

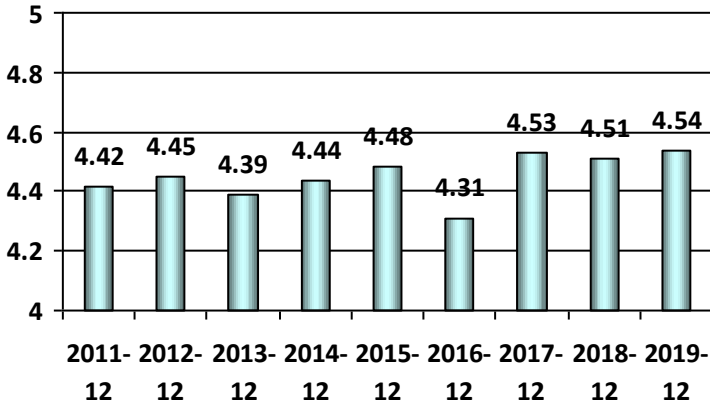


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

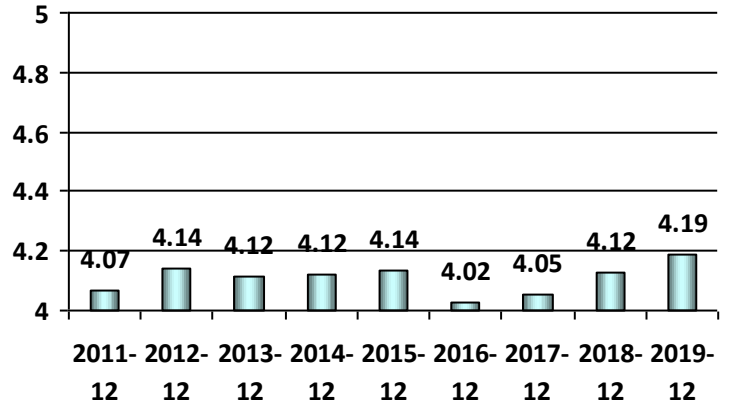


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

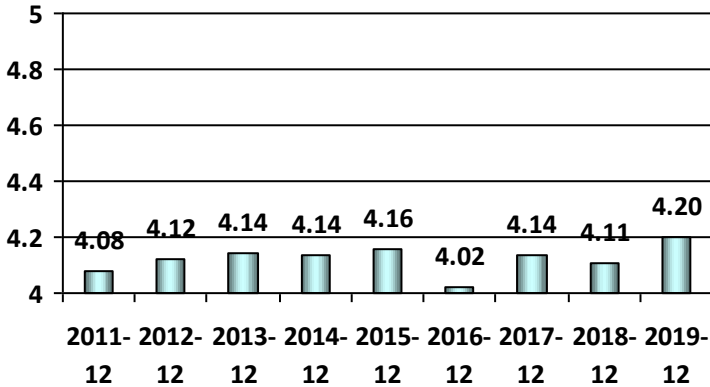
**I feel that the overall service received fully satisfied my needs.**



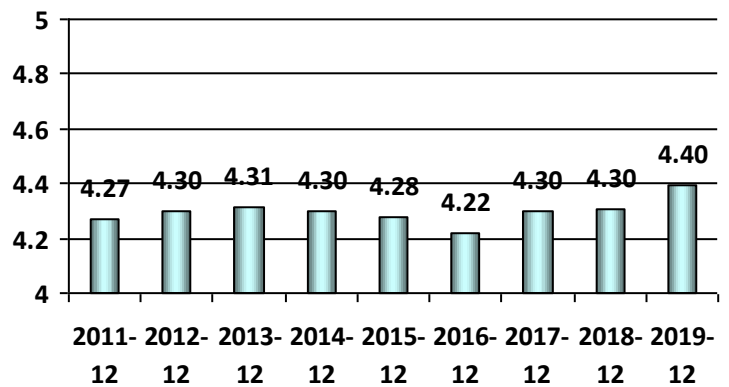
**The NMC website provided accurate information and was easy to navigate.**



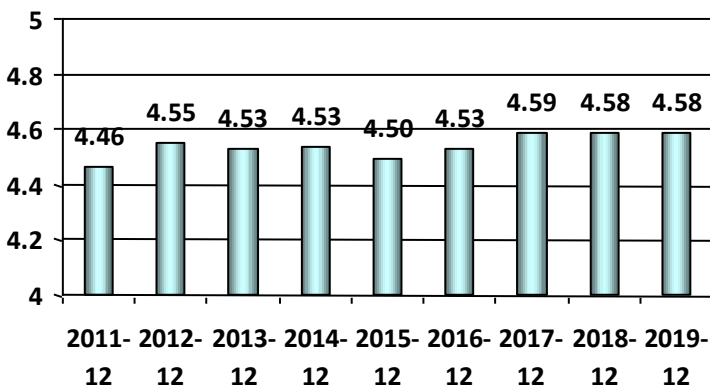
**The information and forms received provided sufficient guidance and were easy to use.**



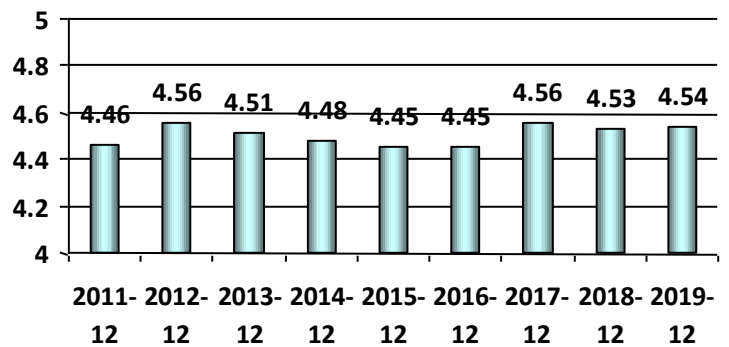
**Based on information available to me, I was able to submit a complete application package.**



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**The correspondence, e-mails, and telephone calls that I received were accurate regarding my application and professional in nature.**



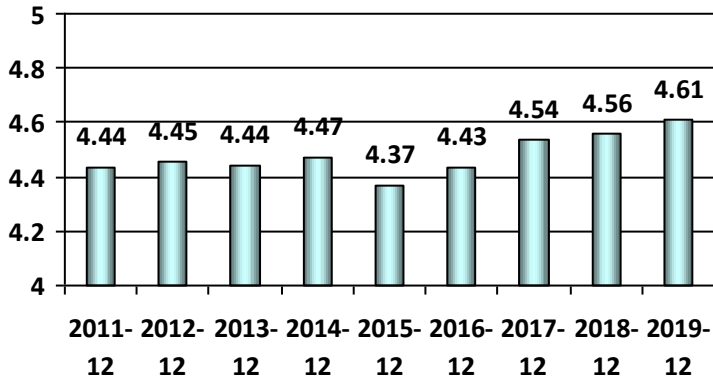


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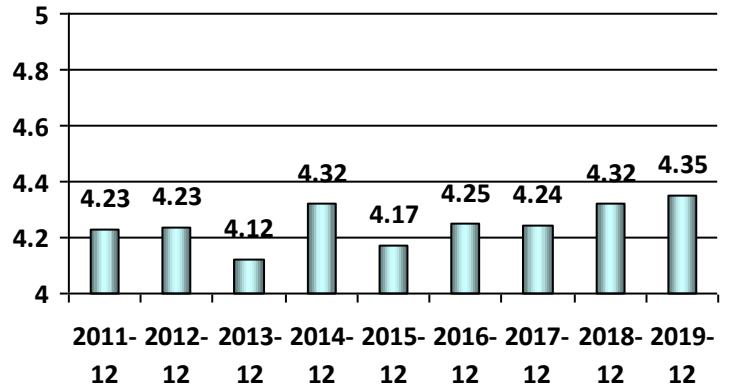


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

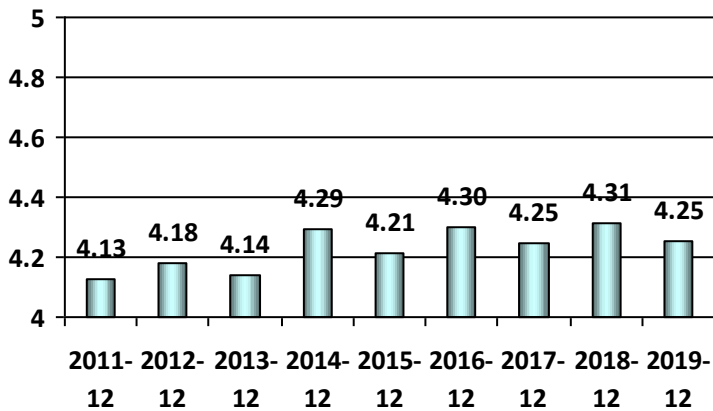
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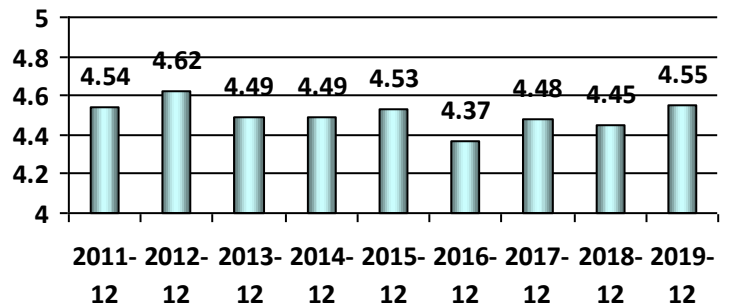
**The REC examination facilities were suitable for testing and the appropriate materials were available.**



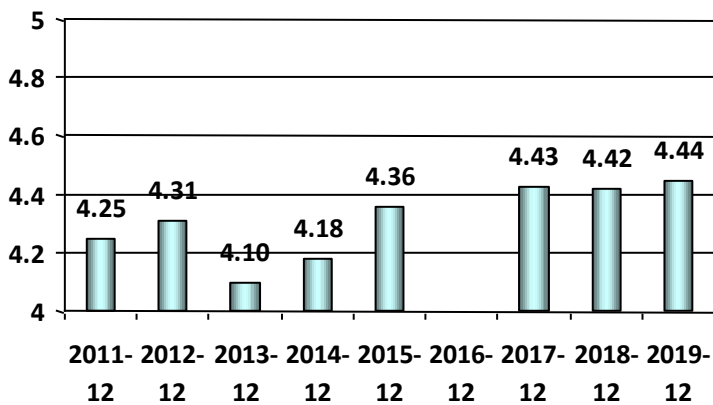
**The examinations were appropriate to the credential for which I applied.**



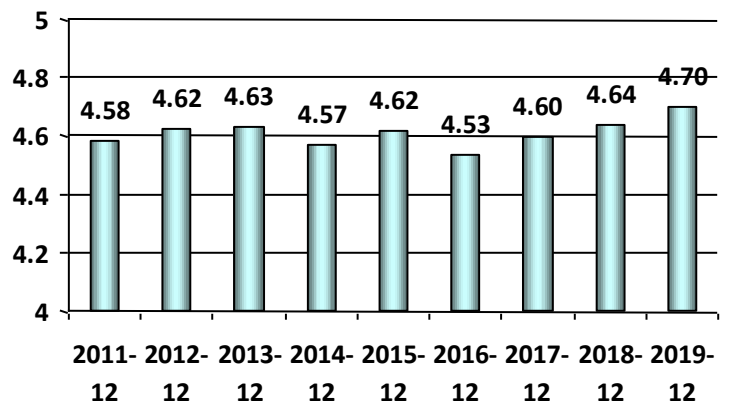
**I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.**



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



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



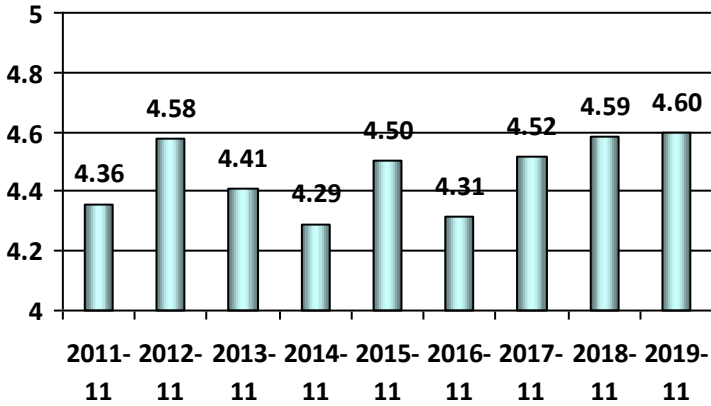


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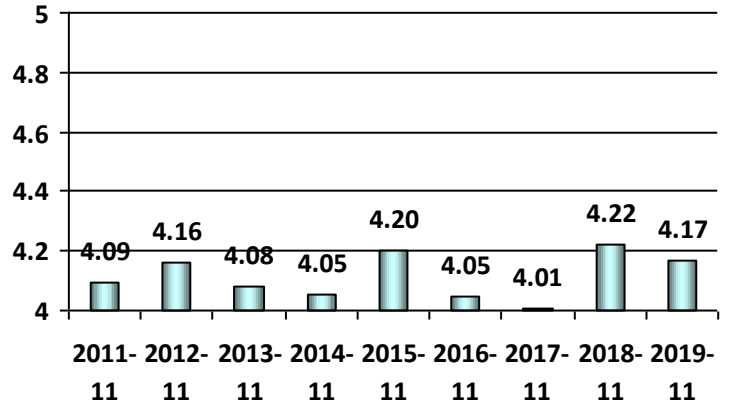


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

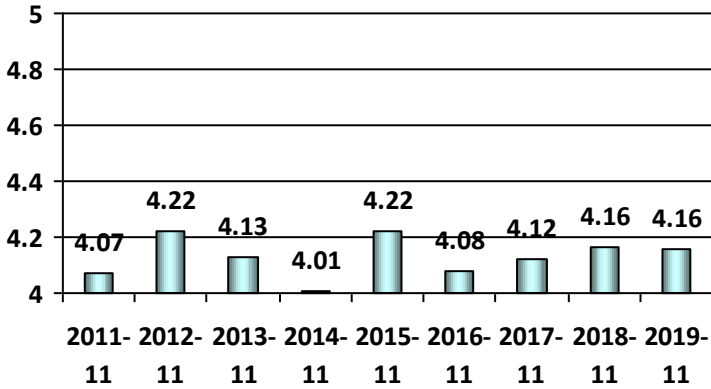
**I feel that the overall service received fully satisfied my needs.**



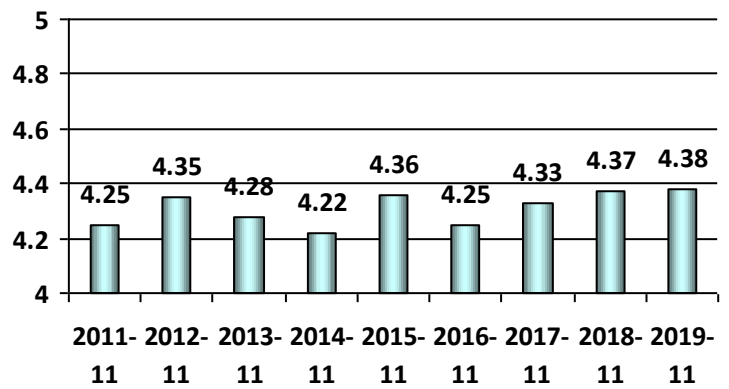
**The NMC website provided accurate information and was easy to navigate.**



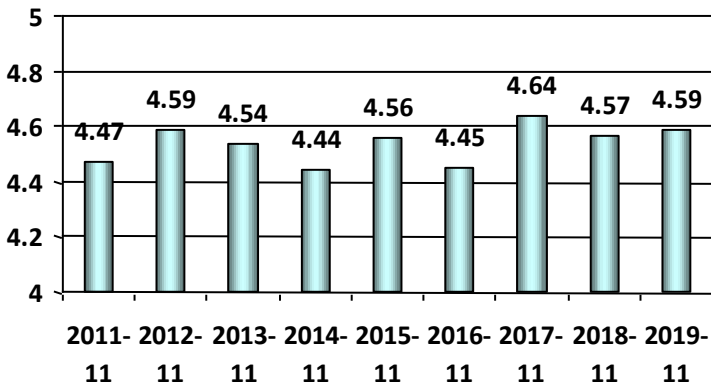
**The information and forms received provided sufficient guidance and were easy to use.**



