CO/OIC SATISFACTION SURVEY 2008

PURPOSE: To measure how well Human Resources (HR) policies and processes for Active Duty, Reserve and Civilian personnel support Coast Guard units.

DISCUSSION: The Assistant Commandant for Human Resources (CG-1) is conducting this survey to provide quantifiable information to evaluate the successes and challenges of HR processes and policies in supporting your unit. This survey will focus on the following HR issues: Assignments, Training, Performance Management, Discipline, Benefits, Uniforms, Housing and Work-Life issues. Survey results will be published in CG Central and detailed feedback will be provided to HR process and policy owners for review and follow-up action where required.

INSTRUCTIONS: This survey will take approximately 15 to 25 minutes, dependent upon the composition of the workforce at your unit. There are separate sections within the survey to address specific Active Duty, Reserve and Civilian personnel issues. If you wish to print the survey questions for review, a copy is available at 2008 CO/OIC SURVEY . The survey statements focus on the unit leadership's overall satisfaction with existing HR policies and processes. In most cases, you are asked for two responses to each statement; the first will indicate **to what extent you agree** with the statement **and** the second will indicate **the importance level** of the issue. There is an opportunity to provide specific comments within each section of the survey if you choose to provide amplifying information concerning a particular issue. Your opinion matters. If you sincerely have no opinion or experience with the issue addressed in a specific section of the survey, please record your response as "N/A/Don't Know." If you have any questions or concerns about the survey, please send an email to Kimberly Ly or call (202) 475-5032.

PRIVACY AND INFORMED CONSENT:
In accordance with Public Law 93-579, The Privacy Act of 1974, providing the information requested in this survey is voluntary.

ROUTINE USES: The information you provide will be treated confidentially. The data will be summarized and used to identify strengths and areas for improvement in HR policies and processes.

PARTICIPATION: Although your response to any item is voluntary, failure to respond will reduce the accuracy of the survey results and may negatively impact the Coast Guard's efforts to evaluate and improve the effectiveness of existing HR policies and processes. Your cooperation in completing this survey is requested and is greatly appreciated.

Active Duty Personnel

1) Do you have Active Duty personnel assigned to your unit?
- ❍ *Yes*
- ❍ *No*

Assignment Process	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Active Duty Enlisted assignment process works well.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Enlisted detailers work well with my unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Warrant Officer assignment process works well.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Warrant Officer detailers work well with my unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Officer assignment process works well.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Officer detailers work well with my unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Personnel Allowance List (PAL) accurately reflects the **number** of Active Duty billets my unit needs.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Personnel Allowance List (PAL) accurately reflects the **type** of Active Duty billets my unit needs (e.g. grade, rating, officer specialty).	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Personnel Allowance List (PAL) accurately reflects the distribution of personnel at this unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Knowledge, Skills and Abilities	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Active Duty Enlisted members assigned to my unit arrived with the knowledge, skills, and abilities needed to perform their duties. (excludes recent RTC graduates)	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Enlisted members assigned to my unit arrived with the experience needed to perform their duties. (excludes recent RTC graduates)	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Warrant Officers assigned to my unit arrived with the knowledge, skills, and abilities needed to perform their duties.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Warrant Officers assigned to my unit arrived with the experience needed to perform their duties.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Officers assigned to my unit arrived with the knowledge skills, and abilities needed to perform their duties. (excludes officers reporting to their first unit)	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Active Duty Officers assigned to my unit arrived with the experience needed to perform their duties. (excludes officers reporting to their first unit)	❍	❍	❍	❍	❍	❍	❍	❍	❍

Active Duty Personnel Assignment Process - Additional Comments:

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Performance Management for Active Duty Personnel

Performance Management	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Enlisted Evaluation System works well for Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Officer Evaluation System works well for Active Duty officers.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The military awards and recognition process works well for Active Duty Members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The military awards and recognition process is timely for Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Active Duty Performance Management - Additional Comments:

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Medical/Dental Benefits for Active Duty Personnel

