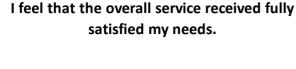
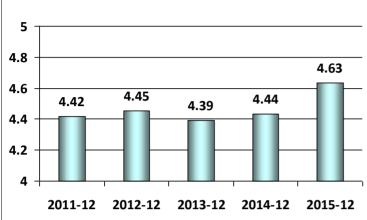


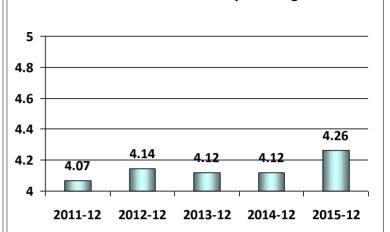


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

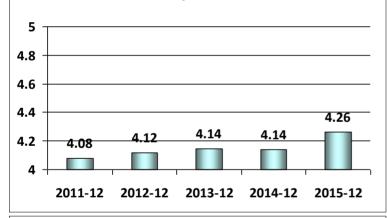




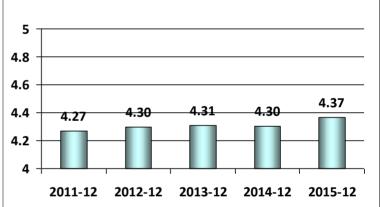
The NMC website provided accurate information and was easy to navigate.



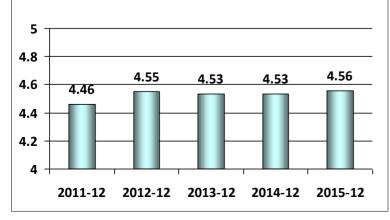
The information and forms received provided sufficient guidance and were easy to use.

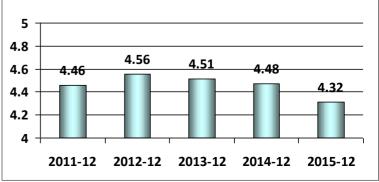


Based on information available to me, I was able to submit a complete application package.



The NMC customer service center staff were professional and able to address my questions promptly.



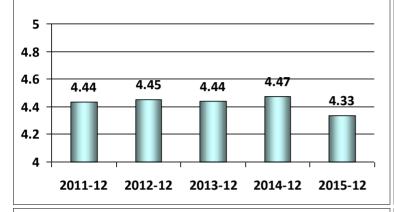


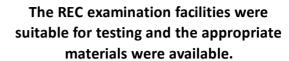


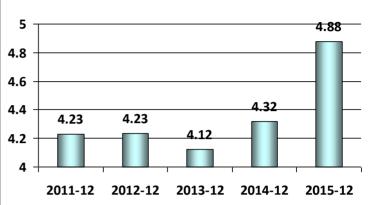


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

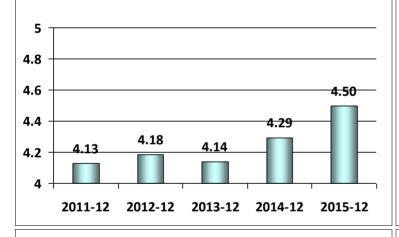
The Regional Examination Center (REC) staff were professional and able to assist with my application processing questions.



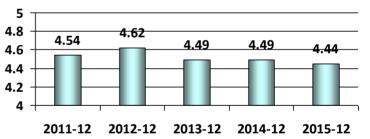




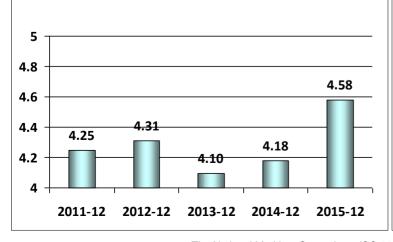
The examinations were appropriate to the credential for which I applied.



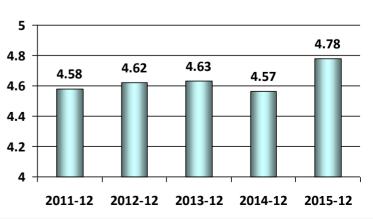
I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



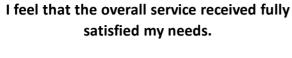
The credential I received was accurate and in good physical condition.

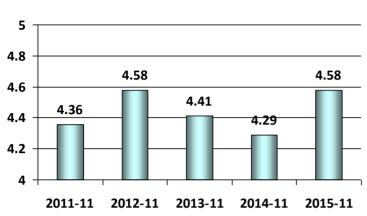




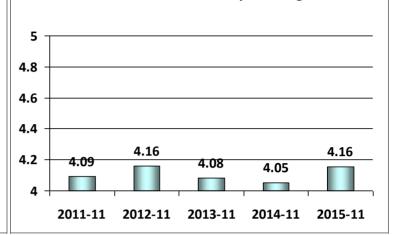


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

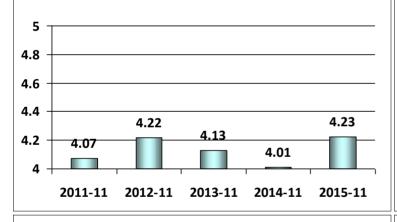




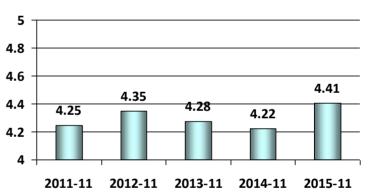
The NMC website provided accurate information and was easy to navigate.



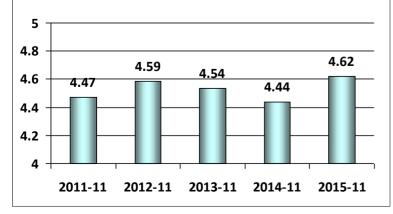
The information and forms received provided sufficient guidance and were easy to use.

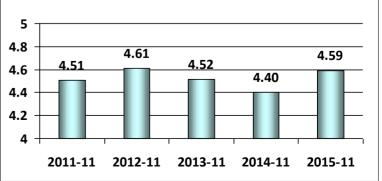


Based on information available to me, I was able to submit a complete application package.



The NMC customer service center staff were professional and able to address my questions promptly.



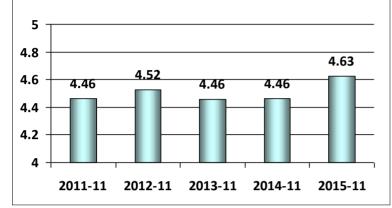




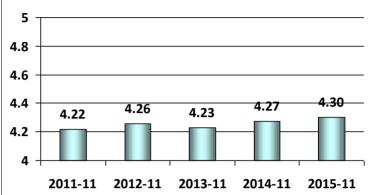


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

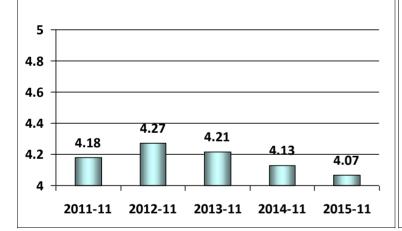
The Regional Examination Center (REC) staff were professional and able to assist with my application processing questions.



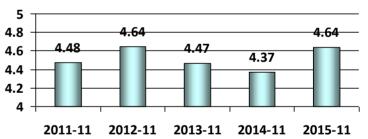
The REC examination facilities were suitable for testing and the appropriate materials were available.



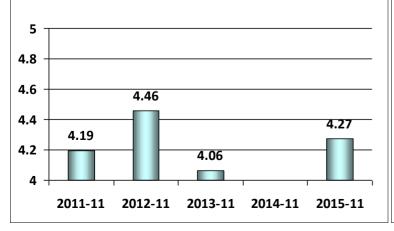
The examinations were appropriate to the credential for which I applied.

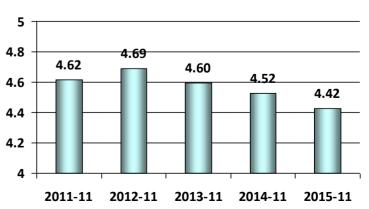


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.

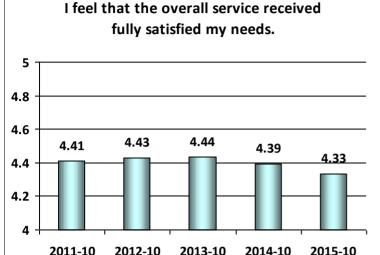


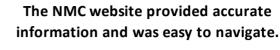


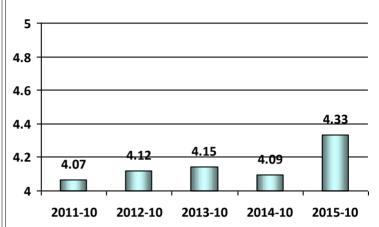


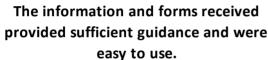


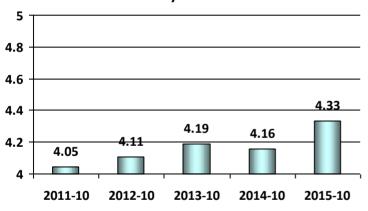
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree



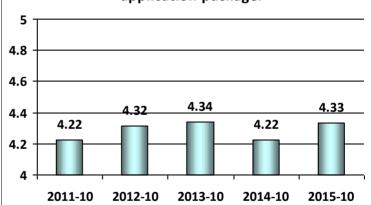




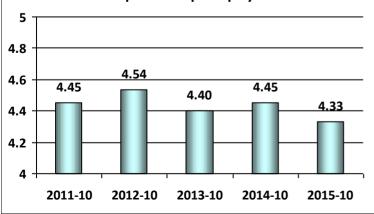


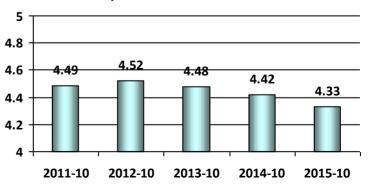


Based on information available to me, I was able to submit a complete application package.



The NMC customer service center staff were professional and able to address my questions promptly.

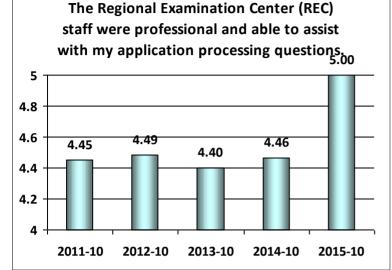


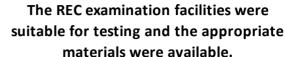


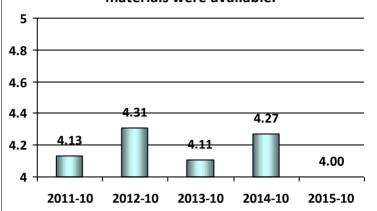


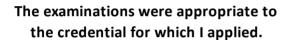


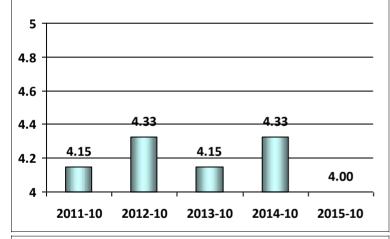
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree



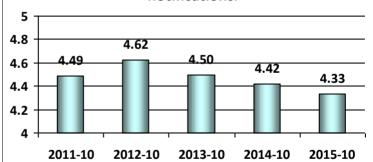




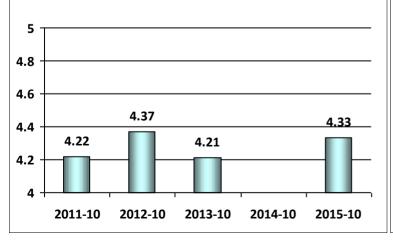




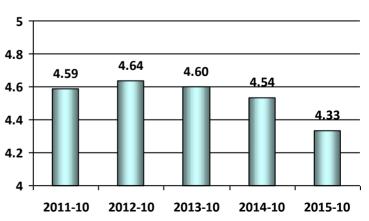
I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



The credential I received was accurate and in good physical condition.



