

USPHS Customer Service Satisfaction Survey

Location Group Results

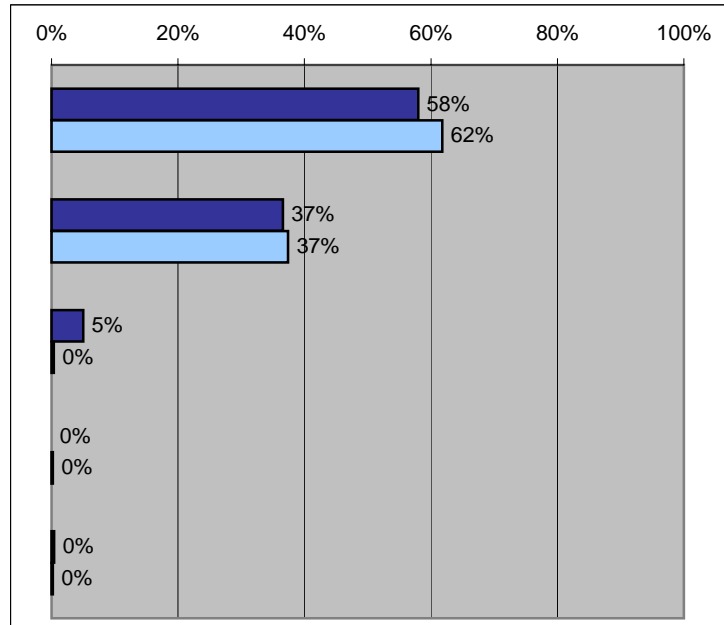


Location Group Results

Contacting Commissioned Corps Management and Administrative Offices

When I have a question or need information from a CC Management and Administrative office, my **preferred method of contact** is:

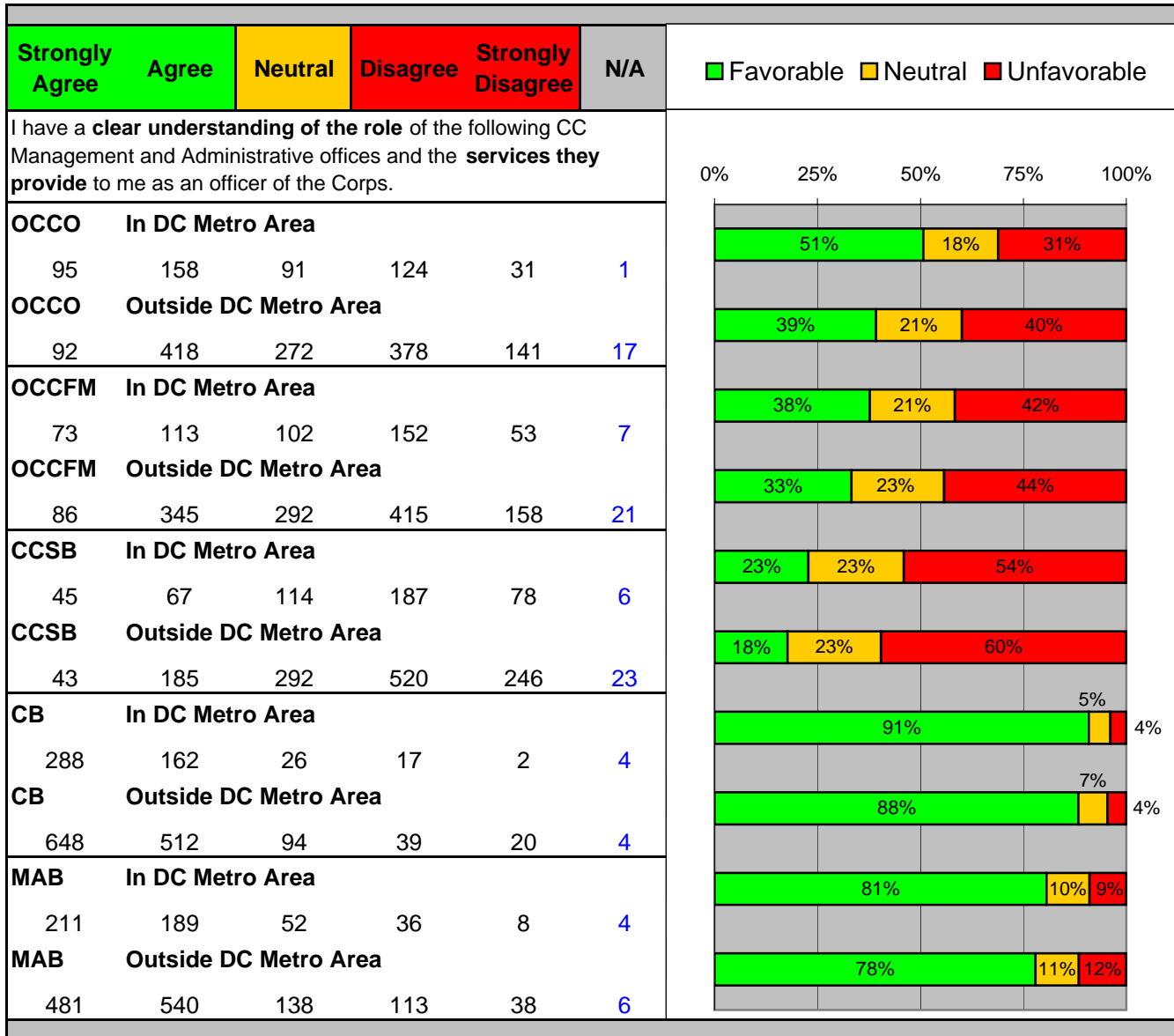
<u>Method</u>	<u>Responses</u>
Telephone	
In DC	290
Outside DC	815
Email	
In DC	183
Outside DC	493
Personal Visit	
In DC	25
Outside DC	5
Fax	
In DC	0
Outside DC	3
Written Correspondence	
In DC	2
Outside DC	3





