

**DMDC**

*Information and Technology for Better Decision Making*

## ***August 2007 Status of Forces Survey of Active Duty Members***

**Topics: Internal Management Controls, Performance  
Management, Programs and Services, and  
Commissaries and Exchanges**

**December 2009**



# BRIEFING OVERVIEW

	Slide
✓ Introduction .....	3
• Internal management controls .....	11
• Performance management .....	33
• Programs and services .....	63
• Commissaries and exchanges .....	103

# INTRODUCTION

- Web-based, active duty survey fielded August 6 – September 13, 2007
- 37K Service members surveyed, weighted response rate of 32%
- Briefing includes results from survey topics related to internal management controls, performance management, programs and services, and commissaries and exchanges
- For each survey item, briefing includes the following
  - Graphic displays of overall results
  - Tables showing results by reporting categories, e.g., Service and paygrade
  - Graphic displays of trends (when available)
  - Summary of key findings

# INTRODUCTION

## Briefing Includes

- Trend data by Service and paygrade groups for items included in the following surveys:

Survey	Administration Dates	Sample Size	Response Rate	Margin of Error <sup>1</sup>
August 2007	6 Aug – 23 Sept 07	37,652	32%	+1.6%
April 2007	26 Mar – 3 May 07	65,965	32%	+1.1%
December 2006	20 Nov 06 – 5 Jan 07	37,061	32%	±1.4%
August 2006	24 July – 31 Aug 06	39,389	28%	±1.5%
April 2006	27 Feb – 6 Apr 06	39,313	33%	±1.3%
December 2005	28 Nov 05 – 5 Jan 06	36,567	36%	±1.3%
August 2005	22 Aug – 27 Sep 05	35,461	35%	±1.4%
March 2005	25 Feb – 11 Apr 05	30,939	37%	±1.4%
December 2004	22 Nov 04 – 6 Jan 05	35,044	39%	±2.6%
August 2004	26 Jul – 2 Sep 04	38,112	40%	±1.4%
April 2004	5 Apr – 13 May 04	33,414	39%	±1.3%
November 2003	3 Nov – 11 Dec 03	33,607	38%	±1.4%
July 2003	21 Jul – 28 Aug 03	32,844	35%	±1.5%
March 2003	10 Mar – 17 Apr 03	34,929	35%	±1.4%
July 2002	8 Jul – 13 Aug 02	37,918	32%	±1.5%
<i>1999 Survey of Active Duty Personnel<sup>2</sup></i>	17 Sep 99 – 4 Jan 00	66,040	51%	±0.8%

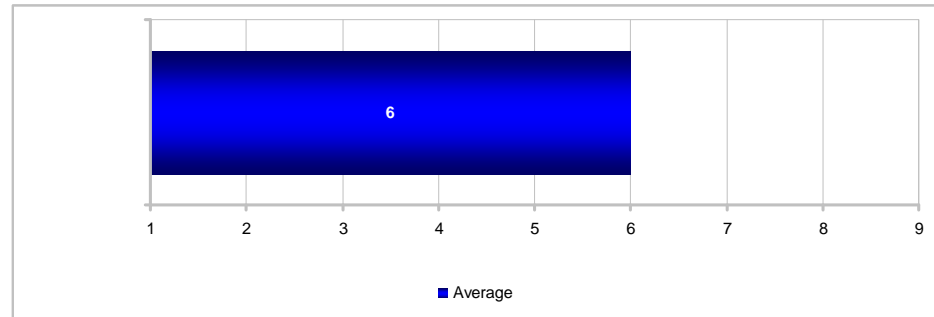
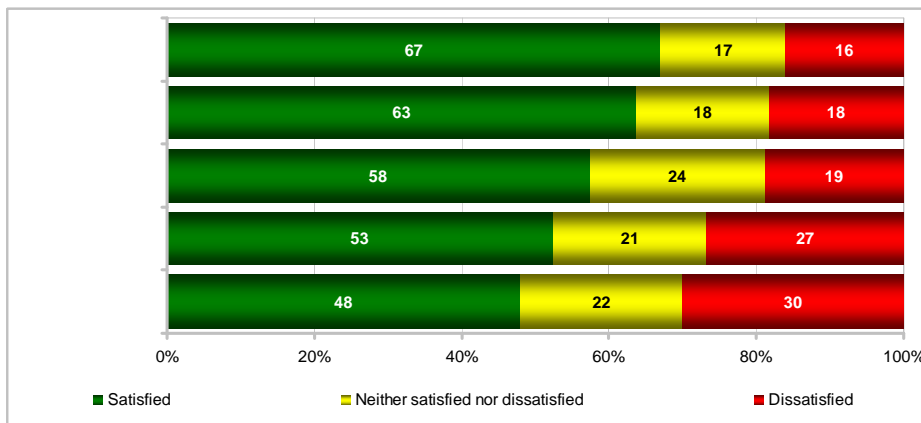
<sup>1</sup> This is the full sample margin of error for estimates of 50% and represents the overall margin of error for the study.

<sup>2</sup> In order to maximize comparability between SOFS and the 1999 survey, Coast Guard members and Reserve component members in full-time active duty programs were excluded from the 1999 data before analyses were conducted.

# INTRODUCTION

## Briefing Includes

- Graphic displays of overall results



Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

Margins of error do not exceed  $\pm 2\%$

**Percentages and means are reported with margins of error based on 95% confidence intervals. The range of margin of error is presented for the question or group of questions/subitems.**

# INTRODUCTION

## Briefing Includes

- Tables showing results by reporting categories (e.g., Service, paygrade)
  - Statistical tests used to compare each subgroup to its respective “all other” group (i.e., to all others not in the subgroup)
  - Results of statistical tests shown by color coding significant differences among reporting categories
  - Results are not presented if the question does not apply to the reporting category or if the estimate is unstable
    - “NR” indicates the estimate is Not Reportable because it was based on fewer than 30 respondents or the relative standard error was high
    - “NA” indicates the response option was Not Applicable because the question did not apply to respondents in the reporting category based on answers to previous questions

KEY:  Higher Response of Satisfied Lower Response of Satisfied Higher Response of Dissatisfied	Total																				
		Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS		Enlisted 6 – 9 YOS		E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Satisfied	61	55	61	57	70	46	62	47	67	68	82	52	66	59	75	54	83	67	79		
Dissatisfied	20	26	20	19	13	30	20	27	17	15	8	28	16	21	11	21	6	14	10		

KEY:																		
	More Than Average									Less Than Average								
	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female	
Number of days	115	115	115	103	122	121	105	NA	NA	130	NR	113	145	90	129	118	97	

# INTRODUCTION

## Briefing Includes



- Trends are shown as estimated percentages or means
  - In summary of findings (example next page), trends also shown as differences from the current survey (e.g., percentage point change)
- Statistical tests used to compare current results with all previous survey administrations
  - Purple cells indicate August 2007 result is HIGHER
  - Yellow cells indicate August 2007 result is LOWER

		Indicates most recent survey result is significantly higher than past survey result								
Most recent HIGHER than Most recent LOWER than		Mon-YY	Mon-YY	Mon-YY	Mon-YY	Mon-YY	Mon-YY	Mon-YY	Mon-YY	Current Survey
* Total		50	58	61	58	56	58	57	56	55
● Army		48	58	59	55	51	53	53	52	49
▲ Navy		50	60	63	60	60	61	59	60	58
■ Marine Corps		42	46	53	49	46	51	45	48	48
◆ Air Force		56	63	65	60	64	64	67	61	63
		Indicates most recent survey result is significantly lower than past survey result								

# INTRODUCTION

## Briefing Includes

- Summary of findings
  - Overall results followed by a listing of reporting categories that are statistically different from their respective "all other" group — for example, Army's "all other" comparison group consists of Navy, Marine Corps, and Air Force members
  - Trends are shown in table as differences over time (e.g., percentage point change) by Service and paygrade
    - Statistically significant changes of more than one percentage point for proportions and five percent for means are highlighted
    - Statistical tests used to compare most recent results with previous results are based on unrounded estimates

Most recent HIGHER by  Most recent LOWER by 		Mon-YY	Mon-YY	Mon-YY	Mon-YY	Mon-YY	Mon-YY	Mon-YY	Mon-YY	Current Survey
* Total		5	3		3		3			55
● Army			9							
▲ Navy		8								53
■ Marine Corps		6								43
◆ Air Force		7								63

Indicates most recent survey result is significantly higher by 5 percentage points

Indicates the item was not asked on the survey the column represents

Indicates most recent survey result is significantly lower by 3 percentage points



# INTRODUCTION

## Reporting Categories

Service
Army
Navy
Marine Corps
Air Force

Enlisted Years of Service
Enlisted 3 - 5 YOS
Enlisted 6 - 9 YOS

Rank
Enlisted
Officer

Paygrade
E1 – E4
E5 – E9
O1 – O3
O4 – O6

Service by Paygrade*
Army Enlisted
Army Officers
Navy Enlisted
Navy Officers
Marine Corps Enlisted
Marine Corps Officers
Air Force Enlisted
Air Force Officers

Residence
On Base
Off Base

Location
US (Incl. Territories)
Overseas

Deployment Status
Deployed
Not Deployed

Race/Ethnicity
Non-Hispanic White
Total Minority

Gender by Paygrade*
Male Enlisted
Male Officers
Female Enlisted
Female Officers

Gender
Male
Female

Marital Status
Single
Married

Family Status
Single w/ Child(ren)
Single w/o Child(ren)
Married w/ Child(ren)
Married w/o Child(ren)

\*Reporting categories (e.g., Service) are broken into groups (e.g., Army). Subgroups may not be listed separately in summaries of findings if all subgroups (e.g., Army enlisted, Army officer) are subsumed in the overall group (e.g., Army).

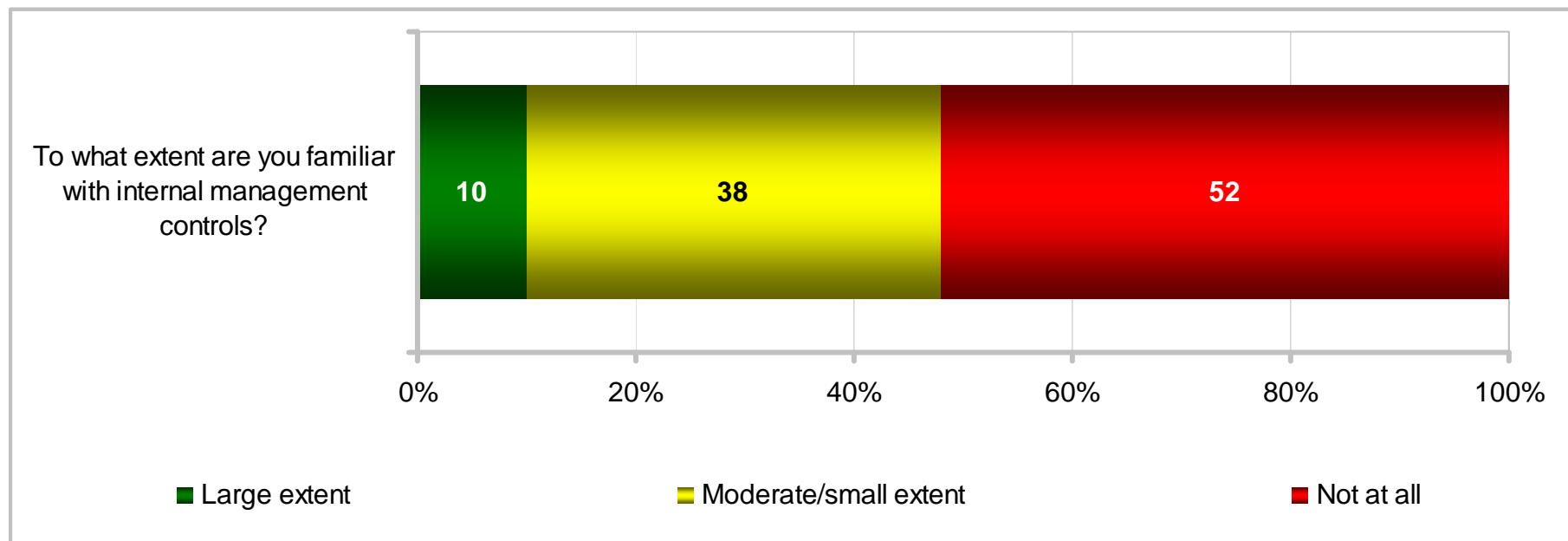
# BRIEFING OVERVIEW

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# INTERNAL MANAGEMENT CONTROLS

## Awareness With Internal Management Controls

Percent of All Active Duty Members



# INTERNAL MANAGEMENT CONTROLS

## Awareness With Internal Management Controls

Percent of All Active Duty Members

KEY:  Higher Response of Large Extent Lower Response of Large Extent  Higher Response of Not at All		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
To what extent are you familiar with internal management controls?	Large extent	10	11	10	9	10	7	6	6	12	9	19	10	15	8	17	9	14	10	10
	Not at all	52	52	52	56	50	57	54	61	46	55	40	53	48	53	45	56	50	50	50

KEY:  Higher Response of Large Extent Lower Response of Large Extent  Higher Response of Not at All		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officers	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
To what extent are you familiar with internal management controls?	Large extent	10	10	9	9	11	9	12	9	14	10	14	6	12	11	7
	Not at all	52	52	54	56	50	54	49	53	48	52	48	59	52	51	58

# INTERNAL MANAGEMENT CONTROLS

## Awareness With Internal Management Controls

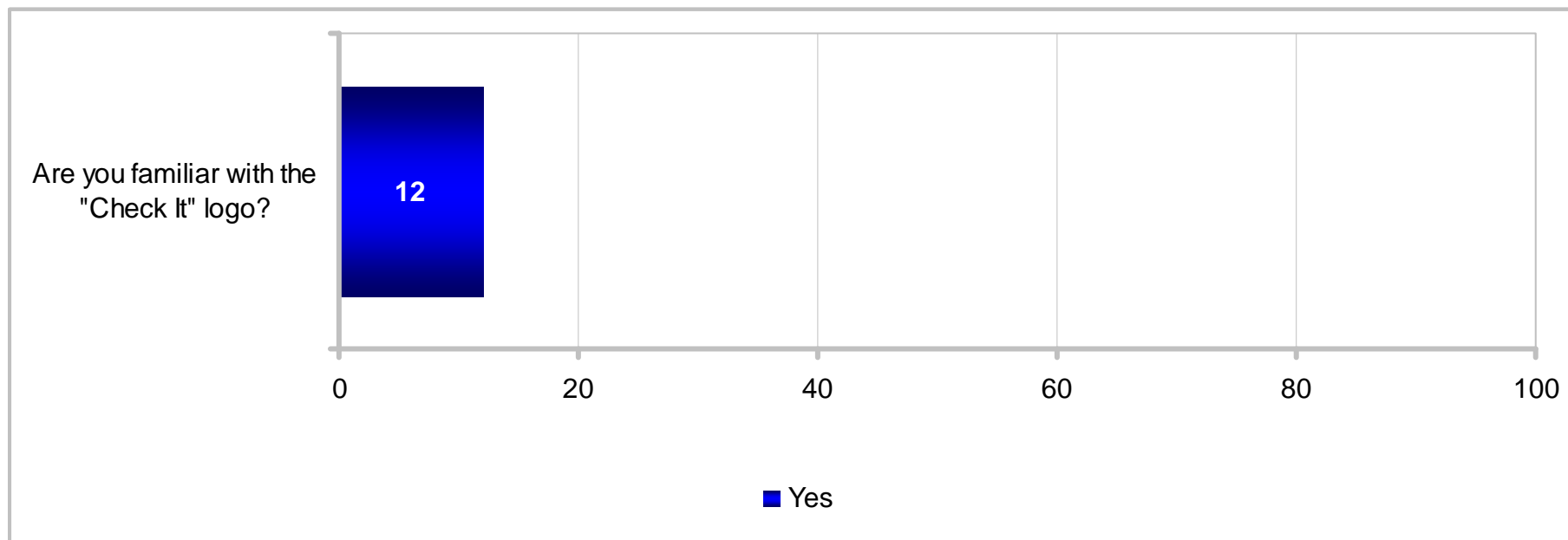
Percent of All Active Duty Members

KEY: Higher Response of Large Extent Lower Response of Large Extent Higher Response of Not at All		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
To what extent are you familiar with internal management controls?	Large extent	10	11	9	8	11	13	7	13	8
	Not at all	52	52	52	56	49	48	57	45	58

# INTERNAL MANAGEMENT CONTROLS

## Familiarity With "Check It" Logo

Percent of All Active Duty Members



# INTERNAL MANAGEMENT CONTROLS

## Familiarity With "Check It" Logo

Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	12	16	9	11	11	12	11	12	13	11	12	15	18	9	8	12	10	12	9
Are you familiar with the "Check It" logo?																			

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	12	9	29	15	10	12	13	12	12	13	12	7	10	13	8
Are you familiar with the "Check It" logo?															

# INTERNAL MANAGEMENT CONTROLS

## Familiarity With "Check It" Logo

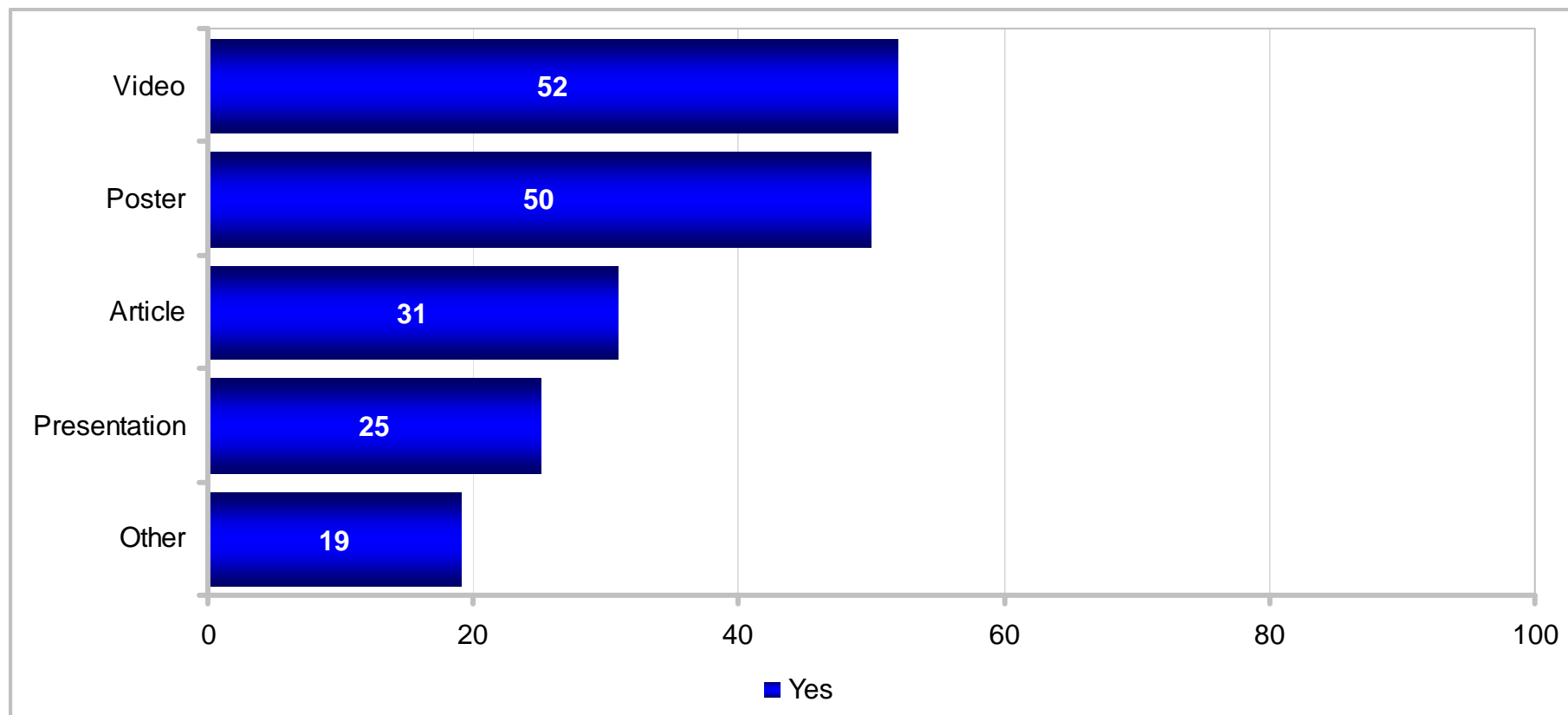
Percent of All Active Duty Members

KEY:									
Higher Response of Yes									
Lower Response of Yes									
	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Are you familiar with the "Check It" logo?	12	14	10	12	12	13	12	12	12



# INTERNAL MANAGEMENT CONTROLS

## Campaign Message Awareness Source Percent of Active Duty Members Familiar With "Check It" Logo



# INTERNAL MANAGEMENT CONTROLS

## Campaign Message Awareness Source Percent of Active Duty Members Familiar With "Check It" Logo

KEY:  Higher Response of Yes  Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Video	52	51	47	50	59	57	55	61	46	56	41	51	50	46	50	49	55	61	44
Poster	50	53	56	49	40	56	39	54	49	42	49	55	48	58	42	49	49	40	41
Article	31	32	37	27	26	38	NR	30	33	26	28	34	27	38	29	27	26	26	27
Presentation	25	25	33	23	20	21	NR	20	29	20	27	25	25	34	30	24	14	20	21
Other	19	21	18	22	13	16	29	18	19	15	24	21	21	18	19	23	13	13	14

# INTERNAL MANAGEMENT CONTROLS

## Campaign Message Awareness Source Percent of Active Duty Members Familiar With "Check It" Logo

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)		Overseas		On Base		Off Base		Non-Hispanic White		Total Minority		Enlisted		Officer		Male Enlisted		Male Officers		Female Enlisted		Female Officers		Male		Female	
		US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female	Male Enlisted	Male Officers
Video	52	41	72	62	43	51	53	52	49	53	50	44	41	53	43	53	50	44	41	53	43	53	50	44	41	53	43	53	43
Poster	50	56	40	48	52	51	49	51	45	52	47	43	33	51	41	52	47	43	33	51	41	52	47	43	33	51	41	52	41
Article	31	36	22	29	33	29	34	32	27	32	27	33	28	31	31	32	27	33	28	31	31	32	27	33	28	31	31	32	31
Presentation	25	30	17	20	29	26	24	25	24	25	25	29	21	25	27	25	25	29	21	25	27	25	25	29	21	25	27	25	27
Other	19	18	20	21	17	19	18	19	19	18	18	27	22	18	26	18	18	27	22	18	26	18	18	27	22	18	26	18	26

# INTERNAL MANAGEMENT CONTROLS

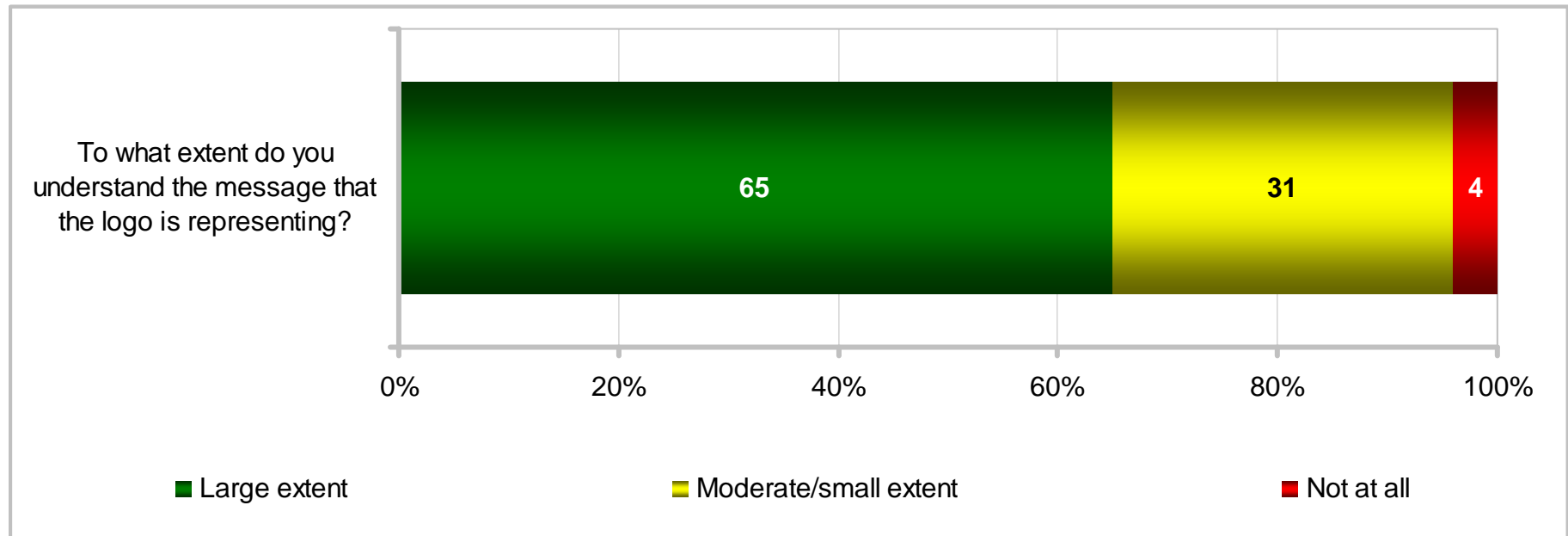
## Campaign Message Awareness Source Percent of Active Duty Members Familiar With "Check It" Logo

KEY: Higher Response of Yes Lower Response of Yes	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Video	52	52	52	59	47	42	62	45	52
Poster	50	54	45	51	49	50	52	48	52
Article	31	32	30	34	29	29	34	29	31
Presentation	25	23	27	21	28	27	20	28	27
Other	19	15	23	17	20	19	17	23	14

