April - June 2022 Edition
Insights & Highlights

Here's what people wanted to know from the U.S. Government

Top 5 pages
These were the most frequently visited USA.gov/espanol pages, excluding the homepage, between April and June 2022.

1. Entidades y salidas de EE. UU. (Entry and Exit from the United States)
   143,139 unique pageviews
2. Días festivos federales (Federal Holidays)
   130,042 unique pageviews
3. Residencia permanente o "Green Card" (Permanent Residence or "Green Card")
   115,202 unique pageviews
4. Cómo obtener o renovar el pasaporte (How to Get or Renew a Passport)
   109,438 unique pageviews
5. Revise el estado de su reembolso y declaración de impuestos (Check the Status of Your Tax Return)
   98,244 unique pageviews

#1 #2 #3 #5

Emails with the highest open rate

1. Ya no se necesita la prueba de COVID-19 para viajar a EE. UU. (COVID Testing Is No Longer Required to Travel to the U.S.)
   58% opened
2. Contacte a embajadas y consulados de EE. UU. (Contact U.S. Embassies and Consulates)
   57% opened
   56% opened
4. Sepa dónde obtener ayuda en caso de violencia doméstica (Get Help for Domestic Violence)
   56% opened
5. Infórmese y prepárese para emergencias con la NASA, FEMA y USAGov (Prepare for Emergencies with NASA, FEMA, and USAGov)
   50% opened

#1 #2 #3 #5

Top clicks from Google searches
These are the phrases that brought people to USAGov en Español most often.

salud mental
visa americana
dónde está mi reembolso
visa americana
salud mental

Calls and chats to the Contact Center
USAGov's Contact Center agents handled 7,817 calls and chats in Spanish during the months of April, May, and June. These were the top five resources agents used to answer questions:

1. Cómo renovar el pasaporte de EE. UU. (How to Renew a U.S. Passport)
2. Find a Lawyer and Affordable Legal Aid*
3. Solicitar, renovar o reemplazar su residencia permanente (Apply for, Renew, or Replace Your Green Card)
4. Pasaportes para menores de 16 años (Passports for Children Under 16)
5. Find ZIP Codes and Post Offices*

* Bilingual Contact Center agents provide information in Spanish and English.

Find a Lawyer and Affordable Legal Aid*
Find ZIP Codes and Post Offices*