

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

User Fee Website Survey

Project Summary: FDA/OC/OO/OFBA/OFM/DUF used Generic IC 0910-0360, Customer Satisfaction Surveys, to conduct qualitative analysis to inform our understanding of the satisfaction with the ease of use of the User Fee website by industry customers and potential improvements that can be made to enhance the website.

The project received OMB approval on 3/1/2019 under ICR REFERENCE NUMBER: 201709-0910-002.

Problem being investigated:

Industry customers utilize the User Fee website for creating coversheets, which is a requirement for User Fee application submission, as well as for making payments and account changes. The Division of User Fees provides a survey following the customer's use of the website to determine overall satisfaction with navigating the website. The objective of this survey is to gain a better understanding of the customer's experience with the website and gather helpful feedback from their perspective. This qualitative evidence will be used to inform if updates should be made to create a more user-friendly website.

Methodology used to collect the data:

Online qualitative surveys are conducted using a ten-question survey for users to provide responses of satisfaction with utilizing the User Fee website for various functions such as payment and coversheet submission, and account changes. The responses are compiled, and the data is reported to the project team on a weekly basis. Analysis is conducted to determine if updates need to be made to the website to enhance ease of use for customers based on the responses received.

Burden Imposed:

A total of 66.32 burden hours were approved to conduct the survey.