



Results of the Spring 2006 Customer Service Satisfaction Survey

USPHS Commissioner Corps Officer:

An important part of the Transformation of the Commissioned Corps is our pursuit of both policy and operational changes designed to better support and enhance your career as an officer. Customer service satisfaction is one of a number of metrics that will be used by Corps leadership to measure and monitor our effectiveness and progress over time. As we proceed with the Transformation of the Commissioned Corps we will repeat this survey at least every other year. As we navigate the Transformation over time, your written concerns, comments and the trends of these surveys will offer extremely valuable feedback.

We wish to thank the more than 30% of our officers who participated in the Commissioned Corps Customer Service Satisfaction Survey conducted this last spring. We encourage everyone to participate in the next survey which we anticipate will occur sometime in 2007. In this survey we received valuable feedback about the services provided by the various Commissioned Corps personnel offices serving you. An Executive summary and the full survey is now available on the Corps website for your review.

The "Officer Report" was prepared by the project contractors, Anteon Corporation and EASI-Consult, LLC, who administered the survey and compiled the survey results. The "Officer Report" is organized into five separate pdf files for easy access and contains the following information (you will need Adobe Reader to view these files - you can download Adobe Reader at <http://www.adobe.com/>):

- [Executive Summary](#);
- [Survey Response Rates](#);
- [Overall Results](#);
- [Location Group Results](#); and
- [Open-ended Responses](#) (representative responses grouped by main topic).

In the Fall of 2005, the U.S. Public Health Service Commissioned Corps contracted Anteon Corporation and EASI-Consult, LLC, to develop a web-based PHS Commissioned Corps Customer Service Satisfaction Survey. The survey was directed to the active-duty members of the Commissioned Corps who are the internal customers of the Office of Commissioned Corps Operations (OCCO), the Office of Commissioned Corps Force Management (OCCFM), Commissioned Corps Systems Branch (CCSB), Compensation Branch (CB), and Medical Affairs Branch (MAB). Survey invites were emailed to 5,934 active duty commissioned officers. Between March 27, 2006 and April 25, 2006, a total of 1,821 officers provided responses resulting in an overall response rate of 31%. We are informed that this is a significant participation rate for these kinds of surveys.

We are now beginning a detailed analysis of the results but a preliminary review makes it quite clear that there is great opportunity for us to better serve you. We stand ready and committed to do so. The Transformation of the Commissioned Corps provides us the opportunity and the resources to respond in tangible ways. It is clear that one key message is that we must improve the quality, frequency and timeliness of our communications to and from their CC personnel offices and from Corps leadership. In the future our

communications must be prompt, courteous, and responsive to the information needs and requests of officers. The survey also highlighted the need for us to better define and clarify the roles and functions of the various personnel offices that provide direct and supportive services. Corps leadership stands committed to addressing the many concerns highlighted by this survey. We will do everything in our power to improve our customer satisfaction over time. We serve you.

Over the coming weeks the Directors of the CC personnel offices will review the customer survey results and discuss ways to improve the overall customer satisfaction of Corps officers over time. We encourage each of you to review the results of the survey and send your thoughts and suggestions on ways to improve customer service through your chief professional officers or commissioned corps liaisons to the Office of the Surgeon General. Your input will be included in the process that the Directors of the CC personnel offices will use to develop and implement enhancement to their service. We will subsequently communicate our plans and progress via the eBulletin on how the offices will address improving customer services and introduce future plans to conduct follow-up customer surveys.

Thank you again for your valuable input.

[Current Issue Front Page](#)

USPHS Customer Service Satisfaction Survey

Executive Summary

Executive Summary

The U.S. Public Health Service Commissioned Corps contracted Anteon Corporation and our partner EASI-Consult, LLC with developing a web-based PHS Commissioned Corps Customer Service Satisfaction Survey. The survey was directed to the active-duty members of the Commissioned Corps who are the internal customers of the Office of Commissioned Corps Operations (OCCO), the Office of Commissioned Corps Force Management (OCCFM), Commissioned Corps Systems Branch (CCSB), Compensation Branch (CB), and Medical Affairs Branch (MAB). Survey invites were emailed to 5934 commissioned active-duty officers. Between March 27, 2006 and April 25, 2006, 1821 officers provided responses resulting in an overall response rate of 31%.

Regarding officers' experience with contacting Commissioned Corps management and administrative offices, an overwhelming majority of officers prefer using a phone call or email. Further, Compensation Branch (CB) and Medical Affairs Branch (MAB) consistently receive higher favorability scores than Office of Commissioned Corps Operations (OCCO), Office of Commissioned Corps Force Management (OCCFM) and Commissioned Corps Systems Branch (CCSB) in terms of how well active duty officers understand the role of the office, how well they are treated when they contact the office, whether they receive a helpful response and in a timely manner, and how easy it is to make contact with the office.

