

2019 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, annual or other energy market reports
- B. Checking diesel fuel prices to calculate fuel surcharges
- C. Researching a topic
- D. Writing a report, article or presentation
- E. Making a business decision
- F. Educating myself about energy
- G. Making an investment decision
- H. Developing an energy forecast
- I. Doing homework/preparing a classroom lesson
- J. Briefing a decision maker or legislator
- K. Answering a question about energy
- L. Browsing the website
- M. Other *Please specify ~~~Answer is open-ended~~~*

Question 6. What information were you looking for?

Please be specific. ~~~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. Yes, but only some of the information (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 would you describe EIA's data and information products?

(choose all that apply)

- A. Accurate
- B. Relevant (information meet my needs)
- C. Expert
- D. Informative
- E. Objective (policy-neutral, unbiased)
- F. Thorough (detailed, covers topic in-depth)
- G. Timely (punctual, information is available by the release date posted)
- H. Transparent (data sources and methodologies are available)
- I. 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~~~