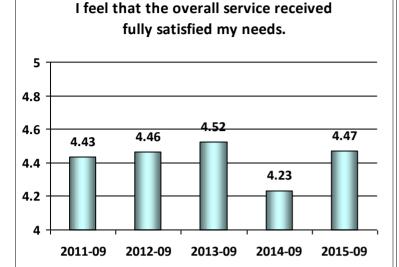


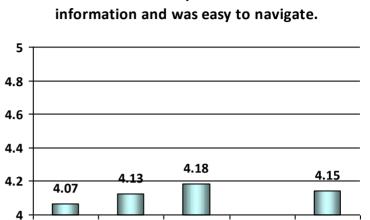


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

2011-09

2012-09





2013-09

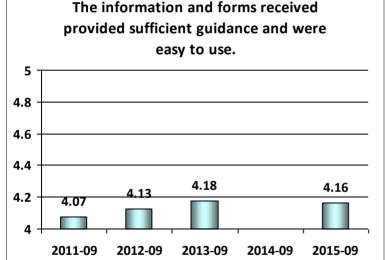
Based on information available to me, I

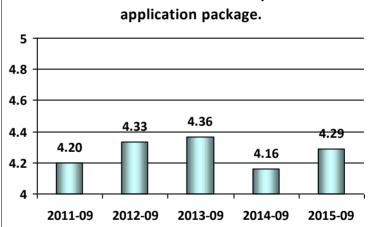
was able to submit a complete

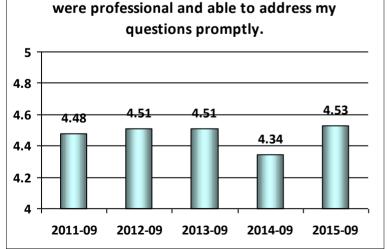
2014-09

2015-09

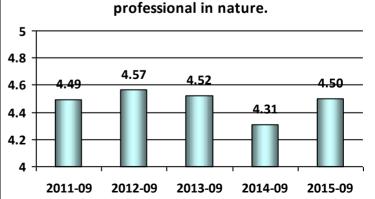
The NMC website provided accurate







The NMC customer service center staff



The correspondence, e-mails, and

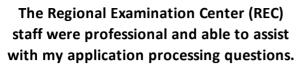
telephone calls that I received were

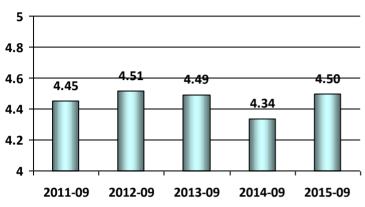
accurate regarding my application and



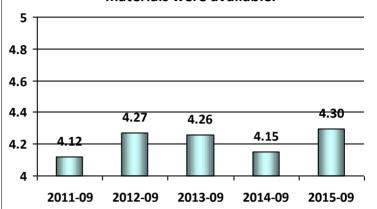


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

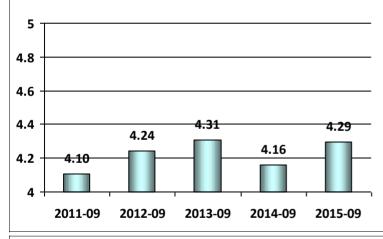




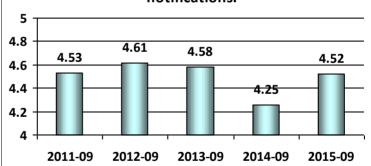
The REC examination facilities were suitable for testing and the appropriate materials were available.



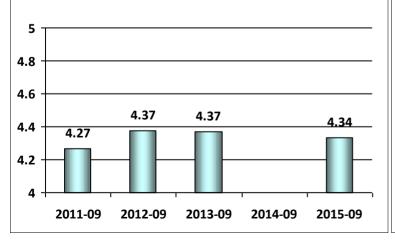
The examinations were appropriate to the credential for which I applied.

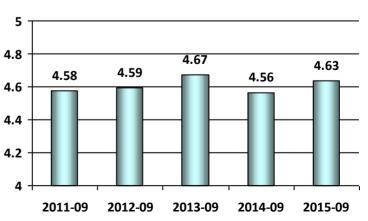


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.

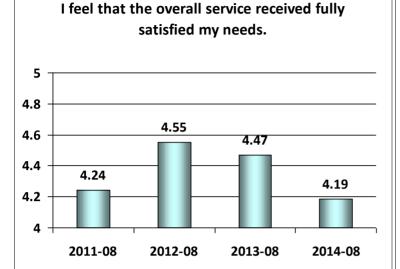


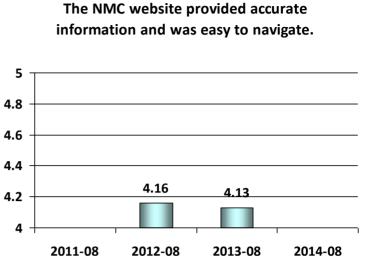


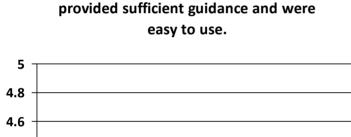




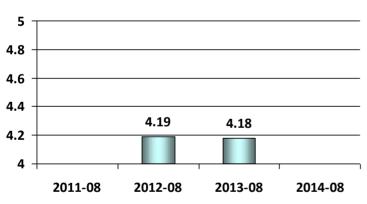
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

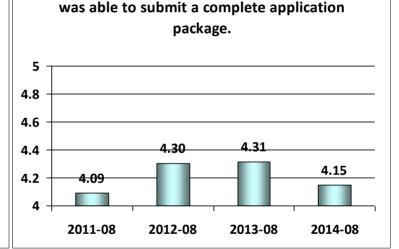






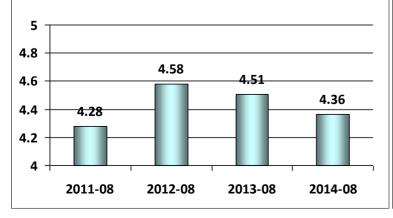
The information and forms received

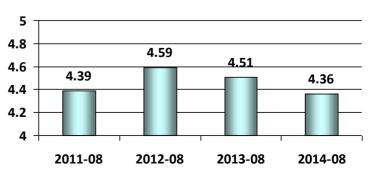




Based on information available to me, I

The NMC customer service center staff were professional and able to address my questions promptly.

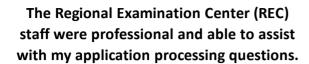


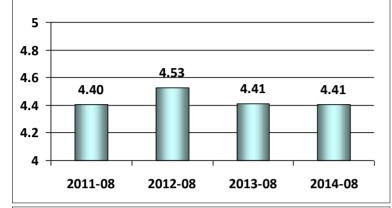




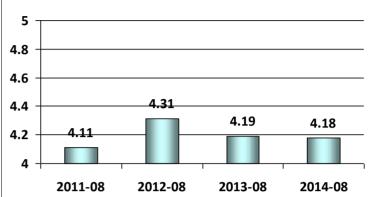


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

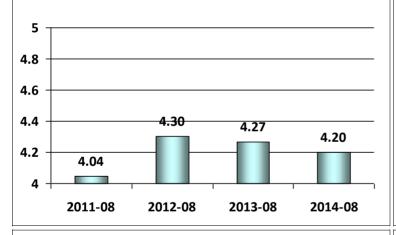




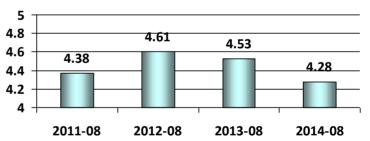
The REC examination facilities were suitable for testing and the appropriate materials were available.



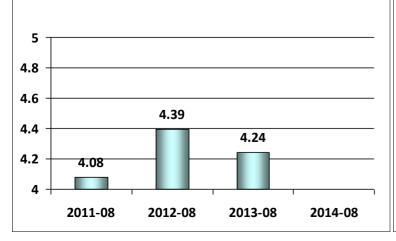
The examinations were appropriate to the credential for which I applied.

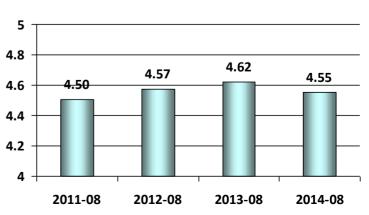


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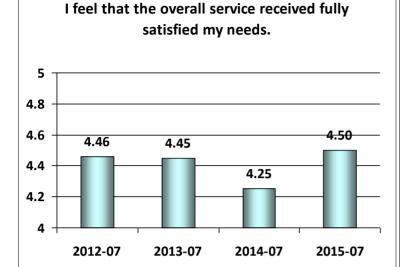


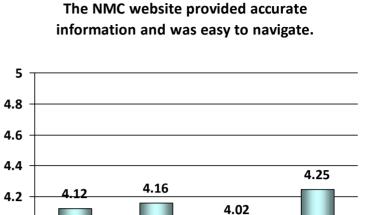


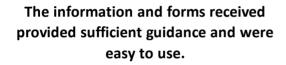


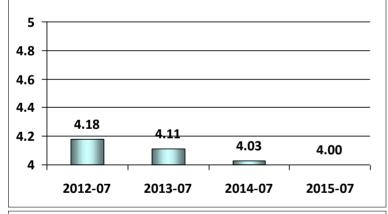
2015-07

1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree







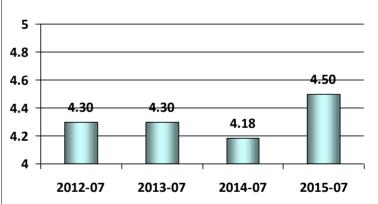


Based on information available to me, I was able to submit a complete application package.

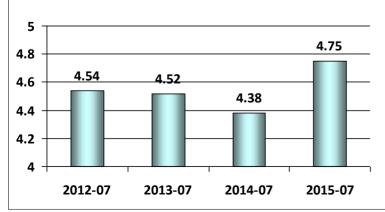
2014-07

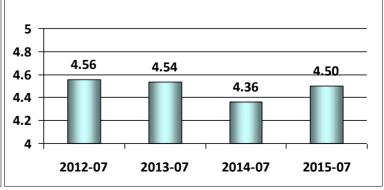
2013-07

2012-07



The NMC customer service center staff were professional and able to address my questions promptly.

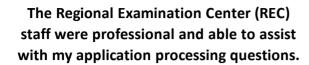


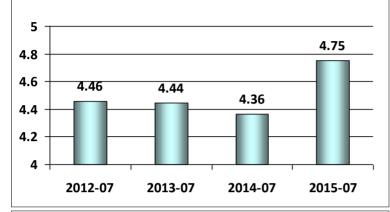




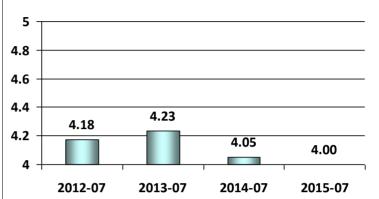


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

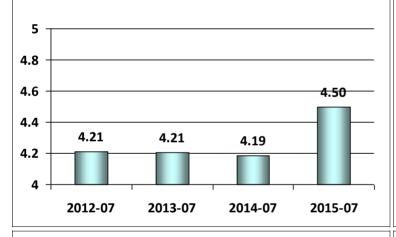




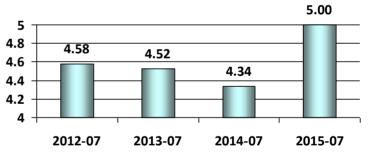
The REC examination facilities were suitable for testing and the appropriate materials were available.



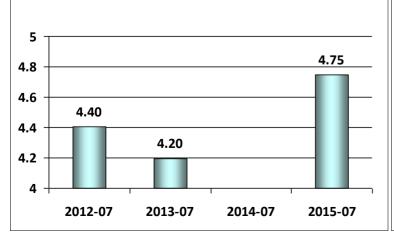
The examinations were appropriate to the credential for which I applied.