Medical and Dental Care	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Adequate dental care is available to Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Adequate dental care is readily accessible to Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Adequate dental care is available to dependents of Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Adequate dental care is readily	❍	❍	❍	❍	❍	❍	❍	❍	❍

accessible to dependents of Active Duty members.									
Adequate medical care is available to Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Adequate medical care is available to dependents of Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Medical specialists needed by Active Duty members are available.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Medical specialists needed by dependents of Active Duty members are available.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Information within Coast Guard Business Intelligence (CGBI on CG Central) accurately reflects the medical and dental status of active duty personnel.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Active Duty Medical/Dental Benefits - Additional Comments:

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Within the last twelve months, have you had any experience involving a medical board for any active duty member?
- ❍ *Yes*
- ❍ *No*

Medical Boards for Active Duty Personnel

Medical Boards	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Medical Board process for Active Duty members is relatively easy to understand and follow.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Medical Board process is timely for Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Status of Medical Boards for Active Duty members is readily available.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Active Duty Medical Boards - Additional Comments:

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Performance and Discipline for Active Duty Personnel

Performance and Discipline	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Effective informal tools are available to maintain good order and discipline for Active Duty members at my unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Administrative Discharge process works well for Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Military Justice System (NJP or Courts Martial) works well for Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Active Duty Performance and Discipline - Additional Comments:

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Uniforms for Active Duty Personnel

Uniforms	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Sufficient uniforms are available to Active Duty members (e.g., sea bag, uniform distribution center, and exchanges).	○	○	○	○	○	○	○	○	○
Items that are ordered are delivered in a timely manner.	○	○	○	○	○	○	○	○	○
Sufficient organizational clothing is available for Active Duty members (e.g. mustang suits, foul weather jackets, etc.).	○	○	○	○	○	○	○	○	○
Available uniforms are appropriate to my unit's missions.	○	○	○	○	○	○	○	○	○

Active Duty Uniforms - Additional Comments:

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Does your unit have pre-arrival training requirements as documented in policy (e.g., the Master Training List from COMDTINST M3502.4 series, "Cutter Training and Qualification Manual")?
- ○ *Yes*
- ○ *No*

Pre-Arrival Training for Active Duty Personnel

Pre-Arrival Training	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Active Duty members arrive with Pre-Arrival Training (MTL - cutter fleet only) completed.	○	○	○	○	○	○	○	○	○

Active Duty Pre-Arrival Training - Additional Comments:

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Training for Active Duty Personnel

Training	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The current system (TMT, Direct Access) used to document training for active duty personnel is adequate.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Training support is available for Active duty members on managing individual finances (e.g. Checkbook, Credit Card, Loans).	❍	❍	❍	❍	❍	❍	❍	❍	❍
General Mandated Training is available to Active Duty members (Drug and Alcohol Awareness, Human Relations Awareness, Prevention of Sexual Harassment, Opsec Awareness, etc.).	❍	❍	❍	❍	❍	❍	❍	❍	❍
Sufficient Formal School Training (e.g. C-schools) is available for Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Sufficient Web Based Training is available and accessible for Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Correspondence Courses, offered by the CG Institute, are easy to obtain for Active Duty members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Feedback for Correspondence Courses is prompt for Active	❍	❍	❍	❍	❍	❍	❍	❍	❍

Duty members.									
My unit receives quality Active Duty recruits from Cape May.	❍	❍	❍	❍	❍	❍	❍	❍	❍
My unit receives quality officers from the Coast Guard Academy.	❍	❍	❍	❍	❍	❍	❍	❍	❍
My unit receives quality officers from Officer Candidate School.	❍	❍	❍	❍	❍	❍	❍	❍	❍
My unit receives quality officers from the CWO to LT Program	❍	❍	❍	❍	❍	❍	❍	❍	❍
My unit receives quality officers from other commissioning sources.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Leadership and Professional Development training opportunities are well-publicized to encourage maximum participation.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Sufficient Leadership and Professional Development training opportunities are available to unit personnel.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Active Duty Training - Additional Comments:

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Has an active duty member of your unit participated in any of the Coast Guard's Leadership and Professional Development courses or sponsored Graduate Education programs within the past twelve months?
- ❍ *Yes*
- ❍ *No*

Leadership and Professional Development Program for Active Duty Personnel

Leadership and Professional Development	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Participants in Coast Guard-sponsored leadership and professional development courses / graduate degree programs demonstrate improvement in their abilities as Coast Guard leaders at this unit. For additional information on these programs, review Leadership and Development Programs.	○	○	○	○	○	○	○	○	○

Active Duty Leadership and Professional Development - Additional Comments:

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Personnel Support Services for Active Duty Personnel

Support Services	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Work life programs (e.g., family advocacy, adoption, special needs, wellness, etc.) provide adequate support to my Active Duty members.	○	○	○	○	○	○	○	○	○
Active Duty members receive adequate support in the area of Pay and Allowance processing.	○	○	○	○	○	○	○	○	○
Active Duty members receive adequate support in the area of PCS Orders.	○	○	○	○	○	○	○	○	○

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know		Not Important	Somewhat Important	Important	Very Important
Active Duty members receive adequate support in the areas of RELADs and Discharges.	❍	❍	❍	❍	❍		❍	❍	❍	❍

Active Duty Personnel Support Services - Additional Comments:

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Housing for Active Duty Personnel

Housing	Level of Agreement						Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know		Not Important	Somewhat Important	Important	Very Important
Adequate housing is available to Active Duty members and their families.	❍	❍	❍	❍	❍		❍	❍	❍	❍
Housing for Active Duty members and their families is located within a reasonable commuting distance.	❍	❍	❍	❍	❍		❍	❍	❍	❍

Active Duty Housing - Additional Comments:

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Do you have Reserve personnel (including SELRES, ADSW (AC/RC), or Title 10) assigned to your unit?
  ❍ *Yes*
  ❍ *No*

Assignment Process for Reserve Personnel

Assignment Process	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Reserve Enlisted assignment process works well.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Enlisted detailers work well with my unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Warrant Officer assignment process works well.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Warrant Officer detailers work well with my unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Officer assignment process works well.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Officer detailers work well with my unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Personnel Allowance List (RPAL) accurately reflects the number of Reserve billets my unit can train.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Personnel Allowance List (RPAL) accurately reflects the type (rate, rating) of Reserve billets my unit can train.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Personnel Allowance List (RPAL) accurately reflects the distribution of reserve billets at this unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Knowledge, Skills and Abilities	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Reserve Enlisted assigned to my unit arrived with the knowledge, skills, and abilities needed to perform their duties.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Enlisted assigned	❍	❍	❍	❍	❍	❍	❍	❍	❍

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
to my unit arrived with the experience needed to perform their duties.									
The Reserve Warrant Officers assigned to my unit arrived with the knowledge, skills, and abilities needed to perform their duties.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Officers assigned to my unit arrived with the experience needed to perform their duties.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Officers assigned to my unit arrived with the knowledge skills, and abilities needed to perform their duties.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Assignment Process for Reserve Personnel - Additional Comments:

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Performance Management for Reserve Personnel

Performance Management System	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Reserve Enlisted Evaluation System works well.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Reserve Officer Evaluation System works well.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The military awards and recognition process works well for Reserve members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The military awards and recognition process is timely for Reserve members.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Performance Management for Reserve Personnel- Additional Comments:

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Medical and Dental Benefits for Reserve Personnel

Medical/Dental Care	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Physical examinations are readily available for Reserve members.	○	○	○	○	○	○	○	○	○
Dental examinations are readily available for Reserve members.	○	○	○	○	○	○	○	○	○
Required immunizations are readily available for Reserve members.	○	○	○	○	○	○	○	○	○

Medical/Dental Benefits for Reserve Personnel - Additional Comments:

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Within the last twelve months, have you had any experience involving a medical board for any Reserve member?

