FDA.gov Site Customer Feedback

OMB Control number 0910-0360
Expiration Date 10/31/2026

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We will use your responses to improve the experience for millions of people who visit FDA.gov.

1. Which of the following best categorizes the information you were looking for on FDA.gov today?
    - o Food
    - o Drugs
    - o Medical Devices
    - o Radiation-Emitting Products
    - o Vaccines, Blood & Biologics
    - o Animal & Veterinary
    - o Cosmetics
    - o Tobacco Products
    - o Other

2. Which of the following best describes the information you were looking for on FDA.gov today?
    - o Recall or *foodborne illness* outbreak information
    - o Warning letters or enforcement actions
    - o Report a problem (adverse event) with a product
    - o Dispose of drugs or sharps
    - o Product approvals
    - o Drug labels
    - o Side effects of a product
    - o Contact an FDA office or staff member
    - o Complete or check registration for a product or facility
    - o Get FDA organizational information
    - o Import or export a product (including Prior Notice)
    - o Get a job with FDA

- Get training
- Get a form
- Comment on a proposed guidance or rule
- Check a regulation, rule, or guidance (*for regulated industry*)
  - Advice/information about a medical device, drug, food, or other FDA regulated product
  - Other

3. Did you find the information you were looking for on FDA.gov today?
   - Yes
   - Partially. I found some of the information I was looking for.
   - No
   - I'm still looking.

4. For this visit to the FDA site, which of the following roles best describes you? If you are a consultant or an attorney, please select the role of the individual or organization that you represent.
   - Consumer, patient, or patient's caregiver
   - Regulated industry or business
   - Healthcare professional (includes physician, nurse, physician's assistant, nurse practitioner, or pharmacist)
   - Public health/Policy professional
   - Scientist, researcher
   - Educator, professor, teacher, or student
   - Media/Journalist
   - FDA Employee/Contractors
   - Other

5. How frequently do you visit FDA.gov?
   - This is my first time
   - About once a year
   - A couple of times a year
   - Monthly
   - Weekly
   - Daily

6. On a scale from 0-10, based on your experience today, how likely are you to recommend this website to a friend or colleague?
   - 0
   - 1
   - 2

- 3
- 4
- 5
- 6

7. Overall, how satisfied, or dissatisfied were you with your experience on the FDA website today?

    - Navigation
        - Very satisfied
        - Somewhat satisfied
        - Neither satisfied or dissatisfied
        - Somewhat dissatisfied
        - Very dissatisfied

    - Look & Feel
        - Very satisfied
        - Somewhat satisfied
        - Neither satisfied or dissatisfied
        - Somewhat dissatisfied
        - Very dissatisfied

    - Using FDA's search feature
        - Very satisfied
        - Somewhat satisfied
        - Neither satisfied or dissatisfied
        - Somewhat dissatisfied
        - Very dissatisfied

    - Understandavility of the content
        - Very satisfied
        - Somewhat satisfied
        - Neither satisfied or dissatisfied
        - Somewhat dissatisfied
        - Very dissatisfied

    - Overall Experience
        - Very satisfied
        - Somewhat satisfied
        - Neither satisfied or dissatisfied

- Somewhat dissatisfied
- Very dissatisfied