

Electronic Survey Hearing Questions

Docket Number:	
Hearing Start Date:	
Administrative Law Judge:	

General Hearing Questions

- 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
- Existing Question - The Administrative Law Judges' Staff provided adequate support throughout the electronic hearing process.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- ~~Existing Question - The implementation of the electronic hearing process has expedited the hearing process.~~

The Electronic Hearing Rules and Procedures

- The OALJ Electronic Hearing Rules provide clear instructions on the electronic hearing process.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree

Strongly Disagree

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

[COMMENT BOX]

SharePoint Electronic Hearing Site

6. I did not have any issues accessing the Electronic Hearing Site.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

7. I was able to remotely upload my exhibits to the Electronic Hearing Site without any issues.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

8. 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

9. Existing Question - Paperless hearings have resulted in cost savings and efficiencies.

Strongly Agree

Agree

Neutral

Disagree

- Strongly Disagree

10. Please provide any feedback on the topics above
[Comment box]

Remote Hearing Questions:

Guidance for Participants

11. My hearing was conducted remotely or was a hybrid hearing

- Yes **[continue survey]**
- No **[end survey]**

12. The OALJ Remote Hearing Guidance for Participants was sent to me prior to the IT Day.

- Yes
- No

13. 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

14. 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

15. 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

16. I used the WebEx app to connect to the hearing each day.

- Yes
- No

17. I called into each session using the call-in information.

- Yes
- No

18. 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

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!