

ICE.gov Web Analytics

Dec 1, 2022 - Dec 31, 2022

All Users  
100.00% Sessions

**Total Visits**  
**534,866**  
% of Total: 100.00% (534,866)

**Avg. Visit Duration**  
**00:02:03**  
Avg for View: 00:02:03 (0.00%)

**Pageviews**  
**1,001,863**  
% of Total: 100.00% (1,001,863)

**Unique Visitors**  
**369,145**  
% of Total: 100.00% (369,145)

**Avg. Pages / Visit**  
**1.87**  
Avg for View: 1.87 (0.00%)

**Avg. Time on Page**  
**00:02:21**  
Avg for View: 00:02:21 (0.00%)

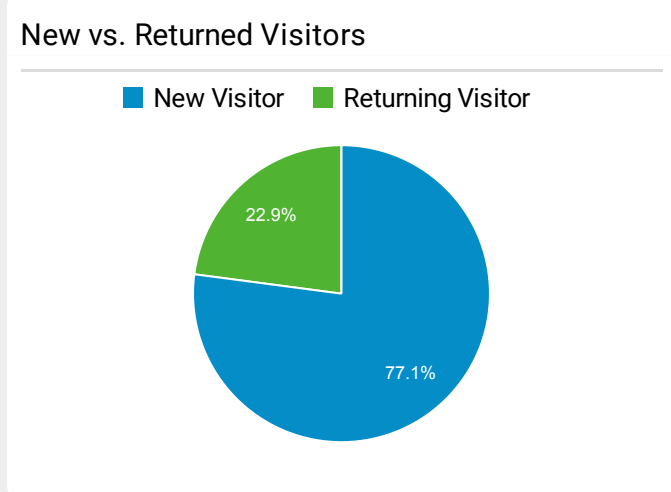
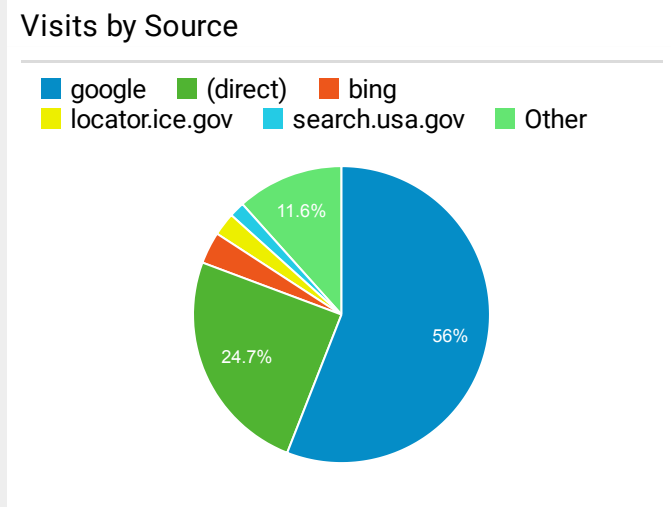
**Bounce Rate**  
**68.20%**  
Avg for View: 68.20% (0.00%)

**Top Pages**

Page Title	Pageviews	Bounce Rate
ICE Field Offices   ICE	92,530	51.26%
Check-In   ICE	76,219	64.78%
ICE   U.S. Immigration and Customs Enforcement	75,539	52.81%
ICE   Servicio de Inmigración y Control de Aduanas de Estados Unidos	41,237	52.77%
Oficina de Detención y Deportación   ICE	35,222	55.55%
ICE Tip Form   ICE	28,559	80.16%
Reportarse   ICE	27,360	65.84%
Student and Exchange Visitor Program   ICE	25,504	66.86%
Detention Facilities   ICE	23,088	45.45%
Contact   ICE	18,761	53.27%

**Visits by Social Network**

Social Network	Sessions
Facebook	2,726
Twitter	699
YouTube	473
reddit	180
Instagram	152
Quora	95
LinkedIn	93
Naver	64
Snapchat	22
Yelp	7



**Top keywords**

Keyword	Users	Time on Page
site:www.ice.gov	133	00:00:00
ice	17	00:04:52
https://www.ice.gov/	12	00:04:16
sevis fee	12	00:17:34
https://www.ice.gov/es/sobre-ICE/ero	11	00:09:40
SEVIS government database	11	00:44:29
https://www.ice.gov/es/instalaciones-detencion/centro-de-procesamiento-del-sur-de-texas-de-ice	9	00:32:08
https://www.ice.gov/check-in	8	00:07:03
https://www.ice.gov/es	7	00:03:36
https://www.ice.gov/news/releases/r-kelly-sentenced-30-years-prison	7	00:00:00

