April - June 2023 Edition
Insights & Highlights
Here's what people wanted to know from the U.S. Government

4,718,432 Interactions with the public

Highlight

USA.gov en Español saw the highest Google click volume (809,028) in the category of “Immigration and U.S. Citizenship.” Driving this click volume were searches related to immigration case status and diversity visa lottery results—due to the announcement of Diversity Visa Lottery Program winners.

Top 5 pages
These were the most frequently visited pages, excluding the homepage, between April and June 2023.

#1 Resultados de la lotería de visas de diversidad y qué debe hacer si gana
Diversity Visa Lottery results
273,063 unique pageviews

#2 Días festivos federales
Federal holidays
258,202 unique pageviews

#3 Cómo solicitar o renovar una visa de turista para ir a EE. UU.
Tourist visas to the U.S.
110,962 unique pageviews

#4 Cómo revisar el estatus de su caso de inmigración
Check your immigration case status
104,353 unique pageviews

#5 Formulario I-94: registro de entrada y salida de EE. U.S.
U.S. Arrival and Departure Record
91,661 unique pageviews

Emails with the highest open rate

#1 ¿Necesitas solicitar copias de un certificado del registro civil o de un documento de identidad?
Do you need to request copies of a civil registry certificate or an identity document?
59.8% opened

#2 ¿Sabías que después de un desastre es posible que no haya agua potable limpia disponible?
Did you know that after a disaster, clean drinking water may not be available?
54.4% opened

#3 ¿Estás listo para comenzar tu vida como ciudadano estadounidense?
Are you ready to start your life as a U.S. citizen?
53.5% opened

#4 Te presentamos 5 sitios web del Gobierno para celebrar el Día de la Tierra
Introducing 5 government websites to celebrate Earth Day
51.2% opened

#5 ¿Quieres reducir tu tiempo de espera en aduanas y obtener un proceso seguro para tus viajes?
Do you want to reduce your waiting time at customs and obtain a safe process for your trips?
49.9% opened

Calls and chats to the Contact Center
USAGov’s Contact Center agents handled 12,182 calls and chats in Spanish during the months of April, May, and June. Close to 13,000 other callers used USAGov’s interactive voice response options to get help. These were the topics with the most inquiries:

Immigration and Naturalization
Social/Human Services
Foreign Travel by Americans
Consumer Complaints or Questions
Housing

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