Location Group Results

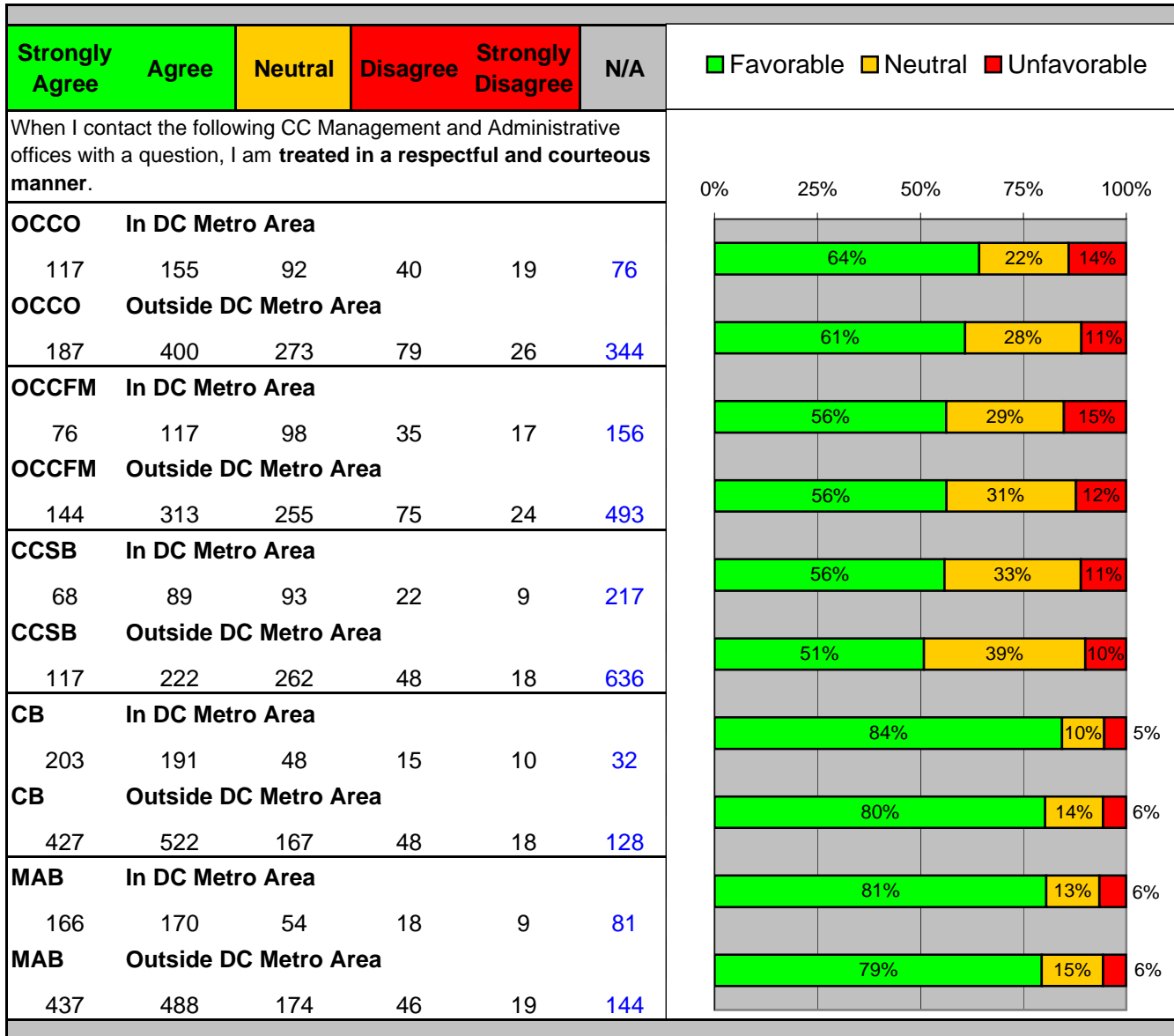
Contacting Commissioned Corps Management and Administrative Offices (cont.)