# INTERNAL MANAGEMENT CONTROLS

## Understanding Message of "Check It" Logo

Percent of Active Duty Members Familiar With "Check It" Logo



# INTERNAL MANAGEMENT CONTROLS

## Understanding Message of "Check It" Logo

### Percent of Active Duty Members Familiar With "Check It" Logo

KEY:																		
Higher Response of Large Extent																		
Lower Response of Large Extent																		
Higher Response of Not at All																		
		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers
To what extent do you understand the message that the logo is representing?	Large extent	65	67	63	61	64	60	74	59	68	69	74	66	74	63	61	62	58
	Not at all	4	4	4	10	4	4	5	5	4	5	2	4	4	3	4	10	5
		Air Force Enlisted	Air Force Officers															
		63	68															

KEY:  Higher Response of Large Extent Lower Response of Large Extent  Higher Response of Not at All		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority		Enlisted	Officer		Male Enlisted	Male Officers	Female Enlisted	Female Officers		Male	Female
To what extent do you understand the message that the logo is representing?	Large extent	65	63	68	62	67	66	63		64	69		65	69	52	71		66	56
	Not at all	4	4	5	5	4	5	4		4	4		4	4	7	0		4	6

# INTERNAL MANAGEMENT CONTROLS

## Understanding Message of "Check It" Logo

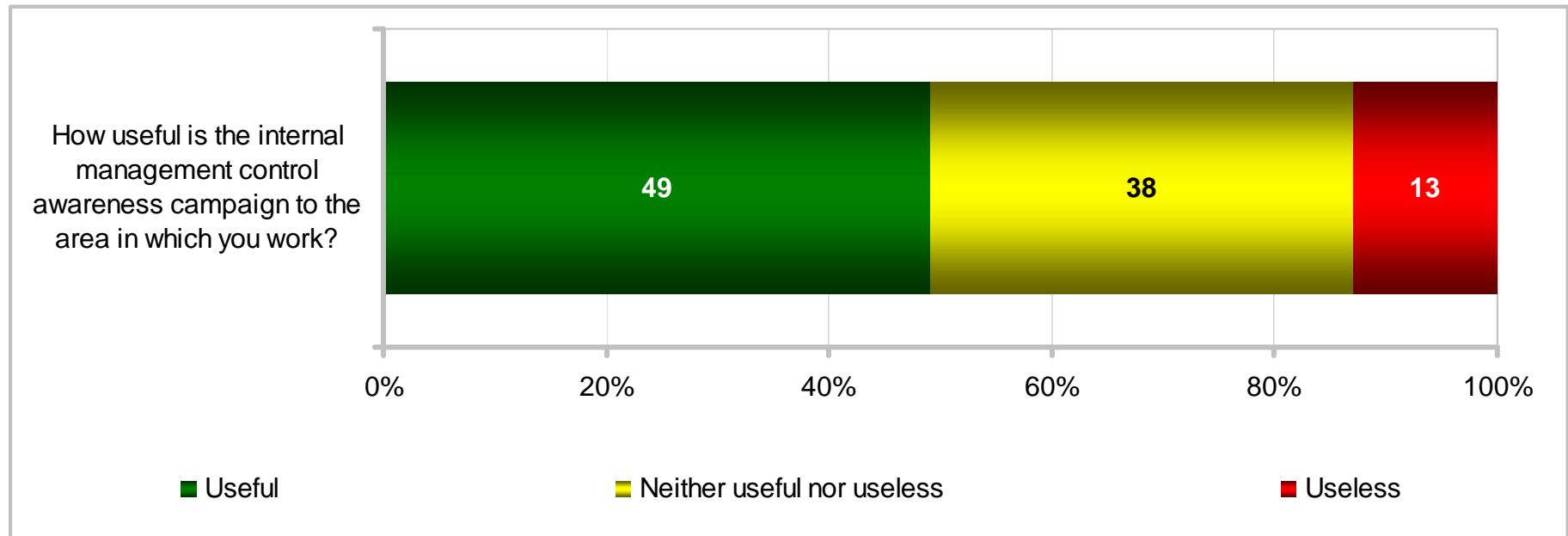
Percent of Active Duty Members Familiar With "Check It" Logo

KEY:										
Higher Response of Large Extent										
Lower Response of Large Extent										
Higher Response of Not at All										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
To what extent do you understand the message that the logo is representing?	Large extent	65	69	60	58	69	55	59	70	67
	Not at all	4	3	6	7	3	9	6	3	4

# INTERNAL MANAGEMENT CONTROLS

## Usefulness of Awareness Campaign to Area in Which Member Works

Percent of Active Duty Members Familiar With "Check It" Logo





# INTERNAL MANAGEMENT CONTROLS

## Usefulness of Awareness Campaign to Area in Which Member Works

Percent of Active Duty Members Familiar With "Check It" Logo

KEY: Higher Response of Useful Lower Response of Useful Higher Response of Useless		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
How useful is the internal management control awareness campaign to the area in which you work?	Useful	49	46	60	55	41	51	NR	48	50	42	49	46	45	63	46	56	46	41	44
	Useless	13	14	9	11	17	9	11	9	13	25	22	11	23	7	20	10	22	16	22

KEY: Higher Response of Useful Lower Response of Useful Higher Response of Useless		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
How useful is the internal management control awareness campaign to the area in which you work?	Useful	49	50	47	50	48	43	58	49	45	50	46	45	39	49	43
	Useless	13	12	16	11	15	17	8	11	22	11	23	13	19	13	15

# INTERNAL MANAGEMENT CONTROLS

## Usefulness of Awareness Campaign to Area in Which Member Works

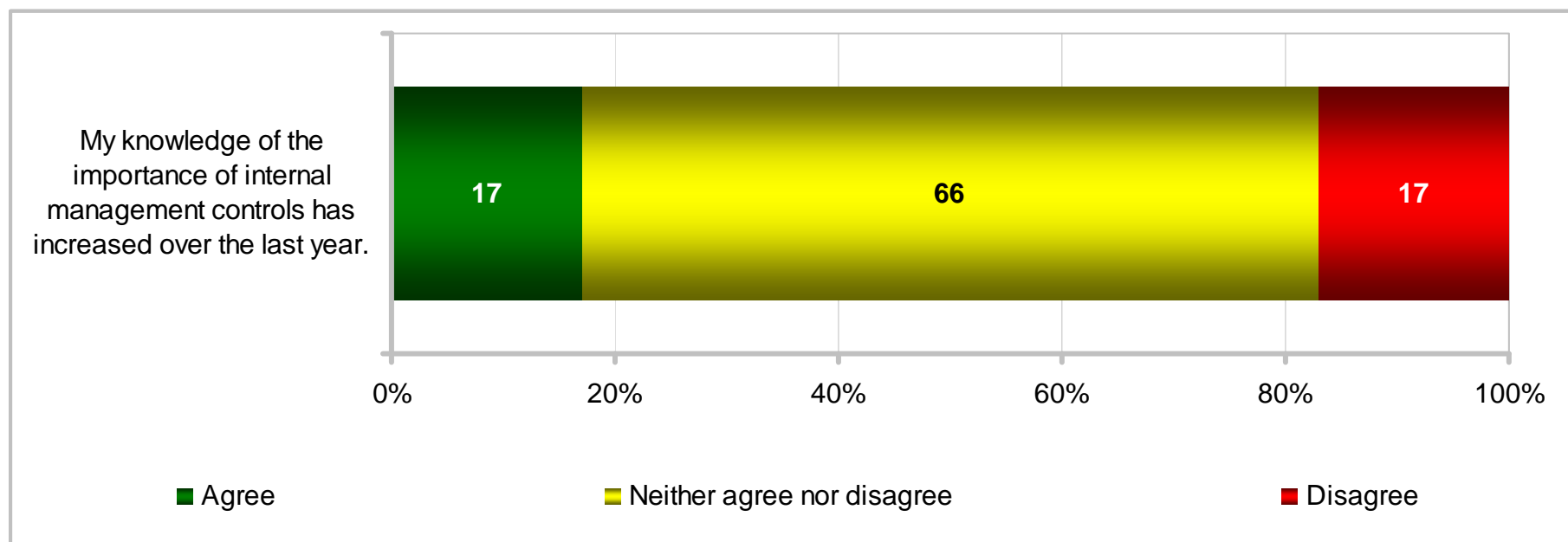
Percent of Active Duty Members Familiar With "Check It" Logo

KEY:										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
How useful is the internal management control awareness campaign to the area in which you work?	Useful	49	50	48	49	49	53	48	49	47
	Useless	13	12	15	11	15	21	10	12	19

# INTERNAL MANAGEMENT CONTROLS

## Knowledge of Importance of Internal Management Controls

Percent of All Active Duty Members



# INTERNAL MANAGEMENT CONTROLS

## Knowledge of Importance of Internal Management Controls

### Percent of All Active Duty Members

KEY:  Higher Response of Agree Lower Response of Agree Higher Response of Disagree		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
My knowledge of the importance of internal management controls has increased over the last year.	Agree	17	19	15	15	15	15	15	15	18	14	18	19	18	15	17	14	17	17	11
	Disagree	17	16	17	19	18	16	14	16	15	28	31	14	26	15	30	18	26	15	30

KEY:  Higher Response of Agree Lower Response of Agree Higher Response of Disagree		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
My knowledge of the importance of internal management controls has increased over the last year.	Agree	17	16	21	17	17	15	20	17	16	17	16	13	14	17	13
	Disagree	17	17	17	16	18	19	14	15	28	15	29	16	25	17	17

# INTERNAL MANAGEMENT CONTROLS

## Knowledge of Importance of Internal Management Controls

### Percent of All Active Duty Members

KEY:										
Higher Response of Agree										
Lower Response of Agree										
Higher Response of Disagree										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
My knowledge of the importance of internal management controls has increased over the last year.	Agree	17	18	15	16	17	22	15	18	15
	Disagree	17	17	18	17	18	15	17	18	18

# INTERNAL MANAGEMENT CONTROLS

## Summary of Findings

August 2007

- 10% of members reported they were familiar with internal management controls to a large extent; 52% were not familiar at all
  - Large extent led by O4-O6, Navy officer, Army officer, Marine Corps officer, male officer, officer, married with child(ren), E5-E9, married, and male
  - Not at all led by E1-E4, female enlisted, married without child(ren), female, single without child(ren), living on base, single, Non-Hispanic White, and enlisted
- 12% of members reported they were familiar with the “Check It” logo
  - Led by living overseas, Army, living on base, deployed, male enlisted, and male
- About half of members familiar with the “Check It” logo indicated they learned about the campaign message(s) from *videos* (52%) and *posters* (50%)
  - *Videos* led by overseas, on base, officer, E1-E4, and Air Force enlisted
  - *Posters* led by US (incl. territories)

# INTERNAL MANAGEMENT CONTROLS

## Summary of Findings

August 2007

- Of those familiar with the “Check It” logo, 65% reported they understood the message the “Check It” logo is representing to a large extent
- Of those familiar with the “Check It” logo, 49% reported the internal management control awareness campaign is useful to the area in which they work; 13% reported it is useless
  - Useful led by Navy enlisted, Navy, and total minority
  - Useless led by O1-O3, Army officer, male officer, officer, O4-O6, and Non-Hispanic White
- 17% agreed that their knowledge of internal management controls has increased over the last year; 17% disagreed
  - Agreed led by living overseas, total minority, E5-E9, male enlisted, and male
  - Disagreed led by officer, female, and Non-Hispanic White

# BRIEFING OVERVIEW

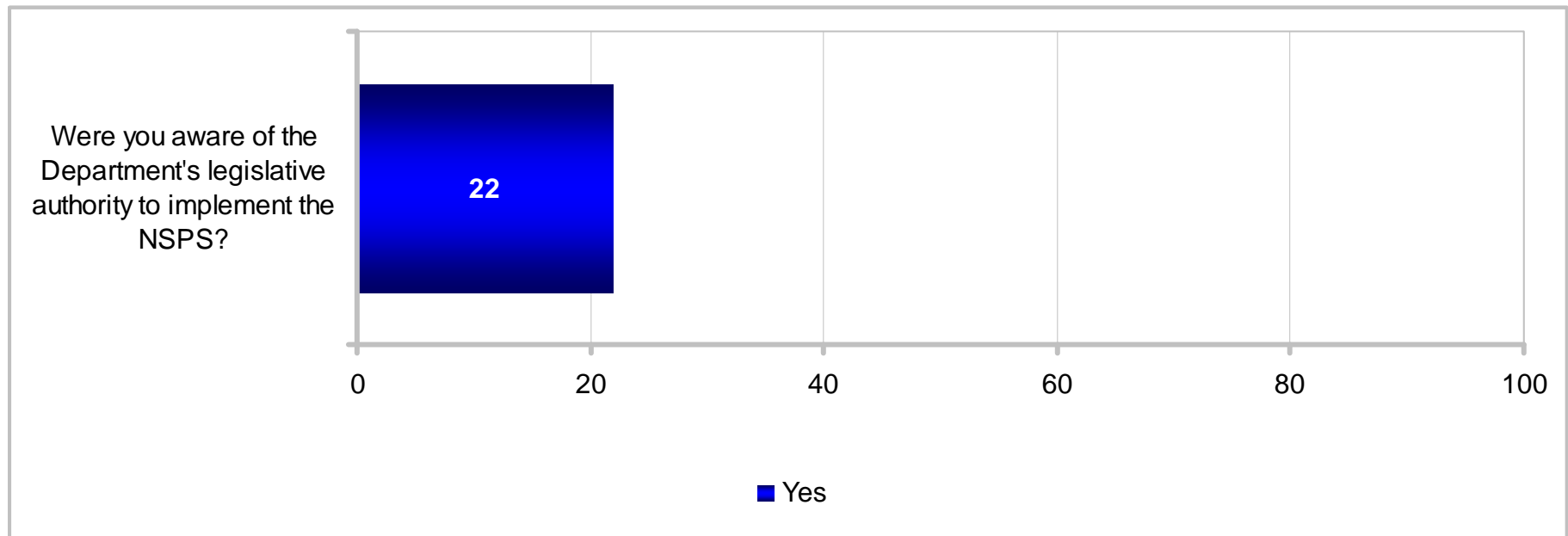
	Slide
• Introduction .....	3
• Internal management controls .....	11
✓ Performance management .....	33
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# PERFORMANCE MANAGEMENT

## Awareness of National Security Personnel System (NSPS)

Percent of All Active Duty Members



# PERFORMANCE MANAGEMENT

## Awareness of National Security Personnel System (NSPS)

### Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	22	21	19	11	33	11	16	10	23	33	68	16	40	14	44	8	29	26	61
Were you aware of the Department's legislative authority to implement the NSPS?																			

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	22	22	26	16	26	23	21	17	46	16	45	21	56	21	28
Were you aware of the Department's legislative authority to implement the NSPS?															

# PERFORMANCE MANAGEMENT

## Awareness of National Security Personnel System (NSPS)

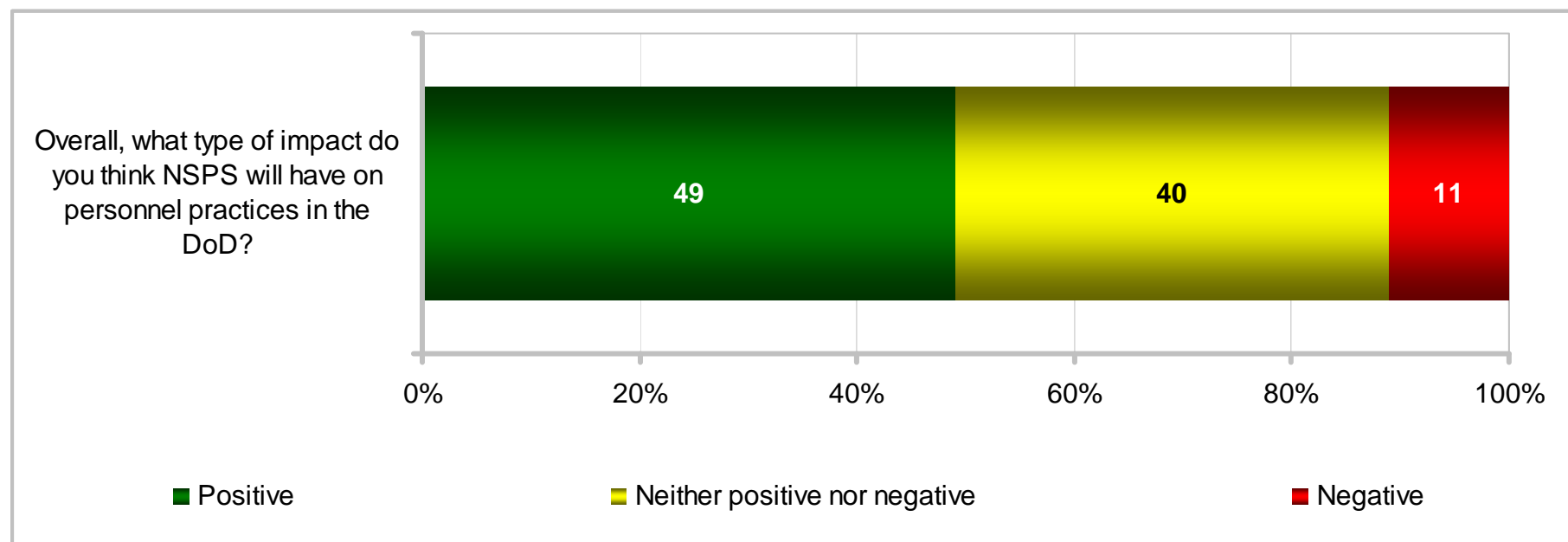
Percent of All Active Duty Members

KEY:									
	Higher Response of Yes Lower Response of Yes								
	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Were you aware of the Department's legislative authority to implement the NSPS?	22	18	26	16	26	22	15	30	18

# PERFORMANCE MANAGEMENT

## Impact of the National Security Personnel System (NSPS) on Personnel Practices

Percent of Active Duty Members Aware of NSPS



# PERFORMANCE MANAGEMENT

## Impact of the National Security Personnel System (NSPS) on Personnel Practices

### Percent of Active Duty Members Aware of NSPS

KEY:																		
		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers
Overall, what type of impact do you think NSPS will have on personnel practices in the DoD?	Positive	49	56	46	50	44	60	47	61	47	45	46	60	48	45	47	53	45
	Negative	11	8	14	11	13	9	14	8	11	10	15	5	13	15	11	10	11

KEY:  Higher Response of Positive Lower Response of Positive Higher Response of Negative		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Overall, what type of impact do you think NSPS will have on personnel practices in the DoD?	Positive	49	49	48	57	46	47	53	51	46	52	46	44	46	50	45
	Negative	11	12	8	9	12	12	10	10	13	10	13	11	12	11	11

# PERFORMANCE MANAGEMENT

## Impact of the National Security Personnel System (NSPS) on Personnel Practices

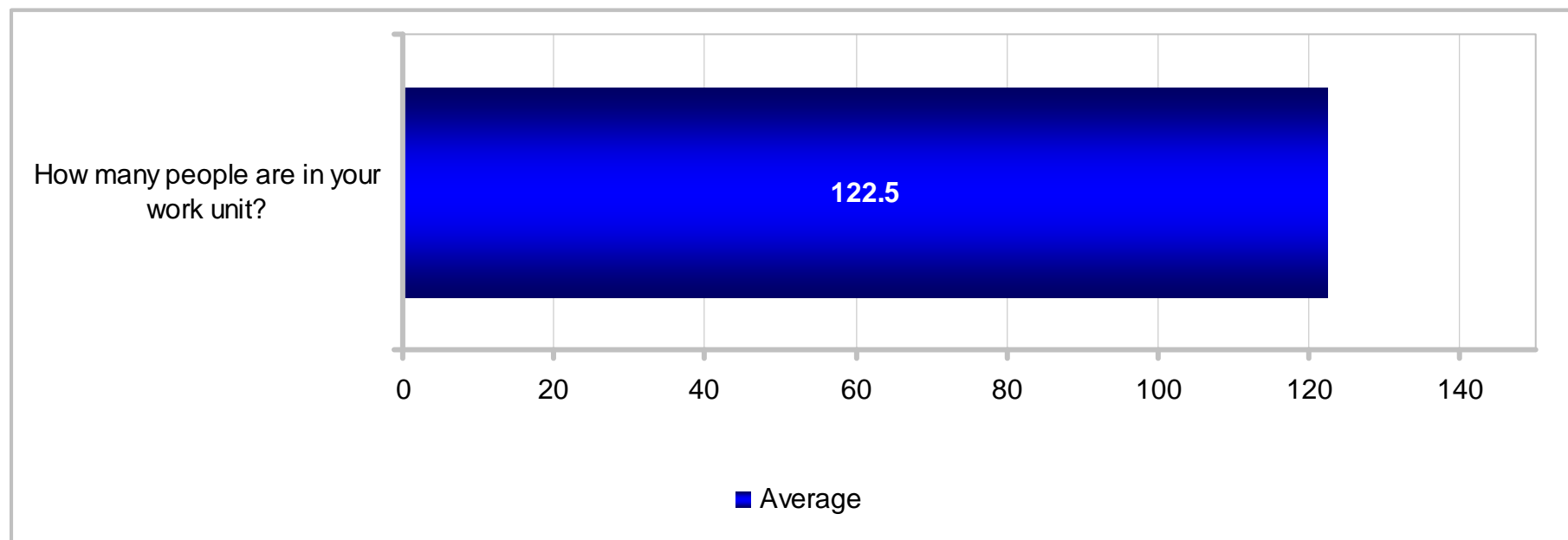
### Percent of Active Duty Members Aware of NSPS

KEY:										
Higher Response of Positive										
Lower Response of Positive										
Higher Response of Negative										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Overall, what type of impact do you think NSPS will have on personnel practices in the DoD?	Positive	49	51	47	52	48	40	54	48	48
	Negative	11	10	12	13	11	14	12	10	14

# PERFORMANCE MANAGEMENT

## Number of People in Work Unit

Average of All Active Duty Members



# PERFORMANCE MANAGEMENT

## Number of People in Work Unit

Average of All Active Duty Members

KEY: More Than Average Less Than Average	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	122.5	122.7	123.4	134.4	115.5	127.4	126.1	103.2	132.7	136.5	134.8	119.8	135.4	116.4	159.9	128.0	181.7	117.6	107.3
How many people are in your work unit?																			

KEY: More Than Average Less Than Average	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	122.5	125.1	107.1	108.7	130.0	123.1	121.3	119.5	136.6	121.2	140.1	109.0	116.8	124.5	110.5
How many people are in your work unit?															



# PERFORMANCE MANAGEMENT

## Number of People in Work Unit

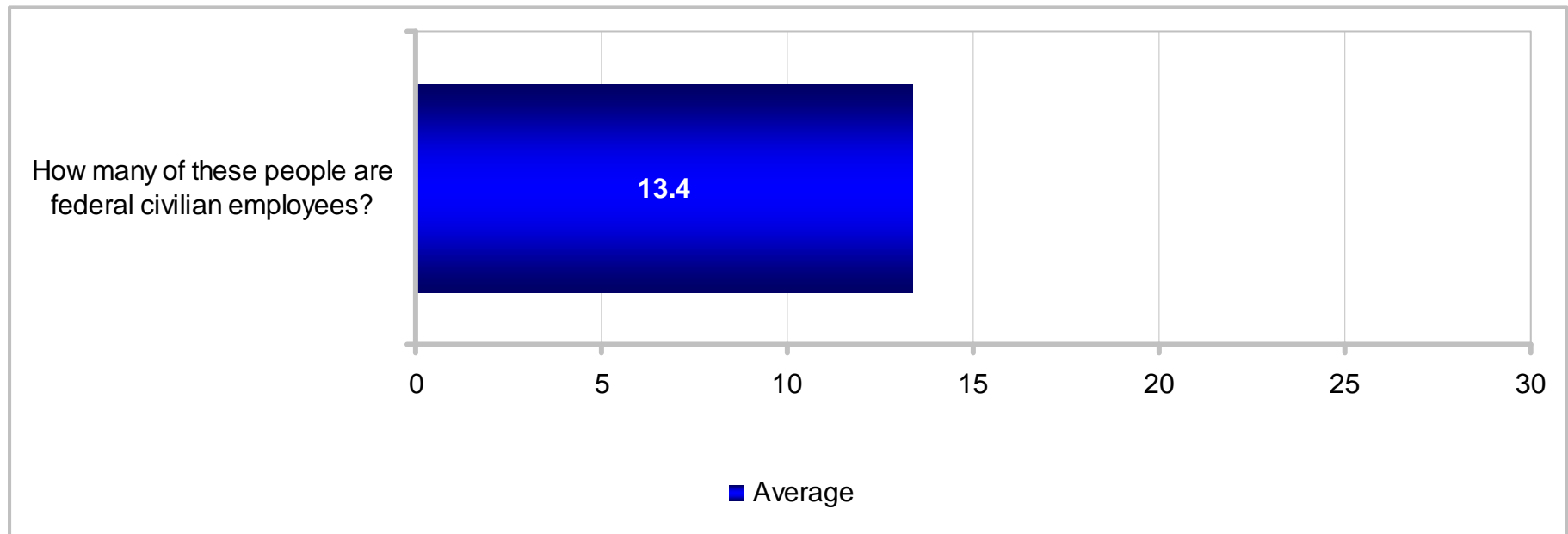
Average of All Active Duty Members

KEY:									
More Than Average									
Less Than Average									
	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
How many people are in your work unit?	122.5	141.3	105.9	113.8	128.0	137.9	109.8	134.2	114.2

# PERFORMANCE MANAGEMENT

## Number of Federal Civilian Employees in Work Unit

Average of Active Duty Members With People in Work Unit



# PERFORMANCE MANAGEMENT

## Number of Federal Civilian Employees in Work Unit

Average of Active Duty Members With People in Work Unit

KEY: More Than Average Less Than Average	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	13.4	12.8	13.5	8.2	16.6	8.1	14.2	7.2	16.4	13.7	25.9	11.9	16.8	11.7	22.7	7.3	15.3	16.1	18.5
How many of these people are federal civilian employees?																			

