



## MC&FP FACT SHEET

# Morale, Welfare and Recreation Customer Satisfaction Survey

### Data

- ✓ *The 2011 survey was sent electronically to randomly selected service members; more than 17,000 members responded to the survey invitation.*
- ✓ *The 2011 survey showed that the top areas for improvement were fitness centers, outdoor recreation and single service member programs.*

### Additional information

**Morale, Welfare and Recreation**  
<http://www.militaryonesource.mil/mwr>

**Family Readiness System**  
[http://www.militaryonesource.mil/search?content\\_id=266979](http://www.militaryonesource.mil/search?content_id=266979)

### Background

As part of the Family Readiness System, Morale, Welfare and Recreation provides service members and families with a large number of leisure time activities that enhance the readiness and quality of life of the military community. The Department of Defense conducted two military-wide surveys to assess customer satisfaction with Morale, Welfare and Recreation services, activities and facilities, one in 2009 and another in 2011. Feedback collected from National Guard and Reserve Component members and active-duty service members helped to determine satisfaction with programs, areas in need of improvement and where to allocate more or less funding. The next customer satisfaction survey will take place in 2014 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 or not programs are continuing to meet the needs of service members and families, as well as where improvements can be made to better serve the military community. The 2014 survey:

- Will be sent out in May
- 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

