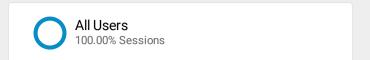
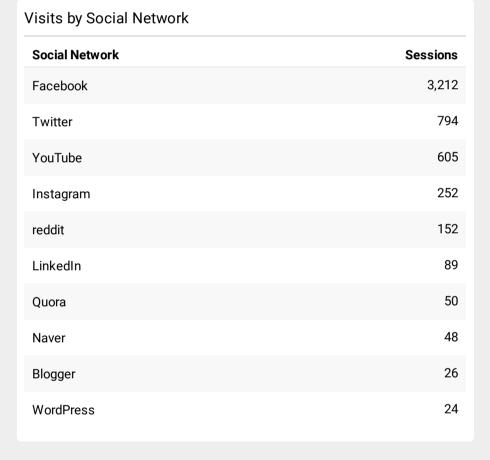
ICE.gov Web Analytics Feb 1, 2023 - Feb 28, 2023

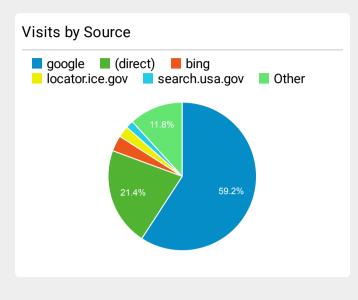


Total Visits	
585,185 % of Total: 100.00 % (585,185)	~~~~
Avg. Visit Duration	
00:01:57 Avg for View: 00:01:57 (0.00%)	
Pageviews	
1,058,458 % of Total: 100.00% (1,058,458)	~~~~
Unique Visitors	
406,597 % of Total: 100.00% (406,597)	~~~~

% of Total: 100.00% (1,058,458)	
Unique Visitors	
406,597 % of Total: 100.00% (406,597)	>>>>
Avg. Pages / Visit	
1.81 Avg for View: 1.81 (0.00%)	
Avg. Time on Page	
00:02:25 Avg for View: 00:02:25 (0.00%)	
Bounce Rate	
69.34% Avg for View: 69.34% (0.00%)	

Top Pages		
Page Title	Pageviews	Bounce Rate
ICE Field Offices ICE	85,539	54.16%
ICE U.S. Immigration and Customs Enforcement	82,092	53.53%
Check-In ICE	65,074	60.53%
Oficina de Detención y Deportación ICE	45,404	55.90%
ICE Servicio de Inmigración y Control de Aduanas d e Estados Unidos	38,110	58.55%
ICE Tip Form ICE	29,980	81.70%
Student and Exchange Visitor Program ICE	28,310	66.72%
Reportarse ICE	26,101	63.21%
Detention Facilities ICE	21,913	42.49%
Contact ICE	18,914	55.87%







Top keywords		
Keyword	Users	Time on Page
site:www.ice.gov	149	00:00:00
ice	14	00:06:28
campaign	9	00:00:00
https://www.ice.gov/	8	00:02:16
https://www.ice.gov/es/sobre-ICE/ ero	8	00:15:14
ICE	5	00:24:01
https://www.ice.gov/news/release s/r-kelly-sentenced-30-years-priso n	4	00:00:00
members	4	00:01:57
www.ice.gov locator	4	00:14:05
checkin.ice.gov	3	00:29:27

