What types of content are in the FAQ?

Tell Me

1. There are 4 types of content used in the FAQ to share information relating to a variety of departments and services across campus.
2. Each type of content has a corresponding custom template created to provide uniformity and formatting guidance when creating new content.

<table>
<thead>
<tr>
<th>Category</th>
<th>Topic</th>
<th>Subtopic</th>
<th>Article</th>
</tr>
</thead>
<tbody>
<tr>
<td>A <strong>category</strong> is a page that is displayed in the left menu, such as Information &amp; Technology Services.</td>
<td>1. A <strong>topic</strong> is a page that is displayed in the left menu as a second tier; such as Google Apps for Education.</td>
<td>1. A <strong>subtopic</strong> page is a page that is displayed in the left menu as a third tier; such as Google Calendar.</td>
<td>1. An <strong>article</strong> is a page that displays answers to a FAQ; such as What is Google Apps?</td>
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<tr>
<td>2. These pages provide the ability to search for information, see recent content, and find related 'child' pages.</td>
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<td>2. These pages are intended as a self-help resource for clients, where they can search for information based on a question and find quick answers.</td>
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<tr>
<td>3. Category pages act as content organizers and have descriptive titles that are a single word or brief phrase.</td>
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<td>3. Articles are titled in the form of a question and hold answers to that question.</td>
</tr>
</tbody>
</table>

1. **Note**

Subtopic pages are used on an as-needed basis.

Related FAQs

- What are the general formatting rules for content in the FAQ?
- How do I create a video to post in the FAQ?
- How do I watch a single FAQ/article in the UNC Charlotte FAQ?
- How do I watch an entire FAQ space?
- How do I share or email an FAQ article?