January - March 2023 Edition
Insights & Highlights
Here’s what people wanted to know from the U.S. Government

3,996,219 Interactions with the public

Highlight
In keeping with a trend we typically see during the second quarter—due to tax filing deadlines—USAGov en Español saw 164,186 clicks from tax-related Google searches, a 174% increase. Other queries that brought a notable increase in traffic (211%)—though fewer overall clicks (21,803)—could be categorized under spending, saving, and investing.

Top 5 pages
These were the most frequently visited USA.gov/espanol pages, excluding the homepage, between January and March 2023.

#1 Cómo obtener o renovar el pasaporte
How to get or renew a passport
181,095 unique pageviews

#2 Visas para extranjeros
Apply for nonimmigrant visas
136,088 unique pageviews

#3 Entradas y salidas de EE. UU.
Entry and exit from the United States
132,038 unique pageviews

#4 Días festivos federales
Federal holidays
115,154 unique pageviews

#5 Ciudadanía y naturalización
Citizenship and naturalization
83,066 unique pageviews

Emails with the highest open rate

#1 Averigüe cómo puede reemplazar sus documentos vitales
Find out how to replace your vital documents
57% open rate

#2 Sepa dónde puede consultar su I-94 más reciente
Where to check your most recent I-94
56% open rate

#3 Cómo encontrar a familiares después de un desastre
How to find family members after a disaster
54% open rate

#4 ¿Quieres viajar al exterior pero tu pasaporte está vencido?
Do you want to travel abroad but your passport has expired?
53% open rate

#5 ¿Conoce las prestaciones y los servicios del Seguro Social?
Are you familiar with Social Security benefits and services?
52% open rate

Calls and chats to the Contact Center
USAGov’s Contact Center agents handled 8,313 calls and chats in Spanish during the months of January, February, and March. More than 10,000 other callers used USAGov’s interactive voice response options to get help. These were the topics with the most inquiries:

- Immigration and Naturalization
- Foreign Travel by Americans
- Social Service Services
- Consumer Complaints or Questions
- Housing

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