Location Group Results

Contacting Commissioned Corps Management and Administrative Offices (cont.)





Location Group Results

Contacting Commissioned Corps Management and Administrative Offices (cont.)

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable									
When I contact the following CC Management and Administrative offices with a question, I receive a response in a timely manner.						0%	25%	50%	75%	100%					
OCCO	In DC Metro Area														
72	138	88	85	35	75										
OCCO	Outside DC Metro Area														
120	342	236	167	81	350										
OCCFM	In DC Metro Area														
49	109	94	60	25	157										
OCCFM	Outside DC Metro Area														
86	265	262	114	59	505										
CCSB	In DC Metro Area														
47	73	97	33	22	219										
CCSB	Outside DC Metro Area														
67	192	271	74	41	646										
CB	In DC Metro Area														
174	189	50	31	15	35										
CB	Outside DC Metro Area														
341	497	183	88	52	137										
MAB	In DC Metro Area														
130	173	63	33	8	86										
MAB	Outside DC Metro Area														
337	476	204	87	37	155										



Location Group Results

Contacting Commissioned Corps Management and Administrative Offices (cont.)

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable									
When I contact the following CC Management and Administrative offices with a question, I receive a complete, accurate and useful response.						0%	25%	50%	75%	100%					
OCCO	In DC Metro Area														
73	134	101	81	20	80						51% 25% 25%				
OCCO	Outside DC Metro Area														
115	368	276	131	63	344						51% 29% 20%				
OCCFM	In DC Metro Area														
50	91	106	65	22	153						42% 32% 26%				
OCCFM	Outside DC Metro Area														
78	274	286	112	45	498						44% 36% 20%				
CCSB	In DC Metro Area														
41	76	103	30	17	220						44% 39% 18%				
CCSB	Outside DC Metro Area														
60	194	290	70	30	648						39% 45% 16%				
CB	In DC Metro Area														
173	195	54	21	15	32						80% 12% 8%				
CB	Outside DC Metro Area														
356	517	187	70	31	137						75% 16% 9%				
MAB	In DC Metro Area														
127	178	65	24	13	81						75% 16% 9%				
MAB	Outside DC Metro Area														
319	507	214	77	28	152						72% 19% 9%				



Location Group Results

Contacting Commissioned Corps Management and Administrative Offices (cont.)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A		
When I contact the following CC Management and Administrative offices with a question, I am able to effectively reach someone in a timely manner.							■ Favorable ■ Neutral ■ Unfavorable	
							0% 25% 50% 75% 100%	
OCCO	In DC Metro Area							
54	118	93	87	57	81			
OCCO	Outside DC Metro Area							
74	292	267	223	113	324			
OCCFM	In DC Metro Area							
46	98	84	71	33	155			
OCCFM	Outside DC Metro Area							
62	224	280	155	78	487			
CCSB	In DC Metro Area							
38	77	90	41	25	215			
CCSB	Outside DC Metro Area							
39	174	267	124	65	618			
CB	In DC Metro Area							
142	191	68	34	21	34			
CB	Outside DC Metro Area							
254	466	231	138	70	134			
MAB	In DC Metro Area							
108	167	74	40	18	82			
MAB	Outside DC Metro Area							
253	467	242	126	53	148			



Location Group Results

Contacting Commissioned Corps Management and Administrative Offices (cont.)

When you contact the following CC Management and Administrative offices, **how many times do you need to ask** before receiving a response that satisfies your question(s)?

