

2016 EIA Web Customer Survey

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

(Choose one of the following)

- A. Daily
- B. Weekly
- C. Monthly
- D. Less than once a month
- E. First-time visitor

(follow-up 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'm not sure
- e. I won't come back

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 open-ended question "Why are you not satisfied?")

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

(Choose one of the following)

- a. Government (federal, state, local, Congress)
- b. Business/Industry
  - o Please specify:
    - (Choose one of the following)
    - Energy
    - Nonenergy
- c. Research/Consulting
- d. Media
- e. Finance (banking, investment)
- f. Teacher/Professor
- g. Student
- h. Trade Association/Nonprofit
- i. Library
- j. Private citizen
- k. Other (Please specify: ~~~Answer is open-ended)

**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?**

*(Choose one of the following)*

- a. Writing a report or article
- b. Researching a topic
- c. Purchasing fuel
- d. Making a business decision
- e. Making an investment decision
- f. Making a forecast about energy
- g. Doing homework/preparing a classroom lesson
- h. Briefing a decision-maker or legislator
- i. Educating myself about energy
- j. Getting weekly gasoline and diesel prices
- k. Just browsing
- l. Other *Please specify ~~~Answer is open-ended~~~*

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

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

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

*(Choose one of the following)*

- A. Yes, easily  *(follow-up question)* Was the level of detail OK?  
*(Choose one of the following)*
  - a. Yes, just right
  - b. Varied by topic
  - c. Not detailed enough
  - d. Too detailed
  - e. Not sure
- B. Yes, but it took some effort  *(follow-up question)* Was the level of detail OK?  
*(Choose one of the following)*
  - a. Yes, just right
  - b. Varied by topic
  - c. Not detailed enough
  - d. Too detailed
  - e. Not sure
- C. Only part of it  *(follow-up question)* Was the level of detail OK?  
*(Choose one of the following)*
  - a. Yes, just right
  - b. Varied by topic
  - c. Not detailed enough
  - d. Too detailed
  - e. Not sure

- D. No  (follow-up question) Did you consider contacting EIA for help?  
(Choose one of the following)
- a. Yes
  - b. No
  - c. Not sure

E. I was just browsing

**Question 8. How do you perceive EIA?**

(Choose one of the following)

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

**Question 9. Have you used our data browsers/tools?**

(Choose one of the following – A, B or C)

A. Yes  (follow-up question)

(Choose all that apply)

1. Annual Energy Outlook Data Browser  (follow-up question) How useful did you find them?

(Choose one of the following)

- a. Very useful
- b. Somewhat useful
- c. Interesting, but not relevant to my work
- d. Not useful
- e. Other comment(s) about browser/tool? (*Please specify: ~ ~Answer is open-ended*)

2. Coal Data Browser  (follow-up question) How useful did you find them?

(Choose one of the following)

- a. Very useful
- b. Somewhat useful
- c. Interesting, but not relevant to my work
- d. Not useful

- e. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*
3. Crude Oil Imports Tracking Tool  (follow-up question) How useful did you find them?  
*(Choose one of the following)*
- a. Very useful
  - a. Somewhat useful
  - b. Interesting, but not relevant to my work
  - c. Not useful
  - d. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*
4. Electric Data Browser  (follow-up question) How useful did you find them?  
*(Choose one of the following)*
- a. Very useful
  - b. Somewhat useful
  - c. Interesting, but not relevant to my work
  - d. Not useful
  - e. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*
5. Short-Term Energy Outlook Data Browser  (follow-up question) How useful did you find them?  
*(Choose one of the following)*
- a. Very useful
  - b. Somewhat useful
  - c. Interesting, but not relevant to my work
  - d. Not useful
  - e. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*
6. International Energy Data Browser  (follow-up question) How useful did you find them?  
*(Choose one of the following)*
- a. Very useful
  - b. Somewhat useful
  - c. Interesting, but not relevant to my work
  - d. Not useful
  - e. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*
7. Total Energy Data Browser  (follow-up question) How useful did you find them?  
*(Choose one of the following)*
- a. Very useful
  - b. Somewhat useful
  - c. Interesting, but not relevant to my work
  - d. Not useful
  - e. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*
- B. No  (follow-up question) Why not?  
*(Choose one of the following)*
- a. I don't need them for my work
  - b. They scared me
  - c. I didn't know about them

d. Other comments about browsers/tools (*Please specify: ~ ~Answer is open-ended*)

C. I don't know (*Please specify: ~ ~Answer is open-ended*)

**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 EIA was  |
| <input type="checkbox"/> I like EIA on Facebook                                        | <input type="checkbox"/> I'm on Facebook but didn't know EIA was |
| <input type="checkbox"/> I follow EIA on LinkedIn                                      | <input type="checkbox"/> I'm on LinkedIn but didn't know EIA was |
| <input type="checkbox"/> I've seen EIA videos on YouTube                               | <input type="checkbox"/> I didn't know EIA was on YouTube        |
| <input type="checkbox"/> I follow EIA on Flickr                                        | <input type="checkbox"/> I didn't know EIA was 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*) ~ ~Answer is open-ended)

**Question 11. Consumption of which energy source was responsible for the most energy-related emissions of carbon dioxide (CO<sub>2</sub>) in the United States in 2015?**

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

- Biomass
- Coal
- Natural gas
- Petroleum

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

~~~Answer is open-ended~~~