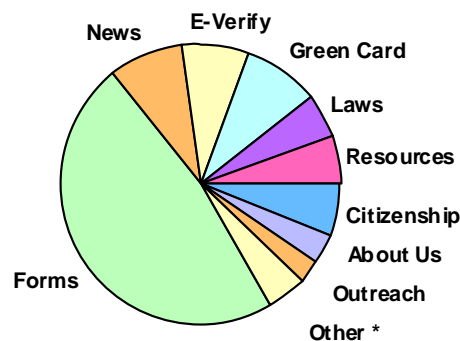
* The chart on this page compares Google searches about USCIS to searches related to a rotating sample of four federal Web sites from among the ten or so sites that get more traffic than USCIS and other well-known sites.

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 Green Card landing page moved up to second position this month. The Forms landing page continues to be seen by about 50 percent of all traffic that goes to the major landing pages. The News and E-Verify landing pages remained the next most visited of the site's major landing pages.

Content Area Landing Page	User Sessions
Forms	1,061,369
Green Card	189,458
News	184,001
E-Verify	182,122
Laws	113,466
Resources	121,287
Citizenship	126,222
About Us	82,647
Outreach	54,164
Working in the U.S.	35,310
Family	29,981
Visit the U.S.	20,428
Military	11,308
Adoption	8,958
Humanitarian	6,184
Find It Fast/Where to Start **	9,051
Total Sessions to These Pages >	2,235,956



* "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 nearly seven percent, while Transactions increased three percent.

	Oct.11	Nov.11	Dec.11	Jan.12	Feb.12	Mar.12	Apr.12	May12	June12	June12
Page Views on Landing Page	25,260	29,930	28,005	32,342	27,787	30,585	29,569	29,543	30,274	32,278
– Transactions	19,672	19,777	21,375	25,048	20,882	23,919	22,893	23,525	22,939	23,731

	Dec.10	Jan.11	Feb.11	Mar.11	Apr.11	May11	June11	July11	Aug.11	Sep.11
Page Views on Landing Page	18,296	22,190	22,562	27,118	24,183	32,553	36,238	29,879	29,076	26,112
– Transactions	13,401	15,828	17,096	21,085	19,472	22,862	25,464	21,749	21,772	20,002

	Feb.10	Mar.10	Apr.10	May10	June10	July10	Aug.10	Sep.10	Oct.10	Nov.10
Page Views on Landing Page	27,712	29,196	26,796	27,990	26,338	33,403	37,913	35,005	24,986	19,561
– Transactions	14,888	16,721	17,887	18,565	16,521	19,017	22,584	21,597	16,757	13,696

	Apr.09	May09	June09	July09	Aug.09	Sep.09	Oct.09	Nov.09	Dec.09	Jan.10
Page Views on Landing Page	14,598	15,717	17,664	27,387	18,562	15,861	14,056	17,725	28,414	30,624
– Transactions	14,787	13,991	16,170	12,214	16,442	12,222	12,397	14,984	16,994	19,228

	June08	July08	Aug.08	Sep.08	Oct.08	Nov.08	Dec.08	Jan.09	Feb.09	Mar.09
Page Views on Landing Page	3,509	15,599	9,014	10,025	11,277	9,996	10,174	11,946	11,804	13,543
– Transactions	3,952	12,398	9,549	10,573	11,783	10,536	10,477	12,398	11,808	13,543

Top 25 Viewed Pages

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

► **Notable changes this month:** The Consideration of Deferred Action for Childhood Arrivals Process page moved to tenth most viewed page, with over 200,000 views. The H-1B Fiscal Year (FY) 2013 Cap Season page that was third last month dropped out of the top 25.

