



Search.gov is a product of GSA's Federal Acquisition Service (FAS) Technology Transformation Services.

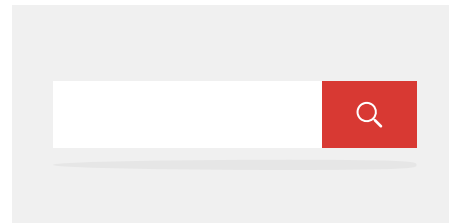
 search.gov

YEAR IN REVIEW

2020



A RECAP OF 2020'S SEARCH RESULTS



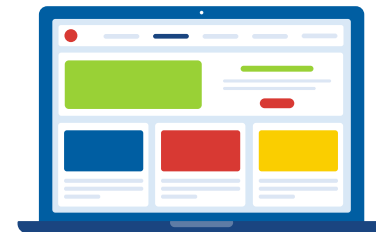
320,581,805

QUERIES



20

TOP TOPICS



~2,200

.GOV WEBSITES



365

**DAYS OF CONNECTING PEOPLE
with what they need**

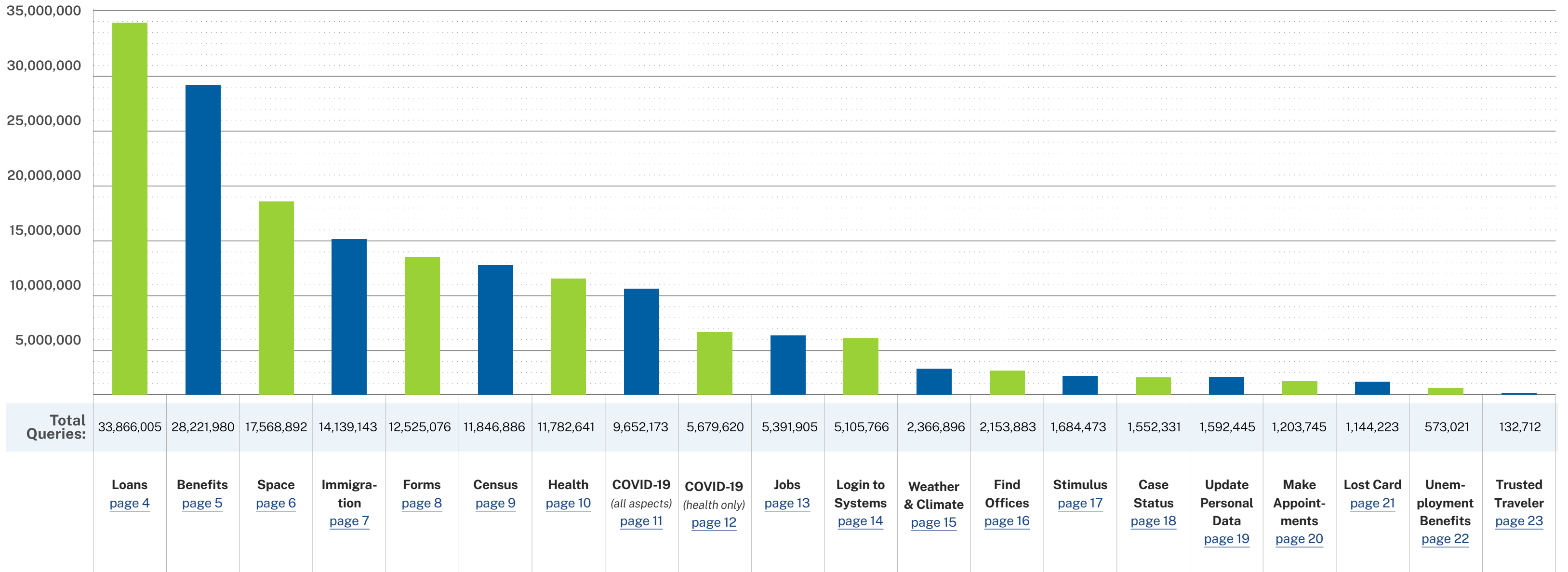
This report outlines what people were looking for on government websites during 2020 via Search.gov. The report includes both new and repeated searches. Search.gov provides a standard search experience across federal government websites. That standard experience allows people to find what they need quickly. About one-third of federal domains use our service.

From Search.gov queries, we learn what people need, how we can help them navigate their government, and understand how their various experiences intersect across government. Reading their queries in their own words allows us to understand how challenging it can be to navigate the government when we only have limited information about what we need.

In 2020, as a result of COVID-19, we saw more searches about loans, benefits, unemployment, jobs, and health. We also saw many of the same top query topics from 2019 into 2020 including benefits, forms, outer space (NASA), and logging into government systems.

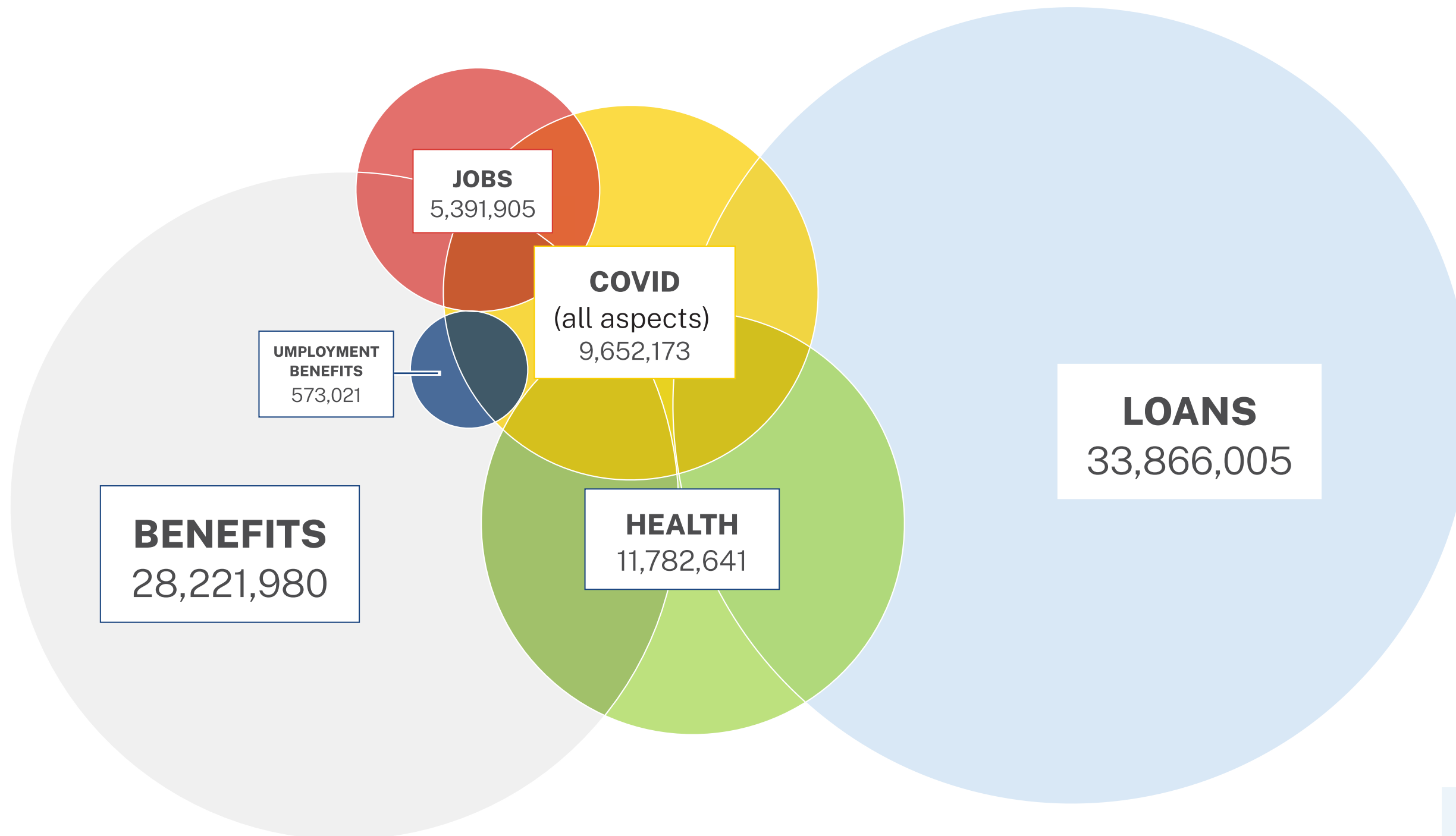
TOPICS BY THE NUMBERS

This graph highlights 2020's most notable new and repeating query topics. Some topics are perennial, reflecting the public's ongoing common needs: health, weather, interacting with the government in various ways, and our continuing fascination with outer space. We also saw new topics that reflect the challenging year that we all experienced in 2020.