❍ *Yes*
❍ *No*

Medical Boards for Reserve Personnel

Medical Board	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Medical Board process for Reserve members is understandable.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Medical Board process for Reserve members is timely.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Status of Medical Boards in process for Reserve members is easily available.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Medical Boards for Reserve Personnel- Additional Comments:

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Performance and Discipline for Reserve Personnel

Discipline	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Effective informal tools are available to maintain good order and discipline at my unit for Reserve members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Administrative Discharge process works well for Reserve members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Military Justice System works well for Reserve members (NJP, Courts Martial).	❍	❍	❍	❍	❍	❍	❍	❍	❍

Performance and Discipline for Reserve Personnel - Additional Comments:

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Uniforms for Reserve Personnel

Uniforms for Reserve Personnel	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Sufficient uniforms are available for Reserve members (e.g., Seabags, Uniform Distribution Center, Exchanges, etc.).	○	○	○	○	○	○	○	○	○
Items that are ordered are delivered in a timely manner.	○	○	○	○	○	○	○	○	○
The present clothing allowance is sufficient.	○	○	○	○	○	○	○	○	○
Sufficient organizational clothing is available for Reserve members (e.g., Mustang Suits, Foul Weather Jackets, etc.).	○	○	○	○	○	○	○	○	○
Available uniforms are appropriate to my unit's missions.	○	○	○	○	○	○	○	○	○

Uniforms for Reserve Personnel - Additional Comments:

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Training for Reserve Personnel

Training	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The current system (TMT, Direct Access) used to document training for Reserve personnel is adequate.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Training support is available for Reserve members on managing individual finances (e.g. Checkbook, Credit Card, Loans).	❍	❍	❍	❍	❍	❍	❍	❍	❍
General Mandated Training is available to Reserve personnel (Drug and Alcohol Awareness, Human Relations Awareness, Prevention of Sexual Harassment, Opsec Awareness, etc.).	❍	❍	❍	❍	❍	❍	❍	❍	❍
Sufficient Formal School Training (e.g. C-schools) is available for Reserve personnel.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Sufficient Web Based Training is available and accessible for Reserve members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Correspondence Courses, offered by the CG Institute, are easy to obtain for Reserve members.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Feedback for Correspondence Courses is prompt for Reserve personnel.	❍	❍	❍	❍	❍	❍	❍	❍	❍
My unit receives quality Reserve recruits from Cape May.	❍	❍	❍	❍	❍	❍	❍	❍	❍
My unit receives quality personnel under the RELAD (Release from Active Duty) process.	❍	❍	❍	❍	❍	❍	❍	❍	❍
My unit receives quality officers from other commissioning sources.	❍	❍	❍	❍	❍	❍	❍	❍	❍

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Leadership and Professional Development training opportunities are well-publicized to encourage maximum participation.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Sufficient Leadership and Professional Development training opportunities are available to Reserve personnel.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Training for Reserve Personnel - Additional Comments:

_____
_____
_____

Have any Reserve personnel assigned to your unit participated in any of the Coast Guard's Leadership and Professional Development courses or sponsored Graduate Education programs within the past twelve months?
   ❍ *Yes*
   ❍ *No*

Leadership and Professional Development Program for Reserve Personnel

Leadership and Professional Development	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Participants in Coast Guard-sponsored leadership and professional development courses / graduate degree programs demonstrate improvement in their abilities as Coast Guard leaders at this unit. For additional information on these programs, review Leadership and Development Programs.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Leadership and Professional Development for Reserve Personnel - Additional Comments:

_____
_____
_____

Personnel Support Services for Reserve Personnel

Support Services	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Work-Life programs (e.g., grief counseling, adoption, wellness, etc.) are providing adequate support to reserve personnel assigned.	○	○	○	○	○	○	○	○	○
Reserve members receive adequate support with regard to pay and allowances processing.	○	○	○	○	○	○	○	○	○
Reserve members receive adequate support in the area of mobilization.	○	○	○	○	○	○	○	○	○
Reserve members receive adequate support in the area of separations.	○	○	○	○	○	○	○	○	○
I have the information and support I need to manage my Reserve assets.	○	○	○	○	○	○	○	○	○

