

ICE.gov Web Analytics

Oct 1, 2021 - Oct 31, 2021

All Users
100.00% Sessions

Total Visits
1,033,801
% of Total: 100.00% (1,033,801)

Avg. Visit Duration
00:02:17
Avg for View: 00:02:17 (0.00%)

Pageviews
1,926,442
% of Total: 100.00% (1,926,442)

Unique Visitors
659,377
% of Total: 100.00% (659,377)

Avg. Pages / Visit
1.86
Avg for View: 1.86 (0.00%)

Avg. Time on Page
00:02:37
Avg for View: 00:02:37 (0.00%)

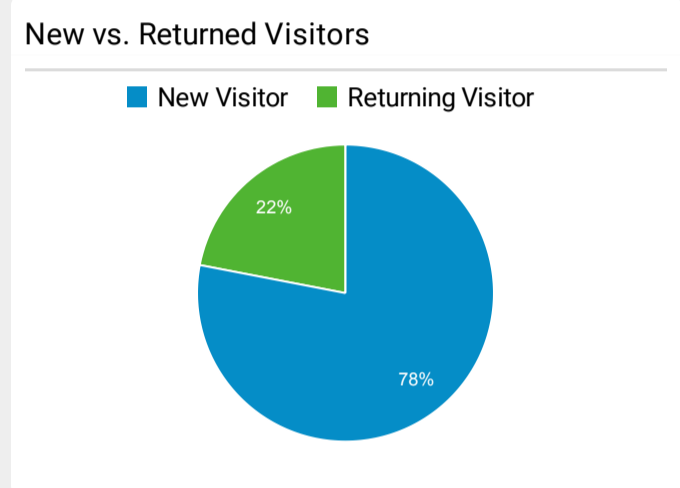
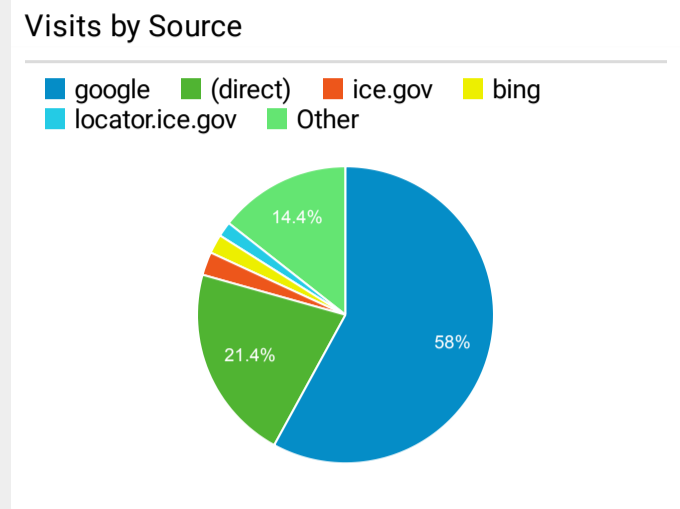
Bounce Rate
60.78%
Avg for View: 60.78% (0.00%)

Top Pages

Page Title	Pageviews	Bounce Rate
(not set)	430,490	66.62%
ICE U.S. Immigration and Customs Enforcement	151,471	49.31%
ICE Field Offices ICE	109,408	39.37%
ICE Tip Form ICE	71,864	82.57%
Check-In ICE	71,741	33.82%
Oficina de Detención y Deportación ICE	56,801	17.38%
ICE Servicio de Inmigración y Control de Aduanas de Estados Unidos	56,147	34.37%
Detention Facilities ICE	45,638	37.25%
Student and Exchange Visitor Program ICE	41,620	52.21%
Reportarse ICE	39,845	41.34%

Visits by Social Network

Social Network	Sessions
Facebook	13,198
Twitter	1,464
LinkedIn	1,083
YouTube	797
Instagram	418
reddit	169
Quora	143
Naver	45
WordPress	27
Blogger	26



Top keywords

Keyword	Users	Time on Page
ice	103	02:05:34
ICE	33	00:56:11
ice detainee locator	27	01:54:42
ice inmate locator	21	00:30:28
ice system	19	00:00:00
sevis	17	00:10:08
number IÃ gÃ-	14	00:00:00
sevis fee	13	00:06:23
2018 human trafficking stats	12	00:00:00
island IÃ gÃ-	10	00:00:00

DHS.gov Customer Satisfaction Survey

10/1/21-10/31/21

Overall Customer Satisfaction Score

62.45

How would you rate your overall experience today?

