



**Merchant Shipping Secretariat
Ministry of Ports & Shipping**

MSS

CUSTOMER FEEDBACK FORM (Approved Maritime Training Institute)

Please complete this form as part of our unit's performance review process. Your participation will contribute to the performance feedback provided to this employee. Return the completed form (either as an email attachment or by mail) to the evaluator named below. If you have questions or will not be able to return the form within a week of receiving it, please contact the evaluator.

Date:

Please indicate your genuine views about the questions mentioned below by crossing (X) the appropriate cages as per the rankings below.

5-Very Good, 4-Good, 3- Satisfactory, 2- Poor, 1- Not Applicable.

- | | | | | | | |
|---|---|---|---|---|---|---|
| 1. Was the expected output of the work and time commitment made by the examination unit? | <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> </table> | 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 | | |
| 2. How satisfied are you with the information provided such as course, upcoming exams, announcements, schedules and other important data posted up to date? | <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> </table> | 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 | | |
| 3. Did the examination unit respond to your inquiries, emails in a timely fashion? | <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> </table> | 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 | | |
| 4. Did the examiners respond to the college questions and concerns in a professional and timely manner? | <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> </table> | 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 | | |
| 5. Did the audits conducted by the unit satisfied and helpful to the colleges to improve the establishment? | <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> </table> | 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 | | |
| 6. How satisfied are you with the student passing rate with the exams conducted by the MSS? | <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> </table> | 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 | | |
| 7. How would you rate the overall service provided to you by the MSS office? | <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> </table> | 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 | | |

Any other suggestions/comments/changes needed

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