When ranking all survey items in order of favorability, scores ranged from 18% to 99%. Seventeen of the 20 most favorably rated items related to the CB or MAB offices. At the bottom of the list of ranked items were the training and development items along with the items related to whether officers understand OCCO, OCCFM and CCSB, whether they are able to reach someone in the timely manner in these offices, the three retirement questions, and the item related to the communication between Corps officers and headquarters.

The results concerning contacting CC offices are strongly supported by officer responses to the open-ended item. Several suggestions highlighted the difficulty of making contact with CC offices, not receiving courteous or timely responses to inquires, and feeling that the offices are understaffed or lack a strong customer focus attitude. Concerning training and development, officers reported very low favorability ratings (ranging from 18% to 28%) on the three items in this section and discussed their dissatisfaction with the availability of training quite often in the open-ended responses. Officers also focused on the communication from headquarters in the open-ended responses. Officers, especially those in the field, seem to perceive a lack of important information being passed along from headquarters in a clear and timely manner and regarding a number of issues including updates and changes to policy, training opportunities, and the function/role of the various CC offices. General communication between officers and headquarters received a 25% favorability score while communication from Liaisons received a somewhat higher score.

In terms of the web site and various other technology issues, almost all officers are using a PC rather than a MAC, most officers use either a work or home computer to access the CCMIS web site, and very few officers have experience with Pod Casts and RSS. Eighty-five percent of officers suggest the web site is easily accessible on a consistent basis. Fifty-eight percent of officers responded favorably to the accessibility of electronic forms and slightly more than this responded favorably to the two eBulletin items. In addition, some officers reported difficulties working with the Annual Performance Evaluation online tool (COER).

Finally, regarding the Associate Recruiter Program (ARP) program, many officers are aware of the program (74%) but not nearly as many are actually participating (26%). However, a total of 992 officers (76% of those not already participating) reported an interest in participating in the program.

USPHS Customer Service Satisfaction Survey

Response Rates

Response Rates

(Agency)

Agency	Officers Contacted	Responses	Response Rate
<i>All Agencies</i>	5934	1821	31%
HHS	4879	1547	32%
Non-HHS	1055	274	26%

(Category)

Category	Officers Contacted	Responses	Response Rate
<i>All Categories</i>	5934	1821	31%
Medical	1059	267	25%
Dental	435	130	30%
Nurse	1339	359	27%
Pharmacy	918	256	28%
Veterinarian	85	29	34%
Scientist	250	87	35%
Engineer	396	182	46%
Environmental Health	369	158	43%
Dietician	95	36	38%
Therapy	129	48	37%
Health Services	859	269	31%

(Years of Service in the Corps)

Years	Officers Contacted	Responses	Response Rate
<i>All Years</i>	5934	1821	31%
0 to 3 Years	763	304	40%
3+ to 10 Years	1686	519	31%
10+ to 15 Years	1169	311	27%
15+ to 20 Years	1210	351	29%
20+ to 25 Years	638	185	29%
25+ Years	468	151	32%

Response Rates

(Location)

Location	Officers Contacted	Responses	Response Rate
<i>All Locations</i>	5934	1821	31%
In DC Metro Area	1565	501	32%
Outside DC Metro Area	4369	1320	30%

(Office Type)

Office Type	Officers Contacted	Responses	Response Rate
<i>All Office Types</i>	5934	1807	30%
Field Office/Clinic	N/A	1020	N/A
Headquarters/Area Office	N/A	787	N/A

(Rank)

Rank	Officers Contacted	Responses	Response Rate
<i>All Ranks</i>	5934	1821	31%
O-2 (includes 27 O-1's)	255	67	26%
O-3	973	253	26%
O-4	1571	446	28%
O-5	1566	521	33%
O-6	1528	519	34%
Flag Grade	41	15	37%

USPHS Customer Service Satisfaction Survey

Overall Results

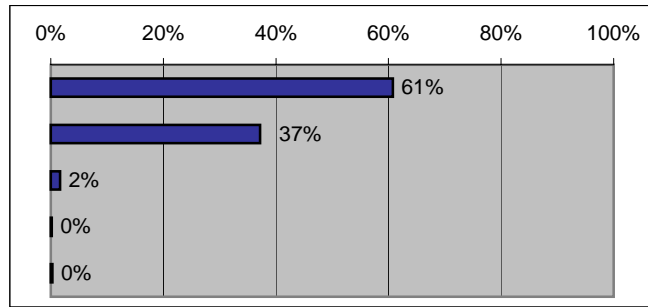


Overall Results

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.						0% 25% 50% 75% 100%		
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						6%
630	713	215	63	28	160	6%
MAB						6%
603	658	228	64	28	225	6%
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						11%
515	686	233	119	67	172	11%
MAB						11%
467	649	267	120	45	241	11%

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							
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%	
OCCO							
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.)

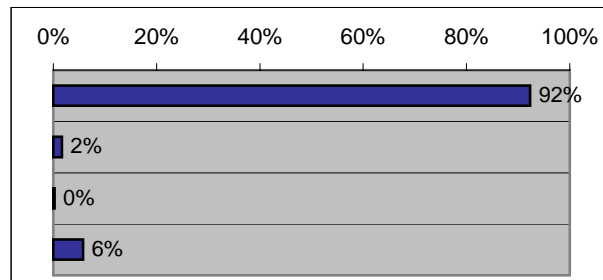
When you contact the following CC Management and Administrative offices, **how many times do you need to ask** before receiving a response that satisfies your question(s)?

<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

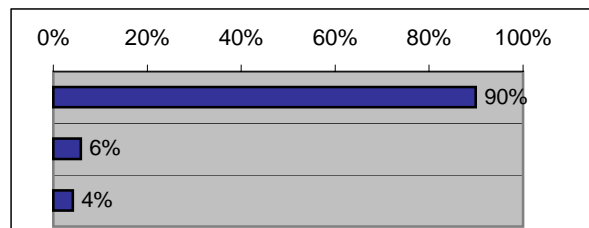
When using a **computer at work**, what type of hardware do you use?

<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

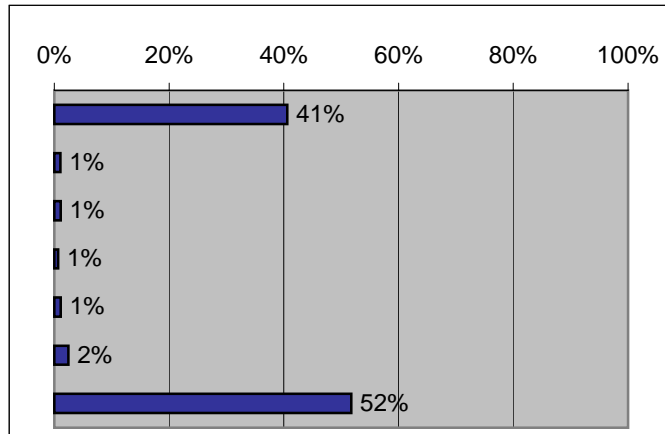


Overall Results

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

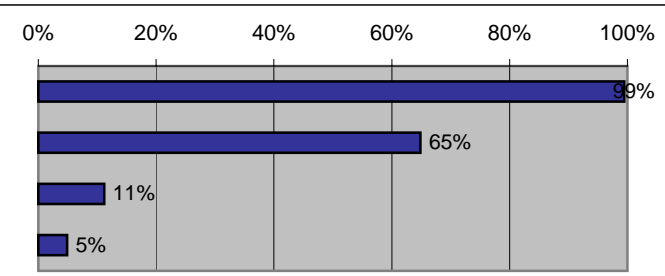
If unable to access the CCMIS web site at your work location, which of the following **methods do you generally use for accessing the web site:**

<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
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
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

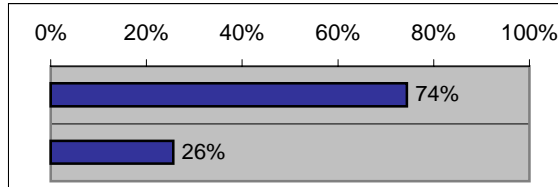
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable
My earnings statement is always accurate in terms of pay and withholdings.						
1003	703	61	31	9	3	
My paycheck is always electronically deposited in a timely manner.						
1248	529	15	6	5	0	
I know how to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

Overall Results

Recruitment

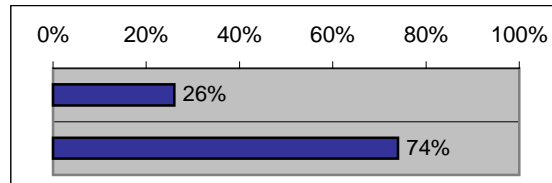
Are you aware of the Associate Recruiter Program (ARP)?

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



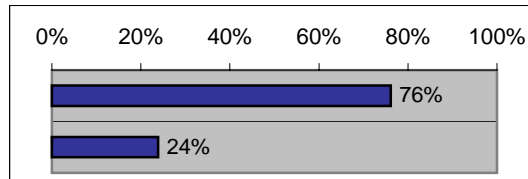
Are you currently participating as an Associate Recruiter?