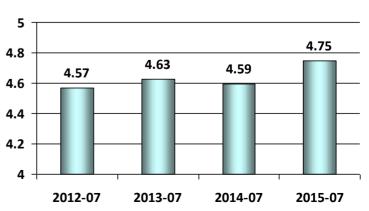


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



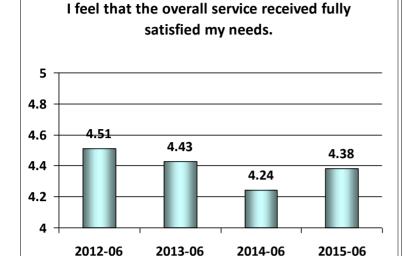


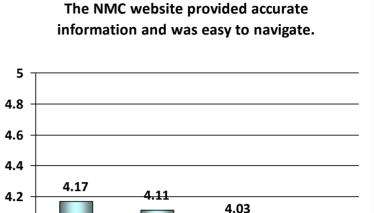


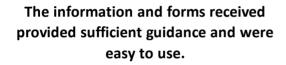


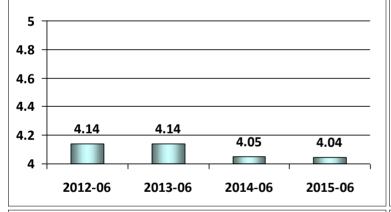
2015-06

1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree







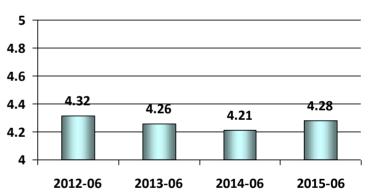


Based on information available to me, I was able to submit a complete application package.

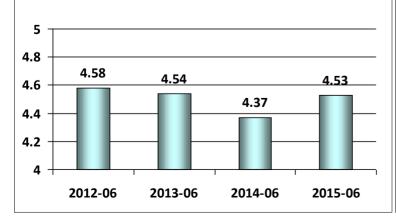
2014-06

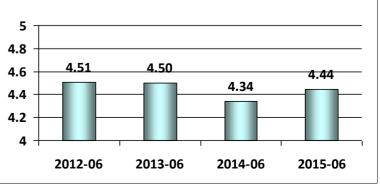
2013-06

2012-06



The NMC customer service center staff were professional and able to address my questions promptly.

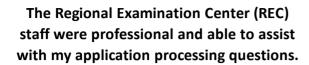


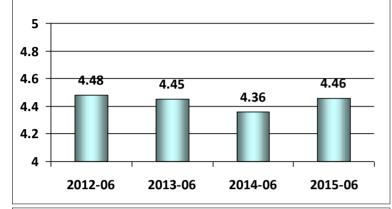




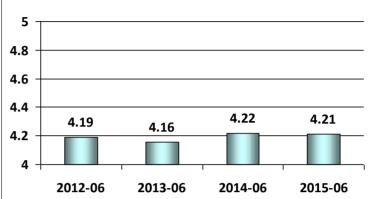


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

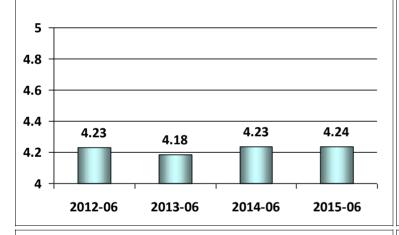




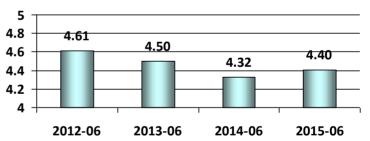
The REC examination facilities were suitable for testing and the appropriate materials were available.



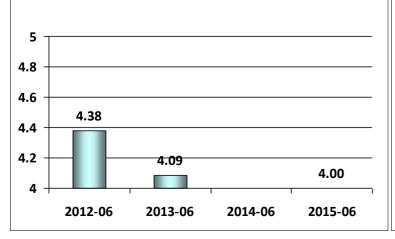
The examinations were appropriate to the credential for which I applied.

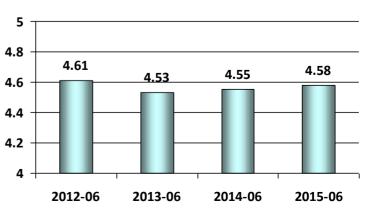


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.

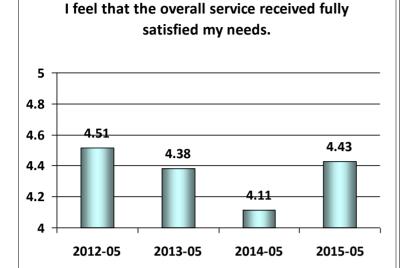


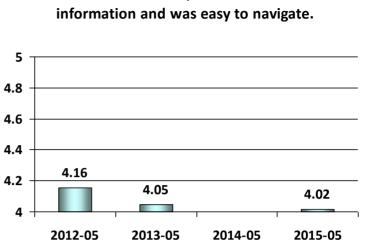




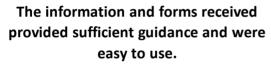


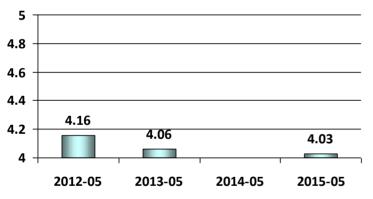
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree



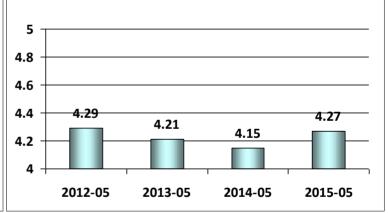


The NMC website provided accurate

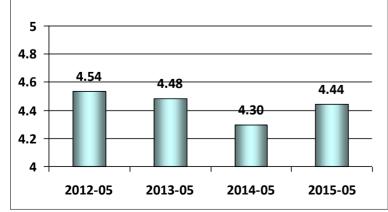


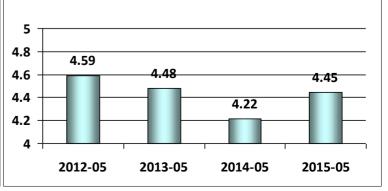


Based on information available to me, I was able to submit a complete application package.



The NMC customer service center staff were professional and able to address my questions promptly.

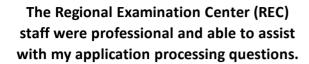


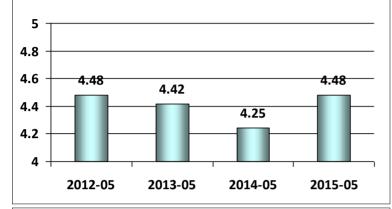




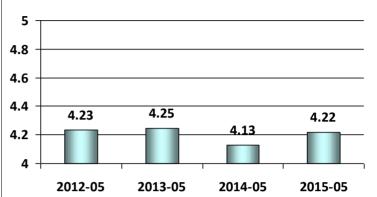


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

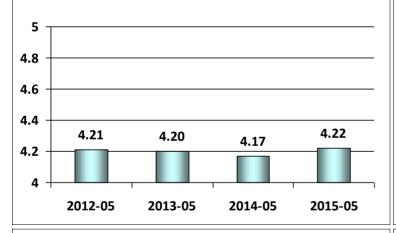




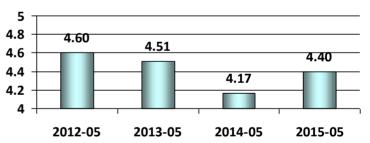
The REC examination facilities were suitable for testing and the appropriate materials were available.



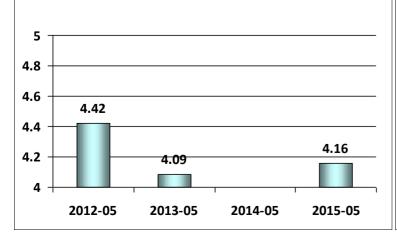
The examinations were appropriate to the credential for which I applied.

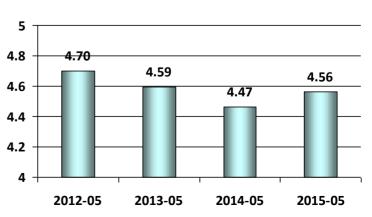


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



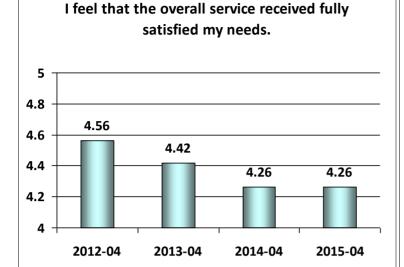


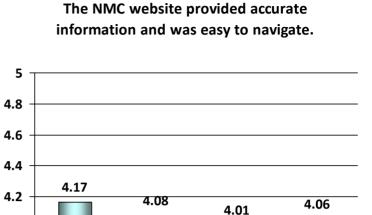


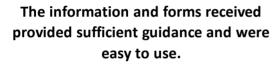


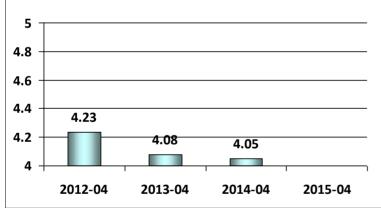
2015-04

1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree







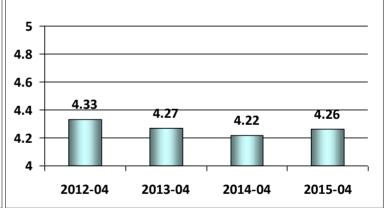


Based on information available to me, I was able to submit a complete application package.

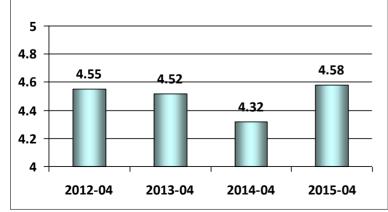
2014-04

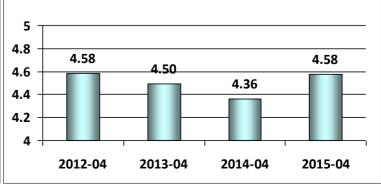
2013-04

2012-04



The NMC customer service center staff were professional and able to address my questions promptly.

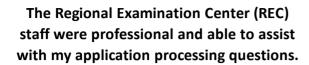


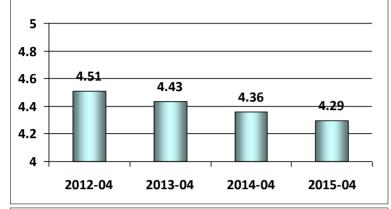




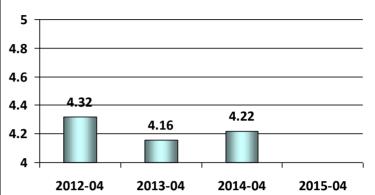


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

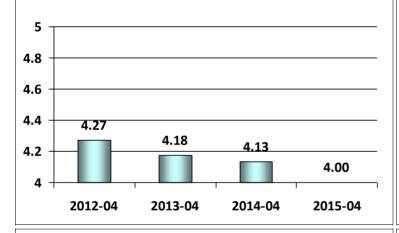




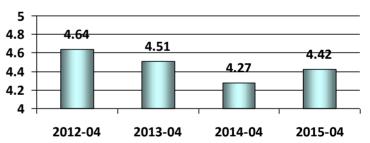
The REC examination facilities were suitable for testing and the appropriate materials were available.



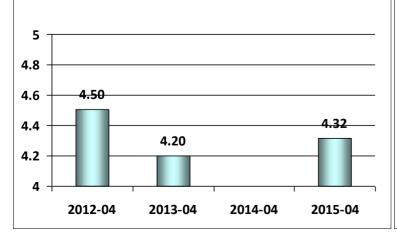
The examinations were appropriate to the credential for which I applied.

