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: Evaluation survey for 4th Annual FDA Tobacco Retail Compliance Check Inspection Program Coordinators' Training

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. **Statement of need:**
   To determine the effectiveness of training provided to program coordinators attending the annual training hosted by FDA/OMPT/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:**
   Respondents are program coordinators' commissioned by FDA to manage the tobacco retail compliance check inspection program within their respective state or territory for the FDA.

4. **Date(s) to be Conducted:**
   Surveys will be conducted at the end of the conference in September, 2014. Tentative dates for this survey are September 17th and 18th, and alternative dates are September 10th and 11th if FDA has problems securing the initial date choices.

5. **How the Information is being collected:**
   Surveys will be provided during the training event and collected at the end of the event.

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 the survey.

9. **Description of Statistical Methods**

The sample size for the Annual FDA Tobacco Retail Compliance Check Inspection Program Coordinators' Training survey was based on the number of people expected to attend the training. FDA will provide 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 Annual Tobacco Retail Compliance Check Inspection Program Coordinators' Training– State Contractor	115	15	29
Total	115		29

REQUESTED APPROVAL DATE: June 30, 2014

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FDA CENTER: Center for Tobacco Products