

FDA DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SATISFACTION SURVEYS (0910-0360)

The generic clearance will only be used for customer satisfaction and website usability surveys where FDA seeks to gather information that is planned for internal use only, and can provide a justification for qualitative or anecdotal collections that may nonetheless produce useful information for program and service improvement.

TITLE OF INFORMATION COLLECTION: FDA/CTP Training Program Surveys for FDA's Center for Tobacco Products (CTP), Office of Compliance and Enforcement (OCE) 2013 Annual Retail Compliance Check Inspection Program Training

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. Statement of need:

To determine the effectiveness of training provided to state program contractors attending the annual training hosted by FDA/CTP/OCE.

2. Intended use of information:

This information will be used to assess the effectiveness of the training provided by FDA and identify training areas that require improvement.

3. Description of respondents:

There is one training program survey which will be administered. Respondents to the FDA/Center for Tobacco Products Annual Retail Compliance Check Inspection Program Training survey are state program contractors commissioned by FDA to oversee the tobacco retailer inspection check program for the FDA.

4. Date(s) to be Conducted:

Surveys for the FDA/Center for Tobacco Products will be conducted at the end of the conference in September, 2013. Tentative dates for this survey are September 11th and 12th, and alternative dates are September 18th and 19th if FDA has problems securing the initial date choices.

5. How the Information is being collected:

Surveys for the FDA/Center for Tobacco Products Annual Retail Compliance Check Inspection Program Training will be provided during the training event, held annually.

6. Confidentiality of Respondents:

In the survey, the following statement will be provided on the survey instrument: "Your participation / nonparticipation is completely voluntary and your responses will not have an effect on your eligibility for receipt of any FDA services. In instances where respondent identity is needed (e.g., for follow-up of non-respondents), this information collection fully complies with all aspects of the Privacy Act and data will be kept private to the fullest extent allowed by law."

7. Amount and justification for any proposed incentive

N/A. There is no proposed incentive being offered for completing this voluntary survey.

8. **Questions of a Sensitive Nature (Data will be kept private to the extent allowed by the law)**

N/A. There are no questions of a sensitive nature being asked on either survey.

9. **Description of Statistical Methods**

The sample size for the FDA/Center for Tobacco Products Annual Retail Compliance Check Inspection Program Training was based on the number of people expected to attend the training. FDA will be providing the surveys to all attendees prior to the end of the training, but expects that approximately 75% of the attendees will complete and return the surveys.

BURDEN HOUR COMPUTATION (Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours):

Type/Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden (hours)
FDA/CTP Annual Program Coordinators' Conference – State Contractor	100	15	25
Total	100		25

REQUESTED APPROVAL DATE: May 31, 2013

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FDA CENTER: Center for Tobacco Products (FDA/CTP)