



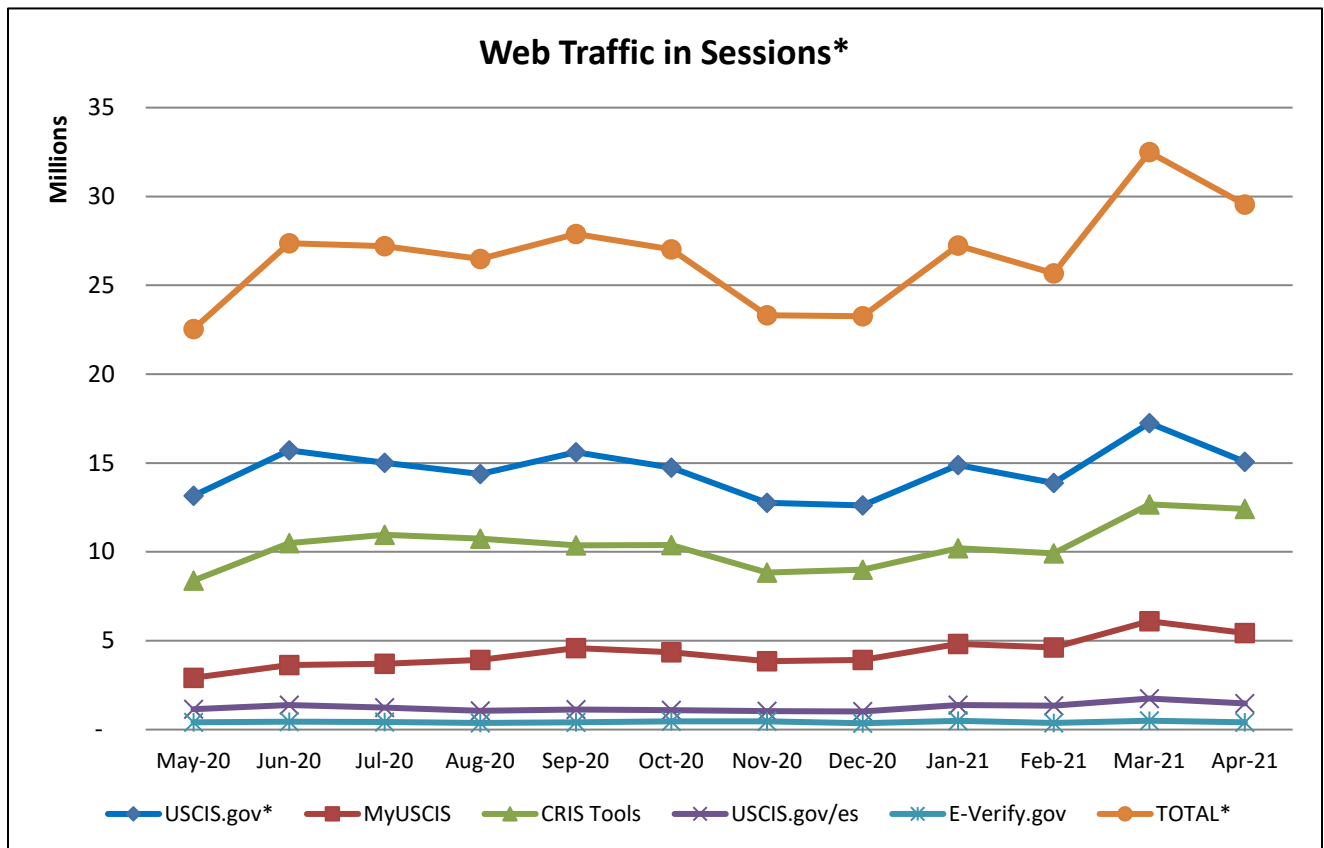
## Online Communications Insights and Statistics

