**OMB No. 1901-0302**

**Expiration Date: XX/XX/XXXX**

**Burden: 4.0 Minutes**

**2015 EIA Web Customer Survey**

**Question 1. How often do you visit EIA’s website?**

* Daily
* Weekly
* Monthly
* Less than once a month
* First-time visitor

**Question 2. How satisfied are you with the quality of the information on EIA’s website?**

*~~~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?**

* Government (Federal, state, local, Congress)
* Business/Industry
  + *Please specify:  
    (Choose one of the following)* 
    - *Energy*
    - *Non-energy*
* Research/Consulting
* Media
* Finance (banking, investment)
* Teacher/Professor
* Student
* Trade Association/Nonprofit
* Library
* Private citizen
* Other

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

http://www.surveymonkey.com/i/t.gifYes

http://www.surveymonkey.com/i/t.gifNo

**Question 5. What task were you doing when you visited EIA’s website today?**

* Writing a report or article
* Researching a topic
* Purchasing fuel
* Making a business decision
* Making an investment decision
* Making a forecast about energy
* Doing homework/preparing a classroom lesson
* Briefing a decision-maker or legislator
* Educating myself about energy
* Getting weekly gasoline and diesel prices
* Just browsing
* Other

*Please specify  
~~~Answer is open-ended~~~*

**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 didn’t 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?**

* Biased
* Boring
* Brief
* Customer-focused
* Expert
* Informative
* Innovative
* Long-winded
* Non-responsive
* Objective
* Old-fashioned
* Out-of-date
* Policy-neutral
* Thorough
* Timely
* Too technical
* Uninformed
* Other

*Please specify:  
~~~Answer is open-ended~~~*

**Question 9. Given our limited resources, what web improvement would you most like to see EIA pursue:**

*One choice (radio button):*

* Enable the data tools to use the full screen width for desktops
* Make the website responsive for mobile devices
* *Follow-up (check boxes – for all that apply):*  For (1) Smart phone (2) Tablet (such as an the iPad, Galaxy Tab, Surface)
* Create a comprehensive query tool for petroleum data
* Create a comprehensive query tools for natural gas data
* Enhance the Application Programming Interface
* Enhance the usability of EIA’s existing data tools
* Create interactive feature for specific topics (e.g., winter heating fuel, nuclear capacity outages)
* No opinion
* Satisfied with current website

|  |
| --- |
| Other suggestion: |

*Follow-up question*

Have you accessed EIA's website from a mobile device?  *Check boxes—for all that apply*

* Smart phone Y/N

IF YES – then follow up with

* Could you accomplish what you wanted to do? Y/N
* Tablet (such as an the iPad, Galaxy Tab, Surface)  Y/N
* Same follow-ups as above
* 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)*

|  |  |
| --- | --- |
| http://www.surveymonkey.com/i/t.gif I follow EIA on Twitter  http://www.surveymonkey.com/i/t.gif I like EIA on Facebook  http://www.surveymonkey.com/i/t.gif I’ve seen EIA videos on YouTube  http://www.surveymonkey.com/i/t.gif I like EIA on Flickr  I don’t prefer to access EIA information through social media | http://www.surveymonkey.com/i/t.gif I’m on Twitter but didn’t know you were  http://www.surveymonkey.com/i/t.gif I’m on Facebook but didn’t know you were  http://www.surveymonkey.com/i/t.gif I didn’t know you were on YouTube  http://www.surveymonkey.com/i/t.gif I didn’t know you were on Flickr  http://www.surveymonkey.com/i/t.gif I don’t use social media |
| Other (please specify): | |

**Question 11. How much oil consumed by the United States came from foreign sources in 2014?**

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

54%

39%

27%

15%

I really don’t know

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

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