KEY: More Than Average Less Than Average	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	13.4	13.4	13.3	9.4	15.5	12.6	14.9	12.3	18.6	12.2	18.4	12.5	19.5	13.3	13.8
How many of these people are federal civilian employees?															

# PERFORMANCE MANAGEMENT

## Number of Federal Civilian Employees in Work Unit

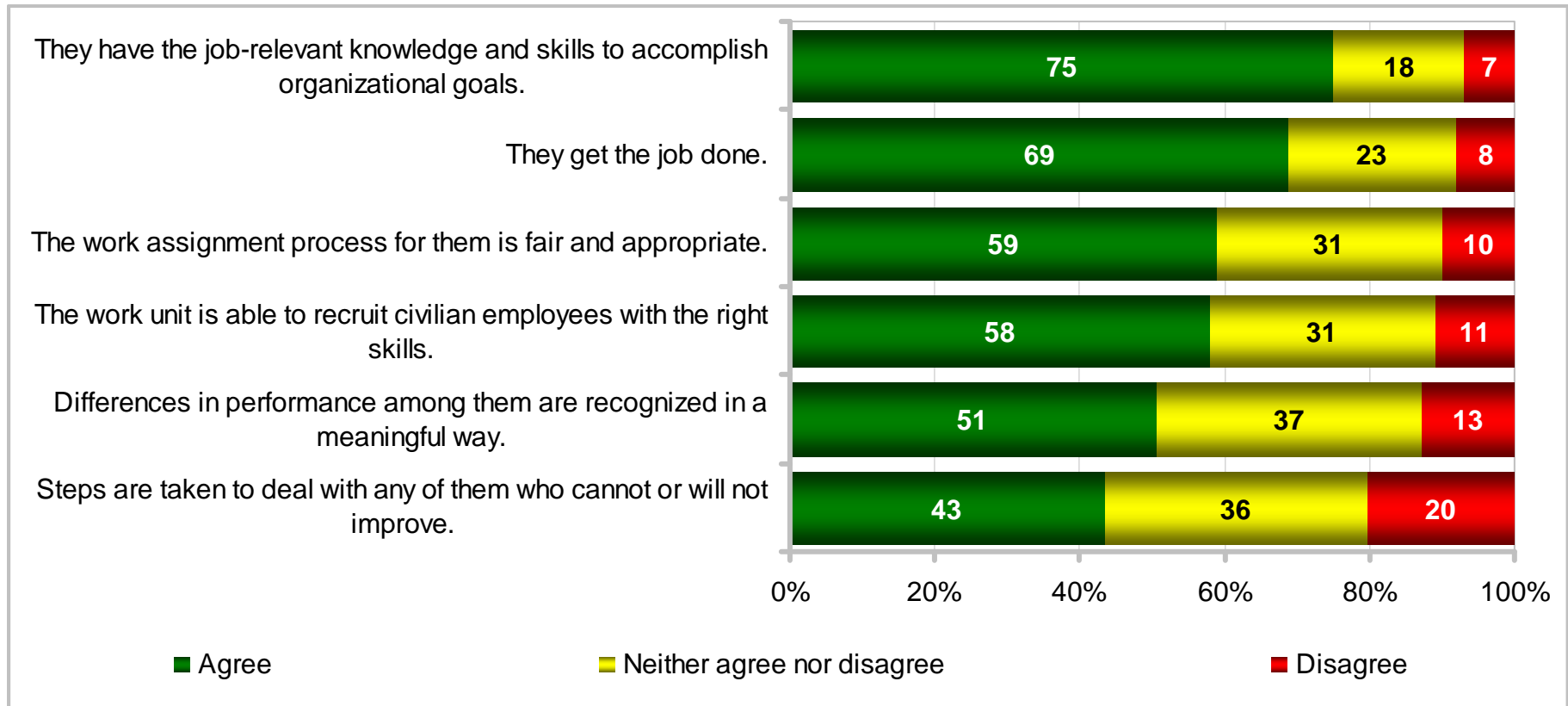
Average of Active Duty Members With People in Work Unit

KEY:									
More Than Average									
Less Than Average									
	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
How many of these people are federal civilian employees?	13.4	12.0	14.6	9.7	15.7	13.7	9.1	17.8	10.9

# PERFORMANCE MANAGEMENT

## View of Federal Civilian Workforce

### Percent of Active Duty Members With Federal Civilian Employees in Work Unit



# PERFORMANCE MANAGEMENT

## View of Federal Civilian Workforce

### Percent of Active Duty Members With Federal Civilian Employees in Work Unit

KEY:			Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Higher Response of Agree																					
Lower Response of Agree																					
Higher Response of Disagree																					
They have the job-relevant knowledge and skills to accomplish organizational goals.	Agree		75	71	73	77	78	72	68	73	72	78	86	67	81	70	84	77	76	77	83
	Disagree		7	8	9	4	5	5	11	5	8	8	5	9	7	10	6	3	7	5	5
They get the job done.	Agree		69	65	65	75	74	65	62	69	65	73	81	61	75	61	78	75	72	72	79
	Disagree		8	10	10	5	7	9	11	6	10	10	6	10	9	10	9	5	9	7	7
The work assignment process for them is fair and appropriate.	Agree		59	57	59	59	61	54	54	63	55	59	67	54	65	57	64	59	59	61	61
	Disagree		10	12	11	7	9	8	14	8	12	12	10	13	11	11	11	7	10	8	11
The work unit is able to recruit civilian employees with the right skills.	Agree		58	54	57	58	60	56	57	60	56	57	58	52	59	58	55	59	55	61	58
	Disagree		11	12	14	7	11	8	14	7	11	15	19	10	16	12	20	6	13	9	17
Differences in performance among them are recognized in a meaningful way.	Agree		51	48	48	53	54	46	47	56	47	49	53	47	52	47	50	54	48	55	52
	Disagree		13	14	13	8	12	10	15	9	13	17	17	14	15	12	19	8	13	10	17

# PERFORMANCE MANAGEMENT

## View of Federal Civilian Workforce

Percent of Active Duty Members With Federal Civilian Employees in Work Unit

KEY:  Higher Response of Agree  Lower Response of Agree  Higher Response of Disagree		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Steps are taken to deal with any of them who cannot or will not improve.	Agree	43	41	42	46	45	42	41	49	40	37	45	40	46	43	41	47	40	47	39
	Disagree	20	23	21	14	20	16	22	14	22	28	25	22	25	19	28	13	23	18	27

# PERFORMANCE MANAGEMENT

## View of Federal Civilian Workforce

### Percent of Active Duty Members With Federal Civilian Employees in Work Unit

KEY:																
Higher Response of Agree																
Lower Response of Agree																
Higher Response of Disagree																
		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
They have the job-relevant knowledge and skills to accomplish organizational goals.	Agree	75	75	72	73	76	75	75	73	82	73	82	72	80	75	74
	Disagree	7	7	7	6	7	7	6	7	6	7	6	7	8	7	7
They get the job done.	Agree	69	69	71	70	69	68	71	67	77	66	78	68	73	69	69
	Disagree	8	9	6	7	9	9	7	8	8	8	8	9	11	8	9
The work assignment process for them is fair and appropriate.	Agree	59	59	59	59	59	57	62	58	63	57	64	60	60	59	60
	Disagree	10	11	7	9	11	11	9	10	11	10	10	10	15	10	11
The work unit is able to recruit civilian employees with the right skills.	Agree	58	58	57	57	58	56	60	58	57	57	58	60	55	57	59
	Disagree	11	11	11	10	12	12	9	10	17	9	16	12	22	11	14
Differences in performance among them are recognized in a meaningful way.	Agree	51	50	54	54	49	48	56	51	51	50	52	51	48	51	51
	Disagree	13	13	10	11	13	14	10	11	17	12	15	11	23	12	14



# PERFORMANCE MANAGEMENT

## View of Federal Civilian Workforce

Percent of Active Duty Members With Federal Civilian Employees in Work Unit

KEY:																
Higher Response of Agree																
Lower Response of Agree																
Higher Response of Disagree																
		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Steps are taken to deal with any of them who cannot or will not improve.	Agree	43	43	47	46	42	40	49	44	42	44	43	43	37	44	41
	Disagree	20	21	16	17	22	23	16	19	26	18	25	22	33	20	24

# PERFORMANCE MANAGEMENT

## View of Federal Civilian Workforce

### Percent of Active Duty Members With Federal Civilian Employees in Work Unit

KEY:										
Higher Response of Agree										
Lower Response of Agree										
Higher Response of Disagree										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
They have the job-relevant knowledge and skills to accomplish organizational goals.	Agree	75	75	75	73	76	67	74	76	75
	Disagree	7	7	7	7	7	11	6	6	8
They get the job done.	Agree	69	68	70	69	69	65	70	70	66
	Disagree	8	10	7	7	9	10	7	8	11
The work assignment process for them is fair and appropriate.	Agree	59	57	60	58	60	52	59	60	58
	Disagree	10	12	9	10	11	11	9	10	12
The work unit is able to recruit civilian employees with the right skills.	Agree	58	58	58	58	57	53	60	58	56
	Disagree	11	11	11	10	12	13	9	12	12
Differences in performance among them are recognized in a meaningful way.	Agree	51	48	52	51	50	48	52	51	50
	Disagree	13	13	13	12	13	14	11	13	14

# PERFORMANCE MANAGEMENT

## View of Federal Civilian Workforce

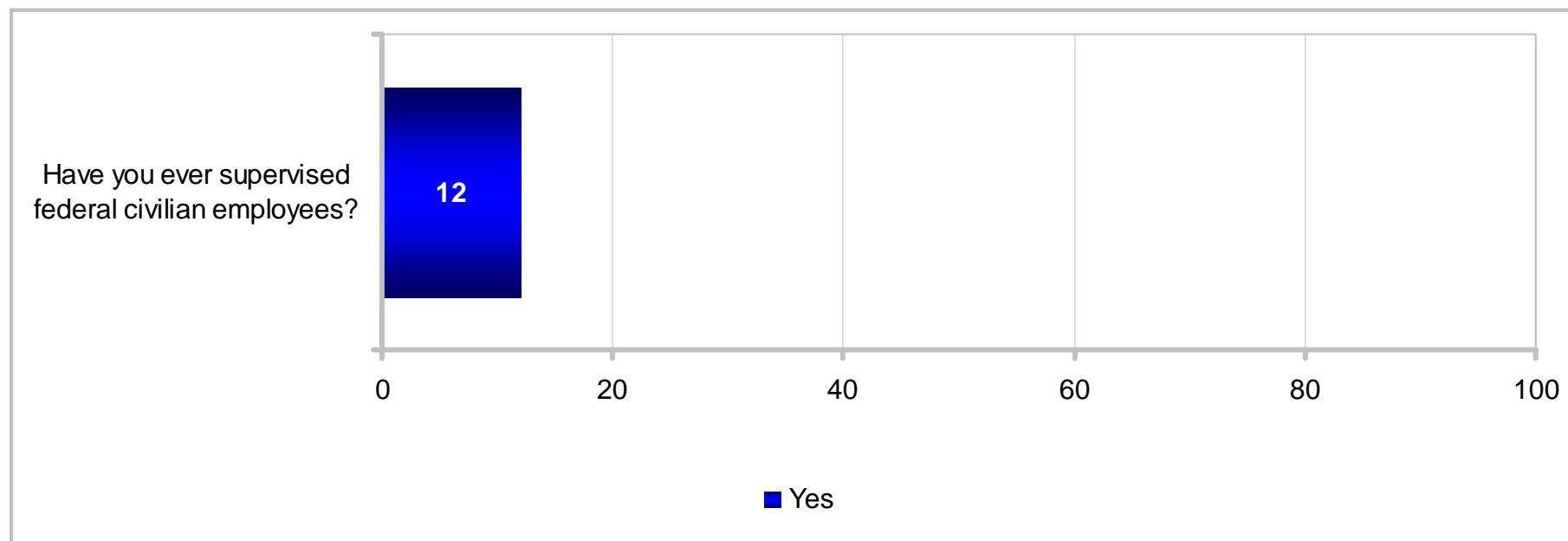
Percent of Active Duty Members With Federal Civilian Employees in Work Unit

KEY:										
Higher Response of Agree										
Lower Response of Agree										
Higher Response of Disagree										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Steps are taken to deal with any of them who cannot or will not improve.	Agree	43	43	44	43	43	38	44	44	41
	Disagree	20	20	21	18	22	22	17	22	22

# PERFORMANCE MANAGEMENT

## Supervised Federal Civilian Employees

Percent of All Active Duty Members



# PERFORMANCE MANAGEMENT

## Supervised Federal Civilian Employees

Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	12	14	14	9	10	9	9	7	11	17	42	11	27	11	32	8	21	6	26
Have you ever supervised federal civilian employees?																			

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	12	13	11	10	14	13	12	9	27	9	27	8	31	12	12
Have you ever supervised federal civilian employees?															

# PERFORMANCE MANAGEMENT

## Supervised Federal Civilian Employees

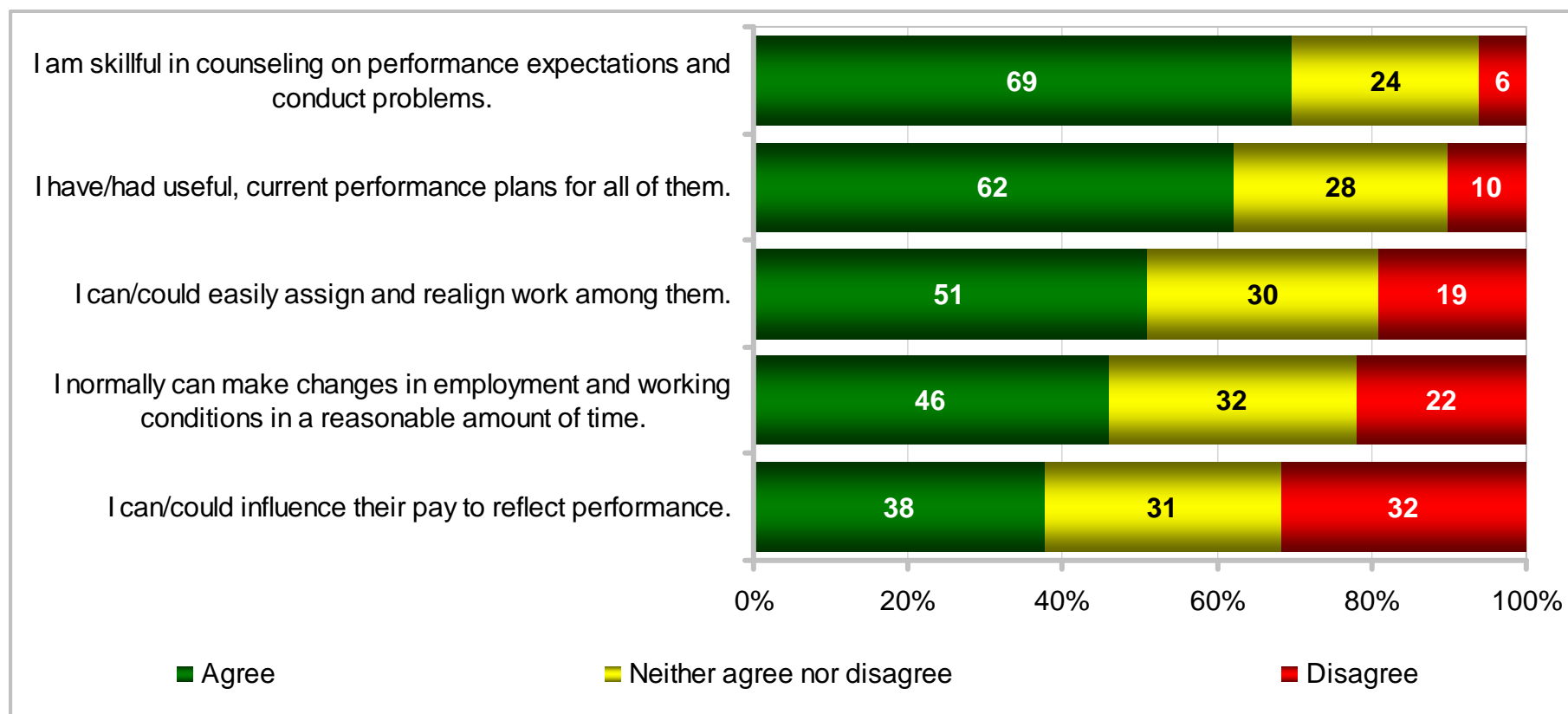
Percent of All Active Duty Members

KEY:									
Higher Response of Yes									
Lower Response of Yes									
	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Have you ever supervised federal civilian employees?	12	11	13	10	14	14	9	16	11

# PERFORMANCE MANAGEMENT

## Ability To Properly Manage Federal Civilian Employees

Percent of Active Duty Members Who Have Supervised Federal Civilian Employees



# PERFORMANCE MANAGEMENT

## Ability To Properly Manage Federal Civilian Employees

Percent of Active Duty Members Who Have Supervised Federal Civilian Employees

KEY:			Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Higher Response of Agree																					
Lower Response of Agree																					
Higher Response of Disagree																					
I am skillful in counseling on performance expectations and conduct problems.	Agree		69	70	63	66	79	48	NR	52	70	74	80	64	79	58	72	59	83	77	81
	Disagree		6	8	6	3	6	NR	4	9	4	9	6	8	7	5	9	2	4	6	6
I have/had useful, current performance plans for all of them.	Agree		62	64	55	55	72	37	NR	44	63	66	75	59	73	50	64	49	71	66	78
	Disagree		10	9	8	9	12	NR	6	10	7	15	11	7	13	4	15	9	10	16	10
I can/could easily assign and realign work among them.	Agree		51	54	45	48	55	42	NR	42	53	49	56	53	56	43	48	47	53	54	56
	Disagree		19	16	23	14	20	7	15	6	18	25	29	11	26	18	33	10	22	15	26
I normally can make changes in employment and working conditions in a reasonable amount of time.	Agree		46	49	40	42	52	35	NR	38	45	48	54	45	56	37	44	39	51	48	56
	Disagree		22	20	24	22	24	14	15	18	20	25	28	17	25	18	34	22	23	25	23
I can/could influence their pay to reflect performance.	Agree		38	37	30	33	50	27	NR	27	36	37	51	33	45	27	35	30	39	43	58
	Disagree		32	33	36	26	27	27	NR	28	31	40	31	31	36	32	42	23	34	30	24



# PERFORMANCE MANAGEMENT

## Ability To Properly Manage Federal Civilian Employees

Percent of Active Duty Members Who Have Supervised Federal Civilian Employees

KEY:																
Higher Response of Agree																
Lower Response of Agree																
Higher Response of Disagree																
		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
I am skillful in counseling on performance expectations and conduct problems.	Agree	69	70	68	65	71	68	72	64	78	64	78	62	77	69	69
	Disagree	6	7	4	9	5	7	5	6	7	6	6	5	10	6	8
I have/had useful, current performance plans for all of them.	Agree	62	64	55	58	64	60	67	56	72	57	72	51	72	63	61
	Disagree	10	10	9	13	8	11	6	8	12	8	12	9	14	9	11
I can/could easily assign and realign work among them.	Agree	51	51	55	51	51	49	56	50	54	50	54	49	51	51	50
	Disagree	19	20	13	13	21	20	17	14	27	13	26	19	33	18	26
I normally can make changes in employment and working conditions in a reasonable amount of time.	Agree	46	47	43	45	47	44	51	43	52	42	53	45	48	46	47
	Disagree	22	22	23	22	22	24	18	19	27	19	26	23	33	21	28
I can/could influence their pay to reflect performance.	Agree	38	39	32	34	39	36	41	33	46	32	46	34	42	38	38
	Disagree	32	31	36	32	32	34	27	30	34	30	32	28	45	31	36

# PERFORMANCE MANAGEMENT

## Ability To Properly Manage Federal Civilian Employees

Percent of Active Duty Members Who Have Supervised Federal Civilian Employees

KEY:										
Higher Response of Agree										
Lower Response of Agree										
Higher Response of Disagree										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
I am skillful in counseling on performance expectations and conduct problems.	Agree	69	69	70	61	73	65	61	73	73
	Disagree	6	8	5	9	5	3	11	5	4
I have/had useful, current performance plans for all of them.	Agree	62	63	62	56	65	64	55	66	61
	Disagree	10	11	8	12	9	6	13	9	7
I can/could easily assign and realign work among them.	Agree	51	52	51	47	53	40	49	52	55
	Disagree	19	20	18	15	21	25	12	21	21
I normally can make changes in employment and working conditions in a reasonable amount of time.	Agree	46	47	46	44	47	39	45	49	44
	Disagree	22	24	21	22	22	27	20	23	22
I can/could influence their pay to reflect performance.	Agree	38	39	37	35	39	30	36	40	35
	Disagree	32	35	29	33	31	40	31	29	37

# PERFORMANCE MANAGEMENT

## Summary of Findings

August 2007

- 22% of members indicated they were aware of NSPS
  - Led by O4-O6, Air Force officer, female officer, officer, male officer, Navy officer, Army officer, Air Force, O1-O3, married with child(ren), Marine Corps officer, female, living overseas, married, living off base, Air Force enlisted, and not deployed
- Of those aware of NSPS, 49% indicated they think NSPS will have a positive impact overall on personnel practices in DoD; 11% think it will have a negative impact
  - Positive impact led by E1-E4, Army enlisted, living on base, and Army
  - Negative impact led by O4-O6
- Members reported an average of 122.5 people in their work group
  - Led by Marine Corps officer, Navy officer, deployed, male officer, officer, O1-O3, married with child(ren), E5-E9, living off base, living in the US
- Of those with one or more persons in their work group, members reported that an average of 13.4 of these people are federal civilian employees
  - Led by O4-O6, Navy officer, female officer, officer, Air Force officer, male officer, married with child(ren), Air Force, E5-E9, married, living off base

# PERFORMANCE MANAGEMENT

## Summary of Findings

August 2007

- Over half of members with federal civilian employees in their work unit agreed that *they have the job-relevant knowledge and skills to accomplish organizational goals (75%), they get the job done (69%), the work assignment process for them is fair and appropriate (59%), the work unit is able to recruit civilian employees with the right skills (58%), and differences in performance among them are recognized in a meaningful way (51%)*
  - *They have the job-relevant knowledge and skills to accomplish organizational goals* led by O4-O6, Navy officer, Air Force officer, male officer, officer, Army officer, female officer, and Air Force
  - *They get the job done* led by O4-O6, Air Force officer, male officer, Navy officer, officer, Army officer, and Air Force
  - *The work assignment process for them is fair and appropriate* led by O4-O6, Army officer, male officer, officer
  - *Differences in performance among them are recognized in a meaningful way* led by E1-E4, total minority, and Air Force

# PERFORMANCE MANAGEMENT

## Summary of Findings

August 2007

- 12% of members indicated *they had supervised federal civilian employees in the past 12 months*
  - Led by officer, married with child(ren), married, and living off base
  - At least half of these members agreed *they were/are skillful in counseling on performance expectations and conduct problems (69%); have/had useful, current performance plans for all of them (62%); and can/could easily assign and realign work among them (51%)*
    - *Were/are skillful in counseling on performance expectations and conduct problems* led by Marine Corps officer, Air Force officer, O4-O6, Air Force, Army officer, male officer, and officer
    - *Have/had useful, current performance plans for all of them* led by Air Force officer, O4-O6, Army officer, Air Force, male officer, officer, and female officer

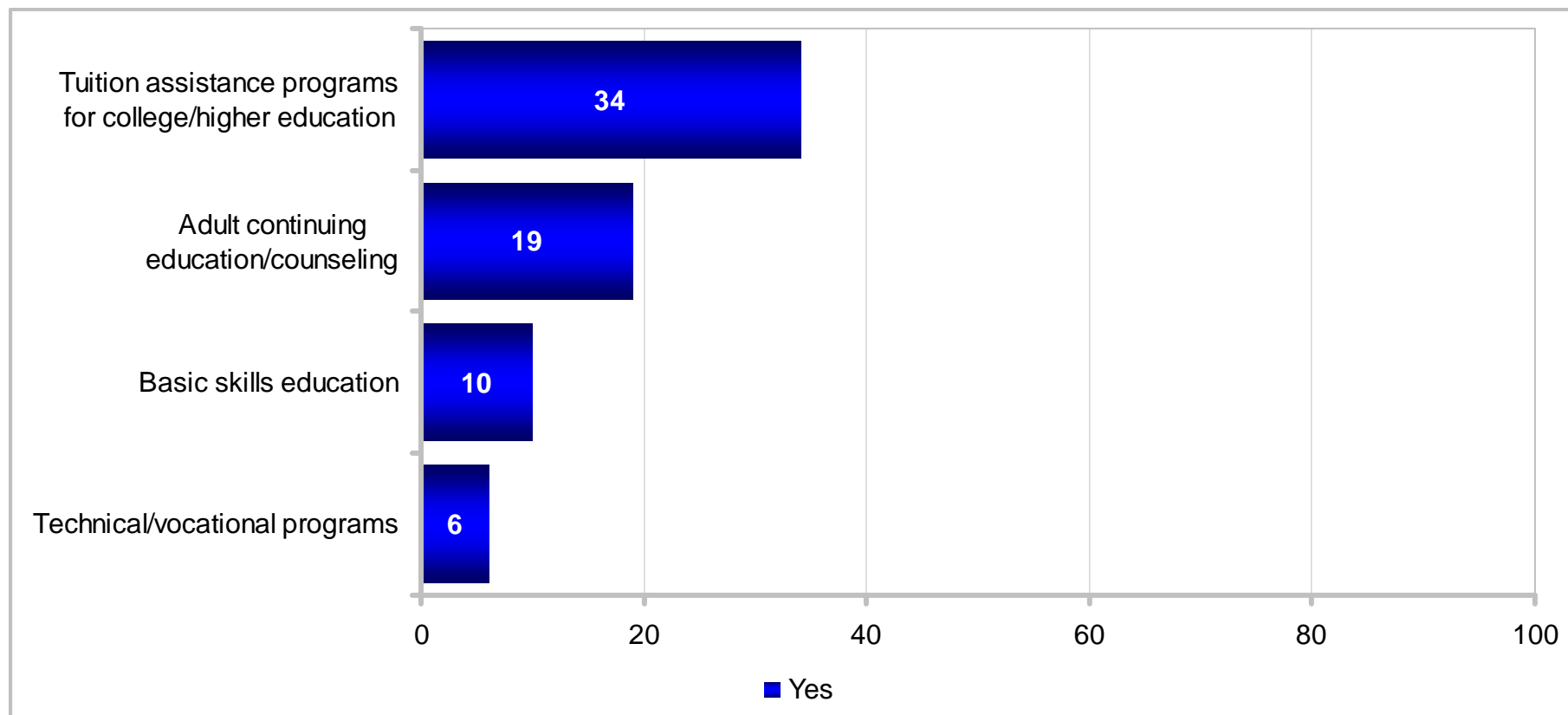
# BRIEFING OVERVIEW

	Slide
• Introduction .....	3
• Internal management controls .....	11
• Performance management .....	33
✓ Programs and services .....	63
• Commissaries and exchanges .....	103

