

# **USPHS Customer Service Satisfaction Survey**

## ***Open-Ended Responses***



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Officers were asked to respond to the following open-ended survey item: "Briefly discuss up to two changes that would help improve the internal customer service of the Corps." The following is a summary of 1709 suggestions provided by the 1186 Commissioned Corps officers who responded to the open-ended item. Suggestions were sorted into broad factors as well as more specific categories. For each category, the following table provides a short description of the category, a count of suggestions falling into that category and the percentage of officers providing a suggestion that falls into that category. Note that factor percentage totals might not be a perfect sum of the category percentages because of rounding error.

Factor	Category	Description	Count	Percent of Officers
<b>Customer Service</b>	Response/Referral/Helpful Information	Offices need to respond to customer service requests in a more timely, courteous, and helpful manner. Customer service employees also need to do a better job of referring officers to the correct sources when unable to help. Need to be available to officers on the West coast and other offices in time zones outside of headquarters.	192	16%
	Contact Information	Need to develop better resources containing information concerning what office and who to contact for various issues.	96	8%
	Staff/Resources	Need to provide more resources, mostly in the form of staff, in order to do job. Focuses primarily on increasing staff in customer service areas so that officers receive timely assistance in response to questions and requests.	80	7%
	Customer Service Culture/Attitude	The general customer service culture and attitude needs to be improved when serving officers. Need to better train/prepare employees in customer service roles.	60	5%
			<b>428</b>	<b>36%</b>



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Factor	Category	Description	Count	Percent of Officers
<b>Communication</b>	General Communication from Headquarters and Management	Headquarters and management need to provide clearer, more timely, and consistent information concerning changes and updates to policy and other issues, and what's going on in the Corp in general.	144	12%
	Clarify CC Office Roles	The office structure is confusing. The roles/functions of the different CC offices need to be better explained to officers. The offices need to be reorganized/ consolidated into a more centralized and organized structure and offer more consistency and collaboration.	80	7%
	Officers Outside DC or other Major Metro Areas	Pay closer attention to officers in the field. Communicate to them in a clearer and more consistent manner in order to keep them in the loop of what is going on in the Corps. Ask them for their input and show them more recognition and appreciation. Offer greater accessibility to training for officers in field offices.	77	6%
	Liaisons	Improve communication from Liaisons. Increase their knowledge of the Corps and improve the civilian-officer interaction.	39	3%
	Input/Voice	Give officers more opportunity to provide input concerning decisions and changes in the Corps.	28	2%
	Leadership	Refers to various issues with management and senior leadership in general. This area is very low compared to most surveys of this nature and thus could be interpreted as a relative strength.	20	2%
				<b>388</b>



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Factor	Category	Description	Count	Percent of Officers
<b>Training &amp; Development</b>	Training & Development	Provide greater availability of training and promotion opportunities. Better distribute important information to officers concerning training and development. Improve the orientation and continuous development of new CC officers. Clarify the roles, expectations, and requirements of officers throughout their career. Help officers develop by finding new positions throughout their career in the Corps.	256	22%
	Deployment/Corps Readiness/Billeting and Assignments	Provide enough information concerning deployment and provide this information in a timely manner to officers.	61	5%
	Promotion Process	Improve various aspect of the promotion process and fully explain and clarify the process to officers.	36	3%
	Recruitment/Hiring Process	Improve recruiting strategies and information provided to potential CC officers when recruiting them. Refers to new hires rather than promotion opportunities.	30	3%
			<b>383</b>	<b>32%</b>
<b>Technology</b>	Website/Technology	Make improvements to the CCMIS website in terms of information provided, ease of use, and various other issues (e.g., login codes). Make various other improvements in such areas as email and other technology for communication among officers.	154	13%
	Electronic Forms & Other Paperwork	Make electronic forms more available, clearer, and easier to fill out and submit. Also improve the process of submitting and tracking various other paperwork including the electronic personnel file.	59	5%
	COER Tool	Make specific improvements to the actual COER tool (e.g., completing and submitting the forms). Does not refer to the promotion process in general.	36	3%
	eBulletin/Newsletter	Make various improvements to the eBulletin with a primary focus on offering a paper version.	30	3%
			<b>279</b>	<b>24%</b>



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Factor	Category	Description	Count	Percent of Officers
<b>Various Policy</b>	TRICARE & General Healthcare Issues	Provide more information and training on TRICARE so that officers can better access care. Improve customer service in response to various medical affairs/healthcare issues.	68	6%
	General Policy Issues (Retirement)	Primarily focuses on issues surrounding retirement policy but also includes various other general policy issues.	28	2%
	Awards Process	Improve the communication of awards information, including the requirements needed. Process awards in a timelier manner.	26	2%
	Pay/Benefits/Other Incentives	Refers specifically to whether officers feel they are getting enough/fair pay and benefits. This area is very low compared to most surveys of this nature and thus could be interpreted as a relative strength.	14	1%
	Uniforms	Clarify a more consistent and standard uniform policy.	12	1%
			<b>148</b>	<b>12%</b>
<b>Other</b>	Other	Other miscellaneous responses that do not fit into any of the other categories.	83	7%
			<b>83</b>	<b>7%</b>