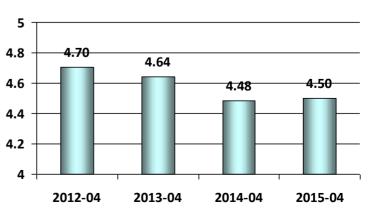


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.

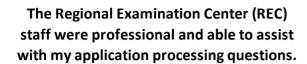


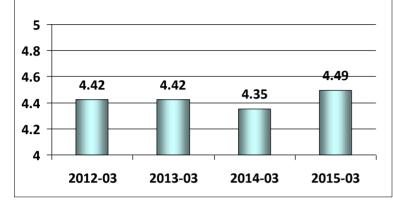




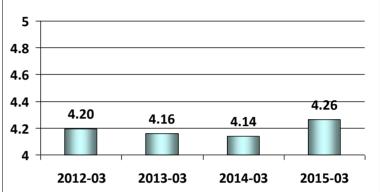


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

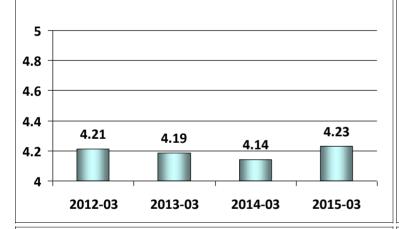




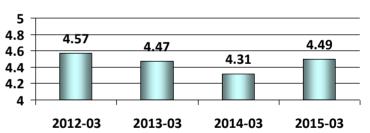
The REC examination facilities were suitable for testing and the appropriate materials were available.



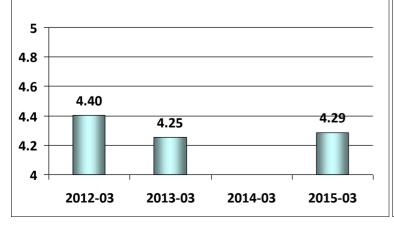
The examinations were appropriate to the credential for which I applied.



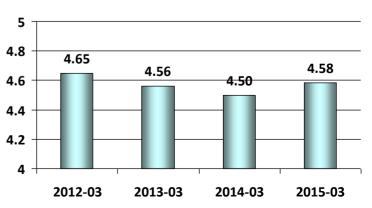
I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



The credential I received was accurate and in good physical condition.



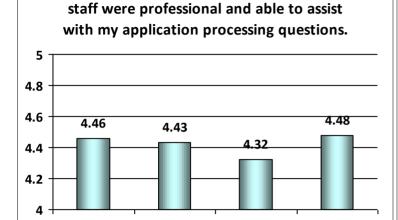


2012-02

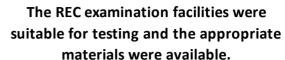
National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

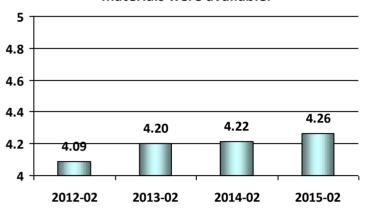


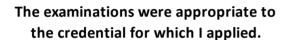
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree



The Regional Examination Center (REC)



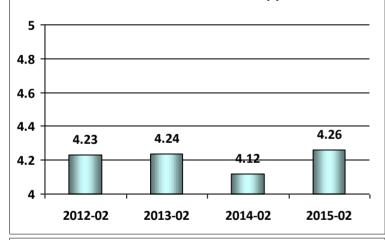




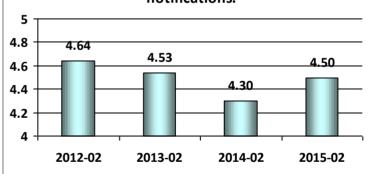
2014-02

2015-02

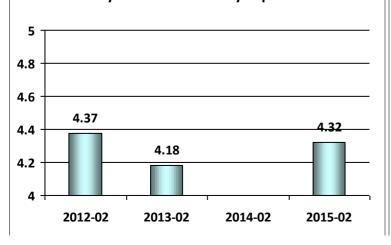
2013-02

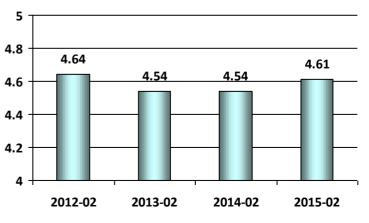


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



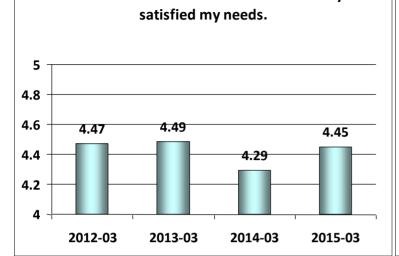




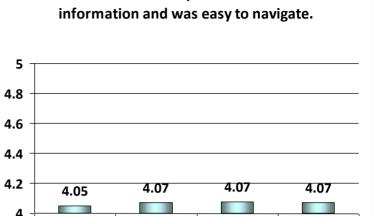


2015-03

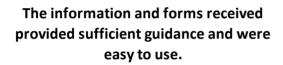
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

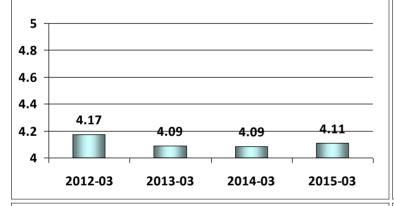


I feel that the overall service received fully



The NMC website provided accurate



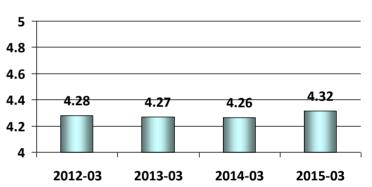


Based on information available to me, I was able to submit a complete application package.

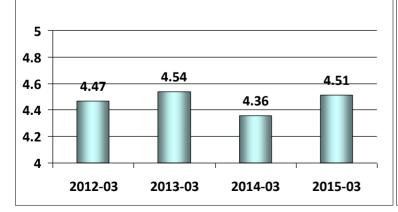
2014-03

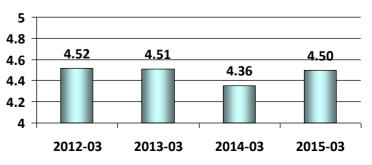
2013-03

2012-03



The NMC customer service center staff were professional and able to address my questions promptly.

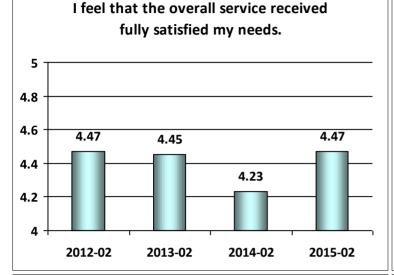


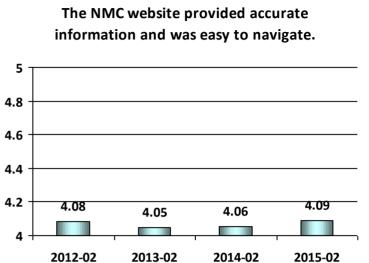


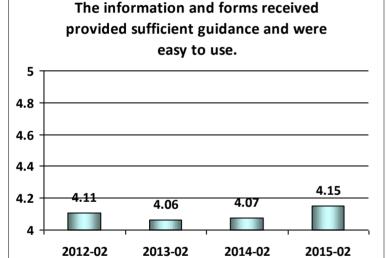


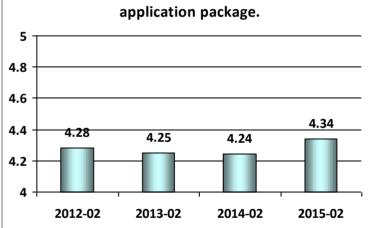


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree



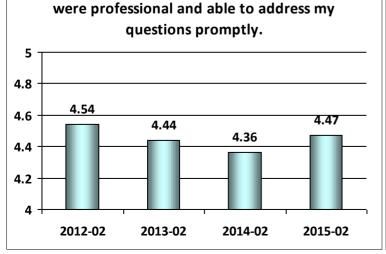




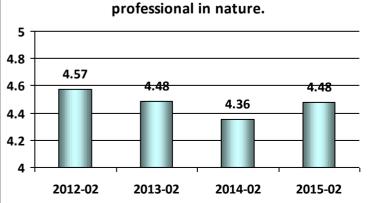


Based on information available to me, I

was able to submit a complete



The NMC customer service center staff



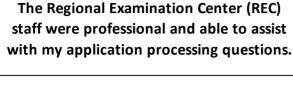
The correspondence, e-mails, and telephone calls that I received were

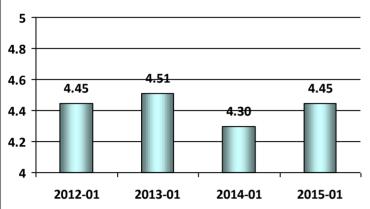
accurate regarding my application and



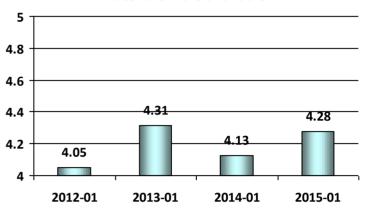


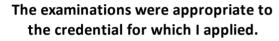
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

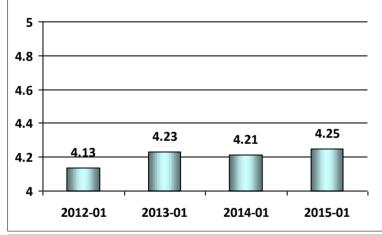




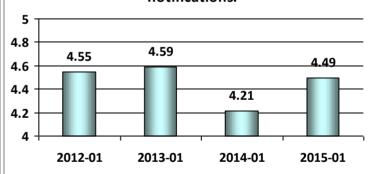
The REC examination facilities were suitable for testing and the appropriate materials were available.



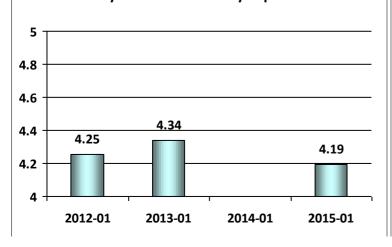


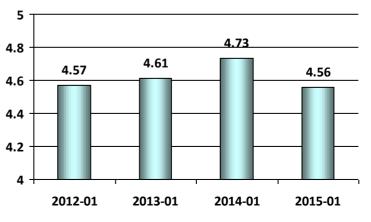


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.