	Top 25 Viewed Pages	Page	% of All
1	Home Page (1)	5,788,906	24.86%
2	Forms (2)	1,469,287	6.31%
3	Application for Naturalization, N-400 (4)	579,334	2.48%
4	Petition for Alien Relative, I-130 (5)	436,825	1.88%
5	News (6)	261,401	1.12%
6	USCIS-ES Home Page (7)	247,566	1.06%
7	Green Card (Permanent Residence) (8)	228,694	0.98%
8	News RSS Page (10)	216,933	0.93%
9	Applic. to Register Perm. Residence or Adjust Status, I-485 (9)	210,415	0.90%
10	Consideration of Deferred Action for Childhood Arrivals Process (13)	206,992	0.89%
11	Contact Us (12)	186,948	0.80%
12	Naturalization Self Test (15)	174,388	0.75%
13	Application for Employment Authorization, I-765 (11)	171,615	0.74%
14	Citizenship Through Naturalization (17)	169,786	0.73%
15	E-Verify (14)	161,231	0.69%
16	Application to Replace Permanent Resident Card, I-90 (16)	156,524	0.67%
17	Citizenship (20)	152,085	0.65%
18	Resources (18)	151,983	0.65%
19	Laws (19)	133,952	0.58%
20	Affidavit of Support Under Section 213A of the Act, I-864 (22)	130,977	0.56%
21	File My Application Online (E-Filing) (21)	126,464	0.54%
22	Green Card Through Family (25)	122,771	0.53%
23	Family of U.S. Citizens*	121,636	0.53%
24	Instructions for Electronic Filing of Form I-90 (24)	117,812	0.52%
25	Green Card Through Family	117,812	0.51%
	
		23,287,354	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:** The Civics Flash Cards for the Naturalization Test was downloaded over 5.5 million times this month, compared to only 2 million times last month. The Spanish version of the Instructions for Completing Form I-9 joined the top 25 this month, landing at the 8th position.

	Top 25 Downloaded Files	Hits	% of
1	M-623: Civics Flash Cards for Naturalization Test (2)	5,548,697	26.46%
2	M-274: Instructions for Completing Form I-9 (1)	1,931,494	9.21%
3	I-129: Petition for a Nonimmigrant Worker (3)	818,802	3.90%
4	I-9: Employment Eligibility Verification (4)	618,234	2.95%
5	M-565: How Do I Apply for U.S. Citizenship (5)	617,585	2.94%
6	M-555: How Do I Help Relative Become a Perm. Resident (6)	427,681	2.04%
7	N-400: Application for Naturalization (8)	343,860	1.64%
8	M-274: Instructions for Completing Form I-9 (Spanish) (*)	256,175	1.22%
9	M-618: Welcome to the U.S. Guide for New Immigrants (10)	215,825	1.03%
10	I-130: Petition for Alien Relative (20)	207,252	0.99%
11	M-715: Reading Vocabulary Flash Cards (21)	204,609	0.98%
12	M-775: E-Verify User Manual for Employers (15)	183,068	0.87%
13	100 Civics (History and Government) Questions for the Naturalization Test (*)	174,111	0.83%
14	I-130: Petition for Alien Relative (20)	169,211	0.81%
15	M-562: How Do I Renew or Replace My Perm. Resident Card (13)	168,764	0.80%
16	I-485: Applic. to Register Perm. Residence or Adjust Status (17)	166,714	0.79%
17	M-477: Document Checklist (9)	164,305	0.78%
18	M-623-S: Civics Flash Cards for Naturalization Test (Spanish) (11)	162,565	0.78%
19	Instructions for N-400: Application for Naturalization (19)	161,668	0.77%
20	M-561: How Do I Help a Relative Become a Perm. Resident (18)	159,800	0.76%
21	M-715: Reading Vocabulary Flash Cards (21)	154,003	0.73%
22	G-1145: E-Notification of Application/Petition Acceptance (22)	152,702	0.73%
23	M-608: How Do I Get a Reentry Permit (23)	150,539	0.72%
24	I-864: Affidavit of Support Under Section 213 of the Act (24)	149,129	0.71%
25	I-601: Application for Waiver of Grounds of Inadmissibility (25)	148,682	0.71%
	
	Total Downloaded Files this Month >	20,971,606	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:** An NBC News article “Could you pass the US citizenship test?” a new referral and the top one this month, led users to the Civics Flash Cards for Naturalization Test.

