

CDRH Customer Satisfaction Survey - Email, Phone and Meeting

CDRH Customer Satisfaction Survey - Email, Phone and Meeting Interactions

Thank you for giving us the opportunity to serve you better. Please take a few minutes to tell us about the service you received. Our goal is to anticipate, understand and address your needs.

Your response is anonymous and will be used to improve CDRH Customer Service.

*1. How did you interact with CDRH?

- Email
- Telephone Interactions (One on One Phone Interactions)
- Meetings (In Person and/or Teleconferences)

*2. Which Office did you interact with at CDRH? (Phone Calls)

- Office of the Center Director
- Office of Communication, Education, and Radiation Programs
- Office of Compliance
- Office of Device Evaluation
- Office of In Vitro Diagnostics and Radiological Health
- Office of Science and Engineering Laboratories
- Office of Surveillance and Biometrics
- Office of Management Operations

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*3. Which Office(s) did you interact with at CDRH? (Meetings)

- Office of the Center Director
- Office of Communication, Education, and Radiation Programs
- Office of Compliance
- Office of Device Evaluation
- Office of In Vitro Diagnostics and Radiological Health
- Office of Science and Engineering Laboratories
- Office of Surveillance and Biometrics
- Office of Management Operations

*4. Did you receive an acknowledgement of receipt or a response to your email/ phone call within 2 business days of your inquiry?

- Yes
- No
- N/A

*5. In my interaction, the CDRH employee...

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Actively listened	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posed at least one viable solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appeared receptive to my feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explained the rationale for his/her response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set reasonable expectations for follow-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treated me with courtesy and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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6. In my interaction, CDRH team members...

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Actively listened	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posed at least one viable solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appeared receptive to my feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explained the rationale for their response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set reasonable expectations for followup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treated me with courtesy and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addressed the meeting objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the right people for the meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Held an effective meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*7. Overall, I am satisfied with the Customer Service I received.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

8. What other factors contributed to your satisfaction/ dissatisfaction with your interaction?

9. What could we be doing differently to increase the value of our services to you?

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***10. Please help us understand who you are by checking the box that applies to you.**

- Patient/ Consumer/ Caregiver
- Health Care Provider/ Health Professional Organization
- Industry/ Industry Consultants/ Industry Trade Associations
- Academia
- Food and Drug Administration (FDA)
- Other Federal Agency
- Non U.S. Regulator
- Other (please specify)

11. What FDA Center or Office are you part of?

- Office of the Commissioner
- CBER
- CDER
- CDRH
- CFSAN
- CTP
- CVM
- NCTR
- ORA

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12. Which CDRH Office are you part of?

- Office of the Center Director
- Office of Communication, Education, and Radiation Programs
- Office of Compliance
- Office of Device Evaluation
- Office of In Vitro Diagnostics and Radiological Health
- Office of Science and Engineering Laboratories
- Office of Surveillance and Biometrics
- Office of Management Operations

13. Which component of ORA are you part of?

- Headquarters
- Northeast Region
- Central Region
- Southeast Region
- Southwest Region
- Pacific Region

14. Which Central district office are you part of?

- Baltimore District
- Chicago District
- Cincinnati District
- Detroit District
- Minneapolis District
- New Jersey District
- Philadelphia District

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15. Which Northeast district office are you part of?

- New England District
- New York District

16. Which Pacific district office are you part of?

- Seattle District
- San Francisco District
- Los Angeles District

17. Which Southeast district office are you part of?

- Atlanta District
- Florida District
- New Orleans District
- San Juan District

18. Which Southwest district office are you part of?

- Denver District
- Dallas District
- Kansas City District

*19. Are you willing to be contacted regarding your feedback?

- Yes
- No

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20. Please enter your information below if you are willing to be contacted.

Name:

Email Address:

Phone Number: