

USPHS Customer Service Satisfaction Survey

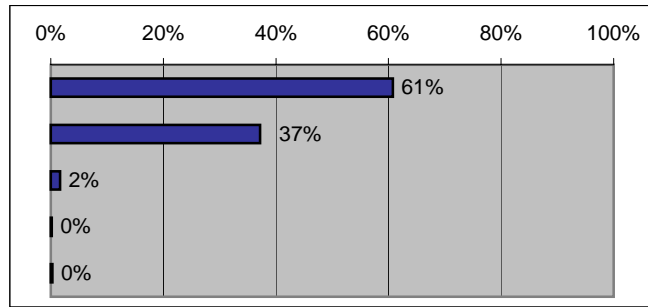
Overall Results

Overall 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:

Method	Responses
Telephone	1105
Email	676
Personal Visit	30
Fax	3
Written Correspondence	5



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable		
I have a clear understanding of the role of the following CC Management and Administrative offices and the services they provide to me as an officer of the Corps.								
OCCO								
187	576	363	502	172	18			
OCCFM								
159	458	394	567	211	28			
CCSB								
88	252	406	707	324	29			
CB								
936	674	120	56	22	8			
MAB								
692	729	190	149	46	10			



Overall 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 am treated in a respectful and courteous manner.						0% 25% 50% 75% 100%
OCCO						
304	555	365	119	45	420	
OCCFM						
220	430	353	110	41	649	
CCSB						
185	311	355	70	27	853	
CB						
630	713	215	63	28	160	
MAB						
603	658	228	64	28	225	
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						
192	480	324	252	116	425	
OCCFM						
135	374	356	174	84	662	
CCSB						
114	265	368	107	63	865	
CB						
515	686	233	119	67	172	
MAB						
467	649	267	120	45	241	

Overall 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						<table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Category</th> <th>Favorable (%)</th> <th>Neutral (%)</th> <th>Unfavorable (%)</th> </tr> </thead> <tbody> <tr> <td>OCCO</td> <td>51%</td> <td>28%</td> <td>22%</td> </tr> <tr> <td>OCCFM</td> <td>44%</td> <td>35%</td> <td>22%</td> </tr> <tr> <td>CCSB</td> <td>41%</td> <td>43%</td> <td>16%</td> </tr> <tr> <td>CB</td> <td>77%</td> <td>15%</td> <td>8%</td> </tr> <tr> <td>MAB</td> <td>73%</td> <td>18%</td> <td>9%</td> </tr> </tbody> </table>	Category	Favorable (%)	Neutral (%)	Unfavorable (%)	OCCO	51%	28%	22%	OCCFM	44%	35%	22%	CCSB	41%	43%	16%	CB	77%	15%	8%	MAB	73%	18%	9%
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188	502	377	212	83	424																									
OCCFM																														
128	365	392	177	67	651																									
CCSB																														
101	270	393	100	47	868																									
CB																														
529	712	241	91	46	169																									
MAB																														
446	685	279	101	41	233																									
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 am able to effectively reach someone in a timely manner.						0% 25% 50% 75% 100%																								
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128	410	360	310	170	405																									
OCCFM																														
108	322	364	226	111	642																									
CCSB																														
77	251	357	165	90	833																									
CB																														
396	657	299	172	91	168																									
MAB																														
361	634	316	166	71	230																									

Overall Results

Contacting Commissioned Corps Management and Administrative Offices (cont.)

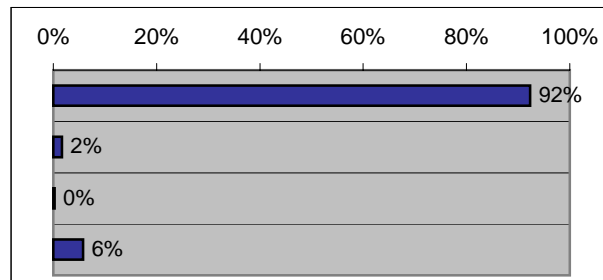
When you contact the following CC Management and Administrative offices, **how many times do you need to ask** before receiving a response that satisfies your question(s)?

<u>Office</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>More</u>	<u>N/A</u>	
OCCO	493	381	143	174	575	
OCCFM	394	274	114	130	855	
CCSB	319	198	69	85	1084	
CB	987	331	104	82	269	
MAB	902	348	83	76	362	

Commissioned Corps MIS Web Site and Other Technology

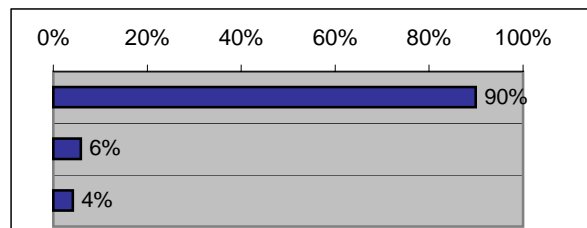
When using a **computer at work**, what type of hardware do you use?