DHS.gov Customer Satisfaction Survey 2/1/23- 2/28/23

Answer Choices	Hammandanan maka maka maka maka di bana anta			
. Outstanding 129 100 1290 . Above Average 102 75 765 . Average 102 50 660 . Average 102 50 660 . Below Average 102 50 660 . Below Average 102 50 660 . Below Average 102 50 669 0 . Total 451 2732 Were you able to complete the purpose of your visit? Answer Choices Responses Points Score Yes 100 101 0 . No 101 0 . Total 451 2600 Would you still return to this website if you could get this information or service from another source? Answer Choices Response 100 100 3070 . No 101 3070 . No 101 3070 . No 107 100 3070 . No 107 307	How would you rate your overall experience today?			60.59
Above Average	Answer Choices	Responses	Points	Score
• Average 120 50 600 • Below Average 31 25 7 • Poor 69 0 7 Total 451 2732 Were you able to complete the purpose of your visit? 57.61 Answer Choices Responses Points Scor • Yes 260 100 2600 • No 1911 0 2600 Would you still return to this website if you could get this information or service from another source? Response Points Scor Answer Choices Responses Points Scor * No 307 100 3070 3070 3070 3070 * No 3070 100 3070 * No \$ 2050 * No 3070 * No \$ 2050 * No	•	129	100	12900
• Below Average 31 25 77 • Poor 69 0 Total 451 2732 Were you able to complete the purpose of your visit? 57.6! Answer Choices Responses Points Scor • Yes 260 100 2600 • No 191 0 2600 Total 451 2600 360.7! Would you still return to this website if you could get this information or service from another source? 86.7! 307 100 3070 • Yes 307 100 3070 100 3070 • Yes 307 100 3070 100 3070 Will you recommend this website to a friend or colleague? 80.3 3070 201 2860				7650
Poor 69 0	<u> </u>			6000
Total 451 2732 Were you able to complete the purpose of your visit? 57.6! Answer Choices Responses Points Scor * Yes 260 100 2600 * No 191 0 2600 Total 451 2600 Would you still return to this website if you could get this information or service from another source? Responses Points Scor * Yes 307 100 3070 100 3070 100 3070 * No 47 0 307 100 3070	· · · · · · · · · · · · · · · · · · ·			775
Answer Choices Responses Points Scort * Yes 260 100 2600 * No 191 0 Total 451 2600 Would you still return to this website if you could get this information or service from another source? 86.71 Answer Choices Responses Points Scort • Yes 307 100 3070 • No 47 0 3070 Total 354 3070 3070 Will you recommend this website to a friend or colleague? Responses Points Scort Visit you recommend this website to a friend or colleague? 80.3 Answer Choices Responses Points Scort • Yes 286 100 2860 • No 70 0 70 0 70 Total 356 2860 70 2860 70 70 70 70 70 70 70 70 70 70 70 70 70 <td< td=""><td></td><td></td><td>0</td><td>27325</td></td<>			0	27325
Answer Choices Responses Points Scort * Yes 260 100 2600 * No 191 0 Total 451 2600 Would you still return to this website if you could get this information or service from another source? 86.71 Answer Choices Responses Points Scort • Yes 307 100 3070 • No 47 0 3070 Total 354 3070 3070 Will you recommend this website to a friend or colleague? Responses Points Scort Visit you recommend this website to a friend or colleague? 80.3 Answer Choices Responses Points Scort • Yes 286 100 2860 • No 70 0 70 0 70 Total 356 2860 70 2860 70 70 70 70 70 70 70 70 70 70 70 70 70 <td< td=""><td>Were you able to complete the purpose of your visit?</td><td></td><td></td><td>57.65</td></td<>	Were you able to complete the purpose of your visit?			57.65
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Nould you still return to this website if you could get this information or service from another source?	• No	191	0	(
information or service from another source? Answer Choices Responses Points Scor • Yes 307 100 3070 • No 47 0 3070 Total 354 3070 Will you recommend this website to a friend or colleague? 80.34 3070 Answer Choices Responses Points Scor • Yes 286 100 2860 • No 70 0 70 Total 356 2860 100 2860 Please describe your experience finding your way around (navigating)ICE.gov today. 57.76 10 10 10 10 10 10 150 1	Total	451		26000
• Yes 307 100 3070 • No 47 0 100 </td <td></td> <td></td> <td></td> <td>86.72</td>				86.72
No 47 0 Total 354 3070 Will you recommend this website to a friend or colleague? 80.3 Answer Choices Responses Points Scor Yes 286 100 2860 No 70 0 70 Total 356 2860 Please describe your experience finding your way around (navigating)ICE.gov today. 70 57.76 NOTE: Excludes "Other" responses Responses Points Scor Answer Choices Responses Points Scor • Encountered no difficulties 175 100 1750 1750 • Had technical difficulties (e.g. error messages, broken links) 133 0 1750 100 1750 1750 100 1750 1750 100 1750 100 1750 100 1750 100 1750 100 1750 100 1750 100 1750 100 1750 100 1750 100 1750 1750 100 1750<	Answer Choices	Responses	Points	Score
Total 354 3070 Will you recommend this website to a friend or colleague? Answer Choices Responses Points Score 9 Yes 286 100 2860 100 100 100 100 100 100 100 100 100 1	■ Yes	307	100	30700
Will you recommend this website to a friend or colleague? Answer Choices Responses Points Scor Yes 286 100 2860 No 70 Total 356 Please describe your experience finding your way around (navigating) CE.gov today. NOTE: Excludes "Other" responses Answer Choices Responses Points Faccor Encountered no difficulties Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content needed Navigated to general area but couldn't find the specific content need	• No	47	0	(
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No No Total 356 Responses Points Score Encountered no difficulties (e.g. error messages, broken links) Links / labels are difficult to understand, they are not intuitive Nowigated to general area but couldn't find the specific content needed Nould often feel lost, not know where I was Would often feel lost, not know where I was NoTE: Excludes "Other" responses Haware Choices Responses Points Score Responses Points Score Responses Points Responses Points Responses Response	Will you recommend this website to a friend or colleague?			80.34
No 70 al 356 al 2860 **Please describe your experience finding your way around (navigating)ICE.gov today. **NoTE: Excludes "Other" responses** **Answer Choices Responses Points 175 100 1750 1140 1150 1150 1150 1150 1150 1150 11	Answer Choices	Responses	Points	Score
Please describe your experience finding your way around (navigating)ICE.gov today. NOTE: Excludes "Other" responses Answer Choices Responses Points Score Encountered no difficulties (e.g. error messages, broken links) 13 0 150 1750 1750 1750 1750 1750 1750 175	• Yes	286	100	28600
Please describe your experience finding your way around (navigating)ICE.gov today. NOTE: Excludes "Other" responses Answer Choices Responses Points Scor • Encountered no difficulties (e.g. error messages, broken links) 13 0 • Links did not take me where I expected 26 0 • Links / labels are difficult to understand, they are not intuitive 8 0 • Navigated to general area but couldn't find the specific content needed 44 0 • Too many links or navigational choices 22 0 • Would often feel lost, not know where I was 15 0 Total 303 1750 How was your experience using our site search? NOTE: Excludes "Did not use search" and "Other" responses Answer Choices Responses Points Scor • Encountered no difficulties 116 100 1160 • I was not sure what words to use in my search 104 0 • Results were not helpful 17 0 • Results were not relevant to my search terms or needs 32 0 • Results were too similar / redundant 19 0 • Returned not enough or no results 10 0 • Returned not enough or no results 10 0 • Returned too many results 18 0	• No	70	0	
(navigating)ICE.gov today. NOTE: Excludes "Other" responses Answer Choices Points Scor Encountered no difficulties (e.g. error messages, broken links) 13 0 Had technical difficulties (e.g. error messages, broken links) 13 0 Links did not take me where I expected 26 0 Links / labels are difficult to understand, they are not intuitive 8 0 Navigated to general area but couldn't find the specific content needed 44 0 Too many links or navigational choices 22 0 Would often feel lost, not know where I was 15 0 Total 303 1750 How was your experience using our site search? NOTE: Excludes "Did not use search" and "Other" responses Answer Choices Responses Points Scor Encountered no difficulties 116 100 1160 I was not sure what words to use in my search 104 0 Results were not helpful 17 0 Results were not relevant to my search terms or needs 32 0 Results were not relevant to my search terms or needs 32 0 Results were too similar / redundant 19 0 Returned not enough or no results 10 0 Returned not enough or no results 10 0 Returned too many results 18 0	Total	356		28600
NOTE: Excludes "Other" responses Answer Choices Responses Points Scor • Encountered no difficulties • Had technical difficulties (e.g. error messages, broken links) • Links did not take me where I expected • Links / labels are difficult to understand, they are not intuitive • Navigated to general area but couldn't find the specific content needed • Navigated to general area but couldn't find the specific content needed • Would often feel lost, not know where I was Total Total Answer Choices Answer Choices • Responses Points Scor • Encountered no difficulties • I was not sure what words to use in my search • Results were not helpful • Results were not relevant to my search terms or needs • Results were too similar / redundant • Resturned not enough or no results • Resturned too many results	Please describe your experience finding your way around			57.76
Answer Choices Points Score Encountered no difficulties (e.g. error messages, broken links) 175 100 1750 1750 1750 1750 1750 1750 1	(navigating)ICE.gov today.			
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NOTE: Excludes "Did not use search" and "Other" responses Answer Choices Responses Points Scor • Encountered no difficulties 116 100 1160 • I was not sure what words to use in my search 104 0 • Results were not helpful 17 0 • Results were not relevant to my search terms or needs 32 0 • Results were too similar / redundant 19 0 • Returned not enough or no results 10 0 • Returned too many results 18 0	How was your experience using our site search?			36.71
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Returned too many results 18 0		19	0	(
·				
Total 316 1160	Returned not enough or no results	10		(

