# CE Stakeholder Survey, 2021

Thank you for helping the U.S. Bureau of Labor Statistics (BLS) collect critical feedback regarding the Consumer Expenditure Surveys (CE) program.

The CE program provides data on expenditures, income, and demographic characteristics of consumers in the United States. Your responses to this survey will help us improve our existing services.

Even if you are not a frequent user of CE products, any feedback you can provide would be appreciated. Your participation in this survey is completely voluntary. We estimate that it will take approximately 25 minutes to complete. We are collecting this information under OMB Number 1225-0088. Without this currently approved number, BLS could not conduct this survey.  (Expiration date: January 31, 2024.)

The survey questions are based on broad user experience and responses will be aggregated for analysis.

If you have any questions about this survey, please e-mail [CEXINFO@bls.gov](mailto:https://data.bls.gov/cgi-bin/forms/cex?/cex/csxcont.htm) or call 202-691-7006.

**Click *Next* below to begin the survey.**

This survey is being administered by SurveyMonkey.com and resides on a server outside of the BLS domain. BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response.

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1. Have you ever used Consumer Expenditure Surveys (CE) data products?

* Yes
* No
* Don’t know

1. Have you ever visited the CE website (<https://www.bls.gov/cex/>)?

* Yes
* No
* Don't know

1. How familiar are you with CE data?

|  |  |  |  |
| --- | --- | --- | --- |
| Very unfamiliar | Unfamiliar | Familiar | Very unfamiliar |
|  |  |  |  |

1. For what purpose do you use CE data? (Check all that apply)

* Educational uses
* Economic research/analysis
* Financial research/analysis
* Personal interest
* Policy research/analysis
* Other – please specify:\_\_\_\_\_\_\_\_\_\_\_

1. Which CE products do you use most often ?

* Tables
* Public Use Microdata
* LABSTAT (BLS Labor Statistics)
* Research articles
* News releases/reports
* Other - please specify:

1. How useful are CE data to you?

* Not at all useful
* Slightly useful
* Moderately useful
* Very useful
* Extremely useful

1. Please describe why CE data are useful to you or not in the box below:
2. How did you first learn about CE data products? (Check all that apply)

* Blog
* Conference
* Coworker or colleague
* Internet search
* Media or press
* Research paper
* Teacher or professor
* Do not recall
* Other – please specify:

1. How long have you used CE data?

* Less than 1 year
* 1-5 years
* 6-10 years
* 10+ years
* Don’t know

1. Please rate your level of agreement with each of the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Disagree** | **Disagree** | **Neither agree nor disagree** | **Agree** | **Strongly Agree** | **No basis to decide** |
| I understand what data the CE collects |  |  |  |  |  |  |
| CE data are of high quality |  |  |  |  |  |  |
| I believe that the CE methodology measures expenditure change as accurately as possible |  |  |  |  |  |  |
| I can find the data that I need (tables, LABSTAT, microdata) |  |  |  |  |  |  |
| I know how to get help if I have questions about CE data |  |  |  |  |  |  |

Please describe in the box below why you selected disagree or strongly disagree to the statements in the previous question.

|  |
| --- |
|  |

1. Have you used any of the following types of CE tables in the past 12 months?

|  | **Yes** | **No** | **Don’t know** |
| --- | --- | --- | --- |
| Calendar Year Tables |  |  |  |
| MidyearTables |  |  |  |
| Multi-Year Tables |  |  |  |
| Cross-Tabulated Tables |  |  |  |
| Metropolitan Statistical Areas Tables |  |  |  |
| Region, Census Division, or Population Area Tables |  |  |  |

(Only items with a “yes” response in the preceding table will be listed in the next table). How often have you used each of the following types of CE tables in the past 12 months?

|  | **Never** | **1-5 times** | **6-12 times** | **More than 12 times** |
| --- | --- | --- | --- | --- |
| Annual Calendar Year Tables |  |  |  |  |
| MidyearTables |  |  |  |  |
| Multi-Year Tables |  |  |  |  |
| Cross-Tabulated Tables |  |  |  |  |
| Metropolitan Statistical Areas Tables |  |  |  |  |
| Region, Census Division, or Population Area Tables |  |  |  |  |

1. CE tables are available in Excel, PDF, and HTML format. Please rank your format preference below (1-most preferred format to 3-least preferred format) .

* Excel
* PDF
* HTML

1. What changes, if any, should be made to the tables the CE program provides? (Check all that apply)

* Add additional types of cross-tab tables (please provide specifics below)
* Reduce the set of tables to only the most important (please describe the items you think we should continue to produce)
* Add more geographic tables
* Keep the current set as is
* No opinion
* Other specify:

1. How useful are each of the following source for obtaining CE data?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Not at all useful** | **Slightly useful** | **Moderately useful** | **Very useful** | **Extremely useful** | **Do not use/**  **Not familiar with this** |
| CE Microdata |  |  |  |  |  |  |
| News releases |  |  |  |  |  |  |
| Midyear tables |  |  |  |  |  |  |
| Annual tables |  |  |  |  |  |  |
| Research articles/reports |  |  |  |  |  |  |
| BLS staff response to CE information inquiries |  |  |  |  |  |  |
| One-screen search (tool on BLS website that uses a pop-up data browser - CE LABSTAT) |  |  |  |  |  |  |
| Multi-screen search (tool on BLS website that uses multiple search screens - CE LABSTAT) |  |  |  |  |  |  |

