

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)

- A. Doing homework/preparing a classroom lesson
- B. Answering a question about energy
- C. Educating myself about energy
- D. Writing a report or an article
- E. Making a business decision
- F. Briefing a decision maker or legislator
- G. Developing an energy forecast
- H. Making an investment decision
- I. Purchasing fuel
- J. Researching a topic
- K. Just browsing the FAQ web page
- L. Other *Please specify ~~~Answer is open-ended~~~*

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

(Choose one of the following)

- A. Government
 - o Please specify:*
(choose one of the following)
 - federal
 - state
 - local
 - Congress
 - international
- B. Business/Industry
 - o 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. 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)

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

(choose one of the following)

- a. Yes, just right
- b. Not detailed enough
- c. Varied by topic
- 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. Not detailed enough
- c. Varied by topic
- 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. Not detailed enough
- c. Varied by topic
- d. Too detailed
- e. Not sure

D. No (*follow-up question*) What is your question? *Please specify ~~~Answer is open-ended~~~*

E. 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?

A. Yes.

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

B. No.

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

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

~~~Answer is open-ended~~~