



The NMC Customer Feedback Form

Welcome to the National Maritime Center Customer Feedback Portal

OMB 1601-0014
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The U.S. Coast Guard National Maritime Center is committed to providing you with excellent service. Please provide feedback on your experience with our services. Your feedback is vital to our efforts to continuously improve our product delivery.

At various places within the survey there are easily identifiable links ([underlined blue text hyperlinks](#)) to websites, e-mail addresses, and/or specific documents to aid your completion of the survey.

It should take approximately 5 minutes to complete this survey.

Please do not include any personally identifiable information (PII) in your answers. PII means any information that permits the identity of an individual to be directly or indirectly inferred, including any other information which is linked or linkable to that individual.

National Maritime Center Customer Feedback Form

Privacy Notice

Authority: 14 U.S.C. §505: Function and powers vested in the Commandant; and Executive Order 12862.

Purpose: To collect data that will be used to analyze and determine the kind and quality of services customers want and expect, as well as their satisfaction with U.S. Coast Guard National Maritime Center services. In order to assist with maintaining confidentiality, respondents are advised not to include any personally identifiable information not requested in their responses.

Routine Uses: This survey solicits information that the Coast Guard will use to gauge feedback and improve overall customer service. DHS/ALL/PIA-069 DHS Surveys, Interviews, and Focus Groups provides coverage for this collection.

Disclosure: Furnishing this information is strictly voluntary



The NMC Customer Feedback Form

Survey Portal

* 1. What National Maritime Center services did you use?

- ☐ I was issued a Merchant Mariner Credential and/or a Medical Certificate
- ☐ I was issued a Course/Program/Designated Examiner (DE)/Qualified Assessor (QA)/Instructor Approval

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Merchant Mariner Credential and/or Medical Certificate Application Experience

Please tell us about your experience receiving a Merchant Mariner Credential and/or a Medical Certificate.

2. Please provide feedback on your MMC and/or Medical Certificate application experience.

	Merchant Mariner Credential	Medical Certificate
I was able to submit a complete application package.	<input type="text"/>	<input type="text"/>
The time to issue my credential met my expectations.	<input type="text"/>	<input type="text"/>
The credential I received is accurate.	<input type="text"/>	<input type="text"/>
The credential I received is in good physical condition.	<input type="text"/>	<input type="text"/>
Communication I received from the National Maritime Center was professional in nature.	<input type="text"/>	<input type="text"/>

* 3. How did you submit your application package?

- ☐ In person at a Regional Examination Center (REC)
- ☐ By e-mail to an REC
- ☐ By e-mail to the National Maritime Center

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Regional Examination Center (REC) Experience for Application(s)

Please tell us about your Regional Examination Center (REC) experience submitting your application(s).

* 4. Which Regional Examination Center (REC) did you use?

* 5. Please provide feedback on your application submittal experience at the REC.

	Strongly agree	Agree	Disagree	Strongly disagree
The REC staff was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The REC staff was able to address my questions promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The REC was clean and neat.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Submitted by e-mail

Please tell us about your e-mail experience.

* 6. You answered by e-mail. How many e-mails did it take to submit your application package?

- ☐ 1
- ☐ 2-3
- ☐ 4 or more



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Website Experience

* 7. How did you access our website?

☐ Desktop
computer

☐ Laptop

☐ Table
t

☐ Smart
phone

* 8. Please provide feedback on our website.

	Strongly agree	Agree	Disagree	Strongly disagree	N/A
The website provided the information I needed to allow me to complete my application.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The website was easy to navigate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to locate answers to my questions on the website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Course Approvals information on the National Maritime Center (NMC) website met my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Customer Service Center Features

* 9. Which Customer Service Center feature(s) did you use?

- ☐ Telephone
- ☐ Live Chat
system
- ☐ E-
mail

* 10. Please rate your interaction with our Customer Service Center representative.

- ☐ Extremely
professional
- ☐ Very
professional
- ☐ Somewhat
professional
- ☐ Not so
professional
- ☐ Not at all
professional

* 11. The Customer Service Center was able to address my questions promptly.

☐

Yes

☐

No, I was referred to someone else

☐

No

If you answered "No" to the above, please explain

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Customer Service Center Transfers

* 12. The person to whom I was referred

	Strongly agree	Agree	Disagree	Strongly disagree
Was professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was able to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Examination

Please tell us about your experience with the examination.

* 13. What type of examination did you take?

- ☐ Open Book Renewal Examination
- ☐ Academy Examination
- ☐ Local Knowledge/Chart Sketch Examination
- ☐ Standard Examination

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Renewal Examination

Please tell us about your renewal examination experience.

* 14. Was your examination mailed/mailed to the correct address?

- ☐ Yes
- ☐ No

* 15. Were you mailed/mailed the correct examination?

- ☐ Yes
- ☐ No

* 16. Were the renewal examination instructions adequate?

- ☐ Yes
- ☐ No

* 17. The renewal examination process

- ☐ Exceeded my expectations
- ☐ Met my expectations
- ☐ Did not meet my expectations

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Took an examination at an academy

* 18. At which academy did you test?

- ☐ California Maritime Academy
- ☐ Great Lakes Maritime Academy
- ☐ Maine Maritime Academy
- ☐ Massachusetts Maritime Academy
- ☐ State University of New York Maritime College
- ☐ Texas A&M Maritime Academy
- ☐ U.S. Merchant Marine Academy
- ☐ I tested at a Regional Examination Center

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Academy examination

* 19. Please provide feedback on your examination experience.

