United States Food and Drug Administration

Customer/Partner Service Surveys

OMB Control No. 0910-0360

SUMMARY OF GEN ICs

Title of Collection	Participants	Use of Information	Hours Used
(OII) Office of Training, Education and Development (OTED) Self-Paced Course Evaluation	State, local, tribal, and territorial partners who take OTED's self-paced online courses.	Provide a better understanding of how we might improve our self-paced online courses.	84
(CBER) Office of Therapeutic Products (OTP) Event Feedback Survey	Those who have registered for a recent OTP event. OTP holds a series of events for various audiences, and each survey request will be to an individual pool of registrants.	To gather feedback on event satisfaction and future OTP event interests.	237
(CDRH) Advisory Committee Satisfaction Survey	Stakeholders both internal and external to CDRH/FDA —the medical device industry, academia, patient groups, health professionals, consumers, other federal agencies and anyone else that interacts with CDRH and wants to provide feedback about our advisory committee meetings	(1) determine customer satisfaction ratings; (2) identify and monitor trends around specific areas of satisfaction or dissatisfaction and determine future actions needed for advisory committee meetings; and (3) identify areas for process improvement and improve them so stakeholders receive the service they expect from CDRH.	200
(CDER) NextGen Portal Survey to System Users (CDER/Office of Business Informatics (OBI))	NexGen Portal users, including pharmaceutical companies, biotechnology firms, medical device manufacturers, clinical research organizations, regulatory affairs consultants, patients, and healthcare professionals which may capture a wide spectrum of user experiences and expectations.	Strategic feedback collection will empower us to tailor the portal's functionalities to better meet the specific needs of each user group, thereby optimizing their interaction with the FDA and enhancing overall user satisfaction. attendees.	22

Title of Collection	Participants	Use of Information	Hours Used
(OC) FDA.gov Site-Wide Customer Satisfaction Survey	Any public user who accesses the fda.gov website.	To gain insight into FDA.gov user journeys and pain points in real-time. This data will allow the centers/program offices to identify areas for improvement on the website, ultimately leading to a more positive and satisfying user experience, increased customer satisfaction. Centers/program offices can make data-driven changes to enhance navigation, functionality, readability, accessibility, and overall usability.	160