

ICE.gov Web Analytics

Feb 1, 2022 - Feb 28, 2022

All Users
100.00% Sessions

Total Visits
1,072,136
% of Total: 100.00% (1,072,136)

Avg. Visit Duration
00:02:15
Avg for View: 00:02:15 (0.00%)

Pageviews
1,953,370
% of Total: 100.00% (1,953,370)

Unique Visitors
655,141
% of Total: 100.00% (655,141)

Avg. Pages / Visit
1.82
Avg for View: 1.82 (0.00%)

Avg. Time on Page
00:02:43
Avg for View: 00:02:43 (0.00%)

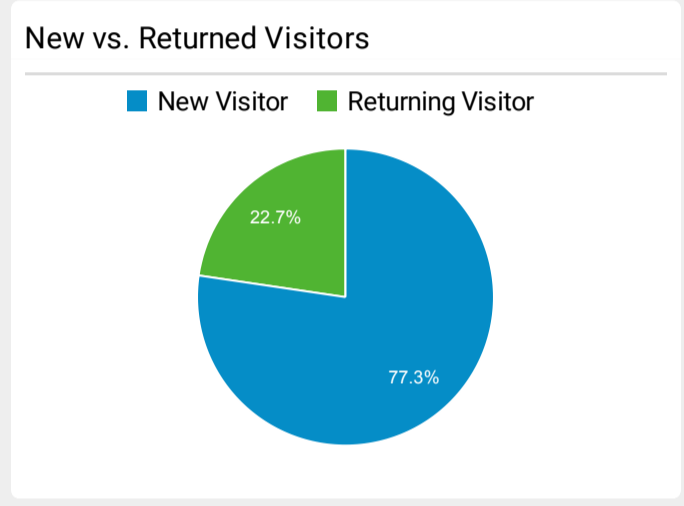
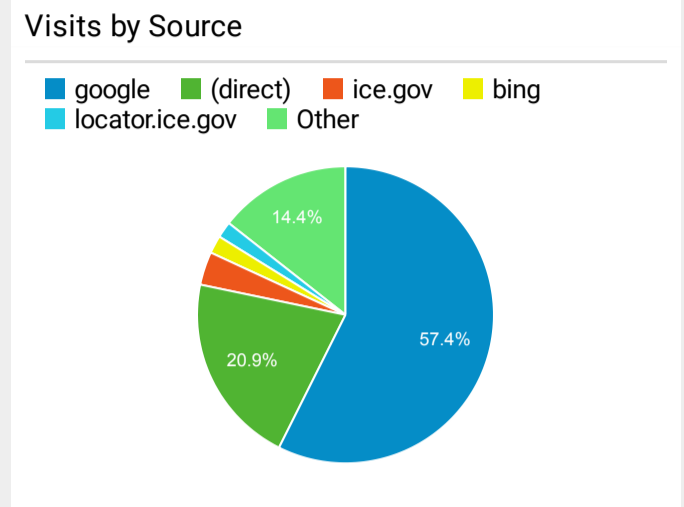
Bounce Rate
61.20%
Avg for View: 61.20% (0.00%)

Top Pages

Page Title	Pageviews	Bounce Rate
(not set)	441,747	65.44%
ICE U.S. Immigration and Customs Enforcement	144,790	52.04%
ICE Field Offices ICE	110,767	39.09%
ICE Tip Form ICE	65,342	82.15%
ICE Servicio de Inmigración y Control de Aduanas de Estados Unidos	52,538	36.14%
Oficina de Detención y Deportación ICE	50,339	17.16%
Check-In ICE	49,835	30.35%
Detention Facilities ICE	48,150	38.98%
Reportarse ICE	46,660	42.16%
Student and Exchange Visitor Program ICE	40,092	54.35%

Visits by Social Network

Social Network	Sessions
Facebook	6,964
Twitter	2,663
LinkedIn	1,438
YouTube	863
Instagram	458
Quora	131
reddit	117
Snapchat	42
Blogger	30
Naver	28



Top keywords

Keyword	Users	Time on Page
ice	70	00:59:52
ice detainee locator	23	01:36:01
ICE	21	00:26:08
sevis	19	00:15:33
sevis fee	15	00:08:58
ice locator	12	01:15:23
sex videos download	12	00:00:18
download sex videos	11	00:00:00
Sex videos download	11	00:00:00
ice inmate locator	7	00:54:32

DHS.gov Customer Satisfaction Survey

2/1/22- 2/29/22

Overall Customer Satisfaction Score

62.43

How would you rate your overall experience today?