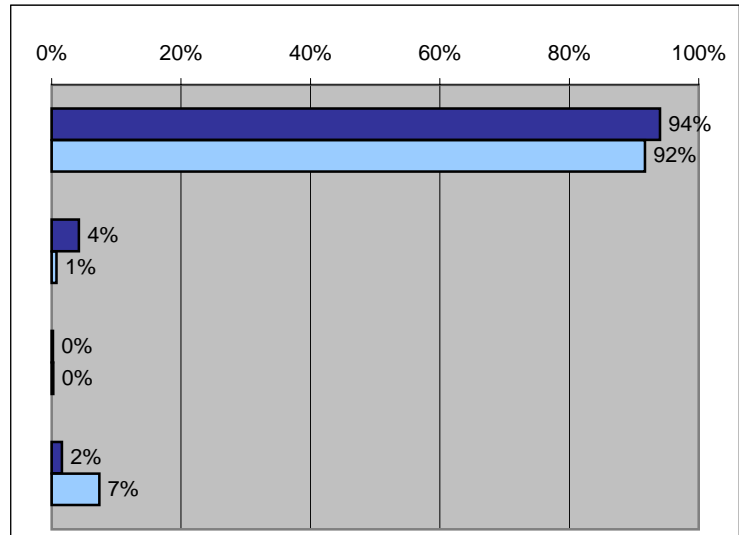
		<u>1</u>	<u>2</u>	<u>3</u>	<u>More</u>	<u>N/A</u>	
OCCO	In DC	156	114	45	59	111	
	Out DC	337	267	98	115	464	
OCCFM	In DC	118	88	36	43	200	
	Out DC	276	186	78	87	655	
CCSB	In DC	100	58	17	31	275	
	Out DC	219	140	52	54	809	
CB	In DC	296	87	23	21	58	
	Out DC	691	244	81	61	211	
MAB	In DC	243	94	16	20	110	
	Out DC	659	254	67	56	252	

Location Group Results

Commissioned Corps MIS Web Site and Other Technology

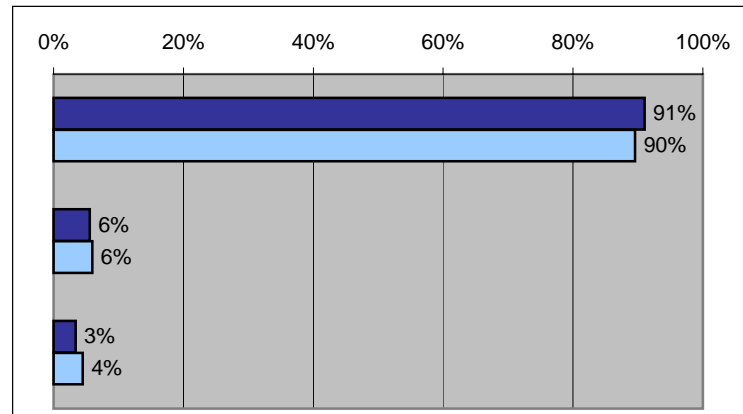
When using a **computer at work**, what type of hardware do you use?

<u>Hardware</u>	<u>Reponses</u>
PC	
In DC	471
Outside DC	1210
MAC	
In DC	21
Outside DC	10
Do not use a work computer	
In DC	1
Outside DC	3
Shared work station	
In DC	8
Outside DC	97



When using a **computer at home**, what type of hardware do you use?

<u>Hardware</u>	<u>Reponses</u>
PC	
In DC	456
Outside DC	1182
MAC	
In DC	28
Outside DC	79
Do not use a home computer	
In DC	17
Outside DC	59

