**Electronic Survey Hearing Questions**

|  |  |
| --- | --- |
| **Docket Number:** |  |
| **Hearing Start Date:** |  |
| **Administrative Law Judge:** |  |

**General Hearing Questions**

1. Existing Question - Staff (IT Support) provided adequate education and training during the electronic process information/training session and throughout the hearing.

* Strongly Agree
* Agree
* Neutral
* Disagree
* Strongly Disagree

1. Existing Question - The Administrative Law Judges’ Staff provided adequate support throughout the electronic hearing process.

* Strongly Agree
* Agree
* Neutral
* Disagree
* Strongly Disagree

1. **~~Existing Question - The implementation of the electronic hearing process has expedited the hearing process.~~**

**The Electronic Hearing Rules and Procedures**

1. The OALJ Electronic Hearing Rules provide clear instructions on the electronic hearing process.

* Strongly Agree
* Agree
* Neutral
* Disagree
* Strongly Disagree

1. Please note any additional information that you think the Electronic Hearing Rules and Procedures should include.

[COMMENT BOX]

**SharePoint Electronic Hearing Site**

1. I did not have any issues accessing the Electronic Hearing Site.
   * Strongly Agree
   * Agree
   * Neutral
   * Disagree
   * Strongly Disagree
2. I was able to remotely upload my exhibits to the Electronic Hearing Site without any issues.
   * Strongly Agree
   * Agree
   * Neutral
   * Disagree
   * Strongly Disagree
3. I did not have any issues remotely downloading the hearing exhibits from the Electronic Hearing Site at the close of the hearing.
   * Strongly Agree
   * Agree
   * Neutral
   * Disagree
   * Strongly Disagree
4. Existing Question - Paperless hearings have resulted in cost savings and efficiencies.
   * Strongly Agree
   * Agree
   * Neutral
   * Disagree
   * Strongly Disagree
5. Please provide any feedback on the topics above

**[Comment box]**

**Remote Hearing Questions:**

**Guidance for Participants**

1. My hearing was conducted remotely or was a hybrid hearing
   * Yes **[continue survey]**
   * No **[end survey]**
2. The OALJ Remote Hearing Guidance for Participants was sent to me prior to the IT Day.

* Yes
* No

1. The OALJ Remote Hearing Guidance for Participants provide clear instructions on how to connect and navigate WebEx and virtual hearings for myself and/or my IT staff.

* Strongly Agree
* Agree
* Neutral
* Disagree
* Strongly Disagree

**WebEx**

1. The WebEx tutorial sessions provided adequate training that enabled me to use the WebEx platform proficiently during the hearing.

* Strongly Agree
* Agree
* Neutral
* Disagree
* Strongly Disagree

1. I was able to connect to the WebEx platform by audio and video using the link provided by the law clerk.

* I was able to connect with no difficulty
* I was able to connect, but with moderate difficulty
* I was able to connect, but with great difficulty

1. I used the WebEx app to connect to the hearing each day.
   * Yes
   * No
2. I called into each session using the call-in information.
   * Yes
   * No
3. I used the following web browser to connect to the WebEx platform.
   * Google Chrome
   * Microsoft Explorer
   * Microsoft Edge
   * Other

18. Please provide any additional feedback on the topics covered above:

[box for feedback]

-

PREVIOUS SURVEY QUESTIONS

|  |
| --- |
| **Electronic Hearing Process** |

Top of Form

The FERC Office of Administrative Law Judges and Dispute Resolution appreciates your feedback regarding the electronic hearing procedures/protocols.  Responses are confidential and strictly voluntary.

**Question Title**

**\*1. Docket Number**



**Question Title**

**2. Hearing Date**

Date

Date



**Question Title**

**3. Administrative Law Judge**



**Question Title**

**4. FERC Staff (IT Support) provided adequate education and training during the electronic process information/training session and throughout the hearing:**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

**Question Title**

**5. The Administrative Law Judges’ Staff provided adequate support throughout the electronic hearing process.**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

**Question Title**

**6. The implementation of the electronic process has expedited the hearing process.**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

**Question Title**

**7. Paperless hearings have resulted in cost savings and efficiencies.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

**Question Title**

**8. If you have any further comments that would help us improve the process, please provide in the space below.**



Thank you for taking the time to complete this survey!