

# Annual Customer Satisfaction survey questions

**(1) Which category best describes you or your organization?**

*(Choose one of the following)*

- a. Government (Federal, state, local, Congress)
- b. Business/Industry → *(follow-on question) Please specify:*  
*(Choose one of the following)*
  - a. Energy
  - b. Non-energy
- c. Research/Consulting
- d. Media
- e. Finance (banking, investment)
- f. Teacher/Professor
- g. Student → *(follow-on question) Age*
- h. Private citizen
- i. Other → *(follow-on question) Please specify:*

*~~~Answer is open-ended~~~*

**(2) Do you live in the United States?**

*(Choose one of the following)*

- a) Yes
- b) No

**(3) How often do you visit EIA's site?**

*(Choose one of the following)*

- a. Daily
- b. Weekly
- c. Monthly
- d. Less than once a month
- e. First-time visitor → *(follow-on question) How likely are you to come back?*

*(Choose one of the following)*

- a. Very likely
- b. Somewhat likely
- c. Not very likely
- d. I won't come back
- e. I'm not sure

**(4) How satisfied are you with the quality of information on EIA's site?**

*(Choose one of the following)*

**1 - 10 Scale**

→ *(follow-on question for 1 - 4) Why were you not satisfied?*

**(5) What task were you doing when you visited EIA's site today?**

*(Choose all that apply)*

- a. Writing a report or article
- b. Researching a topic
- c. Looking for information for a personal investment or purchase
- d. Looking for information for a business investment or purchase
- e. Doing homework
- f. Preparing a classroom lesson
- g. Educating myself about energy
- h. Just browsing
- i. Other → (follow-on) Please specify:  
~~~Answer is open-ended~~~

**(6) What information were you looking for?**

~~~Answer is open-ended~~~

**(7) Did you find the information you were looking for?**

*(Choose one of the following)*

- a. **Yes, easily** → (follow-on question) *Was the level of detail ok for you?*  
*(Choose one of the following)*
  - 1. Yes, just right
  - 2. Not detailed enough
  - 3. Too detailed
  - 4. Varied by topic
  - 5. Not sure
- b. **Yes, but it took some effort** → (follow-on question) *Was the level of detail ok for you?*  
*(Choose one of the following)*
  - 1. Yes, just right
  - 2. Not detailed enough
  - 3. Too detailed
  - 4. Varied by topic
  - 5. Not sure
- c. **Only part of it** → (follow-on question) *OK, you didn't find the information you needed on our site. Might you call or email EIA for help?*  
*(Choose one of the following)*
  - 1. Yes
  - 2. No
  - 3. Not sure
- d. **No** → (follow-on question) *OK, you didn't find the information you needed on our site. Might you call or email EIA for help?*  
*(Choose one of the following)*
  - 1. Yes

2. No
3. Not sure

**e. I was just browsing**

**(8) How do you perceive EIA?**

*(Choose all that apply)*

- a. Biased
- b. Boring
- c. Brief
- d. Customer-focused
- e. Expert
- f. Informative
- g. Innovative
- h. Long-winded
- i. Non-responsive
- j. Objective
- k. Old-fashioned
- l. Out-of-date
- m. Policy-neutral
- n. Thorough
- o. Timely
- p. Too technical
- q. Uninformed
- r. Other → *(follow-on) Please specify:*  
~~~Answer is open-ended~~~

**(9) \*\* Do you access EIA information through social media?**

*(pick all that apply)*

- a. I follow EIA on Twitter
- b. I'm on Twitter but didn't know you were
- c. I like EIA on Facebook
- d. I'm on Facebook but didn't know you were
- e. I've seen EIA videos on YouTube
- f. I didn't know you were on YouTube
- g. I don't prefer to access EIA information through social media
- h. I don't use social media
- i. Other ~~~Answer is open-ended~~~

**(10) \*\*Do you know which gasoline stations sell gasoline made from imported oil?**

- a. Yes, I know which gasoline stations use imported oil.
- b. No, it's not possible to know which gasoline stations use imported oil. →  
*(follow-on question) It's not possible to know because...*  
*(pick all that apply)*

1. At a local station, a company may sell gasoline that was not produced by its own refineries.
  2. The source of the crude oil used at a company's refinery can vary daily. Many refiners use a mix of crude oils from domestic and foreign sources based on the oils' cost and availability.
  3. Gasoline from different refineries, owned by different companies, is often combined for shipment by pipeline. Many companies may purchase gasoline at the same bulk terminal.
  4. I don't know
- c. I don't know
- d. Comments *~~~Answer is open-ended~~~*

**(11) Anything else you want to tell us?**

*~~~Answer is open-ended~~~*