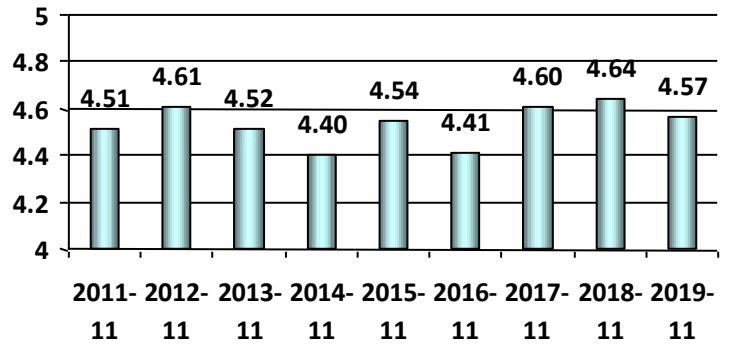
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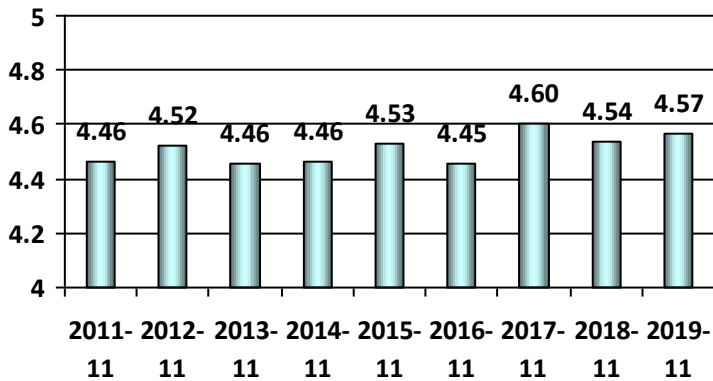


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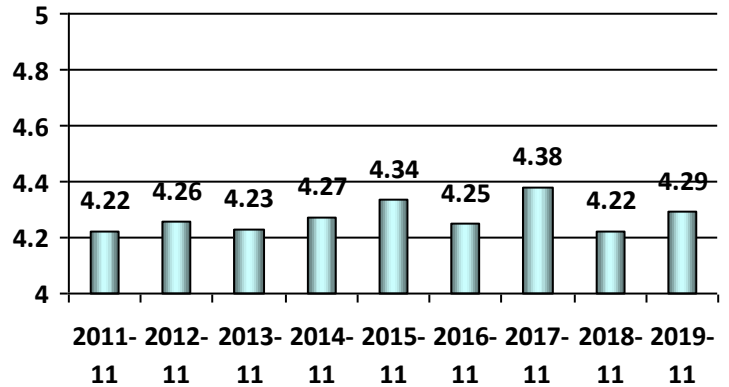


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

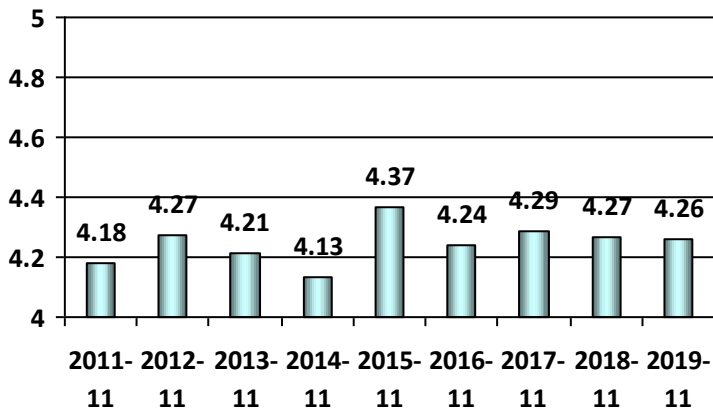
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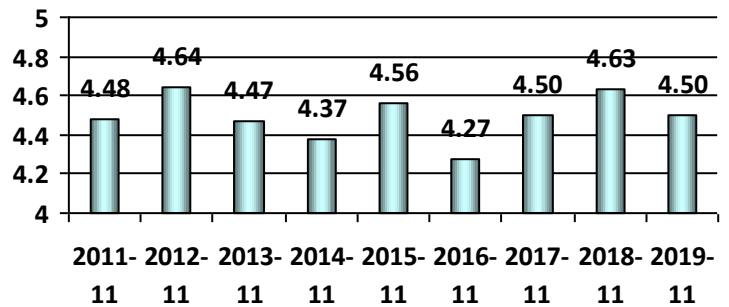
**The REC examination facilities were suitable for testing and the appropriate materials were available.**



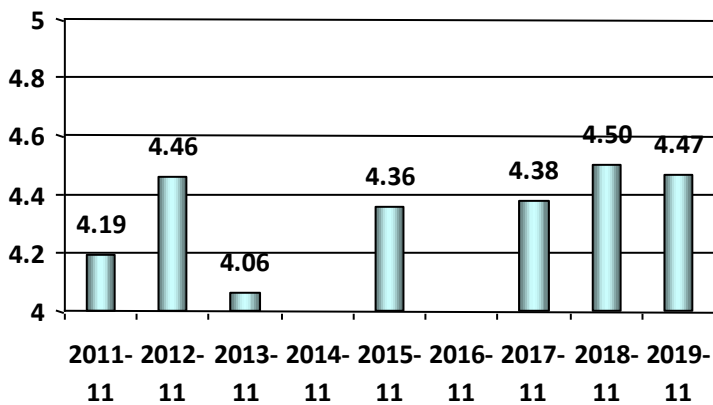
**The examinations were appropriate to the credential for which I applied.**



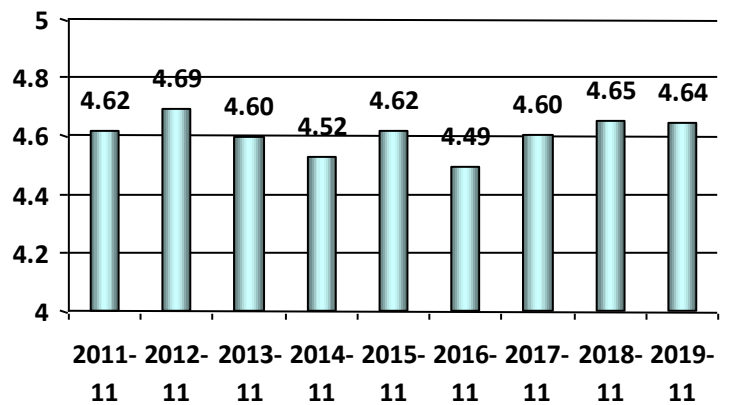
**I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.**



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



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



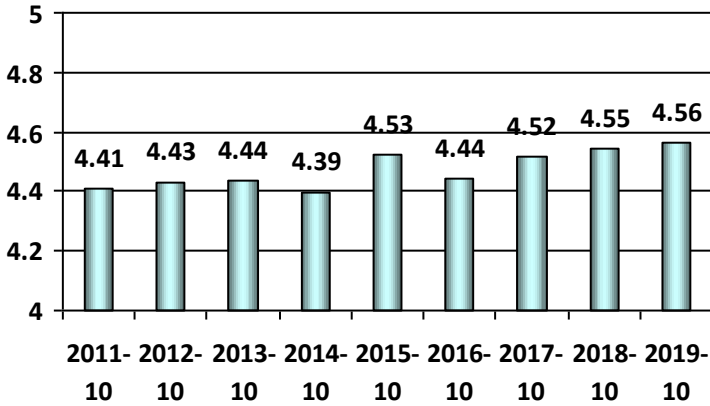


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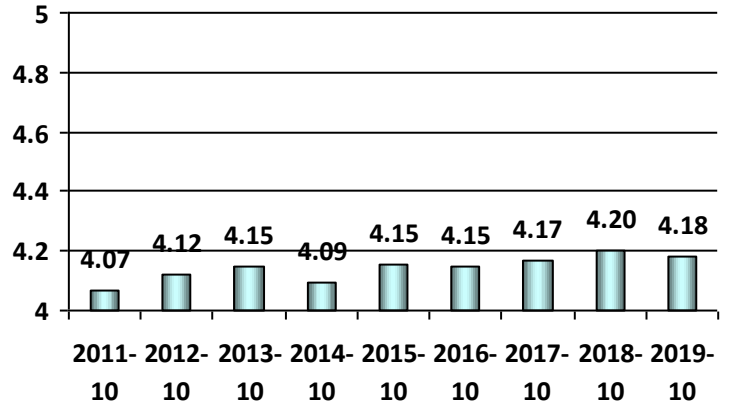


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

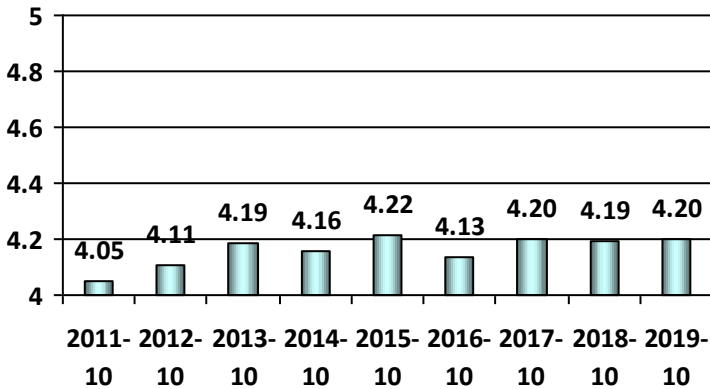
**I feel that the overall service received fully satisfied my needs.**



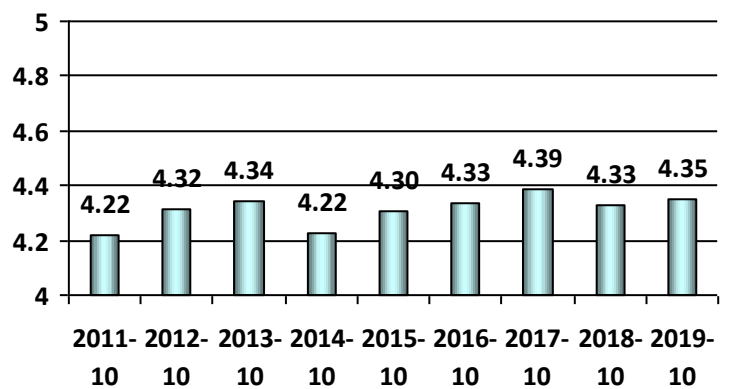
**The NMC website provided accurate information and was easy to navigate.**



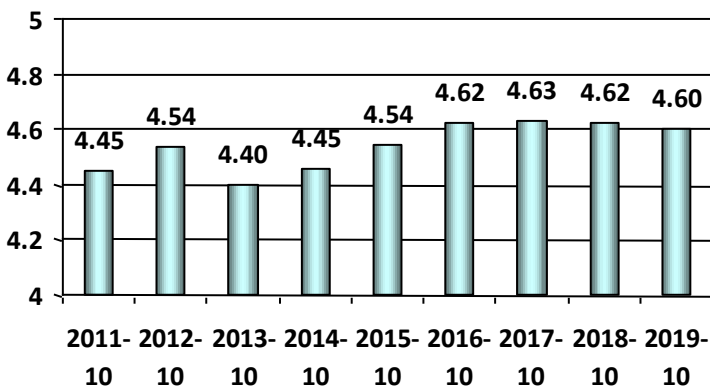
**The information and forms received provided sufficient guidance and were easy to use.**



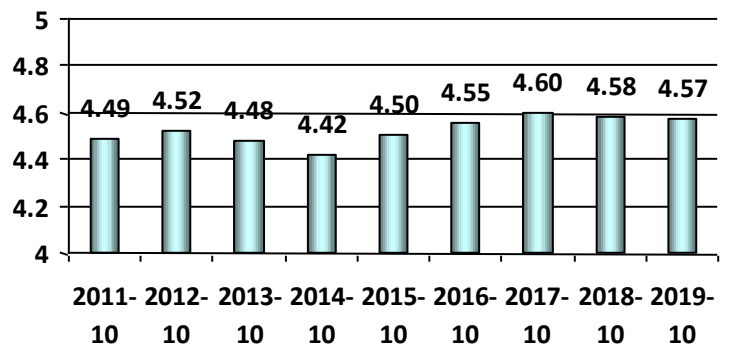
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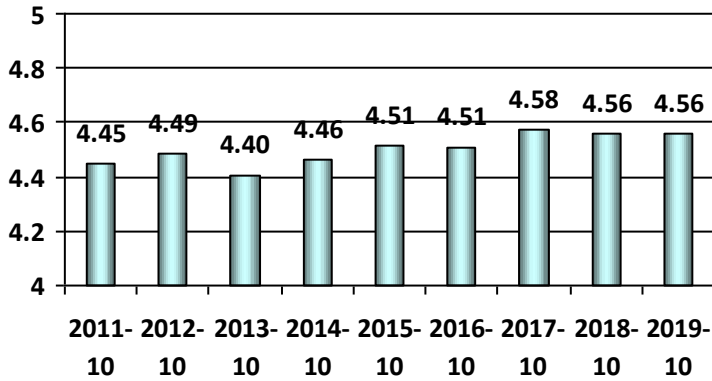


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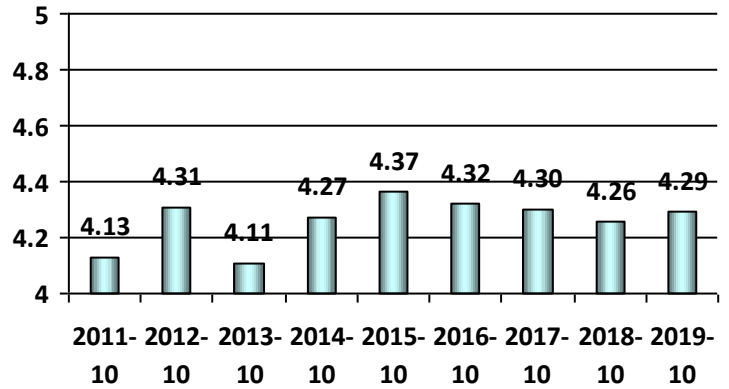


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

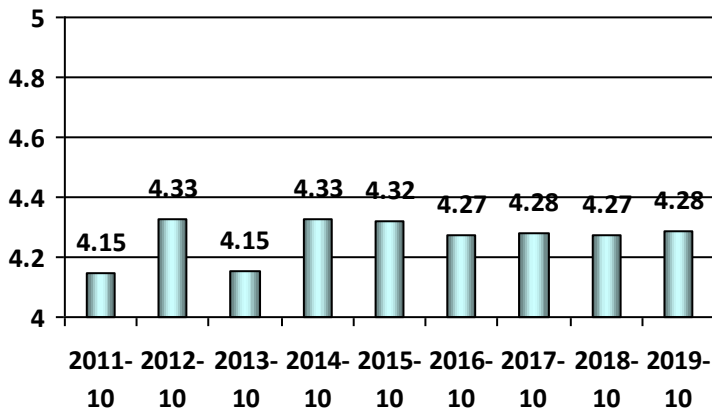
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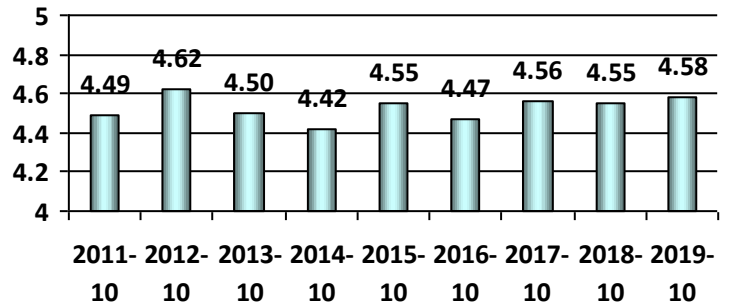
**The REC examination facilities were suitable for testing and the appropriate materials were available.**



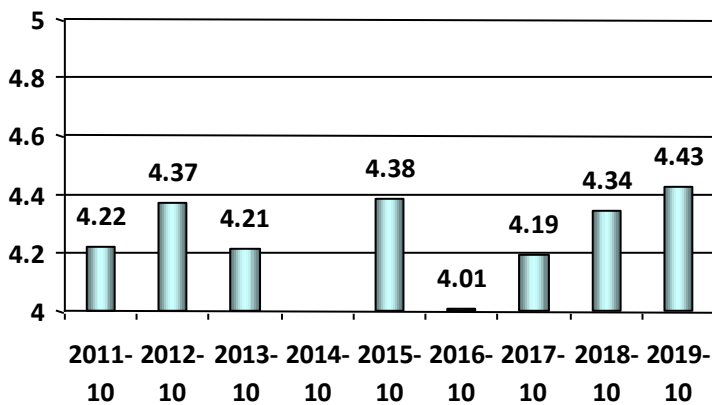
**The examinations were appropriate to the credential for which I applied.**



