

EERE Web Site Customer Evaluation

We'd like to know how useful the U.S. Department of Energy's Office of Energy Efficiency and Renewable Energy (EERE) Web site has been for you. You can tell us by answering the 10 questions below. It should take you no more than 5 minutes. All responses will remain anonymous.

Your time and opinion are valuable to us. Thank you for your support.

1. How did you first become aware of the EERE Web site?

(radio buttons plus open field for Other)

- Internet search engine such as Google, Yahoo, and MSN
- Link from another Web site
- Magazine, newspaper, or professional publication
- Personal recommendation
- Other: _____

2. How often do you visit the EERE Web site? (radio buttons)

- This is my first visit
- Daily
- Every few days
- Weekly
- Monthly
- Every few months
- Less than every few months

3. What do you want to accomplish on the EERE Web site?

(Please check all that apply.) (radio buttons plus open field for Other)

- Find general information about energy efficiency technologies
- Find general information about renewable energy technologies
- Find technical information about energy efficiency technologies
- Find technical information about renewable energy technologies
- Stay up-to-date with news and events
- Find information about a Department of Energy program
- Learn about energy policies
- Find financial opportunity information
- Other: _____

4. Did you find what you were looking for on the EERE Web site?

(radio buttons plus open field for Other)

- Yes
- No
- Partially
Please explain: _____

If this is your first visit to the EERE Web site, please skip to Question 8.

5. How do you most often find information on the EERE Web site?

(radio buttons plus open field for Other)

- EERE search engine
- External search engine such as Google, Yahoo, or MSN
- Browse
- Subject index
- Other: _____

6. Overall, how satisfied are you with the following aspects of the EERE Web site, using a scale from 1 to 7, with 1 = very dissatisfied; 4 = neutral; and 7 = very satisfied?

(In table format with radio buttons)

- a. Ease of finding specific information
- b. Effectiveness of the EERE search engine
- c. Ease of using/downloading Adobe portable document format (PDF) files
- d. Timeliness of data (is it current?)
- e. Accuracy of the site's content
- f. Comprehensiveness of the site's content
- g. Overall satisfaction with the site

7. Has your use of the EERE Web site led to actions that saved energy or increased the use of renewable energy technologies? (radio buttons plus open field for Yes)

- Yes
Please explain: _____
- No
- Don't Know
- Not Applicable

8. What other Web sites do you use in addition to EERE to find energy-related information? (open field)

9. Which of these groups best describes your affiliation/organization? (radio buttons plus open field for Other)

- Commercial - large business
- Commercial - small business
- Consultant
- Consumer/Private Citizen
- Educator
- Federal Government
- Media
- National Laboratory
- Not-for-Profit Organization
- State/Local Government
- Student
- Utility
- Other: _____

10. What are your areas of interest in energy efficiency and renewable energy? (Check as many as apply.) (radio buttons with open field for Other)

- Biomass energy
- Buildings
- Distributed energy
- Geothermal energy
- Hydrogen/fuel cells
- Hydropower
- Industry
- Ocean energy
- Solar energy
- Vehicles and fuels
- Wind energy
- Other: _____