

Customer Satisfaction Survey

NOAA Office of Marine and Aviation Operations (OMAO), Marine Operations Center (MOC)

Thank you for taking the time to provide feedback to NOAA Marine and Aviation Operations. Your input regarding the services we provide to support your program goals is vital to our efforts to improve user satisfaction. Completion of this questionnaire will help us improve our services to you.

Please submit completed survey to: Director, Office of Marine and Aviation Operations, NOAA **OR** Fax (301)-713-1541 Attn: CSS OMAO 8
 8403 Colesville Road, Suite 500
 Silver Spring, MD 20910 **OR** Email OMAO.Customer.Satisfaction@noaa.gov

Project Name: _____ **Cruise Number:** _____ **Ship:** _____ **Project Dates:** _____

This survey completed by: Name _____

(check one): Chief Scientist/Principle Investigator: _____ **Commanding Officer or Master:** _____ (please evaluate science team for questions pertaining to crew)

DIRECTIONS: Please put a check mark in one box per question. All responses will be rated on a scale of 1 (“Failed to Complete the Objectives”) to 4 (“Exceeded Expectations”). Please use the comments section to explain any responses of 2 (Did not meet Expectations) or 1 (Failed to Complete Objectives).

1. For what percentage of the scheduled project days was the platform “mission-ready,” i.e. capable of carrying out the objectives of the project? (do not include time lost to weather, do include time lost to platform, crewing, unscheduled maintenance or repairs, equipment or instrumentation failures) The Commanding Officer (CO) has ultimate responsibility for setting the platform’s Estimated Time of Departure (ETD) and Estimated Time of Arrival (ETA).

a = # Scheduled Science Days	
b = # potential hours per day project objectives could be pursued	
c = Total # of potential science hours (a x b)	
d = Total # of hours lost due to ship not being “mission ready”	
e = % mission ready time $[(c-d)/c] \times 100$	

2. All procedures regarding project preparation (including project instructions, logistical coordination, and instrumentation) were reasonable and easy to understand.

	Exceeded Expectations - 4	Identification and specification of project preparation procedures were handled in an expert, professional manner. Project instructions were developed with a minimum of revision or mis-communication.
	Met Expectations - 3	All project preparations were accomplished without adverse project impact.
	Did Not Meet Expectations - 2	Some part of the project preparation under MOC's control caused an impact to the project, but the project objectives were successfully completed.
	Failed to Complete the Objectives - 1	Some part of the project preparation under MOC's control directly contributed to the project not meeting its objectives.
	Does Not Apply - N/A	

3. I received responses to requests for information from vessel personnel in a timely and satisfactory manner.

	Exceeded Expectations - 4	All responses to requests were received within 3 working days. Followup interactions ensured that all information to execute a successful project were received.
	Met Expectations - 3	All responses were received within 4-7 working days for effective project preparation.
	Did Not Meet Expectations - 2	Responses were delayed on occasion, but the program was not impacted.
	Failed to Complete the Objectives - 1	Delayed responses caused an impact on the program.
	Does Not Apply - N/A	

4. The MOC provided efficient and effective support for the project staging and logistics.

	Exceeded Expectations - 4	Project staging, instrumentation, and logistics were handled in an expert, professional manner. All loading, ship or MOC-installations, and configuration changes fully conformed to project request and requirements. Non-standard instrument or installation requests handled to the satisfaction of the User, with additional assistance provided by MOC over and above minimum mission requirements.
	Met Expectations - 3	All project staging, instrument installation, and platform configuration changes accomplished without adverse project impact.
	Did Not Meet Expectations - 2	Some part of the staging/loading process or platform modification process under MOC's control caused an impact to the project, but the project objectives were successfully completed.
	Failed to Complete the Objectives - 1	Some part of the staging/loading process or platform modification process under MOC's control directly contributed to the project not meeting its objectives.
	Does Not Apply - N/A	

5. The standard operating procedures and ship policies on ship to shore communication, working constraints, and safety procedures were effectively communicated and understood. The ship's crew provided the most efficient and effective support for the accomplishment of project goals given those constraints.

	Exceeded Expectations - 4	The ship's crew clearly communicated the constraints and worked effectively with the Chief Scientist and scientific party to optimize the data collection effort.
	Met Expectations - 3	The ship's crew clearly communicated their constraints and accomplished the mission goals efficiently and effectively within those constraints.
	Did Not Meet Expectations - 2	Project instructions were not executed by the ship's crew or scientific party as planned. Sufficient data were obtained to complete the mission, but all mission objectives were not met to complete satisfaction.
	Failed to Complete the Objectives - 1	Project instructions were not executed as planned. Insufficient data were obtained due to inadequacy of MOC equipment or insufficient experience level of personnel.