<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	
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	
The communication process between commissioned officers and Commissioned Corps headquarters is efficient and effective.	63	376	548	487	294	34	

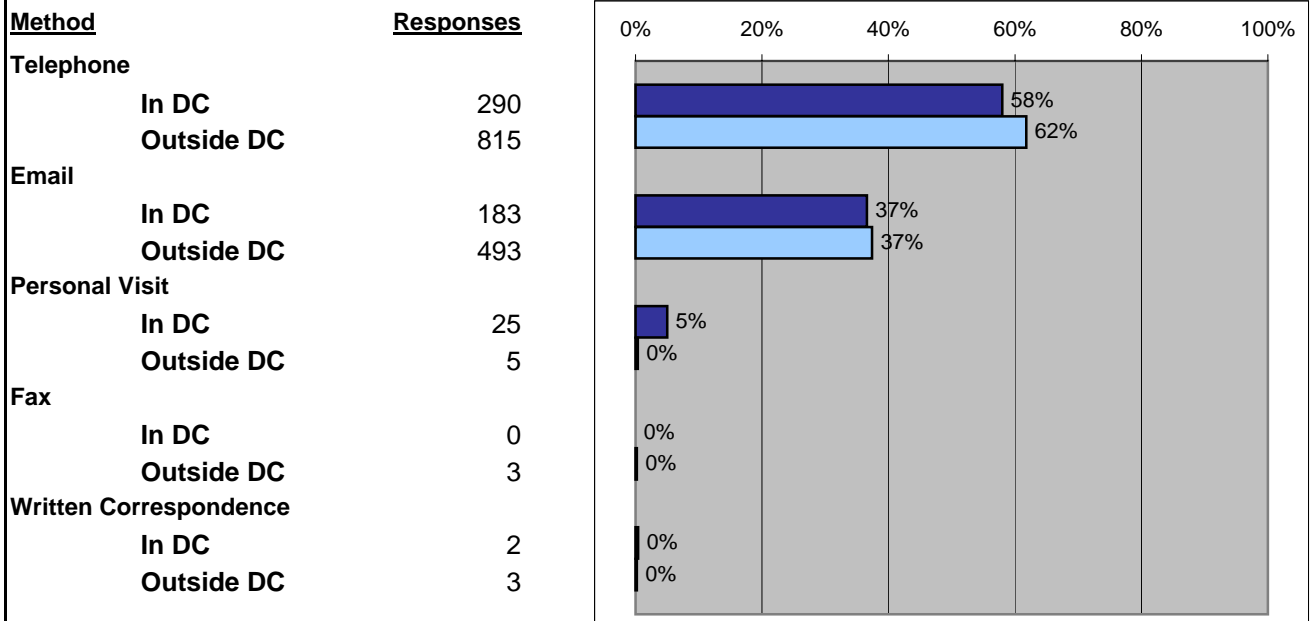
USPHS Customer Service Satisfaction Survey

Location Group Results

Location Group Results

Contacting Commissioned Corps Management and Administrative Offices

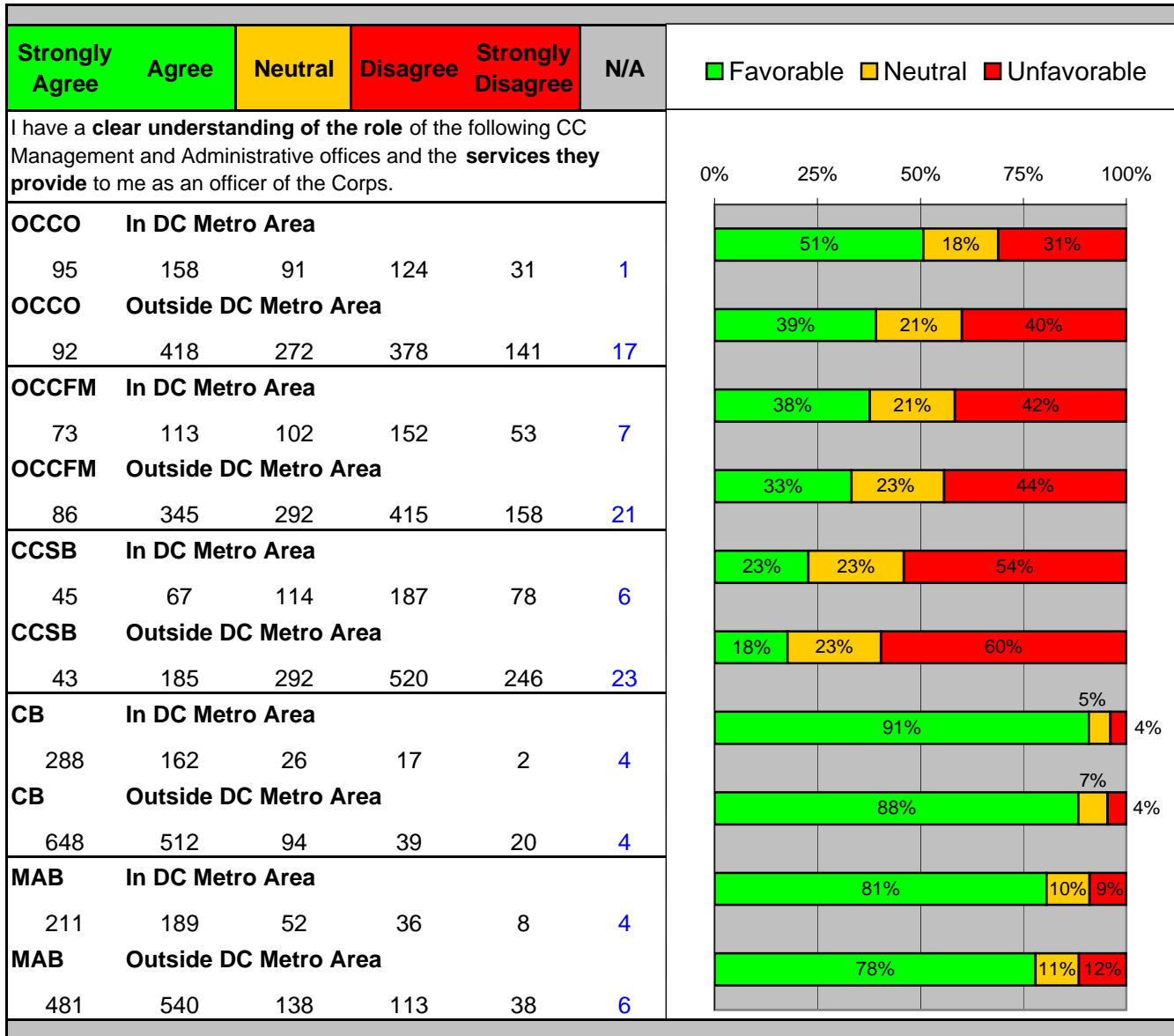
When I have a question or need information from a CC Management and Administrative office, my **preferred method of contact** is:





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 am treated in a respectful and courteous manner.						0% 25% 50% 75% 100%			
OCCO	In DC Metro Area								
117	155	92	40	19	76				
OCCO	Outside DC Metro Area								
187	400	273	79	26	344				
OCCFM	In DC Metro Area								
76	117	98	35	17	156				
OCCFM	Outside DC Metro Area								
144	313	255	75	24	493				
CCSB	In DC Metro Area								
68	89	93	22	9	217				
CCSB	Outside DC Metro Area								
117	222	262	48	18	636				
CB	In DC Metro Area								
203	191	48	15	10	32				
CB	Outside DC Metro Area								
427	522	167	48	18	128				
MAB	In DC Metro Area								
166	170	54	18	9	81				
MAB	Outside DC Metro Area								
437	488	174	46	19	144				



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										51% 29% 20%				
115	368	276	131	63	344						42% 32% 26%				
OCCFM	In DC Metro Area										44% 36% 20%				
50	91	106	65	22	153						44% 39% 18%				
OCCFM	Outside DC Metro Area										39% 45% 16%				
78	274	286	112	45	498						80% 12% 8%				
CCSB	In DC Metro Area										75% 16% 9%				
41	76	103	30	17	220						75% 16% 9%				
CCSB	Outside DC Metro Area										72% 19% 9%				
60	194	290	70	30	648						72% 19% 9%				
CB	In DC Metro Area										72% 19% 9%				
173	195	54	21	15	32						72% 19% 9%				
CB	Outside DC Metro Area										72% 19% 9%				
356	517	187	70	31	137						72% 19% 9%				
MAB	In DC Metro Area					72% 19% 9%									
127	178	65	24	13	81	72% 19% 9%									
MAB	Outside DC Metro Area					72% 19% 9%									
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	■ 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%							
OCCO	In DC Metro Area												
54	118	93	87	57	81						42% 23% 35%		
OCCO	Outside DC Metro Area										38% 28% 35%		
74	292	267	223	113	324						43% 25% 31%		
OCCFM	In DC Metro Area										36% 35% 29%		
46	98	84	71	33	155						42% 33% 24%		
OCCFM	Outside DC Metro Area										32% 40% 28%		
62	224	280	155	78	487						73% 15% 12%		
CCSB	In DC Metro Area										62% 20% 18%		
38	77	90	41	25	215						68% 18% 14%		
CCSB	Outside DC Metro Area										63% 21% 16%		
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)?

