



## 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](http://www.militaryonesource.mil/health-and-wellness/prevention-care?content_id=282320)

#### 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 customer satisfaction survey will take place in 2016 and will include questions about Morale, Welfare and Recreation-run sports and athletics in addition to eight other programs.

#### 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 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