# PROGRAMS AND SERVICES

## Use of Educational Programs and Services

Percent of All Active Duty Members



# PROGRAMS AND SERVICES

## Use of Educational Programs and Services

### Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Tuition assistance programs for college/higher education	34	31	35	31	39	38	44	29	45	22	9	34	15	39	17	33	12	43	23
Adult continuing education/counseling	19	21	14	13	24	20	26	15	26	11	7	23	11	15	7	14	7	27	11
Basic skills education	10	9	10	12	10	14	11	13	10	4	2	10	3	12	3	13	3	12	3
Technical/vocational programs	6	5	6	5	8	8	8	7	7	2	1	5	1	7	1	6	1	10	3

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Tuition assistance programs for college/higher education	34	33	39	30	36	30	41	37	17	35	17	52	19	32	46
Adult continuing education/counseling	19	19	21	16	21	17	22	21	10	20	9	29	12	18	26
Basic skills education	10	9	12	11	9	8	14	11	3	10	3	16	5	9	14
Technical/vocational programs	6	6	8	6	6	5	7	7	2	7	2	8	2	6	7



# PROGRAMS AND SERVICES

## Use of Educational Programs and Services

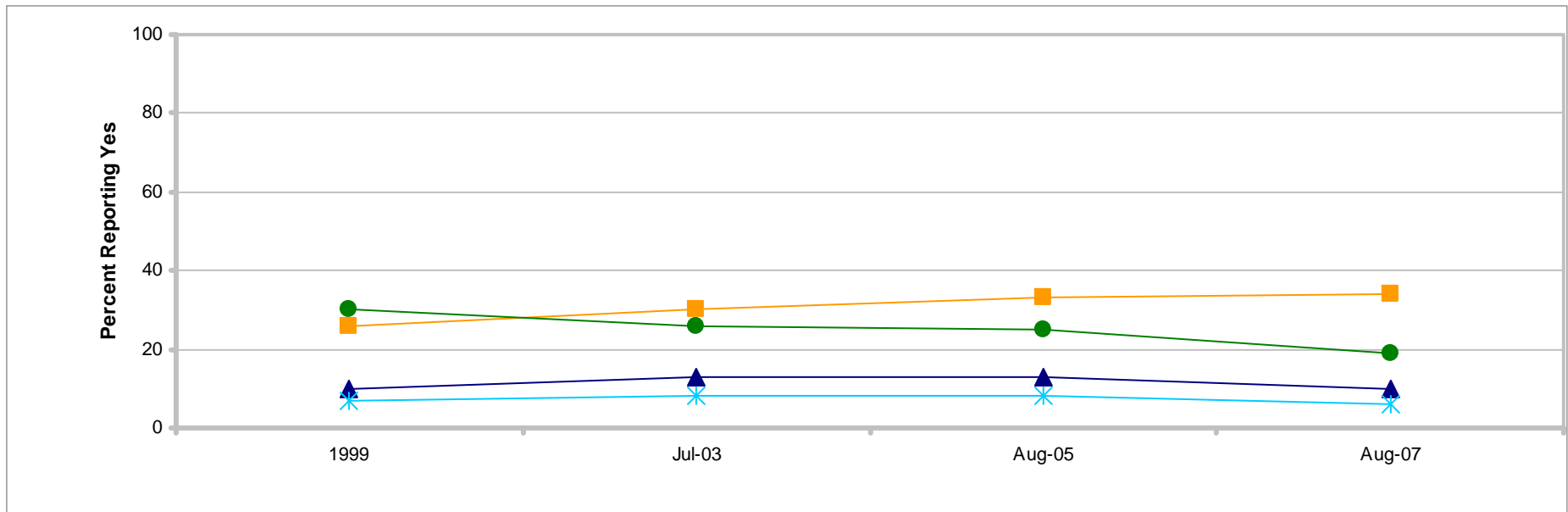
### Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Tuition assistance programs for college/higher education	34	33	35	33	35	36	32	34	35
Adult continuing education/counseling	19	19	19	17	20	21	16	21	19
Basic skills education	10	9	11	12	9	11	12	8	11
Technical/vocational programs	6	6	6	7	5	6	8	5	6

# PROGRAMS AND SERVICES

## Use of Educational Programs and Services

### Percent of All Active Duty Members

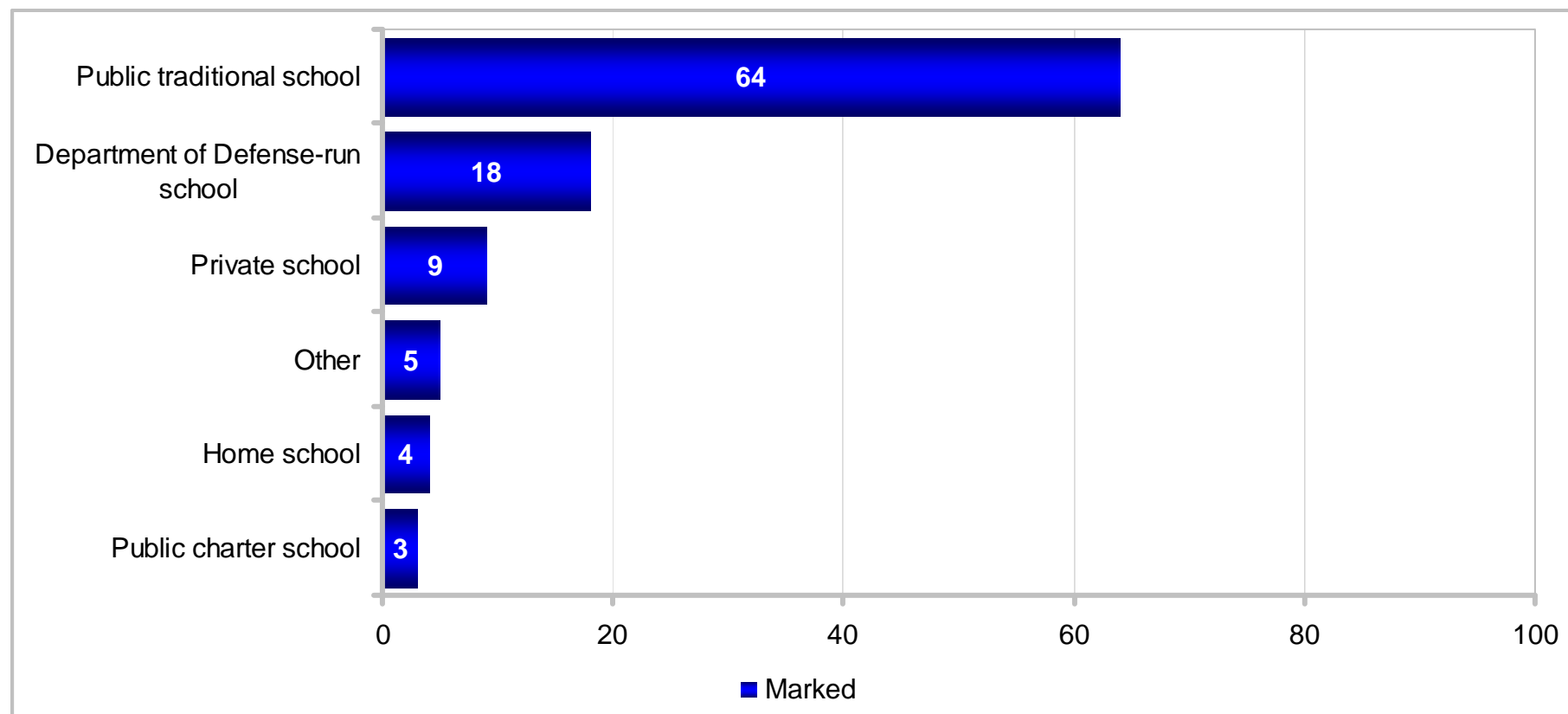


	1999	Jul-03	Aug-05	Aug-07
Most recent HIGHER than Most recent LOWER than				
■ Tuition assistance programs for college/higher education	26	30	33	34
● Adult continuing education/counseling	30	26	25	19
▲ Basic skills education	10	13	13	10
* Technical/vocational programs	7	8	8	6

# PROGRAMS AND SERVICES

## Schools Attended by Children

Percent of Active Duty Members With Children Between the Ages of 5 and 17



# PROGRAMS AND SERVICES

## Schools Attended by Children

Percent of Active Duty Members With Children Between the Ages of 5 and 17

KEY: More Likely To Mark Less Likely To Mark	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Public traditional school	64	60	72	60	65	51	48	56	65	66	64	59	63	72	71	61	57	64	66
Department of Defense-run school	18	22	8	18	19	23	29	13	20	13	13	24	17	9	7	17	20	20	12
Private school	9	8	13	10	8	2	6	2	7	14	21	5	15	10	20	7	21	5	17
Other	5	5	5	6	5	7	8	7	5	6	4	5	5	5	4	5	6	5	5
Home school	4	4	3	4	6	1	4	1	4	9	7	3	6	2	6	3	7	4	10
Public charter school	3	2	3	3	4	2	4	1	4	2	2	2	1	4	2	3	2	4	3

KEY: More Likely To Mark Less Likely To Mark	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Public traditional school	64	69	28	48	70	66	61	64	65	63	65	66	69	64	67
Department of Defense-run school	18	12	54	37	11	17	18	19	14	19	14	19	13	18	18
Private school	9	9	8	5	10	8	10	7	17	6	17	7	19	9	9
Other	5	5	5	4	5	4	7	5	5	5	4	7	9	5	7
Home school	4	4	5	4	4	5	3	3	7	4	8	1	2	5	1
Public charter school	3	3	2	2	3	2	4	3	2	3	2	2	2	3	2

# PROGRAMS AND SERVICES

## Schools Attended by Children

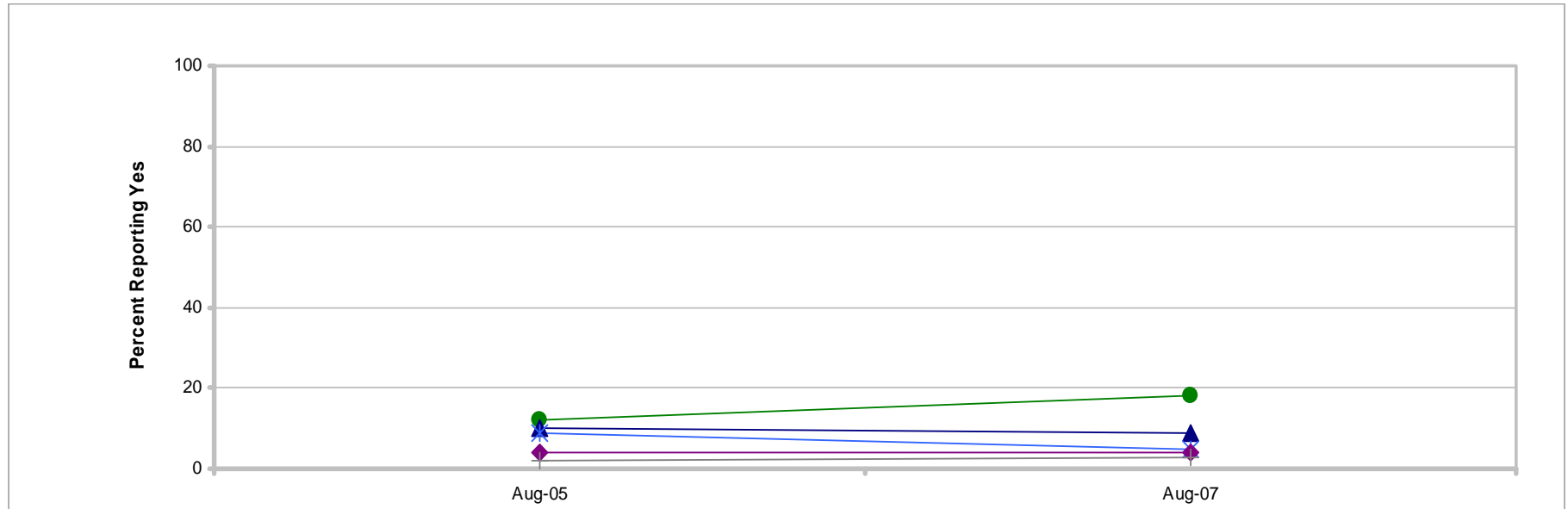
Percent of Active Duty Members With Children Between the Ages of 5 and 17

KEY: More Likely To Mark Less Likely To Mark	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Public traditional school	64	66	62	56	65	56	NA	65	NA
Department of Defense-run school	18	19	17	10	19	10	NA	19	NA
Private school	9	9	10	6	9	6	NA	9	NA
Other	5	5	5	4	5	4	NA	5	NA
Home school	4	4	4	3	4	3	NA	4	NA
Public charter school	3	3	3	4	3	4	NA	3	NA

# PROGRAMS AND SERVICES

## Schools Attended by Children

Percent of Active Duty Members With Children Between the Ages of 5 and 17

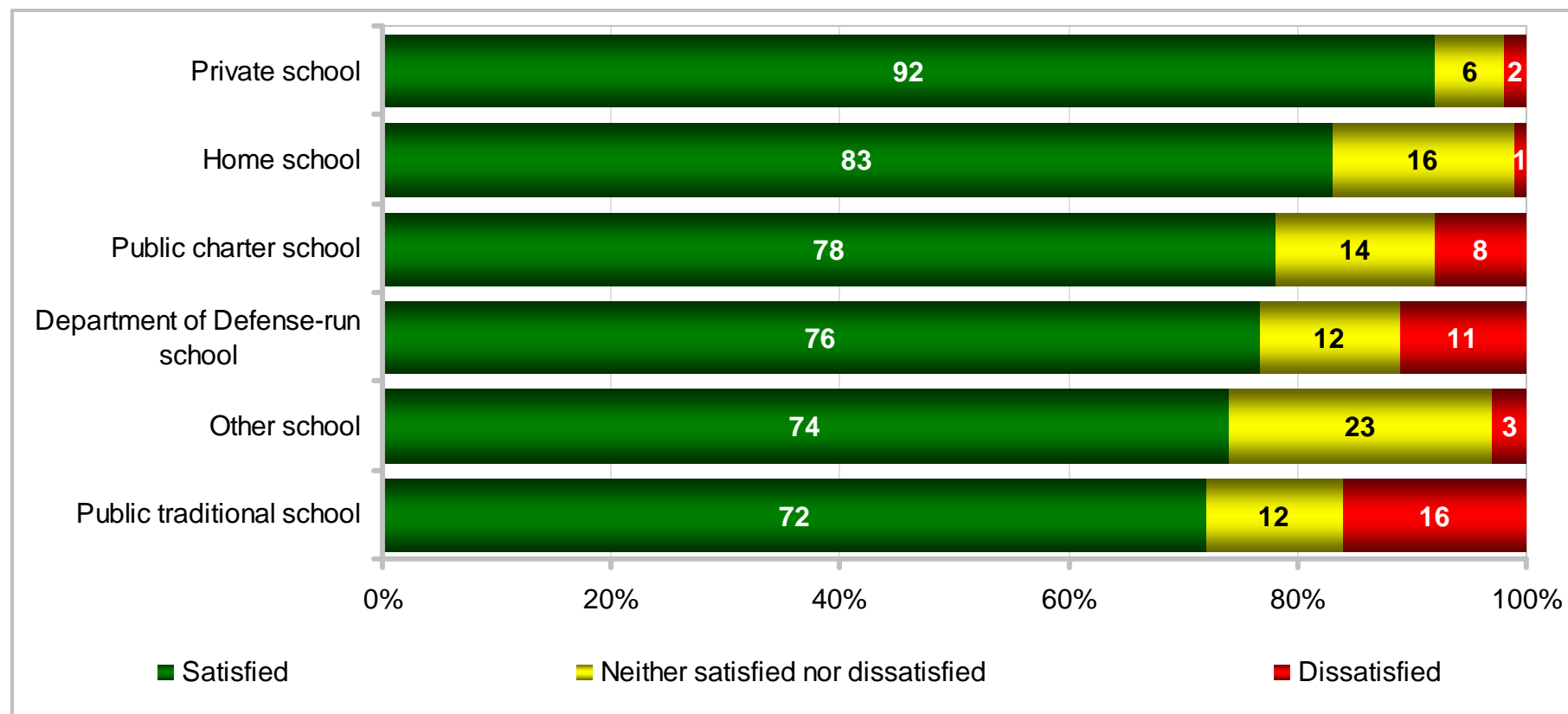


	Most recent HIGHER than Most recent LOWER than	Aug-05	Aug-07
Public traditional school			64
Department of Defense-run school		12	18
Private school		10	9
Other		9	5
Home school		4	4
Public charter school		2	3

# PROGRAMS AND SERVICES

## Satisfaction With Schools Attended by Children

Percent of Active Duty Members With Children Who Attended the Specified School



## PROGRAMS AND SERVICES

## Satisfaction With Schools Attended by Children

### Percent of Active Duty Members With Children Who Attended the Specified School

KEY:  Higher Response of Satisfied Lower Response of Satisfied Higher Response of Dissatisfied		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Private school	Satisfied	92	89	92	97	94	NR	NR	NR	90	97	95	84	96	92	93	NR	98	93	95
	Dissatisfied	2	1	2	1	4	NR	NR	NR	2	0	3	NR	3	NR	2	NR	2	4	3
Home school	Satisfied	83	NR	NR	NR	NR	NR	NR	NR	76	NR	95	NR	NR	NR	NR	NR	NR	NR	90
	Dissatisfied	1	NR	NR	NR	NR	NR	0	NR	1	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Public charter school	Satisfied	78	NR	NR	NR	90	NR	NR	NR	78	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
	Dissatisfied	8	NR	3	NR	3	NR	NR	NR	9	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Department of Defense-run school	Satisfied	76	74	65	80	83	NR	NR	NR	76	73	76	74	77	64	69	82	74	84	79
	Dissatisfied	11	13	21	6	6	NR	NR	NR	12	12	13	13	12	21	22	3	15	6	6
Other school	Satisfied	74	69	NR	NR	85	NR	NR	NR	74	86	86	67	NR	NR	NR	NR	NR	86	NR
	Dissatisfied	3	4	NR	NR	2	NR	NR	NR	4	3	NR	4	2	NR	NR	NR	NR	3	NR
Public traditional school	Satisfied	72	73	72	74	71	NR	69	61	72	71	83	72	76	71	75	73	78	67	83
	Dissatisfied	16	14	18	15	16	NR	16	17	16	18	10	14	14	18	15	16	12	18	10



# PROGRAMS AND SERVICES

## Satisfaction With Schools Attended by Children

Percent of Active Duty Members With Children Who Attended the Specified School

KEY:																
Higher Response of Satisfied																
Lower Response of Satisfied																
Higher Response of Dissatisfied																
		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Private school	Satisfied	92	93	85	87	93	97	87	90	95	89	95	94	95	92	94
	Dissatisfied	2	2	1	0	2	2	2	2	3	2	3	NR	2	2	1
Home school	Satisfied	83	84	NR	NR	84	85	NR	77	92	76	92	NR	NR	83	NR
	Dissatisfied	1	2	NR	NR	2	2	NR	1	2	1	2	NR	NR	1	NR
Public charter school	Satisfied	78	78	NR	NR	81	91	70	77	81	77	NR	NR	NR	78	NR
	Dissatisfied	8	6	NR	NR	6	NR	9	9	1	9	1	NR	NR	8	NR
Department of Defense-run school	Satisfied	76	78	74	82	70	76	77	76	76	76	77	81	NR	76	79
	Dissatisfied	11	10	14	9	14	13	9	11	12	11	11	11	NR	11	12
Other school	Satisfied	74	75	NR	73	74	82	67	71	85	70	85	72	NR	73	75
	Dissatisfied	3	2	NR	7	2	1	5	4	2	3	3	NR	NR	3	4
Public traditional school	Satisfied	72	72	70	70	73	72	73	70	78	71	78	68	78	72	70
	Dissatisfied	16	16	9	18	15	16	15	16	13	16	13	21	13	15	19

# PROGRAMS AND SERVICES

## Satisfaction With Schools Attended by Children

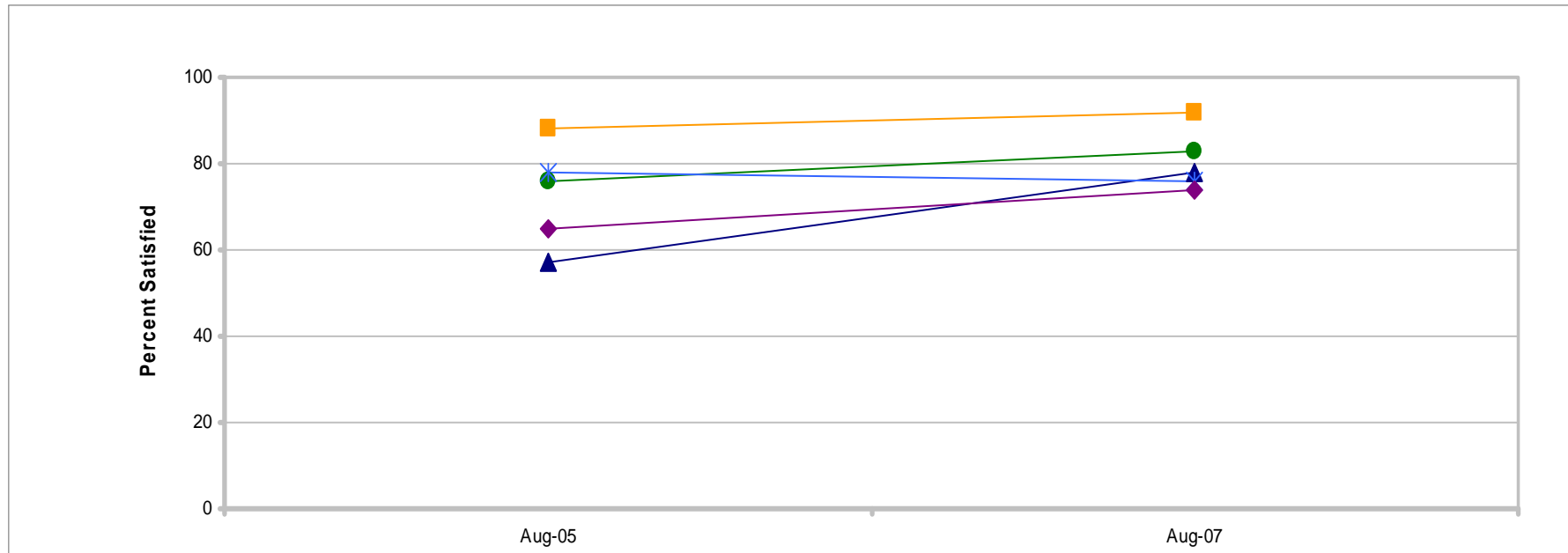
Percent of Active Duty Members With Children Who Attended the Specified School

KEY:										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Private school	Satisfied	92	91	93	90	92	90	NA	92	NA
	Dissatisfied	2	1	3	NR	2	NR	NA	2	NA
Home school	Satisfied	83	84	82	NR	83	NR	NA	83	NA
	Dissatisfied	1	1	2	NR	1	NR	NA	1	NA
Public charter school	Satisfied	78	NR	87	NR	78	NR	NA	78	NA
	Dissatisfied	8	15	1	NR	9	NR	NA	9	NA
Department of Defense-run school	Satisfied	76	80	73	84	76	84	NA	76	NA
	Dissatisfied	11	10	13	11	11	11	NA	11	NA
Other school	Satisfied	74	66	80	NR	73	NR	NA	73	NA
	Dissatisfied	3	3	3	NR	4	NR	NA	4	NA
Public traditional school	Satisfied	72	73	71	74	72	74	NA	72	NA
	Dissatisfied	16	15	16	14	16	14	NA	16	NA