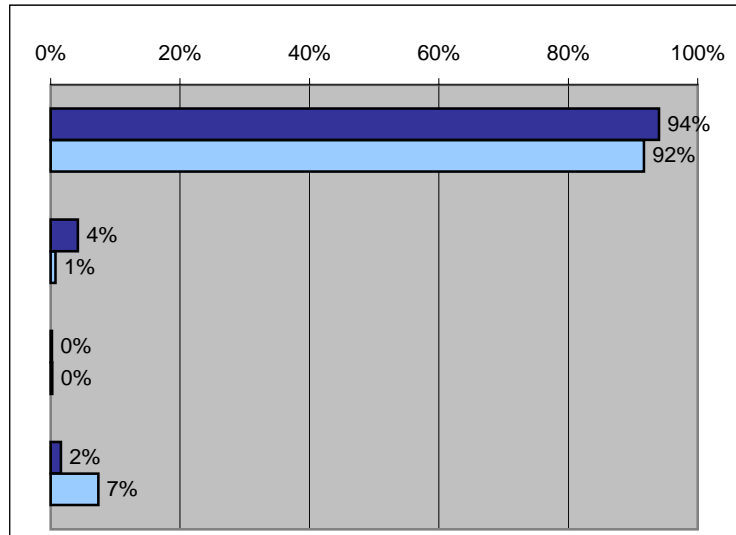
		<u>1</u>	<u>2</u>	<u>3</u>	<u>More</u>	<u>N/A</u>	
OCCO	In DC	156	114	45	59	111	
	Out DC	337	267	98	115	464	
OCCFM	In DC	118	88	36	43	200	
	Out DC	276	186	78	87	655	
CCSB	In DC	100	58	17	31	275	
	Out DC	219	140	52	54	809	
CB	In DC	296	87	23	21	58	
	Out DC	691	244	81	61	211	
MAB	In DC	243	94	16	20	110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

Location Group Results

Commissioned Corps MIS Web Site and Other Technology

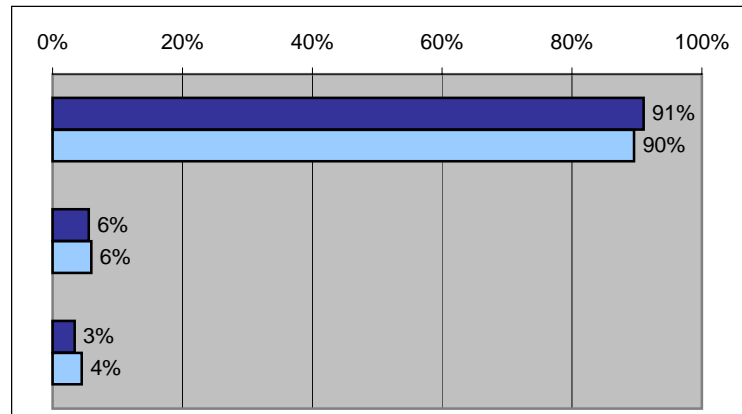
When using a **computer at work**, what type of hardware do you use?