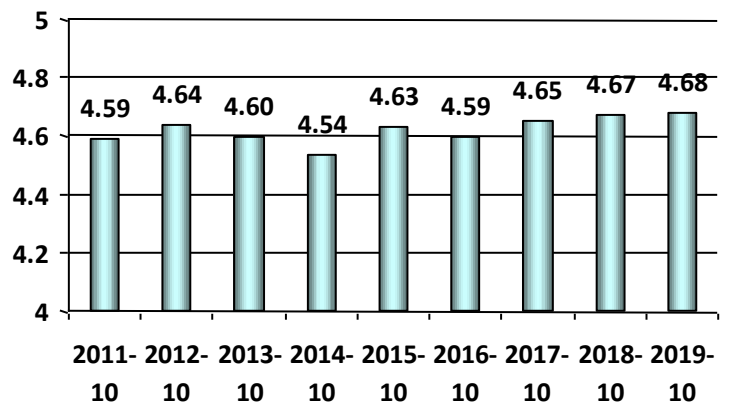
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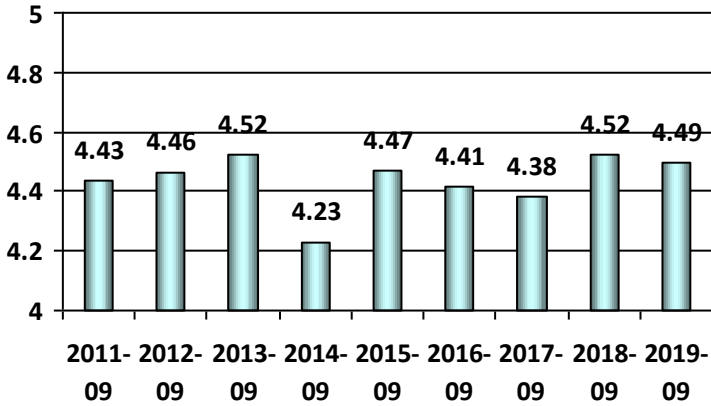


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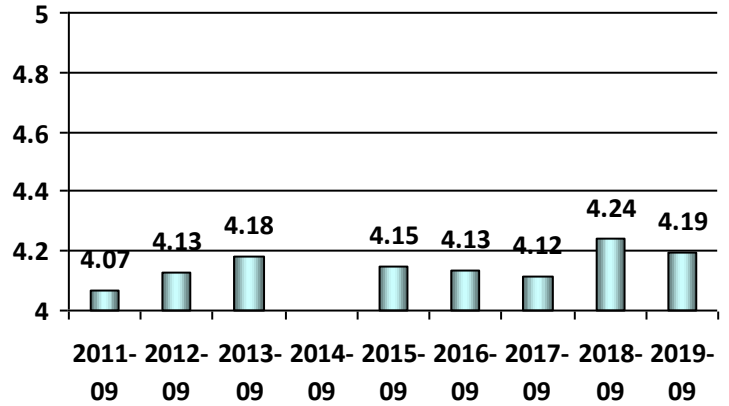


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

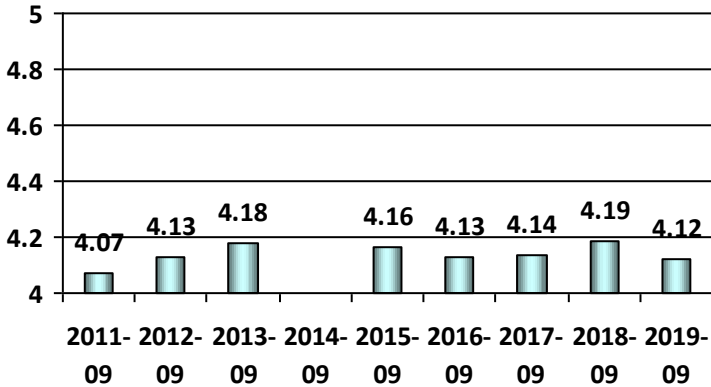
**I feel that the overall service received fully satisfied my needs.**



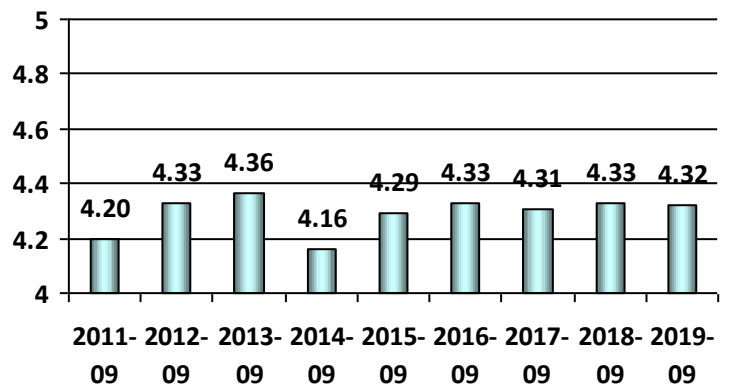
**The NMC website provided accurate information and was easy to navigate.**



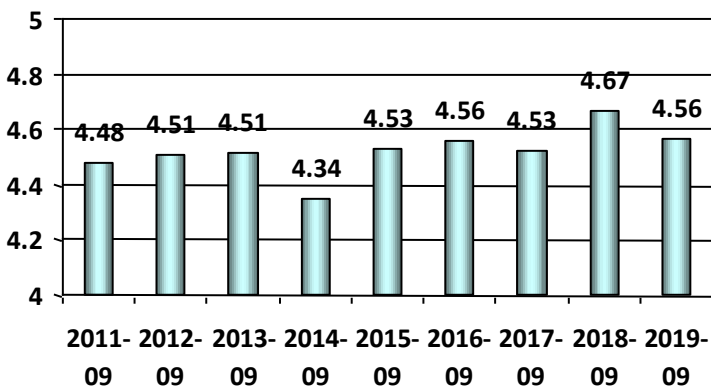
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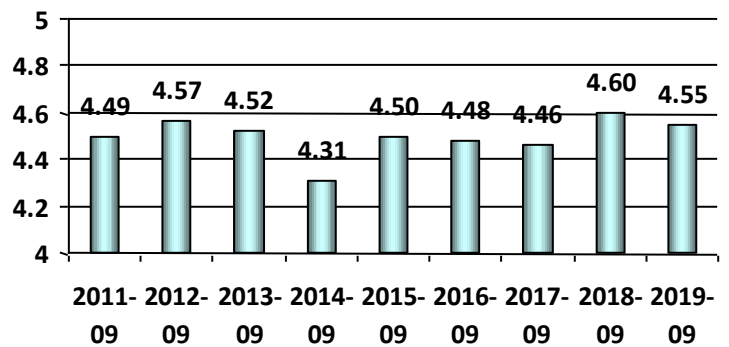
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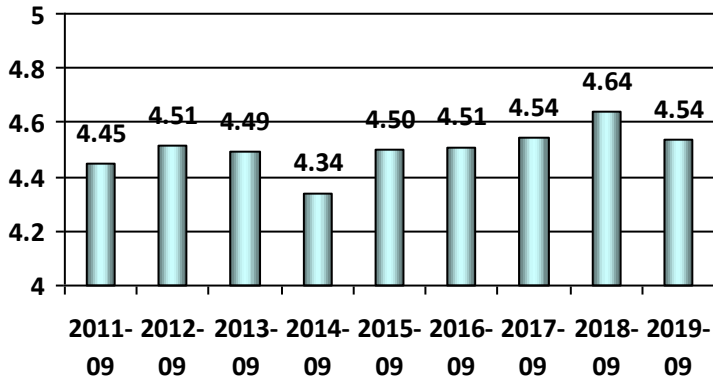


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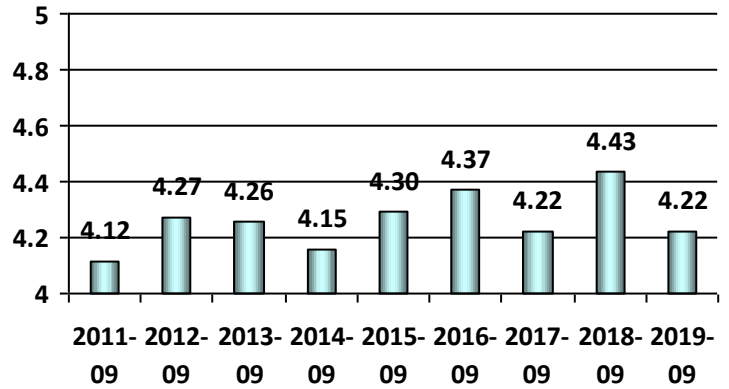


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

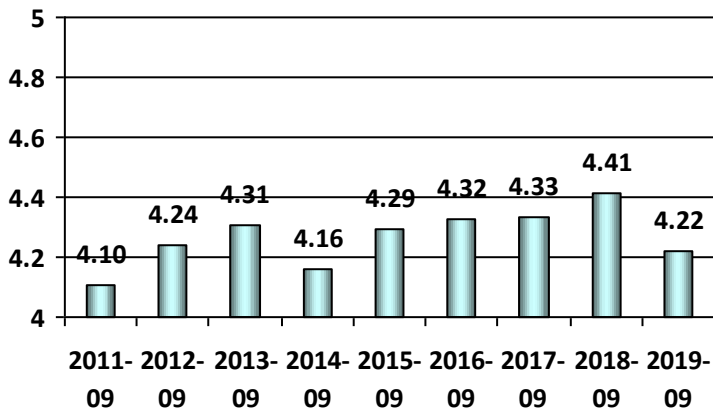
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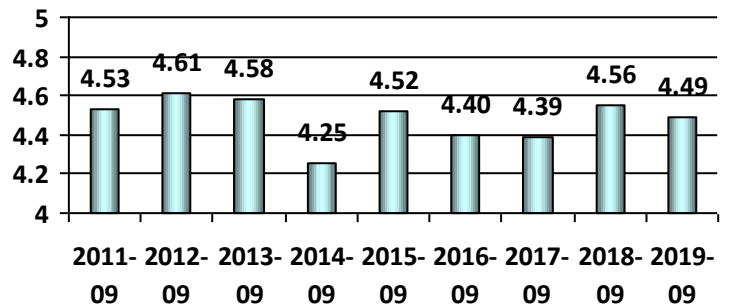
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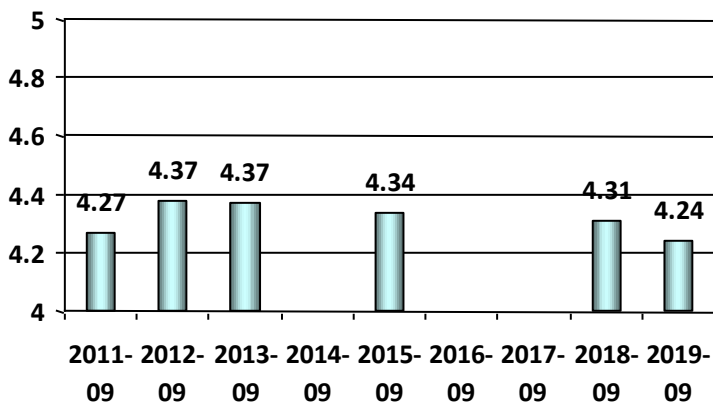
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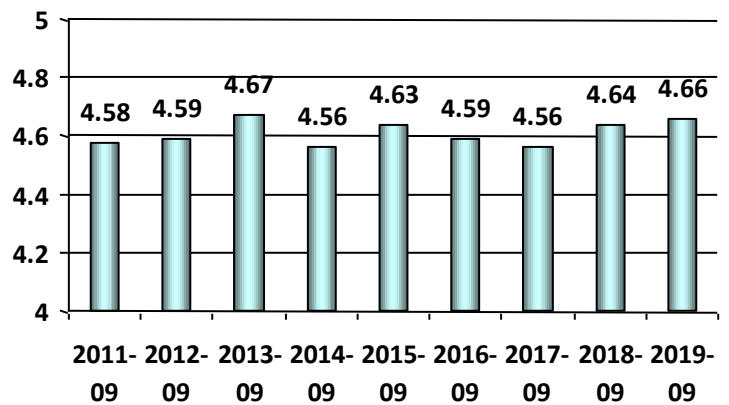
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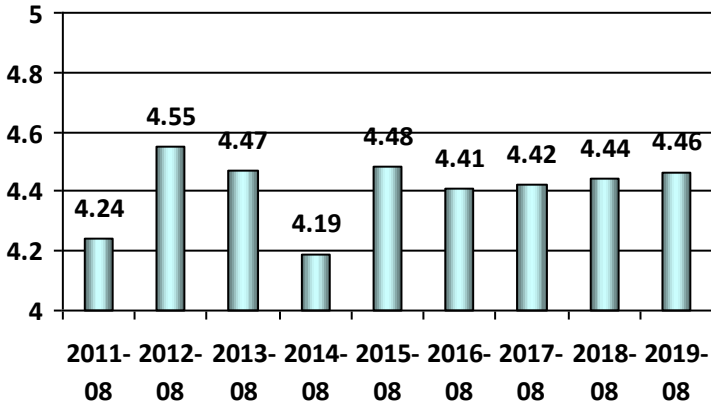


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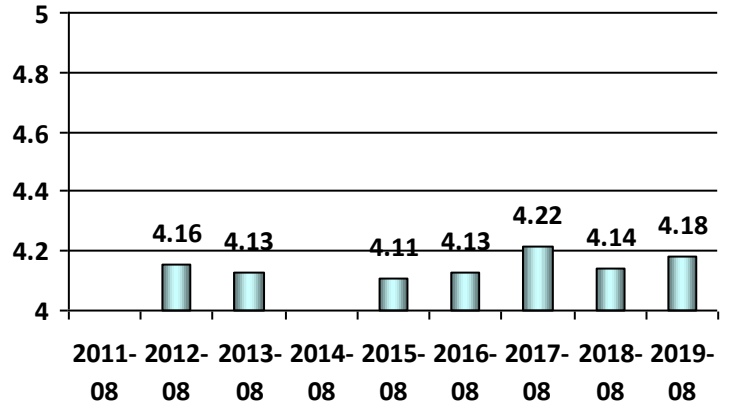


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

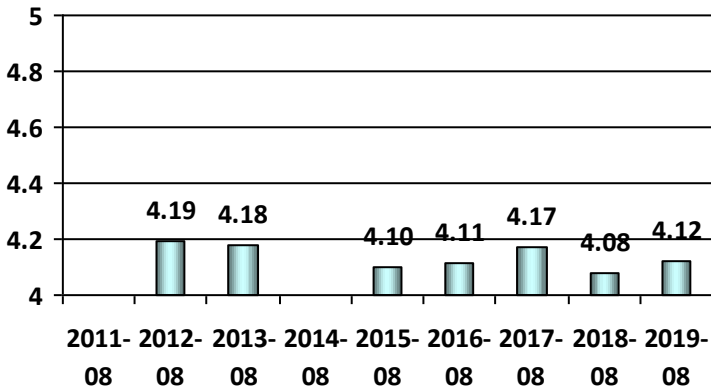
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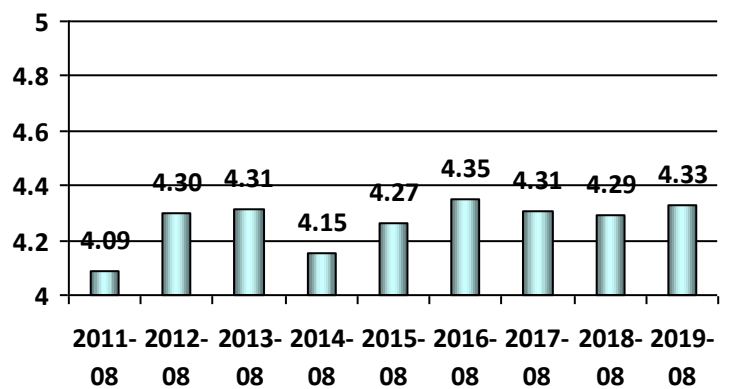
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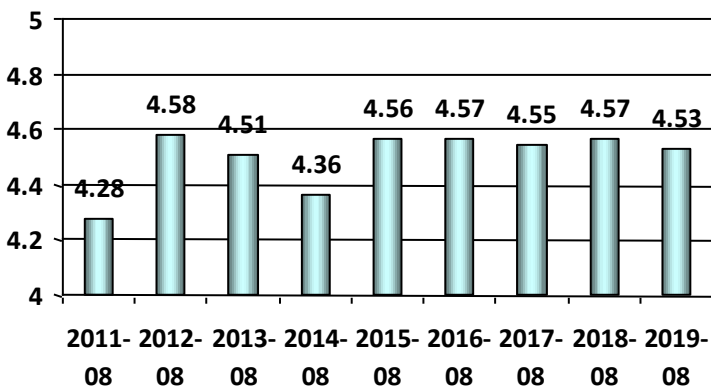
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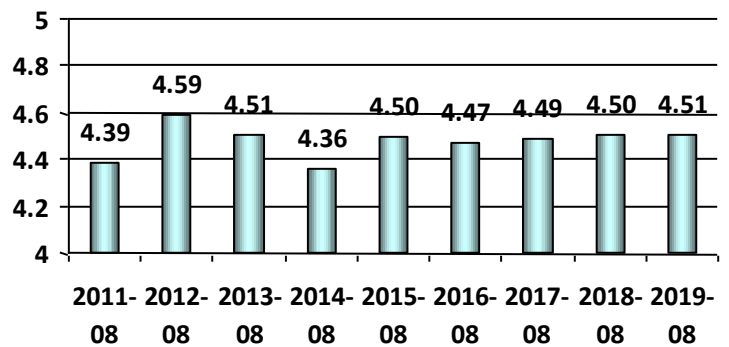
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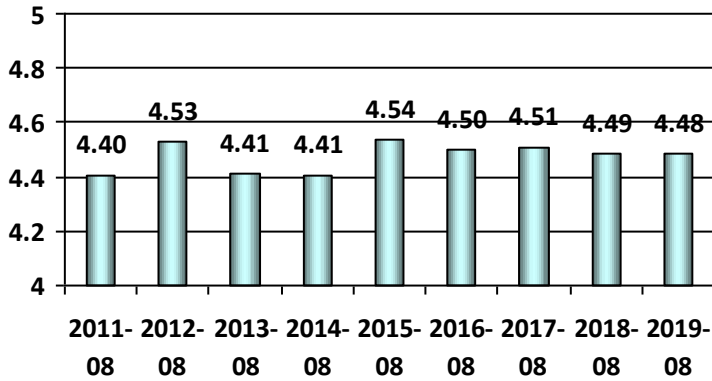