# PROGRAMS AND SERVICES

## Satisfaction With Schools Attended by Children

Percent of Active Duty Members With Children Who Attended the Specified School

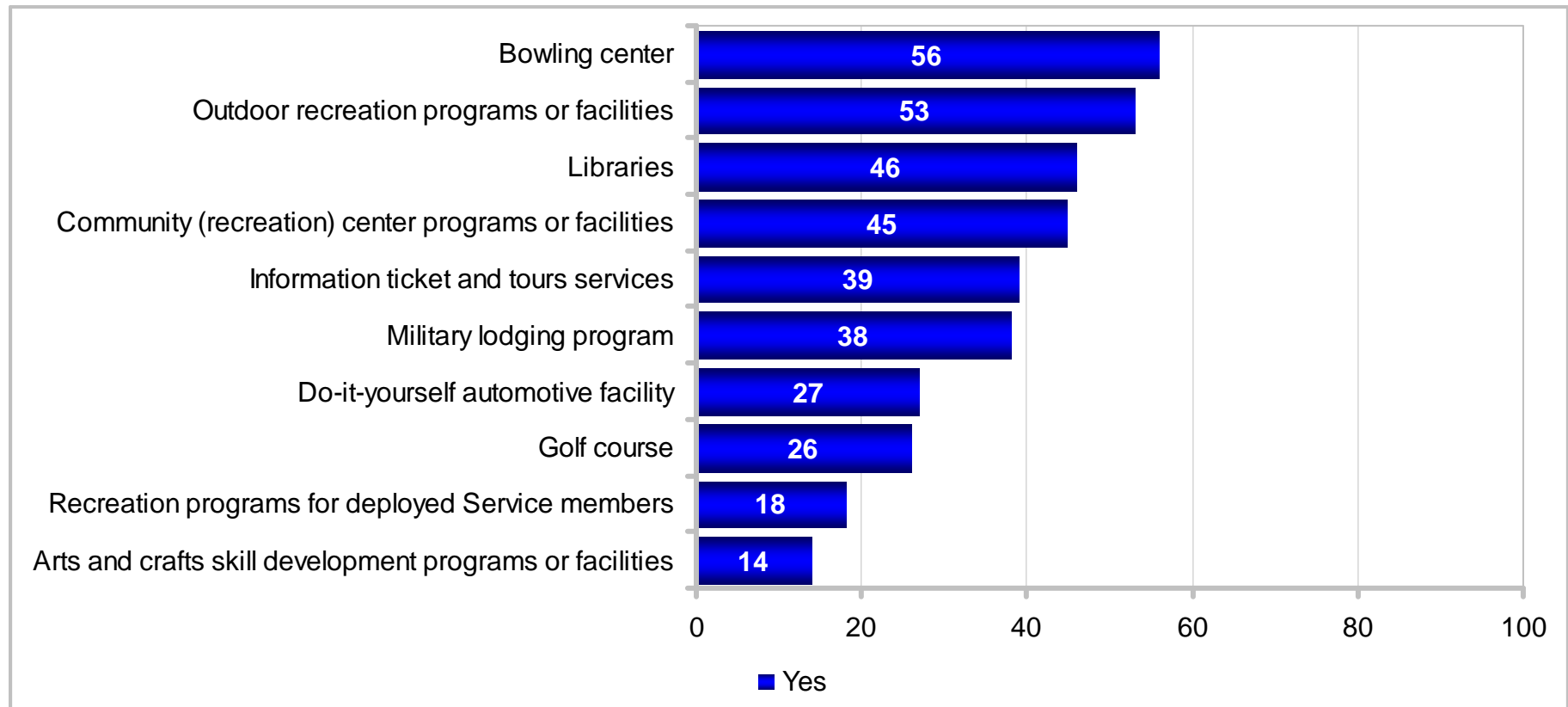


	Most recent HIGHER than Most recent LOWER than	Aug-05	Aug-07
Private school(s)		88	92
Home schooling		76	83
Public charter school(s)		57	78
Department of Defense-run school(s)		78	76
Other school		65	74
Public traditional schools		X	72

# PROGRAMS AND SERVICES

## Use of On-Base Programs and Services

Percent of All Active Duty Members



# PROGRAMS AND SERVICES

## Use of On-Base Programs and Services

Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Bowling center	56	51	55	54	67	57	57	58	58	52	46	52	46	57	45	56	41	69	59
Outdoor recreation programs or facilities	53	45	56	61	58	48	54	50	53	62	57	43	51	55	61	60	70	56	64
Libraries	46	48	27	48	60	39	46	46	46	47	47	49	47	27	30	48	50	61	58
Community (recreation) center programs or facilities	45	41	50	49	45	44	45	49	42	47	43	41	43	51	47	49	47	45	44
Information ticket and tours services	39	28	52	36	46	32	40	27	46	47	57	25	40	49	66	33	53	45	53
Military lodging program	38	33	36	31	49	29	37	25	41	54	59	29	51	33	54	29	55	46	64
Do-it-yourself automotive facility	27	25	24	34	31	31	33	28	29	23	19	26	19	25	19	35	26	33	25
Golf course	26	19	26	29	33	23	25	19	26	39	41	16	33	23	43	27	45	31	43
Recreation programs for deployed Service members	18	19	21	17	16	21	19	17	19	19	17	19	21	22	18	16	17	16	16
Arts and crafts skill development programs or facilities	14	12	8	10	24	9	14	8	16	18	21	11	17	8	9	9	14	22	32

# PROGRAMS AND SERVICES

## Use of On-Base Programs and Services

Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Bowling center	56	54	72	63	53	55	60	58	49	57	50	62	45	56	59
Outdoor recreation programs or facilities	53	52	59	55	52	53	52	52	59	51	60	53	53	53	53
Libraries	46	43	64	54	42	44	50	46	47	45	47	52	47	45	51
Community (recreation) center programs or facilities	45	42	64	55	40	42	51	45	45	45	45	48	42	45	47
Information ticket and tours services	39	38	45	33	43	38	42	37	51	36	51	45	50	38	46
Military lodging program	38	36	45	35	39	38	38	34	56	33	57	37	52	37	40
Do-it-yourself automotive facility	27	26	34	30	26	28	26	29	22	31	23	17	11	29	16
Golf course	26	25	26	22	28	29	18	23	39	25	42	12	25	27	14
Recreation programs for deployed Service members	18	17	26	21	17	17	20	18	18	19	19	15	14	19	14
Arts and crafts skill development programs or facilities	14	12	22	12	15	13	15	13	19	12	19	16	19	13	17

# PROGRAMS AND SERVICES

## Use of On-Base Programs and Services

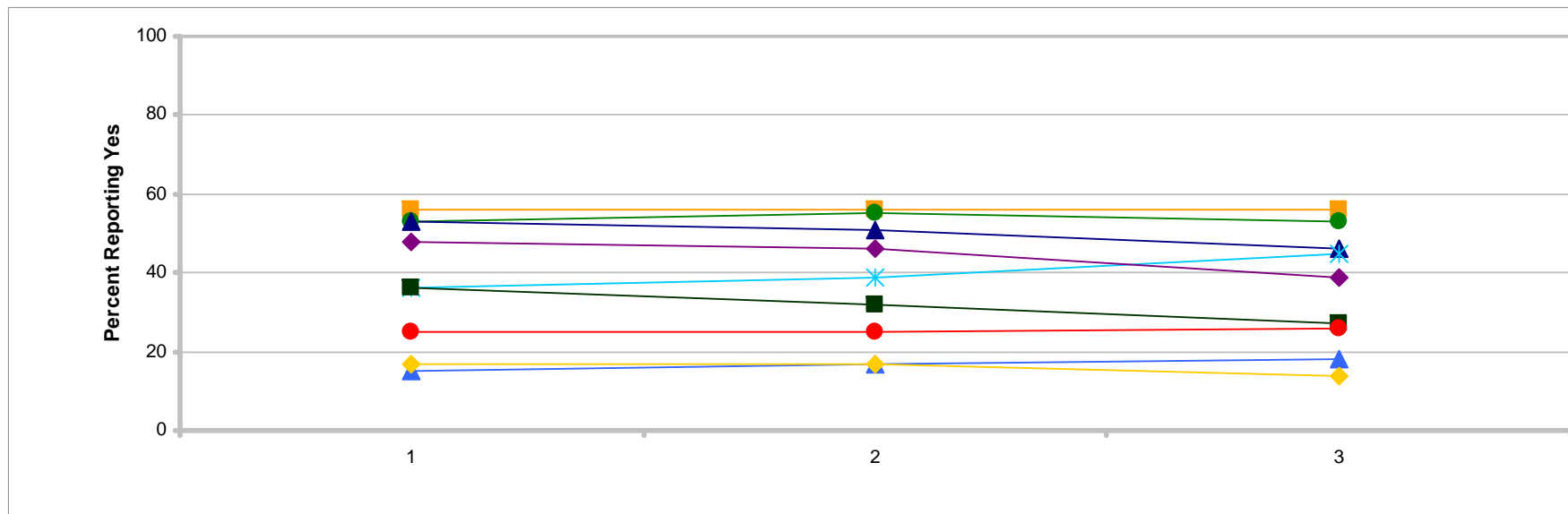
Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes									
	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Bowling center	56	54	59	57	56	61	56	57	53
Outdoor recreation programs or facilities	53	50	55	52	54	53	51	55	52
Libraries	46	42	49	45	46	42	46	48	43
Community (recreation) center programs or facilities	45	45	46	50	42	46	51	41	44
Information ticket and tours services	39	39	40	33	43	44	31	45	39
Military lodging program	38	37	38	33	41	38	32	43	35
Do-it-yourself automotive facility	27	28	27	26	28	25	27	27	30
Golf course	26	26	25	22	28	20	23	28	28
Recreation programs for deployed Service members	18	29	9	21	17	20	21	17	17
Arts and crafts skill development programs or facilities	14	13	14	11	16	16	10	17	14

# PROGRAMS AND SERVICES

## Use of On-Base Programs and Services

Percent of All Active Duty Members



	Most recent HIGHER than Most recent LOWER than	Jul-03	Aug-05	Aug-07
■ Bowling center		56	56	56
● Outdoor recreation programs or facilities		53	55	53
▲ Libraries		53	51	46
* Community (recreation) center programs or facilities		36	39	45
◆ Information ticket and tours services		48	46	39
† Military lodging program				38
■ Do-it-yourself automotive facility		36	32	27
● Golf course		25	25	26
▲ Recreation programs for deployed Service members		15	17	18
◆ Arts and crafts skill development programs or facilities		17	17	14

SOFS-A Aug 07 Q65

Margins of error range from ±1% to ±2%

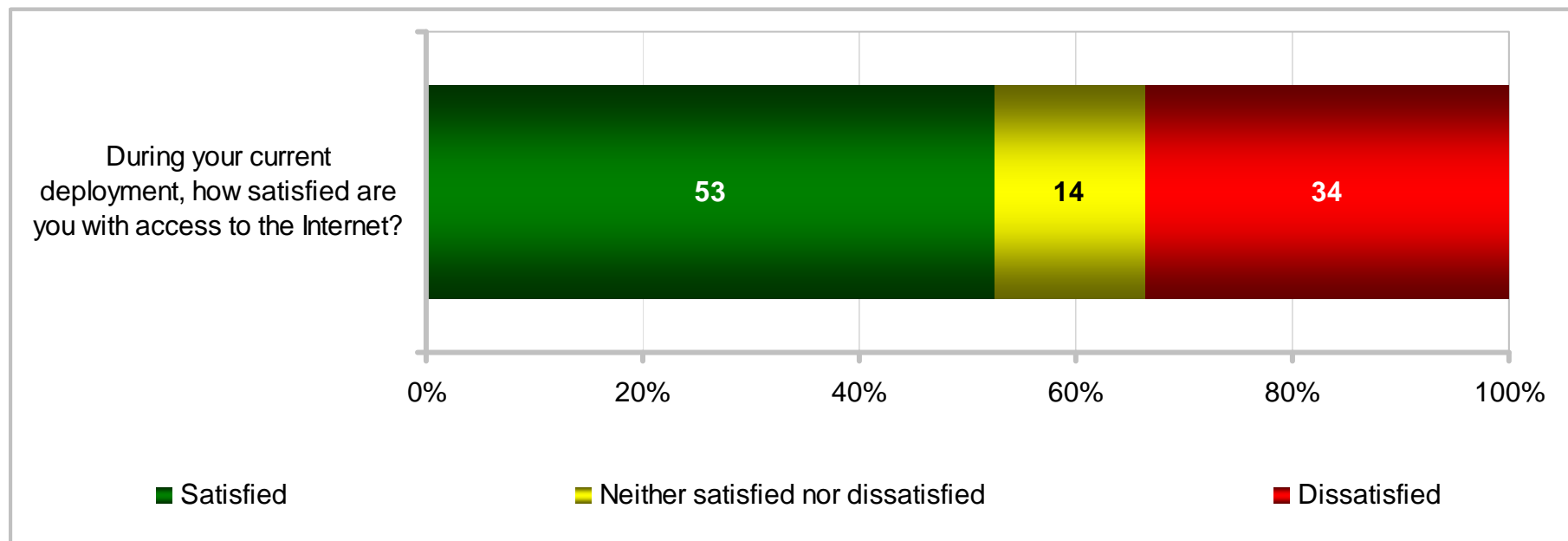
December 2009



# PROGRAMS AND SERVICES

## Satisfaction With Access to the Internet

Percent of Members Deployed for More Than 30 Days at Time Survey Fielded



# PROGRAMS AND SERVICES

## Satisfaction With Access to the Internet

Percent of Members Deployed for More Than 30 Days at Time Survey Fielded

KEY:  Higher Response of Satisfied  Lower Response of Satisfied  Higher Response of Dissatisfied		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
During your current deployment, how satisfied are you with access to the Internet?	Satisfied	53	56	45	38	NR	49	NR	53	48	60	74	55	60	40	74	36	58	NR	64
	Dissatisfied	34	31	38	43	45	38	NR	31	39	27	24	31	30	40	24	NR	24	NR	23

KEY:  Higher Response of Satisfied  Lower Response of Satisfied  Higher Response of Dissatisfied		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
During your current deployment, how satisfied are you with access to the Internet?	Satisfied	53	53	52	52	53	55	49	51	62	50	61	63	72	51	65
	Dissatisfied	34	33	36	34	33	32	36	35	28	36	29	20	17	35	20

# PROGRAMS AND SERVICES

## Satisfaction With Access to the Internet

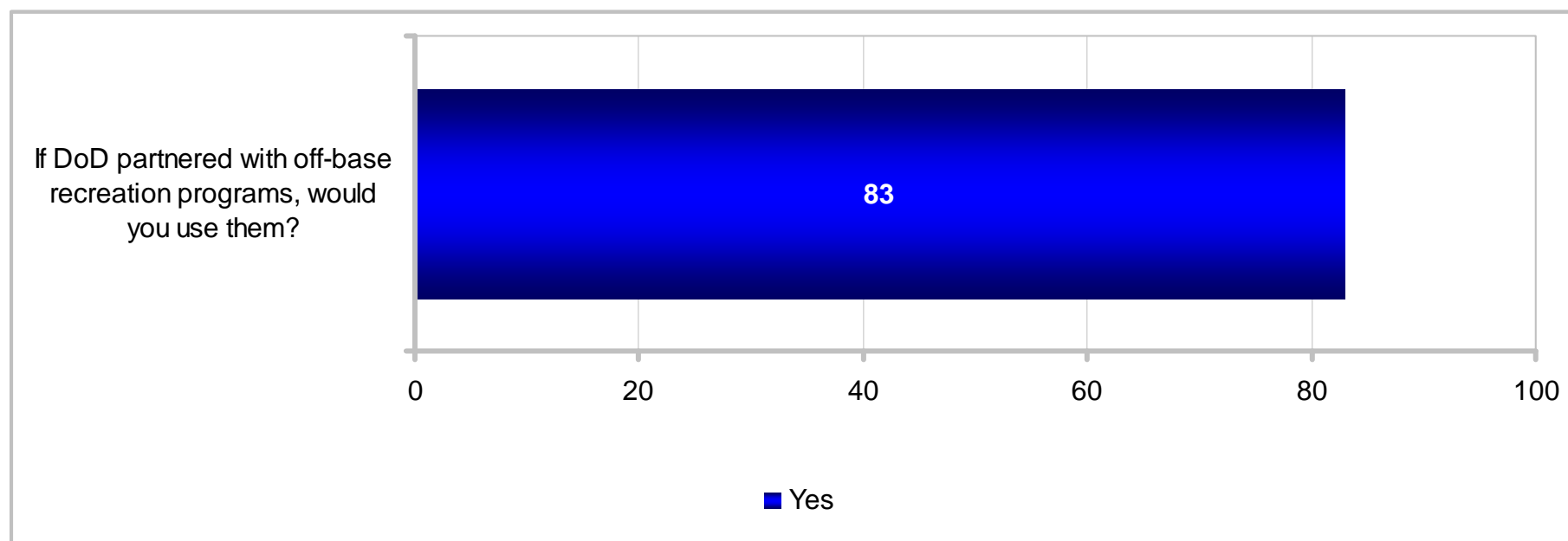
Percent of Members Deployed for More Than 30 Days at Time Survey Fielded

KEY:										
Higher Response of Satisfied										
Lower Response of Satisfied										
Higher Response of Dissatisfied										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
During your current deployment, how satisfied are you with access to the Internet?	Satisfied	53	53	NA	64	44	61	65	46	38
	Dissatisfied	34	34	NA	27	39	23	27	35	46

# PROGRAMS AND SERVICES

## Would Use Off-Base Recreation Programs at Reduced Cost

Percent of All Active Duty Members



# PROGRAMS AND SERVICES

## Would Use Off-Base Recreation Programs at Reduced Cost

Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
If DoD partnered with off-base recreation programs, would you use them?	83	82	86	84	79	82	85	82	83	84	82	82	86	86	85	84	85	79	79

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
If DoD partnered with off-base recreation programs, would you use them?	83	83	81	80	84	81	86	82	83	82	82	87	89	82	87

# PROGRAMS AND SERVICES

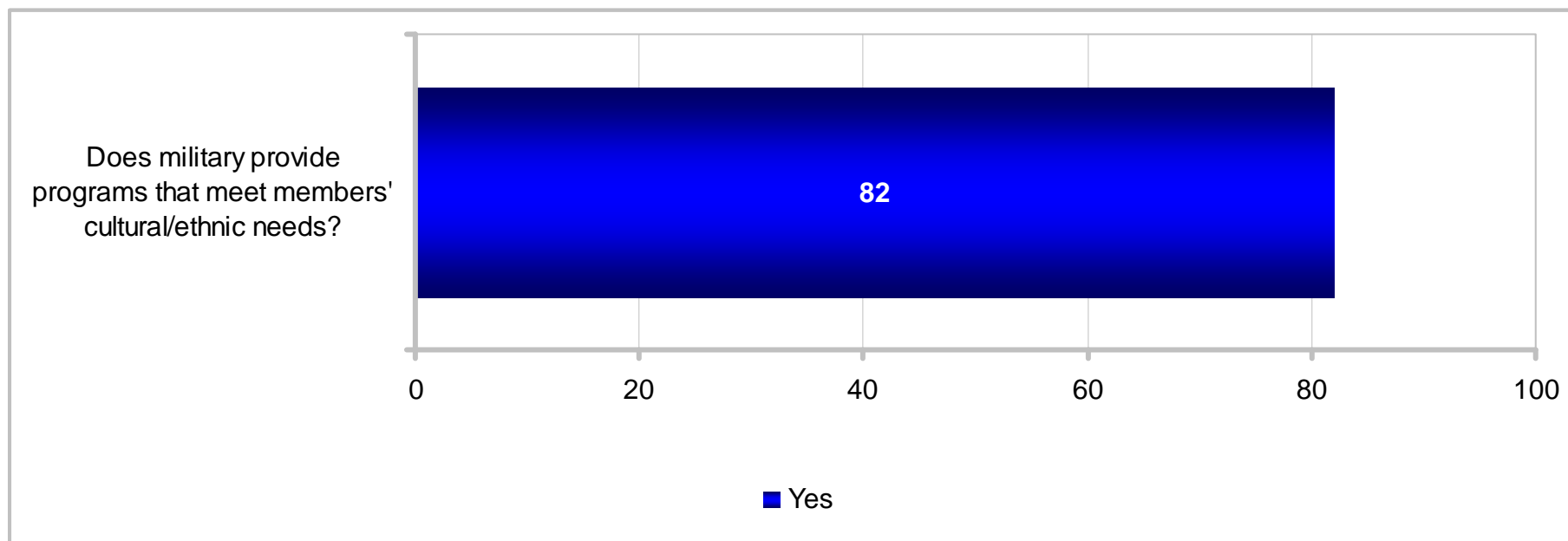
## Would Use Off-Base Recreation Programs at Reduced Cost Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
If DoD partnered with off-base recreation programs, would you use them?	83	84	81	80	84	90	78	85	83

# PROGRAMS AND SERVICES

## Cultural and Ethnic Needs

Percent of All Active Duty Members



# PROGRAMS AND SERVICES

## Cultural and Ethnic Needs

Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	82	80	82	81	87	76	81	79	83	88	90	79	87	81	88	80	89	86	91
Does military provide programs that meet members' cultural/ethnic needs?																			

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	82	83	81	80	84	86	75	81	89	81	89	82	84	82	83
Does military provide programs that meet members' cultural/ethnic needs?															



# PROGRAMS AND SERVICES

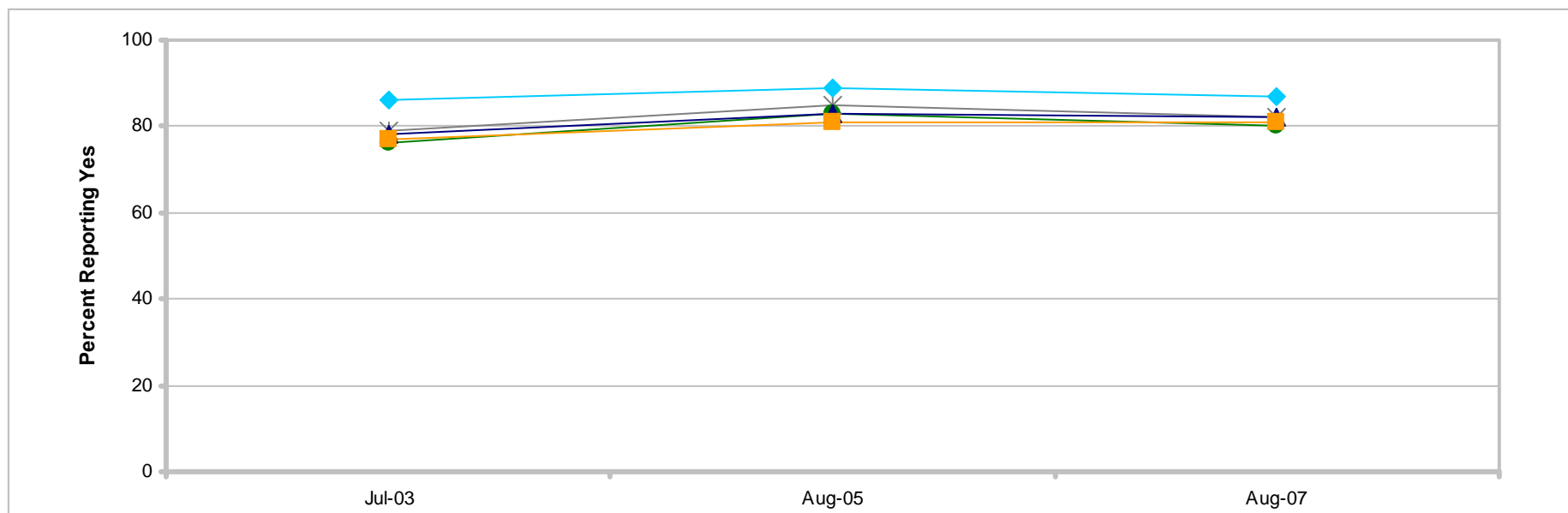
## Cultural and Ethnic Needs Percent of All Active Duty Members

KEY: Higher Response of Yes Lower Response of Yes	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
	82	82	83	81	83	83	81	82	85
Does military provide programs that meet members' cultural/ethnic needs?	82	82	83	81	83	83	81	82	85

# PROGRAMS AND SERVICES

## Cultural and Ethnic Needs

Percent of All Active Duty Members, by Service

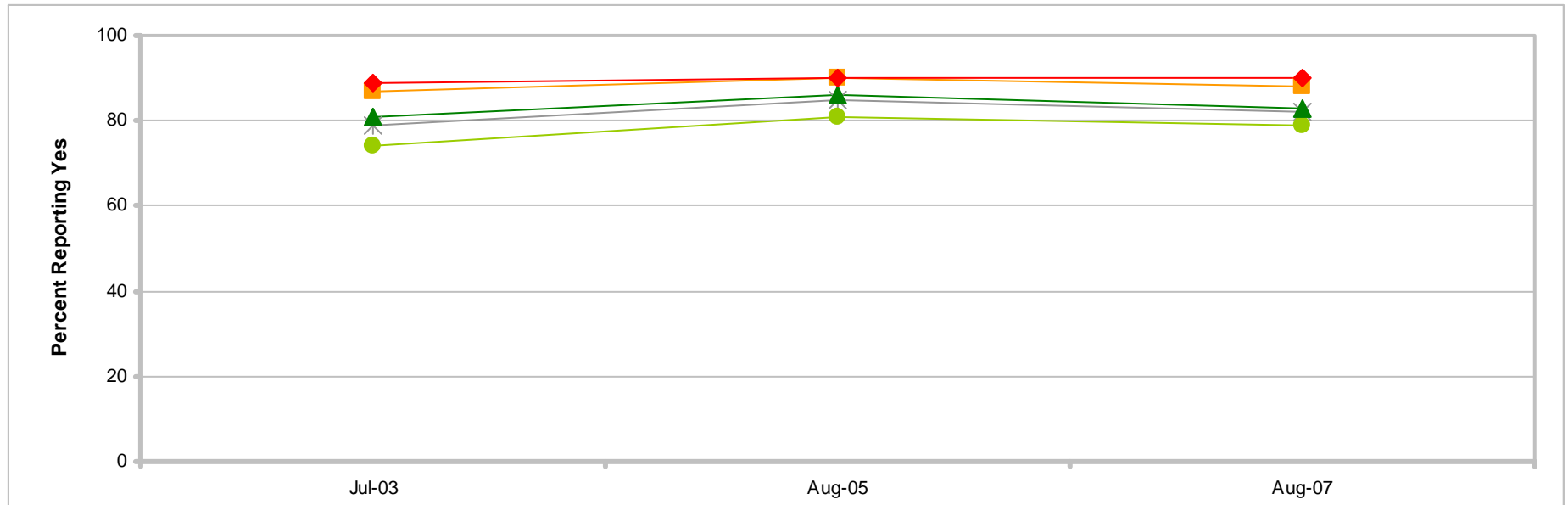


	Most recent HIGHER than Most recent LOWER than	Jul-03	Aug-05	Aug-07
* Total		79	85	82
● Army		76	83	80
▲ Navy		78	83	82
■ Marine Corps		77	81	81
◆ Air Force		86	89	87

