



August 8, 2011

Mariner Credentialing Program Customer Satisfaction Survey

In an effort to further enhance customer service to our Nation's mariners, the Coast Guard and National Maritime Center (NMC) is very pleased to announce the release of our new Mariner Credentialing Program (MCP) Customer Satisfaction Survey on Thursday, August 11, 2011. This survey replaces a previous edition and has been in development for the past several years. The NMC is committed to providing mariners with exceptional service, therefore, we need your opinion on your experiences with the MCP. Feedback provided via the survey will guide improvements to the products and services provided by the NMC, which is why mariner and stakeholder involvement is critical to any future improvements.

There are two ways to access the MCP Survey:

- A) For those mariners providing an email address as part of their application information, 10 days after their Merchant Mariner Credential issuance an email will be automatically sent with a link to access the survey.
- B) For those mariners not providing an email address as part of their application information, and others, an access link to the survey will be prominently available on the NMC Website (www.uscg.mil/nmc).

Once accessed, the 12 question survey will provide the mariner with an anonymous method to provide feedback on the NMC's credentialing process and the customer's experience. The survey should take less than seven minutes to complete and submit electronically.

Should assistance be required or for additional information, please contact the NMC by email at IASKNMC@uscg.mil or by phone at 1-888-IASKNMC.

Sincerely,

/A. S. Lloyd/

Anthony S. Lloyd
Captain, U. S. Coast Guard
Commanding Officer