April 2021

**Total Web Traffic – ALL PROPERTIES: 29,549,561 sessions (-9.1% from past month)**

### Highlights:

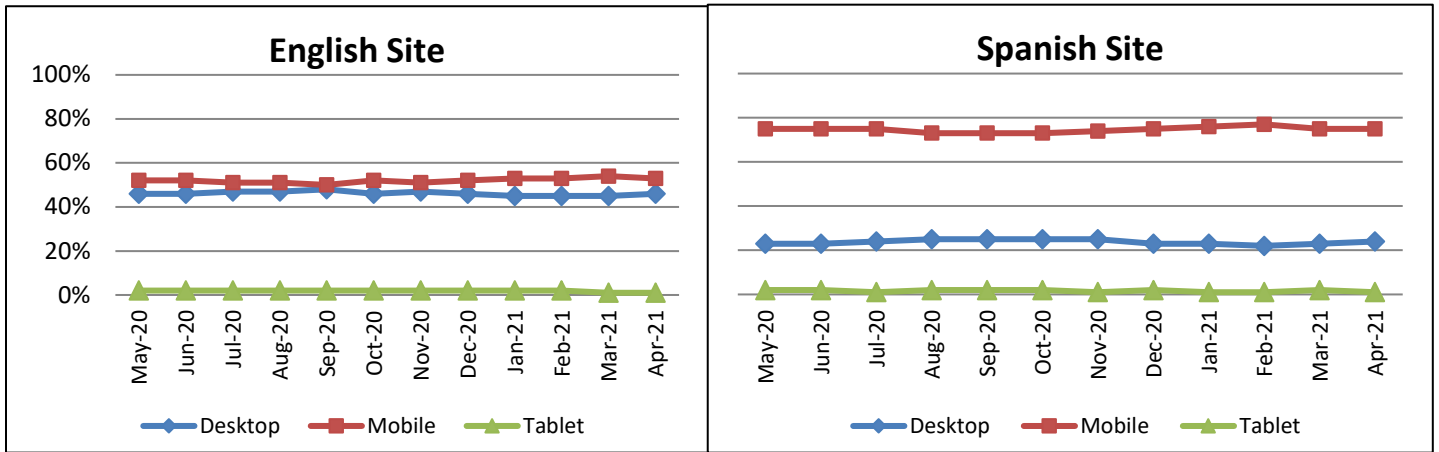
- **Overall Web Traffic Remains above 2020 Levels:** Despite being down over 9% from March, web traffic remained well above the average monthly traffic in 2021.



**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)
2 (2)	Home   USCIS	5,149,000 (-581,655)	22 (5) ↓	tps	6,210 (-10,087)
3 (3)	USCIS   myUSCIS Home Page	3,203,000 (-399,703)	2 (4) ↑	daca	12,531 (-3,929)
7 (6) ↓	USCIS - Civics Practice Test Question 1	780,000 (-201,033)	1 (1)	i-765	77,912 (-3,444)
12 (8) ↓	USCIS - Test Results	637,000 (-198,748)	85 (19) ↓	i-821	4,722 (-3242)
37 (26) ↓	Study for the Test (2008 version)   USCIS	448,000 (-185,413)	7 (11) ↑	i765	7,997 (-1,888)



**E-Mail Outreach:**

**Total Number of Subscribers: 2,936,975 (+97,793)/Total Number of Subscriptions 7,274,969 (+166,966)**

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>
<b>1</b>	News Releases (377,895)	News Releases (+5,277)	System Outages (6)
<b>2</b>	Office Closures (341,741)	Forms Updates (+4,898)	USCIS Intergovernmental Affairs Updates (3)
<b>3</b>	Forms Updates (262,420)	Immigration Policy (+4,796)	Updates from the Public Engagement Division (3)
<b>4</b>	Federal Register Announcements (233,735)	Citizenship (+4,776)	Forms Updates (2)
<b>5</b>	H-1B Cap Season (212,128)	Alerts (+4,305)	Immigration Policy (2)

