Intro

Hello, and thank you for agreeing to participate in this survey. This study is conducted by a team of researchers led by <u>Seth Lewis of the University of Oregon</u>.

This is an online survey for working journalists, editors, managers, directors, and publishers. If those descriptors do not describe you, kindly close this window and do not complete the survey.

You are invited to participate in a survey examining journalists', editors' and managers' beliefs about the role of journalism and how audience metrics fit into those beliefs. Participants will be contributing to critical knowledge about the ways journalists work. Those who express an interest will be sent a copy of the final study, and you are free to contact the investigators below to discuss the study. You must be at least 18 years old to participate.

This form provides you with information about the study. Participation in this study is voluntary and refusal to participate will involve no penalty or loss of benefits to which you are otherwise entitled. Also, you may discontinue participation at any time. There are no anticipated risks to participants and your answers will be kept confidential. Participation is free.

I estimate that it will take about 15 minutes of your time to complete the questionnaire. Upon completion, you may choose to be entered in a drawing for either one **\$500 gift** card or one of **10 \$50 gift cards** to Amazon.com!

If you have any questions or would like us to further inform you about the results of this research, please contact Seth Lewis at sclewis@uoregon.edu or one of the researchers listed below.

This study has been processed by the University of Minnesota Institutional Review board under study number 1610E98104. If you have questions about your rights as a research participant, complaints, concerns, or questions about the research, please contact the Institutional Review Board at (612) 626-5654 or email: irb@umn.edu.

Researchers:

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Statement of Consent:

I have read the above information and have sufficient information to make a decision about participating in this study. By clicking ">>" below, I affirm that I am at least 18 years old, I am a working journalist, and I consent to participate in this study.

Metrics Tools

Google Analytics

In this survey, you will be asked questions about yourself and the news organization you work for. If you work for multiple news organizations, please respond with the news organization you work most closely with in mind.

Does your news organization have a parent company (e.g., Gannett Company, Bain Capital, etc.)?

O No
O Yes

Does your organization use any of the following web analytics tools? (Check all that apply.)

Catalyst
Chartbeat
comScore
CrowdTangle
Facebook Insights

Omniture							
Parse.ly							
☐ Visual Revenue							
Twitter Analytics							
An analytics suite dev	eloned in-ho	USA					
	elopeu III-IIo	use					
Other							
How often do you use the	ne following	ı web an	alytics to	ols in the	course o	f your w	ork?
							Very
	Never 1	2	3	4	5	6	often 7
» Catalyst	0	0	0	0	0	0	0
» Chartbeat	0	0	0	0	0	0	0
» comScore	0	0	0	0	0	0	0
» CrowdTangle	0	0	0	0	0	0	0
» Facebook Insights	0	0	0	0	0	0	0
» Google Analytics	0	0	0	0	0	0	0
» NewsWhip	0	0	0	0	0	0	0
» Omniture	0	0	0	0	0	0	0
» Parse.ly	0	0	0	0	0	0	0
» Visual Revenue	0	0	0	0	0	0	0
» Twitter Analytics	0	0	0	0	0	0	0
» An analytics suite developed in-house	0	0	0	0	0	0	0
» Other	0	0	0	0	0	0	0
Reference Network							

NewsWhip

When you think about the following groups and institutions, how important are they in informing how you think web analytics tools (like Chartbeat) and/or audience metrics (like page views) *should* be used by news organizations?

	Not at all important	2	3	4	5	6	Very important 7	Not Applicable
My superiors in my organization	0	0	0	0	0	0	0	0
People at my level in my organization	0	0	0	0	0	0	0	0
My subordinates in my organization	0	0	0	0	0	0	0	0
My competitors	0	0	0	0	0	0	0	0
My education	0	0	0	0	0	0	0	0
Industry blogs and publications (e.g., Columbia Journalism Review)	0	0	0	0	0	0	0	0
Professional organizations (e.g., Society of Professional Journalists)	0	0	0	0	0	0	0	0
Web analytics companies (e.g., Chartbeat)	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0

What kinds of institutions or people do you think were most important in shaping how you think about web analytics tools and/or audience metrics?	