# PROGRAMS AND SERVICES

## Cultural and Ethnic Needs

Percent of All Active Duty Members, by Paygrade

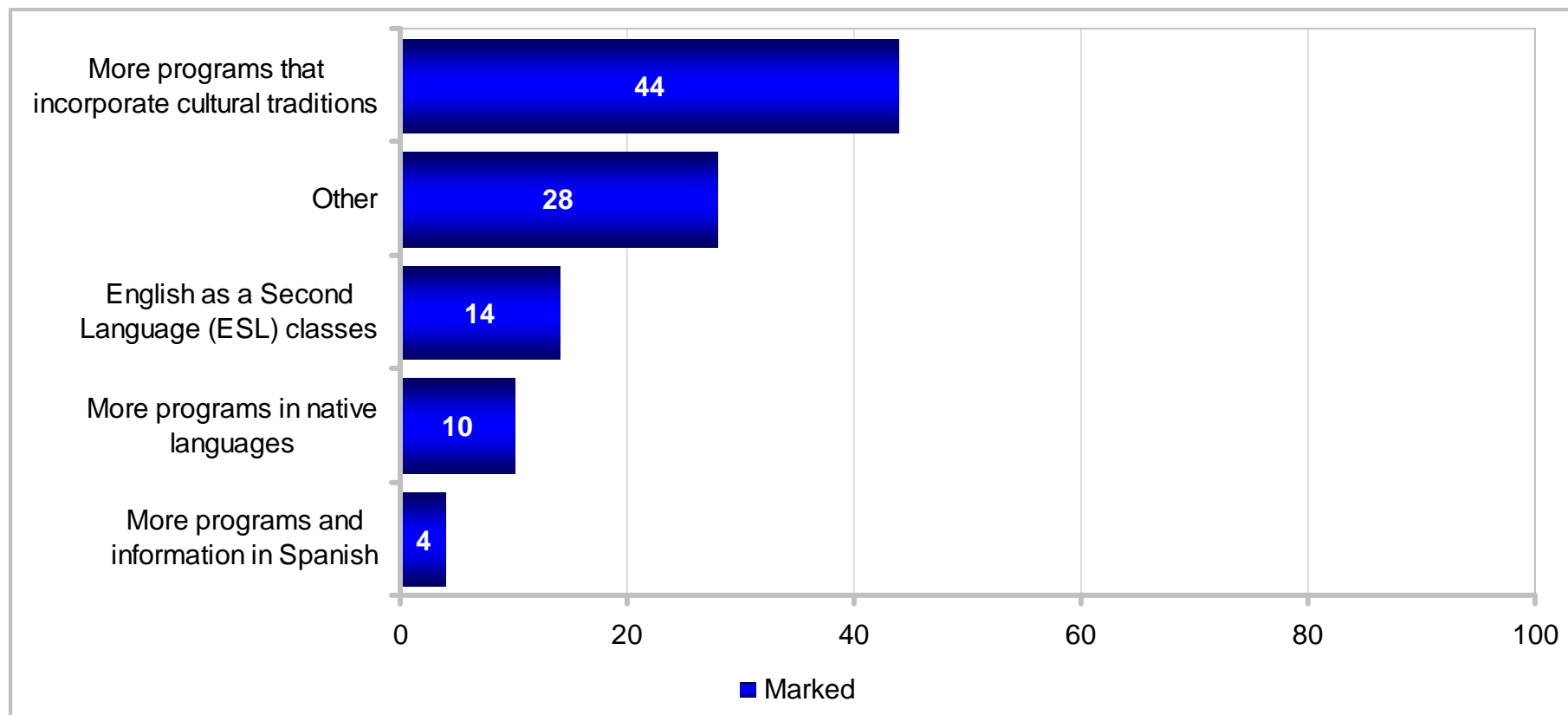


	Most recent HIGHER than Most recent LOWER than	Jul-03	Aug-05	Aug-07
* Total		79	85	82
● E1-E4		74	81	79
▲ E5-E9		81	86	83
■ O1-O3		87	90	88
◆ O4-O6		89	90	90

# PROGRAMS AND SERVICES

## Helpful Programs That Would Meet Cultural/Ethnic Needs

Percent of Members Who Indicated Military Did Not Meet Cultural/Ethnic Needs



Note: "Other" response includes desire to celebrate Western European culture and heritage, more programs focused on American culture and unity, more non-Christian religious services, and more programs and services for African-Americans.

# PROGRAMS AND SERVICES

## Helpful Programs That Would Meet Cultural/Ethnic Needs

Percent of Members Who Indicated Military Did Not Meet Cultural/Ethnic Needs

KEY:  More Likely To Mark  Less Likely To Mark	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
More programs that incorporate cultural traditions	44	43	40	50	44	34	44	42	45	50	43	43	44	39	53	51	41	43	47
Other	28	27	28	24	33	32	27	30	25	30	39	27	30	28	27	23	37	31	45
English as a Second Language (ESL) classes	14	15	17	10	11	20	14	15	14	9	12	15	11	18	10	11	9	12	8
More programs in native languages	10	11	9	10	10	10	9	10	11	7	2	11	8	10	4	10	9	11	NR
More programs and information in Spanish	4	3	6	5	3	4	6	3	5	4	5	3	6	6	7	5	3	3	NR

# PROGRAMS AND SERVICES

## Helpful Programs That Would Meet Cultural/Ethnic Needs

Percent of Members Who Indicated Military Did Not Meet Cultural/Ethnic Needs

KEY: More Likely To Mark Less Likely To Mark															
	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
More programs that incorporate cultural traditions	44	42	52	46	42	32	55	43	47	40	45	61	54	41	60
Other	28	30	20	29	27	40	17	27	33	29	35	17	27	30	19
English as a Second Language (ESL) classes	14	15	9	10	17	17	11	15	10	16	11	8	7	15	8
More programs in native languages	10	9	16	13	8	10	10	11	5	11	5	10	8	10	10
More programs and information in Spanish	4	4	3	2	5	1	7	4	5	4	5	4	5	4	4

# PROGRAMS AND SERVICES

## Helpful Programs That Would Meet Cultural/Ethnic Needs

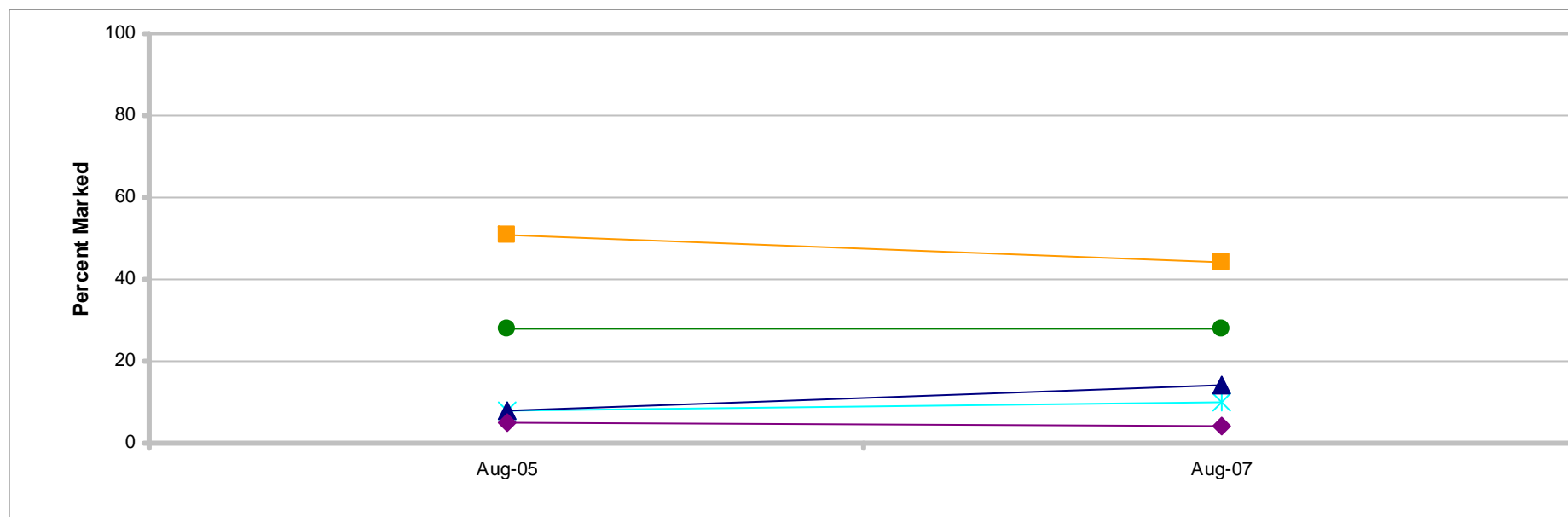
Percent of Members Who Indicated Military Did Not Meet Cultural/Ethnic Needs

KEY: More Likely To Mark Less Likely To Mark									
	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
More programs that incorporate cultural traditions	44	39	48	43	44	57	41	42	50
Other	28	30	26	31	26	26	32	26	25
English as a Second Language (ESL) classes	14	16	12	12	16	7	12	18	10
More programs in native languages	10	10	10	12	9	6	13	9	9
More programs and information in Spanish	4	5	3	2	5	4	2	5	7

# PROGRAMS AND SERVICES

## Helpful Programs That Would Meet Cultural/Ethnic Needs

Percent of Members Who Indicated Military Did Not Meet Cultural/Ethnic Needs



	Most recent HIGHER than Most recent LOWER than	Aug-05	Aug-07
More programs that incorporate cultural traditions		51	44
Other		28	28
English as a Second Language (ESL) classes		8	14
More programs in native languages		8	10
More programs and information in Spanish		5	4



# PROGRAMS AND SERVICES

## Summary of Findings

August 2007

- 6% to 34% reported they used educational programs and services
  - Highest percentage used *tuition assistance programs for college/higher education* (34%)
  - Lowest percentage used *technical/vocational programs* (6%)
  - Percentage point differences over time for total are:










	Most recent HIGHER by Most recent LOWER by	1999	Jul-03	Aug-05	Aug-07
■ Tuition assistance programs for college/higher education		8	4		34
● Adult continuing education/counseling		11	7	6	19
▲ Basic skills education			3	3	10
* Technical/vocational programs			2	2	6

# PROGRAMS AND SERVICES

## Summary of Findings

August 2007 (Continued)

- Members with children between the ages of 5 and 17 reported their children attended public traditional school (64%), Department of Defense-run school (18%), private school (9%), other (5%), home school (4%), and public charter school (3%)
  - Public traditional school led by Navy, living off base, living in the US, married, and married with child(ren)
  - Department of Defense-run school led by living overseas, living on base, Army enlisted, Army, E5-E9, enlisted, married, and married with child(ren)
  - Private school led by officer, Navy, living off base, married, and married with child(ren)
  - Other led by total minority
  - Home school led by Air Force officer, O1-O3, male officer, O4-O6, Non-Hispanic White, and male
  - Public charter school led by total minority and E5 - E9
  - Percentage point differences over time for total are:

Most recent HIGHER by  Most recent LOWER by 		Aug-05	Aug-07
 Public traditional school			64
 Department of Defense-run school		6	18
 Private school			9
 Other		4	5
 Home school			4
 Public charter school			3

# PROGRAMS AND SERVICES

## Summary of Findings

August 2007 (Continued)

- 72% to 92% were satisfied with the schools their children attend
  - Highest satisfaction with private school (92%)
    - Led by Marine Corps officer and Non-Hispanic White
  - Lowest satisfaction with public traditional school (72%)
    - Led by Air Force officer, O4-O6, male officer, and officer
  - No percentage points differences over time for total
- 14% to 56% reported using an on-base program or service
  - Highest percentage reported using *bowling centers* (56%)
    - Led by living overseas, Air Force enlisted, Air Force, living on base, female enlisted, total minority, not deployed, and enlisted
  - Lowest percentage reported using *arts and crafts skill development programs or facilities* (14%)
    - Led by Air Force, living overseas, O4-O6, female officer, officer, male officer, O1-O3, female, Army officer, married with child(ren), E5-E9, married, living off base, and enlisted with 6 to 9 years of service
    - Percentage point differences over time for total are:

	Most recent HIGHER by Most recent LOWER by	Jul-03	Aug-05	Aug-07
■ Bowling center				56
● Outdoor recreation programs or facilities				53
▲ Libraries		7	5	46
* Community (recreation) center programs or facilities		9	6	45
◆ Information ticket and tours services		9	7	39
+ Military lodging program				38
■ Do-it-yourself automotive facility		9	5	27
● Golf course				26
▲ Recreation programs for deployed Service members		3		18
◆ Arts and crafts skill development programs or facilities		3	3	14

# PROGRAMS AND SERVICES

## Summary of Findings

August 2007 (Continued)



- 53% of members deployed for more than 30 days at the time the survey was fielded were satisfied with their access to the Internet; 34% were dissatisfied
  - Satisfied led by O4-O6, Navy officer, female officer, single without child(ren), and single
  - Dissatisfied led by male
- 83% of members indicated they would use off-base recreation programs at a reduced cost
  - Led by single with child(ren), female, Navy enlisted, Army officer, Navy, total minority, married with child(ren), married, and living off base

# PROGRAMS AND SERVICES

## Summary of Findings

August 2007 (Continued)

- 82% agreed the military provides programs that meet the unique cultural and ethnic needs of military members and their families
  - Led by Air Force officer, O4-O6, male officer, Marine Corps officer, officer, O1-O3, Navy officer, Army officer, Air Force, Non-Hispanic White, Air Force enlisted, and living off base
  - No percentage point differences over time for Service or paygrade
  - Percentage point differences over time for total are:

	Most recent HIGHER by 	Most recent LOWER by 	Jul-03	Aug-05	Aug-07
* Total			3		82
● Army					80
▲ Navy					82
■ Marine Corps					81
◆ Air Force					87

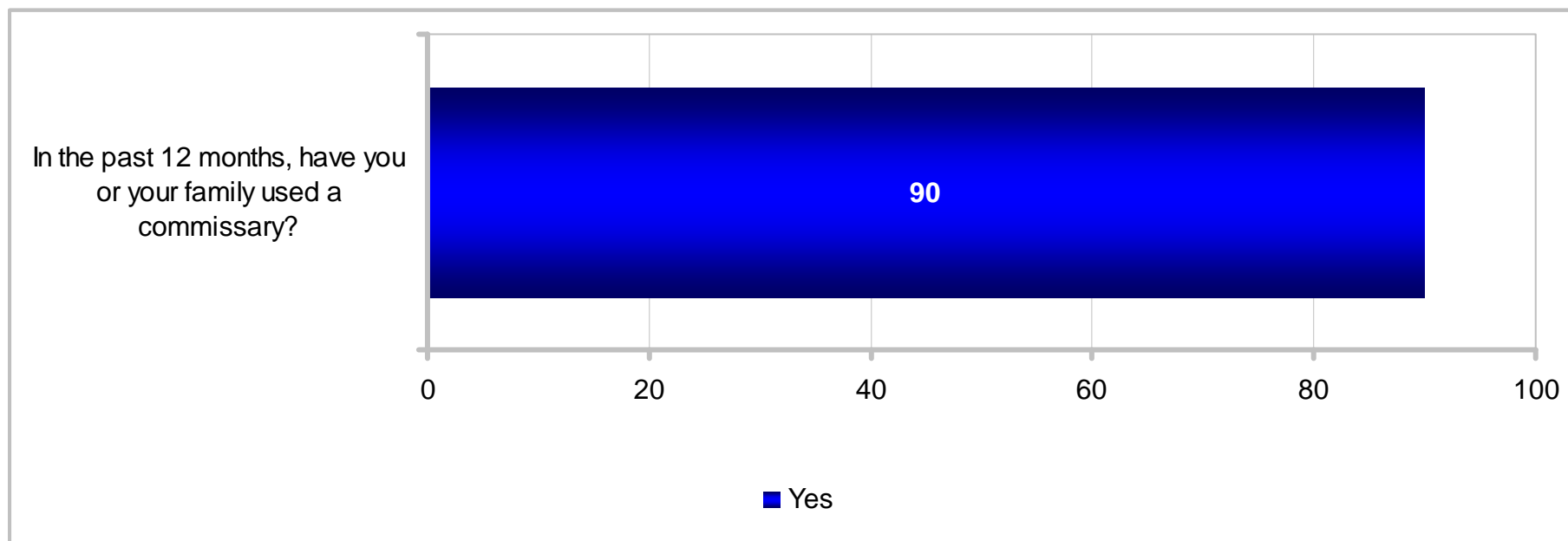
- Members who disagreed identified programs helpful in meeting cultural and ethnic needs of members and their families:
  - *More programs that incorporate cultural traditions (44%)*
  - *Other (28%)*
  - *English as a Second Language (ESL) classes (14%)*
  - *More programs in native languages (10%)*
  - *More programs and information in Spanish (4%)*

# BRIEFING OVERVIEW

	Slide
• Introduction.....	3
• Internal management controls .....	11
• Performance management.....	33
• Programs and services .....	63
✓ Commissaries and exchanges .....	103

# COMMISSARIES AND EXCHANGES

## Use of Commissaries Percent of All Active Duty Members



# COMMISSARIES AND EXCHANGES

## Use of Commissaries Percent of All Active Duty Members

KEY:  Higher Response of Yes  Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	In the past 12 months, have you or your family used a commissary?	90	85	91	90	95	86	89	87	90	95	94	84	94	91	94	89	94	95

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	In the past 12 months, have you or your family used a commissary?	90	89	91	89	90	89	89	94	88	95	92	93	89	92



# COMMISSARIES AND EXCHANGES

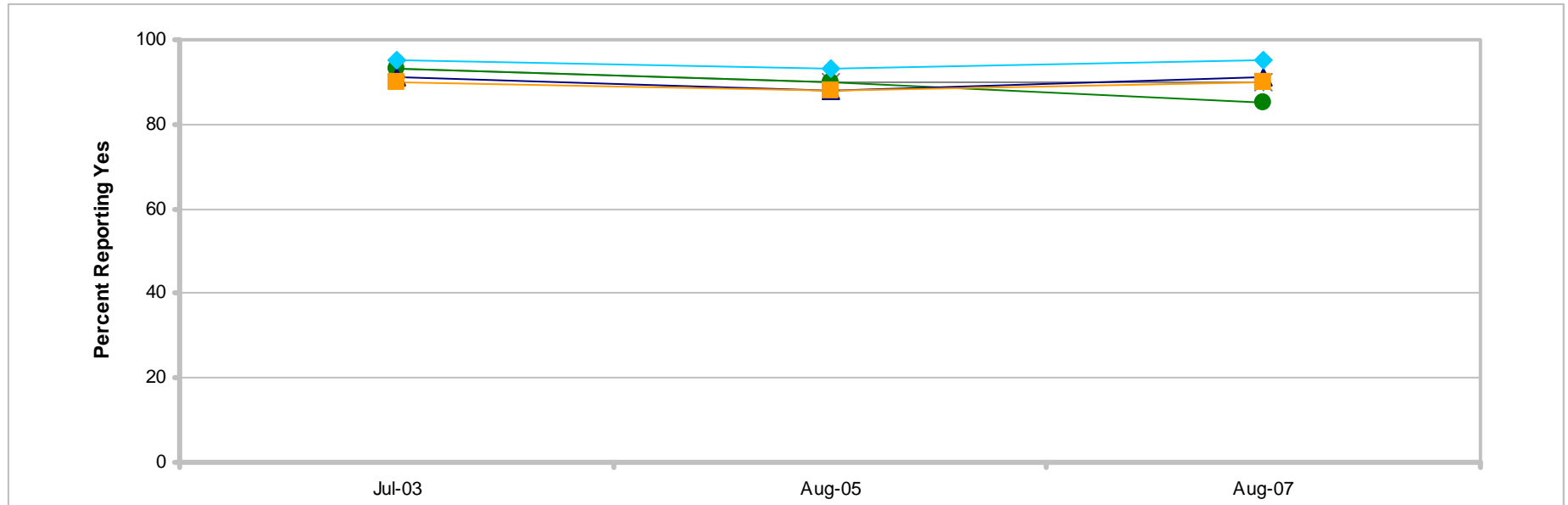
## Use of Commissaries Percent of All Active Duty Members

KEY:  Higher Response of Yes  Lower Response of Yes	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
	In the past 12 months, have you or your family used a commissary?	90	87	92	86	92	88	85	93

# COMMISSARIES AND EXCHANGES

## Use of Commissaries

Percent of All Active Duty Members, by Service

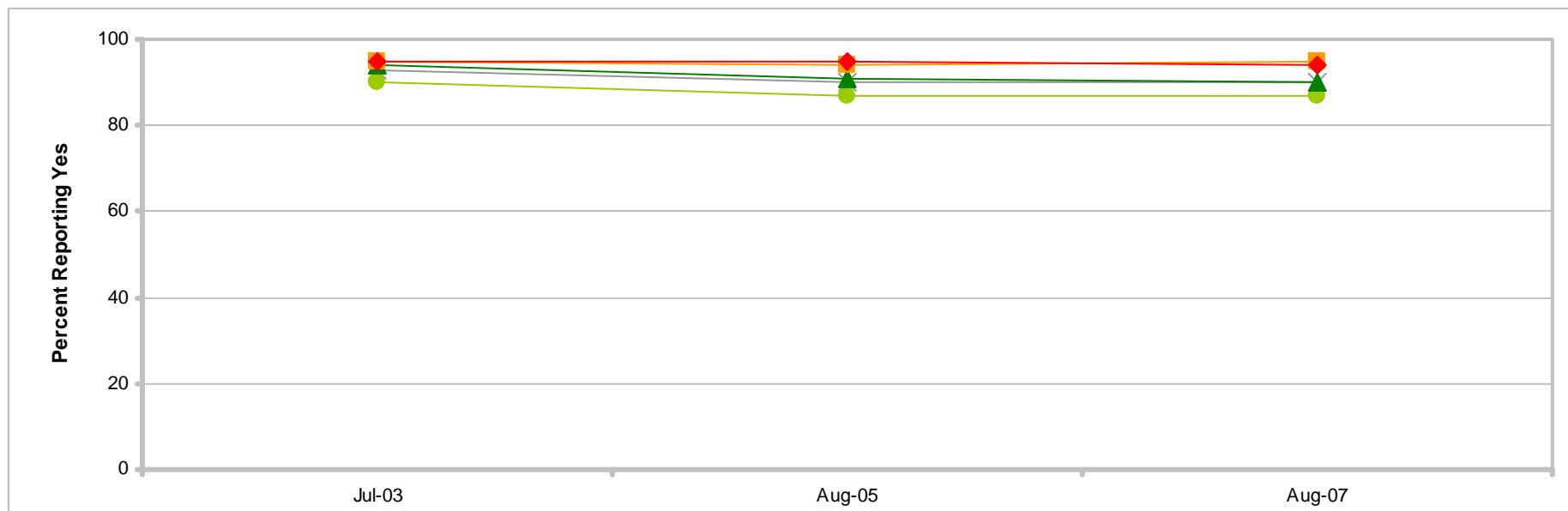


	Most recent HIGHER than Most recent LOWER than	Jul-03	Aug-05	Aug-07
* Total		93	90	90
● Army		93	90	85
▲ Navy		91	88	91
■ Marine Corps		90	88	90
◆ Air Force		95	93	95

# COMMISSARIES AND EXCHANGES

## Use of Commissaries

Percent of All Active Duty Members, by Paygrade

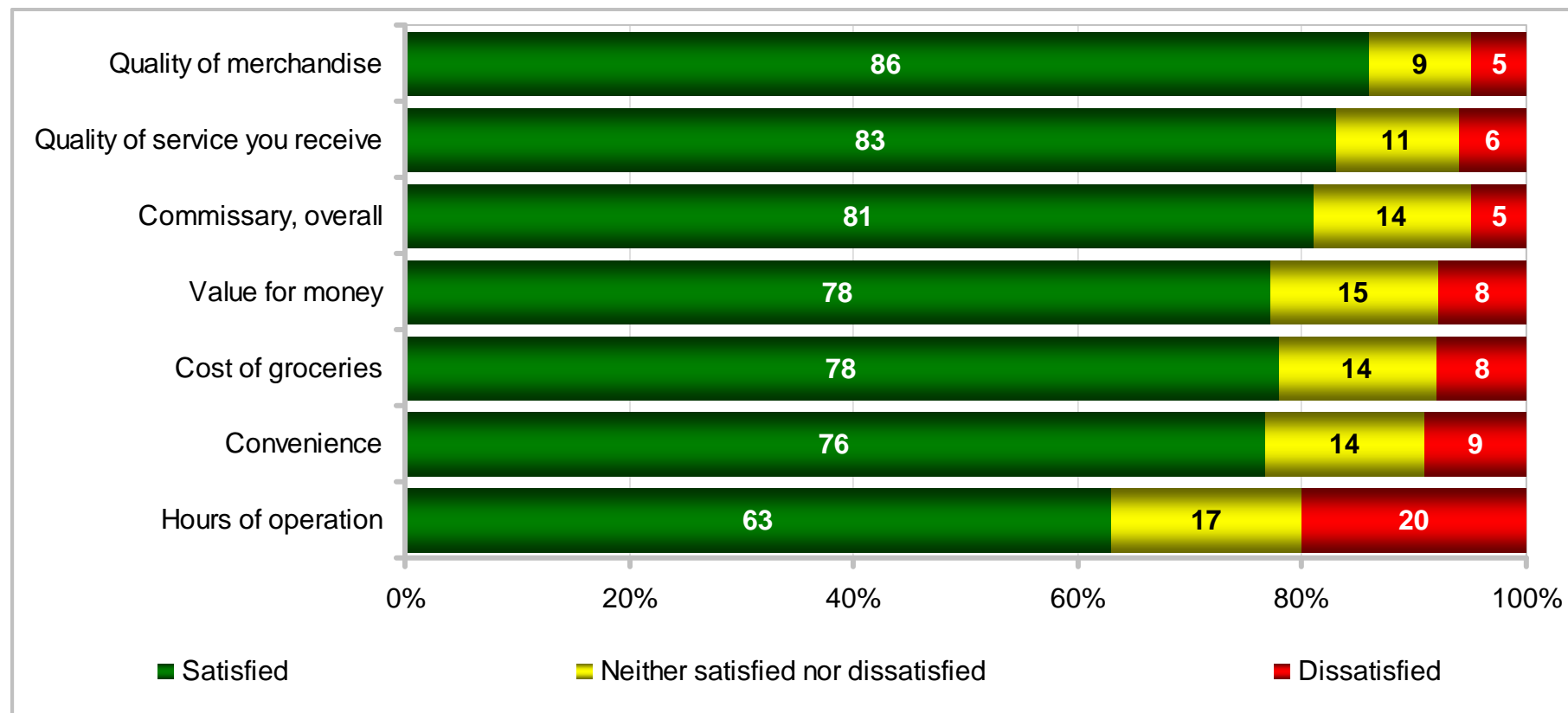


	Most recent HIGHER than Most recent LOWER than	Jul-03	Aug-05	Aug-07
* Total		93	90	90
● E1-E4		90	87	87
▲ E5-E9		94	91	90
■ O1-O3		95	94	95
◆ O4-O6		95	95	94

# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Commissary

Percent of Active Duty Members Who Used a Commissary



# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Commissary

Percent of Active Duty Members Who Used a Commissary

KEY:  Higher Response of Satisfied  Lower Response of Satisfied  Higher Response of Dissatisfied		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Quality of merchandise	Satisfied	86	86	86	88	86	83	88	85	87	85	87	86	87	86	85	88	88	86	84
	Dissatisfied	5	5	5	3	6	6	4	5	5	6	6	5	5	5	7	3	5	6	6
Quality of service you receive	Satisfied	83	82	82	85	83	82	77	83	83	82	84	82	83	82	84	85	85	84	81
	Dissatisfied	6	7	6	4	5	7	9	5	6	6	5	7	7	6	5	4	5	5	6
Commissary, overall	Satisfied	81	79	82	83	82	76	77	80	81	82	87	78	83	81	85	82	86	81	83
	Dissatisfied	5	6	4	3	4	6	6	5	5	5	4	6	5	4	4	3	4	4	5
Value for money	Satisfied	78	75	79	79	79	73	75	75	77	83	87	73	83	78	86	78	86	77	85
	Dissatisfied	8	9	7	6	7	10	8	9	8	5	3	10	6	7	3	6	3	8	4
Cost of groceries	Satisfied	78	74	80	80	80	74	73	75	77	84	88	72	83	78	87	79	86	78	86
	Dissatisfied	8	11	7	7	7	10	9	10	8	6	4	12	6	8	5	7	5	8	5
Convenience	Satisfied	76	74	77	78	77	75	71	77	76	73	77	74	75	78	73	78	78	77	74
	Dissatisfied	9	11	9	8	9	11	12	9	9	11	9	11	10	9	11	8	7	8	11
Hours of operation	Satisfied	63	63	66	54	64	52	57	54	67	64	77	62	70	65	71	52	70	62	69
	Dissatisfied	20	19	20	27	19	30	24	26	18	18	9	21	14	21	13	29	13	20	14

# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Commissary

Percent of Active Duty Members Who Used a Commissary

KEY:  Higher Response of Satisfied Lower Response of Satisfied Higher Response of Dissatisfied		Total	US (Incl. Territories)		Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Quality of merchandise	Satisfied	86	87	79	84	87	85	88	86	86	87	86	84	83	87	84	
	Dissatisfied	5	4	9	6	5	5	5	5	6	4	6	8	8	5	8	
Quality of service you receive	Satisfied	83	83	83	82	83	81	87	83	83	83	82	85	85	83	85	
	Dissatisfied	6	6	6	5	6	7	4	6	6	6	6	4	5	6	5	
Commissary, overall	Satisfied	81	82	76	78	83	80	83	80	84	80	84	81	83	81	82	
	Dissatisfied	5	4	7	6	4	5	5	5	5	5	5	5	5	5	5	
Value for money	Satisfied	78	79	71	74	79	78	77	76	84	77	84	74	85	78	76	
	Dissatisfied	8	7	13	9	7	7	9	8	5	8	5	9	5	7	8	
Cost of groceries	Satisfied	78	79	73	75	80	79	76	76	85	77	85	76	87	78	78	
	Dissatisfied	8	8	13	9	8	8	10	9	5	9	6	9	5	8	9	
Convenience	Satisfied	76	76	77	79	74	74	80	76	75	76	74	79	78	76	78	
	Dissatisfied	9	9	11	8	10		7	9	10	9	10	8	10	10	8	
Hours of operation	Satisfied	63	64	59	57	66	60	69	61	70	61	70	61	69	63	62	
	Dissatisfied	20	20	24	26	17	22	18	22	14	22	14	23	16	20	22	

# COMMISSARIES AND EXCHANGES

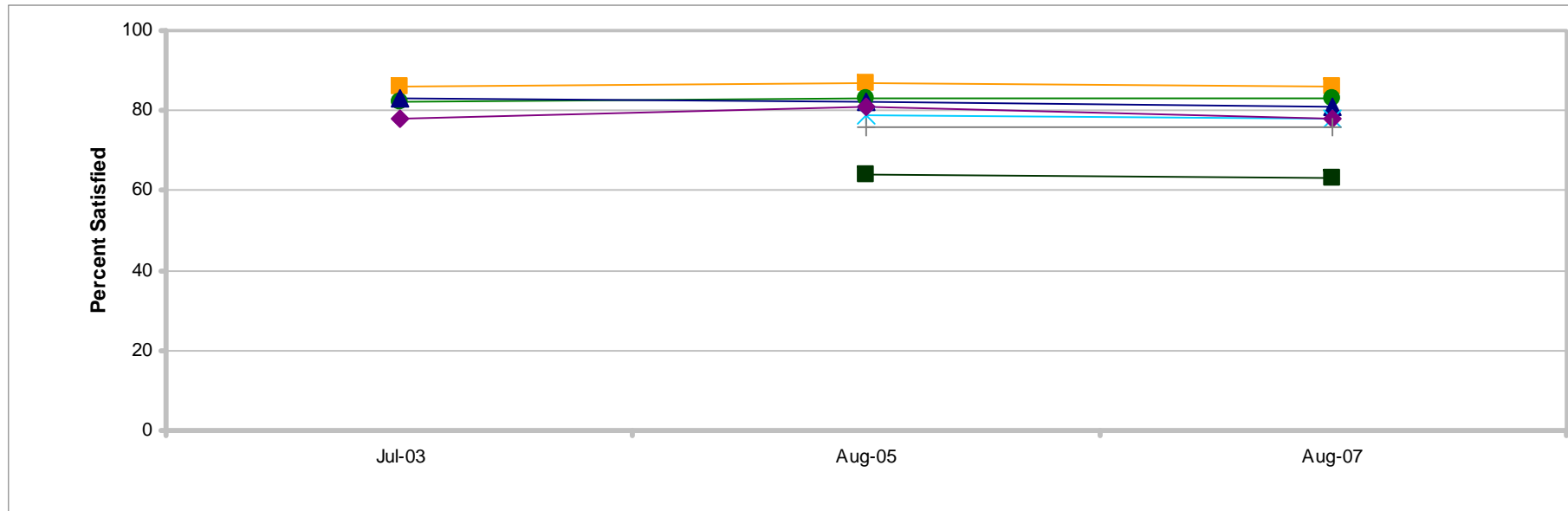
## Satisfaction With Aspects of Commissary

Percent of Active Duty Members Who Used a Commissary

KEY:										
Higher Response of Satisfied										
Lower Response of Satisfied										
Higher Response of Dissatisfied										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Quality of merchandise	Satisfied	86	87	86	85	87	85	85	87	86
	Dissatisfied	5	5	5	4	6	5	4	6	6
Quality of service you receive	Satisfied	83	83	83	83	83	85	82	83	83
	Dissatisfied	6	6	5	4	6	6	4	7	6
Commissary, overall	Satisfied	81	81	81	80	82	82	79	82	82
	Dissatisfied	5	5	5	5	5	5	5	5	4
Value for money	Satisfied	78	78	77	76	79	80	76	78	79
	Dissatisfied	8	8	8	7	8	7	7	8	8
Cost of groceries	Satisfied	78	79	77	77	78	82	76	78	79
	Dissatisfied	8	8	8	7	9	8	7	10	8
Convenience	Satisfied	76	76	76	75	77	81	74	78	75
	Dissatisfied	9	10	9	9	9	8	10	9	11
Hours of operation	Satisfied	63	64	62	56	67	68	54	70	61
	Dissatisfied	20	20	21	24	18	19	25	16	22

# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Commissary Percent of Active Duty Members Who Used a Commissary



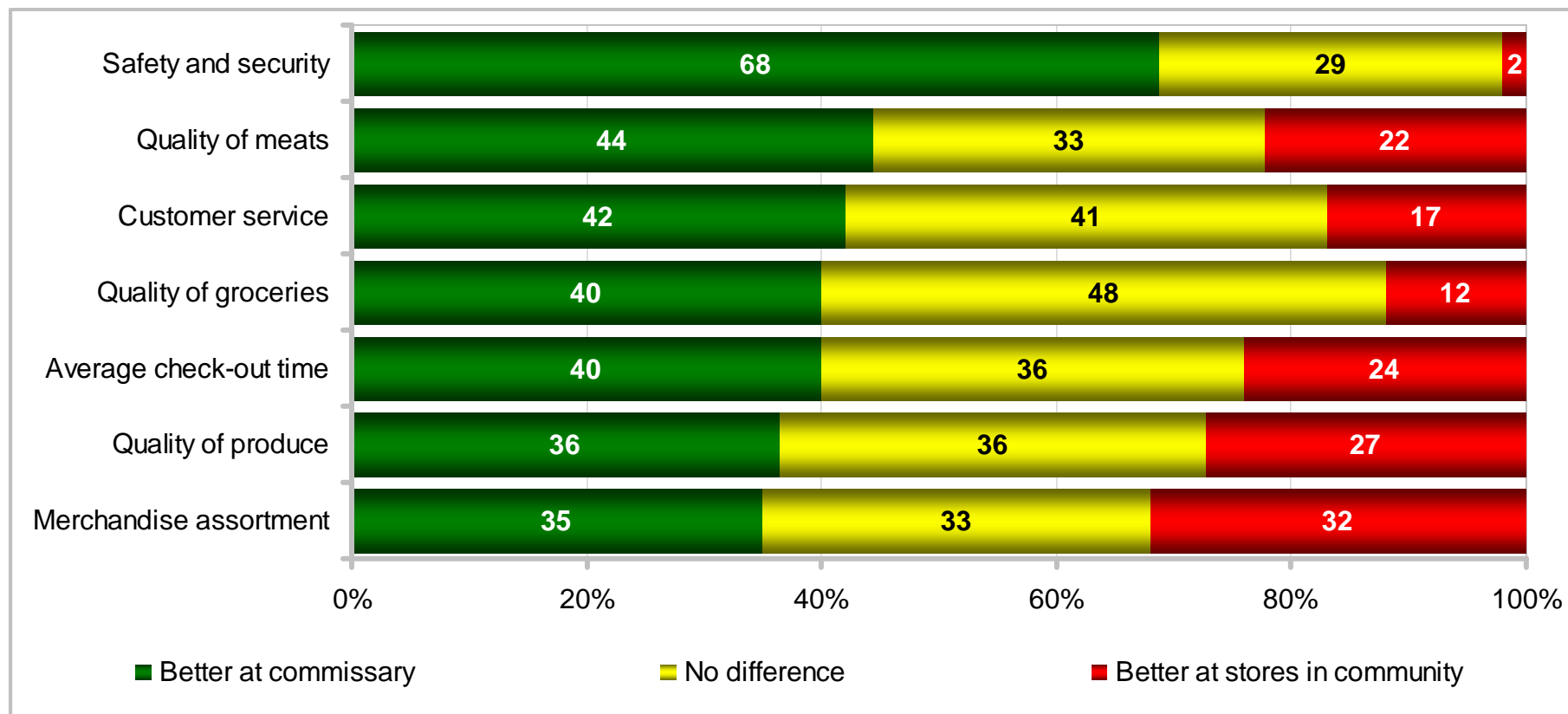
	Most recent HIGHER than Most recent LOWER than	Jul-03	Aug-05	Aug-07
Quality of merchandise		86	87	86
Quality of service you receive		82	83	83
Your commissary, overall		83	82	81
Value for your money			79	78
Cost of groceries		78	81	78
Convenience			76	76
Hours of operation			64	63



# COMMISSARIES AND EXCHANGES

## Comparison of Commissary to Other Stores in Community

Percent of Active Duty Members Who Used a Commissary



# COMMISSARIES AND EXCHANGES

## Comparison of Commissary to Other Stores in Community

### Percent of Active Duty Members Who Used a Commissary

KEY:  Higher Response of Better at Commissary  Lower Response of Better at Commissary  Higher Response of Better at Stores in Community		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Safety and security	Better at commissary	68	66	70	68	70	63	71	66	70	72	69	65	70	70	70	68	73	70	71
	Better in community	2	3	2	2	2	3	3	3	2	1	2	3	1	2	1	2	1	2	1
Quality of meats	Better at commissary	44	48	42	41	42	43	47	45	47	36	31	50	42	45	29	42	36	45	30
	Better in community	22	20	25	19	25	21	26	17	24	27	31	18	25	23	34	18	27	24	29
Customer service	Better at commissary	42	40	44	44	42	42	39	47	41	37	31	41	35	46	34	45	37	44	34
	Better in community	17	19	18	16	16	18	22	14	18	19	24	18	21	18	22	15	20	14	22
Quality of groceries	Better at commissary	40	42	41	40	35	37	41	44	41	28	24	44	32	45	23	42	31	38	23
	Better in community	12	13	12	8	14	12	14	11	13	15	16	13	14	11	17	8	14	14	16
Average check-out time	Better at commissary	40	40	39	42	41	40	36	46	38	36	29	42	33	40	32	43	38	42	33
	Better in community	24	26	25	20	23	25	32	19	27	26	30	25	27	24	31	20	23	22	27

# COMMISSARIES AND EXCHANGES

## Comparison of Commissary to Other Stores in Community

### Percent of Active Duty Members Who Used a Commissary

KEY:																				
Higher Response of Better at Commissary																				
Lower Response of Better at Commissary																				
Higher Response of Better at Stores in Community																				
		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Quality of produce	Better at commissary	36	40	36	38	31	38	36	42	37	24	20	43	29	39	20	39	26	34	18
	Better in community	27	24	27	20	35	24	26	18	28	42	47	21	37	23	46	18	37	31	50
Merchandise assortment	Better at commissary	35	33	38	37	32	35	32	42	33	23	21	35	28	41	20	39	26	35	19
	Better in community	32	31	30	27	40	29	34	25	33	45	47	29	40	27	46	25	41	37	52

# COMMISSARIES AND EXCHANGES

## Comparison of Commissary to Other Stores in Community

### Percent of Active Duty Members Who Used a Commissary

KEY:																
Higher Response of Better at Commissary																
Lower Response of Better at Commissary																
Higher Response of Better at Stores in Community																
		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Safety and security	Better at commissary	68	70	62	67	69	67	70	68	71	69	72	64	65	69	64
	Better in community	2	2	2	2	2	2	3	2	1	2	1	3	1	2	2
Quality of meats	Better at commissary	44	44	45	45	44	41	51	46	35	47	35	44	32	45	42
	Better in community	22	22	26	20	24	24	19	21	28	21	28	23	29	22	24
Customer service	Better at commissary	42	41	48	47	40	38	49	44	35	44	34	42	38	42	41
	Better in community	17	18	14	15	19	20	13	17	21	17	22	13	16	18	14
Quality of groceries	Better at commissary	40	39	42	44	37	35	48	42	27	43	28	40	26	40	37
	Better in community	12	12	16	12	13	12	12	12	15	11	15	15	17	12	15
Average check-out time	Better at commissary	40	40	41	45	37	37	45	42	33	42	33	42	34	40	40
	Better in community	24	25	19	19	27	27	19	23	27	24	28	20	23	25	21

# COMMISSARIES AND EXCHANGES

## Comparison of Commissary to Other Stores in Community

### Percent of Active Duty Members Who Used a Commissary

KEY:																
Higher Response of Better at Commissary																
Lower Response of Better at Commissary																
Higher Response of Better at Stores in Community																
		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Quality of produce	Better at commissary	36	37	33	40	34	33	43	39	23	40	23	35	22	37	33
	Better in community	27	26	36	22	30	30	23	24	43	22	42	33	49	26	36
Merchandise assortment	Better at commissary	35	33	45	39	32	30	42	37	23	37	23	35	22	35	33
	Better in community	32	33	28	29	34	35	27	30	45	28	44	37	53	31	40

# COMMISSARIES AND EXCHANGES

## Comparison of Commissary to Other Stores in Community

### Percent of Active Duty Members Who Used a Commissary

KEY:										
Higher Response of Better at Commissary										
Lower Response of Better at Commissary										
Higher Response of Better at Stores in Community										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Safety and security	Better at commissary	68	68	68	63	72	64	63	71	72
	Better in community	2	3	2	2	2	3	2	2	2
Quality of meats	Better at commissary	44	44	44	42	45	46	42	46	45
	Better in community	22	22	22	18	25	22	17	26	24
Customer service	Better at commissary	42	41	43	43	42	43	43	40	46
	Better in community	17	18	17	15	19	16	15	19	17
Quality of groceries	Better at commissary	40	40	40	40	40	42	39	40	39
	Better in community	12	12	12	11	13	13	11	13	12
Average check-out time	Better at commissary	40	39	41	41	40	40	41	39	42
	Better in community	24	25	24	21	26	21	21	26	25

# COMMISSARIES AND EXCHANGES

## Comparison of Commissary to Other Stores in Community

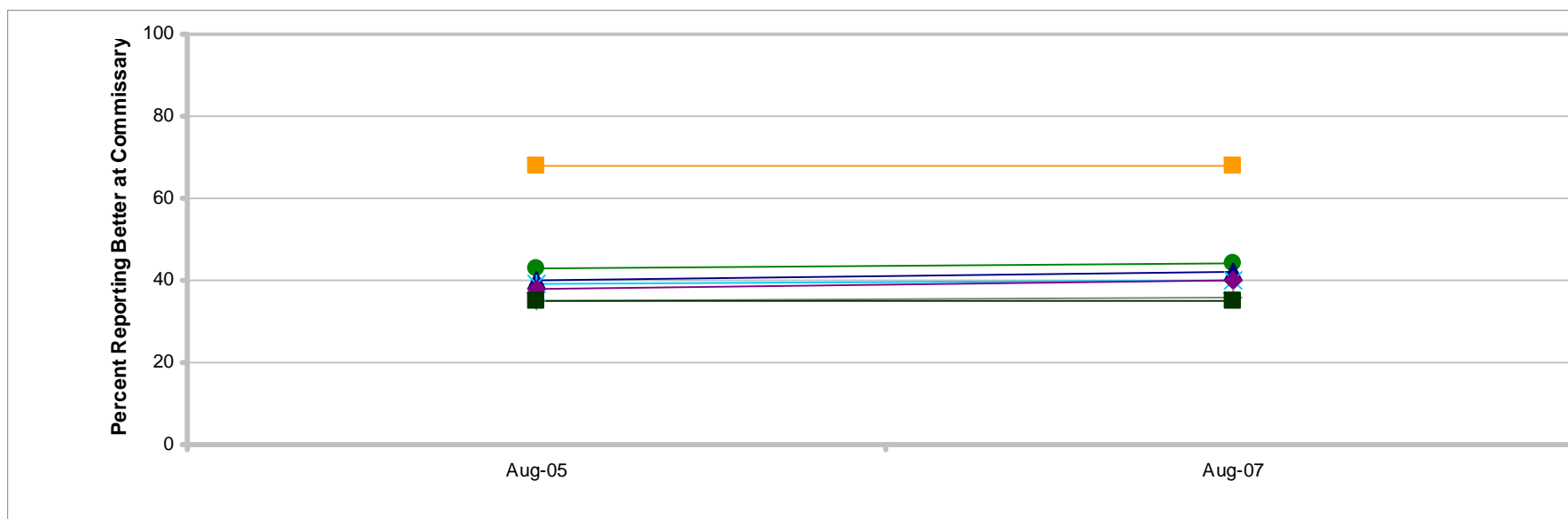
### Percent of Active Duty Members Who Used a Commissary

KEY:										
Higher Response of Better at Commissary										
Lower Response of Better at Commissary										
Higher Response of Better at Stores in Community										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Quality of produce	Better at commissary	36	37	36	39	35	40	38	35	36
	Better in community	27	26	28	20	31	27	19	33	27
Merchandise assortment	Better at commissary	35	34	35	37	33	39	36	33	34
	Better in community	32	31	34	29	35	30	28	34	35

# COMMISSARIES AND EXCHANGES

## Better at Commissary Than Other Stores in Community

### Percent of Active Duty Members Who Used a Commissary



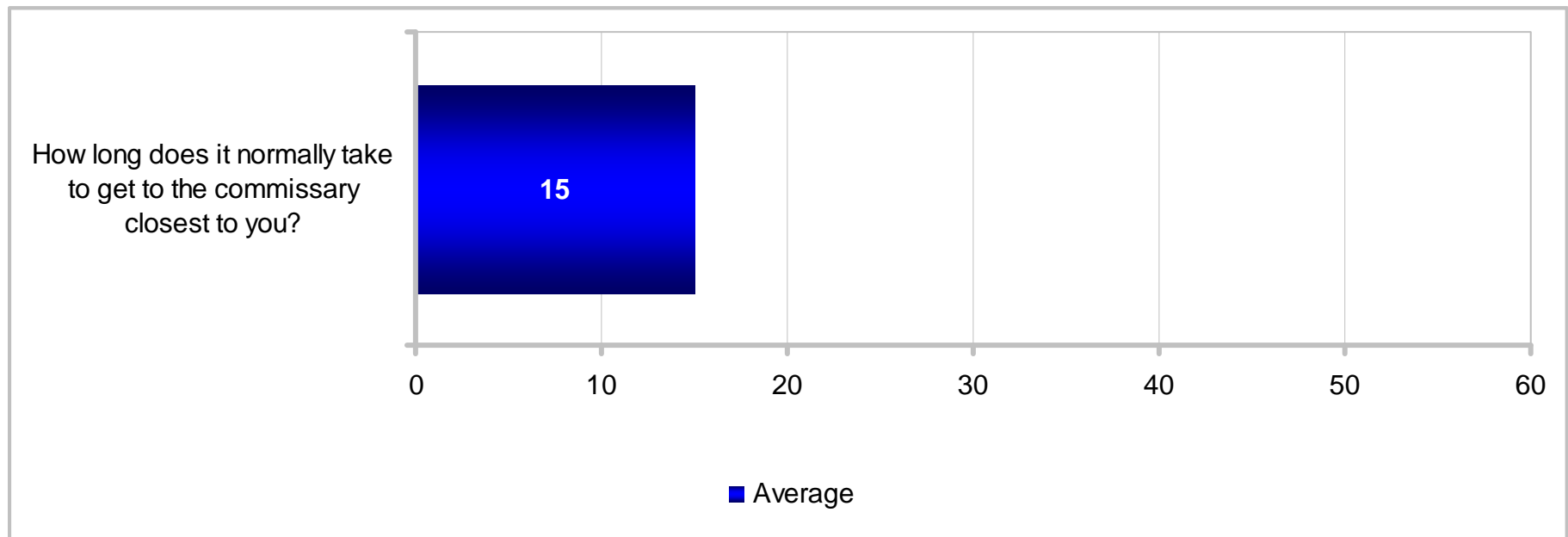
	Most recent HIGHER than Most recent LOWER than	Aug-05	Aug-07
■	■	68	68
●	●	43	44
▲	▲	40	42
✱	✱	39	40
◆	◆	38	40
+	+	35	36
■	■	35	35



# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Commissary (in Minutes)

Average of Active Duty Members Who Used a Commissary



# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Commissary (in Minutes)

### Average of Active Duty Members Who Used a Commissary

KEY: More Than Average Less Than Average	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	15	15	16	16	15	14	16	12	17	19	21	14	20	15	20	15	19	15	19
How long does it normally take to get to the commissary closest to you?	15	15	16	16	15	14	16	12	17	19	21	14	20	15	20	15	19	15	19

KEY: More Than Average Less Than Average	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officers	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	15	16	13	9	19	16	15	15	20	15	20	14	19	16	15
How long does it normally take to get to the commissary closest to you?	15	16	13	9	19	16	15	15	20	15	20	14	19	16	15

# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Commissary (in Minutes)

