January 2014 National Maritime Center
Customer Satisfaction Percent

Due to technical issues, our monthly feedback for January did not contain a large enough sample to depict a satisfaction percent for this month. Responses received will be rolled into February and posted in early March.
National Maritime Center's Mariner Satisfaction Percent on the Performance of the Mariner Credentialing Program

Month of Performance [2014-02]

Merchant Mariner Satisfaction Percent

Percent of mariners providing feedback whose individual response averages affirm satisfaction in their experiences with the NMC and the Mariner Credentialing Processes.

The National Maritime Center is an ISO 9001:2008 Compliant Organization.

For More information on improvements to the Mariner Credentialing Program, visit [http://www.uscg.mil/nmc](http://www.uscg.mil/nmc)
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National Maritime Center's Mariner Satisfaction Percent on the Performance of the Mariner Credentialing Program

Month of Performance [2014-05]

Merchant Mariner Satisfaction Percent

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National Maritime Center's Mariner Satisfaction Percent on the Performance of the Mariner Credentialing Program

Month of Performance [2014-06]

Merchant Mariner Satisfaction Percent

<table>
<thead>
<tr>
<th>Year</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-12</td>
<td>96.71%</td>
</tr>
<tr>
<td>2014-02</td>
<td>93.21%</td>
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<tr>
<td>2014-03</td>
<td>94.15%</td>
</tr>
<tr>
<td>2014-04</td>
<td>91.96%</td>
</tr>
<tr>
<td>2014-05</td>
<td>90.08%</td>
</tr>
<tr>
<td>2014-06</td>
<td>85.71%</td>
</tr>
</tbody>
</table>

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National Maritime Center's Mariner Satisfaction Percent on the Performance of the Mariner Credentialing Program

Month of Performance [2014-08]

Merchant Mariner Satisfaction Percent

Percent of mariners providing feedback whose individual response averages affirm satisfaction in their experiences with the NMC and the Mariner Credentialing Processes.

- 2014-03: 94.15%
- 2014-04: 91.96%
- 2014-05: 90.08%
- 2014-06: 93.08%
- 2014-07: 92.47%
- 2014-08: 92.01%
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National Maritime Center's Mariner Satisfaction Percent on the Performance of the Mariner Credentialing Program

Month of Performance [2014-11]

Merchant Mariner Satisfaction Percent

Percent of mariners providing feedback whose individual response averages affirm satisfaction in their experiences with the NMC and the Mariner Credentialing Processes.

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National Maritime Center's Mariner Satisfaction Percent on the Performance of the Mariner Credentialing Program

Month of Performance [2014-12]

Merchant Mariner Satisfaction Percent

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National Maritime Center's Mariner Satisfaction Percent on the Performance of the Mariner Credentialing Program

Month of Performance [2015-02]

Merchant Mariner Satisfaction Percent

Percent of mariners providing feedback whose individual response averages affirm satisfaction in their experiences with the NMC and the Mariner Credentialing Processes.