A MULTIFACETED CHALLENGE

COVID-19 has touched almost all aspects of life. This diagram highlights the relationships between 2020 events and needs, including COVID-19 and the resulting impacts to health and the economy.



1. LOANS

33,866,005 queries

People turn to the government for help. Loan assistance is just one example. Most of the search traffic for “loans” was about student loans, via StudentAid.gov. Other searches involved mortgages/home loans, small business loans, and construction loans.

In 2020, financial need was even greater. The number of people seeking loan forgiveness increased nearly 500% over 2019. People mostly searched for this help using the term “forgiveness,” or even simply “forgive”.

Top 25 Queries in 2020

Query	Count
sar	593,140
exit counseling	409,744
entrance counseling	366,115
mpn	318,891
exit	254,111
master promissory note	225,010
account number	217,145
where is my student loan account number	186,640
student aid report	181,024
counseling	176,333
loans	172,866
fafsa	171,105
view my sar report	165,504
entrance	164,592
subsidized	151,194
grants	149,636
student loan account number	149,295
pell	138,588
interest	138,513
fsa	134,998
plus	134,591
teach	134,483
graduate	133,249
perkins	132,851
ssa	132,435



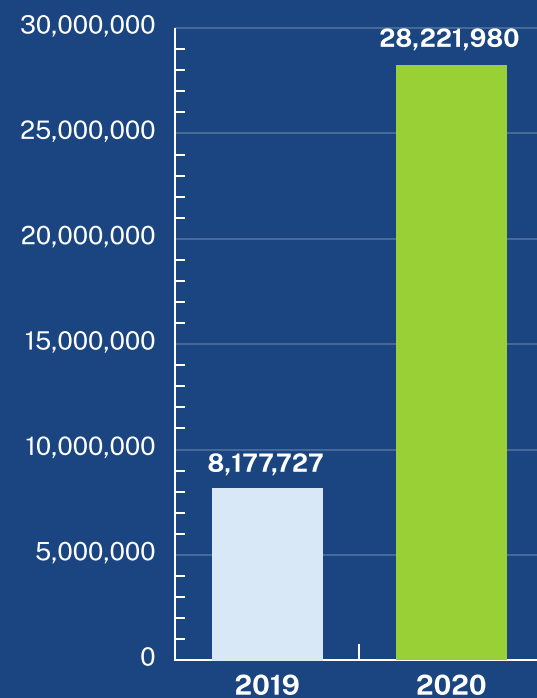
2. BENEFITS

28,221,980 queries

The public uses government programs to help pay for food, housing, health care, and other basic living expenses. Most of these benefits are part of the social safety net, for example Social Security, Medicare, Medicaid, food assistance, and unemployment benefits. Searches also include healthcare and other insurance.

Benefit searches increased by 245% between 2019 and 2020, from 8,177,727 to 28,221,980. This increase contributes to the overall story of COVID-19's 2020 impact. See page 22 for specific information on unemployment benefits.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
ssa	142,131
unemployment	137,521
medicare	88,174
fmla	71,986
ss5	69,387
spousal benefits	43,366
ss-5	41,723
benefits	40,929
death	39,905
stimulus checks 2020	37,517
retirement	37,387
ssi	37,294
medicare enrollment	36,503
social security	36,044
death benefits	33,725
report a death	30,628
my social security account	27,339
food	27,221
appeal	23,653
extra help	20,553
help	19,073
award letter for 2020 proof of income	18,588
medicaid	17,781
award letter	17,173
disability benefits	16,343

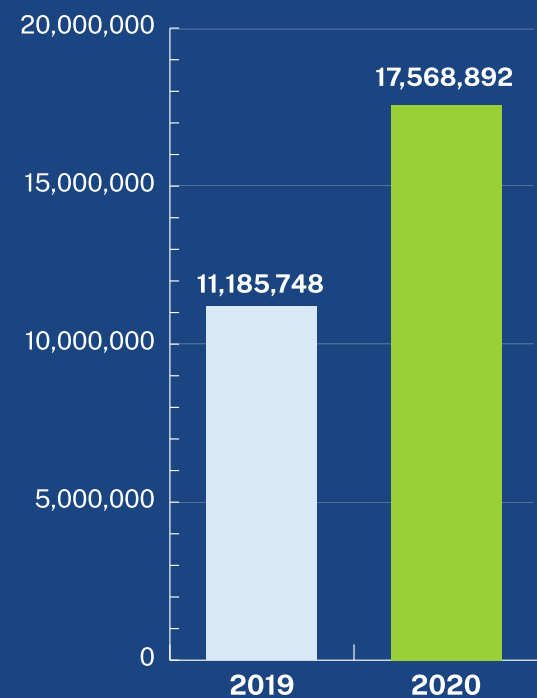


3. SPACE

17,568,892 queries

Outer space fascinates many people, and searches on NASA.gov are a standout topic every year. This year, NASA offered the opportunity to receive a birthday card from them, showing an image the Hubble Space Telescope took on that date. The public's excitement about birthday cards from space generated a whopping 1.9 million searches in late March and early April alone.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
birthday	323,728
mars	301,379
moon	181,977
earth	167,337
hubble	167,118
pluto	145,997
what did hubble see on your birthday	121,840
saturn	115,512
jupiter	103,710
sun	94,668
asteroid	78,818
galaxy	76,812
iss	61,643
venus	61,143
stars	58,460
mercury	58,336
black hole	48,460
planets	47,781
nebula	47,766
games	42,572
solar system	40,970
space	38,728
apollo 11	38,417
birthday image	33,303
hubble space telescope	33,028



4. IMMIGRATION

14,139,143 queries

It's notable that, despite COVID-19, the number of immigration-related searches in 2020 were on par with 2019. The particular needs remained consistent year to year, including forms needed to apply for citizenship and residency, and the DACA (Deferred Action for Childhood Arrivals) program.

Top 25 Queries in 2020

Query	Count
daca	212,339
i-130	122,651
i-485	122,625
i-864	99,702
n-400	94,869
processing times	92,074
daca renewal 2020 forms	85,419
immigration	79,534
n400	77,326
green card	70,976
i765	68,829
i-944	65,804
g-28	48,192
visa	47,118
i130	46,724
i485	44,509
i-751	41,536
i-131	40,016
485	36,987
i-9	35,355
esta	35,162
i-94	35,113
i-539	33,641
poverty guidelines 2020	25,500
i864	23,292



5. FORMS

12,525,076 queries

Every year, forms score high on the search terms list. People look for forms so they can complete their transactions, receive benefits, and get information. In 2020, the most frequently searched for forms were i-765 (Non-Resident Employment Authorization), bankruptcy forms, i-130 (Petition for Alien Relative), and DD 214 (Certificate of Release or Discharge from Active Duty). However, many people don't know what form they need: 1 in 5 people come to a government website and just search for "forms" or "form".

One important lesson here is for Agency web teams: How can we improve digital services to ensure people arrive at the right form or service to fit their needs?

Top 25 Queries in 2020

Query	Count
forms	391,614
i-765	177,159
bankruptcy forms	153,808
i-130	131,645
dd214	129,396
i-485	128,144
daca renewal 2020 forms	85,429
i-90	83,670
application	74,462
ss5 form	59,038
2019 1098 tax e form	57,457
765	57,123
485	49,984
apply	37,801
application status	37,242
form	34,584
tax forms	31,144
dd 214	30,720
i-765 form	28,836
2020 2021 fafsa renewal form	28,293
2019 1098 tax form	27,891
how can i get my 1098 e form online	27,312
130	26,319
disability application	25,644
ss5 application form download	24,078



