

Summaries of Customer Satisfaction Surveys Conducted by the Food and Drug Administration  
0910-0360

FDA Center	Title of Focus Group	Participants	Burden Hours	Use of Information
CTP	Training Program Surveys for FDA State Tobacco Compliance Check Inspection Training Program and FDA/Center for Tobacco Products Annual Program Coordinator's Conference (Created 06/24/11)	645 (FDA State Compliance Check Inspection Training Program and Annual Program Coordinator's Conference) (all are State Contractors)	261	The purpose was to determine the effectiveness of training and identify training requirements provided to state contractors performing FDA tobacco retailer program inspections attending the annual program coordinators conference hosted by FDA/CTP.
CTP	FDA Tobacco Regulatory Information Survey	200 respondents, 50 hours total	50	FDA/CTP conducted an information interview needs assessment to assess stakeholder's understanding of the processes, availability, and accessibility of materials pertaining to procedures and processes related to FDA's tobacco program and requirements and helped FDA understand how effective the material was in interacting and engaging with CTP staff.
CTP	FDA/CTP Training Program Surveys for Tobacco Products Office of Compliance and Inspection 2012 Annual Training Conference	86	22	The purpose was to determine the effectiveness of training provided to state contractors attending the annual conference hosted by FDA/CTP and it identified training areas that require improvement.
CTP	FDA/CTP Office of Compliance and Enforcement 2013 Annual Retail Compliance Check Inspection Program Training	100	25	This was used to determine the effectiveness of training provided to state program contractors attending the annual training hosted by FDA/CTP/OCE and identified training areas that required improvement.
CTP	Evaluation Survey for 4 <sup>th</sup>	115	15	This collection was used to

	Annual FDA Tobacco Retail Compliance Check Inspection Program Coordinator's Training			determine the effectiveness of training provided to program coordinators attending the annual training hosted by FDA/OMPT/CTP/OCE and identified training areas that required improvement.
OEA	FDA 360	1,004 (internet)	167	Customer satisfaction survey to understand, consumer knowledge of FDA as well as general satisfaction with agency performance and communications