Welcome to the National Maritime Center Customer Feedback Portal

OMB 1601-0014 Expires 11/30/2021

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

CG-4610C (07/19)





Survey Portal

* 1. What National Maritime Center services did you use?
1. What National Mantime Ochter Services and you ase:
I was issued a Merchant Mariner Credential and/or a Medical
Certificate
Lucas instead a Course / Designated Europian (DE) / Out if all Assesses (OA) / Instructor
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.	\$	•
The time to issue my credential met my expectations.	•	•
The credential I received is accurate.	\Delta	•
The credential I received is in good physical condition.	\$	•
Communication I received from the National Maritime Center was professional in nature.	\$	•
* 3. How did you In person at a Regional Ex (REC)	submit your application p	ackage?
By e-mail to an REC		
By e-mail to the National N Center	Maritime	
CG-4610C (07/19)		



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

Please tell us about your Regional Examination Center (REC) experience submitting your application(s	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.	\bigcirc		\bigcirc	\bigcirc
The REC staff was able to address my questions promptly	\bigcirc		\bigcirc	\circ
The REC was clean and neat.	\circ	\bigcirc	0	0



Submitted by e-mail

Please tell us about your e-mail experience.

your application package?

* 6. You answered by e-mail.	How many e-mails did it take to sub	mi

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(- 1	$^{\circ}$
١.	-)	2-3

4 or
more



Website Experience					
* 7. How did	VOLL ACCESS	our websit	e?		
Desktop	you access	our websit	Table		
computer			t Smart		
Εάφιορ			phone		
* 8. Please pro	vide feedhad	ck on our v	vehsite		
o. I lease pro	Strongly agree	Agree	Disagree	Strongly disagree	N/A
The website provided the information I needed to allow me to complete my application.	0	\circ	\circ	0	\circ
The website was easy to navigate.	\circ	\bigcirc	\circ	\circ	
I was able to locate answers to my questions on the website.	0	\circ	\circ	\circ	\circ
The Course Approvals information on the National Maritime Center (NMC) website met my needs.	0	0	0	0	
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Customer Service Center Features
* 9. Which Customer Service Center feature(s) did you use?
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 ques	stions
promptly.	
Yes	
No, I was referred to someone	
else	
O N	
If you answered "No" to the above, please explain	
If you allowered the to the above, please explain	
CG-4610C (07/19)	



Customer Service Center Transfers

* 12. The person to whom I was referred

	Strongly agree	Agree	Disagree	Strongly disagree
Was professional				
Was knowledgable				
Was able to help me	\bigcirc			\bigcirc

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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
CG-4610C (07/19)



Renewal Examination

Please tell us about your renewal examination experience.	
* 14. Was your examination mailed/emailed to the correct address? O Yes N 0	
* 15. Were you mailed/emailed the correct examination? Ores N 0	
* 16. Were the renewal examination instructions adequate? Ores N 0	
* 17. The renewal examination process Exceeded my expectations Met my expectations Did not meet my expectations	
CG-4610C (07/19)	



Took an examination at an academy

* 18	3. At which academy did you test?
	California Maritime Academy
	Great Lakes Maritime Academy
	Maine Maritime Academy
\circ	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
CG-4610C	2 (07/19)



Academy examination

* 19. Please provide feedback on your examination experience.

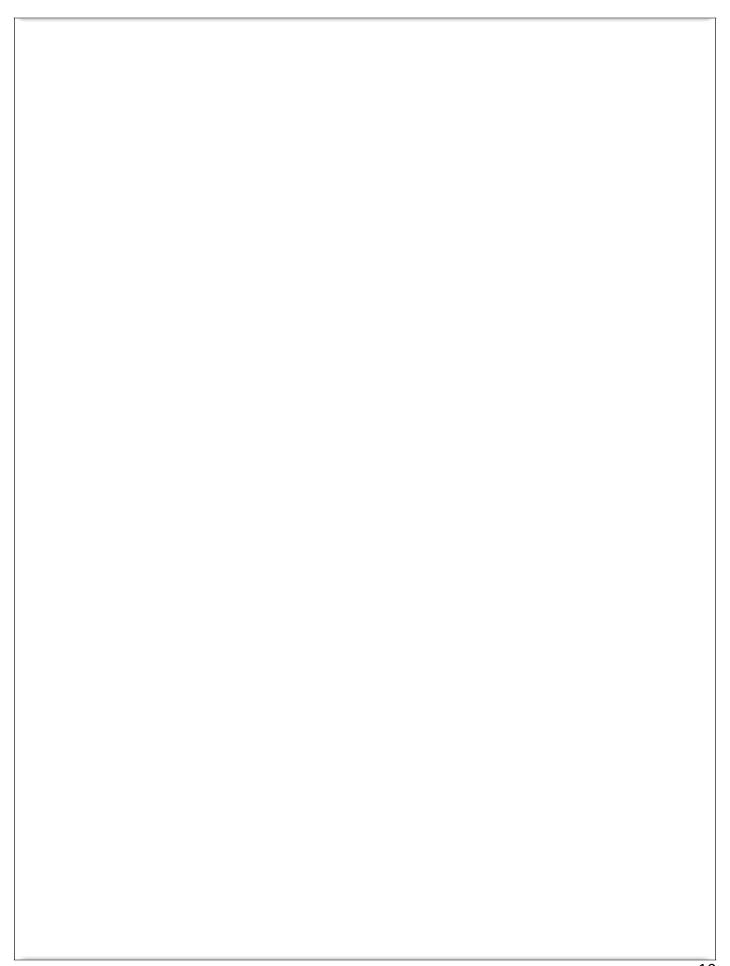
	Strongly agree	Agree	Disagree	Strongly disagree
The REC examination staff was professional.	\circ		0	\circ
The examination facilities were suitable for testing.	\bigcirc		\bigcirc	\bigcirc
The examination facilities provided appropriate materials for my tests.	0	0	0	0