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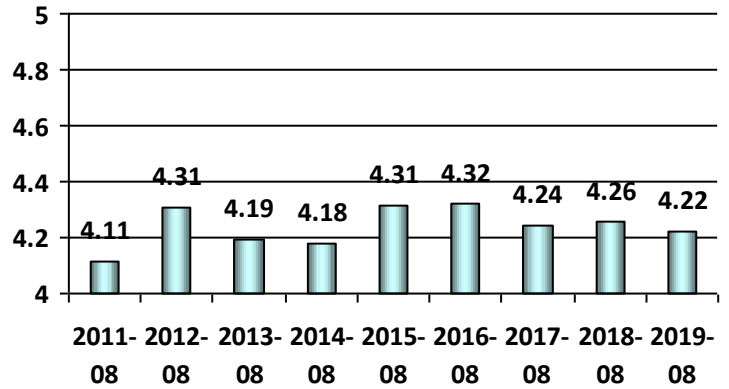


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

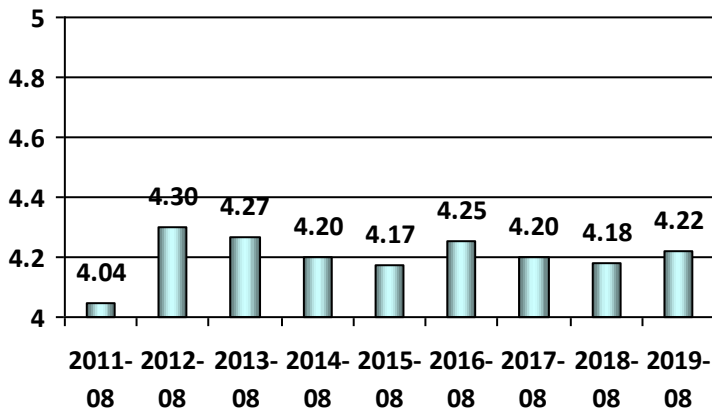
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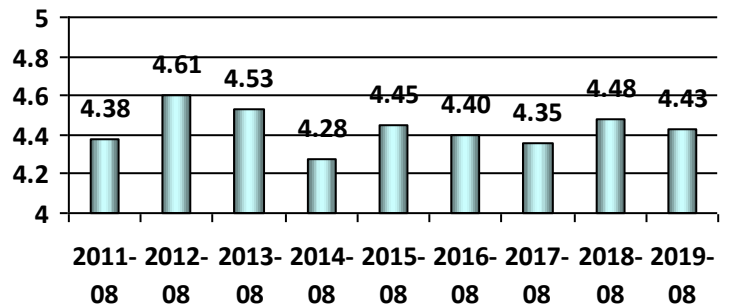
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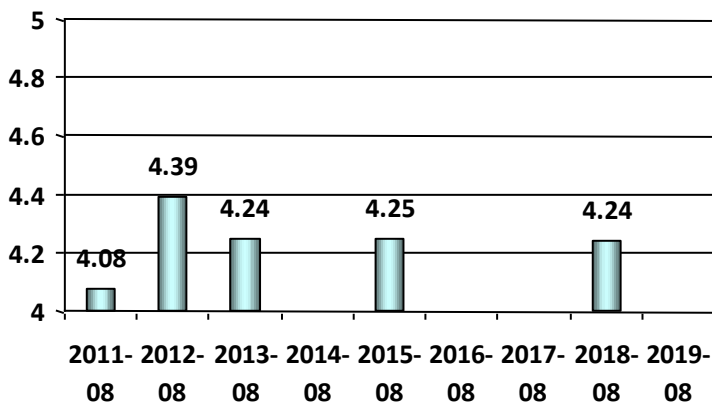
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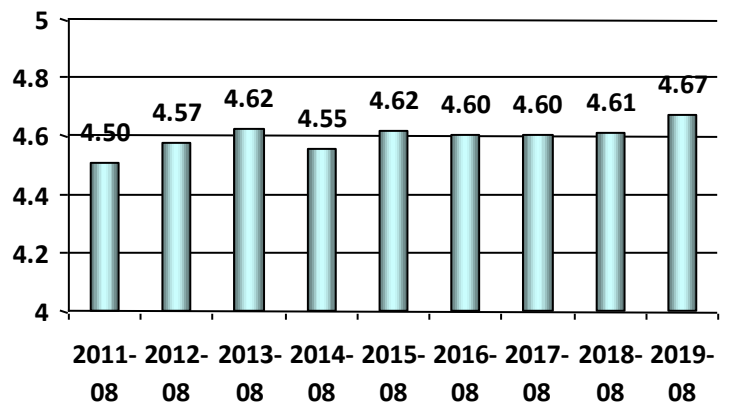
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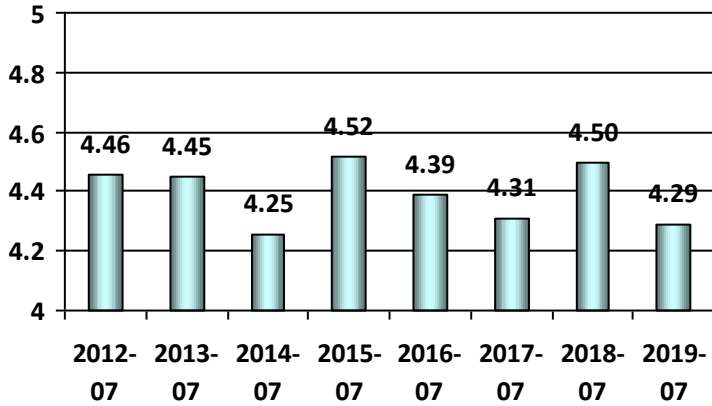


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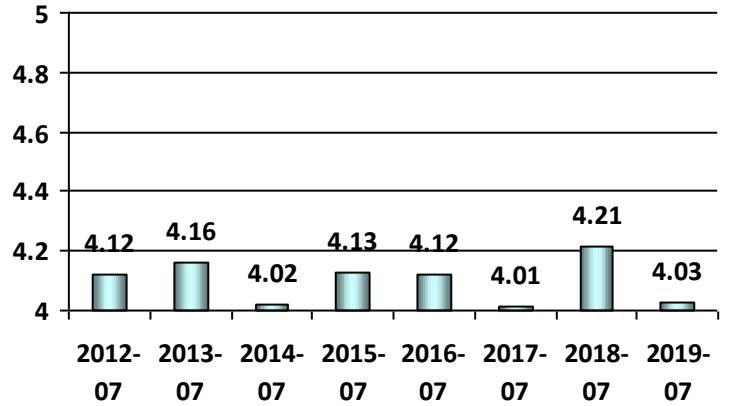


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

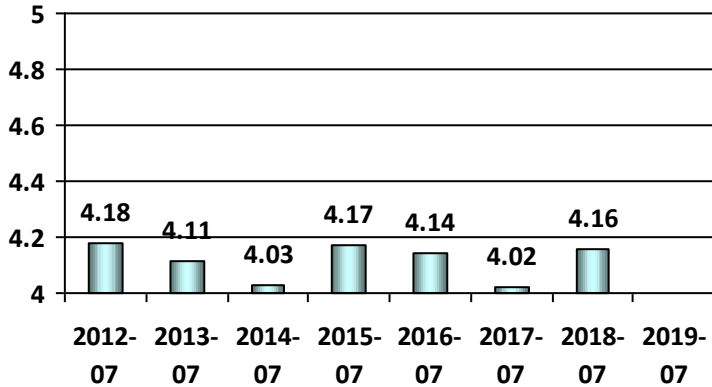
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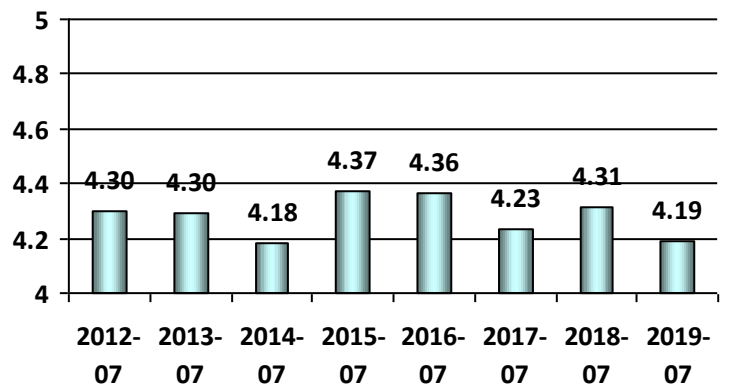
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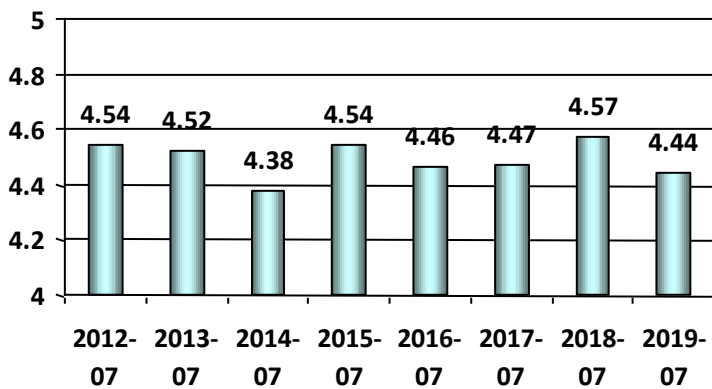
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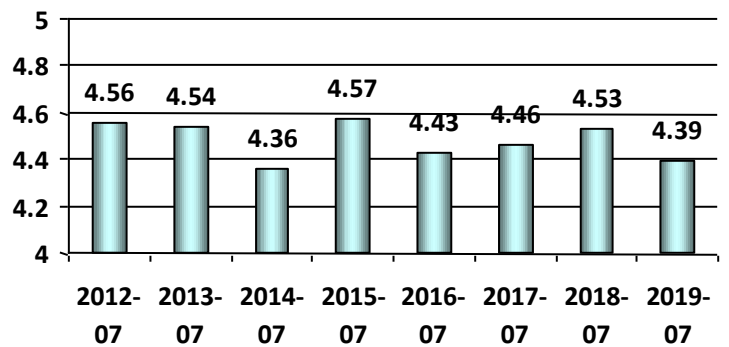
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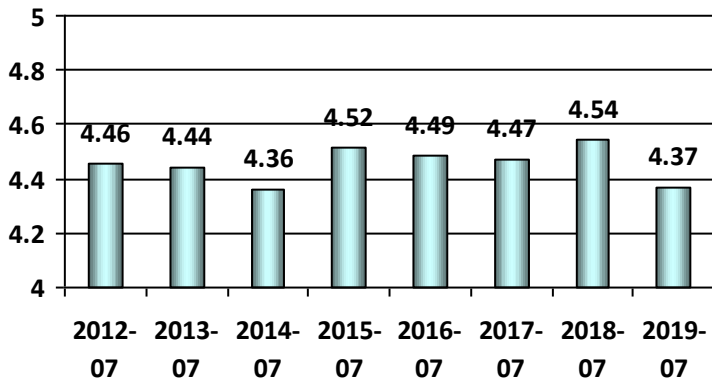


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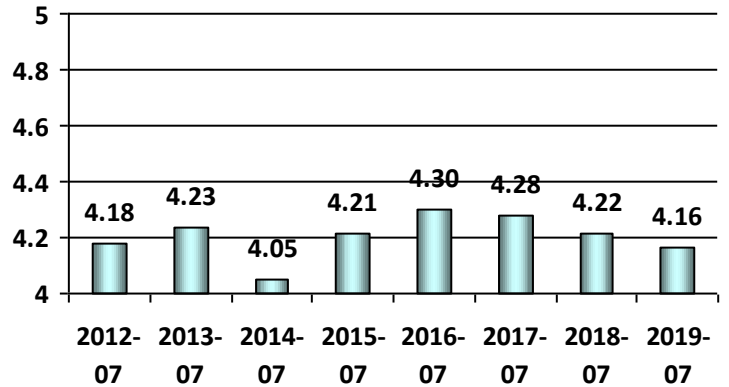


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

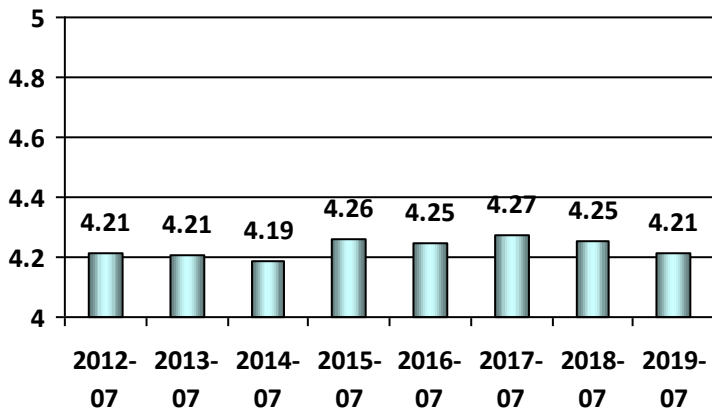
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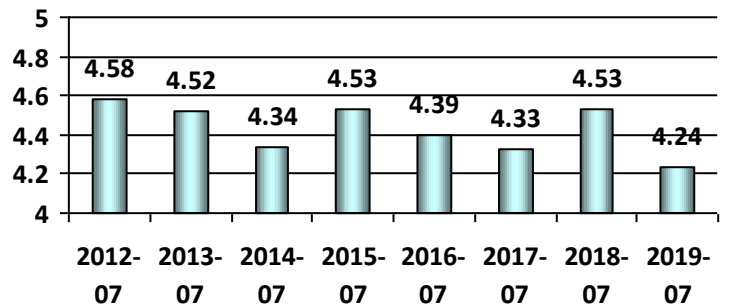
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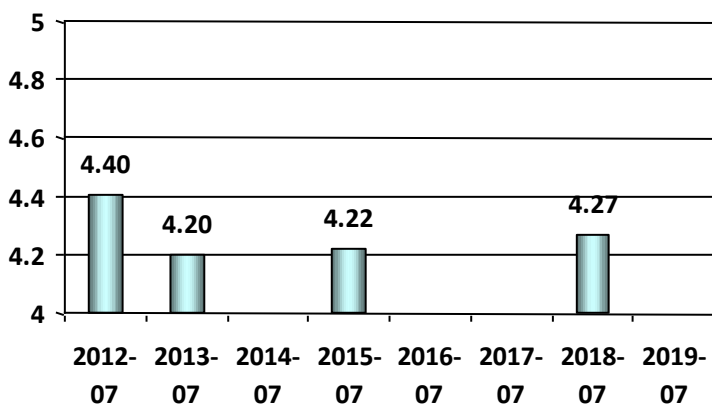
**The examinations were appropriate to the credential for which I applied.**



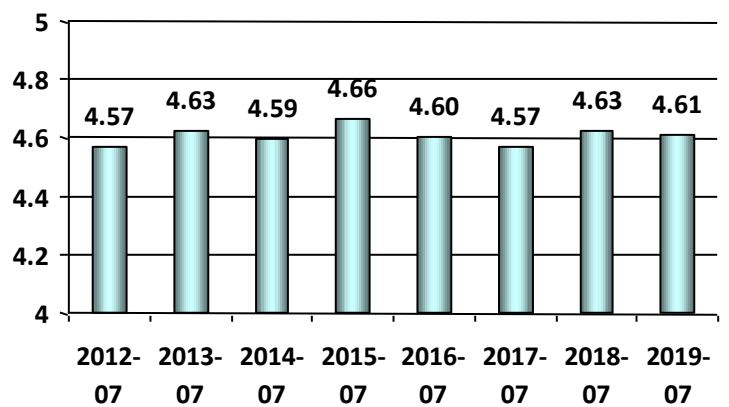
**I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.**



