



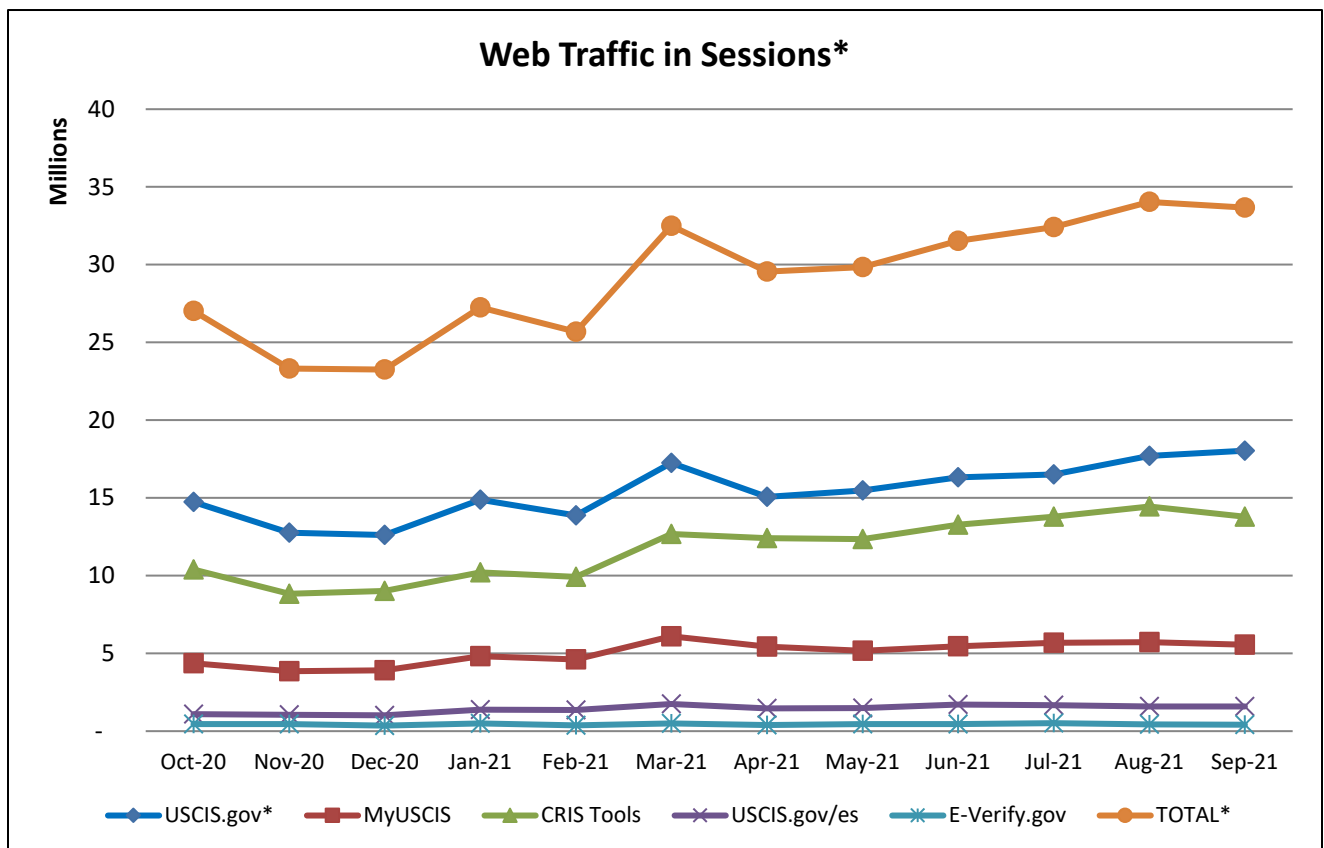
## Online Communications Insights and Statistics

