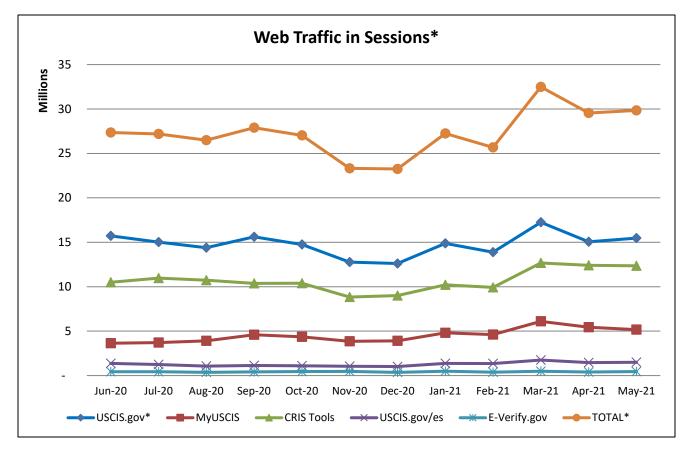U.S. Citizenship
and Immigration
Services

Online Communications Insights and Statistics

May 2021

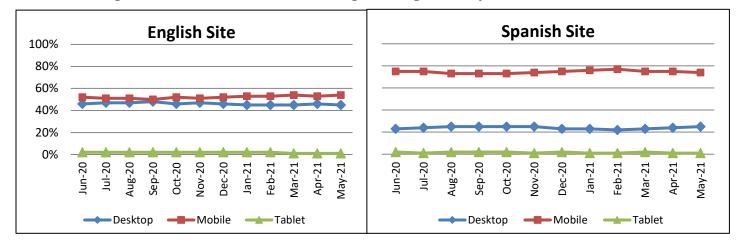## Total Web Traffic – ALL PROPERTIES: 29,835,767 sessions (+1% from past month)

Highlights:

- **Overall Web Traffic Remains Steady above 2020 Levels:** Traffic remained steady over the previous month, up 1%, and web traffic remained well above the average monthly traffic from the previous year.

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

English Site

Spanish Site

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.

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)	USCIS Account - Home Page	5,497,000 (-442,831)	10 (176) ⬆	tps haiti	7,492 (+6,697)
4 (4)	Form I-9 Acceptable Documents | USCIS	1,539,000 (+323,353)	6 (5) ⬇	i-864	10,160 (-3,037)
3 (3)	USCIS | myUSCIS Home Page	2,950,000 (-252,898)	2 (2)	i-765	14,891 (-3,021)
2 (2)	Home | USCIS	5,395,000 (+246,292)	7 (6) ⬇	i-485	10,039 (-2,838)
10 (8) ⬇	USCIS Account - Onboarding	639,000 (-125,330)	38 (24) ⬇	tps venezuela	3,308 (-2,193)

	E-Mail Outreach: **Total Number of Subscribers: 2,997,061 (+60,086)/Total Number of Subscriptions 7,417,232 (+142,263)** Average Number of Subscriptions per Subscriber: 2.5		
	Most Popular Lists	*Lists Most Subscriptions Gained*	*Lists Most Bulletins Sent (non-automated)*
1	News Releases (379,807)	News Releases (+4,547)	USCIS Intergovernmental Affairs Updates (8)
2	Office Closures (341,696)	Citizenship (+4,360)	Updates from the Public Engagement Division (8)
3	Forms Updates (265,029)	Forms Updates (+4,315)	News Releases (4)
4	Federal Register Announcements (235,593)	Immigration Policy (+4,226)	Alerts (4)
5	Immigration Policy (212,757)	Alerts (+3,737)	Forms Updates (2)