



# J. S. Coast Guard National Vessel Documentation Center

## Your Opinion Matters!

THE U. S COAST GUARD NATIONAL VESSEL DOCUMENTATION CENTER (NVDC) 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.

PLEASE CLICK THE 'SUBMIT' BUTTON IN THE LOWER RIGHT CORNER WHEN YOU HAVE COMPLETED THE FORM.

OFFICIAL NUMBER(OPTIONAL): \_\_\_\_\_

DATE: \_\_\_\_\_

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

<u>APPLICATION SUBMISSION METHOD:</u>	<u>TYPE OF VESSEL:</u>	<u>TRANSACTION TYPE REQUESTED:</u>
<input type="checkbox"/> ELECTRONIC (EX. PDF FILING) DOCUMENTATION	<input type="checkbox"/> COMMERCIAL	<input type="checkbox"/> RENEWAL OF
<input type="checkbox"/> BY REGULAR MAIL REQUEST	<input type="checkbox"/> RECREATIONAL	<input type="checkbox"/> ABSTRACT OF TITLE
<input type="checkbox"/> BY FAX TRANSMISSION DOCUMENTATION		<input type="checkbox"/> ISSUANCE OF CERTIFICATE OF
<input type="checkbox"/> WALK IN		<input type="checkbox"/> INFORMATION REQUEST/FOIA REQUEST
		<input type="checkbox"/> FILING OF INSTRUMENTS (EX. PREFERRED MORTGAGE)
		<input type="checkbox"/> FEE PAYMENTS

PLEASE INDICATE YOUR LEVEL OF SATISFACTION/DISSATISFACTION IN THE RESPONSE BLOCK BELOW (SELECT N/A IF NOT APPLICABLE):

<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEUTRAL</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>
5	4	3	2	1
<b>STATEMENT</b>				<b>RESPONSE</b>
• <b>BASED ON INFORMATION AVAILABLE TO ME, I WAS ABLE TO SUBMIT A COMPLETE APPLICATION PACKAGE</b>				
• <b>THE INFORMATION AND FORMS RECEIVED WERE EASY TO USE</b>				
• <b>THE NVDC WEBSITE PROVIDED ACCURATE INFORMATION</b>				
• <b>THE NVDC WEBSITE WAS EASY TO NAVIGATE</b>				
• <b>THE CORRESPONDENCE, E-MAILS, AND TELEPHONE CALLS I RECEIVED REGARDING MY CASE WERE ACCURATE</b>				
• <b>THE CORRESPONDENCE, E-MAILS, AND TELEPHONE CALLS I RECEIVED REGARDING MY CASE WERE PROFESSIONAL IN NATURE</b>				
• <b>A RESPONSE TO MY E-MAIL AND/OR PHONE CALL WAS RETURNED PROMPTLY</b>				
• <b>NVDC STAFF WERE PROFESSIONAL</b>				
• <b>NVDC STAFF WERE ABLE TO ADDRESS MY QUESTIONS PROMPTLY</b>				
• <b>I WAS KEPT SUFFICIENTLY INFORMED AS TO THE CASE PROCESSING DATES USING THE NVDC WEBSITE AND/OR THE U.S. COAST GUARD LIST SERVER</b>				
• <b>THE PRODUCT I RECEIVED WAS ACCURATE</b>				
• <b>I RECEIVED EVERYTHING FOR WHICH I APPLIED</b>				
• <b>THE TIME TO PROCESS MY REQUEST MET MY EXPECTATIONS</b>				

The Coast Guard estimates that the average burden for this report is five minutes. You may submit any comments concerning the accuracy of this burden estimate or any suggestions for reducing the burden to: Director, United States Coast Guard, National Vessel Documentation Center, 792 Tj Jackson Drive, Falling Waters, WV 25419 or Office of Management and Budget, Paperwork Reduction Project (1601-0014), Washington, DC 20503.

### THANK YOU!

For the latest information on vessel documentation visit our web site at <http://www.uscg.mil/hq/cg5/nvdc/>

This is a voluntary survey form with OMB No.: 1601-0014, and Expires: 10/31/2014.

**Submit**

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| • I FEEL THE OVERALL SERVICE RECEIVED FULLY SATISFIED MY NEEDS |  |
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**PLEASE SAVE THIS FORM AND E-MAIL (WITH ADDITIONAL COMMENTS, IF DESIRED) TO: [NVDC.W.WEBMASTER@USCG.MIL](mailto:NVDC.W.WEBMASTER@USCG.MIL). BE SURE TO PROVIDE THE COAST GUARD OFFICIAL NUMBER WITH YOUR SUBMISSION.**