DHS.gov Customer Satisfaction Survey

Time period 2/1/2023-2/28/2023

Demographic Information

What Information were you looking for today?

Answer Choices	Responses	Percentage
Contact information	58	12.86%
Student Exchange Vistor	53	11.75%
Online Detainee	45	9.98%
 Investigations 	21	4.66%
 Contracting opportunities 	6	1.33%
■ Email, RSS feeds, or subscription services	9	2.00%
 Forms or publications 	16	3.55%
 Immigration Enforcement 	81	17.96%
 Information about ICE (leadership, history, etc.) 	43	9.53%
 Jobs / career information 	34	7.54%
Law enforcement	20	4.43%
■ News	16	3.55%
■ Photographs	3	0.67%
Small business resources	5	1.11%
■ Training	10	2.22%
■ Videos	0	0.00%
• Cybersecurity	13	2.88%
Human trafficking	18	3.99%
Total	451	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	8	4.73%
 Content wasn't easy to understand 	20	11.83%
Error on page	29	17.16%
Multimedia / technical problem	18	10.65%
Outdated information	94	55.62%
Total	169	100%

Which of the following best describes you?

Answer Choices	Responses	Percentage
Business representative	15	4.31%
■ Educator	17	4.89%
 Federal government employee 	20	5.75%
First responder / law enforcement official	12	3.45%
Government contractor	2	0.57%
International visitor	22	6.32%
■ Job seeker	23	6.61%
Media representative	4	1.15%
 Non-profit staff or volunteer 	21	6.03%
 State, tribal, territorial or local government representative 	7	2.01%
Student	72	20.69%
Traveler (domestic or international)	7	2.01%
■ Other	126	36.21%
Total	348	100%