



User Fee Website Survey

OMB No. 0910-0360
Exp. Date: 10/31/2020

Paperwork Reduction Act Statement

Public reporting burden for this collection of information is estimated to be 8 minutes, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information to Food and Drug Administration (FDA) Office Operations, 3WFN, 11601 Landsdown Street, North Bethesda, MD 20852. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The control number for this project is 0910-0360.

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-responders), 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.

Instructions

Please answer the following questions based on your experience with the User Fee Website and the User Fee Help desk.

Next



Basic Information

1 / 5

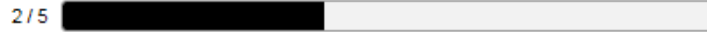
1. Identify the User Fee that you will be evaluating in this survey:

	User Fee
Establishment Registration User Fee	<input type="radio"/>
Animal Drug User Fee	<input type="radio"/>
Animal Generic Drug User Fee	<input type="radio"/>
Biosimilar User Fee	<input type="radio"/>
Generic Drug User Fee	<input type="radio"/>
Medical Device User Fee	<input type="radio"/>
Prescription Drug User Fee	<input type="radio"/>

Next



Overall Satisfaction with the User Fee Website



2. During your last visit to the User Fee Website, how satisfied were you with:

	Not at all satisfied	Mostly satisfied	Completely satisfied	N/A
Navigating to the User Fee Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating a new customer account	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selecting your User Fee and creating a cover sheet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retrieving your forgotten password	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you would like to tell us regarding your visit to the User Fee Website?

Prev

Next



User Fee Helpdesk

3 / 5



3. If you contacted the User Fee Helpdesk within the last year, how satisfied were you with:

	Not at all satisfied	Mostly satisfied	Completely satisfied	N/A
Resolution of problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of the Helpdesk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your overall Helpdesk experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any suggestions or comments about the User Fee Helpdesk?

Prev

Next



User Fee Frequently Asked Questions (FAQs)

4 / 5

4. If you have used the FAQ in the past year, how satisfied were you with:

	Not at all satisfied	Mostly satisfied	Completely satisfied	N/A
Their ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Their helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any suggestions or comments about the FAQs section?

5. If you would like us to follow-up on your responses, please provide your organization name, name, email address and/or phone number.

Organization Name	<input type="text"/>
Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>



U.S. Department of Health & Human Services



U.S. Food and Drug Administration
Protecting and Promoting *Your Health*

5 / 5

Thank you for completing our survey.

Please contact the User Fee Helpdesk if you have any questions:
userfees@fda.gov or (301) 796-7200

Prev

Done