<u>Hardware</u>	<u>Responses</u>
PC	1681
MAC	31
Do not use a work computer	4
Shared work station	105



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

<u>Hardware</u>	<u>Responses</u>
PC	1638
MAC	107
Do not use a home computer	76

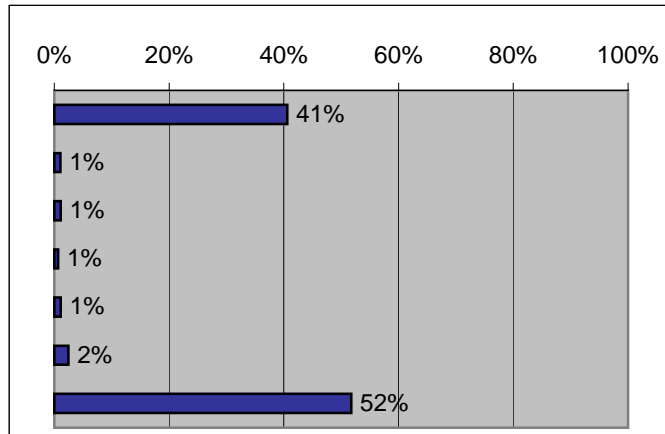


Overall Results

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

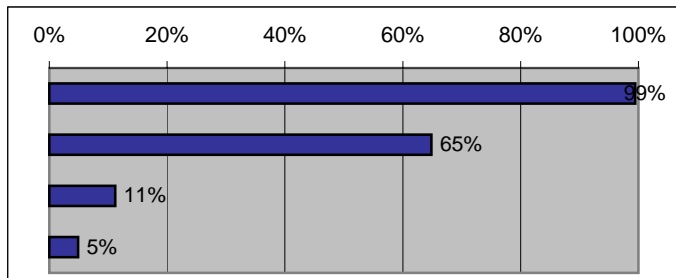
If unable to access the CCMIS web site at your work location, which of the following **methods do you generally use for accessing the web site:**

<u>Method</u>	<u>Responses</u>
Home Computer	739
Blackberry	19
Library	20
Internet Café	12
Other	20
I do not use the web site	45
I have access at work	942



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

<u>Technology</u>	<u>Responses</u>
Internet	1811
Compact Disc	1181
Pod Casts	204
RSS	89



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	
							■ Favorable ■ Neutral ■ Unfavorable
The CCMIS web site is easily accessible at my work location on a consistent basis.	730	786	127	97	52	21	
Personnel forms provided on the CCMIS web site are easy to access and fill out.	200	794	367	287	71	87	

Overall 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.						
300	869	239	299	99	8	
Information provided in the e-Bulletin is useful to me as an officer in the Corps.						
312	865	401	130	59	44	

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.						
45	276	372	624	477	19	
In general, I have been well trained to be a uniformed officer in the Corps.						
83	424	460	527	315	6	
The CCMIS web site provides useful information concerning training and development opportunities with the Corps.						
56	395	641	456	203	57	

Overall Results

Retirement

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	
							■ Favorable ■ Neutral ■ Unfavorable
							0% 25% 50% 75% 100%
When I have a question concerning the Commissioned Corps retirement process , I know whom to contact.	124	367	244	473	236	367	
When I have a question concerning the TRICARE Retiree Dental Program , I know whom to contact.	66	289	245	493	241	474	
When I have a question concerning TRICARE medical coverage , I know whom to contact.	81	387	246	470	236	381	

Medical Affairs Branch (MAB)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	
							■ Favorable ■ Neutral ■ Unfavorable
							0% 25% 50% 75% 100%
When I need approval for specialty healthcare , I know whom to contact.	157	555	252	481	173	190	
I understand the requirements and submission process used for the 5-year physical .	321	915	218	264	80	7	
I understand the requirements and submission process for the permanent promotion Report of Medical History (DD-2807-1) .	311	842	226	298	90	40	
I understand my active duty medical benefits and how to access medical care.	347	926	283	187	65	1	
I know where to find information about TRICARE health services and support for my dependents medical care online.	235	801	311	282	97	81	
I understand the difference between TRICARE Prime, TRICARE Prime Remote, TRICARE Extra and TRICARE Standard .	165	630	350	476	176	11	



