



## Frequently Asked Questions

# The 2018 Morale, Welfare and Recreation Customer Satisfaction Survey

Look for the survey from Max.gov in your inbox this fall.

The 2018 survey will be distributed via email this fall to selected service members. If you receive it, please complete it. Your feedback is important. It's used to help shape the future of MWR programs and to ensure we provide the support that you and your family want, need and deserve.

### Q: What does the survey measure?

**A:** The survey measures the impact of MWR satisfaction on readiness, retention and unit cohesion. It assesses nine programs: fitness, sports and athletics, libraries, outdoor recreation, recreation centers, auto skills centers, single service member programs, leisure travel and swimming pools.

### Q: Are my responses confidential?

**A:** Yes, responses are confidential and voluntary. If a write-in response contains personally identifiable information, that information will be removed to assure anonymity.

### Q: What does the survey accomplish?

**A:** The 2018 survey will inform strategic planning for MWR programs. The previous surveys conducted in 2009, 2011, 2014 and 2016 have made positive contributions to improve MWR programs.

### Q: How long does the survey take?

**A:** The survey should take approximately 15 minutes to complete.

### Q: Who will receive a survey?

**A:** Approximately, 200,000 active-duty, National Guard and reserve service members will be randomly selected to participate. Those selected will receive an email from Max.gov.

### Q: Can I participate if I don't get a survey?

**A:** You can't respond to the survey if you don't receive an invitation to participate, but you're always welcome to provide feedback. Contact your local MWR office to learn more.

### Q: Can I come back to the survey if I don't finish?

**A:** Yes. You will have an opportunity to return to your survey.

**If you're invited to take the 2018 MWR survey, take the time to respond.** Your feedback is essential to improving and shaping programs designed to enhance your quality of life. If you have questions or concerns, please contact [osd.mwrsurvey@mail.mil](mailto:osd.mwrsurvey@mail.mil) or call 571-372-0871.



The Morale, Welfare and Recreation Customer Satisfaction Survey could be in your inbox. Check for an email from Max.gov for the chance to share your feedback.

The 2018 Morale, Welfare and Recreation Customer Satisfaction Survey has been approved via Report Control Symbol DD-P&R-2626.