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SUBJECT: Spanish Language Immigrant Visa Information on Travel.State.Gov

1. Effectively communicating consular policies and procedures to visa applicants is an essential part of our operations and directly affects the quality of submitted visa applications. After analyzing our customer base, CA recognized the operational and customer service benefits of translating immigrant visa information on travel.state.gov to Spanish.
2. We issued more than 467,000 immigrant visas in 2014, including approximately 147,000 to applicants in countries where Spanish is either the official or national language. In addition, more than 1.9 million applicants with pending petitions (both in family-preference or employment-based categories) at overseas posts are chargeable to a country where Spanish is either the official or national language. Comprehensive Spanish translations of our IV content will provide meaningful access to the process for our Spanish-speaking customers.
3. On September 17, Spanish translations of our immigrant visa information debuted on travel.state.gov. Posts with a significant population of Spanish-speaking immigrant visa applicants may wish to link to the new Spanish pages on travel.state.gov. At this time, CA is not considering translation into other languages.

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