# DHS.gov Customer Satisfaction Survey

12/1/22- 12/31/22

## Overall Customer Satisfaction Score

**63.06**

### How would you rate your overall experience today?

**57.03**

Answer Choices	Responses	Points	Score
▪ Outstanding	114	100	11400
▪ Above Average	97	75	7275
▪ Average	103	50	5150
▪ Below Average	37	25	925
▪ Poor	83	0	0
<b>Total</b>	<b>434</b>		<b>24750</b>

### Were you able to complete the purpose of your visit?

**57.37**

Answer Choices	Responses	Points	Score
▪ Yes	249	100	24900
▪ No	185	0	0
<b>Total</b>	<b>434</b>		<b>24900</b>

### Would you still return to this website if you could get this information or service from another source?

**81.60**

Answer Choices	Responses	Points	Score
▪ Yes	266	100	26600
▪ No	60	0	0
<b>Total</b>	<b>326</b>		<b>26600</b>

### Will you recommend this website to a friend or colleague?

**72.42**

Answer Choices	Responses	Points	Score
▪ Yes	239	100	23900
▪ No	91	0	0
<b>Total</b>	<b>330</b>		<b>23900</b>

### Please describe your experience finding your way around (navigating)ICE.gov today.

**60.07**

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	161	100	16100
▪ Had technical difficulties (e.g. error messages, broken links)	1	0	0
▪ Links did not take me where I expected	27	0	0
▪ Links / labels are difficult to understand, they are not intuitive	12	0	0
▪ Navigated to general area but couldn't find the specific content needed	41	0	0
▪ Too many links or navigational choices	14	0	0
▪ Would often feel lost, not know where I was	12	0	0
<b>Total</b>	<b>268</b>		<b>16100</b>

### How was your experience using our site search?

**46.73**

NOTE: Excludes "Did not use search" and "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	93	100	9300
▪ I was not sure what words to use in my search	22	0	0
▪ Results were not helpful	40	0	0
▪ Results were not relevant to my search terms or needs	15	0	0
▪ Results were too similar / redundant	7	0	0
▪ Returned not enough or no results	16	0	0
▪ Returned too many results	6	0	0
<b>Total</b>	<b>199</b>		<b>9300</b>

# DHS.gov Customer Satisfaction Survey

Time period :12/1/2022-12/31/2022

## Demographic Information

### What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	54	12.44%
▪ Student Exchange Visitor	46	10.60%
▪ Online Detainee	44	10.14%
▪ Investigations	37	8.53%
▪ Contracting opportunities	4	0.92%
▪ Email, RSS feeds, or subscription services	7	1.61%
▪ Forms or publications	10	2.30%
▪ Immigration Enforcement	89	20.51%
▪ Information about ICE (leadership, history, etc.)	32	7.37%
▪ Jobs / career information	35	8.06%
▪ Law enforcement	20	4.61%
▪ News	22	5.07%
▪ Photographs	1	0.23%
▪ Small business resources	0	0.00%
▪ Training	2	0.46%
▪ Videos	2	0.46%
▪ Cybersecurity	10	2.30%
▪ Human trafficking	19	4.38%
<b>Total</b>	<b>434</b>	<b>100%</b>

### If you weren't able to complete your visit, please select the option that best describes your difficulty.

Answer Choices	Responses	Percentage
▪ Bad link	19	11.80%
▪ Content wasn't easy to understand	25	15.53%
▪ Error on page	21	13.04%
▪ Multimedia / technical problem	32	19.88%
▪ Outdated information	64	39.75%
<b>Total</b>	<b>161</b>	<b>100%</b>

### Which of the following best describes you?

Answer Choices	Responses	Percentage
▪ Business representative	13	3.94%
▪ Educator	22	6.67%
▪ Federal government employee	12	3.64%
▪ First responder / law enforcement official	15	4.55%
▪ Government contractor	8	2.42%
▪ International visitor	16	4.85%
▪ Job seeker	26	7.88%
▪ Media representative	5	1.52%
▪ Non-profit staff or volunteer	18	5.45%
▪ State, tribal, territorial or local government representative	63	19.09%
▪ Student	3	0.91%
▪ Traveler (domestic or international)	9	2.73%
▪ Other	120	36.36%
<b>Total</b>	<b>330</b>	<b>100%</b>