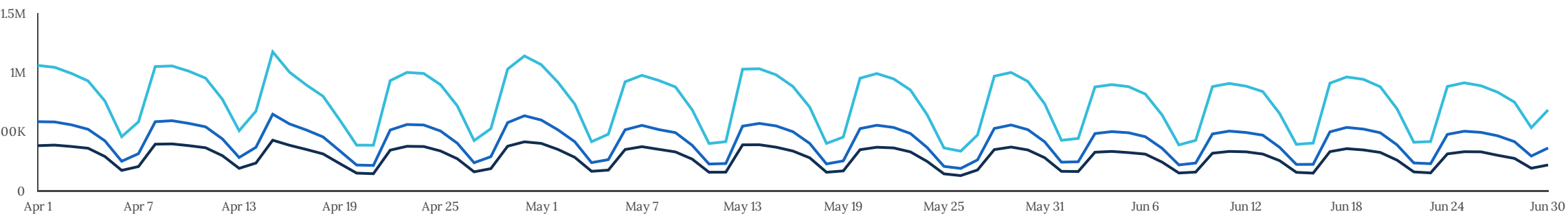


# US Department of Education | Federal Student Aid

CX CAP Goal - Service Analytics Report - FY 19 | Q4 compared to previous quarter



Users

19,188,344

↑ 4.7%

Sessions

39,672,783

↑ 0.8%

Pageviews

72,138,576

↑ 2.2%

Avg. Time on Page

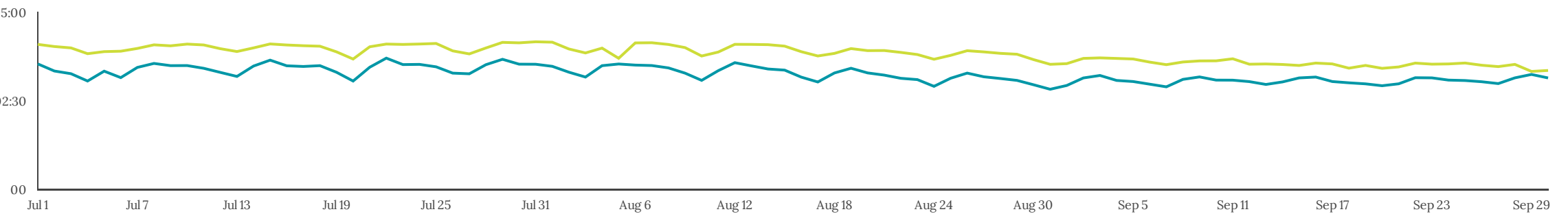
03:53

↓ -8.9%

Avg. Session Duration

03:18

↓ -6.2%



Number of Sessions per User

2.07

↓ -3.7%

Avg. Page Load Time (sec)

6.76

↓ -5.3%

Bounce Rate

33.78%

↑ 6.3%

Pages / Session

1.82

↑ 1.4%