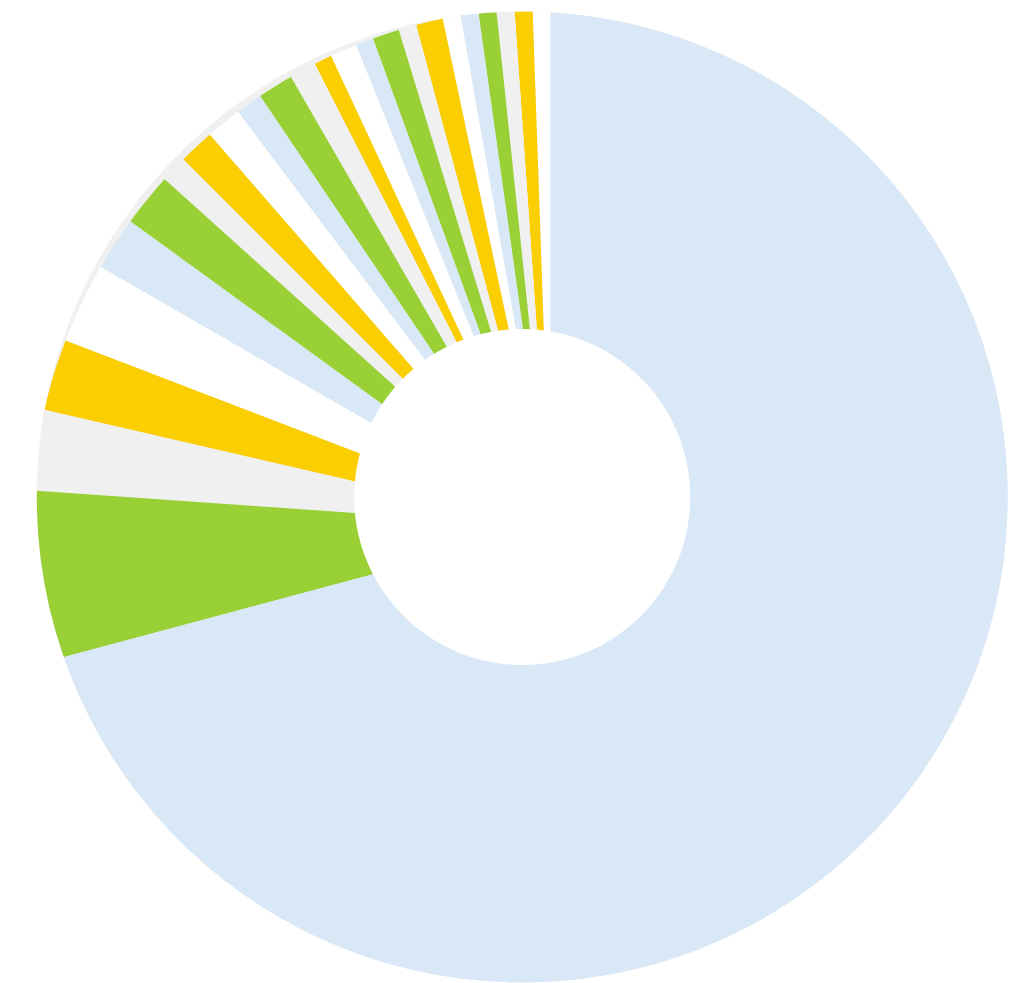
6. CENSUS

11,846,886 queries

Every ten years, the government conducts a census to count the people in the country. The 2020 Census drew nearly 12 million queries for more information on specific elements of the census including population, education, poverty, and housing.

Top 25 Queries in 2020

Queries	Count
united states	1,396,945
population	105,040
education	48,819
poverty	47,569
housing	44,586
income	34,822
race	30,345
census	21,117
california	20,481
dp05	20,381
educational attainment	18,916
american community survey	18,575
median income	16,594
dp03	14,387
maryland	14,110
texas	13,995
12345	13,168
florida	13,103
race and ethnicity	12,268
median household income	12,108
s0201	11,444
total population in the united states	11,162
new york	10,669
s0101	10,318
jobs	9,781



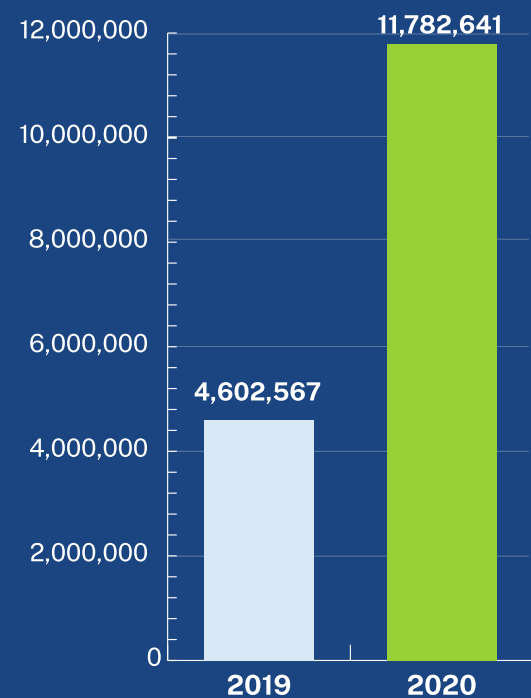
7. HEALTH

11,782,641 queries

Health is a core human need, and health-related queries are consistently high year to year. In a normal year, queries cover disease and wellness, health insurance, and caring for self and others.

Health-related searches more than doubled in 2020. The growth was almost entirely due to COVID-19 concerns.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
coronavirus	288,766
covid	282,091
covid-19	178,432
covid 19	107,356
hand sanitizer	77,350
mask	48,533
corona	41,159
corona virus	39,057
masks	38,813
diabetes	35,911
sites default files documents document 2020	35,550
covid 19faq pdf	35,550
mental health	33,599
covid19	33,072
health	28,993
www.nubobeauty.com	27,520
cancer	25,685
water	25,351
hydroxychloroquine	24,541
ppe	20,428
face mask	19,350
face masks	17,345
depression	16,905
health insurance	16,152
n95	15,313
remdesivir	15,128



8. COVID-19

(ALL ASPECTS)

9,652,173 queries

While the public navigated COVID-19 this year, the government provided essential up-to-date guidance and information, responded to COVID-19's economic impacts, and gave access to benefits.

Top 25 Queries in 2020

Query	Count
coronavirus	288,663
covid	282,080
covid-19	178,430
unemployment	137,539
covid 19	107,344
cares act	95,737
hand sanitizer	77,334
stimulus	53,748
stimulus check	53,721
stimulus checks 2020	50,138
mask	48,517
corona virus	38,835
masks	38,611
corona	36,637
covid19	36,458
sites default files documents document 2020 covid 19faq pdf	35,472
kn95	29,500
food	26,892
cares	26,270
hydroxychloroquine	23,570
stimulus checks	19,002
face mask	18,726
n95	15,411
small business	13,690
stimulus check status 2020	13,071



9. COVID-19

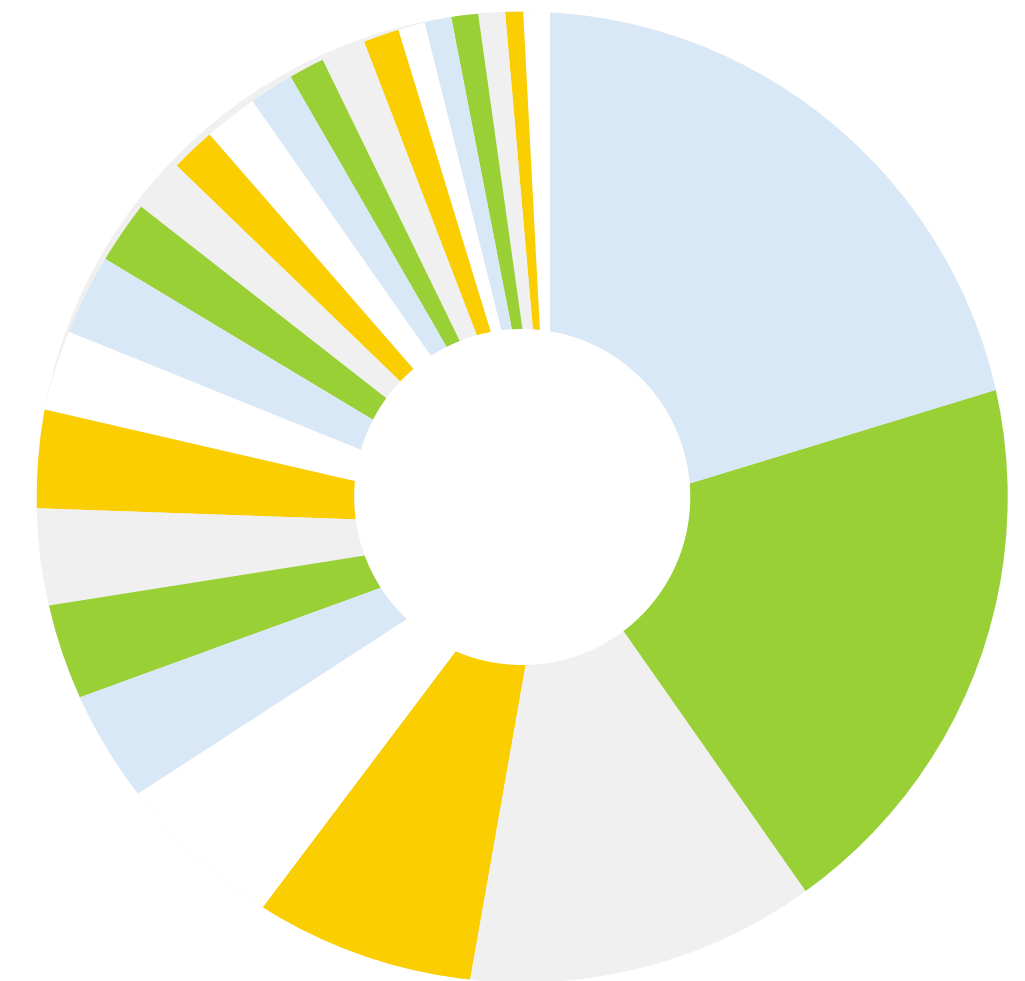
(HEALTH ASPECTS ONLY)

5,679,620 queries

More than half of the COVID-19-related queries through Search.gov were about COVID-19's health impacts, as the public sought up-to-date health guidance, protocols, and vaccine information. The full picture of health-related COVID-19 searches is unfortunately not available, as some relevant agencies use different search solutions.

