

# OSWER Discussion Forum

<http://blog.epa.gov/oswerforum/>

## ➤ What it is:

- Online message board
- One question a month
- Open to everyone
- AA participates

# OSWER Discussion Forum

## ➤ Lessons learned:

- Crazy cranks aren't much of a problem
- Have a backup manager, and a backup for the backup
- Interesting topics = more participation
- Match costs to benefits (or this might happen: <http://www.foxnews.com/story/0,2933,591414,00.html>)

# OSWER Video Town Halls

<http://www.epa.gov/oswer/videotownhall.htm>

## ➤ What it is

- Online stakeholder meeting
- Open to everyone
- Participants ask questions online or over the phone
- OSWER AA and one or two EPA experts answer questions

# OSWER Video Town Halls

## ➤ Lessons learned

- Person-to-person advertising trumps e-mail blasts
- Interesting topics = more participation
- People like to watch, not participate
- Match costs to benefits