Personnel Support Services for Reserve Personnel - Additional Comments:

_____
_____
_____

Do you have Civilian Personnel assigned to your unit?
  ❍ ***Yes***
  ❍ ***No***

Recruitment Process for Civilian Personnel

Assignment Process	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Civilian recruitment process works well.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Personnel Allowance List (PAL) accurately reflects the number of Civilian positions my unit needs.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Personnel Allowance List (PAL) accurately reflects the type of Civilian positions my unit needs.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Civilian employees recruited for positions at the full performance level reported with the knowledge, skills, and abilities needed to perform their duties. ***(Example: a GS-7 hired for a GS-5 /6 /7 position is at the full performance level; a GS-5 hired for that same position is not considered at the full performance level for that position.)***	❍	❍	❍	❍	❍	❍	❍	❍	❍
I am satisfied with the level of support provided by the HR specialist assigned to provide civilian personnel support to my unit.	❍	❍	❍	❍	❍	❍	❍	❍	❍
I am kept informed about changes to existing Civilian personnel policies (e.g., Alternate Work Schedules, Flexible Hiring programs, etc.)	❍	❍	❍	❍	❍	❍	❍	❍	❍

Recruitment Process for Civilian Personnel - Additional Comments:

_____
_____
_____

Do you have Civilian employees who are evaluated under the Excellence, Achievement and Recognition System (EARS; COMDTINST M12430.6 series) assigned to your unit?
- ❍ *Yes*
- ❍ *No*

Performance Management for Civilian Personnel (EARS)

Performance Management System	Level of Agreement						Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know		Not Important	Somewhat Important	Important	Very Important
The Civilian evaluation system, Excellence, Achievement and Recognition System (EARS) is an effective tool for managing and evaluating employee performance	❍	❍	❍	❍	❍		❍	❍	❍	❍

Performance Management for Civilian Personnel (EARS) - Additional Comments:

_____

_____

_____

Do you have Civilian employees who are evaluated under the Department of Homeland Security / Performance Management System (DHS/PMS; DHS MD Instruction 3181.1 series) assigned to your unit?
- ❍ *Yes*
- ❍ *No*

Performance Management for Civilian Personnel (DHS/PMS)

Performance Management System	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The DHS Performance Management System (ePerformance Tool) is an effective tool for aligning individual and organization goals and for managing employee performance in support of stated objectives.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Performance Management for Civilian Personnel (DHS/PMS) - Additional Comments:

_____

_____

_____

Civilian Awards and Recognition

Civilian Awards and Recognition	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The Civilian awards and recognition program promotes performance excellence.	❍	❍	❍	❍	❍	❍	❍	❍	❍
The Civilian awards and recognition process is timely.									

Awards and Recognition for Civilian Personnel - Additional Comments:

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_____

_____

Within the past twelve months, has any disciplinary or adverse action been taken against a Civilian employee assigned to your unit?
- ○ *Yes*
- ○ *No*

Civilian Disciplinary Actions	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The HR staff was responsive to the command's needs and provided timely, informative guidance regarding a conduct/ performance problem.	○	○	○	○	○	○	○	○	○

Civilian Personnel Disciplinary Actions - Additional Comments:

_____
_____
_____

Within the past twelve months, have you dealt with any Labor Relations (Union/Collective Bargaining Unit) issues with regard to Civilian personnel assigned to your unit?
- ○ *Yes*
- ○ *No*

Civilian Labor Relations	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
The HR staff was responsive to the command's needs and provided timely, informative guidance regarding labor relations/ union issues.	○	○	○	○	○	○	○	○	○

Civilian Labor Relations - Additional Comments:

_____
_____
_____

Benefits for Civilian Personnel

Benefits	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Work-Life programs (e.g., EAP, family advocacy, wellness, etc.) are providing adequate support to Civilian employees assigned to this unit.	○	○	○	○	○	○	○	○	○