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



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



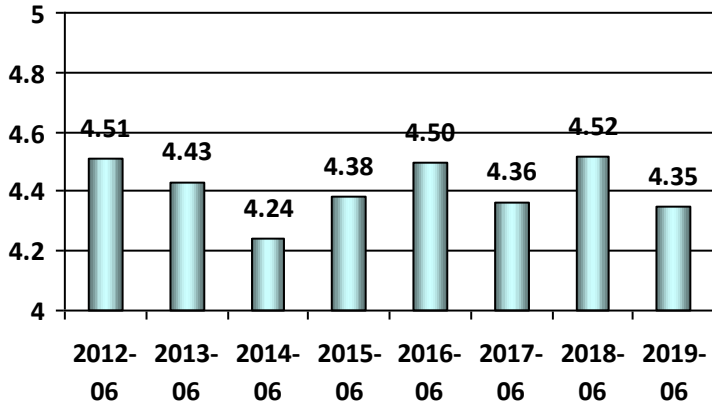


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

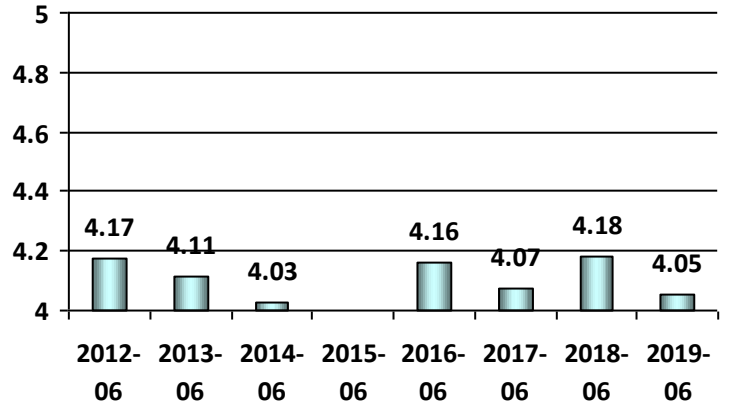


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

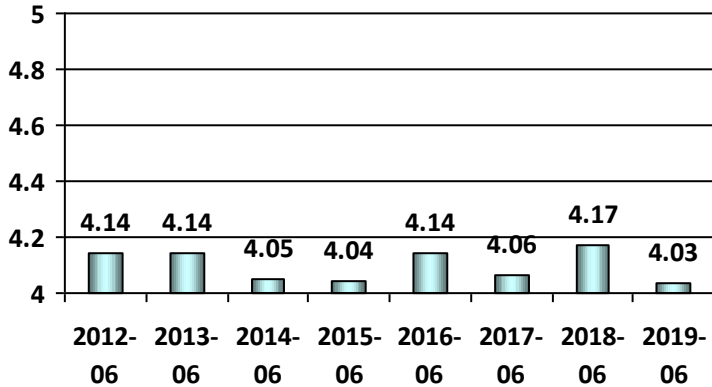
**I feel that the overall service received fully satisfied my needs.**



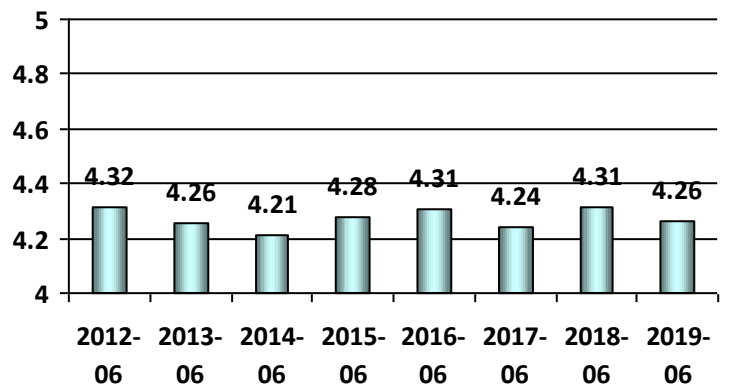
**The NMC website provided accurate information and was easy to navigate.**



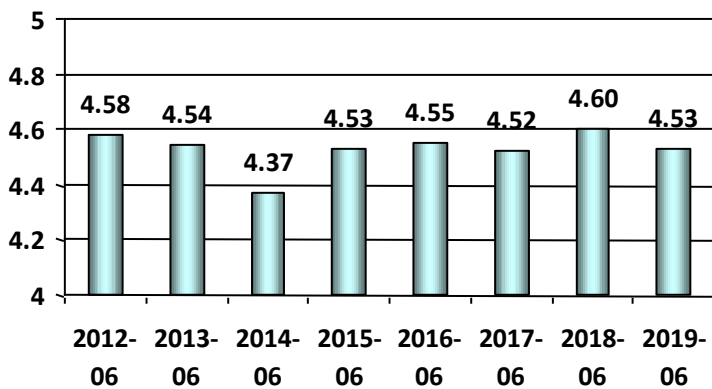
**The information and forms received provided sufficient guidance and were easy to use.**



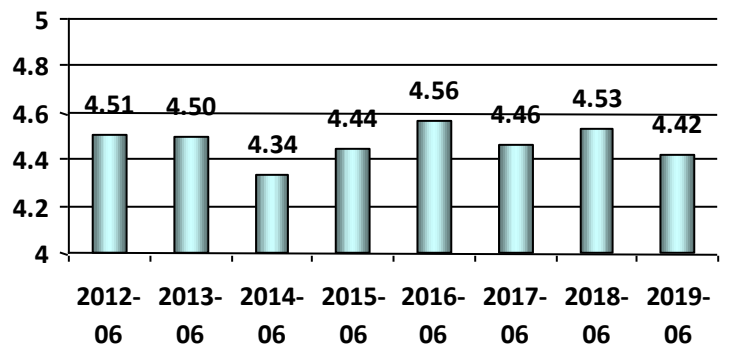
**Based on information available to me, I was able to submit a complete application package.**



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



**The correspondence, e-mails, and telephone calls that I received were accurate regarding my application and professional in nature.**



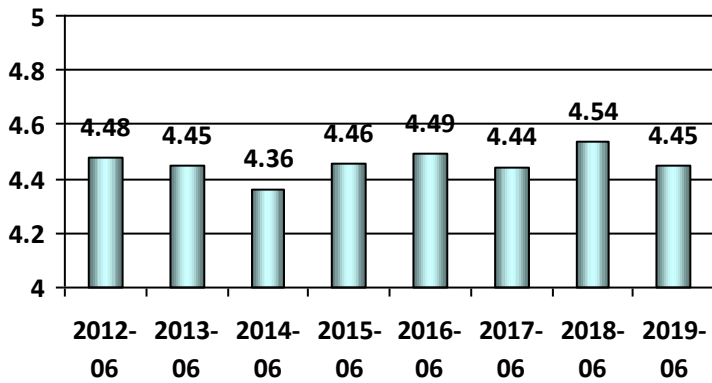


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

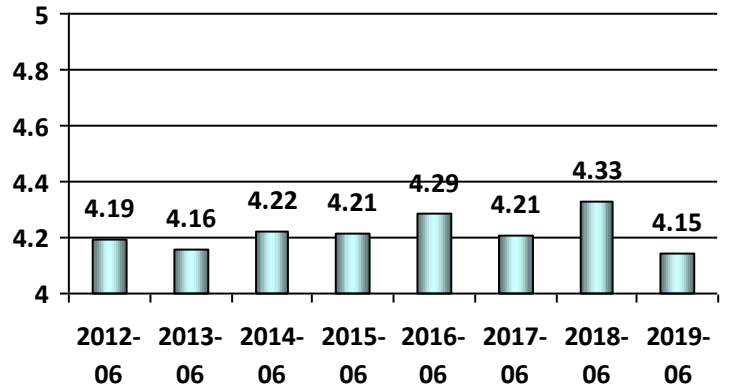


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

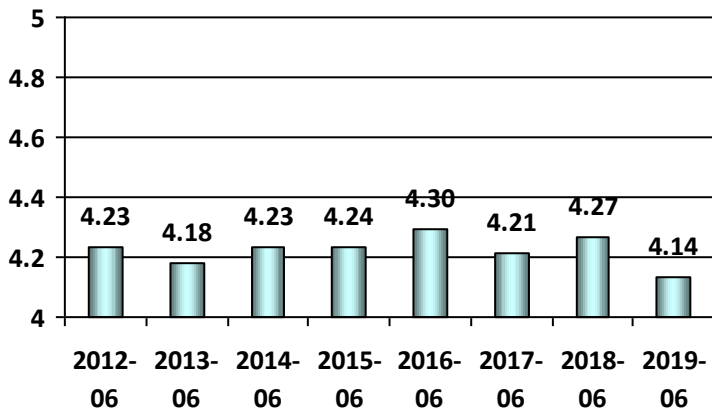
**The Regional Examination Center (REC) staff were professional and able to assist with my application processing questions.**



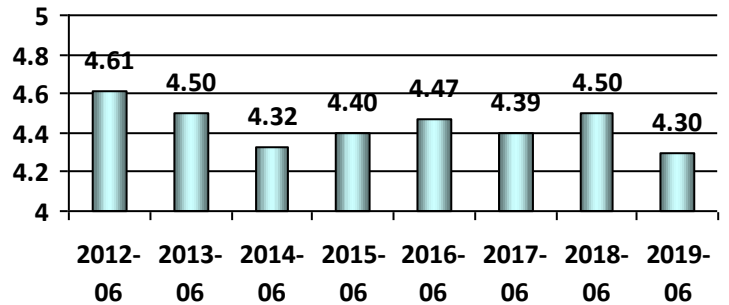
**The REC examination facilities were suitable for testing and the appropriate materials were available.**



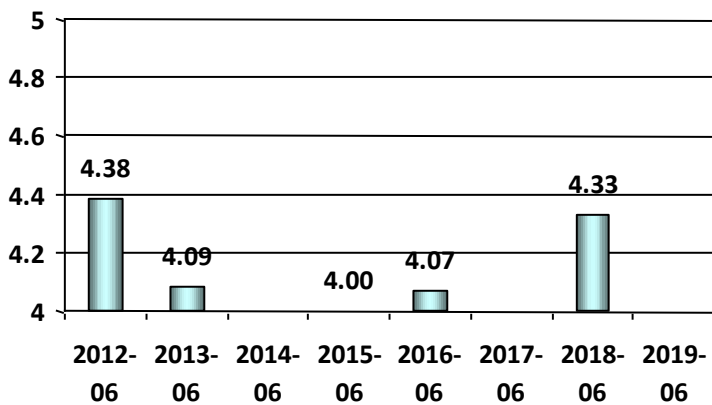
**The examinations were appropriate to the credential for which I applied.**



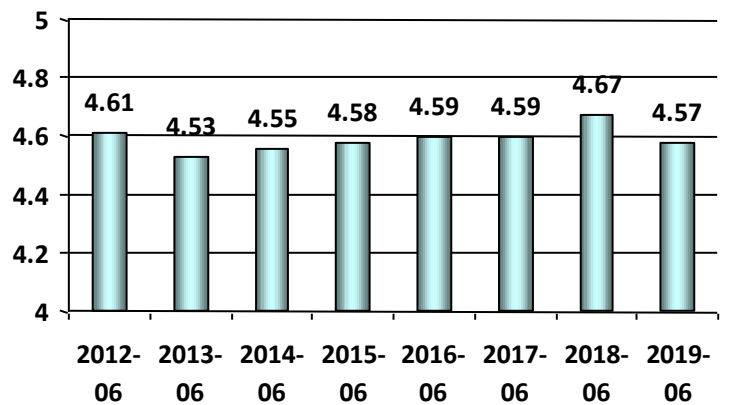
**I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.**



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



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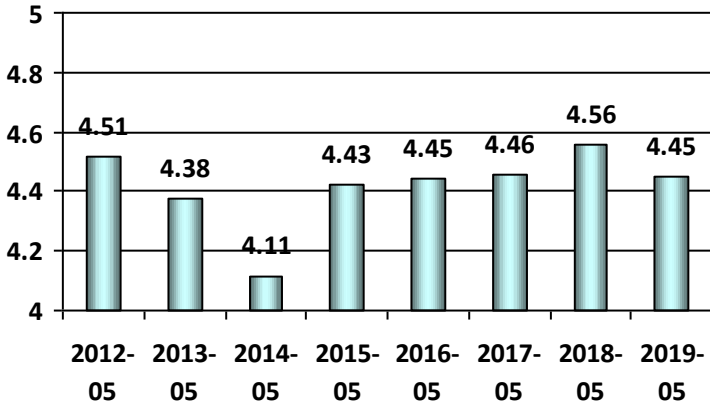


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

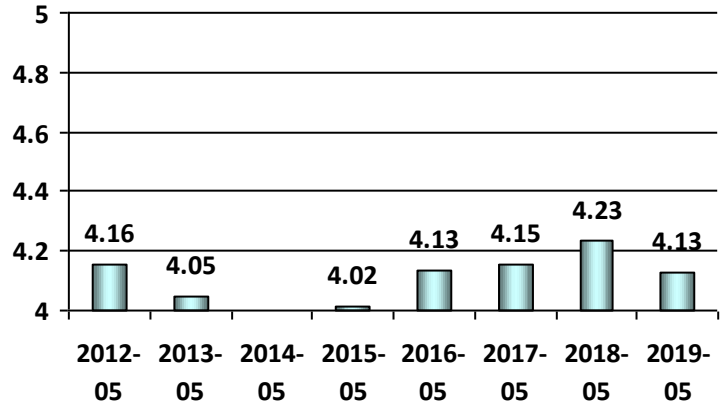


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

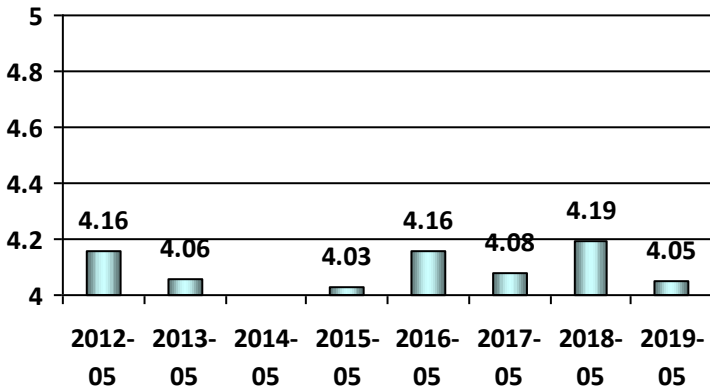
**I feel that the overall service received fully satisfied my needs.**



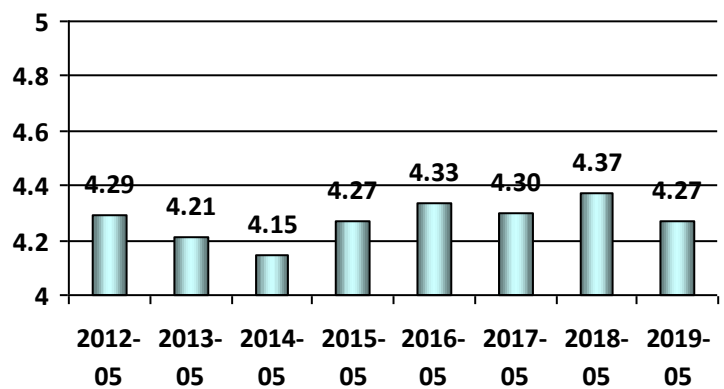
**The NMC website provided accurate information and was easy to navigate.**



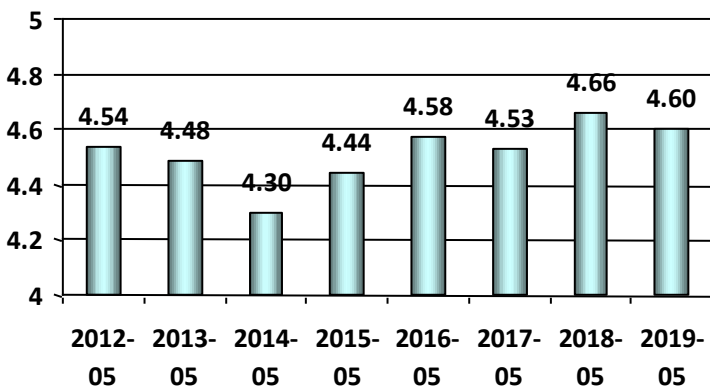
**The information and forms received provided sufficient guidance and were easy to use.**