Top 25 Queries in 2020

Query	Count
coronavirus	288,779
covid	282,159
covid-19	178,472
covid 19	107,402
hand sanitizer	77,509
mask	48,688
corona virus	44,613
corona	44,371
masks	41,389
covid19	36,821
sites default files documents document 2020 covid 19faq pdf	35,726
hydroxychloroquine	25,045
ppe	24,322
face mask	22,354
remdesivir	21,453
n95	18,639
face masks	17,958
pandemic	17,616
oximeter	15,330
essential business list covid 19	12,523
coronavirus or covid-19	12,074
covid testing	11,606
covid vaccine	10,552
vaccine	10,310
quarantine	9,341

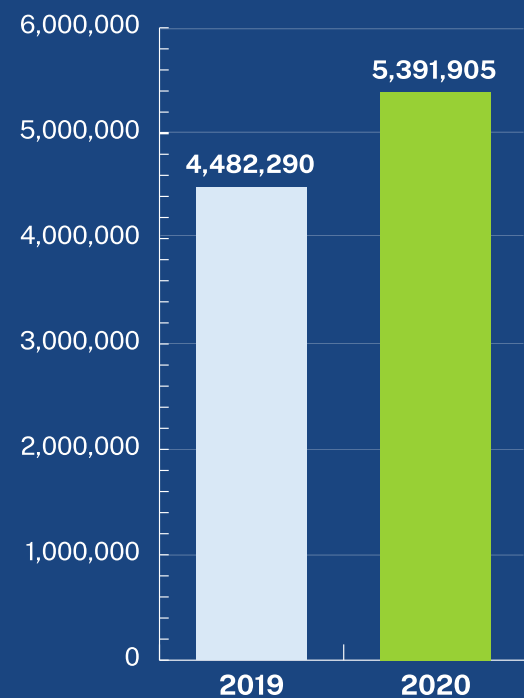


10. JOBS

5,391,905 queries

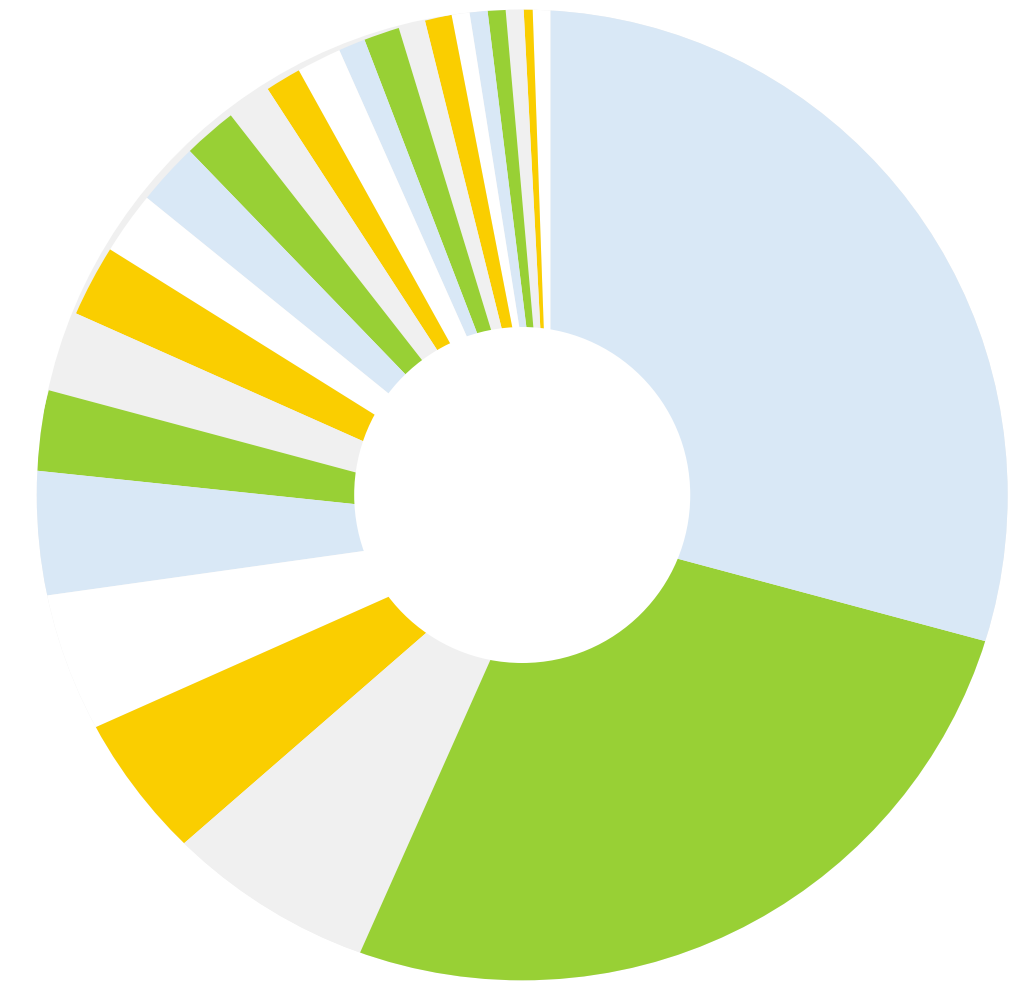
Jobs are a consistent theme across government search. While USAJOBS is the central application portal for the jobs themselves, many job seekers start at the agency they're interested in working for. Search.gov provides postings directly from USAJOBS on the agency search results page.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
careers	292,714
jobs	274,049
employment	70,935
career	46,878
job	44,520
internship	38,781
internships	25,002
work study	23,573
employment verification	21,953
employment certification form	20,639
work permit	19,947
asvab	16,982
pslf employment certification form	12,759
infantry	12,030
ranger	11,566
employment certification form for pslf	10,673
68w	9,238
11b	8,168
employee directory	7,970
job openings	7,394
employment certification form pslf	5,754
special forces	5,358
work permit renewal	4,333
employment certification	3,789
pslf employer certification form	3,762

