



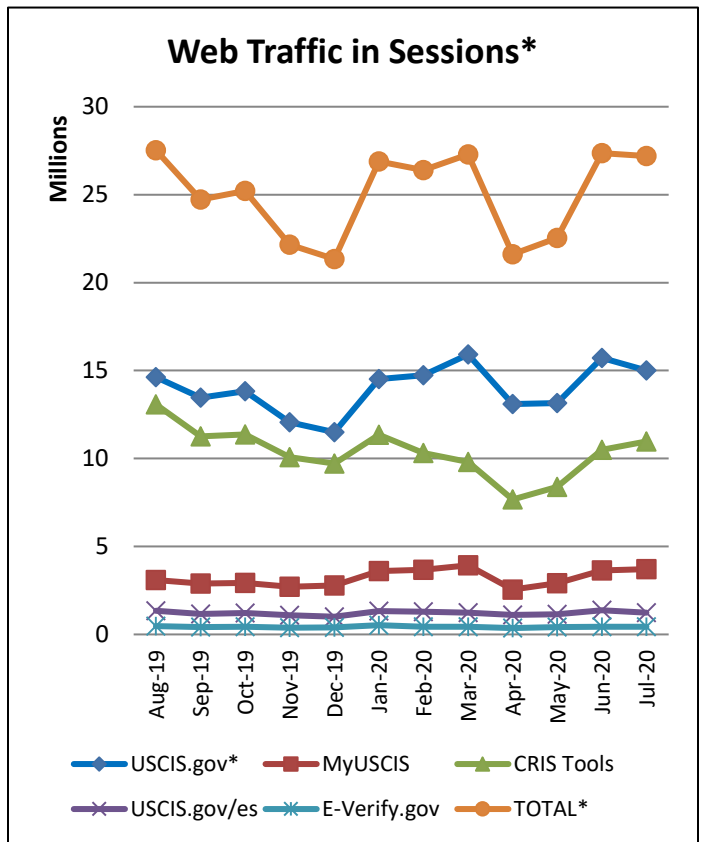
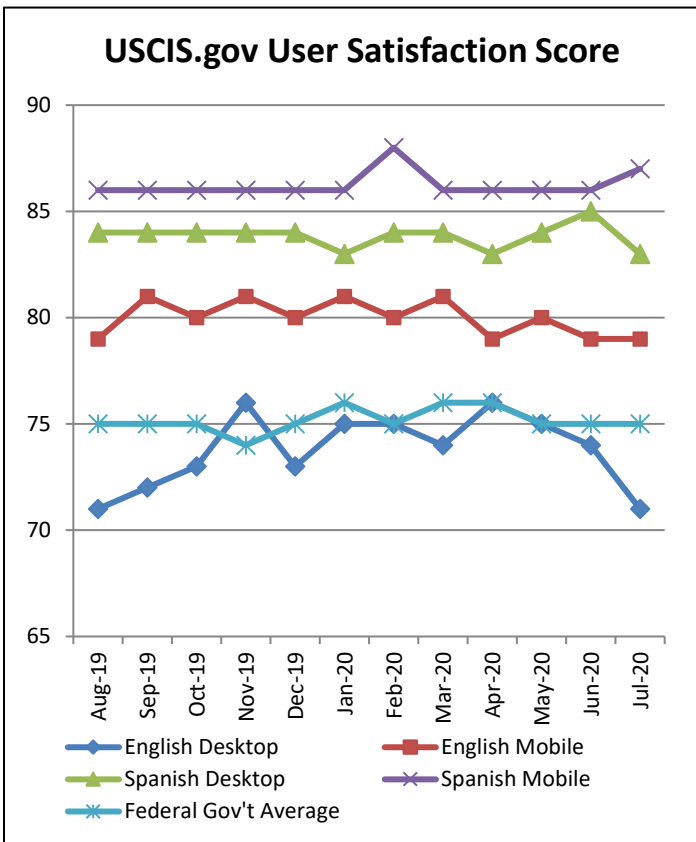
Online Communications Insights and Statistics

July 2020

Total Web Traffic – ALL PROPERTIES: 27,198,418 sessions (-0.6% from past month)

Highlights:

