

## 2013 EIA Web Customer Survey

### Question 1. How often do you visit EIA's site?

~~~A list of choices will be provided~~~

### Question 2. How satisfied are you with the quality of the information on EIA's site?

~~~Scale of 1-10, 1 being least satisfied and 10 being most satisfied~~~

(If they rate the quality 4 or below, meaning they are not satisfied, we ask a follow-up question "Why are you not satisfied?")

### Question 3. Which category best describes you or your organization?

~~~A list of choices will be provided~~~

### Question 4. Do you live in the United States?

- Yes  
 No

### Question 5. What task were you doing when you visited EIA's site today?

~~~A list of choices will be provided~~~

### Question 6. What information were you looking for?

~~~Answer is open-ended~~~

### Question 7. Did you find the information you were looking for?

(If they said they did find the information they needed, a follow-up question asks if the level of detail was ok for them. If they did not find the information, a follow-up question asks if they considered calling or emailing EIA for help.)

### Question 8. What adjectives would you use to describe EIA?

~~~A List of adjectives used in previous surveys will be provided~~~

**Question 9. Have you accessed EIA’s website from a mobile device?**

(If they check either mobile option, ask a follow-up question: Were you able to accomplish your task on the mobile device?)

- Smart phone
- Tablet (such as an iPad)
- No, I don’t use EIA’s website on mobile devices

**Question 10. Do you access EIA information through social media? (Check all that apply)**

- |  |   |
|--|---|
| <input type="checkbox"/> I follow EIA on Twitter                                       | <input type="checkbox"/> I’m on Twitter but didn’t know you were  |
| <input type="checkbox"/> I like EIA on Facebook  | <input type="checkbox"/> I’m on Facebook but didn’t know you were |
| <input type="checkbox"/> I’ve seen EIA videos on YouTube                               | <input type="checkbox"/> I didn’t know you were on YouTube        |
| <input type="checkbox"/> I don’t prefer to access EIA information through social media | <input type="checkbox"/> I don’t use social media                 |

Other (please specify):

**Question 11. Texas is the #1 oil-producing state. What state is the #2 oil producer?**

*(After they select an answer, the correct answer will appear on the screen.)*

- Alaska
- California
- North Dakota
- Oklahoma
- Louisiana
- I really don’t know

**Question 12. Anything else you want to tell us?**

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