

## 2017 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. 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 3. Do you live in the United States?

*(choose one of the following)*

- A. Yes
- B. 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)

- 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

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)*

- 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. The largest share of U.S. imported oil in 2016 comes from ...?**

*(choose one of the following)*

- A. Saudi Arabia
- B. Russia
- C. Canada
- D. Venezuela
- E. Mexico
- F. Iraq
- G. 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~~~*