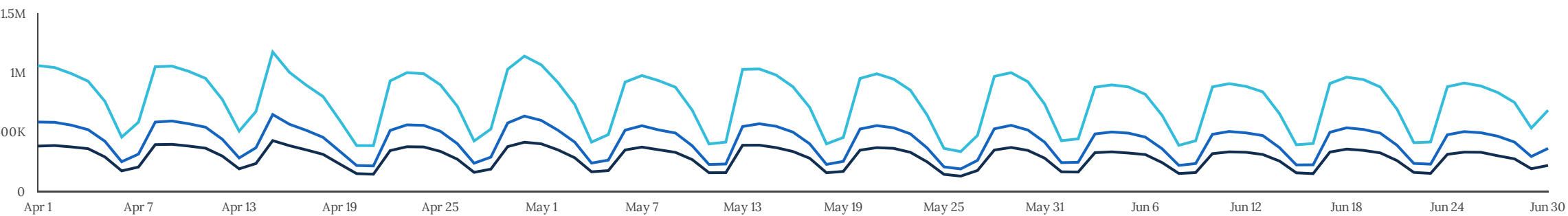


US Department of Education | Federal Student Aid

CX CAP Goal - Service Analytics Report - FY 19 | Q3 compared to previous quarter



Users

18,173,592

↓ -17.3%

Sessions

38,969,664

↓ -23.2%

Pageviews

69,858,456

↓ -24.8%

Avg. Time on Page

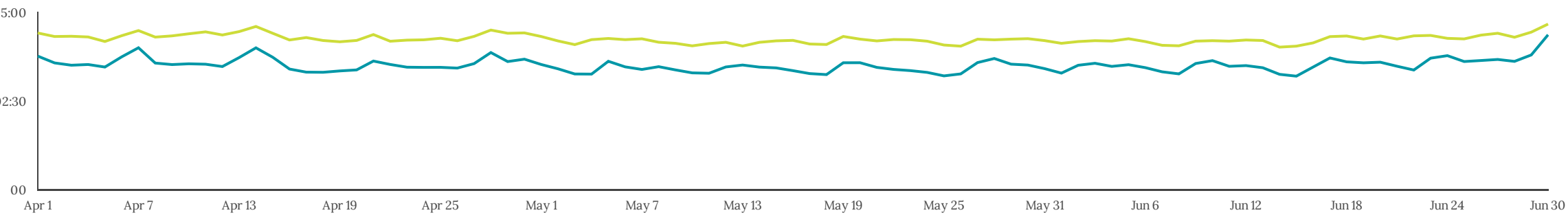
04:15

↓ -5.1%

Avg. Session Duration

03:31

↓ -9.1%



Number of Sessions per User

2.14

↓ -7.2%

Avg. Page Load Time (sec)

7.14

↑ 13.5%

Bounce Rate

31.82%

↑ 3.5%

Pages / Session

1.79

↓ -2.0%