

ICE.gov Web Analytics

Jan 1, 2022 - Jan 31, 2022

All Users
100.00% Sessions

Total Visits
1,133,530
% of Total: 100.00% (1,133,530)

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

Pageviews
2,081,282
% of Total: 100.00% (2,081,282)

Unique Visitors
687,039
% of Total: 100.00% (687,039)

Avg. Pages / Visit
1.84
Avg for View: 1.84 (0.00%)

Avg. Time on Page
00:02:40
Avg for View: 00:02:40 (0.00%)

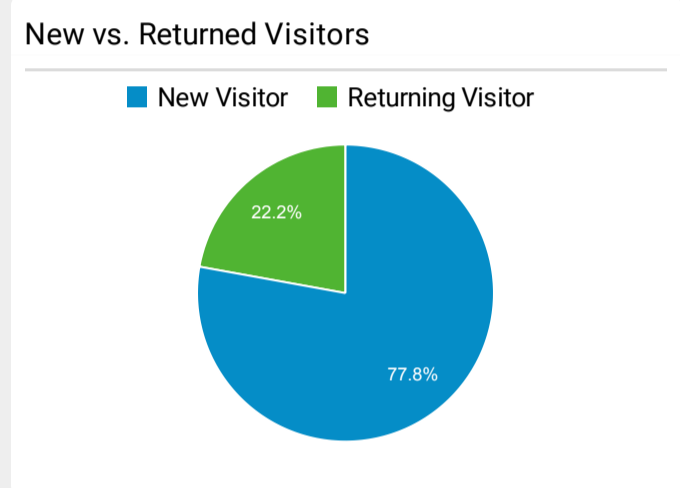
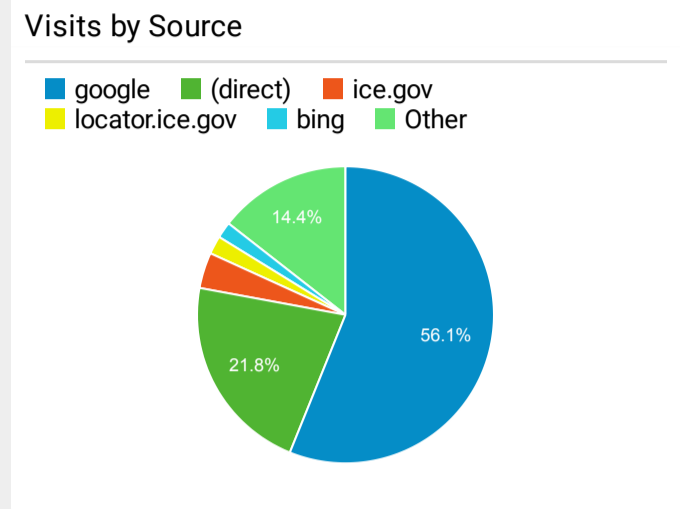
Bounce Rate
61.39%
Avg for View: 61.39% (0.00%)

Top Pages

Page Title	Pageviews	Bounce Rate
(not set)	503,166	65.74%
ICE U.S. Immigration and Customs Enforcement	145,717	51.75%
ICE Field Offices ICE	116,488	39.20%
ICE Tip Form ICE	68,850	81.53%
Check-In ICE	58,939	39.52%
ICE Servicio de Inmigración y Control de Aduanas de Estados Unidos	58,245	34.16%
Oficina de Detención y Deportación ICE	54,312	17.16%
Reportarse ICE	51,057	41.15%
Detention Facilities ICE	47,472	38.35%
Student and Exchange Visitor Program ICE	42,443	54.01%

Visits by Social Network

Social Network	Sessions
Facebook	8,399
LinkedIn	3,381
Twitter	2,293
YouTube	1,425
Instagram	887
reddit	211
Quora	185
Blogger	50
Snapchat	44
Vkontakte	37



Top keywords

Keyword	Users	Time on Page
ice	89	02:39:51
ice detainee locator	33	01:29:29
ICE	31	00:43:26
ice locator	14	00:52:20
online IÃ gÃ-	11	00:00:00
sevis	11	00:06:20
ice inmate locator	10	01:01:12
immigration and customs enforcement	8	00:16:21
sevis fee	8	00:58:13
corona virus in us immigration	7	00:00:00

DHS.gov Customer Satisfaction Survey

1/1/22- 1/31/22

Overall Customer Satisfaction Score

66.03

How would you rate your overall experience today?

