



Military Community and Family Policy Fact Sheet

Morale, Welfare and Recreation Customer Satisfaction Survey

Data

- ✓ *The 2014 survey was sent electronically to randomly selected service members. Nearly 22,300 members responded to the survey invitation.*
- ✓ *The 2014 survey showed that the top areas for improvement were fitness centers, swimming pools, outdoor recreation, leisure travel and single service member programs.*

Additional information

Morale, Welfare and Recreation
<http://www.militaryonesource.mil/on-and-off-base-living/recreation-and-travel>

Family Readiness System
http://www.militaryonesource.mil/health-and-wellness/prevention-care?content_id=282320

The 2016 Morale, Welfare and Recreation Customer Satisfaction Survey has been approved via Report Control Symbol DD-P&R(OT)2626.

Background

As part of the Family Readiness System, Morale, Welfare and Recreation provides service members and families with a large number of leisure activities that enhance the readiness and quality of life of the military community. The Department of Defense has conducted three military-wide surveys, in 2009, 2011 and again in 2014, to assess customer satisfaction with Morale, Welfare and Recreation services, activities and facilities. Feedback from active-duty, National Guard and Reserve Component members helps to determine satisfaction with programs, areas in need of improvement and how and where to allocate funding. The next survey will take place in 2016 and include questions about nine programs including Morale, Welfare and Recreation-run sports and athletics.

Highlights

Past survey results indicated that Morale, Welfare and Recreation participation builds resilience and impacts service member mission readiness. This year's results will help determine whether programs are continuing to meet the needs of service members and families and where improvements can be made to better serve the military community. The 2016 survey:

- Is voluntary, anonymous and confidential
- Will seek feedback from spouses of service members who receive surveys
- Will rate the following Morale, Welfare and Recreation programs: fitness, libraries, outdoor recreation, recreation centers, auto skills centers, single service member programs, leisure travel, swimming pools, sports and athletics
- Will measure changes in customer satisfaction over time and evaluate the effectiveness of strategic program improvements