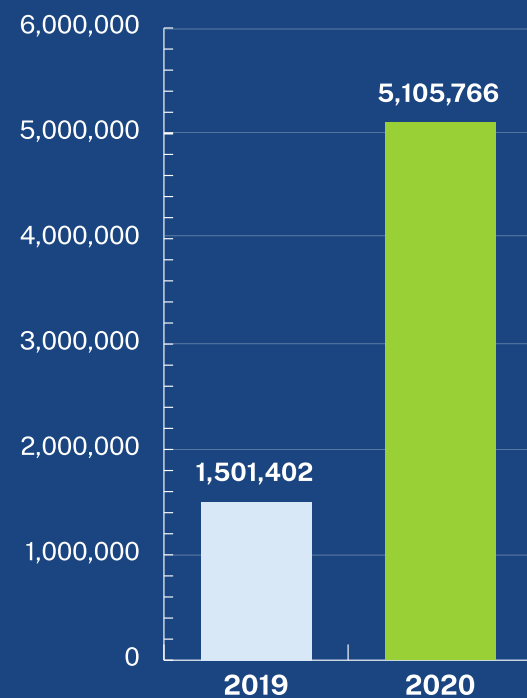


11. LOGIN TO SYSTEMS

5,105,766 queries

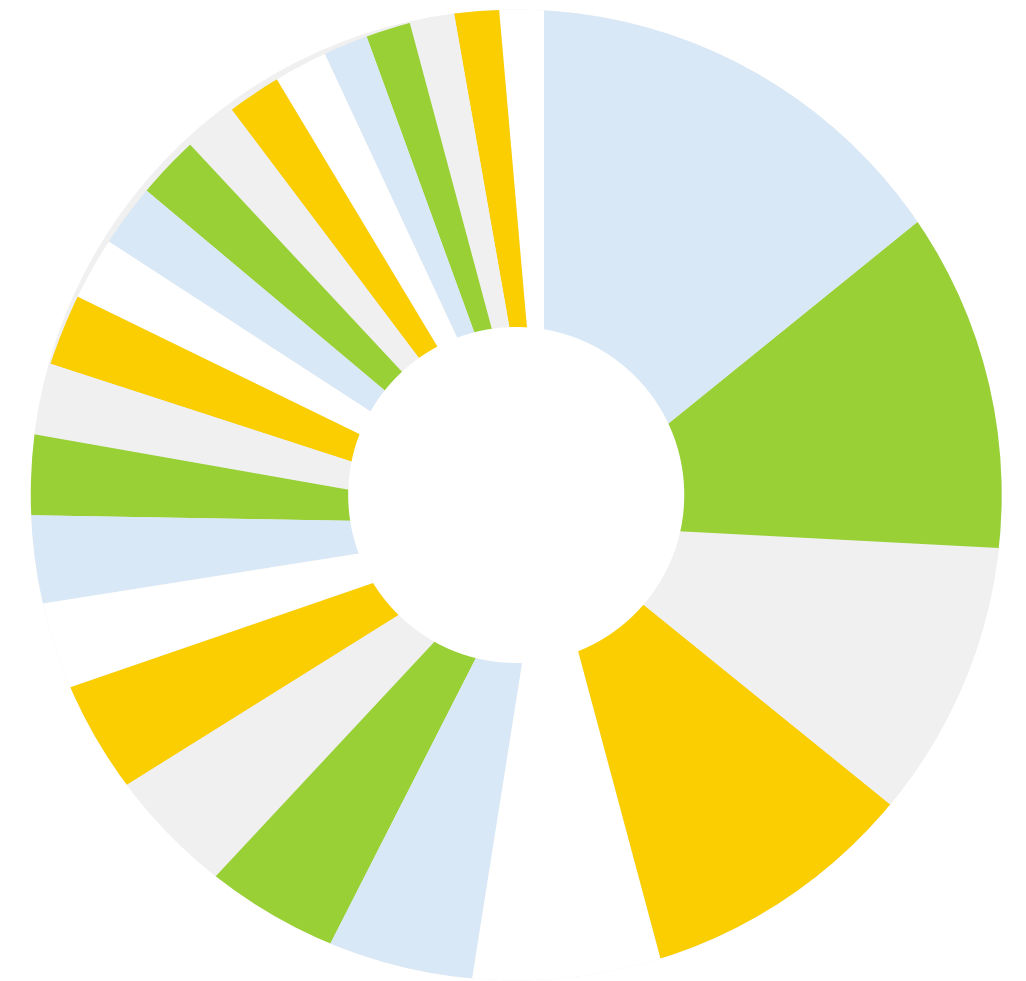
Much of the public's interaction with the government is related to services and benefits. To receive services or benefits, a person needs to register with the relevant agency and use that agency's application system. These queries show the public searching for the login screen, or for the name of the system they want to log into.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
account number	237,117
where is my student loan account number	192,974
student loan account number	165,217
login	164,788
log in	113,994
forgot password	82,135
co-sign	74,829
sign in	65,232
loan account number	60,352
eiv	49,019
co sign	44,980
my account	42,227
reset password	36,334
change password	33,396
where is student loan account number	33,269
what is my student loan account number	33,137
account	32,858
my social security account	28,578
account settings	28,406
password	25,311
where's my student loan account number	23,815
forgot fsa id username and password	23,034
co-sign income-driven repayment	22,257
spouse co-sign	21,946
password reset	21,876

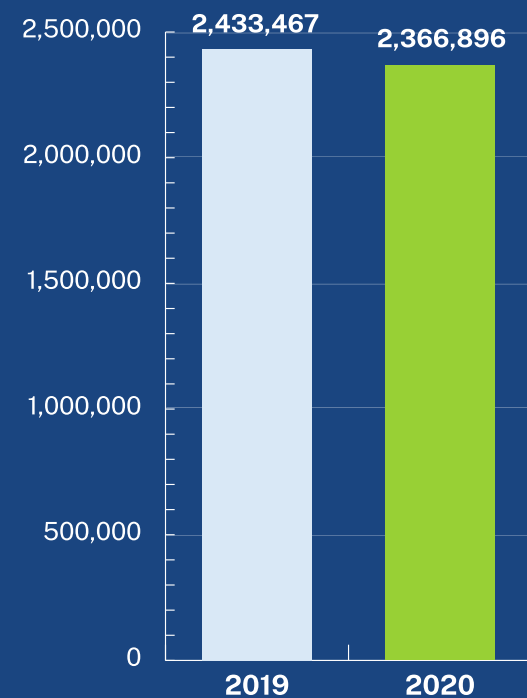


12. WEATHER & CLIMATE

2,366,896 queries

Weather affects everyone, and it's a top query topic every year. While the 2020 hurricane season itself broke records, and fires ravaged the west, queries for weather and climate topics were down this year compared to 2019. This decrease is possibly due to fewer major hurricanes making landfall in major cities in 2020. However, a full picture of weather and climate related searches is not available, as some relevant agencies use different search solutions.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
hurricane center	114,346
hurricane	56,529
weather	45,419
hurricane tracker	30,773
climate change	30,317
weather forecast	27,369
fire	23,610
hurricanes	23,185
forecast	22,488
flood map	18,305
tornado	16,777
hurricanes tracker	16,033
flood maps	15,300
flood	12,195
national hurricane center	11,588
global warming	11,575
local weather forecast	11,105
drought	9,887
climate	9,788
flood zone	9,513
hurricane isaias	9,415
tornadoes	8,695
atlantic storms	8,435
weather by zip code	7,753
hurricane laura	7,662