<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

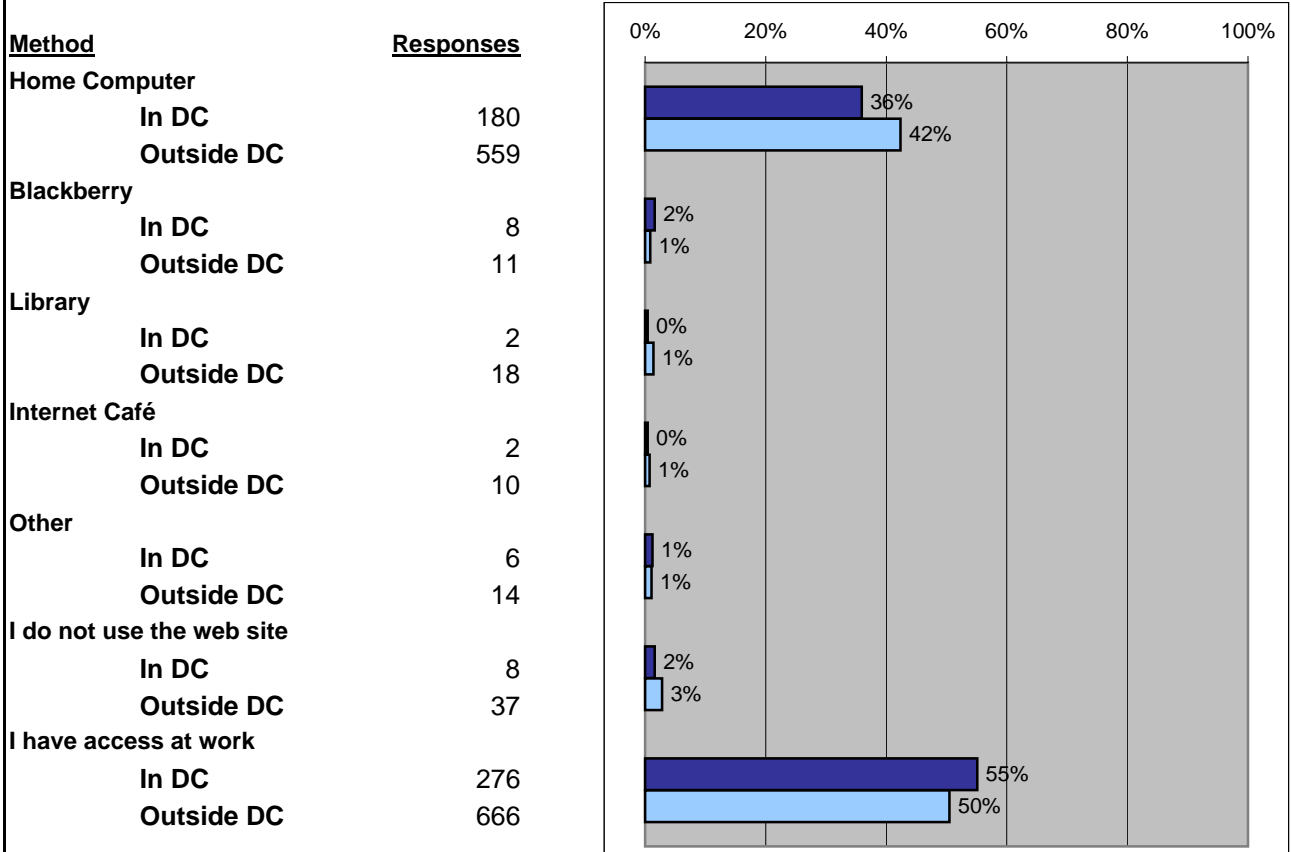




Location Group Results

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:**

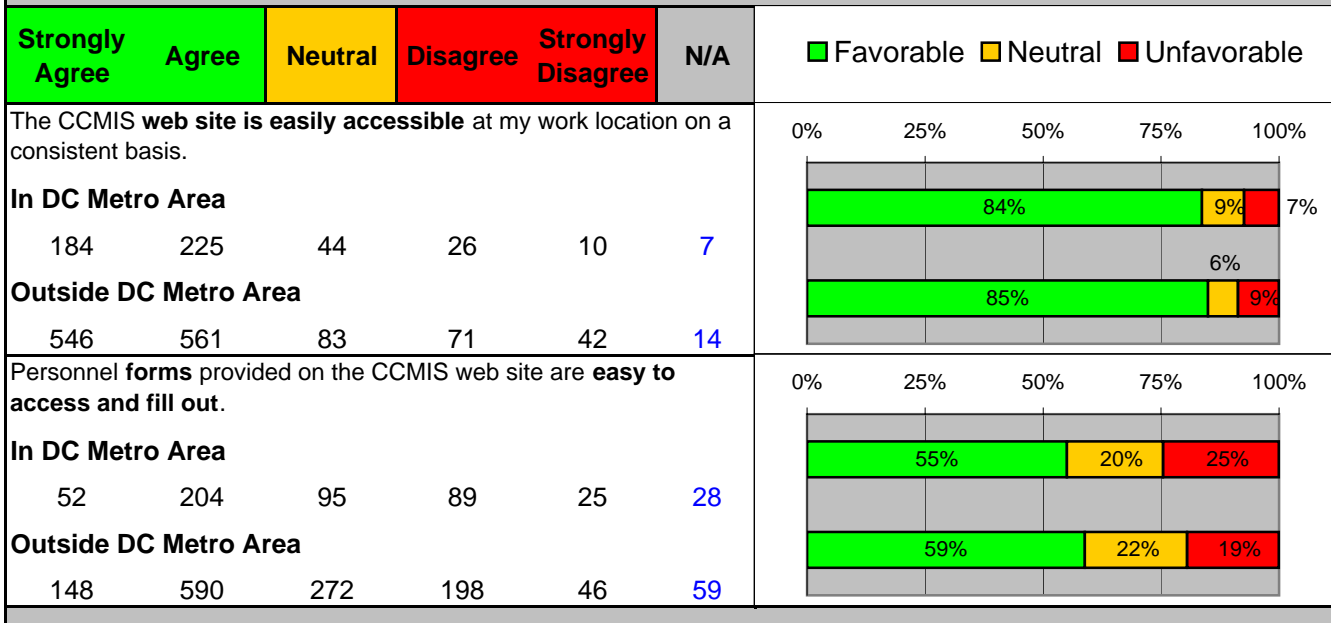
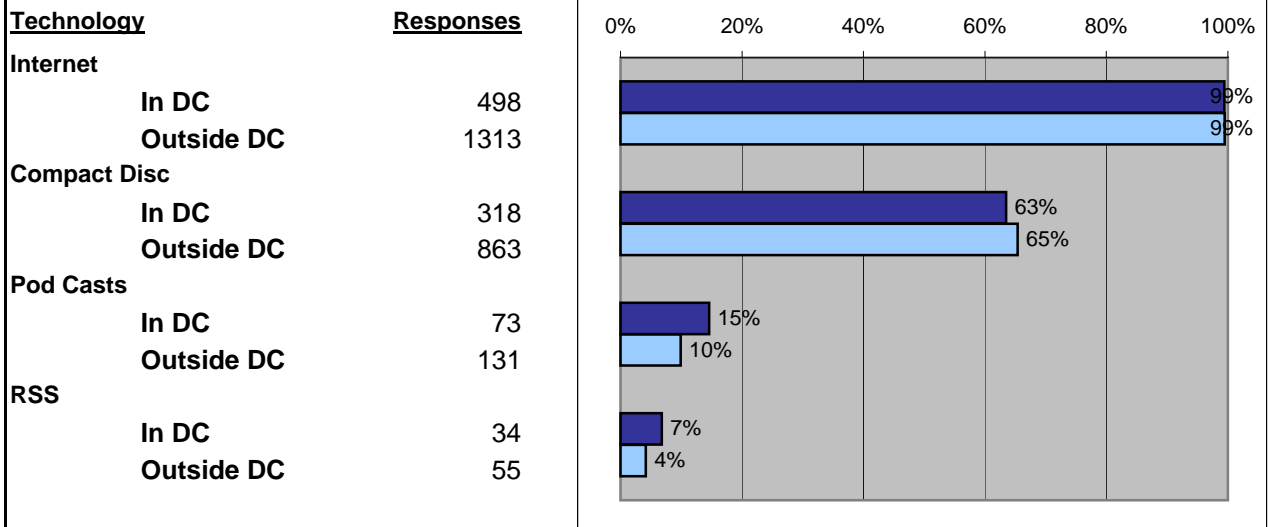




