Form Approved OMB Control Number: 0920-1050 Exp Date: XX/20XX

## Title: Customer Feedback Survey about the Electronic Federal Select Agent Program (eFSAP) Information System

The Federal Select Agent Program would like to know more about your experience using its electronic information system, eFSAP. Please complete this brief, anonymous survey by DATE. The information collected in this survey will inform improvements to the eFSAP information system.

For more information on the Federal Select Agent Program (FSAP), please visit the program's website at <u>https://www.selectagents.gov/</u>. If you have any questions about this survey, please contact the Animal and Plant Health Inspection Service/Division of Agricultural Select Agents and Toxins (APHIS/DASAT) at 301-851-2070 or <u>DASAT@usda.gov</u>, or the Centers for Disease Control and Prevention/Division of Select Agents and Toxins (CDC/DSAT) at 404-718-2000 or <u>LRSAT@CDC.gov</u>.

## 1. With regards to your entity's select agent program, which best describes your organizational role?

Responsible Official (RO)

Alternate Responsible Official (ARO)

Principal Investigator (PI)

Owner/Controller

Science Personnel (e.g., laboratorian)

Support Personnel (e.g., animal care, IT, security, safety, maintenance, administrative, shipping/receiving)

Other (Please Specify)

## 2. Do you currently have access to the eFSAP information system?

Yes

No (If no, direct to open-ended final comment box)

## 3. What is your current level of access to the eFSAP information system?

Entity RO/ARO

Entity PI

Entity Super Admin (Ability to access all entity information and draft details for RO/ARO review and submission)

Entity Read-Only (Ability only to view all entity information)

Unsure

### 4. What types of tasks are you completing in the eFSAP Information System? Select all that apply.

Form 1 Amendments - Administrative (cover letter/FSAP approval not required) (e.g., requesting to add personnel)

Form 1 Amendments - Technical (cover letter/FSAP approval required) (e.g., work objective changes/updates)

Form 1, Section 7B (Agent/Toxin, Strain/Serotype designation information)

Form 2 - Transfers

Form 3 - Theft, Loss, Release (TLR)

Form 4 - Identifications

**Reviewing Inspection Reports** 

**Responding to Inspection Report Findings** 

Other (Please Specify) \_\_\_\_\_

## 5. How frequently do you use the eFSAP information System?

Daily

Weekly

Monthly

Quarterly

Annually

I have not used eFSAP in the past year (If this, direct to open-ended final comment box)

CDC estimates the average public reporting burden for this collection of information as 10 minutes per response, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information needed, and completing and reviewing the collection of information. 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. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-1050).

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Now we are going to ask about your experience using the eFSAP information system.

Some of the questions below are from the validated User Experience Questionnaire. For more information, visit <u>www.ueq-online.org/</u>.

#### 6. Please rate your overall level of satisfaction with the eFSAP information system.

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Prefer not to answer

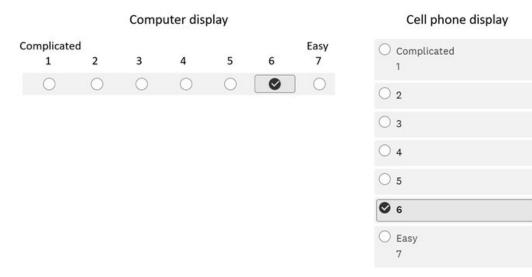
7. Please select your level of agreement with the following statement: The eFSAP information system supports regulatory compliance.

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree Not applicable Prefer not to answer The series of prompts below will help us to better understand your experience using the eFSAP information system.

Each prompt displays a pair of contrasting attributes that may apply to the eFSAP information system. The circles between the attributes represent gradations between the pairs. Please express your agreement with the attributes by selecting the circle that most closely reflects your experience using the eFSAP information system.

Please select your first reaction and do not think too long about your decision. You may not be sure about your agreement with the statement or find it does not completely apply to the eFSAP information system. Nevertheless, please try to select an answer for all prompts. Most importantly, we want your personal opinion. There are no correct or incorrect answers.

## Example: Both of the responses below would mean that you rate the eFSAP information system as more "Easy" than "Complicated."



8. Please express your agreement with the attributes by selecting the circle that most closely reflects *your experience* using the eFSAP information system.

	1	2	3	4	5	6	7	
Obstructive	0	0	0	0	0	0	0	Supportive
Complicated	0	0	0	0	0	0	0	Easy

Inefficient	0000000	Efficient
Confusing	0000000	Clear
Boring	0000000	Exciting
Not interesting	0000000	Interesting
Conventional	0000000	Inventive
Standard	0000000	Cutting edge

FSAP is committed to continuous improvement. Now we would like you to imagine the ideal eFSAP information system.

# 9. With that ideal eFSAP information system in mind, please respond to the following statements, ranging from 1–7 with "Completely unimportant" on the left to "Very important" on the right.

	Completely unimportant 1	2	3	4	5	6	Very important 7
The eFSAP information system should be easy to understand, clear, and easy to learn.	0	0	0	0	0	0	0
Users should be able to perform tasks within the eFSAP information system quickly and efficiently.	0	0	0	0	0	0	0
The eFSAP information system should be attractive, enjoyable, and pleasant.	0	0	0	0	0	0	0
Interacting with the eFSAP information system should be predictable, secure, and meet users' expectations.	Ο	0	0	0	0	0	0

Using the eFSAP information system should be interesting, exciting, and motivating.	0	0	0	0	0	0	0
The eFSAP information system should be innovative, inventive, and creatively designed.	0	0	0	0	0	0	0
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Please answer these last few questions.

### 10. What do you like about the eFSAP information system?

(open ended)

### 11. What do you dislike about the eFSAP information system?

(open ended)

### 12. What should be added to the eFSAP information system?

(open ended)

### 13. Please provide any additional comments here.

(open ended)

------ END OF SURVEY------

Thank you for completing the customer feedback survey about the eFSAP information system. The information collected in this survey will inform improvements to the eFSAP information system. For more information on FSAP, please visit the program's website at <u>https://www.selectagents.gov/.</u> If you have any questions, please contact APHIS/DASAT at 301-851-2070 or <u>DASAT@usda.gov</u>, or CDC/DSAT at 404-718-2000 or <u>LRSAT@CDC.gov</u>.