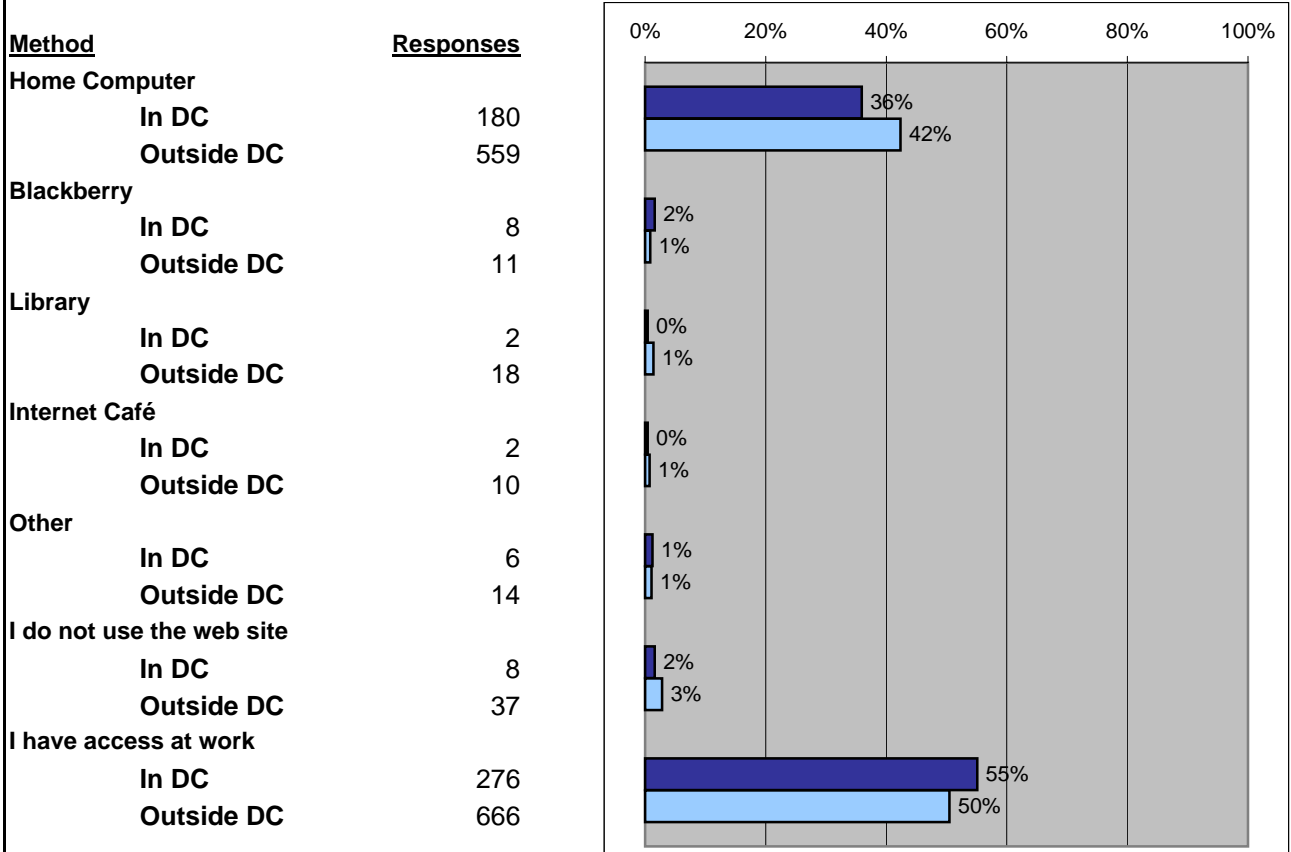




Location Group Results

Commissioned Corps MIS Web Site and Other Technology (cont.)

If unable to access the CCMIS web site at your work location, which of the following **methods do you generally use for accessing the web site:**

