

2018 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 likely
- d. I won't come back
- e. I'm not sure

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

(choose one of the following)

A. Government

Please specify:

(choose one of the following)

- federal
- state
- local
- Congress
- international

B. Business/Industry

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 is very dissatisfied and 10 is very 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. Viewing weekly, monthly or other energy market report(s)
- B. Writing a report or article
- C. Researching a topic
- D. Purchasing fuel
- E. Making a business decision
- F. Making an investment decision
- G. Making a forecast about energy
- H. Doing homework/preparing a classroom lesson
- I. Briefing a decision maker or legislator
- J. Educating myself about energy
- K. Need to answer a question about energy
- L. Just browsing
- M. 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) What couldn't you find? *Please specify ~~~Answer is open-ended~~~*
- E. I was just browsing

Question 8. How do you perceive EIA?

(choose all that apply)

- A. Accurate
- B. Biased
- C. Relevant
- D. Customer-focused
- E. Expert
- F. Informative
- G. Innovative
- H. Not current
- I. Not relevant
- J. Objective
- K. Out-of-date
- L. Policy-neutral
- M. Thorough
- N. Timely
- O. Too technical
- P. Transparent
- Q. Uninformed
- R. Other *Please specify ~~~Answer is open-ended~~~*

Question 9. How would you rate your level of energy knowledge/expertise?

(choose one of the following)

- A. Novice
- B. Intermediate
- C. Expert

Question 10. Anything else you want to tell us?

~~~Answer is open-ended~~~