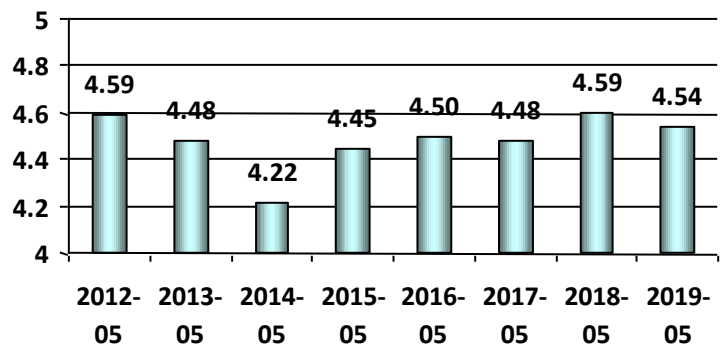
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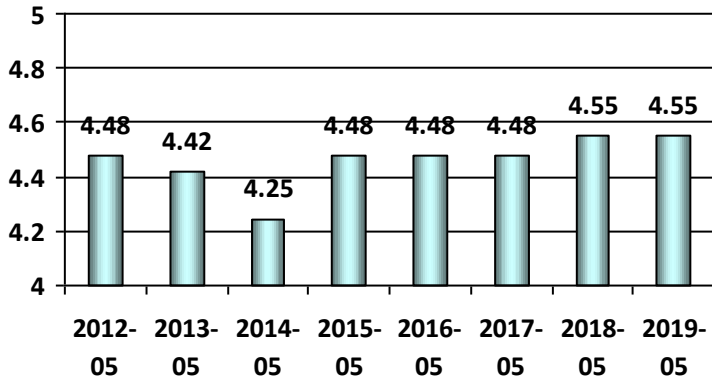


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

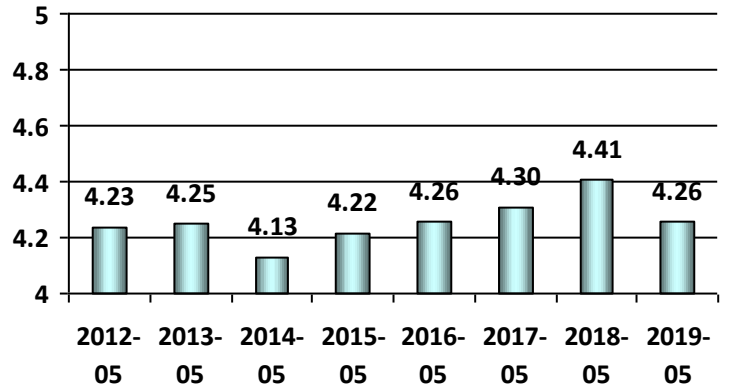


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

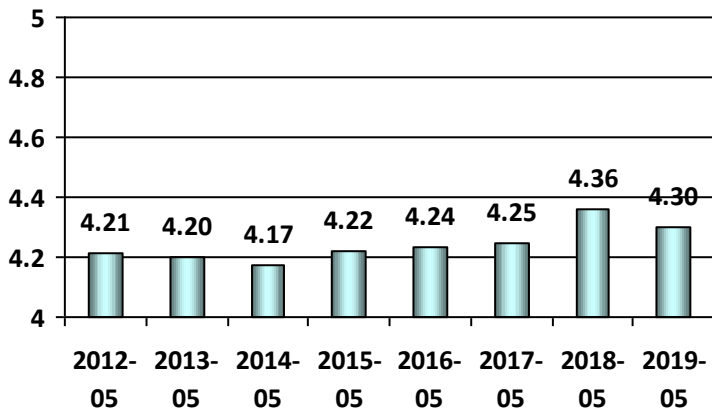
**The Regional Examination Center (REC) staff were professional and able to assist with my application processing questions.**



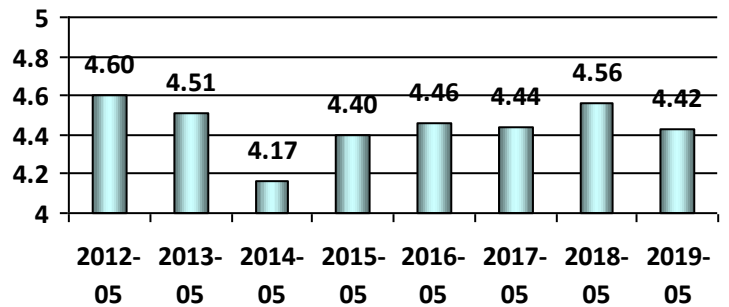
**The REC examination facilities were suitable for testing and the appropriate materials were available.**



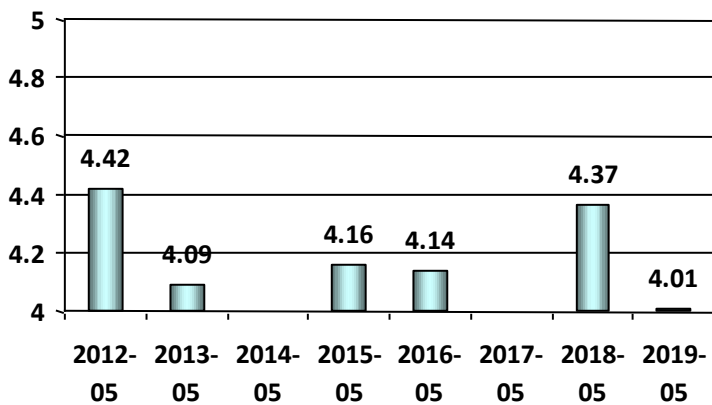
**The examinations were appropriate to the credential for which I applied.**



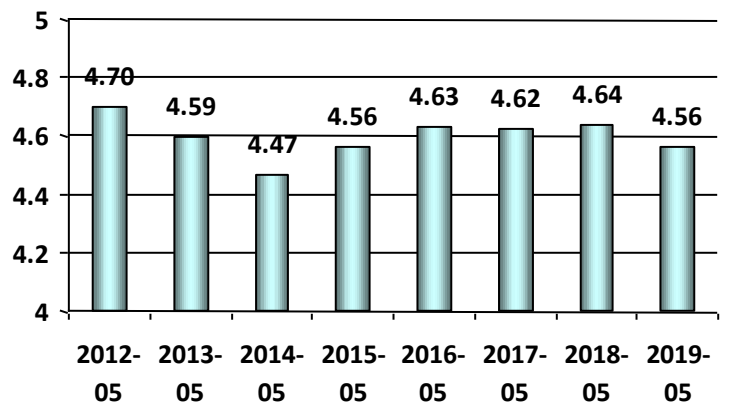
**I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.**



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



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





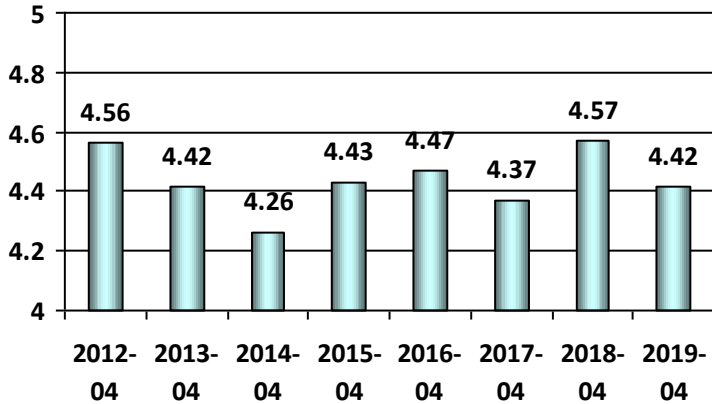


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

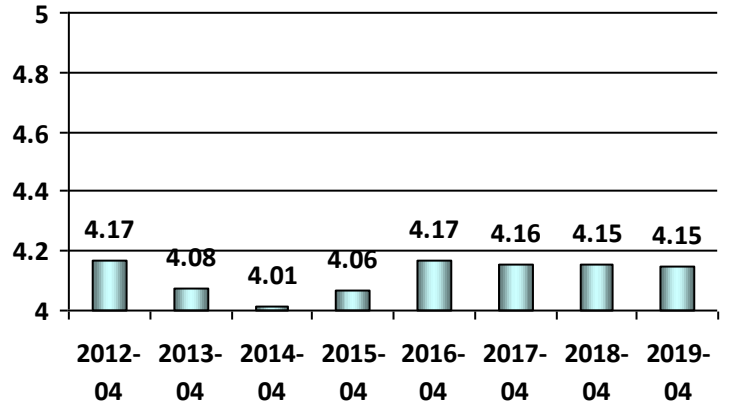


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

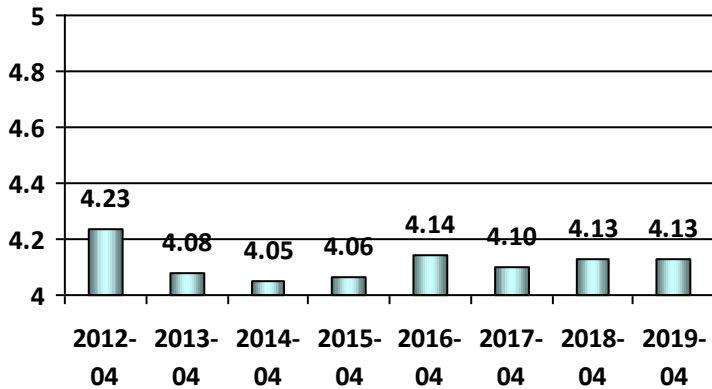
**I feel that the overall service received fully satisfied my needs.**



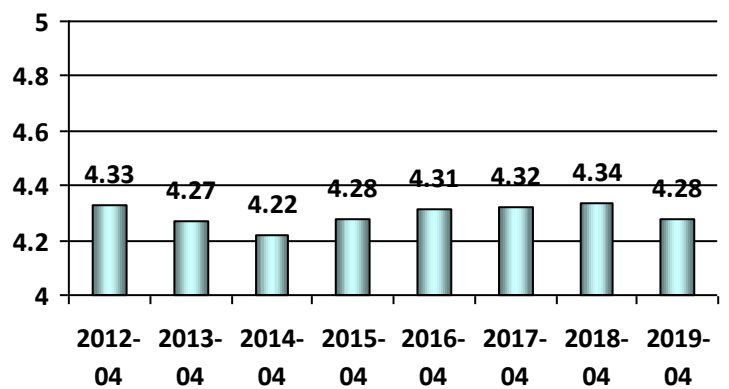
**The NMC website provided accurate information and was easy to navigate.**



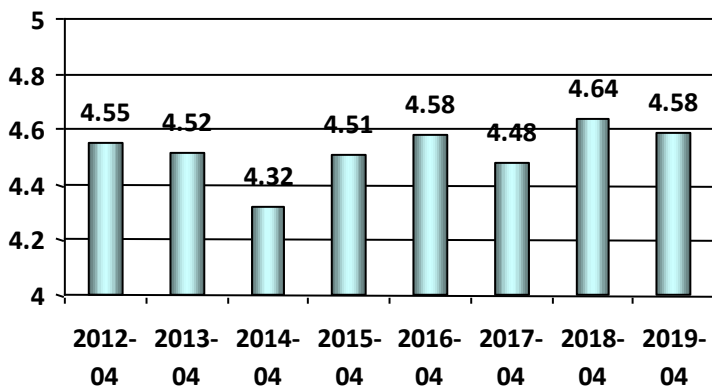
**The information and forms received provided sufficient guidance and were easy to use.**



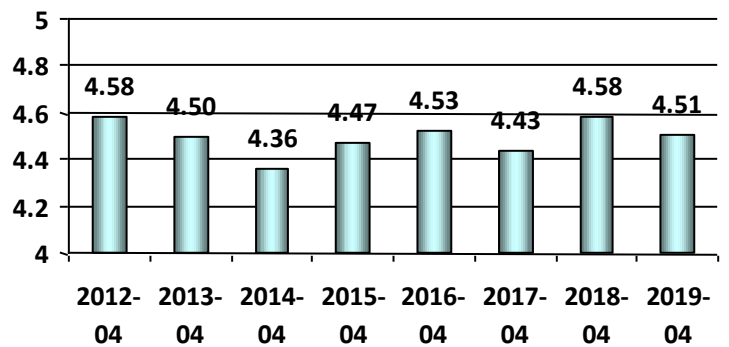
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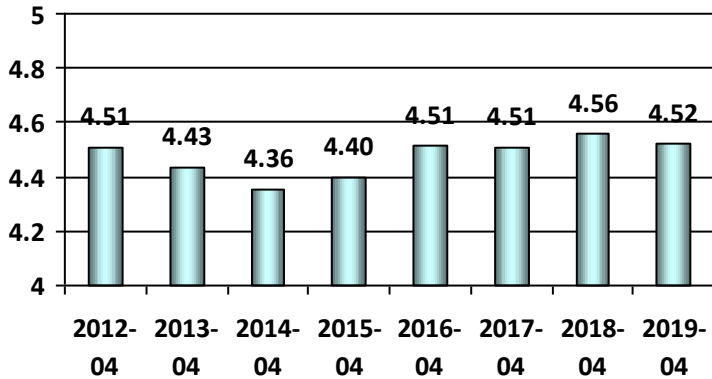


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

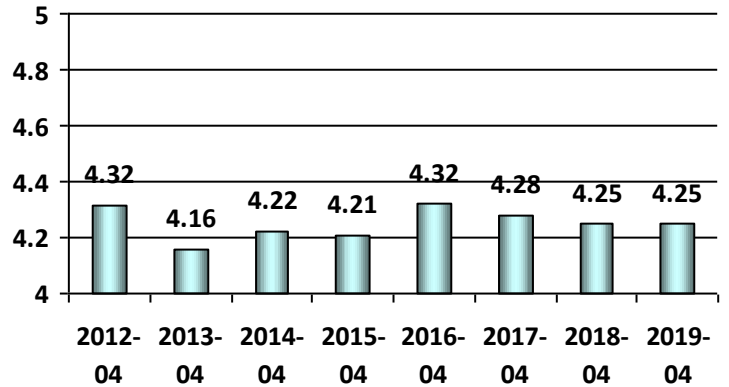


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

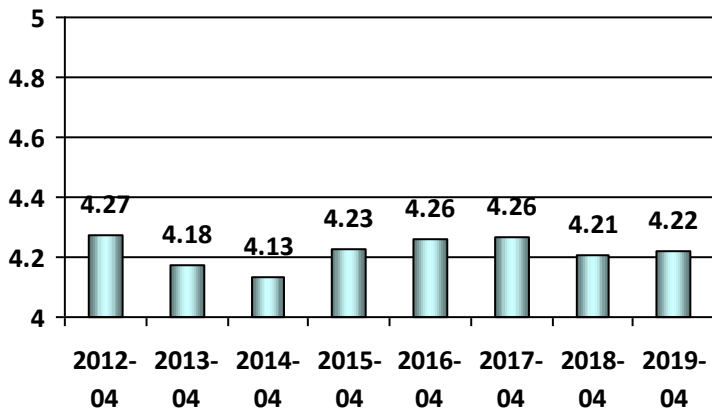
**The Regional Examination Center (REC) staff were professional and able to assist with my application processing questions.**



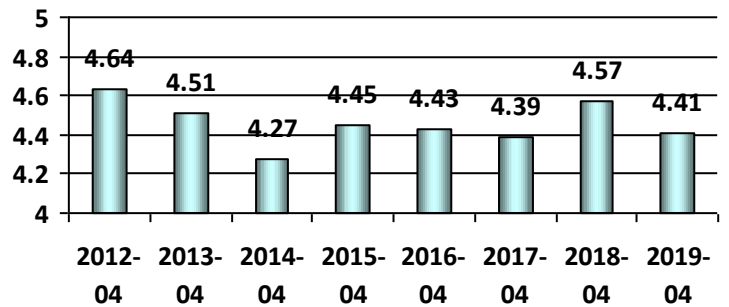
**The REC examination facilities were suitable for testing and the appropriate materials were available.**



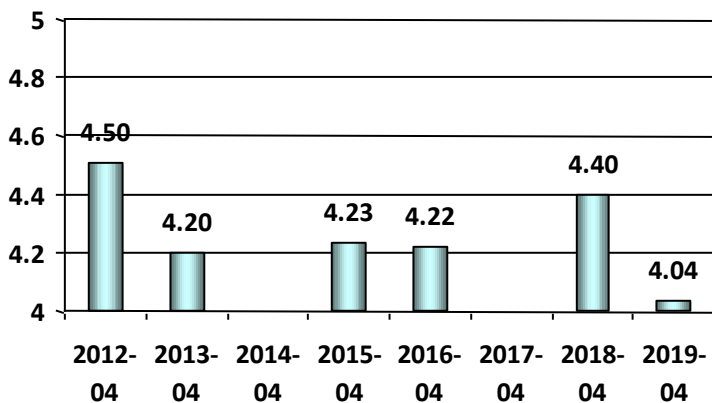
**The examinations were appropriate to the credential for which I applied.**