	Referrals	Destination Page on USCIS.gov	Referring Page
1	46,736	M-623: Civics Flash Cards for Naturalization Test	NBC News Article "Could you pass the US citizenship test?" (*)
2	21,338	Home Page	Search for “uscis” on Google (2)
3	17,574	Affidavit of Support (I-864EZ)	Affidavit of Support Instructions on Travel.State.gov (4)
4	15,914	Affidavit of Support (I-864)	Affidavit of Support Instructions on Travel.State.gov (3)
5	12,207	Affidavit of Support (I-864)	Visa Application Forms on Travel.State.gov (7)
6	11,032	Employment Elig. Verification (I-9)	Link to i-9 on IRS.gov (6)
7	9,076	Affidavit of Support Exemption (I-864W)	Instructions on Travel.State.gov (13)
8	9,032	Forms	Fees for Visa Services on Travel.State.Gov (11)
9	8,657	Petition for Alien Relative (I-130)	Immigrants to U.S. on Travel.State.gov (12)
10	8,481	I-9 (PDF)	Link to i-9 on IRS.gov (10)
11	6,615	Petition for Alien Fiance(e) (I-129F)	Nonimmigrant Visa for Fiance(e) on Travel.State.gov (15)
12	6,129	Poverty Guidelines (I-864P)	Affidavit of Support Instructions on Travel.State.gov (16)
13	5,174	Contract Between Sponsor and Household Member (I-864A)	Affidavit of Support Instructions on Travel.State.gov (21)
14	4,725	Green Card Through Diversity Immigrant Visa Program	Diversity Visa Program on Travel.State.gov (20)
15	4,656	Contract Between Sponsor and Household Member (I-864A)	Visa Application Forms on Travel.State.gov (21)
16	4,568	Home Page	i9check.com (*)
17	4,494	Home Page	Immigrants to U.S. on Travel.State.gov (24)
18	4,471	Home Page	“Deferred Action Process for Young People...” Press Release on DHS.gov (1)
19	4,146	Forms	Visa Application Forms on Travel.State.gov (23)
20	3,928	Petition for Alien Relative (I-130)	Immigrants to U.S. on Travel.State.gov (12)
21	3,906	Forms	Immigration on DHS.gov (25)
22	3,867	Affidavit of Support (*)	Overview: Immigrant Visa Processing at the NVC on Travel.State.gov (*)
23	3,827	Home Page	“Deferred Action Process for Young People...” Press Release on DHS.gov (1)
24	3,688	Home Page	Search for “uscis” on Bing (*)
25	4,119	Affidavit of Support (I-134) (*)	Nonimmigrant Visa for Fiance(e) on Travel.State.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 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	2	2	2

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	630,396
uscis.gov	101,896
www.uscis.gov	86,849
immigration	60,900
i-9	39,781
ins	33,959
us immigration	33,875
i-9 form	29,004
uscis forms	28,094
i9	24,182
i9 form	22,554
everify	21,333
us citizenship	18,919
form i-9	16,939
green card	16,746
uscis case status	16,418
e-verify	15,176
immigration forms	14,665
n400	12,216
i-130	11,763
e verify	11,737
n-400	10,337
immigration and naturalization	10,234
citizenship test	10,219
inmigracion	10,058

Phrase	Referrals
citizenship application	9,070
affidavit of support	8,989
citizenship	8,796
immigration news	8,100
i 9 form	7,904
green card renewal	7,691
deferred action	7,624
i-864	7,282
us citizenship test	7,270
uscis status	7,235
us citizenship application	7,004
i-485	6,426
usics	6,370
uscis.com	6,311
naturalization	5,531
ins.gov	5,467
i-765	5,344
ucis	5,212
uscis gov	4,925
i130	4,897
immigration and naturalization	4,532
i 130	4,389
uscis status check	4,237
form i-130	4,232
naturalization test	4,214

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:** Searches for “dream act application 2012” increased to the top position. Searches for “h1b” decreased this month.

