



USMEPCOM
United States Military Entrance Processing Command



Customer Satisfaction Survey

Privacy Statement: Your participation in this survey is strictly voluntary. There is no requirement to provide personal information. 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 comment and do not provide a phone number or email address, there will be no way of following up with you regarding the comment.

Help us improve the quality of the Military Entrance Processing Station (MEPS) you are visiting today! The feedback you provide will give the United States Military Entrance Processing Command (USMEPCOM) information about this specific MEPS that will help us to better serve our customers, YOU! Your participation in this survey is strictly voluntary. As guaranteed by the Privacy Act any information you provide will be held in confidence. Your personal information will only be used to contact you to follow-up on your comments or to ask you for more information about your comments. Participating in this survey, or not, will in no way reflect upon your ability or interest to enlist. This survey is not a data source for military recruiters, services, or any person or organization other than USMEPCOM and the Commanding Officer of this MEPS. It should take only 5-10 minutes to complete the full survey, please take the time to complete this survey and help USMEPCOM improve the quality of your MEPS. We want to provide you the best service possible!

Would you like to participate in USMEPCOM's Customer Satisfaction Survey?

Yes

No

The public reporting burden for this collection of information is estimated to average five 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. Send comments regarding this burden, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 2031-1155 (XXXX) [Insert OMB Control Number]. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. PLEASE DO NOT RETURN YOUR RESPONSE TO THE ABOVE ADDRESS. Responses should be sent to: Headquarters, United States Military Entrance Processing Command ATTN: Office of Strategic Planning and Transformation 2834 Green Bay Road North Chicago, IL 60064-3094



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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
Overall MEPS Visit	<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:

- d) Medical Area
- e) Dining Room
- f) Game Room
- g) Waiting Areas
- h) Overall

Cleanliness

- | | 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"/> |
| b) Fingerprinting Area | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c) Aptitude Testing Room | <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"/> |
| e) Dining Room | <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"/> |
| g) Waiting Areas | <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"/> |

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

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

4) Were you served a meal at the MEPS?

Yes

No



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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
a) Enough time to eat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Beverages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) 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 your meal by identifying the letter designator for each area (i.e., a,b,c,d,e).



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Customer Satisfaction Survey

5) Did you stay at a lodging facility?

Yes

No



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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 the 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.

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

Yes

No

	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	Not Applicable
How long did you wait for the service liaison to find you a job?	<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?



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?

If you would like a response to your comments, please enter your name, phone number and/or email below. No other use of this personal information authorized. Providing this information is entirely **OPTIONAL**.

Name: _____

Phone: _____

Email: _____

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.