**OMB No. 1905-0210**

**Expiration Date: 12/31/2019**

**Burden: 3.0 Minutes**

**Frequently Asked Questions Web Product Survey**

**Question 1. What task were you doing when you visited the FAQ page today?**

*(choose one of the following)*

1. Doing homework/preparing a classroom lesson
2. Answering a question about energy
3. Educating myself about energy
4. Writing a report or an article
5. Making a business decision
6. Briefing a decision maker or legislator
7. Developing an energy forecast
8. Making an investment decision
9. Purchasing fuel
10. Researching a topic
11. Just browsing the FAQ web page
12. Other  *Please specify ~~~Answer is open-ended~~~*

**Question 1. Which category best describes you or your organization?**

*(Choose one of the following)*

1. Government
   * *Please specify:  
     (choose one of the following)* 
     + federal
     + state
     + local
     + Congress
     + international
2. Business/Industry
   * *Please specify:  
     (choose one of the following)* 
     + Energy
     + Nonenergy
3. Research/Consulting
4. Media
5. Finance (banking, investment)
6. Teacher/Professor
7. Student
8. Trade Association/Nonprofit
9. Library
10. Private citizen
11. Other (*Please specify*: ~~~*Answer is open-ended*)

**Question 3. What information were you looking for?**

*Please specify ~~~Answer is open-ended~~~*

**Question 4. Did you find an FAQ that answered your question?**

*(choose one of the following)*

1. Yes, easily  (follow-up question) Was the level of detail OK?

*(choose one of the following)*

1. Yes, just right
2. Not detailed enough
3. Varied by topic
4. Too detailed
5. Not sure
6. Yes, but it took some effort  (follow-up question) Was the level of detail OK?

*(choose one of the following)*

1. Yes, just right
2. Not detailed enough
3. Varied by topic
4. Too detailed
5. Not sure
6. Yes, but only some of the information  (follow-up question) Was the level of detail OK? *(choose one of the following)*
7. Yes, just right
8. Not detailed enough
9. Varied by topic
10. Too detailed
11. Not sure
12. No  (follow-up question) What is your question? *Please specify ~~~Answer is open-ended~~~*
13. I was just browsing

**Question 5. Was the answer in the FAQ easy to understand?**

*~~~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 6. Are the “Learn more” links useful to you?**

1. Yes.

*~ Please specify ~~~Answer is open-ended~~~*

1. No.

*~ Please specify ~~~Answer is open-ended~~~*

**Question 7. Anything else you want to tell us about the FAQs?**

*~~~Answer is open-ended~~~*