Phrase	Count
dream act application 2012	4946
i-130	4921
i-485	3734
visa bulletin	3394
i-864	3246
i-765	3208
n-400	2917
n400	2862
g-325a	2654
deferred action process for	2636
i-131	2512
dream act	2509
forms	2319
change of address	2273
i-130 form	2243
deferred action application	2236
processing times	2208
i130	2167
infopass appointment	2024
deferred action	1997
i-9	1972
visa bulletin august 2012	1909
i-751	1887
g-325a biographic	1883
i-864 affidavit of support	1873

Phrase	Count
i-90	1851
h1b	1832
visa bulletin july 2012	1811
change of address online	1790
infopass	1755
opt	1735
form i-130	1707
i-94	1700
n-400 application for	1625
citizenship application	1597
affidavit of support	1596
i485	1555
i-912	1552
i765	1534
visa	1497
citizenship questions and	1490
g325a form	1473
i864	1473
case status	1463
green card lottery	1428
dream act requirements	1426
civil surgeon locator	1415
ds-230 form download	1370
i90	1332
green card	1321

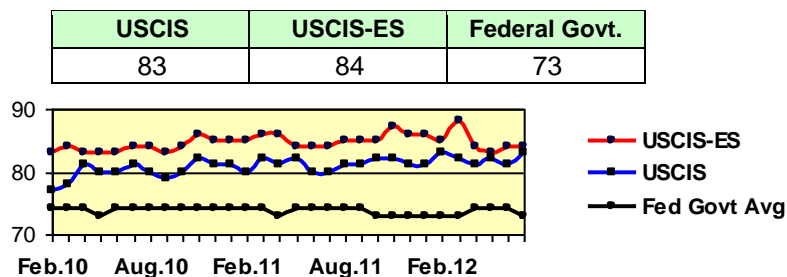
Surveys of User Satisfaction

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

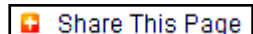
This Month's Average Customer Satisfaction Scores



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	14%	21%
Get General Information Before I File My Case	11%	21%
Green Card Information	10%	12%
Download Form(s)	9%	5%
Find Form(s)	7%	7%
Primary Method Used to Find Information		
Site's Search Feature	29%	33%
Top Navigation Bar	22%	25%
Used an External Search Engine (e.g., Google)	18%	14%
Just Browsing	17%	16%
Site Map	8%	9%
Find It Fast (Where to Start) Feature	6%	3%
Self-Identified Role of Visitor		
Permanent Resident (green card holder)	37%	32%
Naturalized U.S. Citizen	19%	17%
U.S. Born Citizen	13%	4%
Citizen of a Foreign Country	7%	14%
Visitor/Nonimmigrant	3%	8%

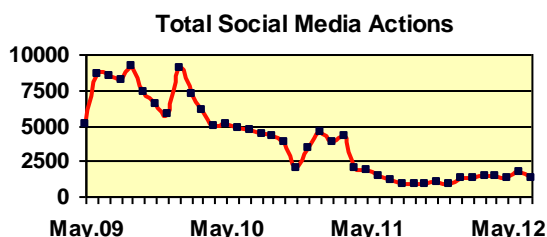
Social Media Activity Using Links on CSWP Pages



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 24 percent decrease in the number of total social media actions and a 16 percent increase in clickbacks.** The How To Calculate My Cycle Time page moved into the top 10 as the fifth most shared page.