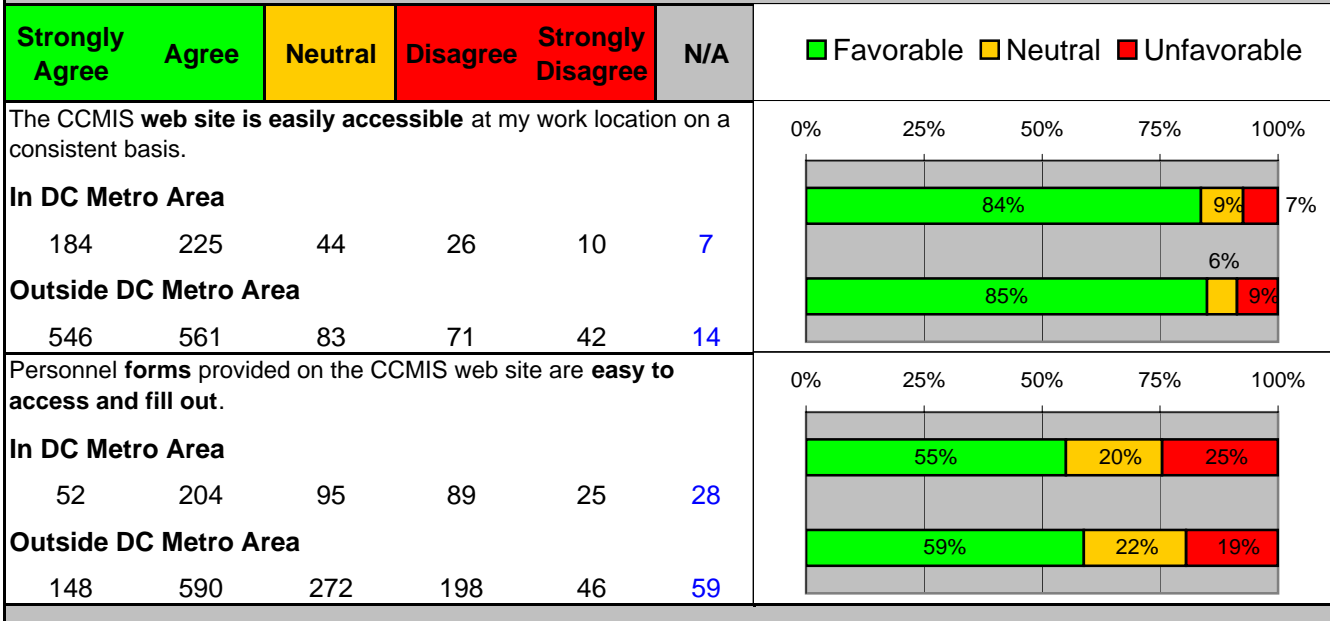
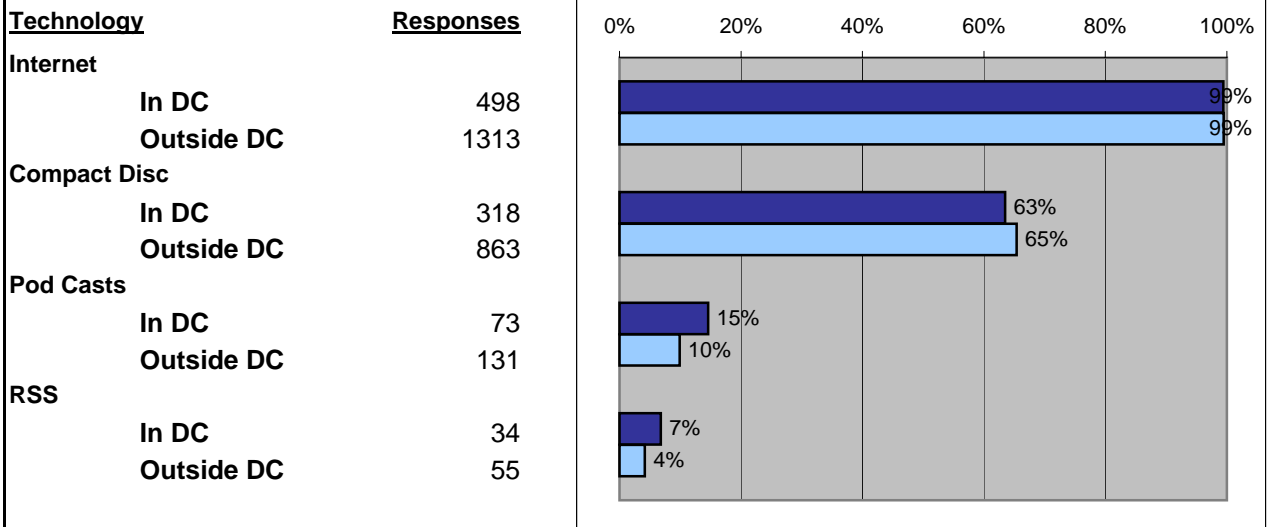




Location Group Results

Commissioned Corps MIS Web Site and Other Technology (cont.)

Which of the following **technologies** have you used:





Location Group Results

e-Bulletin (Electronic Commissioned Corps Bulletin/Newsletter)

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable
I check the e-Bulletin on a regular basis to review new information.						0% 25% 50% 75% 100%
In DC Metro Area						
100	244	76	61	17	2	
Outside DC Metro Area						
200	625	163	238	82	6	
Information provided in the e-Bulletin is useful to me as an officer in the Corps.						0% 25% 50% 75% 100%
In DC Metro Area						
107	239	111	24	13	7	
Outside DC Metro Area						
205	626	290	106	46	37	



