

Customer/Partner Service Surveys  
OMB Control Number 0910-0360

Summaries of Surveys Conducted

FDA Center	Title of Customer Satisfaction Survey	Participants	Use of Information
CDER	Drug Risk Information	Web based survey for consumers	This survey used a pop up survey approach which was viewed before the participant was able to read the website so the study was rendered ineffective and results were not used.
CDER	Web-based Customer Utilization and Satisfaction Survey	Web based survey for consumers	This survey has not yet been conducted.
CDRH	Premarket Industry Perception Survey	Regulatory affairs contacts from medical device firms that have submitted a device premarket application.	This survey captured general opinions of how medical device firms perceive our regulatory and customer service standards. The results will help the center identify broad areas of strengths and areas needing improvement.
CBER	Regulator Overview Web Seminar User Feedback Survey	Government employees, academic stakeholders, private sector stakeholders, non-profit stakeholders and general public	<p>The survey collected information about:</p> <ul style="list-style-type: none"> <li>• The affiliation of the respondent;</li> <li>• Which presentations the respondent watched;</li> <li>• How the respondent learned of the seminar series;</li> <li>• Whether the format of the presentation was helpful;</li> <li>• Whether the respondent would refer to resources described in the presentations; and</li> <li>• Suggestions for additional seminar topics.</li> </ul> <p>The data collected from the report are summarized and provided to the project lead in OCTGT who reviews with the Director and other managers in OCTGT to inform the Office of which presentations are most viewed and to survey what additional seminar topics would be of interest to respondents.</p>
Office of the Commissioner, Risk Communication Staff	Advisory Committee and Panel Meeting Two-way Communication	Attendees of Advisory Committee or Panel meetings	This survey has not yet been conducted.

Office of the Commissioner, Office of Special Health Issues	MedWatch Safety Alert Enrollment and Customer Satisfaction Survey	Those who are currently subscribed to a MedWatch gov-deliver list-serv to receive alerts as safety messages arise from the agency	Feedback gained on current level of satisfaction with the program. FDA will use the data from this information collection only internally for general service improvement.
Centers for Disease Control and Prevention (CDC)/Office of Public Health Preparedness and Response (OPHPR)/Office of Science and Public Health Practice (OSPHP)	Career Epidemiology Field Officer (CEFO) Program Stakeholder Survey	State Epidemiologists or managers of the health department's Public Health Emergency Preparedness (PHEP) cooperative agreement in state and metropolitan statistical areas (e.g., Chicago, Los Angeles County) who currently have CEFO assignees, previously had CEFO assignees, and have never had CEFO assignees	<p>The survey collected information about:</p> <ul style="list-style-type: none"> <li>• respondent knowledge of the CEFO Program</li> <li>• opinions on the contributions that CEFOs make to the state and local public health infrastructure</li> <li>• opinions on the quality of support received by state and local health departments from the assigned CEFOs and the CDC CEFO Headquarters staff</li> </ul> <p>The data collected from the survey are summarized in a report that will be provided to the ah-hoc workgroup for the CEFO Program external peer review being conducted by the OPHPR Board of Scientific Counselors (a FACA committee)</p>