	Top Services	Sharing	Clicks**
1	Facebook (1)	563	261
2	Email (2)	199	142
3	Twitter (3)	132	1
4	Print (4)	71	0
5	Gmail (5)	63	0
6	Blogger (8)	26	0
7	Favorites (6)	23	60
8	Reddit (7)	14	0
9	Tumblr (10)	12	0
10	LinkedIn (9)	7	0
–	All Others...	137	33
	Total	1247	497



	Top 10 Pages Shared Via Page-Based Social Media Links	Sharing Actions	Clicks**
1	Study for the Test (2)	226	260
2	Deferred Action Process for Young People (1)	94	0
3	Study Materials for the English Test (5)	66	38
4	Naturalization Interview and Test Video (4)	57	24
5	How To Calculate My Cycle Time (*)	43	0
6	USCIS Home Page (6)	35	1
7	Multilingual Resource Center (*)	25	0
8	Green Card for an Immediate Relative of a U.S Citizen (*)	17	0
9	Green Card for a Family Member of a U.S. Citizen (*)	15	0
10	Citizenship Rights and Responsibilities (*)	14	10
–	All Others...	655	164
	Total	1,247	497

Number in parentheses indicates rank in the previous month.

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

** Clickbacks are page visits that result 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 roughly 1.5 million email bulletins to subscribers, 300 thousand fewer than the previous month, and issued only 90 tweets, half the previous month's total.

	Jan.12	Feb.12	Mar.12	Apr.12	May12	Jun.12	Jun.12
GovDelivery Emails Issued	22	22	27	25	23	21	21
Emails Distributed to Subscribers	736,827	1,221,048	2,963,679	1,611,791	1,964,307	1,884,932	1,544,738
Subscribers at End of Month	333,374	332,119	332,995	334,004	336,238	331,965	334,609
Subscriptions	980,518	983,532	991,403	999,404	1,008,018	1,003,501	1,007,796
Total Subscribable Topics	23	23	23	23	23	23	28
Tweets Issued	91	184	90	118	143	185	90
Twitter Followers at End of Month	11,727	12,287	12,767	13,591	14,320	15,209	15,765

	June11	July11	Aug.11	Sep.11	Oct.11	Nov.11	Dec.11
GovDelivery Emails Issued	24	24	28	19	24	23	19
Emails Distributed to Subscribers	1,830,221	1,413,479	2,378,844	2,014,911	1,380,017	821,196	601,109
Subscribers at End of Month	321,664	321,536	322,363	322,614	325,622	329,464	330,474
Subscriptions	914,272	920,583	928,440	934,013	944,369	959,812	966,217
Total Subscribable Topics	22	22	22	22	23	23	23
Tweets Issued	90	160	136	106	96	199	139
Twitter Followers at End of Month	7,628	8,071	8,549	9,200	9,679	10,268	10,977

	Nov.10	Dec.10	Jan.11	Feb.11	Mar.11	Apr.11	May11
GovDelivery Emails Issued	2	15	32	26	44	23	32
Emails Distributed to Subscribers	282,213	49,179	1,726,382	1,106,619	3,205,638	1,019,329	1,891,329
Subscribers at End of Month	280,617	281,480	280,607	280,144	286,854	288,124	288,124
Subscriptions	840,739	845,987	847,828	849,020	857,669	867,630	867,630
Total Subscribable Topics	17	17	17	19	19	19	19
Tweets Issued	--	--	--	--	85	85	62
Twitter Followers at End of Month	--	--	--	--	5,280	5,850	6,320
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:** Page views decreased nearly six percent. User sessions decreased one percent.

	Nov.11	Dec.11	Jan.12	Feb.12	Mar.12	Apr.12	May12	Jun.12	Jun.12
User Sessions (Visits)	205,068	187,638	263,441	210,322	265,596	267,754	268,250	301,449	299,018
Avg. Weekday User Sessions	7,593	6,804	9,519	8,085	9,570	10,155	9,746	11,319	10,881
Avg. Session Length (min.)	4:15	4:08	4:41	4:33	4:27	4:30	4:19	3:50	3:38
Unique Visitors	125,143	111,701	159,324	129,315	160,346	161,864	164,587	180,773	177,183
One-Time Visitors	91,339	80,470	113,935	92,780	114,899	117,086	120,182	130,130	126,320
Repeat Visitors	33,804	31,231	45,389	36,535	45,447	44,778	44,405	50,643	50,863
Page Views	683,600	610,435	919,967	731,633	865,679	857,952	855,025	881,459	828,882