Overall Results

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.						
342	904	233	235	81	9	
I understand my dependents' dental coverage (TRICARE Dental Program) and how they access dental care.						
207	660	245	269	81	334	

Compensation

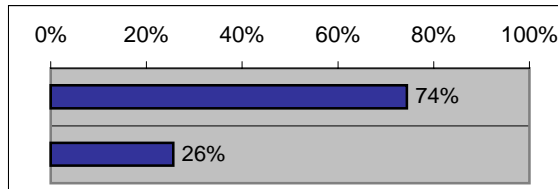
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable
My earnings statement is always accurate in terms of pay and withholdings.						
1003	703	61	31	9	3	
My paycheck is always electronically deposited in a timely manner.						
1248	529	15	6	5	0	
I know how to update life change events with the compensation branch.						
416	762	273	271	53	29	

Overall Results

Recruitment

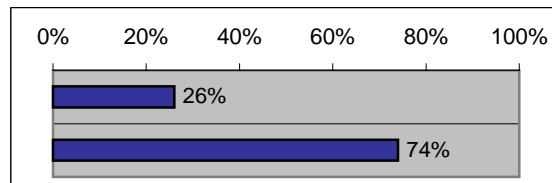
Are you aware of the Associate Recruiter Program (ARP)?

<u>Yes/No</u>	<u>Responses</u>
Yes	1345
No	463



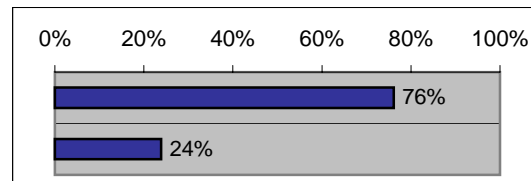
Are you currently participating as an Associate Recruiter?

<u>Yes/No</u>	<u>Responses</u>
Yes	471
No	1339



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	992
No	311



Overall Results

Specific Corps Services

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A																													
							■ Favorable ■ Neutral ■ Unfavorable																												
							0% 25% 50% 75% 100%																												
The Commissioned Officer's Effectiveness Report (COER) online tool is easy to use.	239	801	285	326	121	38	<table style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td style="text-align: center;">59%</td> <td style="text-align: center;">16%</td> <td style="text-align: center;">25%</td> <td></td> </tr> <tr> <td style="text-align: center;">57%</td> <td style="text-align: center;">28%</td> <td style="text-align: center;">15%</td> <td></td> </tr> <tr> <td style="text-align: center;">64%</td> <td style="text-align: center;">22%</td> <td style="text-align: center;">14%</td> <td></td> </tr> <tr> <td style="text-align: center;">43%</td> <td style="text-align: center;">35%</td> <td style="text-align: center;">22%</td> <td></td> </tr> <tr> <td style="text-align: center;">39%</td> <td style="text-align: center;">34%</td> <td style="text-align: center;">27%</td> <td></td> </tr> <tr> <td style="text-align: center;">55%</td> <td style="text-align: center;">11%</td> <td style="text-align: center;">34%</td> <td></td> </tr> </table>					59%	16%	25%		57%	28%	15%		64%	22%	14%		43%	35%	22%		39%	34%	27%		55%	11%	34%	
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The following resource is helpful to me when using the COER... Help Menu Reference Guide.	150	733	441	172	62	238																													
The following resource is helpful to me when using the COER... COER Manual Circular.	227	831	371	168	69	128																													
The following resource is helpful to me when using the COER... PHSCOERS@hhs.gov.	129	436	455	198	90	484																													
The following resource is helpful to me when using the COER... COER Coordinator.	123	383	446	221	123	492																													
The location of my duty station makes it easy to obtain ID Cards (DEERS) in a timely manner.	379	586	191	308	299	28																													

Communication

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A													
							■ Favorable ■ Neutral ■ Unfavorable												
							0% 25% 50% 75% 100%												
The communication received from Agency Liaisons is consistent with communication received from the CC Management and Administrative offices.	243	728	405	227	106	93	<table style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td style="text-align: center;">57%</td> <td style="text-align: center;">24%</td> <td style="text-align: center;">19%</td> <td></td> </tr> <tr> <td style="text-align: center;">25%</td> <td style="text-align: center;">31%</td> <td style="text-align: center;">44%</td> <td></td> </tr> </table>					57%	24%	19%		25%	31%	44%	
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The communication process between commissioned officers and Commissioned Corps headquarters is efficient and effective.	63	376	548	487	294	34													