

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. Which of these groups best describes your affiliation/organization?

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

2. What are your areas of interest in energy efficiency and renewable energy? (Check as many as apply.)

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

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

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

4. How often do you visit the EERE Web site?

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

5. Why do you visit the EERE Web site?

(Please check all that apply.)

- To find general information about energy efficiency technologies
- To find general information about renewable energy technologies
- To find technical information about energy efficiency technologies
- To find technical information about renewable energy technologies
- To stay up-to-date with news and events
- To Find information about a Department of Energy program
- To learn about energy policies
- To find information on financial opportunities
- Other: _____

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

- Yes
 - No
 - Partially
- Please explain: _____

If this is your first visit to the EERE Web site, please skip to Question 11.

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

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

9. 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?

	1	2	3	4	5	6	7	Not Applicable
a. Ease of finding specific information	0	0	0	0	0	0	0	0
b. Effectiveness of the EERE search engine	0	0	0	0	0	0	0	0
c. Ease of using and downloading PDF files	0	0	0	0	0	0	0	0
d. How up to date the site is	0	0	0	0	0	0	0	0
e. How accurate the site is	0	0	0	0	0	0	0	0
f. How comprehensiveness the site is	0	0	0	0	0	0	0	0
g. Overall satisfaction with the site	0	0	0	0	0	0	0	0

10. Has your use of the EERE Web site led to actions that saved energy or increased the use of renewable energy technologies?

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

11. What other Web sites do you use in addition to EERE to find energy-related information?