Methods of Learning

To what extent are each of the following influential to your understanding of how web analytics tools and/or audience metrics *should* be used in journalism? (Below, the

phrase "my network" refers to the groups and institutions that help shape your thinking about web analytics tools and/or audience metrics.)

	Not at all influential	2	3	4	5	6	Very influential 7	Not Applicable
Watching or reading about how people in my network use or talk about analytics and/or metrics	0	0	0	0	0	0	0	0
Observing how people in my network are treated when they use or talk about analytics and/or metrics	0	0	0	0	0	0	0	0
Asking people in my network for advice on how to use or talk about analytics and/or metrics	0	0	0	0	0	0	0	0
Chatting with people in my network about the ways analytics and/or metrics are used or talked about	0	0	0	0	0	0	0	0
Seeing how people in my network respond when I use or talk about analytics and/or metrics	0	0	0	0	0	0	0	0
Being punished or rewarded for the ways I use or talk about analytics and/or metrics by people in my network	0	0	0	0	0	0	0	0

Metrics Training

What training, if any, have you received in the following areas?

	No training 1	2	3	4	5	6	A lot of training 7	Not Applicable
How to access my organization's web analytics tool(s)	0	0	0	0	0	0	0	0
Understanding what different audience metrics represent	0	0	0	0	0	0	O	0
How to determine "success"	0	0	0	0	0	0	0	0

How much formal or informal training have you received from the following sources on how to use web analytics tools or audience metrics?

	No training 1	2	3	4	5	6	A lot of training 7	
Your organization	0	0	0	0	0	0	0	0
Your organization's parent company	0	0	0	0	0	0	0	0
A web analytics company (e.g., Chartbeat)	0	0	0	0	0	0	0	0

Usefulness of Metrics

Do you have a say over any of the following editorial choices? (Check all that apply.)
How prominently stories are displayed (e.g., on the homepage)
Which stories are covered
☐ How stories are covered
☐ How headlines are written
■ How newsroom staff are assigned or deployed
☐ How employee performance is measured
☐ How stories are promoted (e.g., on social media)

How useful are audience metrics (e.g., page views, time on page) for helping you accomplish the following things?								
accomplish the following	Not at all						Very	
	useful 1	2	3	4	5	6	useful 7	
Decide if a fellow journalist or their work was "successful"	0	0	0	0	0	0	0	
Decide how prominently to display stories (e.g., on the homepage)	0	0	0	0	0	0	0	
Decide which stories to cover	0	0	0	0	0	0	0	
Decide how to cover stories	0	0	0	0	0	0	0	
Decide how to write headlines	0	0	0	0	0	0	0	
Decide how staffers are assigned or deployed	0	0	0	0	0	0	0	
Decide how to measure the performance of employees	0	0	0	0	0	0	0	
Decide how to promote a story on social media	0	0	0	0	0	0	0	
What is the single mos	st useful au	dience r	netric for	your day-	to-day wo	ork?		

How useful are the following audience metrics in helping you decide **if a journalist or their work was "successful"**?

	Not useful at all 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics in helping you decide **how prominently** to display stories (e.g., on the homepage)?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics in helping you decide **which stories to cover**?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics in helping you decide **how to cover stories**?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics in helping you decide **how to write headlines**?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics in helping you decide **how newsroom staff are assigned or deployed**?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics in helping you decide **how to measure the performance of employees**?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0
How useful are the story (e.g., on soc		ence me	etrics in h	elping you	ı decide I	now to p	romote a
		ence me	etrics in he	elping you 4	ı decide I	าow to p 6	very useful 7
	Not at all useful						Very useful
story (e.g., on soo	Not at all useful 1		3			6	Very useful

Journalistic Roles

Time-on-Page

How important are each of the following potential functions of journalism to your own work?