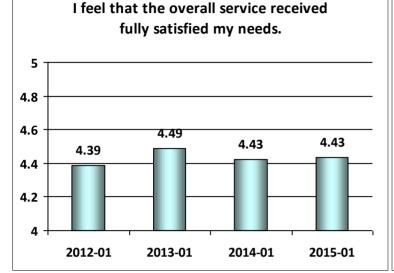


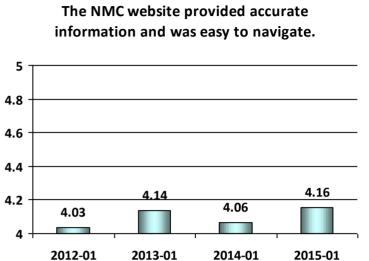


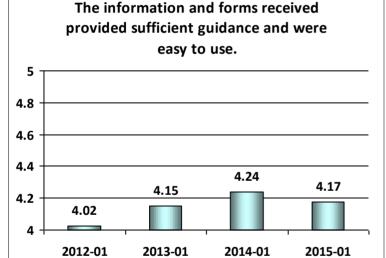


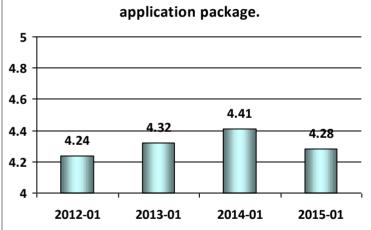


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree



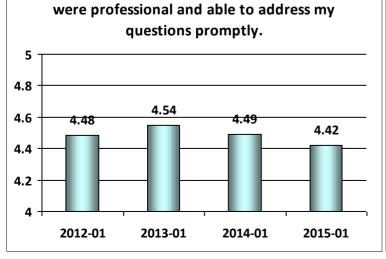




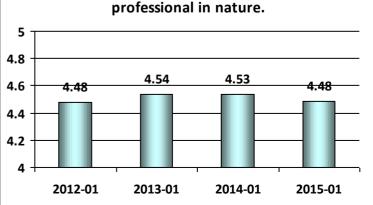


Based on information available to me, I

was able to submit a complete



The NMC customer service center staff



The correspondence, e-mails, and

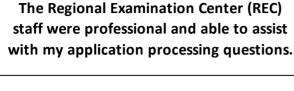
telephone calls that I received were

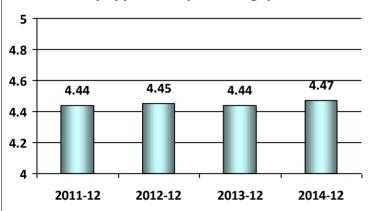
accurate regarding my application and



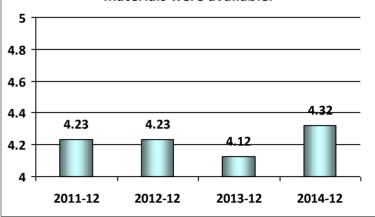


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

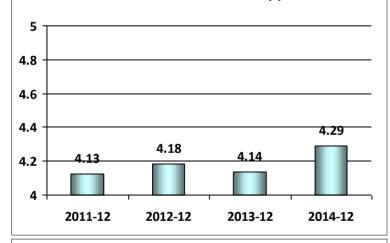




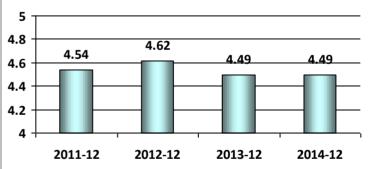
The REC examination facilities were suitable for testing and the appropriate materials were available.



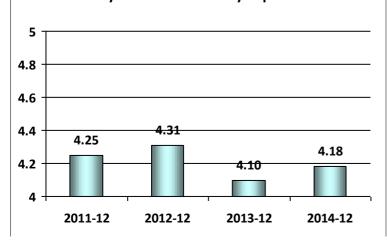
The examinations were appropriate to the credential for which I applied.

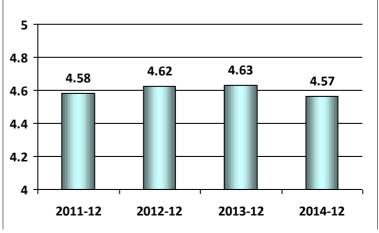


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.

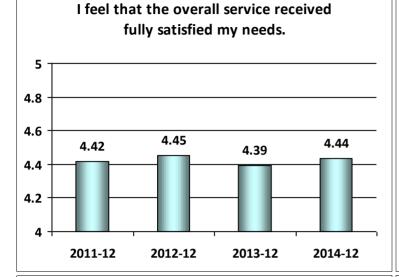


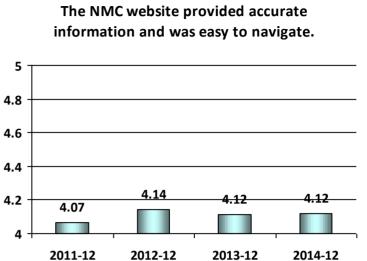


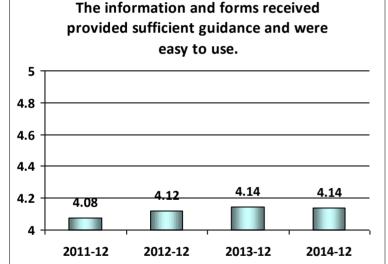


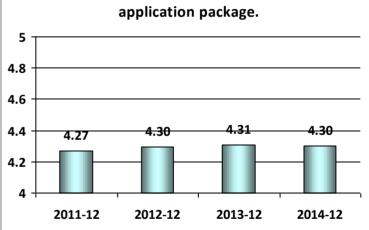


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree



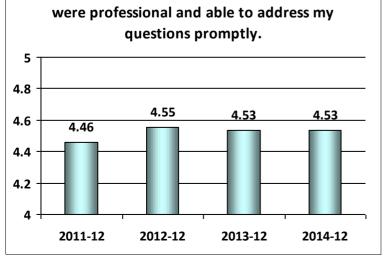




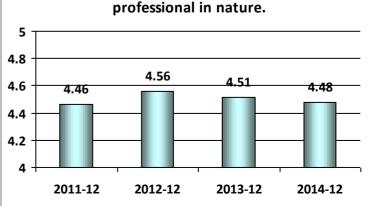


Based on information available to me, I

was able to submit a complete



The NMC customer service center staff



The correspondence, e-mails, and

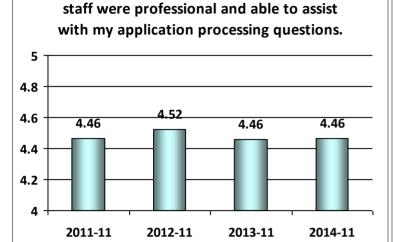
telephone calls that I received were

accurate regarding my application and

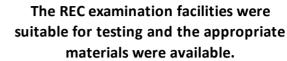


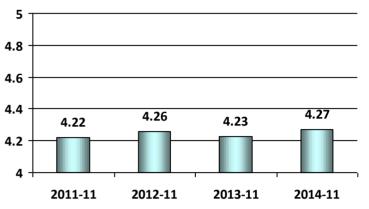


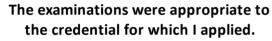
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

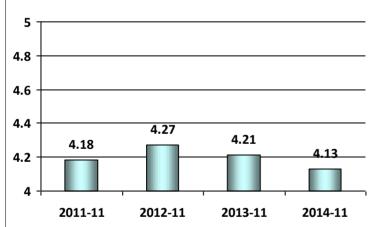


The Regional Examination Center (REC)

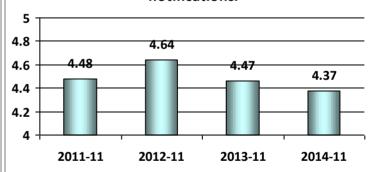




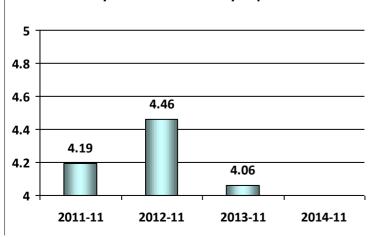


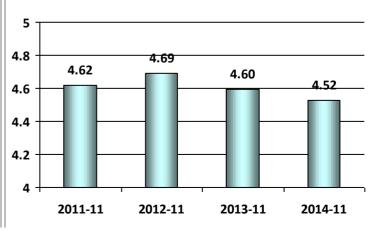


I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



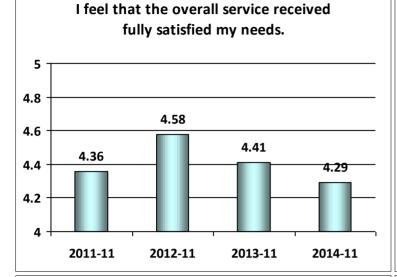


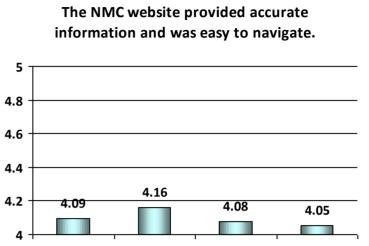




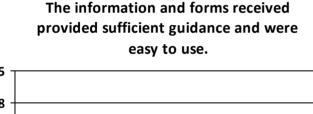
2014-11

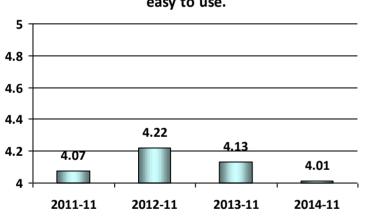
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

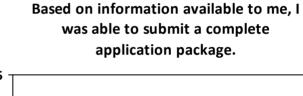




2013-11

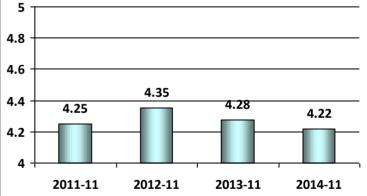




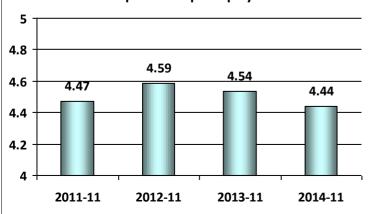


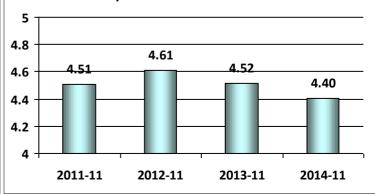
2012-11

2011-11



The NMC customer service center staff were professional and able to address my questions promptly.

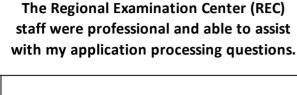


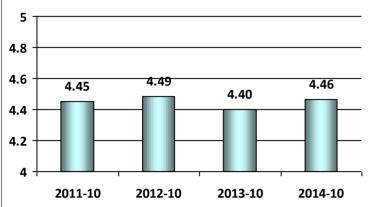




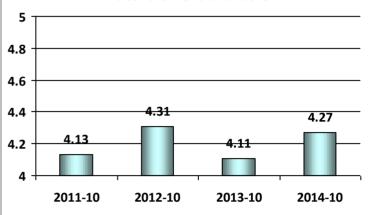


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

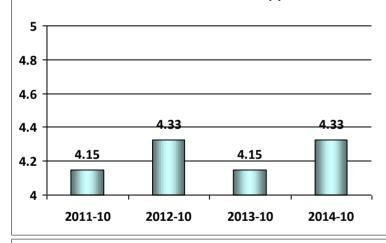




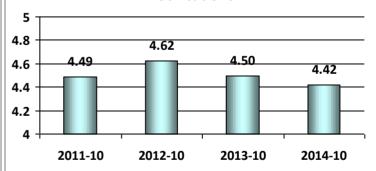
The REC examination facilities were suitable for testing and the appropriate materials were available.



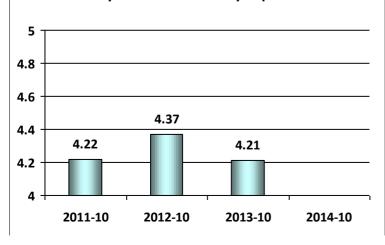
The examinations were appropriate to the credential for which I applied.

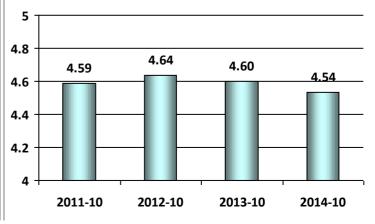


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The time to process my application and issue my credential met my expectations.