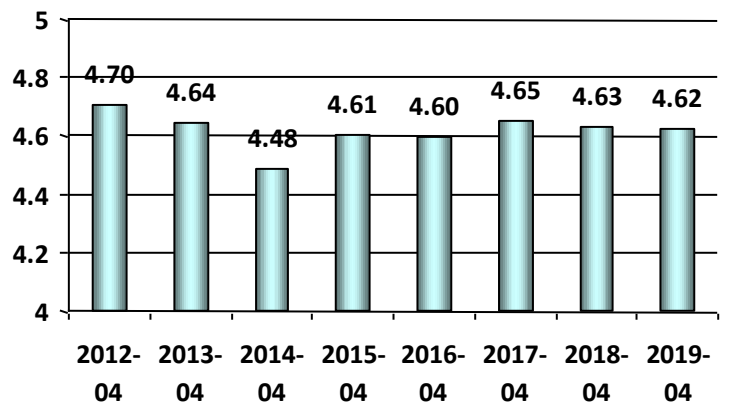
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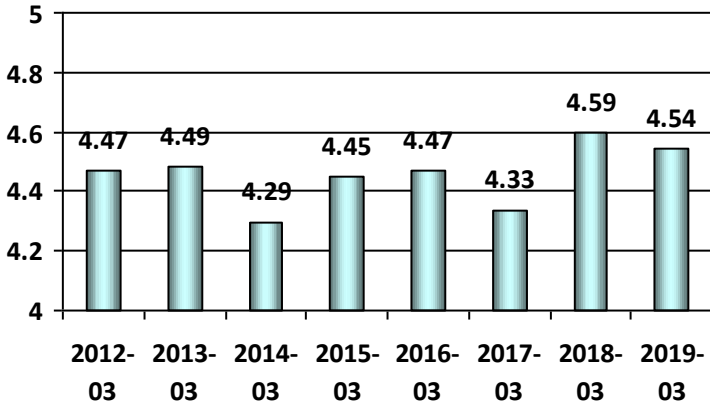


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

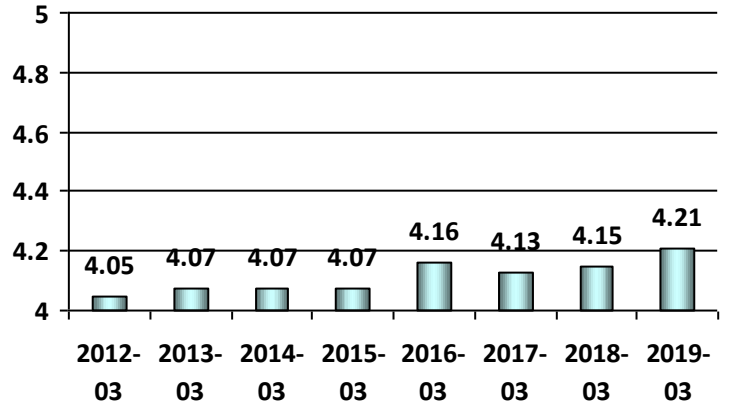


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

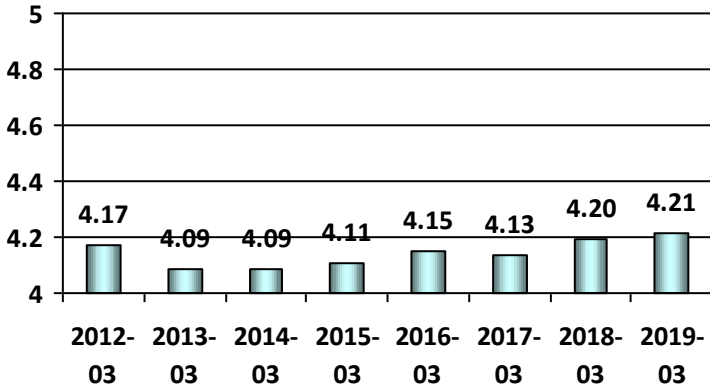
**I feel that the overall service received fully satisfied my needs.**



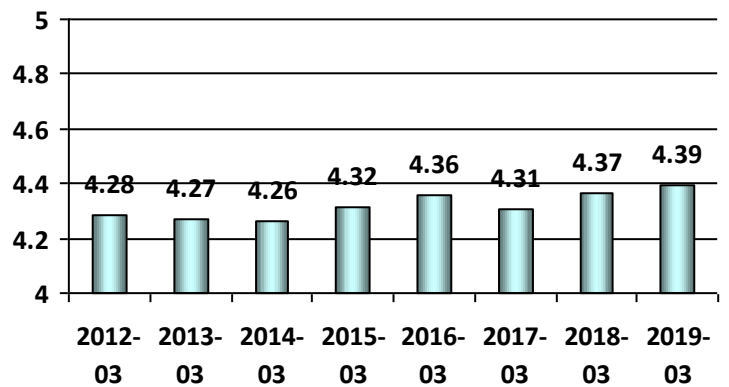
**The NMC website provided accurate information and was easy to navigate.**



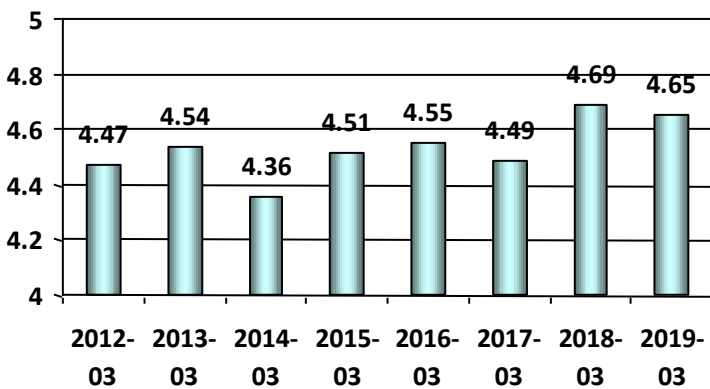
**The information and forms received provided sufficient guidance and were easy to use.**



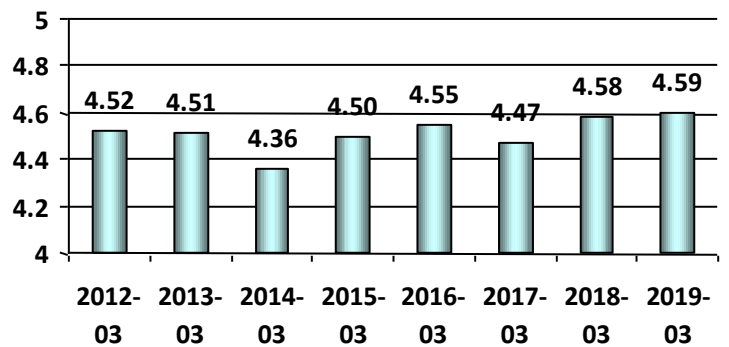
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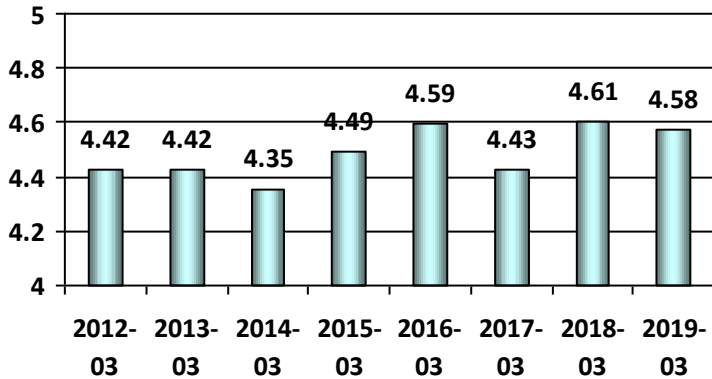


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

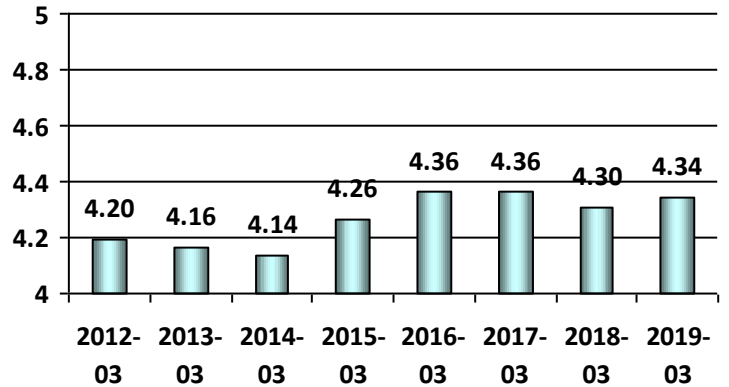


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

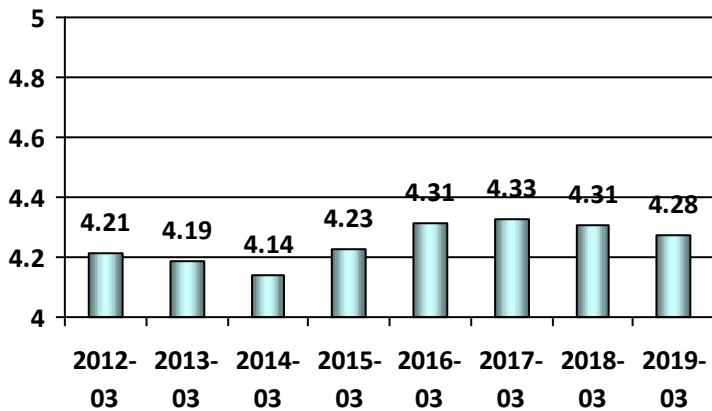
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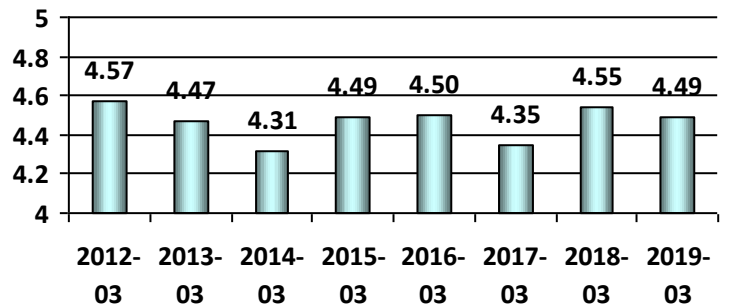
**The REC examination facilities were suitable for testing and the appropriate materials were available.**



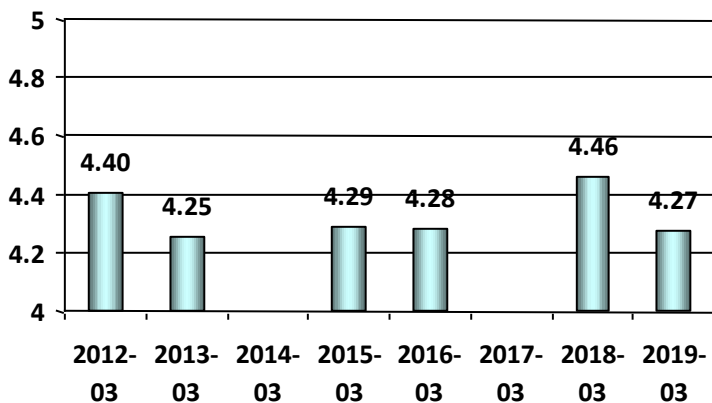
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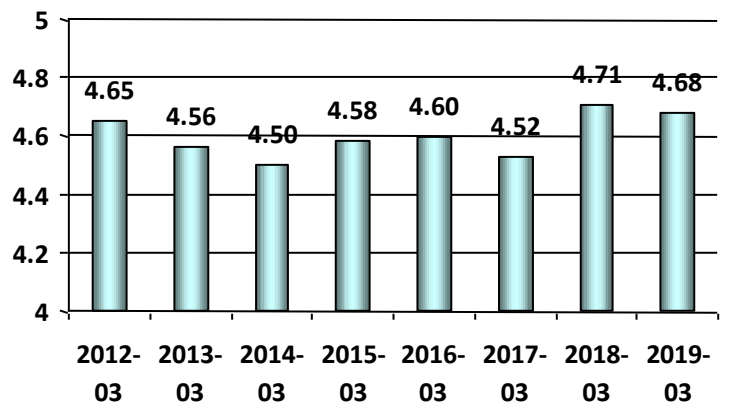
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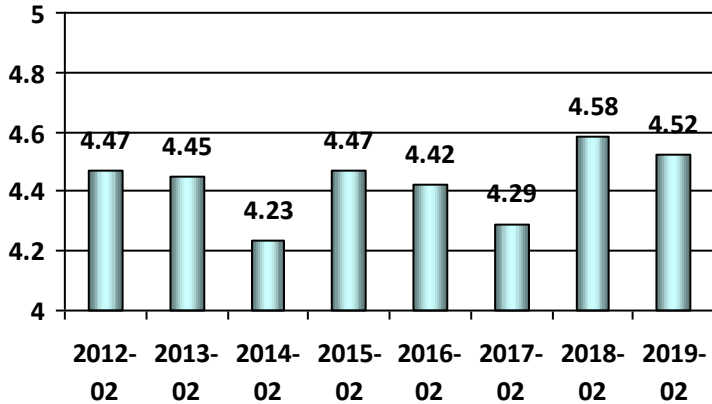


# National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

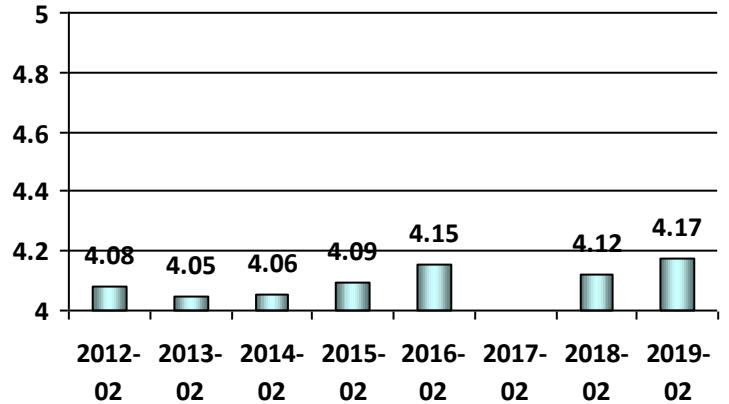


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

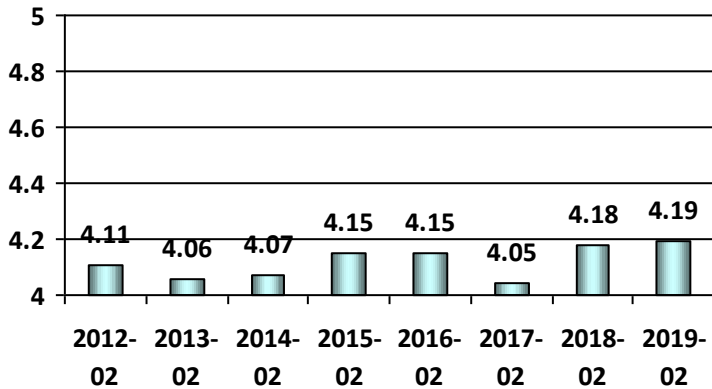
**I feel that the overall service received fully satisfied my needs.**



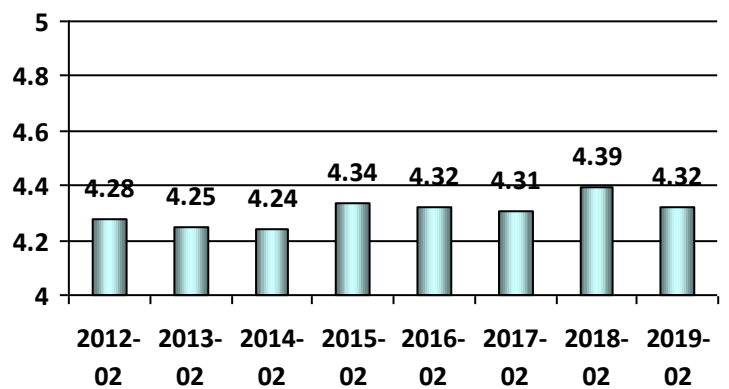
**The NMC website provided accurate information and was easy to navigate.**



