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Travel.State.Gov Launches New Design

Office of the Spokesman

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On May 25, the U.S. Department of State's Bureau of Consular Affairs unveils a new design of www.travel.state.gov aimed at making the site easier for users to navigate. Web designers based changes to the site on feedback received from more than 32,000 people who participated in a customer satisfaction survey since May 19, 2009.

"People from all over the world visit travel.state.gov to find information about how to get a passport, apply for a visa to come to the United States, or for the other consular services our bureau provides," said Janice L. Jacobs, Assistant Secretary of State for the Bureau of Consular Affairs. "It is the Department's preeminent tool for reaching out to the American public about travel safety in other countries, and for them to let us know their travel plans so that consular officers in our embassies and consulates around the world can serve them better."

The site also serves as a first stop for U.S. citizens traveling or living abroad when they need official information during a crisis. For example, during the January earthquake in Haiti, thousands of citizens visited travel.state.gov to obtain information on how to report loved ones missing in Haiti or to check on their status, and for guidance on the evacuation process or other safety and security issues.

[Travel.state.gov](http://travel.state.gov) received over 370 million visits last year and the Department expects even more interest this year. This redesign is just one of many improvements that the Bureau of Consular Affairs will be making to www.travel.state.gov throughout the course of this year.

For press inquiries, please contact the Bureau of Consular Affairs, Office of Policy Coordination and Public Affairs at CAPRESSREQUESTS@state.gov.

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