



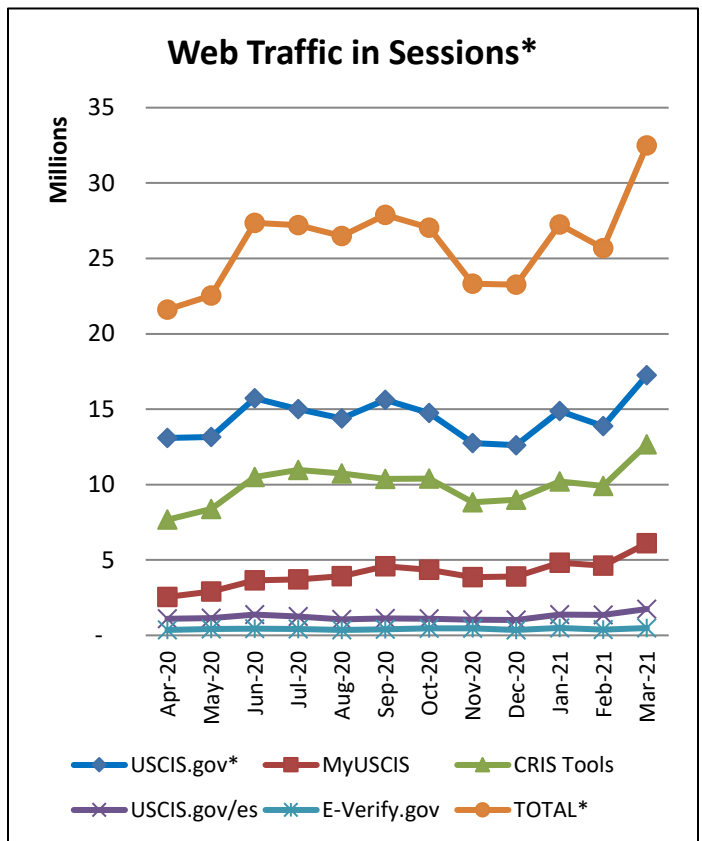
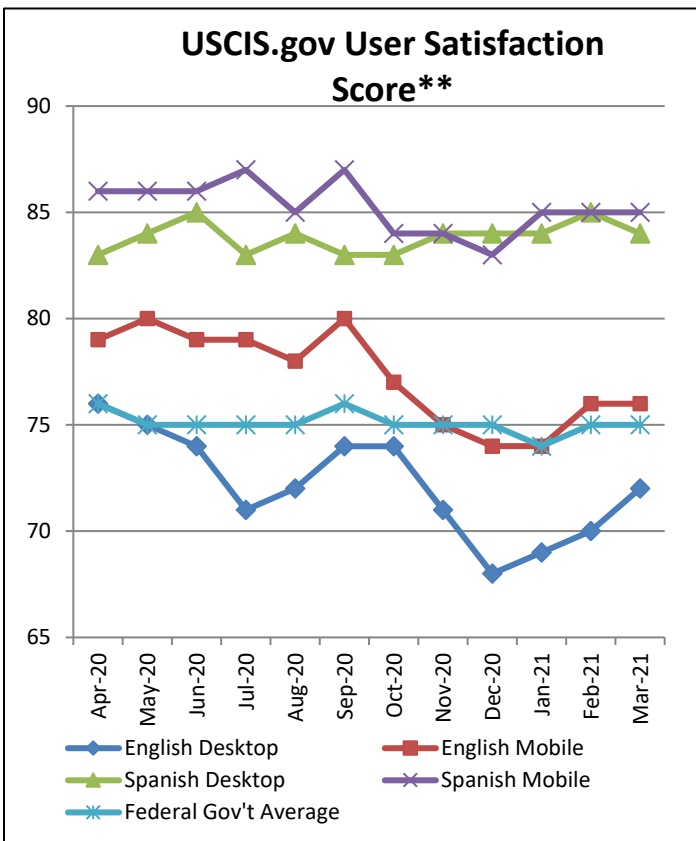
Online Communications Insights and Statistics

March 2021

Total Web Traffic – ALL PROPERTIES: 32,491,669 sessions (+26.5% from past month)

Highlights:

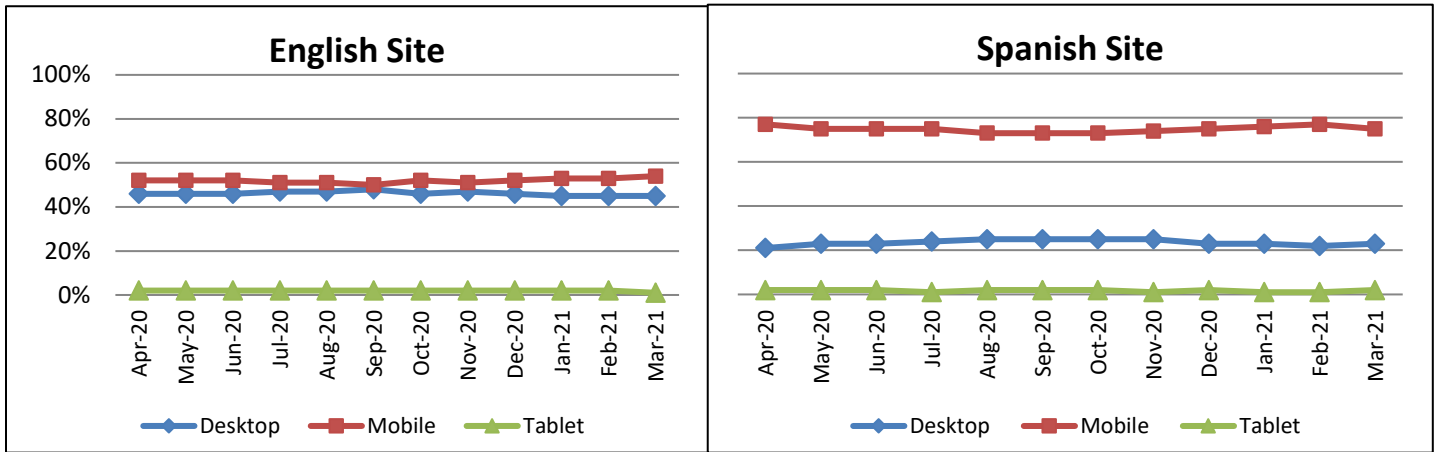
- **Overall Web Traffic Sets Record:** March saw overall web traffic surpass the 30 million session mark for the first time, setting a new all-time high with an increase of over 26%. Traffic on all platforms was up significantly.



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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USCIS.gov User Satisfaction Score:** The March 2021 scores are measured from March 1 to March 24. As of March 25, USCIS.gov adopted a new survey tool, and the graph will be replaced in next month’s report.

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)
2 (2)	Home USCIS	5,731,000 (+1,130,015)	3 (451) ↑	tps venezuela	16,631 (+16,344)
3 (3)	USCIS myUSCIS Home Page	3,603,000 (+909,481)	5 (36) ↑	tps	16,297 (+13,636)
1 (1)	USCIS Account - Home Page	6,106,000 (+597,038)	19 (330) ↓	i-821	7,964 (+7,537)
41 (107) ↑	myUSCIS Rep Account - My Clients	456,000 (+359,360)	1 (2) ↑	i-765	21,356 (+6,779)
5 (5)	All Forms USCIS	1,073,000 (+274,901)	9 (11) ↓	i-864	13,070 (+6,253)



E-Mail Outreach:

Total Number of Subscribers: 2,839,182 (+187,182)/Total Number of Subscriptions 7,108,003 (+280,346)

Average Number of Subscriptions per Subscriber: 2.5

	<i>Most Popular Lists</i>	<i>Lists Most Subscriptions Gained</i>	<i>Lists Most Bulletins Sent (non-automated)</i>
1	News Releases (374,878)	News Releases (+6,356)	USCIS Intergovernmental Affairs Updates (7)
2	Office Closures (341,779)	Citizenship (+5,638)	Updates from the Public Engagement Division (7)
3	Forms Updates (259,224)	Forms Updates (+5,489)	System Outages (4)
4	Federal Register Announcements (231,609)	Immigration Policy (+5,402)	Forms Updates (3)
5	H-1B Cap Season (211,483)	Alerts (+4,955)	Immigration Policy (2)