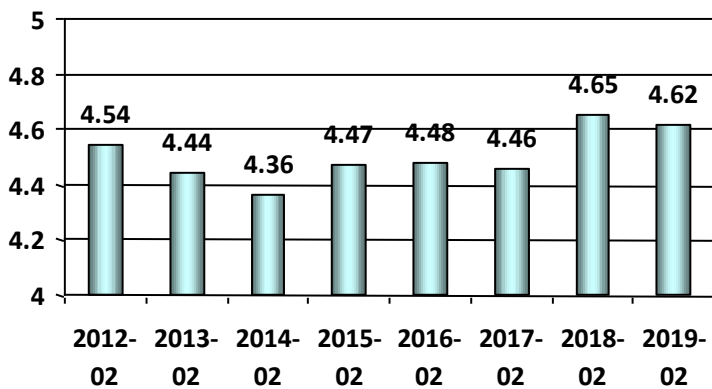
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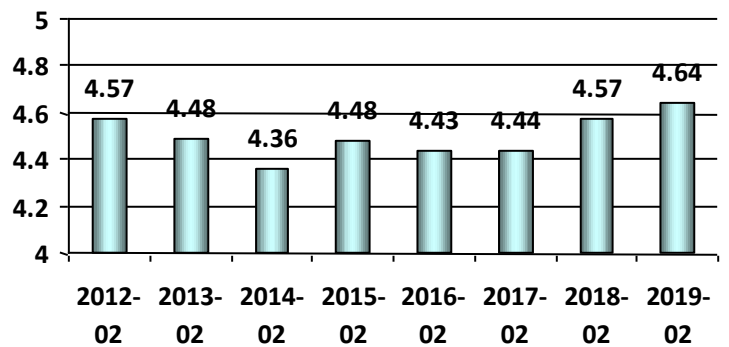
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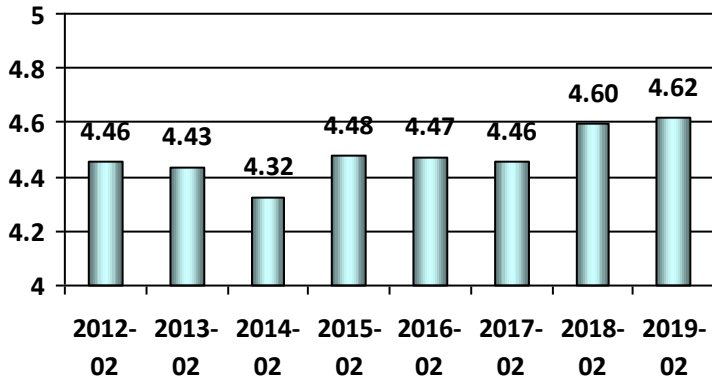


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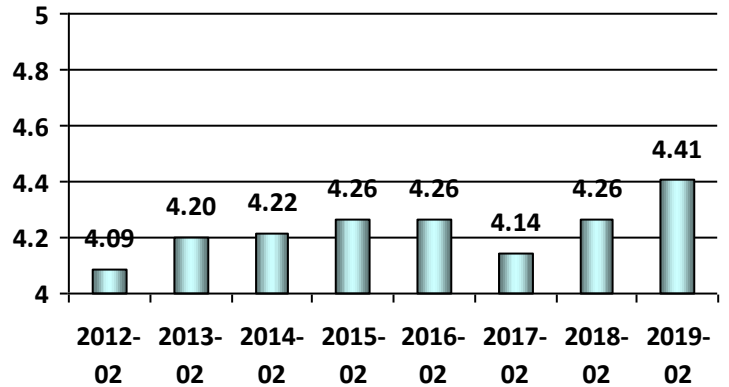


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

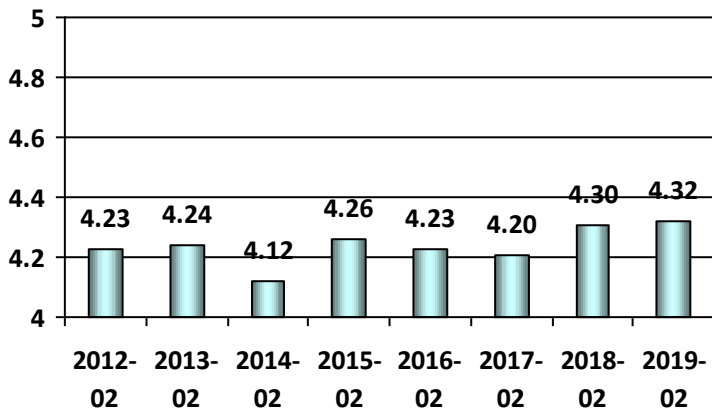
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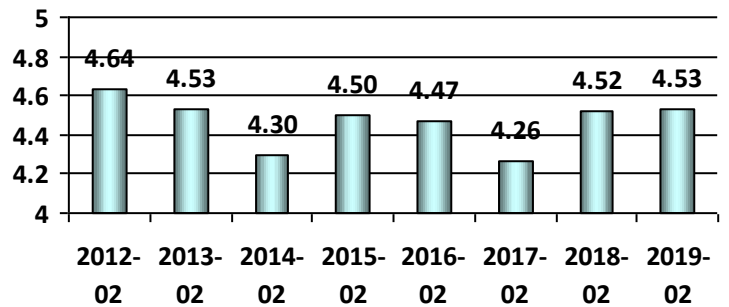
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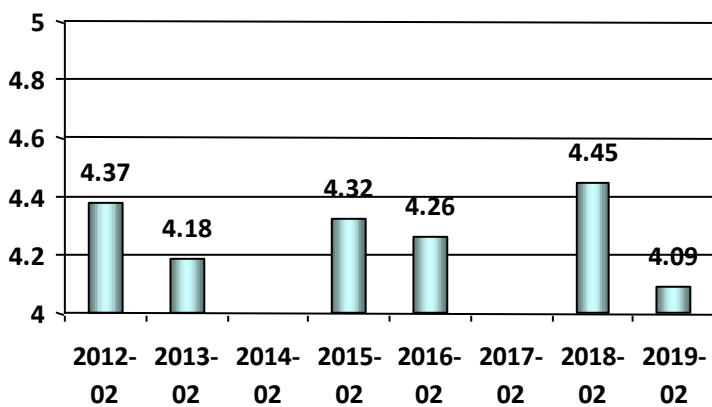
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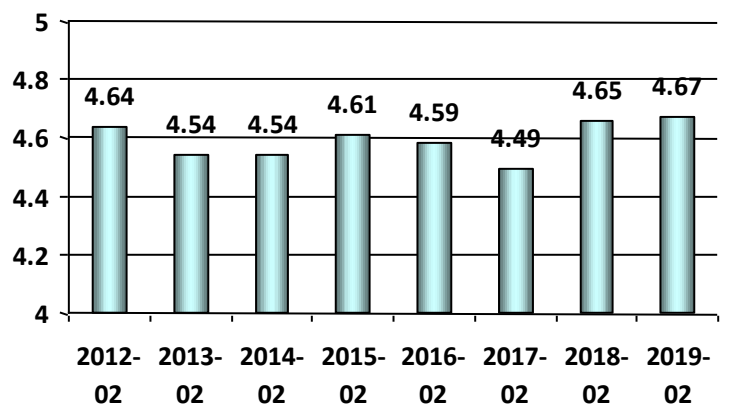
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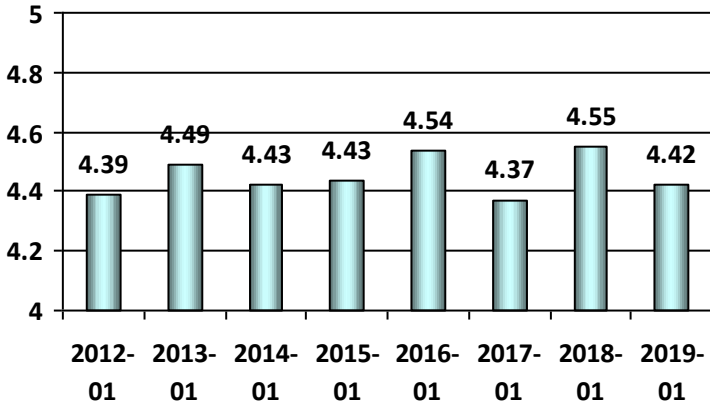


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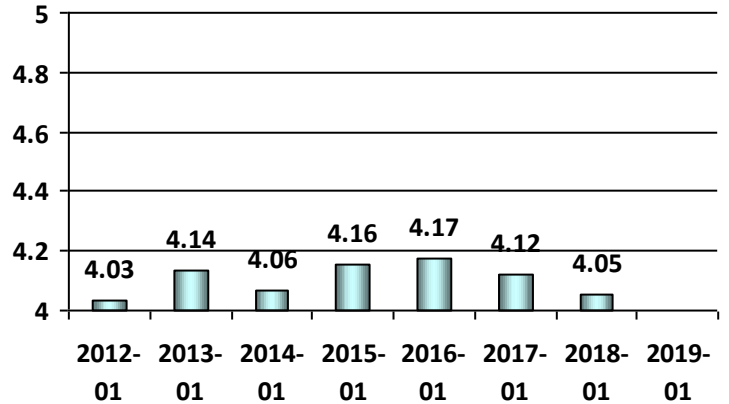


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

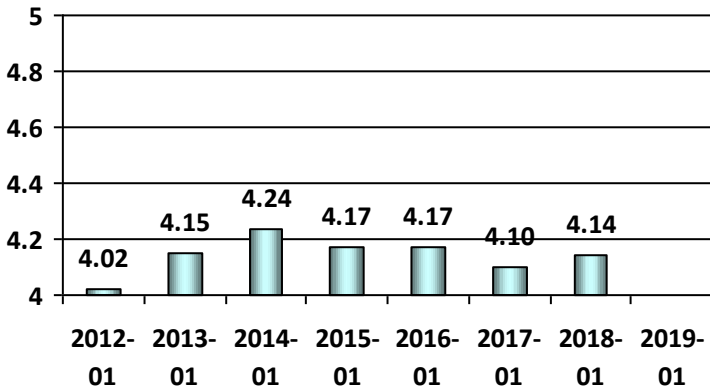
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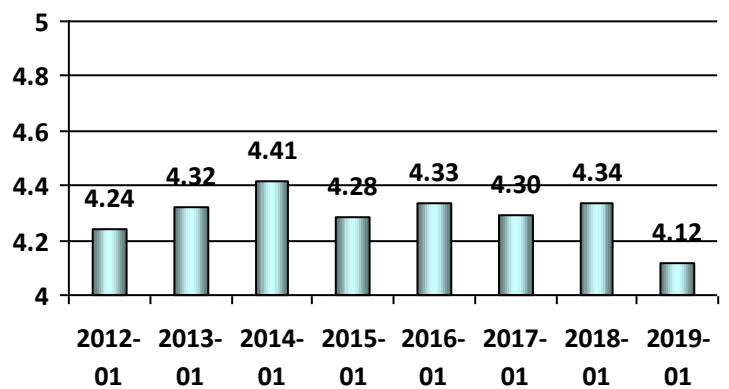
**The NMC website provided accurate information and was easy to navigate.**



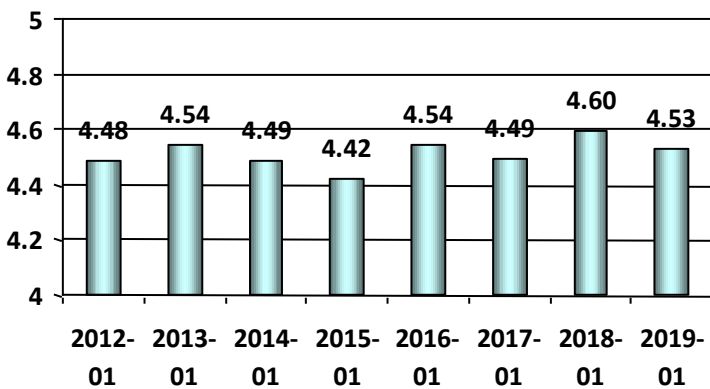
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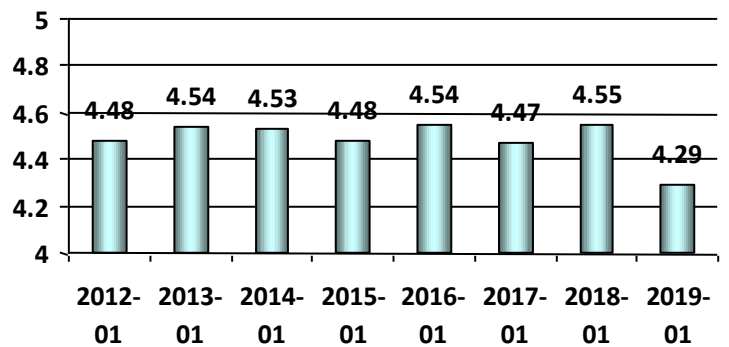
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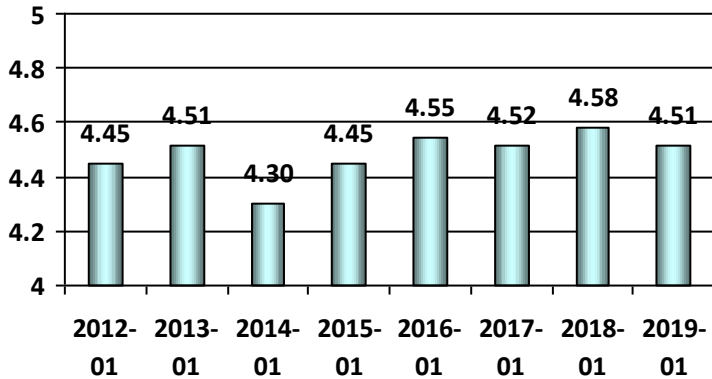


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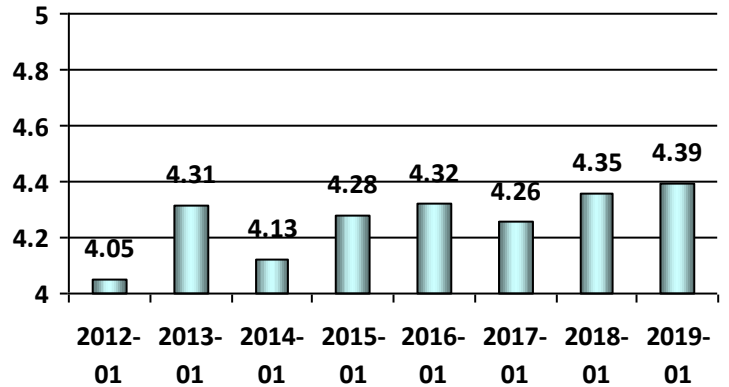


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

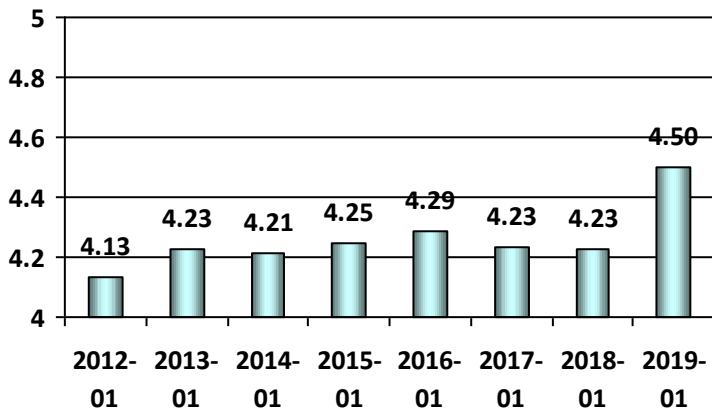
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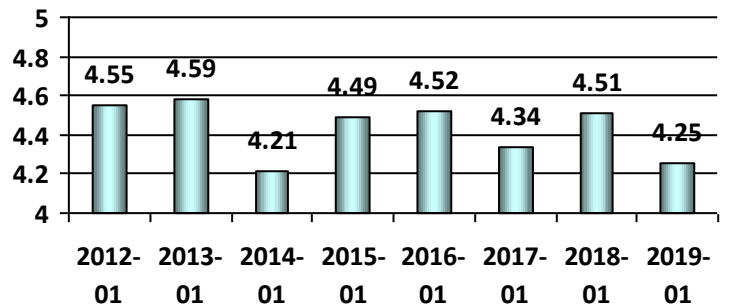
**The REC examination facilities were suitable for testing and the appropriate materials were available.**



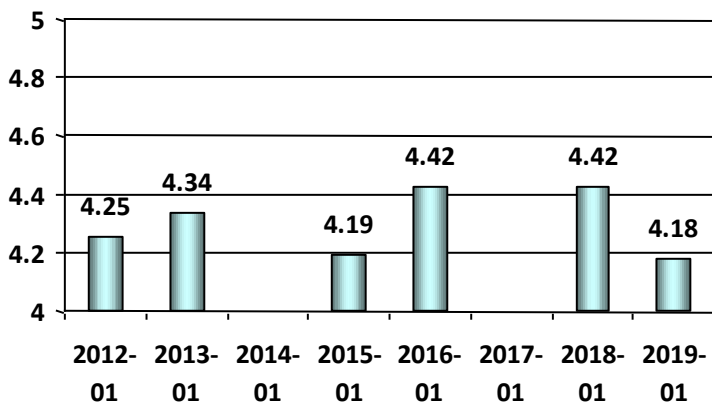
**The examinations were appropriate to the credential for which I applied.**



**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.**