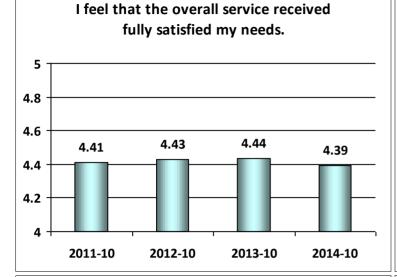


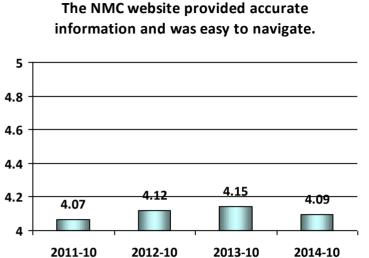


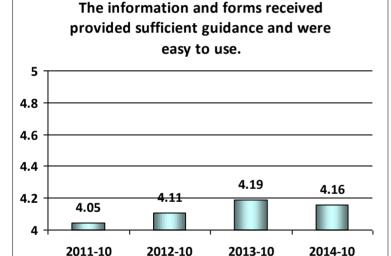


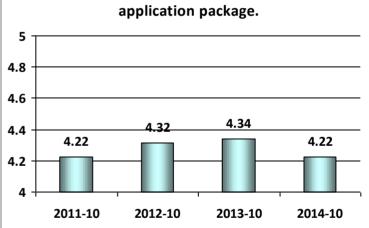


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree









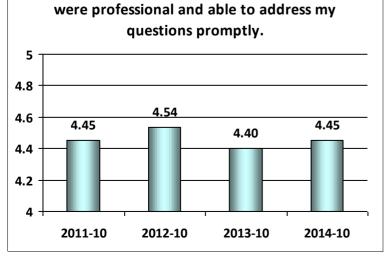
The correspondence, e-mails, and

telephone calls that I received were

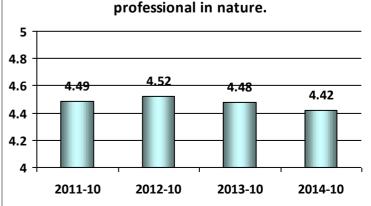
accurate regarding my application and

Based on information available to me, I

was able to submit a complete



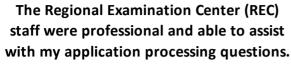
The NMC customer service center staff

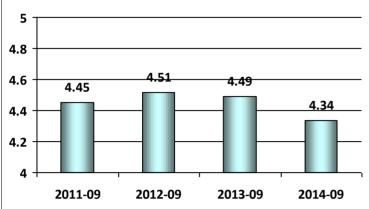




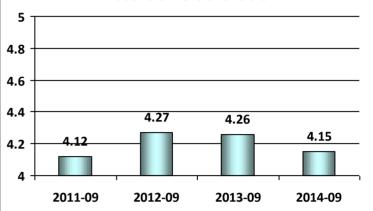


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

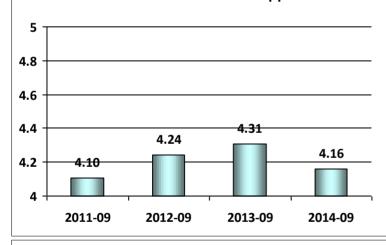




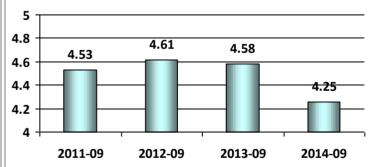
The REC examination facilities were suitable for testing and the appropriate materials were available.



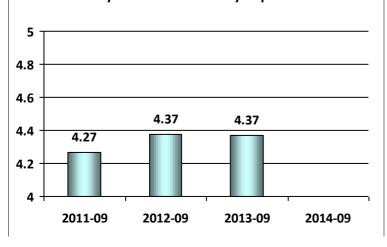
The examinations were appropriate to the credential for which I applied.



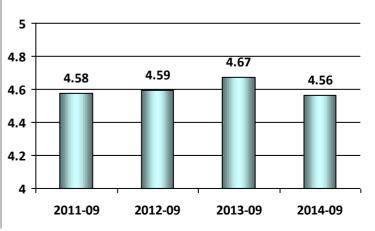
I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



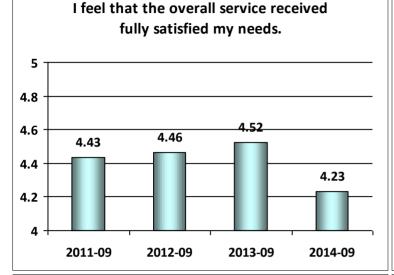
The credential I received was accurate and in good physical condition.

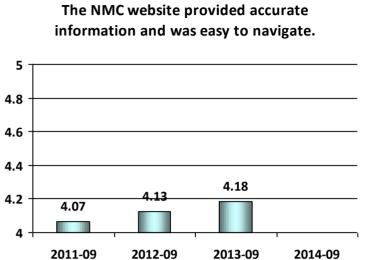


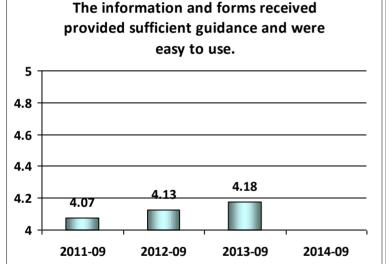


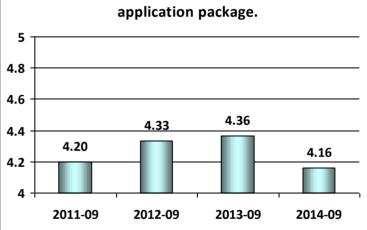


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree



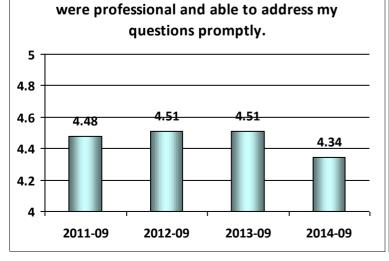




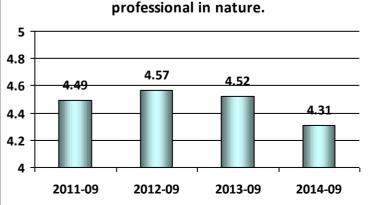


Based on information available to me, I

was able to submit a complete



The NMC customer service center staff



The correspondence, e-mails, and

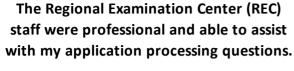
telephone calls that I received were

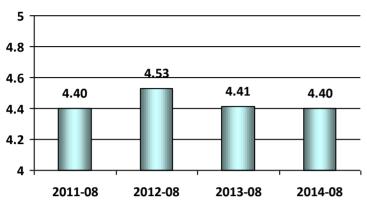
accurate regarding my application and



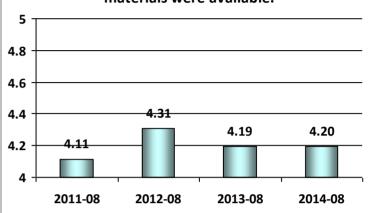


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

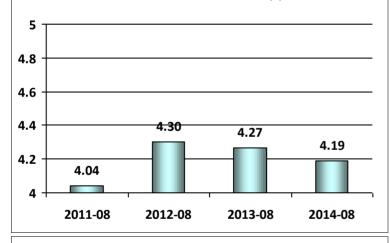




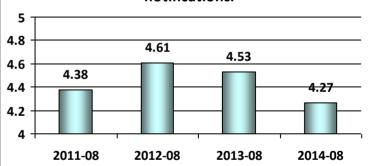
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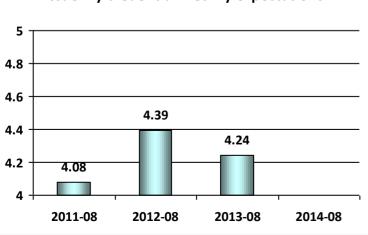
The examinations were appropriate to the credential for which I applied.

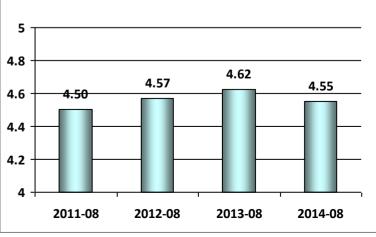


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The time to process my application and issue my credential met my expectations.

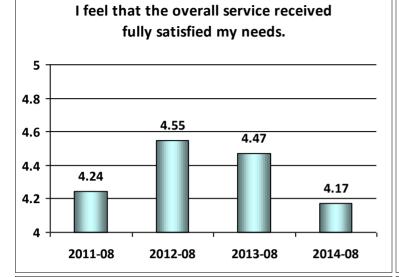


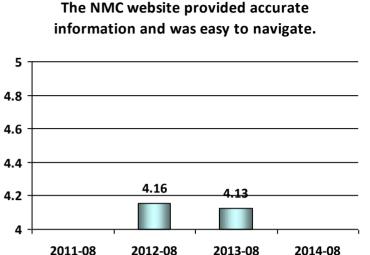


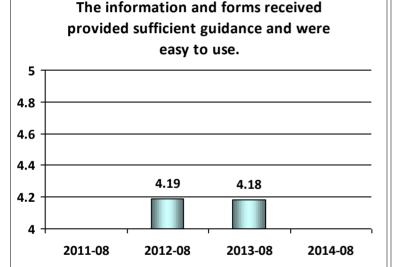


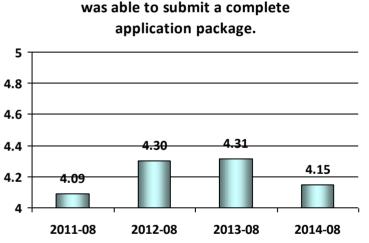


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree





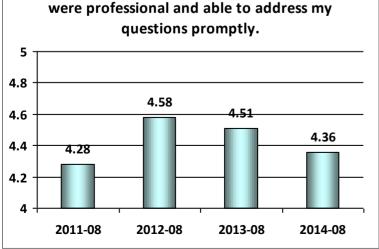




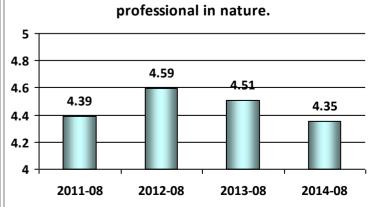
The correspondence, e-mails, and

telephone calls that I received were accurate regarding my application and

Based on information available to me, I



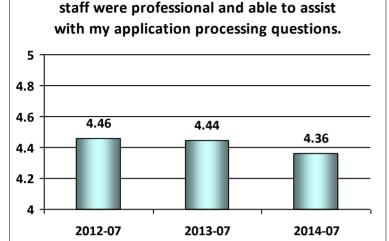
The NMC customer service center staff



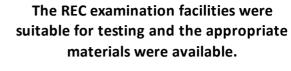


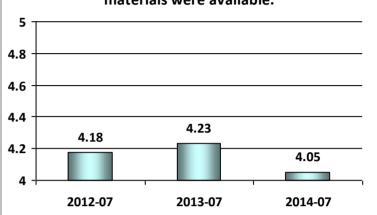


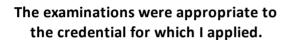
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

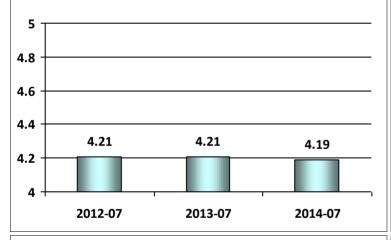


The Regional Examination Center (REC)

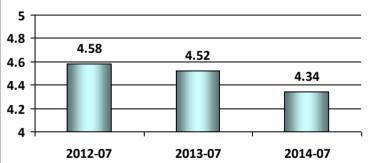




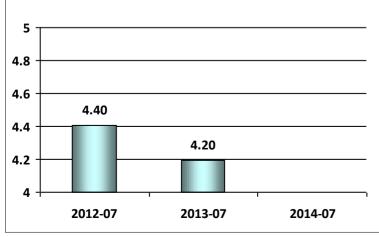


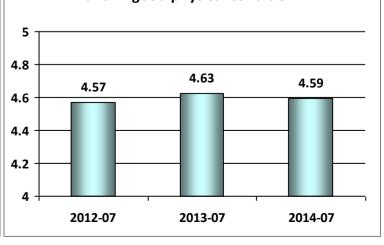


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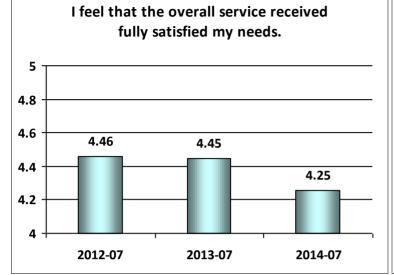


