



The National Maritime Center Customer Feedback Form

Welcome to the National Maritime Center Customer Feedback Portal

OMB 1601-0014
Expires 04/30/2018

The U.S. Coast Guard National Maritime Center is committed to providing you with excellent service. Please help us improve our processes by commenting on your experience. Your feedback is vital to our efforts to continuously improve our product delivery.

At various places within the survey there are easily identifiable links ([underlined blue text hyperlinks](#)) to websites, e-mail addresses, and/or specific documents to aid your completion of the survey.

Please do not include any personally identifiable information (PII) in your answers. PII means any information that permits the identity of an individual to be directly or indirectly inferred, including any other information which is linked or linkable to that individual.

Privacy Notice

Authority: Executive Order 12862 authorizes the collection of this information.

Purpose: The National Maritime Center (NMC) will use this information to determine the kind and quality of services our customers want and expect, as well as your satisfaction with Coast Guard's services.

Routine Uses: NMC personnel and contractors or other agents will use this information to assist in continual improvement of our services. Additionally, NMC will share aggregate satisfaction scores with the public via the National Maritime Center's website.

Disclosure: Furnishing this information (including your Reference number) is voluntary.

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Survey Portal

We kindly ask that you rate each service you used individually. You will have the opportunity to comment on more than one service by responding "Yes" to "Would you like to comment on another service..." at the end of each section. You will then be able to choose another service to rate. You may rate each service only once. If you want to rate the service more than once (i.e., if you took two different kinds of examinations) you will need to exit the survey and restart it.

* 1. What National Maritime Center services did you use? (Choose one to begin your feedback.)

- Applied for a Merchant Mariner Credential
- Applied for a Medical Certificate
- Applied for a Course or Program Approval
- Customer Service Center (*Call Center, Live Chat, e-mail*)
- [National Maritime Center Website](#) (*NOT Homeport*)
- **Homeport**
- Took an examination

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The National Maritime Center Customer Feedback Form

Merchant Mariner Credential Application Experience

Please tell us about your experience applying for an Merchant Mariner Credential (MMC).

*** 2. For what type of credential did you apply? (Check all that apply.)**

- Officer
- Qualified rating
- STCW
- Entry level

3. Transaction type requested. (Check all for which you applied.)

- Original
- Renewal
- Duplicate
- Raise of grade, new endorsement or increase in scope
- Certificate of registry
- Document of continuity

* 4. Please provide feedback on your Merchant Mariner Credential application experience.

| | Strongly agree | Agree | Slightly agree | Slightly disagree | Disagree | Strongly disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| I was able to submit a complete application package. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The time to issue my credential met my expectations. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The credential I received is accurate. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The credential I received is in good physical condition. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication I received from the National Maritime Center was professional in nature. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication I received from the National Maritime Center was clear and easily understood. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

You may contact the National Maritime Center at 1-888-IASKNMC; e-mail iasknmc@uscg.mil; Chat, https://www.dco.uscg.mil/national_maritime_center/.

* 5. Which method did you use to submit your application to the Regional Examination Center (REC)?

- E-mail
- Fax
- Other (please specify)
- United States Postal Service
- In person

6. I have additional feedback regarding my Merchant Mariner Credential application experience and I classify my feedback as

Positive Negative Other

My feedback is:

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MMC E-Mail Submittal Experience

Please tell us about your merchant mariner credential application e-mail submittal experience.

* 7. I was able to submit my application in _____ e-mail(s).

- 1
- 2-3
- 3-5
- Greater than 5

* 8. How likely will you submit your application via e-mail in the future?

- Very likely
- Likely
- Somewhat likely
- Somewhat unlikely
- Unlikely
- Very unlikely

9. I have additional feedback on the e-mail submittal experience and I classify my feedback as

- Positive
- Negative
- Other

My feedback is:



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Regional Examination Center (REC) Experience for Merchant Mariner Credential

Please tell us about your Regional Examination Center (REC) experience submitting your MMC application.

* 10. Which Regional Examination Center (REC) did you use?

* 11. Please provide feedback.

| | Strongly agree | Agree | Somewhat agree | Somewhat disagree | Disagree | Strongly disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The REC staff was professional. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The REC staff was able to address my questions promptly | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The REC was clean and neat. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

12. I have additional feedback regarding my experience at the REC and I classify my feedback as

Positive Negative Other

My feedback is:

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Used services other than Merchant Mariner Credential?

* 13. Would you like to comment on any of our other services (i.e., Medical Certificate application, website, call center, course approvals, Homeport, examinations)?