	Feb.11	Mar.11	Apr.11	May11	June11	July11	Aug.11	Sep.11	Oct.11
User Sessions (Visits)	178,609	203,971	176,696	185,610	196,817	162,353	204,745	192,716	193,747
Avg. Weekday User Sessions	7,074	7,342	6,632	6,837	7,308	5,835	7,373	7,219	7,166
Avg. Session Length (min.)	7:03	6:50	6:40	6:15	5:39	5:43	5:29	5:14	5:08
Unique Visitors	127,066	146,794	125,578	135,218	137,076	115,347	142,592	134,110	130,781
One-Time Visitors	103,723	121,216	103,099	112,437	109,868	92,900	114,021	107,163	102,649
Repeat Visitors	23,343	25,578	22,479	22,781	27,208	22,447	28,571	26,947	28,132
Page Views	883,545	979,563	801,932	821,251	809,944	660,082	815,597	729,217	737,968

	May10	June10	July10	Aug.10	Sep.10	Oct.10	Nov.10	Dec.10	Jan.11
User Sessions (Visits)	139,357	139,388	157,387	177,412	173,204	167,980	174,783	154,120	198,854
Avg. Weekday User Sessions	5,247	5,252	5,719	6,451	6,419	6,218	6,424	5,505	7,389
Avg. Session Length (min.)	7:18	7:48	7:19	7:26	7:14	6:57	6:50	6:46	7:34
Unique Visitors	100,919	102,502	114,110	127,148	125,245	120,893	122,632	108,304	142,221
One-Time Visitors	82,494	84,173	93,547	103,917	102,485	99,318	100,232	89,501	116,111
Repeat Visitors	18,425	18,329	20,563	23,231	22,760	21,575	22,400	18,803	26,110
Page Views	748,673	763,536	824,976	923,216	856,269	840,469	854,445	704,417	1,030,827

	Oct.09	Nov.09	Dec.09	Jan.10	Feb.10	Mar.10	Apr.10
User Sessions (Visits)	138,377	113,691	100,538	138,399	117,366	132,054	117,058
Avg. Weekday User Sessions	5,071	4,311	3,596	5,106	4,727	4,732	4,385
Avg. Session Length (min.)	6:55	6:32	6:26	6:57	7:25	7:14	7:03
Unique Visitors	99,842	82,797	73,694	101,443	87,431	96,125	85,518
One-Time Visitors	80,418	67,255	60,032	81,550	71,777	78,118	70,112
Repeat Visitors	19,424	15,542	13,662	19,893	15,654	18,007	15,406
Page Views	832,486	643,622	558,808	843,720	708,272	781,763	647,816

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)	247,566	29.87%
2	Formularios (2)	32,424	3.91%
3	Noticias (3)	20,603	2.49%
4	Familiares de ciudadanos estadounidenses (4)	15,830	1.91%
5	Acción Diferida para los Llegados en la Infancia (25)	11,822	1.43%
6	Formularios de Residencia Permanente (Tarjeta Verde) (5)	11,469	1.38%
7	El examen de naturalización: Materiales de estudio (6)	10,629	1.28%
8	Petición para pariente extranjero, I-130 (7)	10,114	1.22%
9	Trámite y procedimientos para la Tarjeta verde (Green card) (10)	10,069	1.21%
10	Tarjeta verde (Green card) a través de la familia (8)	9,551	1.15%
11	Ciudadanía por naturalización (12)	8,832	1.07%
12	Enlace Público (9)	8,697	1.05%
13	Recursos (11)	8,643	1.04%
14	Tarjeta Verde (residencia permanente) (13)	8,374	1.01%
15	Contáctenos (14)	7,979	0.96%
16	Formularios para la Ciudadanía y Naturalización (15)	7,382	0.89%
17	Ciudadanía (17)	7,331	0.88%
18	Después de que una Tarjeta verde (Green Card) haya sido concedida (16)	7,331	0.88%
19	Preguntas de la parte de educación cívica del Examen de Naturalización (23)	6,750	0.81%
20	Solicitud para reemplazar la tarjeta de residente permanente (Green Card), I-90	6,705	0.81%
21	Preguntas y Respuestas sobre temas relacionados a ciudadanía (22)	6,464	0.78%
22	Formularios de Familia (21)	6,419	0.77%
23	Acerca de nosotros (23)	6,306	0.76%
24	Familiares de residentes permanentes (personas con la tarjeta verde) (19)	6,306	0.76%
25	El Examen de Naturalización (*)	6,100	0.74%
	