63.19

Answer Choices	Responses	Points	Score
▪ Outstanding	1141	100	114100
▪ Above Average	792	75	59400
▪ Average	926	50	46300
▪ Below Average	272	25	6800
▪ Poor	455	0	0
Total	3586		226600

Were you able to complete the purpose of your visit?

59.59

Answer Choices	Responses	Points	Score
▪ Yes	2137	100	213700
▪ No	1449	0	0
Total	3586		213700

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

83.97

Answer Choices	Responses	Points	Score
▪ Yes	2378	100	237800
▪ No	454	0	0
Total	2832		237800

Will you recommend this website to a friend or colleague?

78.77

Answer Choices	Responses	Points	Score
▪ Yes	2260	100	226000
▪ No	609	0	0
Total	2869		226000

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

56.75

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	1392	100	139200
▪ Had technical difficulties (e.g. error messages, broken links)	157	0	0
▪ Links did not take me where I expected	200	0	0
▪ Links / labels are difficult to understand, they are not intuitive	77	0	0
▪ Navigated to general area but couldn't find the specific content needed	370	0	0
▪ Too many links or navigational choices	123	0	0
▪ Would often feel lost, not know where I was	134	0	0
Total	2453		139200

How was your experience using our site search?

46.98

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

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	771	100	77100
▪ I was not sure what words to use in my search	171	0	0
▪ Results were not helpful	282	0	0
▪ Results were not relevant to my search terms or needs	141	0	0
▪ Results were too similar / redundant	67	0	0
▪ Returned not enough or no results	132	0	0
▪ Returned too many results	77	0	0
Total	1641		77100

DHS.gov Customer Satisfaction Survey

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

Demographic Information

What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	314	8.76%
▪ Student Exchange Visitor	528	14.72%
▪ Online Detainee	294	8.20%
▪ Investigations	242	6.75%
▪ Contracting opportunities	46	1.28%
▪ Email, RSS feeds, or subscription services	62	1.73%
▪ Forms or publications	114	3.18%
▪ Immigration Enforcement	609	16.98%
▪ Information about ICE (leadership, history, etc.)	217	6.05%
▪ Jobs / career information	424	11.82%
▪ Law enforcement	172	4.80%
▪ News	176	4.91%
▪ Photographs	30	0.84%
▪ Small business resources	28	0.78%
▪ Training	52	1.45%
▪ Videos	24	0.67%
▪ Cybersecurity	71	1.98%
▪ Human trafficking	183	5.10%
Total	3586	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	116	8.98%
▪ Content wasn't easy to understand	183	14.16%
▪ Error on page	180	13.93%
▪ Multimedia / technical problem	175	13.54%
▪ Outdated information	638	49.38%
Total	1292	100%

Which of the following best describes you?

Answer Choices	Responses	Percentage
▪ Business representative	109	3.85%
▪ Educator	157	5.54%
▪ Federal government employee	120	4.24%
▪ First responder / law enforcement official	105	3.71%
▪ Government contractor	72	2.54%
▪ International visitor	127	4.48%
▪ Job seeker	314	11.09%
▪ Media representative	32	1.13%
▪ Non-profit staff or volunteer	144	5.08%
▪ State, tribal, territorial or local government representative	53	1.87%
▪ Student	621	21.93%
▪ Traveler (domestic or international)	92	3.25%
▪ Other	886	31.29%
Total	2832	100%