61.46

Answer Choices	Responses	Points	Score
▪ Outstanding	90	100	9000
▪ Above Average	49	75	3675
▪ Average	74	50	3700
▪ Below Average	26	25	650
▪ Poor	38	0	0
Total	277		17025

Were you able to complete the purpose of your visit?

58.84

Answer Choices	Responses	Points	Score
▪ Yes	163	100	16300
▪ No	114	0	0
Total	277		16300

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

84.40

Answer Choices	Responses	Points	Score
▪ Yes	184	100	18400
▪ No	34	0	0
Total	218		18400

Will you recommend this website to a friend or colleague?

72.69

Answer Choices	Responses	Points	Score
▪ Yes	157	100	15700
▪ No	59	0	0
Total	216		15700

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

52.46

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	96	100	9600
▪ Had technical difficulties (e.g. error messages, broken links)	12	0	0
▪ Links did not take me where I expected	13	0	0
▪ Links / labels are difficult to understand, they are not intuitive	6	0	0
▪ Navigated to general area but couldn't find the specific content needed	35	0	0
▪ Too many links or navigational choices	12	0	0
▪ Would often feel lost, not know where I was	9	0	0
Total	183		9600

How was your experience using our site search?

33.82

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

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	46	100	4600
▪ I was not sure what words to use in my search	14	0	0
▪ Results were not helpful	23	0	0
▪ Results were not relevant to my search terms or needs	14	0	0
▪ Results were too similar / redundant	5	0	0
▪ Returned not enough or no results	12	0	0
▪ Returned too many results	22	0	0
Total	136		4600

DHS.gov Customer Satisfaction Survey

Time period :10/1/2021 -10/31/2021

Demographic Information

What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	23	8.30%
▪ Student Exchange Visitor	34	12.27%
▪ Online Detainee	30	10.83%
▪ Investigations	18	6.50%
▪ Contracting opportunities	4	1.44%
▪ Email, RSS feeds, or subscription services	4	1.44%
▪ Forms or publications	10	3.61%
▪ Immigration Enforcement	45	16.25%
▪ Information about ICE (leadership, history, etc.)	18	6.50%
▪ Jobs / career information	33	11.91%
▪ Law enforcement	18	6.50%
▪ News	15	5.42%
▪ Photographs	0	0.00%
▪ Small business resources	1	0.36%
▪ Training	3	1.08%
▪ Videos	0	0.00%
▪ Cybersecurity	3	1.08%
▪ Human trafficking	18	6.50%
Total	277	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	12	12.00%
▪ Content wasn't easy to understand	8	8.00%
▪ Error on page	9	9.00%
▪ Multimedia / technical problem	17	17.00%
▪ Outdated information	54	54.00%
Total	100	100%

Which of the following best describes you?

Answer Choices	Responses	Percentage
▪ Business representative	4	1.90%
▪ Educator	6	2.84%
▪ Federal government employee	13	6.16%
▪ First responder / law enforcement official	8	3.79%
▪ Government contractor	3	1.42%
▪ International visitor	3	1.42%
▪ Job seeker	21	9.95%
▪ Media representative	1	0.47%
▪ Non-profit staff or volunteer	13	6.16%
▪ State, tribal, territorial or local government representative	5	2.37%
▪ Student	47	22.27%
▪ Traveler (domestic or international)	8	3.79%
▪ Other	79	37.44%
Total	211	100%