**OMB No. 1905-0210**

**Expiration Date: 12/31/2019**

**Burden: 5.0 Minutes**

**2017 EIA Web Customer Survey**

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

*(choose one of the following)*

1. Daily
2. Weekly
3. Monthly
4. Less than once a month
5. First-time visitor

 (follow-up question) How likely are you to come back?  
*(choose one of the following)*

* 1. Very likely
  2. Somewhat likely
  3. Not very likely
  4. I'm not sure
  5. I won't come back

**Question 2. Which category best describes you or your organization?**

*(choose one of the following)*

1. Government (federal, state, local, Congress)
2. Business/Industry
   * *Please specify:  
     (choose one of the following)* 
     + Energy
     + Nonenergy
3. Research/Consulting
4. Media
5. Finance (banking, investment)
6. Teacher/Professor
7. Student
8. Trade Association/Nonprofit
9. Library
10. Private citizen
11. Other (*Please specify*: ~~~*Answer is open-ended*)

**Question 3. Do you live in the United States?**

*(choose one of the following)*

1. Yes
2. No

**Question 4. 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 5. What task were you doing when you visited EIA’s website today?**

*(choose one of the following)*

1. Writing a report or article
2. Researching a topic
3. Purchasing fuel
4. Making a business decision
5. Making an investment decision
6. Making a forecast about energy
7. Doing homework/preparing a classroom lesson
8. Briefing a decision-maker or legislator
9. Educating myself about energy
10. Getting weekly gasoline and diesel prices
11. Just browsing
12. 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)*

1. Yes, easily  (follow-up question) Was the level of detail OK?

*(choose one of the following)*

1. Yes, just right
2. Varied by topic
3. Not detailed enough
4. Too detailed
5. Not sure
6. Yes, but it took some effort  (follow-up question) Was the level of detail OK?

*(choose one of the following)*

1. Yes, just right
2. Varied by topic
3. Not detailed enough
4. Too detailed
5. Not sure
6. Only part of it  (follow-up question) Was the level of detail OK?

*( choose one of the following)*

1. Yes, just right
2. Varied by topic
3. Not detailed enough
4. Too detailed
5. Not sure

No.  (follow-up question) What couldn’t you find? *Please specify ~~~Answer is open-ended~~~*

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

*(choose one of the following)*

1. Biased
2. Boring
3. Brief
4. Customer-focused
5. Expert
6. Informative
7. Innovative
8. Long-winded
9. Non-responsive
10. Objective
11. Old-fashioned
12. Out-of-date
13. Policy-neutral
14. Thorough
15. Timely
16. Too technical
17. Uninformed
18. Other *Please specify ~~~Answer is open-ended~~*

**Question 9. The largest share of U.S. imported oil in 2016 comes from …?**

(choose one of the following)

* 1. Saudi Arabia
  2. Russia
  3. Canada
  4. Venezuela
  5. Mexico
  6. Iraq
  7. I just don’t know

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

Question 10. Anything else you want to tell us?

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