63.22

Answer Choices	Responses	Points	Score
▪ Outstanding	1150	100	115000
▪ Above Average	767	75	57525
▪ Average	964	50	48200
▪ Below Average	267	25	6675
▪ Poor	449	0	0
Total	3597		227400

Were you able to complete the purpose of your visit?

59.36

Answer Choices	Responses	Points	Score
▪ Yes	2135	100	213500
▪ No	1462	0	0
Total	3597		213500

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

84.09

Answer Choices	Responses	Points	Score
▪ Yes	2378	100	237800
▪ No	450	0	0
Total	2828		237800

Will you recommend this website to a friend or colleague?

78.75

Answer Choices	Responses	Points	Score
▪ Yes	2257	100	225700
▪ No	609	0	0
Total	2866		225700

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

46.20

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	766	100	76600
▪ Had technical difficulties (e.g. error messages, broken links)	181	0	0
▪ Links did not take me where I expected	291	0	0
▪ Links / labels are difficult to understand, they are not intuitive	139	0	0
▪ Navigated to general area but couldn't find the specific content needed	69	0	0
▪ Too many links or navigational choices	135	0	0
▪ Would often feel lost, not know where I was	77	0	0
Total	1658		76600

How was your experience using our site search?

10.36

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

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	145	100	14500
▪ I was not sure what words to use in my search	204	0	0
▪ Results were not helpful	84	0	0
▪ Results were not relevant to my search terms or needs	374	0	0
▪ Results were too similar / redundant	123	0	0
▪ Returned not enough or no results	136	0	0
▪ Returned too many results	333	0	0
Total	1399		14500

DHS.gov Customer Satisfaction Survey

Time period :2/1/20222 -2/28/2022

Demographic Information

What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	326	9.06%
▪ Student Exchange Visitor	538	14.96%
▪ Online Detainee	311	8.65%
▪ Investigations	238	6.62%
▪ Contracting opportunities	45	1.25%
▪ Email, RSS feeds, or subscription services	61	1.70%
▪ Forms or publications	118	3.28%
▪ Immigration Enforcement	600	16.68%
▪ Information about ICE (leadership, history, etc.)	224	6.23%
▪ Jobs / career information	417	11.59%
▪ Law enforcement	172	4.78%
▪ News	172	4.78%
▪ Photographs	31	0.86%
▪ Small business resources	24	0.67%
▪ Training	57	1.58%
▪ Videos	22	0.61%
▪ Cybersecurity	70	1.95%
▪ Human trafficking	171	4.75%
Total	3597	100%

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

Answer Choices	Responses	Percentage
▪ Bad link	115	8.78%
▪ Content wasn't easy to understand	172	13.13%
▪ Error on page	194	14.81%
▪ Multimedia / technical problem	179	13.66%
▪ Outdated information	650	49.62%
Total	1310	100%

Which of the following best describes you?

Answer Choices	Responses	Percentage
▪ Business representative	110	3.89%
▪ Educator	150	5.30%
▪ Federal government employee	118	4.17%
▪ First responder / law enforcement official	107	3.78%
▪ Government contractor	69	2.44%
▪ International visitor	126	4.45%
▪ Job seeker	322	11.38%
▪ Media representative	32	1.13%
▪ Non-profit staff or volunteer	140	4.95%
▪ State, tribal, territorial or local government representative	50	1.77%
▪ Student	632	22.34%
▪ Traveler (domestic or international)	97	3.43%
▪ Other	876	30.97%
Total	2829	100%