Total Page Views this Month to USCIS-ES Pages >		828,882	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	Mar.11	Apr.11	May.11	June11	July11	Aug.11	Sep.11	Oct.11	Nov.11	Dec.11
Overall										
User Sessions (Visits)	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	8,061,305
Avg. Weekday User Sessions	295,712	286,247	288,201	328,615	267,701	323,364	309,926	316,576	322,343	299,837
Avg. Session Length (min.)	5:39	5:26	5:26	4:31	4:28	4:18	4:13	4:16	3:58	3:54
Unique Visitors	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	3,535,652
One-Time Visitors	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	2,298,967
Repeat Visitors	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	1,236,685
Page Views	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	20,308,769
Sessions by Content Area *										
About Us	109,628	89,796	91,339	88,386	74,253	89,196	81,115	80,749	76,365	72,844
Citizenship	103,337	81,760	79,268	81,202	67,319	85,058	85,945	84,633	78,091	69,167
Forms	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	912,710
Outreach	72,620	59,960	61,514	55,836	48,264	62,527	55,001	54,108	50,887	46,964
Laws	138,390	117,420	117,388	111,494	91,744	119,246	111,550	111,184	105,543	97,103
News	174,121	157,709	159,993	139,712	115,383	158,690	141,405	143,919	143,480	137,731
E-Verify	139,493	109,429	112,473	164,327	152,655	190,476	127,080	126,490	116,562	116,273
Resources	169,754	138,738	143,632	139,534	115,628	137,690	128,951	127,869	116,768	112,762
Working in the U.S.	31,690	27,020	28,534	28,221	24,762	30,549	28,772	28,948	27,409	24,666
Family	31,539	25,445	25,973	24,935	21,953	27,669	27,456	27,774	25,563	24,764
Adoption	11,135	9,073	9,095	9,150	7,967	8,832	7,810	8,254	8,168	7,655
Green Card	232,481	200,992	220,851	218,117	201,993	217,517	209,829	240,278	196,242	179,717
Humanitarian	6,139	5,316	5,948	5,419	4,812	5,559	5,237	5,376	5,105	4,887
Visit the U.S.	27,325	24,002	24,996	23,248	19,813	21,055	19,243	18,842	17,370	15,629
Military	13,768	11,151	11,021	11,109	9,825	11,561	10,810	10,732	10,158	9,506
Find It Fast/Where to Start **	17,392	19,649	13,934	18,363	14,608	9,445	6,498	4,412	3,277	3,500