	Strongly agree	Agree	Disagree	Strongly disagree
The REC examination staff was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The examination facilities were suitable for testing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The examination facilities provided appropriate materials for my tests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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In-Regional Examination Center (REC) examination

Please tell us about your examination experience.

* 20. Which Regional Examination Center (REC) did you use?

* 21. How did you schedule your examination?

- ☐ Through the Customer Service Center
- ☐ Via the NMC Website
- ☐ Directly with the Regional Examination Center

* 22. Were the examination hours of operation satisfactory for your needs?

- ☐ Yes
- ☐ No

* 23. Please provide feedback on your examination experience.

	Strongly agree	Agree	Disagree	Strongly disagree
The REC examination staff was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The REC examination facilities were suitable for testing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The examination facilities provided appropriate materials for my tests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Homeport

* 24. I used Homeport to:

- ☐ Check the status of my application
- ☐ Calculate sea service

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* 25. I am satisfied with Homeport

- ☐ Yes
- ☐ No



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Course/Program/DE/QA/Instructor Approval Experience

* 26. I applied (*choose all that apply*)

- ☐ For a course or program approval
- ☐ To be a Designated Examiner (DE)
- ☐ To be a Qualified Assessor (QA)
- ☐ To be an Instructor

* 27. I received communication from the Mariner Training and Assessment branch in the following ways: (*choose all that apply*)

- | | |
|--|--|
| <input type="checkbox"/> Awaiting Information letter | <input type="checkbox"/> E-mail |
| <input type="checkbox"/> Phone call | <input type="checkbox"/> Approval letter |

* 28. Please tell us about our communication with you.

	Strongly agree	Agree	Disagree	Strongly disagree
Communication was professional in nature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication was clear; easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication was correct (accurate).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Course Approvals branch was able to resolve any questions with one contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service provided by the Course Approvals branch was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timeliness of my approval was within my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Course/Program Approvals

* 29. Which source(s) did you use to learn how to submit your package?
(Choose all that apply.)

☐

[NMC
Website](#)

☐

[Course/Program Approval Submittal
Checklist](#)

☐

[NVIC 03-
14](#)

☐

Code of Federal Regulations (CFR)
[46CFR10.402](#)

☐

Other (please
specify)

* 30. Were submittal requirements clear?

☐

Yes

☐

No

* 31. How did you submit your course/program approval request?

☐

E-
mail

☐

Homeport

☐

U.S. Postal
Service

☐

Fax

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E-mail Course/Program/DE/QA/Inst approval submittal experience

* 32. I was able to submit my request in ___ e-mails.

- ☐ 1
- ☐ 2-3
- ☐ 4 or
more

Did you know that large file uploads may be submitted via our Homeport site? Click [here](#) to obtain a Homeport account.

* 33. Will you submit your requests via e-mail in the future?

- ☐ Yes
- ☐ No, I will try Homeport next
time

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Homeport Website

* 34. Was this your first time using Homeport?

☐ Yes

☐ No

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Homeport Experience

* 35. How easy was obtaining a Homeport account?

- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult

* 36. I found Homeport easy to use.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree

* 37. Will you use Homeport for your next course/program/DE/QA/Instructor approval?

- ☐ Yes
- ☐ No, I will use e-mail.

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U. S. Postal Service

* 38. Why did you choose to use the U.S. Postal Service to submit your course/program approval request?

- ☐ I am most comfortable using the U.S. Postal Service rather than e-mail or Homeport.
- ☐ I do not have a Homeport account.
- ☐ I did not know I could submit my application any other way.
- ☐ My request package was too big to e-mail or upload.

Click [here](#) to request a Homeport account. Click [here](#) for our e-mail address.

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Access Website?

* 39. Did you access our National Maritime Center Website?

☐ Yes

☐ No



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Access website for Course/Program/DE/QA/Inst approvals?

* 40. Did you access our National Maritime Center Website?

☐ Yes

☐ No



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Did you contact our Customer Service Center?

* 41. Did you use our Customer Service Center?

☐ Yes

☐ No



The NMC Customer Feedback Form

Did you contact our Customer Service Center for Course/Program/DE/QA/Inst approvals?

* 42. Did you use our Customer Service Center?

☐ Yes

☐ No



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Was an examination required to receive credential?

* 43. Were you required to take an examination prior to the issuance of your credential?

☐ Yes

☐ No



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Did you use Homeport?

* 44. Did you use Homeport to check the status of your Merchant Mariner Credential or Medical Certificate application or calculate sea service?

☐ Yes

☐ No



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End of Survey

Thank you for your feedback.

* 45. Overall, how satisfied are you with the National Maritime Center's services?

4. Highly Satisfied

☐

3. Satisfied

☐

2. Dissatisfied

☐

1. Highly dissatisfied

☐

46. I have additional comments about my experience with the NMC's services and I classify them as:

☐

Positive

☐

Negative

☐

Other (i.e., suggestions for improvements or other comment)

Comment

For resolving specific credentialing issues, please contact us by phone at [1-888-IASKNMC](tel:1-888-IASKNMC) (888-427-5668); e-mail to iasknmc@uscg.mil; or online Chat, https://www.dco.uscg.mil/national_maritime_center/.

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For the latest information on mariner credentialing visit our web site at https://www.dco.uscg.mil/national_maritime_center/.

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