Location Group Results

Training and Career Development

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	
							■ Favorable ■ Neutral ■ Unfavorable
I am satisfied with the availability of training and officer development opportunities provided by the Corps.							0% 25% 50% 75% 100%
In DC Metro Area							
12	58	101	181	135	11		
Outside DC Metro Area							
33	218	271	443	342	8		
In general, I have been well trained to be a uniformed officer in the Corps.							0% 25% 50% 75% 100%
In DC Metro Area							
27	106	130	151	82	1		
Outside DC Metro Area							
56	318	330	376	233	5		
The CCMIS web site provides useful information concerning training and development opportunities with the Corps.							0% 25% 50% 75% 100%
In DC Metro Area							
19	94	169	138	63	13		
Outside DC Metro Area							
37	301	472	318	140	44		



Location Group Results

Retirement

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	
							■ Favorable ■ Neutral ■ Unfavorable
When I have a question concerning the Commissioned Corps retirement process , I know whom to contact.							0% 25% 50% 75% 100%
In DC Metro Area							
58	98	53	127	67	94		
Outside DC Metro Area							
66	269	191	346	169	273		
When I have a question concerning the TRICARE Retiree Dental Program , I know whom to contact.							0% 25% 50% 75% 100%
In DC Metro Area							
30	70	63	150	66	118		
Outside DC Metro Area							
36	219	182	343	175	356		
When I have a question concerning TRICARE medical coverage , I know whom to contact.							0% 25% 50% 75% 100%
In DC Metro Area							
35	91	65	138	64	100		
Outside DC Metro Area							
46	296	181	332	172	281		



Location Group Results

Medical Affairs Branch (MAB)

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable	
When I need approval for specialty healthcare , I know whom to contact.						0% 25% 50% 75% 100%	
In DC Metro Area 42 97 64 163 46 84							
Outside DC Metro Area 115 458 188 318 127 106							
I understand the requirements and submission process used for the 5-year physical .						0% 25% 50% 75% 100%	
In DC Metro Area 100 228 65 83 19 2							
Outside DC Metro Area 221 687 153 181 61 5							
I understand the requirements and submission process for the permanent promotion Report of Medical History (DD-2807-1) .						0% 25% 50% 75% 100%	
In DC Metro Area 94 209 61 99 23 11							
Outside DC Metro Area 217 633 165 199 67 29							
I understand my active duty medical benefits and how to access medical care.						0% 25% 50% 75% 100%	
In DC Metro Area 135 251 69 31 10 1							
Outside DC Metro Area 212 675 214 156 55 0							



Location Group Results

Medical Affairs Branch (MAB) (cont.)

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable
I know where to find information about TRICARE health services and support for my dependents medical care online.						0% 25% 50% 75% 100%
In DC Metro Area						
71	195	95	82	27	26	
Outside DC Metro Area						
164	606	216	200	70	55	
I understand the difference between TRICARE Prime, TRICARE Prime Remote, TRICARE Extra and TRICARE Standard.						0% 25% 50% 75% 100%
In DC Metro Area						
39	167	103	125	52	9	
Outside DC Metro Area						
126	463	247	351	124	2	

Dental

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable
I understand my active duty dental benefits and how to access dental care.						0% 25% 50% 75% 100%
In DC Metro Area						
152	245	48	38	7	4	
Outside DC Metro Area						
190	659	185	197	74	5	
I understand my dependents' dental coverage (TRICARE Dental Program) and how they access dental care.						0% 25% 50% 75% 100%
In DC Metro Area						
67	176	64	66	20	102	
Outside DC Metro Area						
140	484	181	203	61	232	



Location Group Results

Compensation

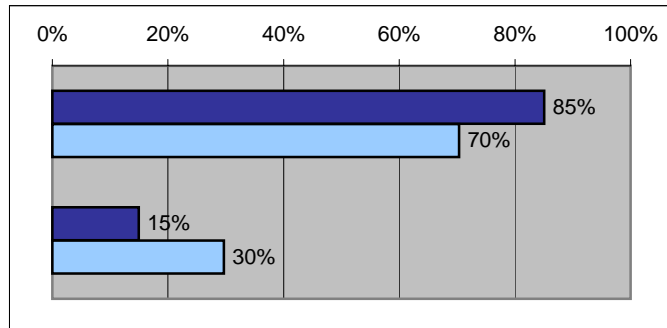
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable	
My earnings statement is always accurate in terms of pay and withholdings.						0% 25% 50% 75% 100%	
In DC Metro Area 301 168 21 5 1 2							
Outside DC Metro Area 702 535 40 26 8 1							
My paycheck is always electronically deposited in a timely manner.						0% 25% 50% 75% 100%	
In DC Metro Area 358 132 2 0 2 0							
Outside DC Metro Area 890 397 13 6 3 0							
I know how to update life change events with the compensation branch.						0% 25% 50% 75% 100%	
In DC Metro Area 145 192 65 72 11 11							
Outside DC Metro Area 271 570 208 199 42 18							