Yes

No

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Medical Certificate application experience

Please provide feedback on your medical certificate application experience.

* 14. How did you submit your Medical Certificate application?

- E-mailed to MEDAIP@uscg.mil
- In person at a Regional Examination Center (REC)
- E-mailed to an REC

* 15. Please provide feedback.

| | Strongly agree | Agree | Somewhat agree | Somewhat disagree | Disagree | Strongly disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| I was able to submit a complete application package. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The time to issue my medical certificate met my expectations. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The medical certificate I received is accurate. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The medical certificate I received is in good physical condition. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

You may contact the National Maritime Center at 1-888-IASKNMC; e-mail iasknmc@uscg.mil; Chat, www.uscg.mil/nmc.

* 16. Following the instructions on Form 719K or 719K/E (the Medical Certificate application) was _____ for me.

- Very easy
- Easy
- Somewhat easy
- Somewhat difficult
- Difficult
- Very difficult

If you had difficulty with the forms, where did you experience the difficulty?

* 17. Did your medical practitioner indicate any problems with the forms?

- Yes
- No

If you answered, "yes", what issues did the practitioner indicate?

18. I have additional feedback regarding my Medical Certificate application experience and I classify my feedback as

- Positive
- Negative
- Other

My feedback is:



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MEDAIP E-Mail Submittal Experience

Please tell us about your medical certificate application e-mail submittal experience.

* 19. I was able to submit my application in _____ e-mail(s).

- 1
- 2-3
- 3-5
- Greater than 5

* 20. How likely will you submit your application via e-mail in the future?

- Very likely
- Likely
- Somewhat likely
- Somewhat unlikely
- Unlikely
- Very unlikely

21. I have additional feedback on the e-mail submittal experience and I classify my feedback as

- Positive
- Negative
- Other

My feedback is:



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Regional Examination Center (REC) Experience for Medical Certificate

Please tell us about your Regional Examination Center (REC) experience submitting you medical certificate application.

* 22. Which Regional Examination Center (REC) did you use?

* 23. Please provide feedback.

| | Strongly agree | Agree | Somewhat agree | Somewhat disagree | Disagree | Strongly disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The REC staff was professional. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The REC staff was able to address my questions promptly | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The REC was clean and neat. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

24. I have additional feedback regarding my experience at the REC and I classify my feedback as

Positive Negative Other

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Used other services in addition to applying for a Medical Certificate?

* 25. Would you like to comment on any of our other services (i.e., website, Customer Service Center, course approvals, Homeport, examinations)?

Yes

No

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Website Experience

* 26. How did you access our website?

- Desktop computer Tablet
 Laptop Smart phone

* 27. Please provide feedback on our website.

| | Strongly agree | Agree | Slightly agree | Slightly disagree | Disagree | Strongly disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The website provided the information I needed to allow me to conduct my business. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The website was easy to navigate. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The website was able to answer my questions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

* 28. How likely are you to use our website again?

- Very likely
 Likely
 Somewhat likely
 Somewhat unlikely
 Unlikely
 Very unlikely

29. I have additional feedback regarding my experience with the NMC website and I classify my feedback as

Positive Negative Other

My feedback is:

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Used services other than the website?

* 30. Would you like to comment on any of our other services (i.e., Merchant Mariner Credential application, Medical Certificate application, Customer Service Center, course approvals, Homeport, examinations)?

Yes

No

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Customer Service Center Features

* 31. Which Customer Service Center feature(s) did you use?

- Telephone
- Live Chat system
- E-mail

* 32. Please rate your interaction with our Customer Service Center representative.

- Extremely professional
- Very professional
- Somewhat professional
- Not so professional
- Not at all professional

33. The Customer Service Center was able to address my questions promptly.

- Yes
- No, I was referred to someone else
- No

If you answered "No" to the above, please explain



Customer Service Center Transfers

* 34. The person to whom I was referred

| | Strongly agree | Agree | Slightly agree | Slightly disagree | Disagree | Strongly disagree |
|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Was professional | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Was knowledgeable | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Was able to help me | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

35. I have additional feedback regarding my referral and I classify my feedback as

Positive Negative Other

My feedback is:

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Customer Service Center Experience

* 36. How likely are you to use our Customer Service Center again?

- Very likely
- Likely
- Somewhat likely
- Somewhat unlikely
- Unlikely
- Very unlikely

37. I have additional feedback regarding my Customer Service Center experience and I classify my feedback as

- Positive
- Negative
- Other

My feedback is:

* 38. Would you like to comment on any of our other services (i.e., Merchant Mariner Credential application, Medical Certificate application, website, course approvals, Homeport, examinations)?

