



U. S. Coast Guard Mariner Credentialing Program

Your Opinion Matters!

THE U. S COAST GUARD NATIONAL MARITIME CENTER (NMC) IS COMMITTED TO PROVIDING YOU WITH EXCELLENT SERVICE. PLEASE HELP US IMPROVE OUR PROCESSES BY COMMENTING ON THE SERVICES YOU RECEIVED. YOUR FEEDBACK WILL BE USED TO GUIDE OUR EFFORTS TO IMPROVE OUR SERVICES AND PROCESSES. ALL INFORMATION WILL BE KEPT CONFIDENTIAL. PLEASE CLICK THE 'SUBMIT BY E-MAIL' BUTTON IN THE LOWER RIGHT-HAND CORNER WHEN YOU HAVE COMPLETED THE FORM.

MARINER REFERENCE NUMBER(OPTIONAL): _____

DATE: _____

PLEASE DESCRIBE THE NATURE OF YOUR BUSINESS WITH THE NMC (PLEASE CHECK ALL THAT APPLY):

APPLICATION SUBMISSION METHOD:

- IN PERSON
- BY MAIL
- BY ELECTRONIC MEANS

CREDENTIAL TYPE APPLIED FOR:

- OFFICER ENDORSEMENT
- RATING ENDORSEMENT
- STCW ENDORSEMENT
- STAFF OFFICER ENDORSEMENT

TRANSACTION TYPE REQUESTED:

- ORIGINAL
- DUPLICATE
- RENEWAL
- RAISE OF GRADE
- MODIFICATION OR INCREASE OF SCOPE
- ENDORSEMENT
- DOCUMENT OF CONTINUITY

PLEASE INDICATE YOUR LEVEL OF SATISFACTION/DISSATISFACTION WITH THE STATEMENTS BELOW:

(IF THE STATEMENT IS "NOT APPLICABLE", PLEASE SELECT "N/A".)

STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

STATEMENT	RESPONSE
• I FEEL THAT THE OVERALL SERVICE RECEIVED FULLY SATISFIED MY NEEDS	
• THE NMC WEBSITE PROVIDED ACCURATE INFORMATION AND WAS EASY TO NAVIGATE	
• THE INFORMATION AND FORMS RECEIVED PROVIDED SUFFICIENT GUIDANCE AND WERE EASY TO USE	
• BASED ON INFORMATION AVAILABLE TO ME, I WAS ABLE TO SUBMIT A COMPLETE APPLICATION PACKAGE	
• THE NMC CUSTOMER SERVICE CENTER STAFF WERE PROFESSIONAL AND ABLE TO ADDRESS MY QUESTIONS PROMPTLY	
• THE CORRESPONDENCE, E-MAILS, & TELEPHONE CALLS THAT I RECEIVED WERE ACCURATE REGARDING MY APPLICATION AND PROFESSIONAL IN NATURE.	
• THE REC STAFF WERE PROFESSIONAL AND ABLE TO ASSIST WITH MY APPLICATION PROCESSING QUESTIONS	
• THE REC EXAMINATION FACILITIES WERE SUITABLE FOR TESTING AND THE APPROPRIATE MATERIALS WERE AVAILABLE.	
• THE EXAMINATIONS WERE APPROPRIATE FOR THE CREDENTIAL I APPLIED FOR	
• I WAS KEPT SUFFICIENTLY INFORMED AS TO THE PROCESSING STATUS OF MY APPLICATION USING THE COAST GUARD'S HOMEPORT WEBSITE AND/OR RECEIPT OF SYSTEM GENERATED E-MAIL NOTIFICATIONS.	
• THE TIME TO PROCESS MY APPLICATION AND ISSUE MY CREDENTIAL MET MY EXPECTATIONS	
• THE CREDENTIAL I RECEIVED WAS ACCURATE AND IN GOOD PHYSICAL CONDITION	

IF YOU WOULD LIKE TO PROVIDE ADDITIONAL COMMENT REGARDING YOUR EXPERIENCE, PLEASE E-MAIL:

IASKNMC@USCG.MIL

THANK YOU!

For the latest information on mariner credentialing visit our web site at <http://www.uscg.mil/nmc>.
The National Maritime Center is an ISO 9001:2008 Compliant Organization.

Click here to submit by E-mail