* 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	May10	June10	July10	Aug.10	Sep.10	Oct.10	Nov.10	Dec.10	Jan.11	Feb.11
Overall										
User Sessions (Visits)	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	7,018,295
Avg. Weekday User Sessions	244,816	252,191	255,985	271,581	265,128	264,060	255,144	232,727	298,594	286,854
Avg. Session Length (min.)	6:13	6:07	6:07	6:22	6:18	5:56	5:47	5:29	5:49	5:44
Unique Visitors	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	3,776,995
One-Time Visitors	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	2,777,181
Repeat Visitors	936,250	969,798	992,174	1,028,814	1,005,225	984,944	937,867	881,152	1,113,027	999,814
Page Views	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	33,929,814
Sessions by Content Area *										
About Us	106,041	111,864	114,708	109,440	101,427	98,773	95,758	87,723	108,821	98,524
Citizenship	61,374	58,716	66,942	63,147	57,175	56,920	58,257	55,344	95,391	87,967
Forms	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	1,164,374
Outreach	100,533	104,236	108,366	75,634	69,001	68,237	65,636	59,977	74,130	65,527
Laws	151,765	137,710	145,823	135,496	130,363	127,799	123,795	111,104	137,484	124,265
News	187,917	186,974	200,039	200,278	182,290	174,488	165,384	145,577	180,481	155,571
E-Verify	96,768	93,473	105,700	89,738	80,944	79,720	78,707	93,701	108,765	106,542
Resources	173,036	171,966	178,192	174,069	162,453	159,486	147,966	131,331	172,571	151,675
Working in the U.S.	23,122	23,340	25,126	24,744	22,706	23,480	21,628	21,990	34,116	28,835
Family	27,355	24,857	28,433	27,162	26,203	26,142	24,342	24,190	33,909	29,387
Adoption	10,162	9,581	8,402	8,940	7,969	7,774	7,599	7,949	11,167	9,906
Green Card	163,530	171,313	181,797	181,266	174,656	201,522	168,637	168,976	252,585	215,522
Humanitarian	6,910	6,230	5,767	5,548	5,296	5,256	4,602	4,648	5,763	5,383
Visit the U.S.	23,926	23,250	22,735	21,916	20,078	19,826	19,573	19,083	27,287	24,840
Military	17,452	10,615	10,467	10,707	10,016	9,888	12,201	10,048	13,411	12,930
Where to Start **	8,917	8,884	16,376	12,176	19,621	15,015	10,296	11,336	19,944	15,395

* 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	Apr.10
Overall							
User Sessions (Visits)	5,196,257	5,219,325	4,879,572	6,151,175	5,212,997	5,806,542	5,398,438
Avg. Weekday User Sessions	226,569	204,608	180,624	234,810	216,710	214,833	208,630
Avg. Session Length (min.)	4:57	4:51	4:54	5:20	6:40	6:40	6:28
Unique Visitors	2,984,828	2,617,134	2,513,261	3,220,495	2,888,998	3,123,536	2,947,341
One-Time Visitors	2,028,157	1,777,598	1,730,951	2,225,408	2,087,504	2,247,920	2,146,791
Repeat Visitors	956,671	839,536	782,310	995,087	801,494	875,616	800,550
Page Views	28,134,571	20,900,616	19,851,159	29,606,676	23,754,223	22,499,875	20,154,233
Sessions by Content Area *							
About Us	109,752	89,859	81,596	103,769	95,240	103,178	94,151
Citizenship	79,053	63,211	48,197	67,866	59,213	61,260	55,321
Forms	1,041,113	874,991	861,472	1,171,386	1,092,894	1,214,390	1,068,444
Services & Benefits /Topics	287,010	231,727	216,666	284,063	231,684	20,275	90,488
Laws & Regulations	163,275	135,007	122,987	160,671	137,555	138,535	129,205
Press Room	161,045	127,746	126,476	170,202	138,273	180,215	174,936
E-Verify	80,879	69,616	56,744	62,792	61,467	71,499	83,081
Resources	186,097	150,560	144,691	187,523	170,010	171,707	155,870
Working in the U.S.	29,999	24,918	20,518	25,984	21,300	21,090	19,683
Family	38,173	31,816	23,042	34,239	30,517	29,363	24,715
Adoption	12,534	10,067	7,559	13,939	8,336	10,712	9,326
Green Card	138,178	108,233	120,181	159,491	136,008	151,395	132,567
Humanitarian	6,629	5,741	4,400	11,583	7,672	7,747	5,881
Visit the U.S.	17,584	15,311	15,138	20,587	17,735	20,995	21,346
Military	12,730	11,632	8,700	15,608	14,372	12,848	10,147
Where to Start **	--	--	--	--	16,741	12,613	9,550

* 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.