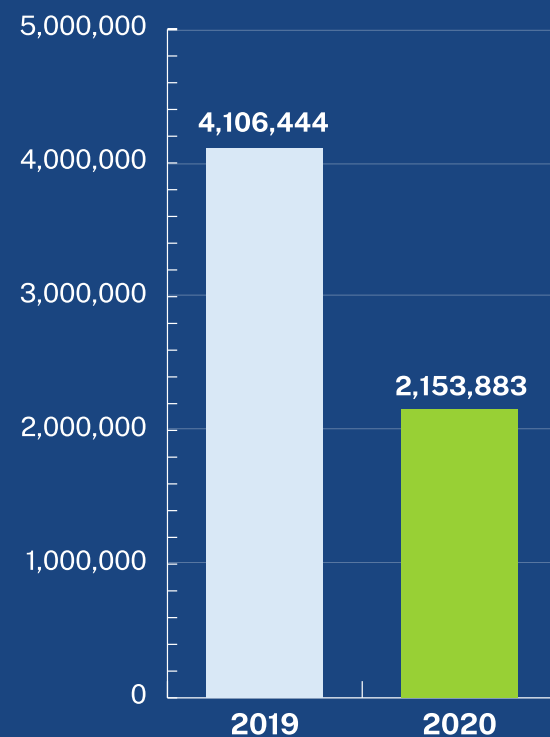


13. FIND OFFICES

2,153,883 queries

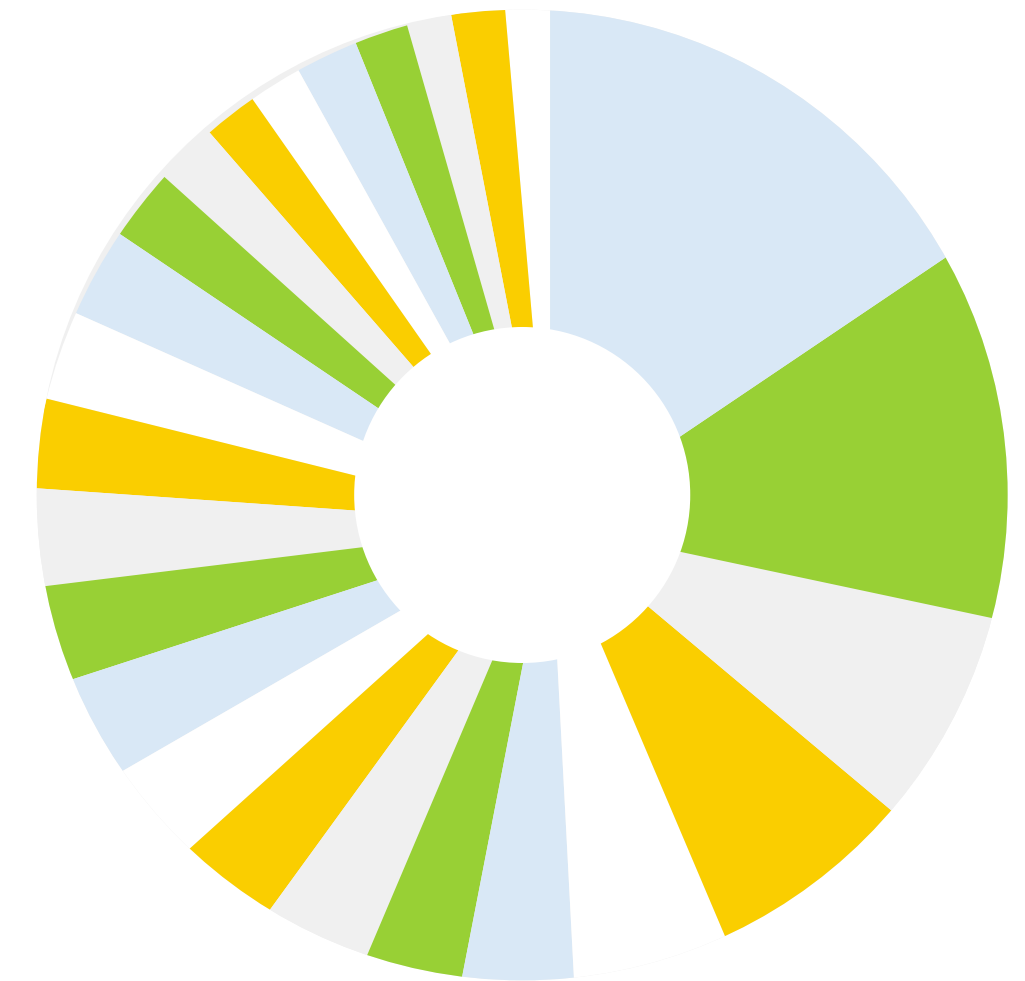
Not surprisingly, due to COVID-19 and remote work, the number of queries related to finding government offices decreased from 2019 to 2020 by 47.5%.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
appointments at local office	74,016
locations	60,226
local office	37,904
office locator	35,712
location	26,201
office locations	17,873
civil surgeon locator	16,461
office	16,282
offices	16,281
make an appointment at my local office	15,734
make an appointment at a local office	15,072
social security office near me	14,793
appointment at local office	14,752
citas	13,646
local social security office	13,123
locator	13,030
local offices	9,563
field office	9,291
office hours	8,425
schedule an appointment	8,340
field office locator	8,306
locations near me	8,173
officer	7,116
post office	6,942
office near me	6,476



14. STIMULUS

1,684,473 queries

During 2020 the government provided stimulus checks to the U.S. public to provide relief from COVID-19's impacts. This resulted in 1,684,473 queries specifically related to stimulus payments.

Top 25 Queries in 2020

Query	Count
cares act	99,780
stimulus check	57,409
stimulus	54,172
stimulus checks 2020	50,677
cares	28,006
stimulus checks	25,281
urgent care	20,409
community care	16,097
stimulus check status 2020	15,845
care act	14,211
stimulus check status	12,349
stimulus checks 2020 ssi coming	11,507
stimulus checks 2020 ssi	10,886
stimulus checks 2020 ssdi	10,308
stimulus payment	8,953
cares act withdrawal	8,700
health care	7,856
care	7,648
child care	6,650
where is my stimulus check	6,368
stimulus payments	5,950
stimulus check 2020	5,940
stimulus checks for ssi 2020	5,602
stimulus package	5,426
stimulus checks 2020 direct deposit	5,336

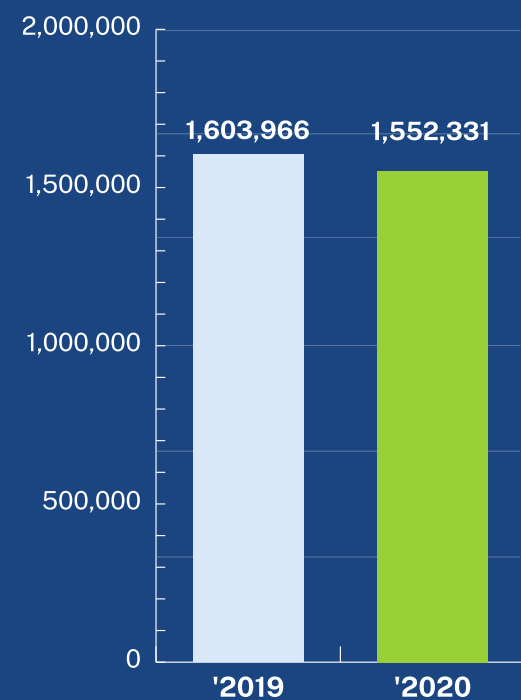


15. CASE STATUS

1,552,331 queries

Closely related to benefits and immigration searches, the public's needs to get up to date status information about where they are in a given approval process: for benefits, citizenship and residency, loans, etc., for themselves or their loved ones.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
case status check online	135,623
case status	77,967
check status of my case	75,461
status	61,270
status of my case	60,681
application status	39,235
check status	32,835
claim status	25,004
check case status	15,941
my case status	15,935
stimulus check status 2020	15,868
status of application	15,308
adjustment of status	14,817
check your claim status	12,825
stimulus check status	12,453
global entry application status	10,537
change of status	9,401
update citizenship status	9,296
loan status	9,158
login for global pass status	7,399
status check	6,341
dependency status	4,453
citizenship status change	4,267
check my status	4,253
employment status in the united states	4,144

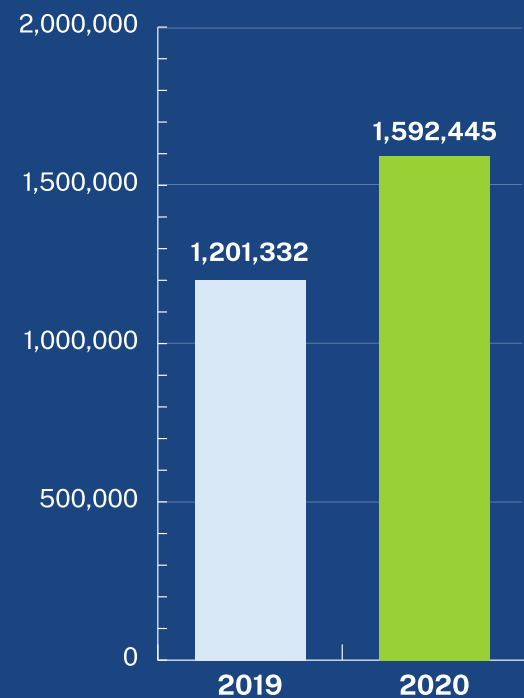


16. UPDATE PERSONAL DATA

1,592,445 queries

Updating personal data is a common and consistent need. We move, change our names, get new phone numbers or email addresses, change banks. There was a 32.5% increase between 2019 to 2020 from 1,201,332 to 1,592,445.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
name change	223,081
change of address	128,803
change address	88,990
address change	72,025
name change after marriage	66,630
change of address online	60,583
change name	49,024
address change online	20,651
change address online	19,184
update address	17,618
ar-11 change of address online	16,588
change name after marriage	12,741
address change for social security	12,713
change of address form	12,684
name change form	12,201
marriage name change	12,038
name change after divorce	11,934
change last name	11,759
change my address	11,094
ar11 change of address online	9,784
change of status	9,393
update citizenship status	9,315
change of address for social security	7,327
change of name	7,258
change direct deposit bank account	6,549

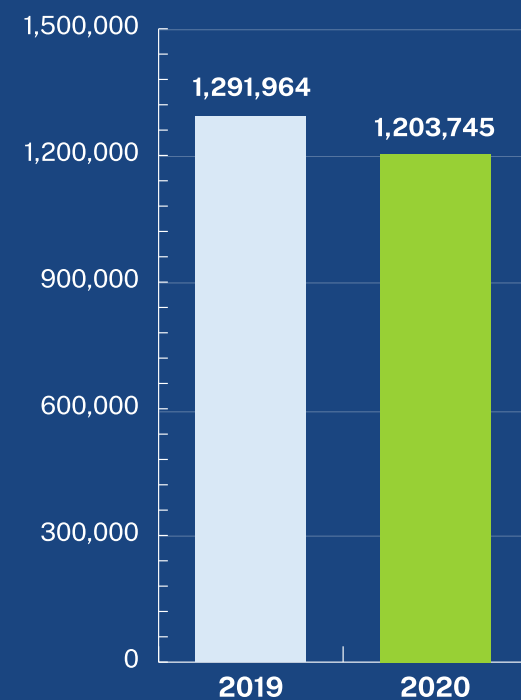


17. MAKE APPOINTMENTS

1,203,745 queries

People often have to interact with the government, sometimes in person. Reasons for interviews include student loans, exit/onboarding, citizenship, or general appointments. While people didn't need to find physical offices as much in 2020, they still needed to make appointments to talk to government officials.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
appointment	109,729
appointments	88,922
appointments at local office	74,032
exit interview	49,665
student loan exit interview	37,698
make an appointment	29,335
entrance interview	26,246
interview	22,787
make an appointment at my local office	15,863
make an appointment at a local office	15,156
biometrics appointment	15,019
appointment at local office	14,919
make appointment	14,639
infopass	13,620
schedule appointment	13,272
loan entrance interview	10,176
appointment schedule	9,619
student loan entrance interview	9,541
infopass shedule an appointment	8,956
direct loan entrance interview	8,863
schedule an appointment	8,510
infopass appointment	8,434
loan exit interview	8,395
direct loan stafford entrance interview	7,386
loan exit interview-direct loan	6,588