	Not at all important	2	3	4	5	6	Very important 7
Monitor and scrutinize business	0	0	0	0	0	0	0
Monitor and scrutinize political leaders	0	0	0	0	0	0	0
Motivate people to participate in political discussion	0	0	0	0	0	0	0

Not at all important	2	3	4	5	6	Very important 7
0	0	0	0	0	0	0
Not at all important 1	2	3	4	5	6	Very important 7
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
	important 1 O Not at all important 1 O O	important 1 2 O O Not at all important 1 2 O O O O	important 1 2 3 O O O Not at all important 1 2 3 O O O O O O	important 1 2 3 4 O O O O Not at all important 1 2 3 4 O O O O O O O O	important 1 2 3 4 5 O O O O O Not at all important 1 2 3 4 5 O O O O O O O O O O O O O O O O O O O O	important 1 2 3 4 5 6 O O O O O O Not at all important 1 2 3 4 5 6 O O O O O O O O O O O O O O O O O O O O O O O O O O O O

How useful are audience metrics to your ability to do the following things? Not at all

	Not at all useful 1	2	3	4	5	6	Very useful 7
Monitor and scrutinize business	0	0	0	0	0	0	0
Monitor and scrutinize political leaders	0	0	0	0	0	0	0
Motivate people to participate in political discussion	0	0	0	0	0	0	0
Provide advice, orientation, and direction for daily life	0	0	0	0	0	0	0
	Not at all useful 1	2	3	4	5	6	Very useful 7
Provide content that makes audiences feel good	0	0	0	0	0	0	0

	Not at all useful 1	2	3	4	5	6	Very useful 7
Provide entertainment and relaxation	0	0	0	0	0	0	0
Provide information people need to make political decisions	0	0	0	0	0	0	0
Provide the kind of news that attracts the largest audience	0	0	0	0	0	0	0

How useful are the following audience metrics to your ability to **monitor and scrutinize business**?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics to your ability to **monitor and scrutinize political leaders**?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics to your ability to **motivate people to** participate in political discussion?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics to your ability to **provide advice**, **orientation**, and **direction for daily life**?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics to your ability to **provide entertainment** and relaxation?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0

How useful are the following audience metrics to your ability to **provide information people need to make political decisions**?

	Not at all useful 1	2	3	4	5	6	Very useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0
	6 - II						
How useful are the to news that attracts	_		-	our ability	to provi	de the Ki	nd of
	Not at all						Very
	useful 1	2	3	4	5	6	useful 7
New/Returning Visitors	0	0	0	0	0	0	0
Page Views	0	0	0	0	0	0	0
Social Sharing	0	0	0	0	0	0	0
Time-on-Page	0	0	0	0	0	0	0
Demographics							
Finally, I have some with.	questions ab	out you	and the o	organizatio	on you wo	ork most	closely
Please enter your jo	bb title.						
Do you work in a su an editor, producer,		_		your orga	anization?	(For exa	ample, as
O No							

O Yes							
Which of the following	g best descri	bes you	current	employm	nent statu	ıs?	
O Full-time employm	ent						
Part-time employm	nent						
Freelancer							
Unemployed							
Other							
For how many years	have you wo	rked as	a profes	sional iou	ırnalist?		
To now many your		rica ao	αρισισσι	orial joe	a.iot.		
,	7						
Thinking about your competition among o					describe	the deg	ree of
	Not at all						Very
	competitive 1	2	3	4	5	6	competitive 7
Advertising	0	\bigcap	0	\circ	0	0	\circ
Quality reporting	0	0	0	0	0	0	0
Readership	0	0	0	0	0	0	0
When you think about following?	ut your organi	zation's	revenue	streams	, how imp	ortant a	re the
	Not at all important 1	2	3	4	5	6	Very important 7
Advertising revenue	\bigcap	\bigcap	\bigcap	\bigcap	\bigcirc	\bigcap	\bigcap
g							