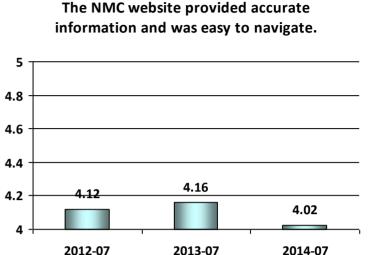


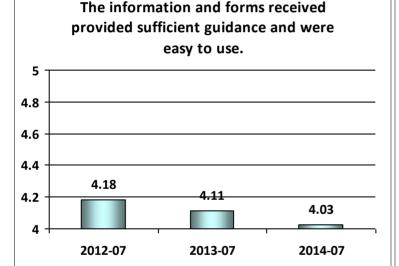


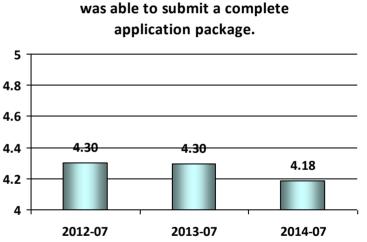


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

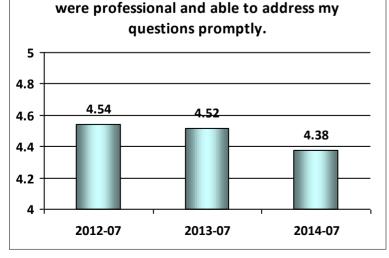




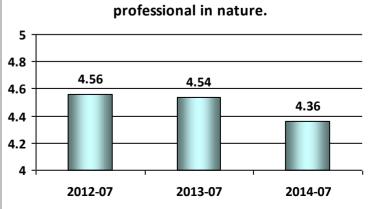




Based on information available to me, I



The NMC customer service center staff



The correspondence, e-mails, and

telephone calls that I received were

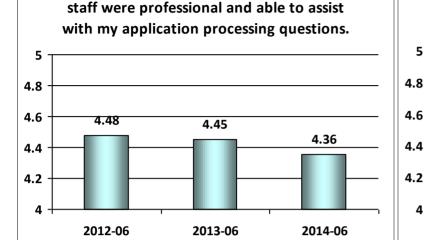
accurate regarding my application and



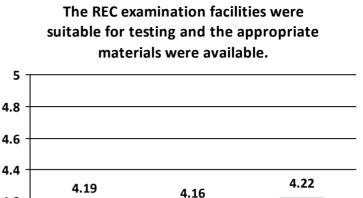


2014-06

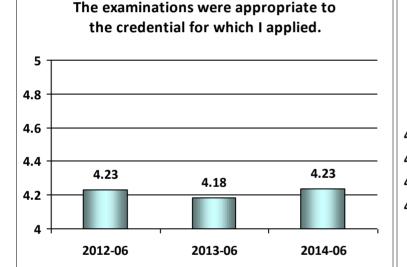
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

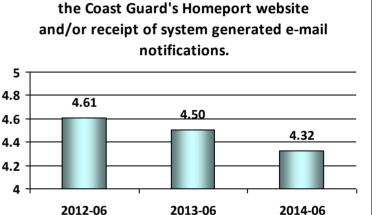


The Regional Examination Center (REC)



2012-06

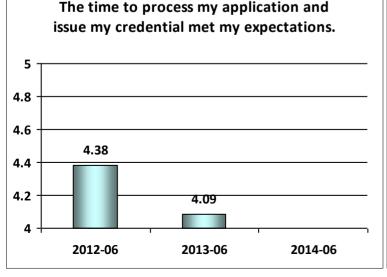


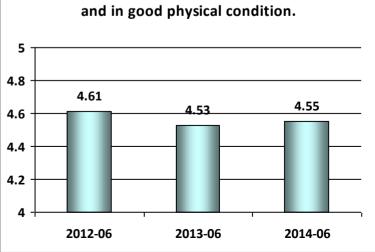


2013-06

I was kept sufficiently informed as to the

processing status of my application using



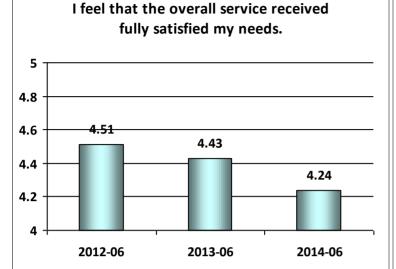


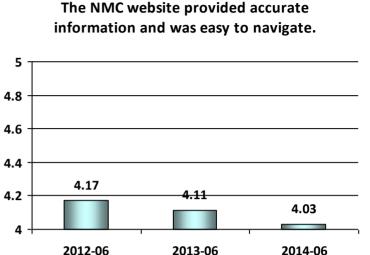
The credential I received was accurate

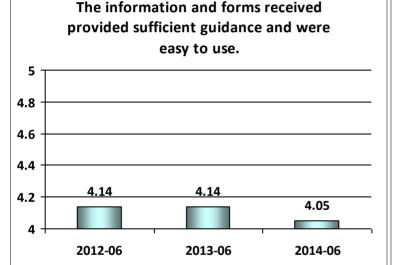


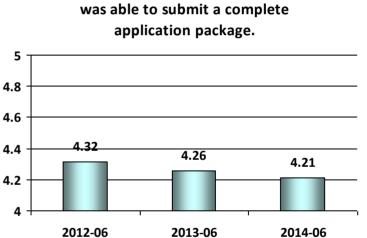


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

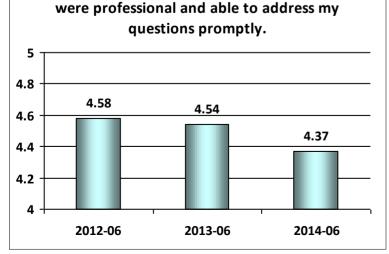




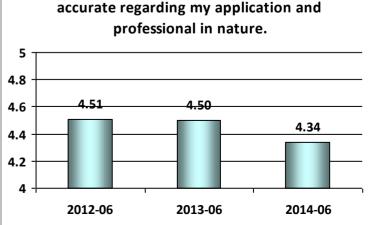




Based on information available to me, I



The NMC customer service center staff

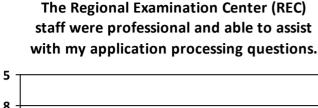


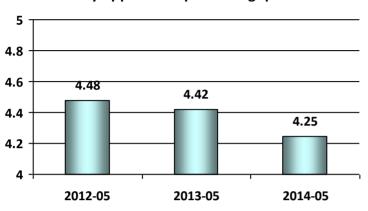
The correspondence, e-mails, and

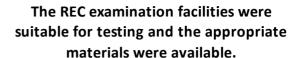


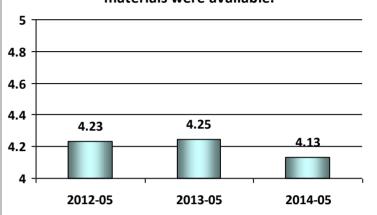


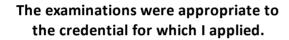
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

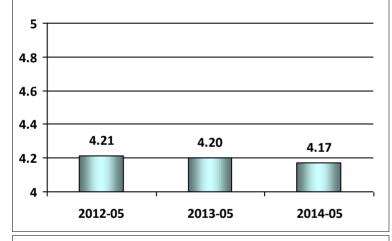




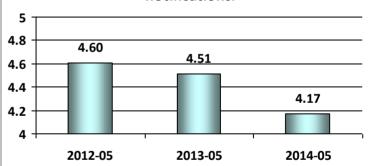




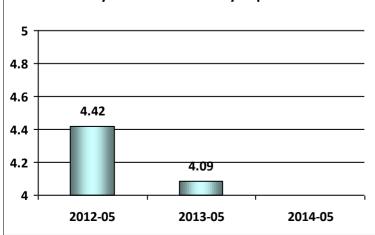




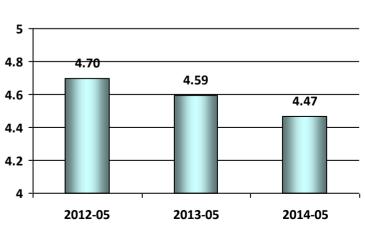
I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



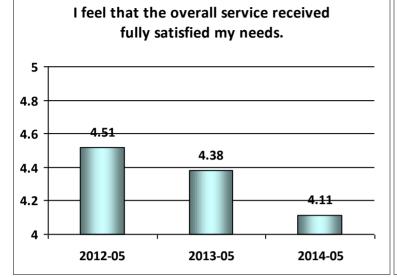
The credential I received was accurate and in good physical condition.

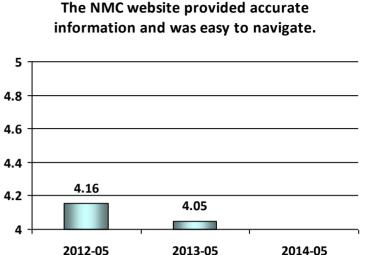


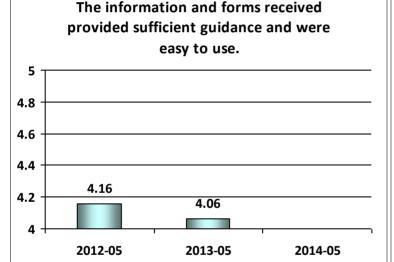


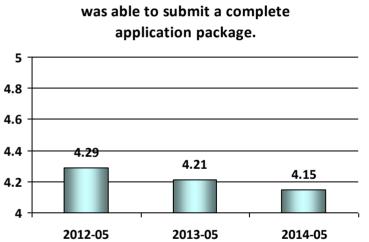


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

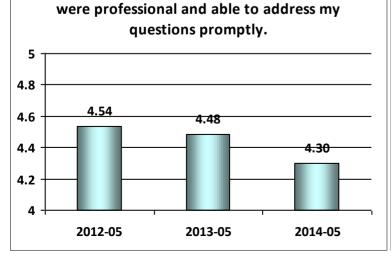




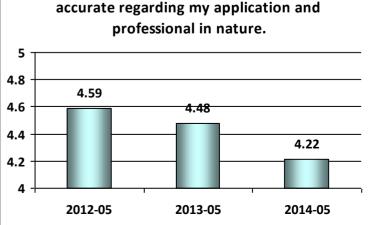




Based on information available to me, I



The NMC customer service center staff

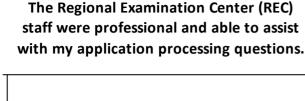


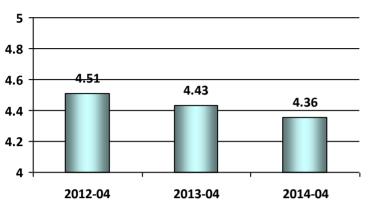
The correspondence, e-mails, and

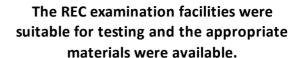


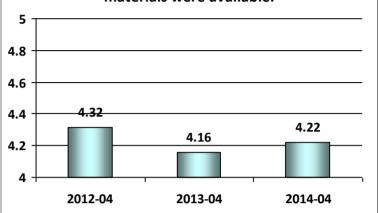


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

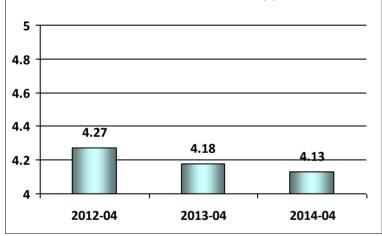




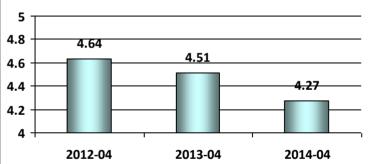




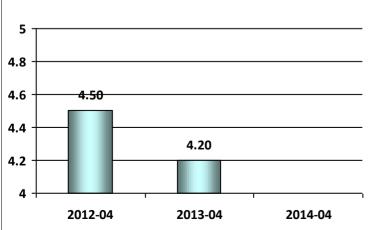
The examinations were appropriate to the credential for which I applied.