6. The MOC-supplied instrumentation and data acquisition systems functioned properly.

	Exceeded Expectations - 4	All MOC equipment, instrumentation and systems performed at or above the level required by the project. All data required for project success was collected and disseminated as requested, within deadlines specified in the project plan. Enhanced or optional equipment and systems performed above the minimum required for a successful project.
	Met Expectations - 3	All systems functioned within project requirements. Equipment, instrument performance, and data collection was adequate, with no project impact due to malfunctioning systems or data loss.
	Did Not Meet Expectations - 2	A malfunction or failure in some part of the MOC supplied equipment, instrumentation or data collection caused an impact to the project, but the project objectives were successfully completed.
	Failed to Complete the Objectives - 1	Some part of the equipment, instrumentation or data collection under MOC's control directly contributed to the project not meeting its objectives.
	Does Not Apply – N/A	

7. The scientific instrumentation that the users brought on board interfaced well with the platform provided by MOC.

	Exceeded Expectations - 4	User-supplied instrumentation and systems interfaced well with the ship and performed at or above the level required by the project.
	Met Expectations - 3	All systems functioned within project requirements. Instrument performance and data collection was adequate, with no project impact due to malfunctioning platform interface.
	Did Not Meet Expectations - 2	A malfunction or failure in some part of the MOC platform interface caused an impact to the project, but the project objectives were successfully completed.
	Failed to Complete the Objectives - 1	Some part of the instrumentation or data collection platform interface under MOC's control directly contributed to the project not meeting its objectives.
	Does Not Apply - N/A	

8. The platform provided by MOC was suitable for effective and efficient completion of the mission.

	Exceeded Expectations - 4	The ship's unique modifications, configuration, and characteristics were beyond my expectations of a research platform. Research results were better than expected as a result of platform capabilities. The ship was always in good working order.
	Met Expectations - 3	The physical characteristics and capabilities of the ship were precisely suited to the project application. All anticipated goals were met with no project delays. Maintenance issues never affected project execution.
	Did Not Meet Expectations - 2	Some aspect of the physical characteristics or capabilities of the ship were not suitable to efficient/effective data collection for this project, but the project objectives were successfully completed. The ship required unscheduled maintenance, but the project was not significantly impacted.
	Failed to Complete the Objectives - 1	Some aspect of the physical characteristics or capabilities of the ship were not suitable to efficient/effective data collection for this project and directly contributed to the project not meeting its objectives. Unscheduled maintenance significantly hindered data collection during the project.

9. Describe your overall experience on the platform?

	Exceeded Expectations - 4	100% or more of the project objectives were met, the crew was professional, efficient and pleasant to work with, living and working areas were clean, comfortable, efficient, and contributed significantly to a pleasurable experience while onboard.
	Met Expectations - 3	Most (90% or more) of the project objectives were met, the crew were professional and efficient, living and working areas were clean and comfortable.
	Did Not Meet Expectations - 2	Some of the project objectives were not met, the crew and living and working areas were simply adequate.
	Failed to Complete the Objectives - 1	None of the project objectives were met, the crew was a hindrance to the project and not pleasant to work with, and the living and working areas were poorly designed and/or maintained.

10. The platform and crew reflected a commitment to personal safety and security in their shipboard and scientific operations.

	Exceeded Expectations - 4	The platform and the crew inspired an above-average level of confidence in personal safety and security and at no time did I feel that my life or possessions were threatened in any way beyond the known risks of life/work at sea.
	Met Expectations - 3	The platform and the crew demonstrated their clear commitment to safe operations and I felt that my person and possessions were safe and secure knowing the risks of life/work at sea.
	Did Not Meet Expectations - 2	The platform had minor issues that could potentially have compromised safety or security and/or the crew demonstrated less than total commitment towards safety and security policies.
	Failed to Complete the Objectives - 1	The platform had major issues that seriously compromised personal safety and security and/or crew took unnecessary risks that could/did jeopardize the safety and security of those aboard.

11. Please provide additional comments and recommendations, including explanations for any responses that received a 2 or less. In addition, use this space to elaborate on actions that exceeded your expectations or failed to meet your expectations, or suggest equipment and system improvements for the ship.