

SUPPORTING STATEMENT – PART B

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Description of the Activity

The potential respondent universe consists of all applicants who enter any of the 65 Military Entrance Processing Stations nationwide. All applicants are offered the opportunity to participate in USMEPCOM’s Customer Satisfaction Survey, regardless if they completed the qualification process or not. The survey data is based on a voluntary census of the applicant population. USMEPCOM does not select respondents who represent a larger group or population as the survey is a tool to provide immediate feedback to MEPS Commanders on the quality of service and areas of improvement.

Survey Population	490,000 per year
Expected Number of Survey Respondents	122,000 per year

2. Procedures for the Collection of Information

As a tool for providing feedback to MEPS Commanders, the collection of data is done on a daily basis; however, applicants will not be asked to complete the survey more than once. During the morning Commander’s in-brief to applicants, the Commander or designated representative will inform all applicants of the Customer Satisfaction Survey and the location of the computer terminal. They are encouraged to take the survey upon completion of their processing day; however, the survey is available to them at any point during their process. Comments about an applicant’s MEPS experience are immediately forwarded to the Commander and other designated personnel for situational awareness and/or action. There will be no sampling and no stratification. The data gathered from the survey will not be used for statistical analyses.

The survey results consist of both quantitative data from rating scale questions and qualitative data in the form of comments provided by respondents. Customer service metrics consist of the levels of satisfaction that an applicant has both about his or her overall MEPS experience and about specific phases of the qualification process. Level of satisfaction is measured on a scale of 1 (very dissatisfied) to 6 (very satisfied). These metrics are used as an indicator to MEPS Commanders, identifying areas for improvement, and the comments are used to identify how to improve.

3. Maximization of Response Rates, Non-response, and Reliability

In order to maximize participation rate, applicants will be briefed by MEPS staff about the survey during the morning in-brief and encouraged to participate upon completion of their processing day. The survey results are not intended to be generalizable, and therefore, “reliable” data is not a requirement for use of this survey, which is a tool for MEPS Commanders to gain feedback on applicant satisfaction.

4. Tests of Procedures

The survey has been in use for the past 3 years. It is reviewed by selected MEPS Commanders and Headquarters staff for content, ease, and applicability.

5. Statistical Consultation and Information Analysis

POC for USMEPCOM's Customer Satisfaction survey is Mr. Matthew Lince, Futures Division Chief, Office of Strategic Planning and Transformation. (847) 688-3680 ext 7242. A technical review of the survey instrument and its methodology was conducted by Dr. Paul Rosenfeld, Chief of the Survey Design, Analysis, and Operations Branch of the Defense Manpower Data Center (DMDC, 571.372.0987).