



# USMEPCOM

United States Military Entrance Processing Command



## Customer Satisfaction Survey

Help us improve our Military Entrance Processing Station (MEPS)! The information you provide will give feedback to this specific MEPS to better serve our customers, YOU! Your participation is strictly **voluntary**. Any information you provide will be held in confidence and will in no way reflect upon your ability or interest to enlist. This survey is not a data source for military recruiters, services, or entities other than the United States Military Entrance Processing Command (USMEPCOM) and this MEPS. It should take 5-10 minutes to complete the full survey. We want to provide you the best available service!

**Would you like to participate in USMEPCOM's Customer Satisfaction Survey? (Branching Question)**

- Yes (Jump to next question)
- No (Jump to end of survey)



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## Customer Satisfaction Survey

**Privacy Statement:** Your participation in this survey is strictly **voluntary**. Unless you provide your name, phone, email address or otherwise identify yourself in the text comments in the survey, all information and comments will remain anonymous. If you have a complaint and do not provide a phone number or email address, there will be no way of following up with you regarding the comment.

**Instructions:** Please answer all questions that pertain to your processing experience at the MEPS.

**At what MEPS are you taking this survey?** MEPS \_\_\_\_\_ (Drop-down menu of MEPS)

**Military Service you are processing for:** Military Service \_\_\_\_\_

**Demographics:** (Drop-down menus)

Education Level	Gender	Age Group
High School/GED	Male	17-19 years old
Some College	Female	20-22 years old
Associates		23-26 years old
Bachelor's		27-30 years old
Master's or higher		31-34 years old
		35 years and older



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## Customer Satisfaction Survey

1) What is your overall level of satisfaction of your MEPS visit?

	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied
<b>Overall MEPS Visit</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide specific comments about MEPS activities or anything you feel should be brought to our attention:

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## Customer Satisfaction Survey

### MEPS Facility

2) Did you feel secure in the MEPS facility?

- Yes
- No

If you did not feel secure, please explain why:

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What is your level of satisfaction in the following MEPS areas concerning comfort and cleanliness?

#### SCALE

- 6 - Very Satisfied
- 5 - Satisfied
- 4 - Somewhat Satisfied
- 3 - Somewhat Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied
- N/A - Not Applicable

	Comfort							Cleanliness						
	6	5	4	3	2	1	N/A	6	5	4	3	2	1	N/A
a) Control Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Fingerprinting Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Aptitude Testing Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Medical Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Dining Room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Game Room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Waiting Areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment on specific items and provide examples by identifying the letter designator for each area:

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## Customer Satisfaction Survey

### MEPS Staff

3) What is your level of satisfaction with the **MEPS Staff** and **specific events**?

**NOTE:** MEPS staff provide Medical, Testing, and/or Processing activities. Service liaisons and/or recruiters are **not** MEPS staff.

SCALE

- 6 - Very Satisfied
- 5 - Satisfied
- 4 - Somewhat Satisfied
- 3 - Somewhat Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied
- N/A - Not Applicable

	6	5	4	3	2	1	N/A
<b>a) Front/Control Desk Personnel</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b) Aptitude Testing Personnel</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c) Medical Personnel</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>d) Medical Exam/Physician</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>e) Travel Section Personnel</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f) Commander's Welcome Brief</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>g) Aptitude Test Instructions</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>h) Medical Exam Briefing</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>i) Enlistment Interviews</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>j) Overall</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you experienced anyone who demonstrated outstanding customer service or encountered anyone who presented unprofessional behavior, please provide specific comments by identifying the letter designator for each area (i.e., a,b,c,...j).

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## Customer Satisfaction Survey

### Meals at the MEPS

#### 4) Were you served a meal at the MEPS? (Branching Question)

- Yes (Jumps to Meals sub-questions)
- No (Jumps to Question #5)



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## Customer Satisfaction Survey

### Meals at the MEPS

What is your level of satisfaction in the following areas concerning your meal(s) at the MEPS?

SCALE

- 6 - Very Satisfied
- 5 - Satisfied
- 4 - Somewhat Satisfied
- 3 - Somewhat Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied
- N/A - Not Applicable

	6	5	4	3	2	1	N/A
<b>a) Enough time to eat</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b) Variety</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c) Quality</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>d) Beverages</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>e) Overall</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide specific comments about your meal by identifying the letter designator for each area (i.e., a,b,...e).

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## Customer Satisfaction Survey

### Lodging Facility

5) Did you stay at a lodging facility? (Branching Question)

- Yes (Jumps to Lodging sub-questions)
- No (Jumps to question #6)





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## Customer Satisfaction Survey

### Lodging Facility

What is your level of satisfaction in each of the following areas concerning the lodging facility?

SCALE

- 6 - Very Satisfied
- 5 - Satisfied
- 4 - Somewhat Satisfied
- 3 - Somewhat Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied
- N/A - Not Applicable

	6	5	4	3	2	1	N/A
a) Check-In	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Check-Out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Cleanliness of Room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Comfort of Room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Food Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Enough time for dinner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Enough time for breakfast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) Transportation to MEPS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j) Hotel Staff Attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k) Hotel Instructions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l) Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide specific comments about any lodging area by identifying the letter designator.

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## Customer Satisfaction Survey

### Service Liaison/Counselor at the MEPS

6) Did you meet with a Service liaison/counselor? (Branching Question)

- Yes (Jumps to service liaison/counselor sub-questions)
- No (Jumps to question #7)



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## Customer Satisfaction Survey

Service Liaison/Counselor at the MEPS

	Yes	No	Not Applicable
Were you given an opportunity to view "A Day at MEPS" video?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If yes, did the video inform you of what to expect at the MEPS?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the Recruiter explain the MEPS process to you prior to your visit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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## Customer Satisfaction Survey

### Service Liaison/Counselor at the MEPS

For the Service Liaison/Counselor area, what is your level of satisfaction?

SCALE

- 6 - Very Satisfied
- 5 - Satisfied
- 4 - Somewhat Satisfied
- 3 - Somewhat Dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied
- N/A - Not Applicable

	6	5	4	3	2	1	N/A
<b>Comfort</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Cleanliness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Staff Attitude</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Less than 1/2 hour	1/2 hour to less than 1 hour	1 hour to less than 1 1/2 hours	1 1/2 hours to 2 hours	Over 2 hours	N/A
<b>How long did you wait for the service liaison to find you a job?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide comments regarding information that would have been helpful prior to processing at the MEPS?

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## Customer Satisfaction Survey

### Comments

Please list any comments about your MEPS experience that can improve our service. For example, if you could make one change at the MEPS, what would it be and why?

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If you would like a response to your comments, please enter your name, phone number and/or email below.

Name:	<hr/>
Phone:	<hr/>
Email:	<hr/>

This survey allows the MEPS to assess its processes and improve customer service. Your name, phone number and e-mail address will be used only to send a response should you request one. Disclosure of contact information is **voluntary**; however, to receive a response, you must disclose contact information.



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Please click on **“Click Here to Submit”** below and you will be done.

After you click "submit, the survey will reset for the next person. Please ask the next person to begin. Thank you.