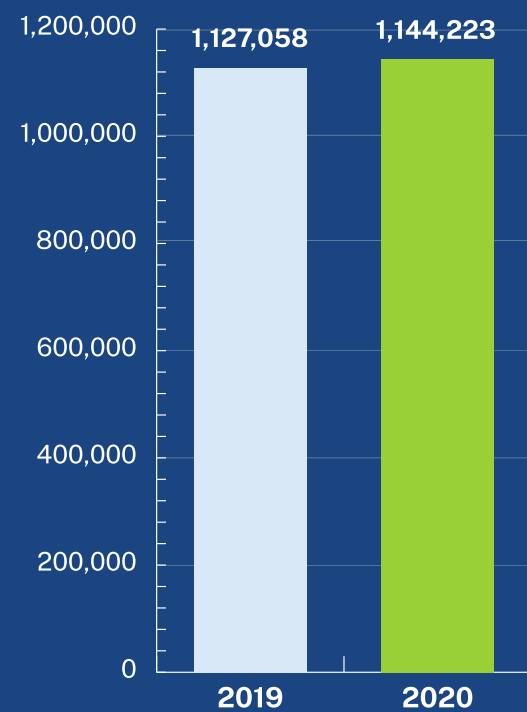


18. LOST CARD

1,144,223 queries

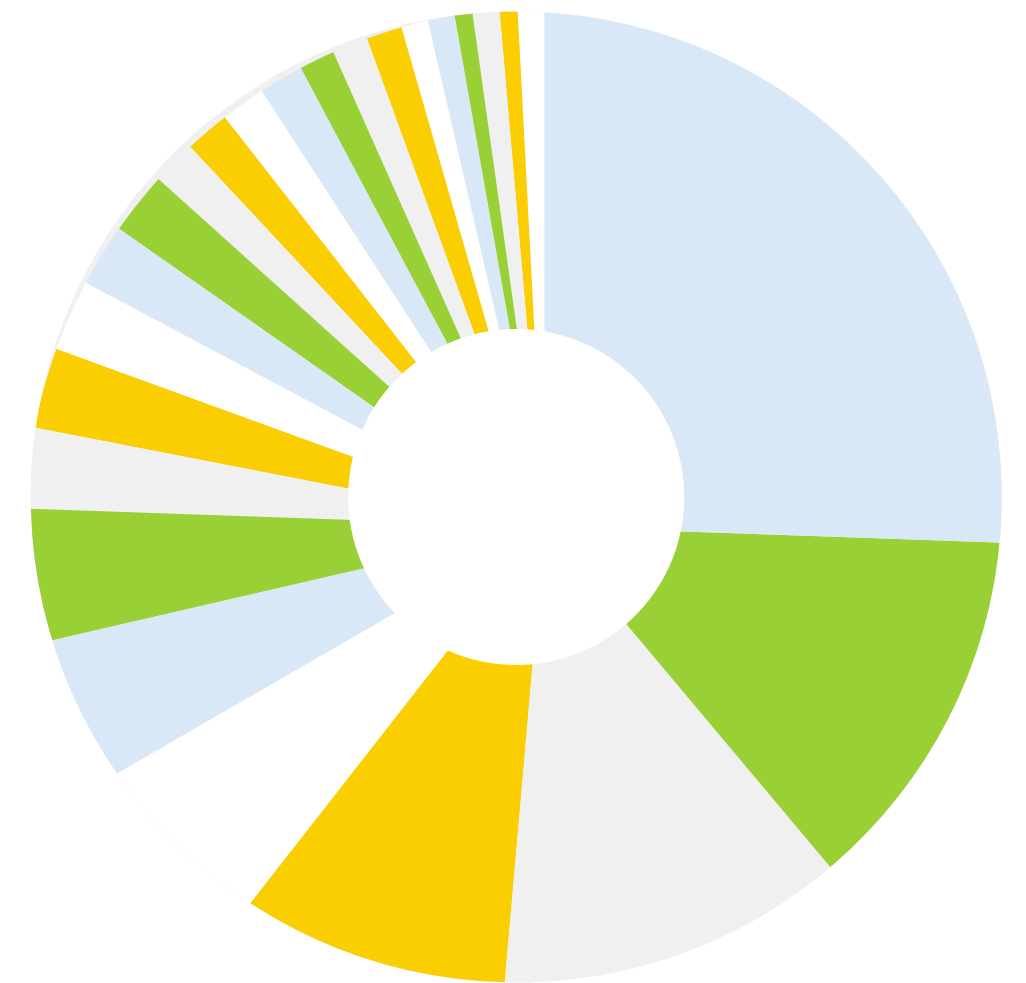
If you've ever lost an ID, birth certificate, or social security card, you're not alone. Searches to get a replacement card are high every year. People lost things at roughly the same rate in 2020 compared to 2019.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
replacement social security card	172,923
social security card replacement	89,437
i-90	83,712
replacement card	61,696
i90	41,006
lost social security card	31,583
new social security card	29,033
new card	17,012
replace social security card	16,263
card replacement	14,948
lost card	13,109
replacement card for child	12,264
i 90	10,271
lost green card	9,553
i90 form	9,037
replacement card application	9,006
replace card	7,567
i90 application	7,392
stolen social security card	7,121
i90 form pdf	5,329
replacement medicare card	5,305
medicare card replacement	5,303
replacement social security card form	4,726
lost passport	4,294
social security card replacement form	4,163

