

Annual IPP Survey (External Users)

Form Approved

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This survey is intended to gather feedback from users and permit applicants regarding the use of the electronic import permit program (eIPP) information system and inspections at your facility. Your responses to this survey are extremely important to help us determine the useability of updated and requested features within the eIPP information system, as well as improve the inspection experience. Please take the time to respond so we can continue to make improvements to the Import Permit Program. This survey should take about 15 minutes.

eIPP Information System

1. How often do you access the eIPP information system?
 - a. Daily
 - b. Multiple times per week
 - c. Multiple times per month
 - d. Once per month
 - e. Less than once per month

2. Overall, is the eIPP information system easy to use?
 - a. Yes, the system is easy to use. [Skip to question 3]
 - b. Yes, but there are a few features that still confuse me.
 - c. No, I have significant trouble interpreting fields within the permit application.
 - d. No, the system is not easy to use at all.
 - e. Other [Please explain]

3. What aspects of the eIPP information system make it difficult to use? Select all that apply.
 - a. There are features that are confusing.
 - b. I do not know how to represent the work at my facility.
 - c. I do not know how to make selections to classify an agent(s).
 - d. I have trouble interpreting fields within the permit application.
 - e. The system is difficult to navigate/not intuitive.
 - f. The system is not difficult to use.
 - g. Other [please explain]

Public reporting burden of this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data 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).

4. Please select the statement(s) that best reflect your experience with the enhancements that were made to the eIPP information system in the past year. Select all that apply.
- The enhancements to the eIPP information system made the application process less confusing.
 - The enhancements to the eIPP information system made the application process more confusing.
 - The enhancements made the application process more efficient.
 - The enhancements made the application process less efficient.
 - The enhancements did not change my experience with the eIPP information system.
 - I do not know what enhancements were made to the eIPP information system.
 - This was my first year filling out an application.
 - Other [Please explain]
5. How satisfied are you with the information and/or training that was provided to understand the eIPP information system enhancements?

| Dissatisfied | Somewhat Dissatisfied | Neutral | Somewhat Satisfied | Satisfied |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. What is your overall satisfaction with the eIPP information system?

| Dissatisfied | Somewhat Dissatisfied | Neutral | Somewhat Satisfied | Satisfied |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- a. Use this space to explain your response [**Optional**: open ended]

7. What should be added to the eIPP information system to make it easier to use? [Open-ended]

Inspections

8. Were you inspected by the Import Permit Program during [year]?
- Yes
 - No [skip to question 10]

9. What type of inspection was performed?

Preapproval: Inspection occurred prior to permit issuance.

Post approval: Inspection occurred after permit issuance.

- a. Pre-approval (Remote)
- b. Pre-approval (Onsite)
- c. Post-approval (Remote)
- d. Post-approval (Onsite)
- e. Unsure

10. What did the inspection team do well? Select all that apply.

- a. Explained the purpose and scope of the inspection.
- b. Assessed the biosafety measures of all spaces where imported materials are used and/or stored.
- c. Allowed entity personnel to ask questions regarding Import Permit Program processes and oversight.
- d. Interviewed staff by being respectful and confirming information regarding biosafety and the submitted application.
- e. Verified the information submitted on the application.
- f. Reviewed documents to confirm biosafety measures and information submitted on application.
- g. Clearly explained preliminary inspection observations in relation to biosafety standards and import permit regulations.
- h. Explain the inspection report and response procedures.
- i. Other (Please explain)

11. What could the inspection team have done better? Select all that apply.

- a. Explained the purpose and scope of the inspection.
- b. Assessed the biosafety measures of spaces where imported materials are used and/or stored.
- c. Allowed entity personnel to ask questions regarding Import Permit Program processes and oversight.
- d. Interviewed staff by being respectful and confirming information regarding biosafety and the submitted application.
- e. Verified the information submitted on the application.
- f. Reviewed documents to confirm biosafety measures and information submitted on application.
- g. Clearly explained preliminary inspection observations in relation to biosafety standards and import permit regulations.
- h. Explained the inspection report and response procedures.
- i. Other (Please explain)

12. What would help you prepare for future inspections? [Open ended]

13. Was the eIPP information system inspection module used?

- a. Yes
- b. No [skip to the end of the survey]

14. What is your overall level of satisfaction with the eIPP information system inspection module?

| Dissatisfied | Somewhat Dissatisfied | Neutral | Somewhat Satisfied | Satisfied |
|-----------------------|--------------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- a. Use this space to explain your response [**Optional**: open ended]

15. What should be added to the eIPP information system inspection module to make it easier to use? [Open-ended]