

Frequently Asked Questions About the Morale, Welfare and Recreation 2016 Customer Satisfaction Survey

Keep an eye on your inbox this fall.

The Morale, Welfare and Recreation 2016 Customer Satisfaction Survey will be arriving in late September or early October via email from **GOVDELIVERY**. If you receive a survey, please take a few minutes to fill it out and send it back. Your participation — and, if you're married, that of your spouse — can make a significant difference by helping to ensure these critical programs and activities continue to meet your needs.

Here are answers to frequently asked questions about the survey:

- **What does the survey measure?** The survey measures the impact of Morale, Welfare and Recreation satisfaction on readiness, retention and unit cohesion. It rates nine programs: fitness, sports and athletics, libraries, outdoor recreation, recreation centers, auto service centers, single service member programs, leisure travel and swimming pools.
- **Will someone read my responses?** Yes. Every survey is part of the final data calculation.
- **Are my responses confidential?** Yes, the survey is voluntary, anonymous and confidential. Responses contain no personally identifiable information.
- **What does the survey accomplish?** The 2016 survey will serve as an important tool for developing Morale, Welfare and Recreation strategic plans. Using 2009, 2011 and 2014 surveys as baselines, the goal is to measure changes in Morale, Welfare and Recreation customer satisfaction over time and evaluate effectiveness of strategic program improvements.
- **How long does the survey take?** The survey takes about 15 minutes.
- **Can spouses participate?** Yes. We want to hear from spouses and have a separate survey for them. If you are married and receive a survey invitation, please complete your survey and share or forward the spouse-specific link.
- **Who will receive a survey?** A number of service members, including some in the National Guard and Reserve Component, will receive a survey through a random-selection process.
- **Can I participate if I don't get a survey?** No. If you do not receive a survey and would like to provide feedback about a particular Morale, Welfare and Recreation service or activity, please contact your local MWR office.
- **Can I come back to the survey if I don't finish?** Yes. You will have an opportunity to return to your survey.
- **I got an email from GOVDELIVERY. Is that my survey?** Yes. Survey links are coming through **GOVDELIVERY**. Check your spam folder or add **GOVDELIVERY** to your safe list to ensure you receive your survey if you're selected.

If you receive the Morale, Welfare and Recreation 2016 Customer Satisfaction Survey, please make sure you take a few minutes to fill it out — and, if you're married, forward the spouse-specific link. Morale, Welfare and Recreation services and programs exist for you and your family, so help us shape them.