

Summary of Survey  
Generic Clearance of Customer Satisfaction  
OMB Control No. 0910-0360

Customer Satisfaction Survey for FDA Consumer Update Articles

Project Summary: FDA/OEA/OECS used Generic IC (0910-0360) survey to gather feedback from readers in order to provide high quality communications, identify potential opportunities for improvements and to ensure the service continues to fulfill the public's needs and the agency's mission.

The solicitation of feedback targeted areas such as appropriateness of content and visuals and how improvements can be made to the information. Responses will be assessed and used internally to improve and maintain the quality of service offered.

The project received OMB approval on 5/4/2020 under ICR REFERENCE NUMBER: 201709-0910-006

**Methodology used to collect the data:**

OECS used Survey Monkey to conduct the survey, collect the data and analyze.

**Burden Imposed:**

A total of 9.32 burden hours was approved to conduct a Website and Listserv survey.