Location Group Results

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

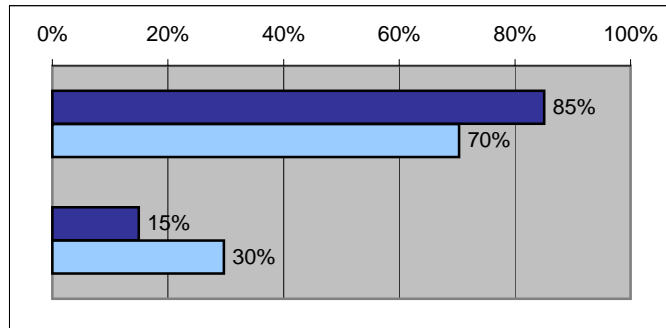
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	■ Favorable ■ Neutral ■ Unfavorable
My earnings statement is always accurate in terms of pay and withholdings.						0% 25% 50% 75% 100%
In DC Metro Area 301 168 21 5 1 2						
Outside DC Metro Area 702 535 40 26 8 1						
My paycheck is always 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

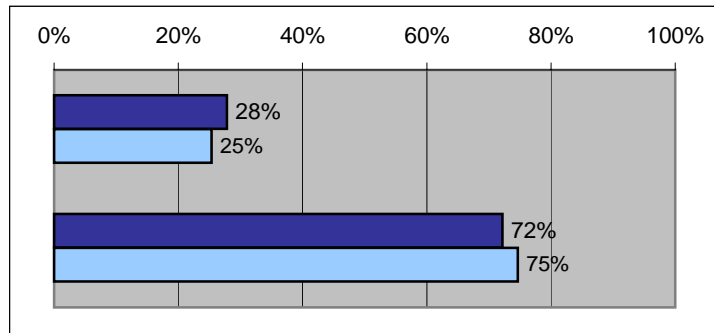
Are you aware of the Associate Recruiter Program (ARP)?

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



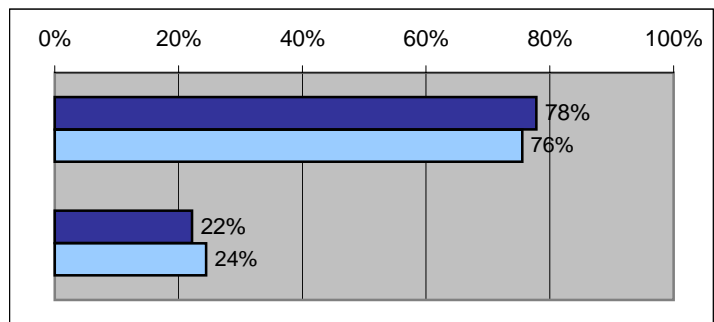
Are you currently participating as an Associate Recruiter?

<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		

USPHS Customer Service Satisfaction Survey

Open-Ended Responses



Open-Ended Responses

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
Customer Service	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%
			428	36%



Open-Ended Responses

Factor	Category	Description	Count	Percent of Officers
Communication	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%
				388



Open-Ended Responses

Factor	Category	Description	Count	Percent of Officers
Training & Development	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%
			383	32%
Technology	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%
			279	24%



Open-Ended Responses

Factor	Category	Description	Count	Percent of Officers
Various Policy	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%
			148	12%
Other	Other	Other miscellaneous responses that do not fit into any of the other categories.	83	7%
			83	7%