	Not at all important						Very important
	1	2	3	4	5	6	7
Subscription revenue or donations	0	0	0	0	0	0	0
Which of the following	j best descri	bes you	r organiza	ation?			
O For-profit							
Non-profit							
Which of the following vehicle? Magazine Newspaper Online Media Television Radio Other	options bes	st descri	bes your	organizat	tion's prin	nary med	dia
About how many full-torganization? If you at 1-5 journalists 6-10 journalists 11-20 journalists 21-50 journalists More than 50 journal	re unsure, p					t your	

Is your organization (or parent company) publicly traded?
O No
O Yes
In what year were you born?
▼
Which of the following genders do you most identify with?
O Female
Male
Other State of the
O Do not wish to disclose
What is the highest level of school you have completed or the highest degree you have received?
O Some years of high school
 High school graduate or GED (includes technical/vocational training that doesn't count towards college credit)
O Some years of college or technical school degree
O Four-year college degree/bachelor's degree
Master's degree
O Doctorate (e.g., Ph.D., M.D., J.D., or equivalent)

You said you received a college degree. What is the highest degree you have received in journalism?

O None of m	y degrees are	e in journalism	1			
O College/ba	achelor's degr	ee				
Master's de	egree					
Doctorate	(e.g., Ph.D., I	M.D., J.D., or	equivalent)			
Are you of His Argentinian, o	-	-	sh origin, suc	ch as Mexica	ın, Puerto F	Rican,
O No						
Yes						
Which of the	following rad	cial categorie	es do you mo	st identify w	ith?	
O Asian or A	sian-America	n				
O Black or A	frican-Americ	an				
O Native Am	erican, Ameri	can Indian, or	Alaska Native	9		
O Native Hav	waiian/Other I	Pacific Islande	ers			
White						
Other						
Do you consid	der yourself	:				
Strong Liberal			Middle of the road	!		Strong Conservative
1	2	3	4	5	6	7
		0	0	0	0	0
0	O					

\$20,000 to less than \$40,000
\$40,000 to less than \$60,000
\$60,000 to less than \$80,000
\$80,000 to less than \$100,000
\$100,000 to less than \$120,000
\$120,000 to less than \$140,000
\$140,000 to less than \$160,000
\$160,000 to less than \$180,000
\$180,000 to less than \$200,000
\$200,000 or more
Thank you for participating in this survey!
If you would like to be entered into a drawing for either one \$500 gift card or one of 10
\$50 gift cards to Amazon.com, please enter your email address. (Note: Your answer to
\$50 gift cards to Amazon.com, please enter your email address. (Note: Your answer to this question will not be used in connection with your other responses; your email
\$50 gift cards to Amazon.com, please enter your email address. (Note: Your answer to this question will not be used in connection with your other responses; your email address will not be used for any purpose other than entering the gift card drawing and
\$50 gift cards to Amazon.com, please enter your email address. (Note: Your answer to this question will not be used in connection with your other responses; your email
\$50 gift cards to Amazon.com, please enter your email address. (Note: Your answer to this question will not be used in connection with your other responses; your email address will not be used for any purpose other than entering the gift card drawing and
\$50 gift cards to Amazon.com, please enter your email address. (Note: Your answer to this question will not be used in connection with your other responses; your email address will not be used for any purpose other than entering the gift card drawing and
\$50 gift cards to Amazon.com, please enter your email address. (Note: Your answer to this question will not be used in connection with your other responses; your email address will not be used for any purpose other than entering the gift card drawing and
\$50 gift cards to Amazon.com, please enter your email address. (Note: Your answer to this question will not be used in connection with your other responses; your email address will not be used for any purpose other than entering the gift card drawing and notifying the winners.) Would you like to receive a copy of my research findings when I publish them? If so, I'll
\$50 gift cards to Amazon.com, please enter your email address. (Note: Your answer to this question will not be used in connection with your other responses; your email address will not be used for any purpose other than entering the gift card drawing and notifying the winners.) Would you like to receive a copy of my research findings when I publish them? If so, I'll e-mail them to you at the above address.