

OMB #0704-0470, Expiration: June 2013



# USMEPCOM

United States Military Entrance Processing Command



## **Customer Satisfaction Survey**

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 better serve our customers, YOU! Your participation in this survey is voluntary. 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 this MEPS.

Privacy Advisory: Participation in this survey will not affect any Department of Defense decisions related to your potential enlistment and is voluntary. Your responses to this survey will be used only by USMEPCOM to improve the quality of this MEPS and will not be provided to military recruiters, the Military Services, or any other person or organization. This survey asks three demographic questions, the answers to which would not lead to your identification. If you have any comments about your experience today and want a follow-up response, please contact the MEPS Operations Supervisor.

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

mYes

mNo >>>> Skip to Page 13:

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, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22350-3100 [0704-0470]. 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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# USMEPCOM

United States Military Entrance Processing Command



## Customer Satisfaction Survey

**Instructions:** Please answer all questions that pertain to your processing experience at the MEPS. You may skip any question if you choose not to respond.

**At what MEPS are you taking this survey?**

**MEPS** \_\_\_\_\_

**Military Service you are processing for:**

**Military Service** \_\_\_\_\_

Education Level:

	High School/GED	Some College	Associates	Bachelor's	Master's and higher
<b>Demographics</b>	m	m	m	m	m

**Gender:**

	Male	Female
<b>Demographics</b>	m	m

**Age group:**

	18-19 years old	20-22 years old	23-26 years old	27-30 years old	31-34 years old	35 years and older
<b>Demographics</b>	m	m	m	m	m	m

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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>	m	m	m	m	m	m

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

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## MEPS Facility

2) Did you feel secure in the MEPS facility?

mYes

mNo

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

	6	5	4	3	2	1	N/A
<b>a) Control Desk</b>	m	m	m	m	m	m	m

<b>b) Fingerprin ting Area</b>	m	m	m	m	m	m	m	m
<b>c) Aptitude Testing Room</b>	m	m	m	m	m	m	m	m
<b>d) Medical Area</b>	m	m	m	m	m	m	m	m
<b>e) Dining Room</b>	m	m	m	m	m	m	m	m
<b>f) Game Room</b>	m	m	m	m	m	m	m	m
<b>g) Waiting Areas</b>	m	m	m	m	m	m	m	m
<b>h) Overall</b>	m	m	m	m	m	m	m	m

Cleanliness

6 5 4 3 2 1 N/A

<b>a) Control Desk</b>	m	m	m	m	m	m	m	m
<b>b) Fingerprin ting Area</b>	m	m	m	m	m	m	m	m
<b>c) Aptitude Testing Room</b>	m	m	m	m	m	m	m	m
<b>d) Medical Area</b>	m	m	m	m	m	m	m	m
<b>e) Dining</b>	m	m	m	m	m	m	m	m

<b>Room</b>								
<b>f) Game Room</b>	m	m	m	m	m	m	m	m
<b>g) Waiting Areas</b>	m	m	m	m	m	m	m	m
<b>h) Overall</b>	m	m	m	m	m	m	m	m

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

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## 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>	m	m	m	m	m	m	m
<b>b) Aptitude Testing Personnel</b>	m	m	m	m	m	m	m
<b>c) Medical Personnel</b>	m	m	m	m	m	m	m
<b>d) Medical Exam/Physician</b>	m	m	m	m	m	m	m
<b>e) Travel Section Personnel</b>	m	m	m	m	m	m	m
<b>f) Command</b>	m	m	m	m	m	m	m

**er's  
Welcome  
Brief**

**g) Aptitude  
Test  
Instructions**    m                    m                    m                    m                    m                    m                    m

**h) Medical  
Exam  
Briefing**        m                    m                    m                    m                    m                    m                    m

**i)  
Enlistment  
Interviews**     m                    m                    m                    m                    m                    m                    m

**j) Overall**        m                    m                    m                    m                    m                    m                    m

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?

mYes

mNo >>>> Skip to Page 8: 5) Did you stay at a lodging facility?

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(End of Page 6)



## 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>	m	m	m	m	m	m	m
<b>b) Variety</b>	m	m	m	m	m	m	m
<b>c) Quality</b>	m	m	m	m	m	m	m
<b>d) Beverages</b>	m	m	m	m	m	m	m
<b>e) Overall</b>	m	m	m	m	m	m	m

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?

mYes

mNo >>>> Skip to Page 10: 6) Did you meet with a Service liaison/counselor?

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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
<b>a) Check-In</b>	m	m	m	m	m	m	m
<b>b) Check-Out</b>	m	m	m	m	m	m	m
<b>c) Cleanliness of Room</b>	m	m	m	m	m	m	m
<b>d) Comfort of Room</b>	m	m	m	m	m	m	m
<b>e) Recreation</b>	m	m	m	m	m	m	m
<b>f) Food Quality</b>	m	m	m	m	m	m	m

<b>g) Enough time for dinner</b>	m	m	m	m	m	m	m	m
<b>h) Enough time for breakfast</b>	m	m	m	m	m	m	m	m
<b>i) Transportation to the MEPS</b>	m	m	m	m	m	m	m	m
<b>j) Hotel Staff Attitude</b>	m	m	m	m	m	m	m	m
<b>k) Hotel Instructions</b>	m	m	m	m	m	m	m	m
<b>l) Overall</b>	m	m	m	m	m	m	m	m

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

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

mYes

mNo

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**Customer Satisfaction Survey**

**Service Liaison/Counselor at the MEPS**

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

**visit?**

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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>	m	m	m	m	m	m	m
<b>Cleanliness</b>	m	m	m	m	m	m	m
<b>Staff Attitude</b>	m	m	m	m	m	m	m
<b>Overall</b>	m	m	m	m	m	m	m

	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
<b>How long did you wait for the service liaison to find you a job?</b>	m	m	m	m	m	m

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

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## 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 or status of resolution to your issue(s), please contact the MEPS Operations Supervisor at the Control Desk.

This survey allows the MEPS to assess its processes and improve customer service. Your responses are voluntary and anonymous.



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.

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