

DOE Building Energy Codes Program Online User Survey

The following plan outlines the purpose and proposed questions for a user survey on the Building Energy Codes Program website.

Purpose

- The purpose of an online survey for the Building Energy Codes Program is to understand:
- Who is coming to the BECP Web site: their role in the industry and distribution
 - What content or information visitors typically seek/the purpose for the Web site visits
 - How well the current Web site meets the needs of our target audiences
 - The quality of visitors' overall experience with the Web site

Survey Introduction

Thank you for visiting the U.S. Department of Energy's Building Energy Codes Program website. In an effort to improve the website and find out more about the needs of our site's visitors, we are asking for your feedback. This survey should take approximately 1-2 minutes to complete.

Thank you for your participation!

Survey Questions

1. Which of following best describes your role in the building industry?

- Architect
- Builder
- Codes Advocate
- Code Official
 - o State
 - Please choose your state {DROPDOWN LIST OF STATES}
 - o Local
 - Please list your state and jurisdiction {TEXT BOX}
- Consultant
 - o What type of consulting do you do? {TEXT BOX}
- Designer
- Engineer
- Manufacturer
- Member of the media/press
- Policy Maker
 - o Federal
 - o State
 - Please choose your state {DROPDOWN LIST OF STATES}
 - o Local
 - Please list your state and jurisdiction {TEXT BOX}
- Private Citizen
- Student
- Other
 - o Please specify {TEXT BOX}

2. What information do you typically look for on the Building Energy Codes website? {TEXT BOX}

3. Are you generally able to find the information you're looking for on the Building Energy Codes website?

- Yes
- Some of it
- No

4. How much time does it typically take you to find an answer?

- Less than I would expect
- About what I would expect
- More than I would expect
- I often give up without finding an answer

5. Please choose any three of the phrases below that BEST describe your experience using the Building Energy Codes website:

Usability

- Fast to do things
- Slow to do things
- Understandable menus and links
- Confusing menus and links
- Helpful search results
- Poor search results
- Easy to contact a person
- Hard to contact a person

Content

- Uses language that is easy to understand
- Full of jargon/government-speak
- Complete information
- Incomplete information
- Up-to-date information
- Out-of-date information
- Accurate information
- Inaccurate information
- Gives me the facts/is transparent
- Misleading/not transparent

Appearance

- Looks attractive/appealing
- Looks unattractive/unappealing
- Simple layout/easy to read
- Cluttered layout/hard to read

6. How likely are you to {SCALE FROM 1 - NOT AT ALL TO 10 VERY LIKELY}

- Use this site as your primary resource for information about building energy codes
- Recommend this website to a friend or colleague

7. How did you first learn of our website? Select all that apply.

- Google or other search engine
- Another website
 - Name of site or URL: {TEXT BOX}
- Recommended by a friend/colleague
- Building Energy Codes program printed materials (flyers, reports, etc.)
- Building Energy Codes e-mail
- Training event
- Other

- o Please specify {TEXT BOX}

8. How often do you visit the Building Energy Codes website?

- Daily
- Weekly
- Monthly
- Yearly
- This is my first time

9. How can the Building Energy Codes website better meet your needs? (please be specific) {TEXT BOX}

10. May we contact you for additional feedback on the Building Energy Codes website?

- Yes

Contact Information:

- Name:
- E-mail:
- Phone Number:
- Company:

- No

1.
2. *

Survey Conclusion

Thank you for your participation!

Thank you for taking time to help us improve the DOE Building Energy Codes Program website. Your responses will remain confidential. No information about you will be sold or provided to any other company whatsoever, nor will you receive unsolicited e-mails because of your participation in this survey.

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