



SRF-JRMC Fleet Technical Assist Satisfaction Survey

SHIP & HULL #:

DATES:

(Start/Stop)

SYSTEM:

JSN:

Instructions: This survey is requested on behalf of SRF-JRMC to better Improve Fleet Technical Support operations and services. (1 is lowest / 5 is highest)

- 1. Responsiveness:** (1 is lowest / 5 is highest)
- | | | | | | |
|--|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
- a. How would you rate our response time?
- b. How would you rate the accuracy/helpfulness of our response?
-
- 2. Professionalism:** (1 is lowest / 5 is highest)
- | | | | | | |
|--|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
- How would you rate our professionalism?
-
- 3. For On-Site Technical Assists: (If problem was resolved through distance support Please skip to # 4.)** (1 is lowest / 5 is highest)
- | | | | | | |
|--|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
- a. How would you rate information provided at the out brief?
- b. How would you rate the quality of training provided?
- c. How would you rate our effectiveness?
(1 is lowest/5 is highest)
-
- 4. Distance Support:** (1 is lowest / 5 is highest)
- | | | | | | |
|--|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
- How would you rate our effectiveness?
-
- 5. Satisfaction:** (1 is lowest / 5 is highest)
- | | | | | | |
|--|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
- Overall satisfaction of assistance provided?

Remarks: If you wish to email any additional comments (concerning Responsiveness, Professionalism, On-site/ Distance Support, and/or Overall Satisfaction), do so from The appropriate Authorized Government Workstation to the following e-Mail Addresses:(NIPRNET) Techassist_jrmc@srf.navy.mil or (SIPRNET) Techassist_JRMC@fe.navy.smil.mil.

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