

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
  - o 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?

- Yes
- No

### 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- Out-of-date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)

- | | |
|--|---|
| <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 like EIA on Flickr | <input type="checkbox"/> I didn’t know you were on Flickr |
| <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. 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~~~