Benefits - Additional Comments:

_____
_____
_____

Training for Civilian Personnel

Training	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Sufficient Formal School Training is available for Civilian employees (C-schools, etc.).	○	○	○	○	○	○	○	○	○
Sufficient Web Based Training is available for Civilian employees.	○	○	○	○	○	○	○	○	○
Sufficient Correspondence Training is available for Civilian employees.	○	○	○	○	○	○	○	○	○
Leadership and Professional Development training opportunities are well-publicized to encourage maximum participation.	○	○	○	○	○	○	○	○	○

	Level of Agreement						Level of Importance			
Sufficient Leadership and Professional Development training opportunities are available to Civilian personnel.	❍	❍	❍	❍	❍		❍	❍	❍	❍

Training- Additional Comments:

_____
_____
_____

Have any Civilian personnel assigned to your unit participated in any of the Coast Guard's Leadership and Professional Development courses or sponsored Graduate Education programs within the past twelve months?
- ❍ *Yes*
- ❍ *No*

Leadership and Professional Development Program for Civilian Personnel

Leadership and Professional Development	Level of Agreement						Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know		Not Important	Somewhat Important	Important	Very Important
Participants in Coast Guard-sponsored leadership and professional development courses / graduate degree programs demonstrate improvement in their abilities as Coast Guard leaders at this unit. For additional information on these programs, review Leadership and Development Programs.	❍	❍	❍	❍	❍		❍	❍	❍	❍

Leadership and Professional Development for Civilian Personnel - Additional Comments:

_____
_____
_____

HR SURVEYS

HR Surveys	Level of Agreement						Level of Importance			
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree		Not Important	Somewhat Important	Important	Very Important
The Coast Guard Organizational Assessment Survey (CG-OAS) provides valuable unit level information.	❍	❍	❍	❍	❍		❍	❍	❍	❍

UNIT LEADERSHIP DEVELOPMENT PROGRAM

Has your unit completed a ULDP assessment in the last 12 months?
- ❍ *Yes*
- ❍ *No*

Unit Leadership Development Program	Level of Agreement						Level of Importance			
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree		Not Important	Somewhat Important	Important	Very Important
The Coast Guard Organizational Assessment Survey (CG-OAS) provides valuable unit level information.	❍	❍	❍	❍	❍		❍	❍	❍	❍

COMPETENCIES

Competencies	Level of Agreement						Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know		Not Important	Somewhat Important	Important	Very Important
The "Competency Report" in CG Central provides valuable unit level information. If you have not used this tool and would like more information please contact Competency System Management Administrator .	❍	❍	❍	❍	❍		❍	❍	❍	❍

SAFETY PROGRAMS

Safety Programs	Level of Agreement					Level of Importance			
	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A / Don't Know	Not Important	Somewhat Important	Important	Very Important
Unit personnel receive sufficient risk management and safety training to help them identify, evaluate and control mission hazards.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Adequate supplies of properly maintained personal protective equipment (PPE) are available to protect unit personnel from known mission hazards.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Command staff, supervisors and team leaders at this unit actively promote an off-duty safety program.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Unit personnel receive sufficient risk management and safety training to help them identify, evaluate and control mission hazards.	❍	❍	❍	❍	❍	❍	❍	❍	❍
Adequate supplies of properly maintained personal protective equipment (PPE) are available to protect unit personnel from known mission hazards.	❍	❍	❍	❍	❍	❍	❍	❍	❍

Please indicate whether or not you routinely refer to the Coast Guard Business Intelligence indicators within CG Central (e.g., weight compliance for self and unit; OER submissions status for self/unit; medical/dental readiness status for self/unit; cubes and reports on the Analytics Tabs, etc.).

❍ *Yes*

❍ *No*

What one process in the Human Resources System would you improve to better support your unit?

_____
_____
_____

If desired, please provide any additional comments/concerns.

_____
_____
_____

Thank you for participating in this survey. Your input will play an important part in our continuing efforts to improve the quality of services provided to Coast Guard personnel.