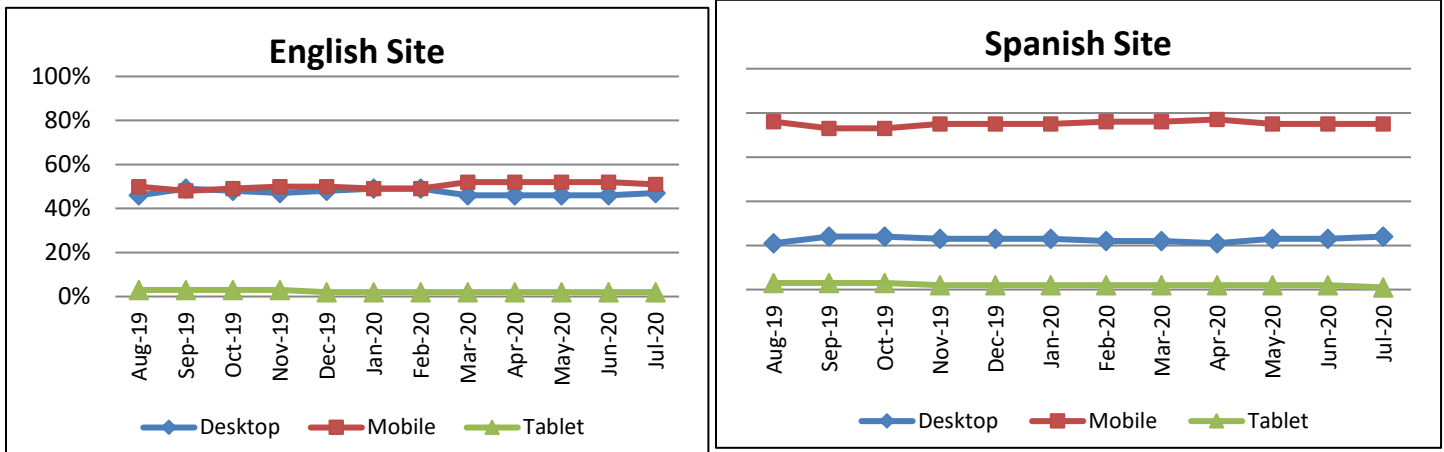
- **Web Traffic Remains at Pre-April Levels:** Web traffic recorded a total of just over 27 million total sessions, maintaining the resurgent levels from June after the April and May drop in traffic due to COVID.



Web Traffic in Sessions*: The total sessions and users shown at the top of the “Web Traffic in Sessions” graph for all USCIS properties represents how many sessions there were to either the USCIS.gov website, E-Verify.gov (tracking for E-Verify.gov began in Sept. 2018), myUSCIS (authenticated and unauthenticated sessions counted separately) and CRIS Tools. Note that the separate sites are not simply added together to reach a correct “TOTAL” traffic number because there is overlap. For example, in a single session, some people visit two or even all three of the domains. Additionally, on the Spanish USCIS.gov website, every session is considered a session on USCIS.gov because Spanish sessions are delineated by the /es, but they are still in the same domain as USCIS.gov.



USCIS.gov Website Visitors: Percentages using desktop, mobile and tablets over time



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| Largest Traffic Change: Web Pages (Top 100) | | | Largest Change: Search (Top 100) | | |
|---|--|------------------------|----------------------------------|--------------------------|----------------------------|
| Rank (Last Month) | Pages | Page views (Change) | Rank (Last Month) | Terms | Number of Queries (Change) |
| 1 (1) ↓ | Homepage USCIS | 3,217,000 (-2,350,727) | 13 (52) ↑ | i-9 | 6,807 (+4,764) |
| 7 (5) ↓ | USCIS Account - USCIS - Account - Secure Messaging | 690,000 (-438,075) | 1 (1) | daca | 35,676 (+3,744) |
| 11 (6) ↓ | I-9, Employment Eligibility Verification USCIS | 471,000 (-366,358) | 7 (19) ↑ | daca news 2020 | 7,955 (+3,704) |
| 31 (10) ↓ | Espanol Homepage USCIS | 285,000 (-248,015) | 3 (3) | case status check online | 14,050 (+3,253) |
| 25 (137) ↑ | Appointment Scheduler Home | 319,000 (+236,478) | 2 (2) | i-765 | 14,084 (+2,613) |



E-Mail Outreach:

Total Number of Subscribers: 2,351,718 (+37,755)/Total Number of Subscriptions 6,411,100 (+187,596)

Average Number of Subscriptions per Subscriber: 2.7

| | <i>Most Popular Lists</i> | <i>Lists Most Subscriptions Gained</i> | <i>Lists Most Bulletins Sent (non-automated)</i> |
|----------|--|--|--|
| 1 | News Releases (391,808) | News Releases (+52,077) | USCIS Intergovernmental Affairs Updates (7) |
| 2 | Office Closures (342,415) | Immigration Policy (+51,667) | Updates from the Public Engagement Division (7) |
| 3 | Forms Updates (280,558) | Citizenship (+50,927) | System Outages (4) |
| 4 | Federal Register Announcements (260,349) | Federal Register Announcements (+50,502) | News Releases (3) |
| 5 | Alerts (228,549) | Alerts (+50,338) | Alerts (3) |