CG-4610C (07/19)



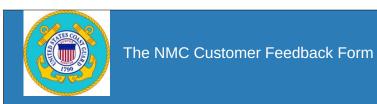
CG-4610C (07/19)

In-Regional Examinat	tion Center (REC)	examination		
Please tell us about your e	xamination experience			
* 20. Which Ro	egional Exam	ination Cente	r (REC) did yo	u use?
* 21. How did	you schedule	your examina	ation?	
Through the Custom Center	er Service			
Via the NMC Website				
Directly with the Reg Center	ional Examination			
* 22. Were the needs? Ores No	examination	hours of ope	ration satisfact	ory for your
* 23. Please pro	vide feedback	k on your exa	mination exper	ience.
	Strongly agree	Agree	Disagree	Strongly disagree
The REC examination staff was professional.	\bigcirc	\circ	\circ	\circ
The REC examination facilities were suitable for testing.	\circ	\bigcirc	\bigcirc	\circ
The examination facilities provided appropriate materials for my tests.	0	0	0	0





Homeport
* 24. I used Homeport to:
Check the status of my application
Calculate sea service
CG-4610C (07/19)
* 25. I am satisfied with Homeport
Yes
O N



Course/Program/DE/QA/Instructor Approval Experience

* 26. I applied (choose all ti	hat 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 communica	ation from the Mariner Training and
Assessment branch in the	following ways: (choose all that apply)
Awaiting Information letter	E- mail
Phone call	Approval letter

	l us about our			
	Strongly agree	Agree	Disagree	Strongly disagree
Communication was professional in nature.	\bigcirc	0		\bigcirc
Communication was clear; easily understood.	\circ	\bigcirc	\bigcirc	\circ
Communication was correct (accurate).	\circ	\bigcirc	\circ	\circ
The Course Approvals branch was able to resolve any questions with one contact.	\circ	\circ	\circ	\circ
Customer service provided by the Course Approvals branch was professional.	0	0	0	0
The timeliness of my approval was within my expectations.	0	\circ	\bigcirc	0



Course/Program Approvals	
* 29. Which source(s) did you use to	o 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)	
* 20 More submitted requirements (ologr?
* 30. Were submittal requirements of Yes	deal?
○ N	
0	
* 31. How did you submit your cours	se/program approval request?
E-	
Homeport	
U.S. Postal Service	
Fax	
CG-4610C (07/19)	



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 <u>here</u> 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 CG-4610C (07/19)



Homeport Website
* 34. Was this your first time using Homeport?
Yes
○ N
0
CG-4610C (07/19)

Homeport Experience

* 35. How easy was obtaining a Homeport account?
Easy
Neither easy nor difficult
Difficul t
* 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.
CG-4610C (07/19)



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 <u>here</u> to request a Homeport account. Click <u>here</u> for our e-mail address.
CG-4610C (07/19)



Access Website?
* 39. Did you access our National Maritime Center Website? O Yes O N O



Access website for Course/Program/DE/QA/Inst approvals?
* 40. Did you access our National Maritime Center Website? O Yes N 0



Did you contact our Customer Service Center?
* 41. Did you use our Customer Service Center? O Yes N 0



Did you contact our Customer Service Center for Course/Program/DE/QA/Inst approvals?
* 42. Did you use our Customer Service Center? O Yes
O N



Was an examination required to receive credential?

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

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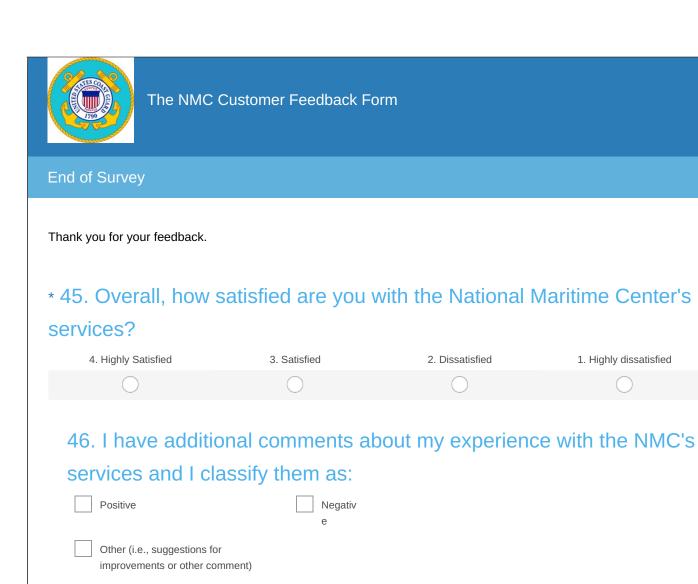


Did you use Homeport?

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

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Comment

For resolving specific credentialing issues, please contact us by phone at 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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