

National Vessel Documentation Center (NVDC) Customer Satisfaction Survey

Privacy Notice

Authority: 14 U.S.C. §505: Function and powers vested in the Commandant; and Executive Order 12862.

Purpose: To collect data that will be used to analyze and determine the kind and quality of services customers want and expect, as well as their satisfaction with U.S. Coast Guard National Vessel Documentation Center services. In order to assist with maintaining confidentiality, respondents are advised not to include any personally identifiable information not requested in their responses.

Routine Uses: This survey solicits information that the Coast Guard will use to gauge feedback and improve overall customer service. DHS/ALL/PIA-069 DHS Surveys, Interviews, and Focus Groups provides coverage for this collection.

Disclosure: Furnishing this information is strictly voluntary

NVDC Customer Survey

1) For which type of document or service did you apply? Select all that apply

Certificate of Documentation (COD)
*If possible, show sub-categories (Initial, Re-Issue, Renewal)
**If possible, then drill down with the following:
How much did you pay for this service? _____

Abstract of Title (A/T)
**If possible, then drill down with the following:
How much did you pay for this service? _____

Certificate of Ownership (COO)
**If possible, then drill down with the following:
How much did you pay for this service? _____

Certified Copy of COD
**If possible, then drill down with the following:
How much did you pay for this service? _____

Other
**If possible, then drill down with the following:
How much did you pay for this service? _____

2) Did you work directly with the USCG National Vessel Documentation Center (NVDC), or use a third party service?

Directly with NVDC
 Third Party

3) How did you submit your application to the NVDC? (Select one)

- E-Mail (.pdf filing)
- Fax
- USPS
- Via pay.gov/eStorefront (future)
- Other

4) How likely are you to utilize the same method of submission in the future?

Very likely to not likely

5) Please provide feedback on your application experience (rating strongly agree to strongly disagree):

- a. NVDC's website was easy to navigate
- b. I was able to find the information and instructions I needed on NVDC's website
- c. I was able to submit a complete application package to NVDC on the first attempt
- d. I was kept sufficiently informed as to the processing status of my application
- e. The time to process my application and issue my Document and/or related Instruments met my expectations.
- f. The Document and/or related Instruments I received were accurate
- g. The overall service I received met my expectations

6) NVDC's customer service representative I spoke to by phone was (select all that apply):

- Professional
- Able to promptly answer my question(s)

7) NVDC's customer service representative I interacted with via e-mail (webmaster) was:

- Professional
- Able to accurately respond to my inquiry

8) Would you like to provide any additional feedback?

Y, if yes then _____

N

Thank you for participating in NVDC's customer survey. We value your feedback!

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 5 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/.