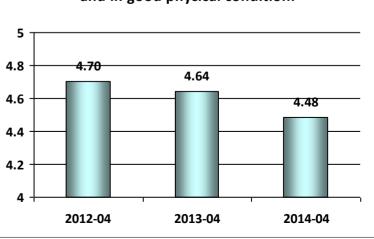
I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



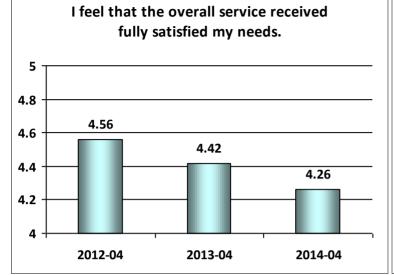
The credential I received was accurate and in good physical condition.

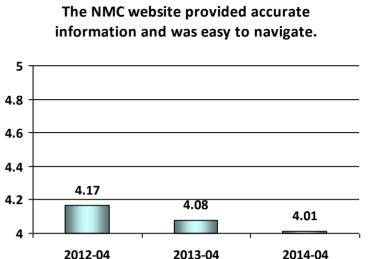


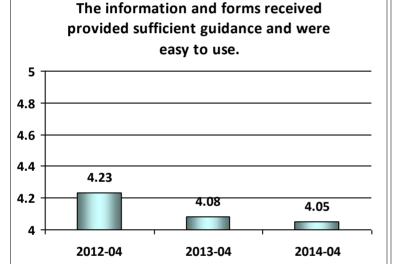


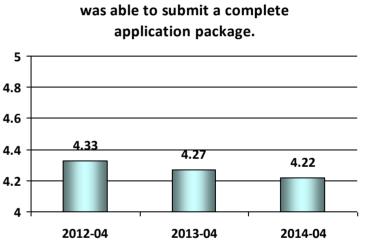


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

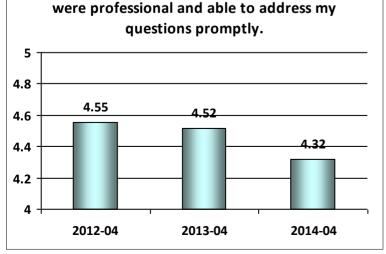




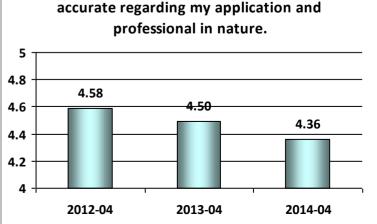




Based on information available to me, I



The NMC customer service center staff



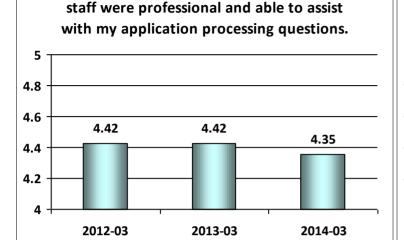
The correspondence, e-mails, and



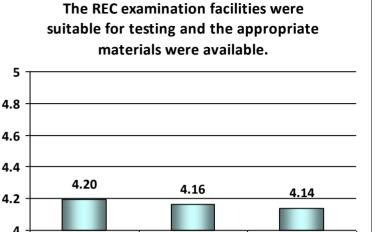


2014-03

1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree



The Regional Examination Center (REC)

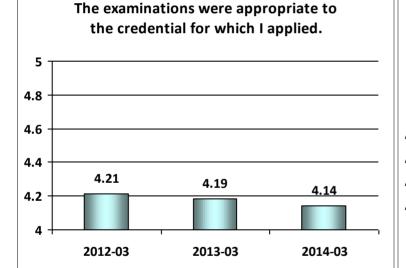


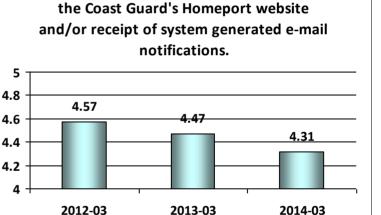
2013-03

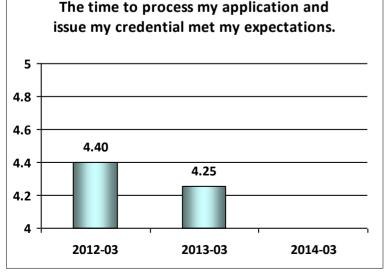
I was kept sufficiently informed as to the

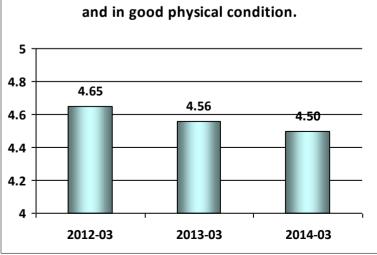
processing status of my application using

2012-03







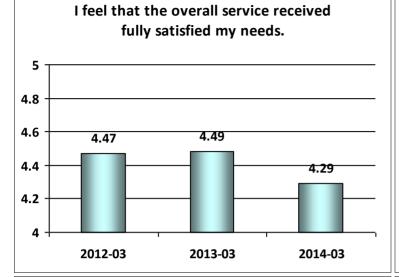


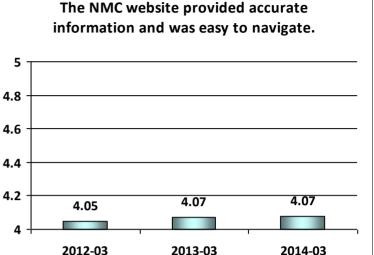
The credential I received was accurate

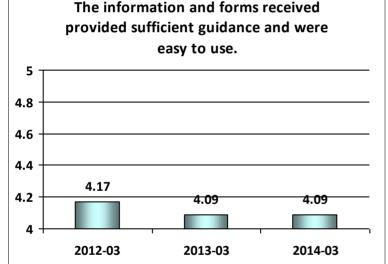


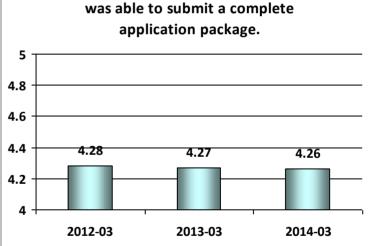


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

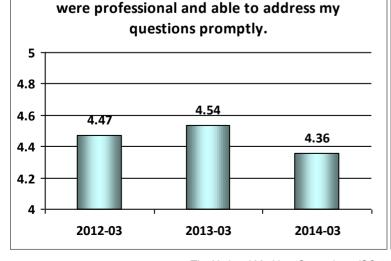




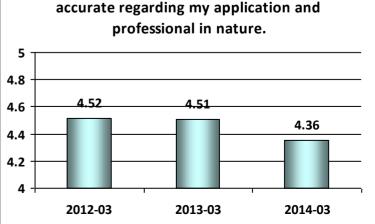




Based on information available to me, I



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The correspondence, e-mails, and



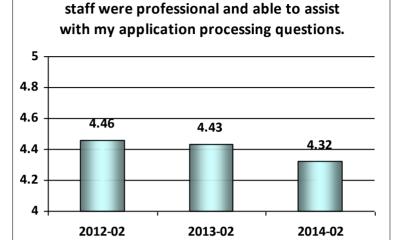


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

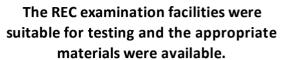


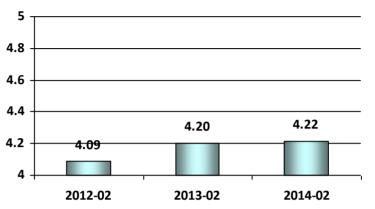


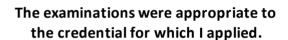
1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

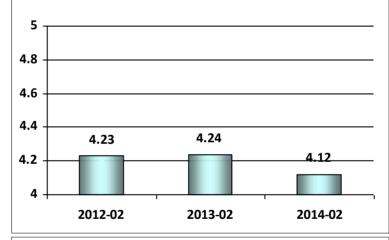


The Regional Examination Center (REC)

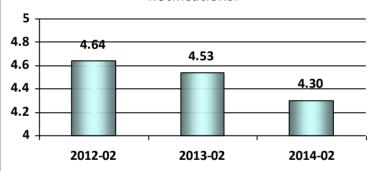




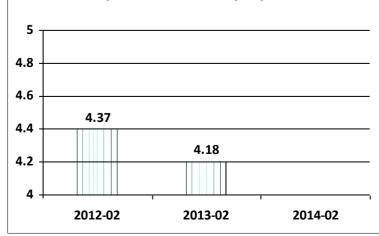




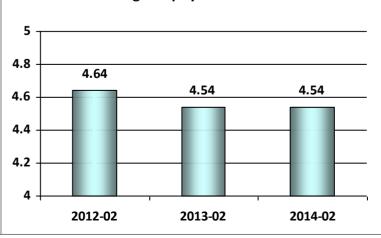
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The time to process my application and issue my credential met my expectations.



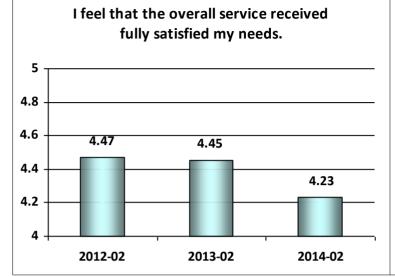
The credential I received was accurate and in good physical condition.

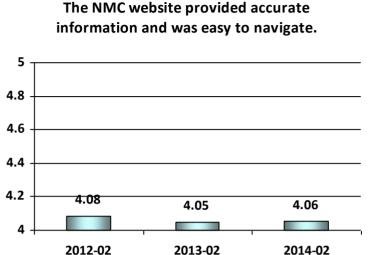


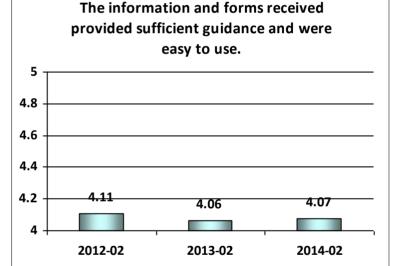


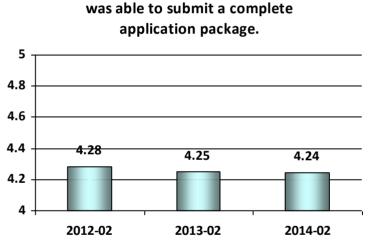


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

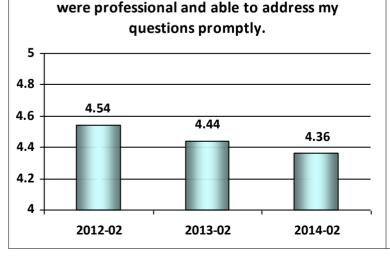




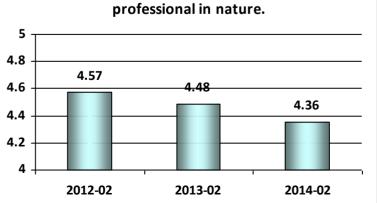




Based on information available to me. I



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The correspondence, e-mails, and

telephone calls that I received were

accurate regarding my application and

National Maritime Center

Providing Credentials to Mariners



January 2014 National Maritime Center Customer Satisfaction Response by Question

Due to technical issues, our monthly feedback for January did not contain a large enough sample to depict a satisfaction percent for this month. Responses received will be rolled into February and posted in early March.

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