September 2021

**Total Web Traffic – ALL PROPERTIES: 33,669,147 sessions (-1% from past month)**

### Highlights:

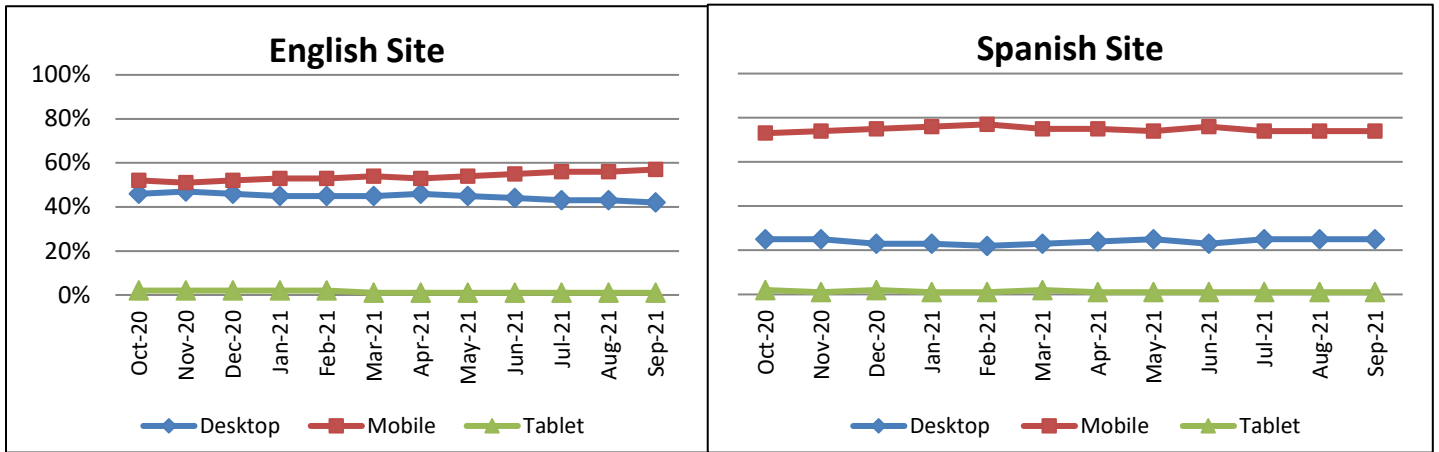
- Web Traffic at New High:** Overall web traffic approached the previous high of 34 million set last month in one less day (30 days in September versus 31 in August), maintaining the highest traffic levels ever recorded.



**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)
4 (4)	Form I-9 Acceptable Documents   USCIS	2,265,000 (+241,695)	8 (1958) ↑	tps el Salvador 2022	9,255 (+9,220)
28 (153) ↑	Information for Afghan Nationals on Parole Into the United States   USCIS	314,000 (+239,460)	30 (9) ↓	i-130 form	4,546 (-4,007)
1 (1)	USCIS Account - Home Page	6,226,000 (-203,154)	28 (131) ↑	tps honduras	4,748 (+3,343)
18 (31) ↑	Application for Travel Document   USCIS	440,000 (+173,863)	42 (17) ↓	i-821	3,578 (-3,131)
56 (28) ↓	News   USCIS	141,000 (-157,764)	22 (57) ↑	tps haiti	5,766 (+2,940)



**E-Mail Outreach:**

**Total Number of Subscribers: 3,303,818 (+80,220)/Total Number of Subscriptions 8,105,986 (+153,714)**

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>	Topic Active Message Not Opened (581,936)	Paper Filers Online Message August 2021 (+40,106)	Updates from the Public Engagement Division (22)
<b>2</b>	News Releases (390,692)	Renew a Green Card - September 2021 (+26,874)	USCIS Intergovernmental Affairs Updates (21)
<b>3</b>	Office Closures (341,483)	Renew a Green Card - September 2021 - Follow Up ONE (+20,631)	FOD-Western Region (WRO) (19)
<b>4</b>	Forms Updates (275,557)	Renew a Green Card - September 2021 Follow Up TWO (+11,682)	FOD-National Benefits Center (NBC) (19)
<b>5</b>	Federal Register Announcements (243,503)	FOD Green Card Applicants Please Return RFE (+9,719)	Asylum (ASY) (19)