1. Please indicate how satisfied you are with the following CE data products.

|  | **Not at all satisfied** | **Slightly Satisfied** | **Moderately**  **satisfied** | **Very satisfied** | **Extremely satisfied** | **Do not use** |
| --- | --- | --- | --- | --- | --- | --- |
| Technical information (for example, CE Handbook of Methods) |  |  |  |  |  |  |
| LABSTAT database |  |  |  |  |  |  |
| CE FAQs (frequently asked questions and answers) |  |  |  |  |  |  |
| CE glossary (definitions of terms in CE data products) |  |  |  |  |  |  |
| Research products page |  |  |  |  |  |  |
| Annual (calendar year, midyear) tables |  |  |  |  |  |  |
| Data comparisons |  |  |  |  |  |  |
| Publications and reports |  |  |  |  |  |  |
| Microdata |  |  |  |  |  |  |
| Other – please specify:  \_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |

1. Based on your experience, please rate your level of agreement with the following statements.

|  | **Strongly Disagree** | **Disgree** | **Neither agree nor disagree** | **Agree** | **Strongly Agree** | **No basis to decide** |
| --- | --- | --- | --- | --- | --- | --- |
| The news release provides useful information |  |  |  |  |  |  |
| The news release is easy to understand |  |  |  |  |  |  |
| The news release contains the right amount of data |  |  |  |  |  |  |
| The news release contains the right amount of charts and tables |  |  |  |  |  |  |

What additional analysis would you like to see in the news release?

1. We periodically update the CE website based on user feedback. Please rate your level of agreement with the following statements about the CE website.

|  | **Strongly Disagree** | **Disagree** | **Neither agree nor disagree** | **Agree** | **Strongly Agree** | **Not familiar with website** |
| --- | --- | --- | --- | --- | --- | --- |
| The CE news release is easy to find |  |  |  |  |  |  |
| CE data are easy to find |  |  |  |  |  |  |
| Information on CE Methodology (Handbook of methods) is easy to find |  |  |  |  |  |  |
| Contact information for CE staff is easy to find |  |  |  |  |  |  |
| I think the website was designed for people like me with my skills and background |  |  |  |  |  |  |

1. Please rate the level of usefulness on the CE Website contents below:

|  | **Not useful** | **Minimally useful** | **Very useful** | **Not familiar with webpage** |
| --- | --- | --- | --- | --- |
| CE Home |  |  |  |  |
| CE Methods |  |  |  |  |
| CE News Releases |  |  |  |  |
| CE Publications |  |  |  |  |
| Midyear tables |  |  |  |  |
| Annual tables |  |  |  |  |
| CE LABSTAT Database |  |  |  |  |
| CE Public Use Microdata |  |  |  |  |
| CE Workshop And Symposium |  |  |  |  |
| CE Geographic Data |  |  |  |  |
| CE Research Products |  |  |  |  |
| CE Library |  |  |  |  |
| CE FAQ |  |  |  |  |
| CE Glossary |  |  |  |  |
| CE Survey Materials |  |  |  |  |
| CE Redesign |  |  |  |  |
| CE Data Quality and Comparisons |  |  |  |  |
| Information for CE Respondents |  |  |  |  |

1. The CE home page provides a list of new announcements and recent releases along with other information. Are you familiar with the CE [announcements and current releases](https://www.bls.gov/cex/home.htm) placed on the CE homepage?( Note: If the respondent response is other than Yes, please skip question 20 and move directly to 21. )

* Yes
* No
* Not sure

1. Please rate your level of agreement with the following statements about the CE announcements and current releases.

|  | **Strongly Disagree** | **Disagree** | **Neither agree nor disagree** | **Agree** | **Strongly Agree** |
| --- | --- | --- | --- | --- | --- |
| They are easy to find |  |  |  |  |  |
| They are updated in a timely fashion |  |  |  |  |  |
| They provide the right amount of details |  |  |  |  |  |

Please provide any additional thoughts or comments about the CE announcements and current releases below.

|  |
| --- |
|  |

1. Have you ever contacted the CE staff with questions about the CE data?

* Yes
* No

1. How satisfied are you with the CE program staff response to your CE inquiries?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Extremely Dissatisfied | Dissatisfied | Neither dissatisfied nor satisfied | Satisfied | Extremely satisfied |
| Contents of response |  |  |  |  |  |
| Timeliness of response |  |  |  |  |  |
| Customer service |  |  |  |  |  |
| Overall satisfaction |  |  |  |  |  |

Please provide any additional comments about your experience with our customer service below.

1. How likely are you to recommend CE products (CE tables, Microdata, LABSTAT, or Publications) to a friend or colleague?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Not at all likely | Not likely | Neutral | More likely | Extremely likely |
| 1 | 2 | 3 | 4 | 5 |

1. Which category best describes the primary organization where you work or study?

* Industry or trade association
* Federal government
* State government
* Local government
* Student at a school/university
* Education professional at a school/university
* Research organization
* Financial institution
* News media
* Nongovernmental organization
* Consulting institution
* Blog
* Private citizen
* Other (please specify)

1. Do you use expenditure data other than from BLS?

* Yes (go to 26)
* No

1. What other sources of expenditure data do you use? (Check all that apply)

* Personal Consumption Expenditures (PCE)
* Current Population Survey (CPS)
* American Community Survey (ACS)
* Panel Study of Income Dynamics (PSID)
* Survey of Consumer Finance (SCF)
* National Health Expenditure Accounts (NHEA)
* Medical Expenditure Panel Survey (MEPS)
* Food and Nutrition Surveys (FNS)
* Other (please specify)

1. Any other comments about the [CE program](https://www.bls.gov/cex/home.htm) or suggestions for new products or improvements to the program are welcome. If you have additional comments please send to [CEXINFO@bls.gov](mailto:CEXINFO@bls.gov) .

Thank you for your time. We appreciate your input.

If you would like to learn more about BLS expenditure data, please visit our [website](https://www.bls.gov/cex/home.htm).

Thank you