

Summaries of Customer Satisfaction Surveys Conducted by the Food and Drug Administration
2017
0910-0360

FDA Center	Title of Focus Group	Participants	Burden Hours	Use of Information
CDER	Division of Drug Information Twitter/Listserv Survey	15,000 (Twitter/Listserv followers)	3,750	This was used to obtain feedback on @FDA_Drug_Info Twitter and “Drug Information Updates” Listserv to ensure these services fulfill the public’s needs as well as identify any opportunities for improvement.
OC	User Fee Website Survey	1,400 (Domestic and foreign pharmaceutical and medical device firms who use the User Fee Website)	112	Survey data provided insights needed to improve business processes, enhance the user’s experience with the User Fee Website and increase customer satisfaction.
OC	Pediatric Device Consortia Grant Innovator Feedback Survey	250 (Innovators assisted by Consortia Grant)	83	The survey obtained qualitative feedback from innovators assisted by the consortia, as part of the mid-cycle review for the program to assess for applicants’ qualification to continue receiving funding.
ORA	Customer Satisfaction Survey for Evaluation of the 20.88 Single Signature Long-Term Information Sharing Agreement	100 (State/local agencies)	17	Information obtained from the survey was used to identify efficiencies and gaps in current information sharing-structure between the FDA, state, and local partnerships. The survey was also used to inform management of current utilization of the 20.88 agreement and it’s perceived effectiveness.
CDER	Interviews with Applicants and Other External Stakeholders Regarding Clarity, Understandability, and Usefulness of FDA's Benefit-Risk Framework	485 (Applicants)	728	Information assisted FDA in improving implementation of the Benefit-Risk Framework moving forward
CFSAN	Customer Satisfaction Survey for FDA CFSAN Technical Assistance Network Web Form for Submitting Food Safety Modernization Act Queries	5,000 (Individuals who access the TAN Web form)	167	The information gathered through this survey informed FDA TAN management of Web users’ satisfaction with the form, if changes were needed to

				the form, and, if changes were needed, when the user thought the revisions and improvements should be completed. Because of the feedback received from the survey, FDA has enhanced the Web form, put new processes in place to address questions faster, fixed broken links, and improved the clarity of information provided to respondents.
CFSAN	Interagency Food Safety Analytics Collaboration Webinar Survey	137 (Regulated industry, consumer groups, academics, state and local public health agencies, other regulatory agencies, and other interested parties)	34	The survey will be used to improve the next webinar, in fall 2017. The results will also be used to enhance FDA's outreach, improve engagement with stakeholders, and better disseminate information to stakeholders about IFSAC's activities and research findings.
OC	Office of Minority Health's Customer Satisfaction Survey	1,300 (Subscribers to the Office of Minority Health's (OMH) listserv)	108	This was used to determine who OPL/OC's customers are; the types of health information they needed, how they wanted to receive information.
CFSAN	Interagency Food Safety Analytics Collaboration Webinar - Fall 2017	135 (Regulated industry, consumer groups, academics, state and local public health agencies, other regulatory agencies, and other interested parties)	34	The survey will be used to improve the next webinar, in spring 2018. The results will also be used to enhance FDA's outreach, improve engagement with stakeholders, and better disseminate information to stakeholders about IFSAC's activities and research findings.