The FAQ content type allows you display FAQs in an easy-to-read format. Here are some tips for how to use it:

1. **Navigation**
The FAQ page should live off of the home page in the action navigation, or in the “about” section. Do not move the FAQ page into a sub-section such as academics, even if most of your FAQs are related to that section. If you need to add FAQs for another topic in the future, such as resources, visitors would then continue to end up in the academics section when they click on “FAQ,” creating a confusing user experience. This central FAQ page will hold all of your FAQs, regardless of topic. Taxonomy can be used to categorize the FAQs as needed.

2. **Taxonomy**
Tag FAQs according to subject matter to allow visitors to filter the FAQs on the page. You can also use widgets to pull the FAQs into different parts of the site, so academic FAQs appear in the academic section, resources FAQs appear in the resources section, and so on.

3. **Questions and answers**
The FAQ content type should only be used for FAQs. It should not be used for other content, e.g. a list of procedures.

FAQs should be supplemental, serving as a convenient quick reference. They should not be the only source for a collection of information. For example, do not create an “Admissions FAQ” without having an admissions page on your site. Instead, start by creating an admissions page that is well-structured, contains necessary information, and answers your users’ questions. This page will reduce the need for an extensive FAQ section.

FAQs can then be used to reiterate information that people really ask about, such as questions commonly received in phone calls or emails. Reference the pages that contain relevant information to help answer questions requiring significant explanation, rather than duplicating a large volume of content for the FAQ section.