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State and Community Energy Programs

Performance and Accountability for Grants in Energy (PAGE)

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November 2024 User Satisfaction Survey

OMB Control No: 1910-5160
Expiration Date: 02/28/2026

[Paperwork Reduction Act Burden Disclosure Statement \(click to hide...\)](#)

This data is being collected to gauge the level of user satisfaction with the Performance and Accountability for Grants in Energy (PAGE) website and the performance of the PAGE Help Desk) in assisting users. The data you supply will be used for determining potential areas of improvement of the PAGE website in assisting grantees and federal users in managing their grant reporting responsibilities and the operations of the PAGE Help Desk is supporting users with those responsibilities.

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Enterprise Policy Development & Implementation Office, IM-22, Information Collection Management Program (1910-5160), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC 20585; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-5160), Washington, DC 20503.

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Submission of this data is voluntary.

How easy is it to navigate the PAGE website?

Very Easy
 Easy
 Okay
 Difficult
 Very Difficult

How would you rate the responsiveness/performance of the PAGE website?

Very Fast
 Fast
 OK
 Slow
 Very Slow

How would you rate your overall experience with the PAGE website?

Great
 Good
 Okay
 Bad
 Very Bad

Home x +

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How satisfied were you with the response time of the PAGE Help Desk team?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- I have not used the PAGE Help Desk

How well was your issue resolved by the PAGE Help Desk?

- Great
- Good
- Okay
- Bad
- Very Bad
- I have not used the PAGE Help Desk

What could we do to improve your experience with the PAGE website or Help Desk?

PAGE was migrated to a cloud hosting environment on 9/1/24. Did you notice any change in site responsiveness/performance after 9/1

- Much Faster
- A Little Faster
- No Difference
- A Little Slower
- Much Slower

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