- Yes
- No



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Regional Examination Center (REC) experience for examination

Please tell us about your experience at the Regional Examination Center (REC) examination facility or with the examination.

* 39. What type of examination did you take?

- Open Book Renewal Examination
- Academy Examination
- Local Knowledge/Chart Sketch Examination
- Standard Examination

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Renewal Take Home Examination

Please tell us about your take home examination experience.

* 40. Which Regional Examination Center (REC) did you use?

* 41. Was your examination mailed to the correct address?

Yes

No

* 42. Were you mailed the correct examination?

Yes

No

* 43. Were the examination instructions adequate?

Yes

No

* 44. The renewal take home examination process (*slide circle on bar to desired rating*)

Exceeded my expectations

Met my expectations

Below my expectations



45. I have additional feedback about my take home examination experience and I classify my feedback as

Positive Negative Other

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Took an examination at an academy

46. At which academy did you test?

- California Maritime Academy
- Great Lakes Maritime Academy
- Maine Maritime Academy
- Massachusetts Maritime Academy
- State University of New York Maritime College
- Texas A&M Maritime Academy
- U.S. Merchant Marine Academy
- I tested at a Regional Examination Center

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Academy examination

* 47. Please provide feedback on your examination experience.

| | Strongly agree | Agree | Somewhat agree | Somewhat disagree | Disagree | Strongly disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The REC examination staff was professional. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The examination facilities were suitable for testing. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The examination facilities provided appropriate materials for my tests. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

48. I have additional feedback regarding my examination experience at an academy or with the examination process and I classify my feedback as

Positive Negative Other

My feedback is:



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In-Regional Examination Center (REC) examination

Please tell us about your examination experience.

* 49. Which Regional Examination Center (REC) did you use?

50. How did you schedule your examination?

- Through the Customer Service Center
- Via the NMC Website
- Directly with the Regional Examination Center

* 51. Were the examination hours of operation satisfactory for your needs?

- Yes
- No

* 52. Please provide feedback on your examination experience.

| | Strongly agree | Agree | Somewhat agree | Somewhat disagree | Disagree | Strongly disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The REC examination staff was professional. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The REC examination facilities were suitable for testing. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The examination facilities provided appropriate materials for my tests. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

53. I have additional feedback regarding my experience at the REC or with the examination process and I classify my feedback as

Positive Negative Other

My feedback is:

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Used services other than examination services?

* 54. Would you like to comment on any of our other services (i.e., Merchant Mariner Credential application, Medical Certificate application, examination, customer service center, course approvals, Homeport)?

Yes

No

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Homeport

Note: Homeport website is not managed by the National Maritime Center. We will use your feedback to let them know how well it is meeting your needs.

* 55. I used Homeport to:

- Verify a credential
- Check the status of my application
- Print a certificate
- Calculate sea service

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Homeport use for other than course submission services

Note: Homeport website is not managed by the National Maritime Center. We will use your feedback to let them know how well it is meeting your needs.

56. Was this your first time using Homeport?

- Yes
 No

57. I am satisfied with Homeport.

Very satisfied Satisfied Somewhat satisfied Somewhat dissatisfied Dissatisfied Very dissatisfied

58. I have additional feedback regarding my Homeport experience and I classify my feedback as

- Positive Negative Other

My feedback is:

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Used services other than Homeport?

* 59. Would you like to comment on any of our other services (i.e., Merchant Mariner Credential application, Medical Certificate application, Customer Service Center, course approvals, examinations)?

Yes

No

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Course/Program Approval Experience

60. Please provide your ATID (optional).

Your ATID may be found in the upper right corner of any correspondence you have received from us.

Enter numbers only

* 61. I received communication from the Course Approvals branch in the following ways: (check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Awaiting Information letter | <input type="checkbox"/> Approval letter |
| <input type="checkbox"/> Phone call | <input type="checkbox"/> Denial letter |
| <input type="checkbox"/> E-mail | |

* 62. Please tell us about our communication with you.

| | Strongly agree | Agree | Somewhat agree | Somewhat disagree | Disagree | Strongly disagree |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Communication was professional in nature. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication was clear; easily understood. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication was correct (accurate). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The Course Approvals branch was able to resolve any questions with one contact. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Customer service provided by the Course Approvals branch was professional. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The Course Approvals information on the National Maritime Center (NMC) website met my needs. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The timeliness of my approval was within my expectations. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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The National Maritime Center Customer Feedback Form

Course/Program Approvals

63. Which source(s) did you use to learn how to submit your package?
Choose all that apply.

- [NMC Website](#) [Course/Program Approval Submittal Checklist](#)
- [NVIC 03-14](#) Code of Federal Regulations (CFR) [46CFR10.402](#)
- Other (please specify)

* 64. Were submittal requirements clear?