Location Group Results

Recruitment

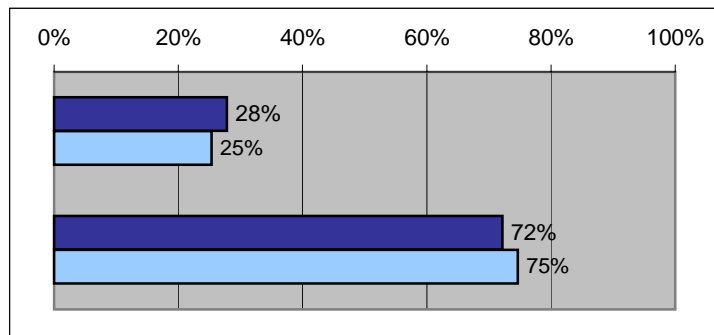
Are you aware of the Associate Recruiter Program (ARP)?

<u>Yes/No</u>		<u>Responses</u>
Yes	In DC	422
	Outside DC	923
No	In DC	74
	Outside DC	389



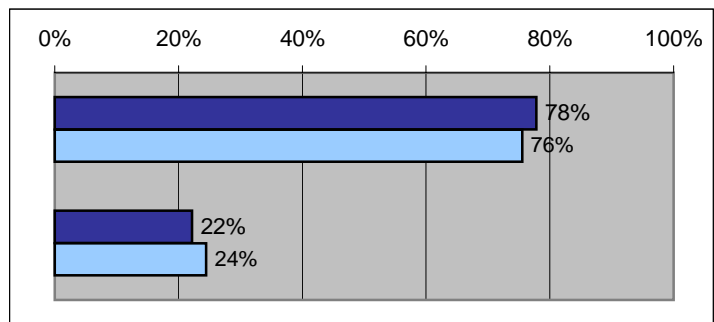
Are you currently participating as an Associate Recruiter?

<u>Yes/No</u>		<u>Responses</u>
Yes	In DC	138
	Outside DC	333
No	In DC	358
	Outside DC	981



If you are not currently participating as an Associate Recruiter, are you willing to participate in recruitment activities in support of the Corps?

<u>Yes/No</u>		<u>Responses</u>
Yes	In DC	270
	Outside DC	722
No	In DC	77
	Outside DC	234





Location Group Results

Specific Corps Services

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable	
The Commissioned Officer's Effectiveness Report (COER) online tool is easy to use.						0% 25% 50% 75% 100%	
In DC Metro Area 63 191 78 118 40 7							
Outside DC Metro Area 176 610 207 208 81 31							
The following resource is helpful to me when using the COER... Help Menu Reference Guide.						0% 25% 50% 75% 100%	
In DC Metro Area 42 192 121 63 13 61							
Outside DC Metro Area 108 541 320 109 49 177							
The following resource is helpful to me when using the COER... COER Manual Circular.						0% 25% 50% 75% 100%	
In DC Metro Area 73 218 110 47 18 23							
Outside DC Metro Area 154 613 261 121 51 105							
The following resource is helpful to me when using the COER... PHSCOERS@hhs.gov.						0% 25% 50% 75% 100%	
In DC Metro Area 48 111 119 67 22 123							
Outside DC Metro Area 81 325 336 131 68 361							



Location Group Results

Specific Corps Services (cont.)

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable	
The following resource is helpful to me when using the COER...COER Coordinator.						0% 25% 50% 75% 100%	
In DC Metro Area							
52	100	113	73	32	119		
Outside DC Metro Area							
71	283	333	148	91	373		
The location of my duty station makes it easy to obtain ID Cards (DEERS) in a timely manner.						0% 25% 50% 75% 100%	
In DC Metro Area							
165	204	45	51	22	7		
Outside DC Metro Area							
214	382	146	257	277	21		

Communication

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable	
The communication received from Agency Liaisons is consistent with communication received from the CC Management and Administrative offices.						0% 25% 50% 75% 100%	
In DC Metro Area							
76	202	114	48	29	25		
Outside DC Metro Area							
167	526	291	179	77	68		
The communication process between commissioned officers and Commissioned Corps headquarters is efficient and effective.						0% 25% 50% 75% 100%	
In DC Metro Area							
21	96	152	140	73	12		
Outside DC Metro Area							
42	280	396	347	221	22		