Analytics ICE.gov

ICE.gov Web Analytics

Jan 1, 2021 - Jan 31, 2021

All Users 100.00% Sessions

Total Visits

808,351 % of Total: 100.00% (808,351) Avg. Visit Duration 00:01:43 Avg for View: 00:01:43 (0.00%) Pageviews 1,526,026 % of Total: 100.00% (1,526,026)

Unique Visitors

587,291 % of Total: 100.00% (587,291)

Avg. Pages / Visit

Avg for View: 1.89 (0.00%)

1.89

m

home

Avg.	Time	on	Page	
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00:01:56

Avg for View: 00:01:56 (0.00%)

Bounce Rate

62.59% Avg for View: 62.59% (0.00%)

Page Title	Pageviews	Rate
(not set)	192,843	69.78%
ICE U.S. Immigration and Custom s Enforcement	156,701	50.41%
ICE Tip Form ICE	89,386	69.21%
ICE Field Offices ICE	59,513	40.36%
ICE Guidance on COVID-19 ICE	53,671	26.70%
Page Not Found ICE	50,161	64.31%
Most Wanted ICE	41,570	35.07%
Detention Facilities ICE	34,705	39.43%
Student and Exchange Visitor Prog ram ICE	32,375	55.80%
Working for ICE ICE	22,408	42.13%

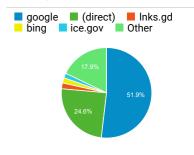
Visits by Social Network

Top Pages

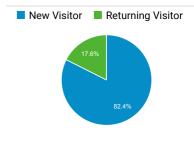
Social Network	Sessions
Facebook	14,212
Twitter	5,558
LinkedIn	354
YouTube	282
reddit	262
Blogger	168
Quora	131
Instagram Stories	95
Instagram	94
Naver	38

Visits by Source

Bounce



New vs. Returned Visitors



Top keywords

Keyword	Users	Time on Page
ice	213	08:28:56
ice detainee locator	77	02:49:20
ICE	70	02:47:06
ice locator	43	02:08:46
ice.gov	34	03:26:56
sevis fee	33	01:01:27
undefined	32	02:39:04
immigration and cust oms enforcement	28	01:21:11
https://insight.ice.dh s.gov	23	00:02:20
hsi	22	00:49:35

DHS.gov Customer Satisfaction Survey

1/1/21- 1/31/21

Overall Customer Satisfaction Score

• Outstanding 67 100 670 • Average 65 75 487 • Average 54 50 270 • Below Average 20 25 55 • Poor 41 0 70 Total 247 1477 Were you able to complete the purpose of your visit? 56.6 Answer Choices Responses Points Scor • Yes 140 100 1400		-		-
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Total

7900

180

DHS.gov Customer Satisfaction Survey

1/1/21- 1/31/21

Demographic Information

What Information were you looking for today?

Inswer Choices	Responses	Percentage
 Contact information 	17	6.88%
 Student Exchange Vistor 	22	8.91%
 Online Detainee 	9	3.64%
 Investigations 	18	7.29%
 Contracting opportunities 	3	1.21%
 Email, RSS feeds, or subscription services 	4	1.62%
 Forms or publications 	7	2.83%
 Immigration Enforcement 	53	21.46%
 Information about ICE (leadership, history, etc.) 	13	5.26%
 Jobs / career information 	34	13.77%
 Law enforcement 	14	5.67%
News	13	5.26%
 Photographs 	1	0.40%
 Small business resources 	5	2.02%
Training	4	1.62%
 Videos 	2	0.81%
Cybersecurity	10	4.05%
 Human trafficking 	18	7.29%
otal	247	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	8.33%
 Content wasn't easy to understand 	39	40.63%
 Error on page 	26	27.08%
 Multimedia / technical problem 	9	9.38%
 Outdated information 	14	14.58%
Total	96	100%

Which of the following best describes you?

Answer Choices	Responses	Percentage
 Business representative 	7	3.35%
 Educator 	15	7.18%
 Federal government employee 	13	6.22%
 First responder / law enforcement official 	8	3.83%
 Government contractor 	8	3.83%
 International visitor 	7	3.35%
 Job seeker 	15	7.18%
 Media representative 	1	0.48%
 Non-profit staff or volunteer 	15	7.18%
 State, tribal, territorial or local government representative 	5	2.39%
Student	29	13.88%
 Traveler (domestic or international) 	3	1.44%
Other	83	39.71%
Total	209	100%