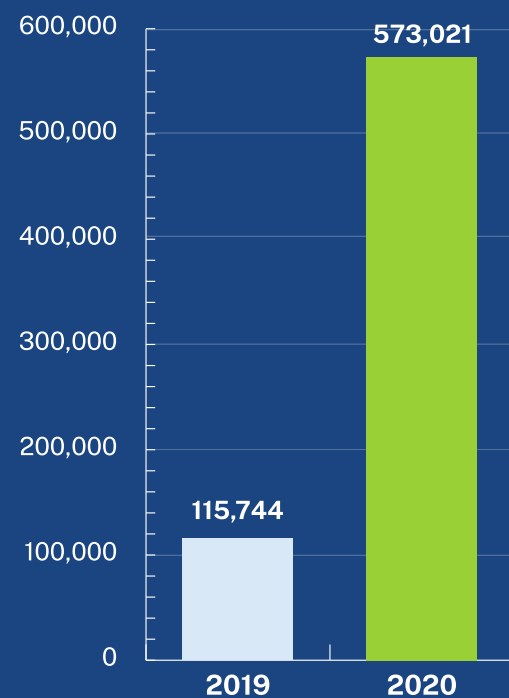


19. UNEMPLOYMENT BENEFITS

573,021 queries

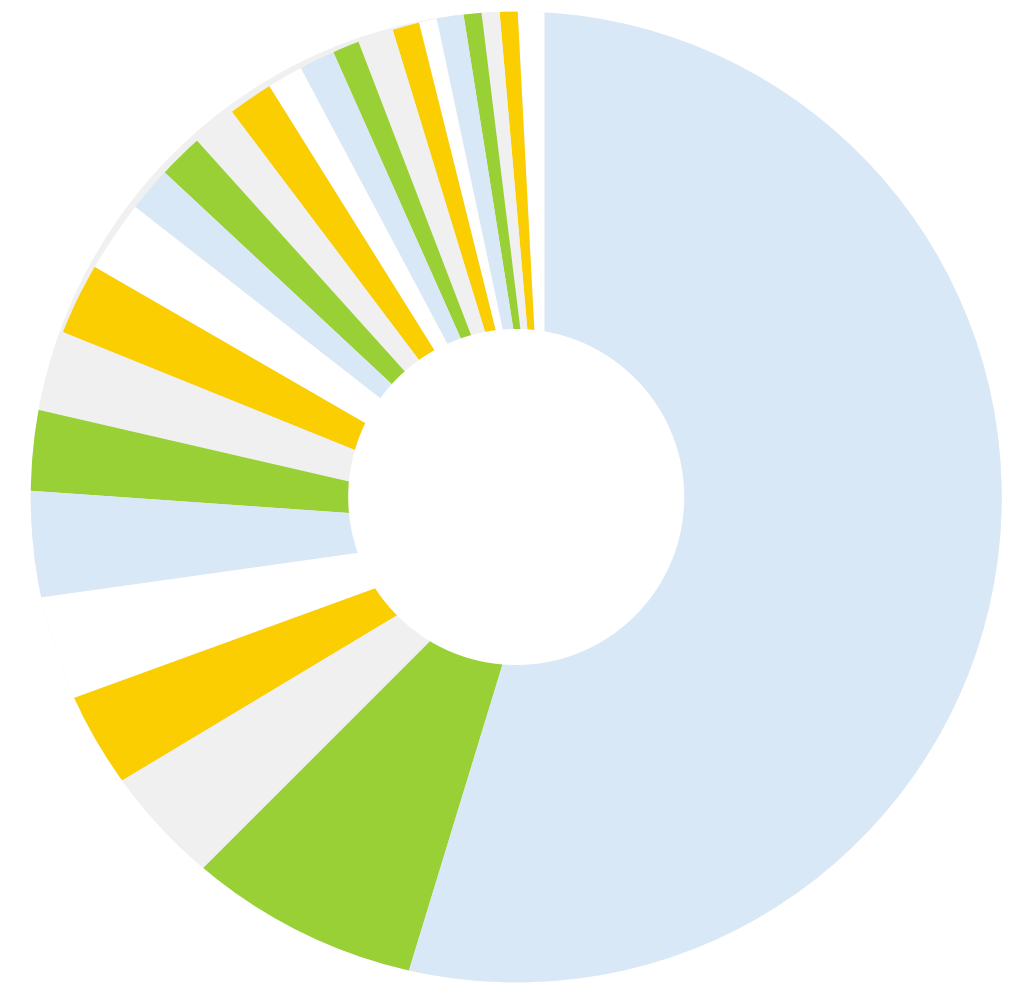
A historic number of people lost their jobs in 2020 due to COVID-19 and its economic impacts. Unemployment benefits were critical this year. Queries related to unemployment benefits increased by nearly 400% this year from 115,744 to 573,021.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
unemployment	137,579
unemployment benefits	19,271
unemployment application	9,570
unemployment insurance	8,344
unemployment rate	8,326
apply for unemployment	7,796
file for unemployment	6,559
unemployability	6,003
pandemic unemployment assistance	5,941
unemployed	5,106
individual unemployability	3,794
unemployment application form	3,607
file unemployment	3,481
unemployment fraud	3,177
pandemic unemployment	2,735
unemployment claims	2,724
unemployment claim	2,701
unemployment	2,475
unemployment compensation	1,875
partial unemployment	1,824
florida unemployment	1,664
self employed unemployment	1,584
disaster unemployment assistance	1,558
unemployment and social security	1,554
unemployment benefit	1,423

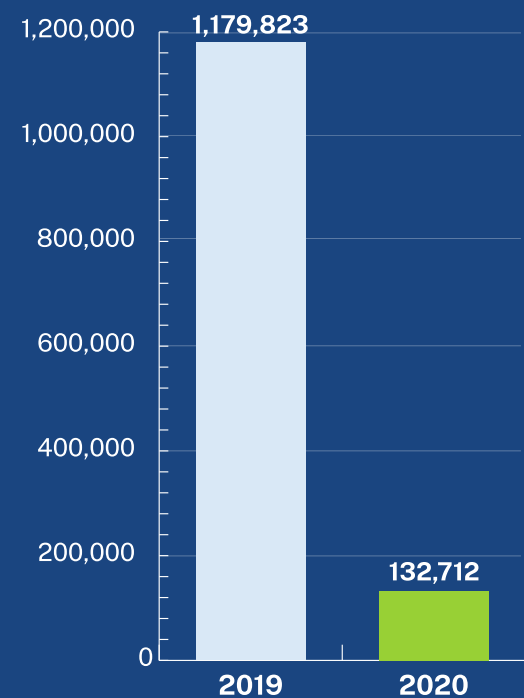


20. TRUSTED TRAVELER

132,712 queries

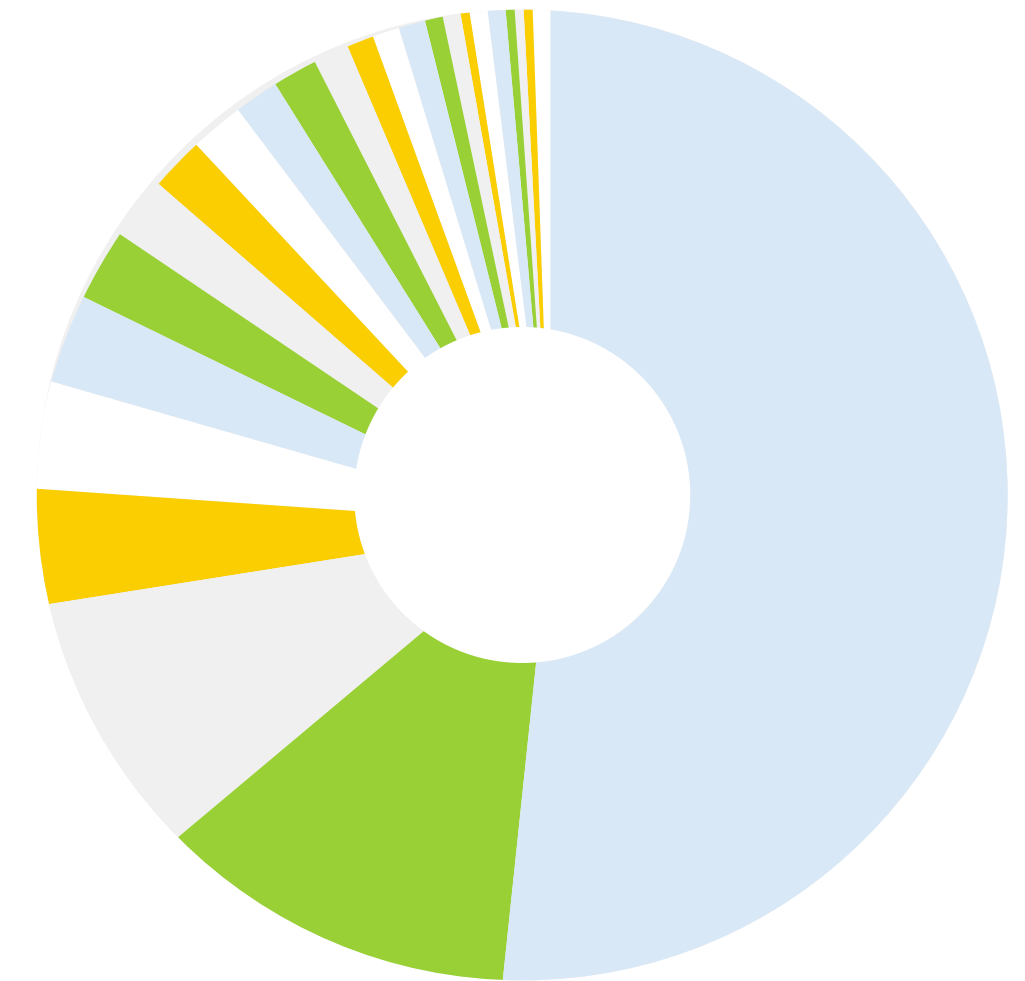
The Trusted Traveler Programs allow members to use expedited lanes at U.S. airports and when crossing international borders. Normally a high need, due to COVID-19 and the resulting travel restrictions, queries related to the Trusted Traveler Programs decreased dramatically, almost 90% fewer in 2020 compared to 2019.

2019 vs 2020 Queries



Top 25 Queries in 2020

Query	Count
global entry	50,247
sentri	11,851
nexus	8,361
ttp	3,450
ttp account	3,285
trusted traveler	2,746
sentri application	2,025
sentry	1,884
nexus renewal	1,728
sentri application online	1,548
nexus application	1,412
ttp account manage membership	1,399
nexus application status	1,026
login for nexus pass	828
sentri application status	795
nexus letter	723
renew nexus	537
activate nexus card	508
add another car to sentri	480
online ttp account	456
sentri renewal	414
renew nexus card on line	378
check nexus application status	328
add a car to sentri	323
nexus card application	274





Search.gov is a product of GSA's Federal Acquisition Service (FAS) Technology Transformation Services.



search@support.digitalgov.gov

tts-info@gsa.gov