- Yes
- No

* 65. How did you submit your course/program approval request?

- E-mail
- Homeport
- U.S. Postal Service
- Fax

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E-mail course approval submittal experience

* 66. I was able to submit my request in __ e-mails.

- 1
- 2-3
- 3-5
- greater than 5

Did you know that large file uploads may be submitted via our Homeport site? Click [here](#) to obtain a Homeport account.

* 67. How likely will you submit your requests via e-mail in the future?

- Very likely
- Likely
- Somewhat likely
- Somewhat unlikely
- Unlikely
- Very unlikely

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Homeport Website

Note: Homeport website is not managed by the National Maritime Center. We will use your feedback to let them know how well it is meeting your needs.

* 68. Was this your first time using Homeport?

Yes

No

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Homeport Experience

Note: Homeport website is not managed by the National Maritime Center. We will use your feedback to let them know how well it is meeting your needs.

* 69. How easy was obtaining a Homeport account?

- Very easy
- Easy
- Somewhat easy
- Somewhat difficult
- Difficult
- Very difficult

* 70. I found Homeport easy to use.

- Strongly Agree
- Agree
- Somewhat agree
- Somewhat disagree
- Disagree
- Strongly disagree

* 71. How likely will you use Homeport for your next course or program approval?

- Very likely
- Likely
- Somewhat likely
- Somewhat unlikely
- Unlikely
- Very unlikely

72. I have additional feedback regarding my Homeport experience and I classify my feedback as

- Positive
- Negative
- Other

My feedback is:

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U. S. Postal Service

73. Why did you choose to use the U.S. Postal Service to submit your course/program approval request?

- I am most comfortable using the U.S. Postal Service rather than e-mail or Homeport.
- I do not have a Homeport account.
- I did not know I could submit my application any other way.
- My request package was too big to e-mail or upload.

Click [here](#) to request a Homeport account. Click [here](#) for our e-mail address.

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Course Approval Summary

74. I have additional comments regarding my Course Approval experience and I classify my feedback as

- Positive Negative Other

My feedback is:

* 75. Would you like to comment on any of our other services (i.e., Merchant Mariner Credential application, Medical Certificate application, Customer Service Center, website, examinations)?

- Yes
 No

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Used additional services?

Please continue to rate any of our other services that you used. You will have the opportunity to comment on more than one service by responding "Yes" to "Would you like to comment on another service..." at the end of each section. You will then be able to choose another service to rate. You may rate each service only once. If you want to rate the service more than once (i.e., if you took two different kinds of examinations) you will need to exit the survey and restart it.

* 76. What National Maritime Center services did you use? (Choose another service to continue with your feedback.)

- Applied for a Merchant Mariner Credential
- Applied for a Medical Certificate
- Applied for a Course or Program Approval
- Customer Service Center (*Call Center, Live Chat, e-mail*)
- [National Maritime Center Website](#) (*NOT Homeport*)
- **Homeport**
- Took an examination

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Already Completed

You have already completed that portion of the survey. You will be directed to the end of the survey.

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End of Survey

Thank you for your feedback.

* 77. Overall, how satisfied are you with the National Maritime Center's services?

Highly Satisfied

Satisfied

Somewhat satisfied

Somewhat dissatisfied

Dissatisfied

Highly dissatisfied

78. Would you like us to contact you?

Please note: there is a delay between survey submittal and being contacted of up to 60 days.

Yes

No

If you would like to discuss any of the National Maritime Center's services further, please contact us at 1-888-IASKNMC; e-mail iasknmc@uscg.mil; Chat, https://www.dco.uscg.mil/national_maritime_center/.

PAPERWORK REDUCTION ACT NOTICE

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The Coast Guard estimates that the average burden for this report is 8 minutes. You may submit any comments concerning the accuracy of this burden estimate or any suggestions for reducing the burden to: Commanding Officer, United States Coast Guard, National Maritime Center, 100 Forbes Drive, Martinsburg, WV 25404 or Office of Management and Budget, Paperwork Reduction Project (OMB Control Number 1601-0014), Washington, D.C. 20503.

For the latest information on mariner credentialing visit our web site at https://www.dco.uscg.mil/national_maritime_center/.

The National Maritime Center is an ISO 9001:2015 compliant organization.

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Contact Me

79. Reference Number

80. I prefer contact by

- Telephone
- E-mail

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