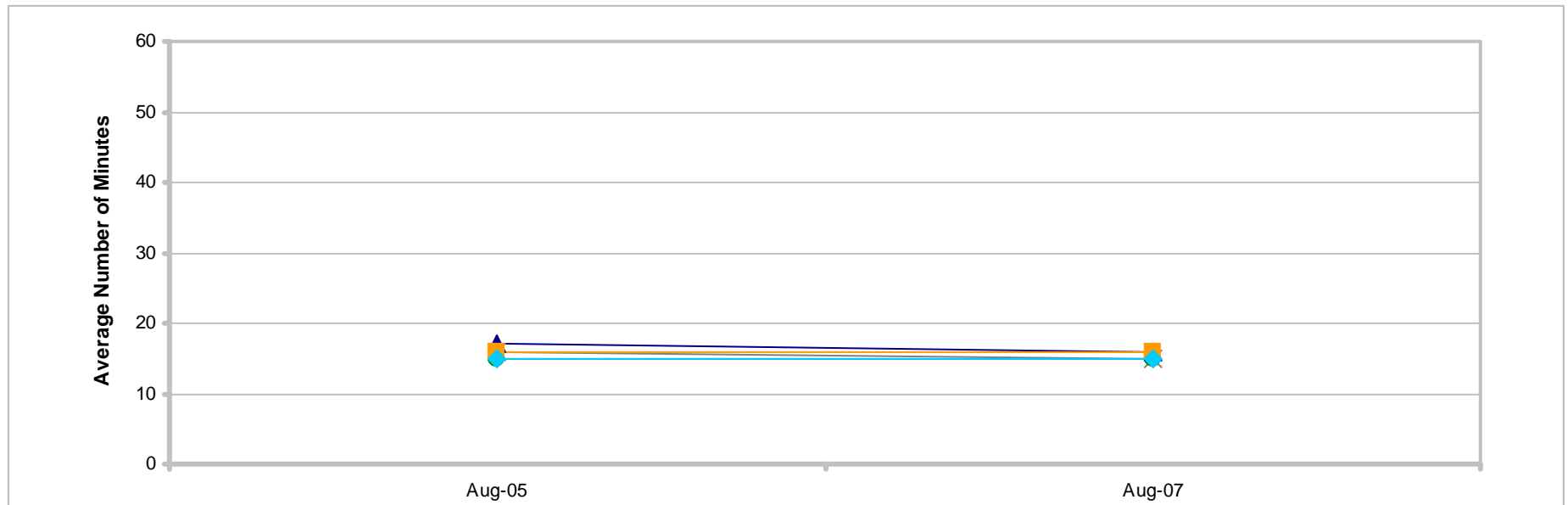
Average of Active Duty Members Who Used a Commissary

KEY:									
	<div>More Than Average</div> <div>Less Than Average</div>								
	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
How long does it normally take to get to the commissary closest to you?	15	16	15	14	17	17	13	17	17

# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Commissary (in Minutes)

Average of Active Duty Members Who Used a Commissary, by Service

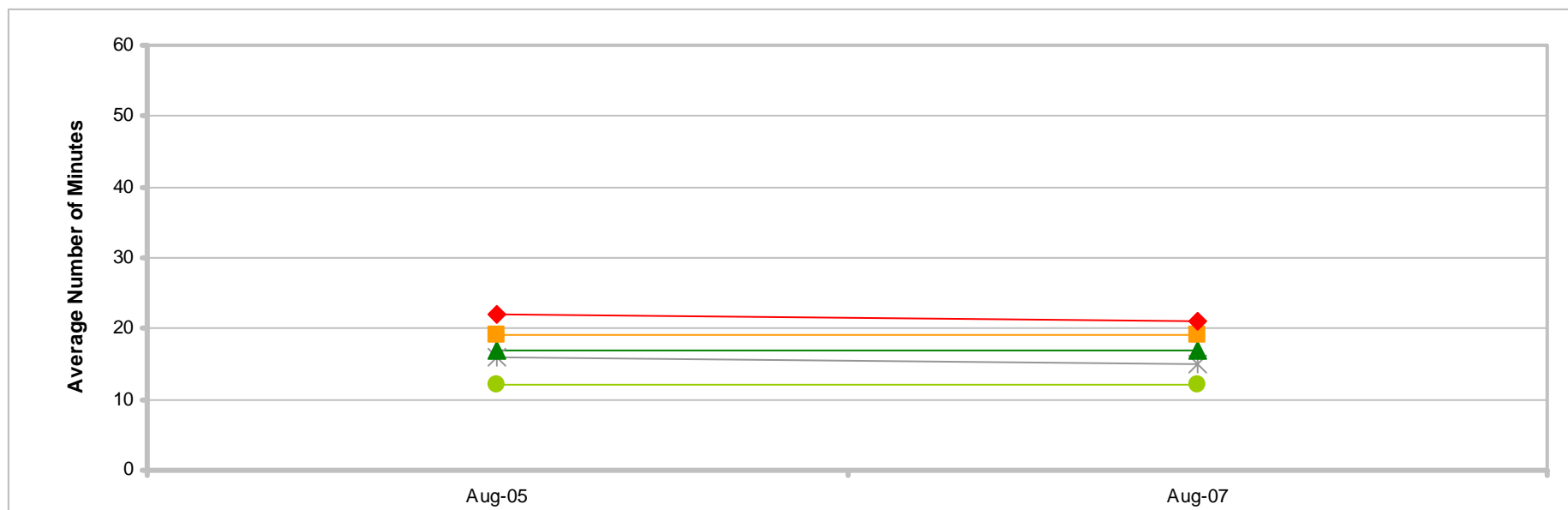


	Most recent HIGHER than Most recent LOWER than	Aug-05	Aug-07
* Total		16	15
● Army		15	15
▲ Navy		17	16
■ Marine Corps		16	16
◆ Air Force		15	15

# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Commissary (in Minutes)

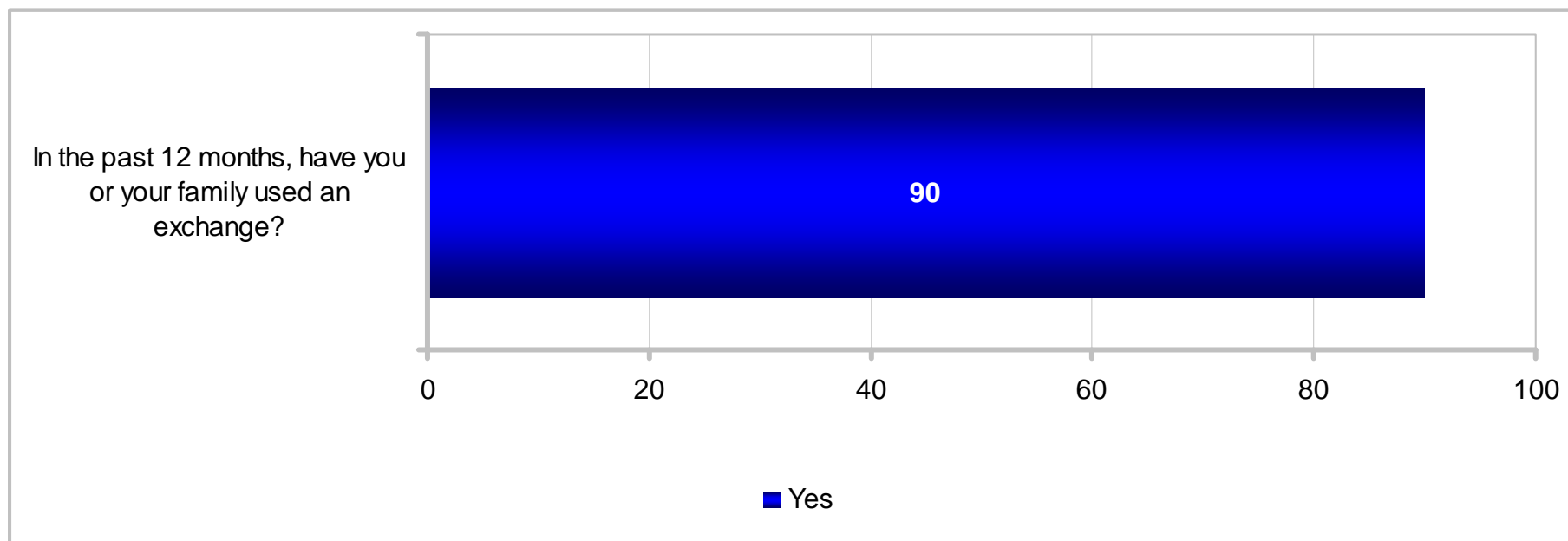
### Average of Active Duty Members Who Used a Commissary, by Paygrade



	Aug-05	Aug-07
* Total	16	15
● E1-E4	12	12
▲ E5-E9	17	17
■ O1-O3	19	19
◆ O4-O6	22	21

# COMMISSARIES AND EXCHANGES

## Use of Exchanges Percent of All Active Duty Members



# COMMISSARIES AND EXCHANGES

## Use of Exchanges Percent of All Active Duty Members

KEY:  Higher Response of Yes  Lower Response of Yes	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	In the past 12 months, have you or your family used an exchange?	90	85	95	91	93	88	91	85	93	95	96	84	94	95	97	90	94	92

KEY: Higher Response of Yes Lower Response of Yes	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	In the past 12 months, have you or your family used an exchange?	90	90	92	88	92	88	90	95	89	95	90	95	90	91

# COMMISSARIES AND EXCHANGES

## Use of Exchanges Percent of All Active Duty Members

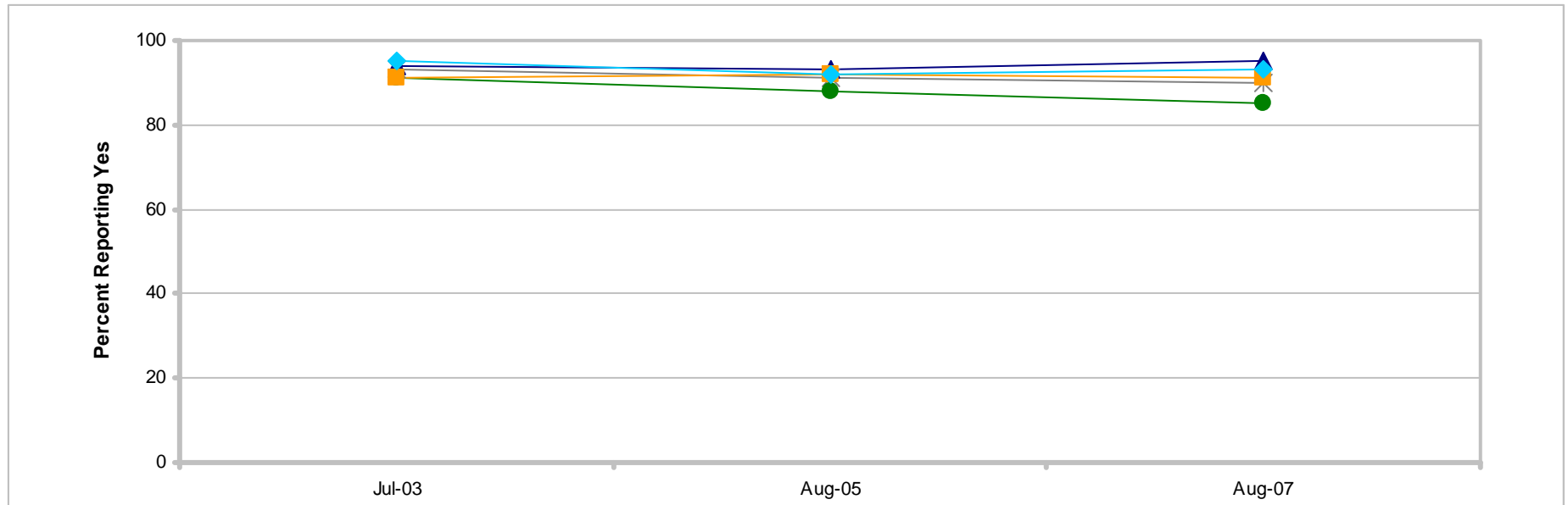
KEY:  Higher Response of Yes Lower Response of Yes	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
	In the past 12 months, have you or your family used an exchange?	90	91	90	87	93	91	86	93



# COMMISSARIES AND EXCHANGES

## Use of Exchanges

Percent of All Active Duty Members, by Service

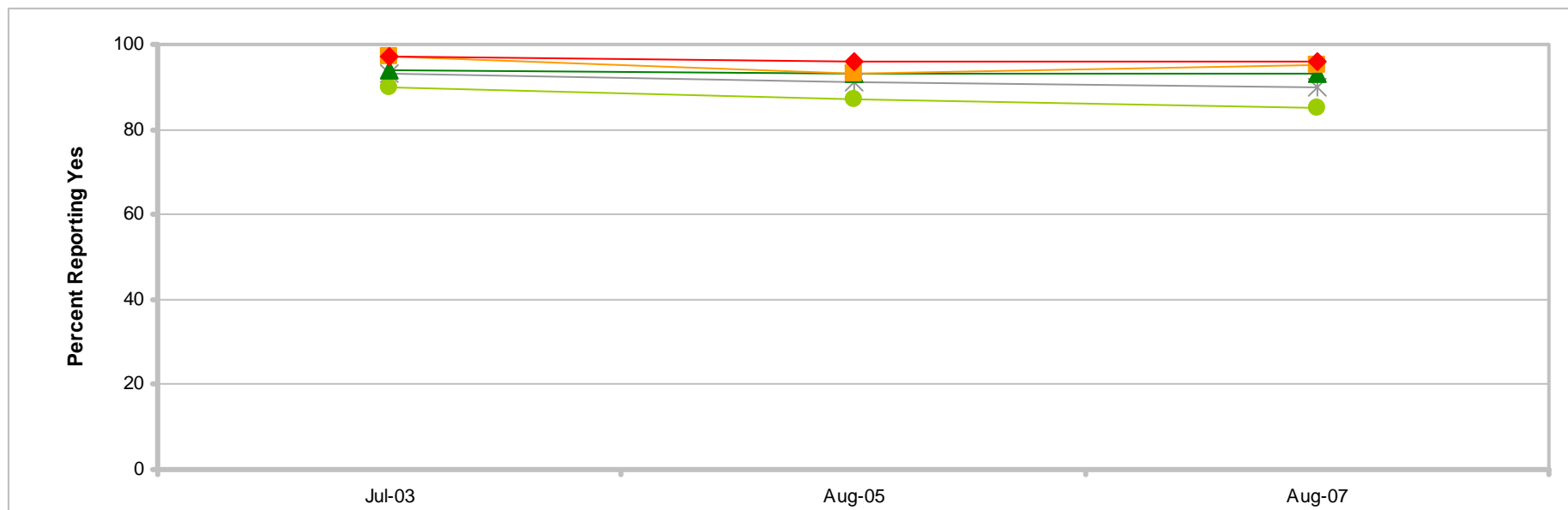


	Most recent HIGHER than Most recent LOWER than	Jul-03	Aug-05	Aug-07
* Total		93	91	90
● Army		91	88	85
▲ Navy		94	93	95
■ Marine Corps		91	92	91
◆ Air Force		95	92	93

# COMMISSARIES AND EXCHANGES

## Use of Exchanges

Percent of All Active Duty Members, by Paygrade

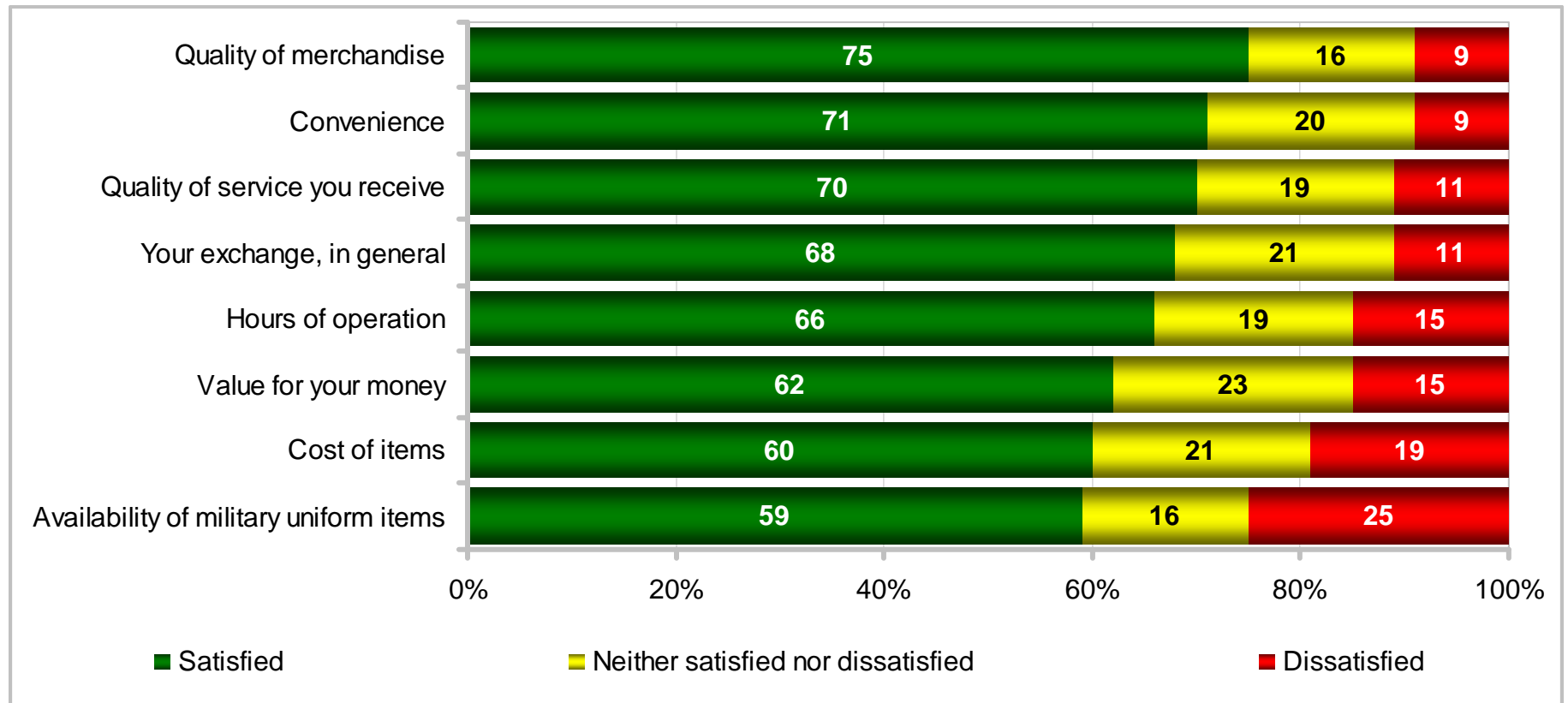


	Most recent HIGHER than Most recent LOWER than	Jul-03	Aug-05	Aug-07
* Total		93	91	90
● E1-E4		90	87	85
▲ E5-E9		94	93	93
■ O1-O3		97	93	95
◆ O4-O6		97	96	96

# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Exchanges

Percent of Active Duty Members Who Used an Exchange



# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Exchanges

Percent of Active Duty Members Who Used an Exchange

KEY:																		
Higher Response of Satisfied																		
Lower Response of Satisfied																		
Higher Response of Dissatisfied																		
		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers
Quality of merchandise	Satisfied	75	71	82	76	72	72	78	75	75	75	75	71	74	82	81	77	73
	Dissatisfied	9	11	6	6	10	9	8	8	9	10	10	11	11	6	7	5	9
Convenience	Satisfied	71	66	78	74	69	69	68	72	70	71	70	65	69	79	75	74	72
	Dissatisfied	9	13	6	6	9	11	10	9	10	8	9	14	9	7	6	6	6
Quality of service you receive	Satisfied	70	67	75	72	68	69	67	74	69	69	62	67	65	76	71	73	68
	Dissatisfied	11	13	8	7	12	12	12	8	12	10	15	13	14	7	10	7	10
Your exchange, in general	Satisfied	68	63	77	70	63	66	67	68	68	68	69	63	66	77	76	71	69
	Dissatisfied	11	14	7	8	14	12	10	11	12	10	11	14	12	7	9	8	11
Hours of operation	Satisfied	66	63	72	65	65	62	59	63	67	70	72	61	69	71	77	65	69
	Dissatisfied	15	17	12	16	14	19	18	19	14	10	9	19	11	13	7	17	7

# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Exchanges

Percent of Active Duty Members Who Used an Exchange

KEY:  Higher Response of Satisfied  Lower Response of Satisfied  Higher Response of Dissatisfied		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Value for your money	Satisfied	62	56	71	64	61	58	64	61	62	66	66	55	61	71	74	63	66	60	63
	Dissatisfied	15	20	12	12	13	17	14	14	16	13	12	21	17	12	10	12	11	13	13
Cost of items	Satisfied	60	53	67	61	60	57	59	59	59	65	65	52	60	66	73	60	65	60	62
	Dissatisfied	19	24	16	17	17	22	19	21	20	15	15	26	18	17	12	18	15	18	15
Availability of military uniform items	Satisfied	59	57	71	62	46	56	54	61	56	58	62	57	59	71	71	62	62	45	50
	Dissatisfied	25	25	18	21	35	26	27	23	27	24	25	25	24	18	17	21	20	35	32

# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Exchanges

Percent of Active Duty Members Who Used an Exchange

KEY:																
		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Quality of merchandise	Satisfied	75	76	67	71	77	74	77	75	75	75	75	74	74	75	74
	Dissatisfied	9	8	13	11	8	9	8	9	10	8	10	10	11	9	10
Convenience	Satisfied	71	72	66	72	71	69	75	71	70	71	71	72	68	71	71
	Dissatisfied	9	9	12	10	9	10	7	9	9	10	8	7	9	9	8
Quality of service you receive	Satisfied	70	71	65	70	70	67	76	71	66	71	65	72	68	70	72
	Dissatisfied	11	10	13	10	11	13	7	10	13	11	13	8	11	11	9
Your exchange, in general	Satisfied	68	69	59	64	70	66	72	68	68	68	68	69	66	68	68
	Dissatisfied	11	10	17	14	10	12	9	11	11	11	11	11	12	11	11
Hours of operation	Satisfied	66	67	63	62	69	64	71	65	71	65	71	65	68	66	66
	Dissatisfied	15	14	21	21	11	16	13	16	9	16	9	16	12	15	15

# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Exchanges

Percent of Active Duty Members Who Used an Exchange

KEY:																
		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Value for your money	Satisfied	62	63	57	60	64	60	66	62	65	62	65	63	66	62	63
	Dissatisfied	15	14	18	16	14	16	13	15	14	15	14	14	12	15	14
Cost of items	Satisfied	60	61	54	56	62	59	62	59	64	59	63	60	68	59	61
	Dissatisfied	19	19	23	22	18	20	19	20	16	21	16	18	12	20	17
Availability of military uniform items	Satisfied	59	60	49	55	61	56	64	58	60	59	61	54	51	59	53
	Dissatisfied	25	23	34	28	23	27	21	25	24	24	23	30	33	24	30

# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Exchanges

Percent of Active Duty Members Who Used an Exchange

KEY:										
Higher Response of Satisfied										
Lower Response of Satisfied										
Higher Response of Dissatisfied										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Quality of merchandise	Satisfied	75	75	75	74	75	79	74	74	79
	Dissatisfied	9	8	9	8	9	9	8	10	8
Convenience	Satisfied	71	70	72	71	71	73	71	70	73
	Dissatisfied	9	10	9	9	10	8	9	10	9
Quality of service you receive	Satisfied	70	69	71	73	69	76	72	68	69
	Dissatisfied	11	12	10	9	12	9	9	13	11
Your exchange, in general	Satisfied	68	68	68	68	68	72	68	66	70
	Dissatisfied	11	12	11	11	11	11	11	12	10
Hours of operation	Satisfied	66	66	66	63	68	71	62	68	67
	Dissatisfied	15	14	15	18	13	15	19	13	14



# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Exchanges

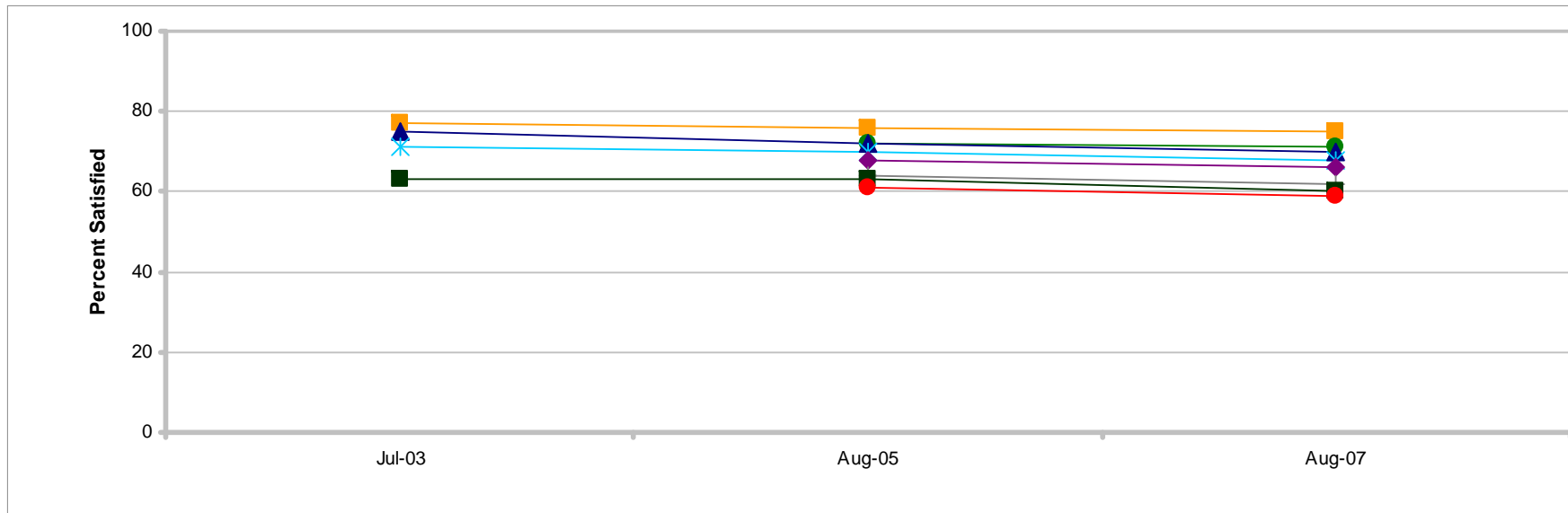
Percent of Active Duty Members Who Used an Exchange

KEY:										
Higher Response of Satisfied										
Lower Response of Satisfied										
Higher Response of Dissatisfied										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Value for your money	Satisfied	62	61	63	63	62	65	63	61	64
	Dissatisfied	15	17	13	12	16	13	12	17	14
Cost of items	Satisfied	60	58	61	61	59	62	61	58	61
	Dissatisfied	19	22	18	17	21	17	18	22	18
Availability of military uniform items	Satisfied	59	59	58	59	58	63	58	57	62
	Dissatisfied	25	25	25	25	25	25	25	26	24

# COMMISSARIES AND EXCHANGES

## Satisfaction With Aspects of Exchanges

Percent of Active Duty Members Who Used an Exchange

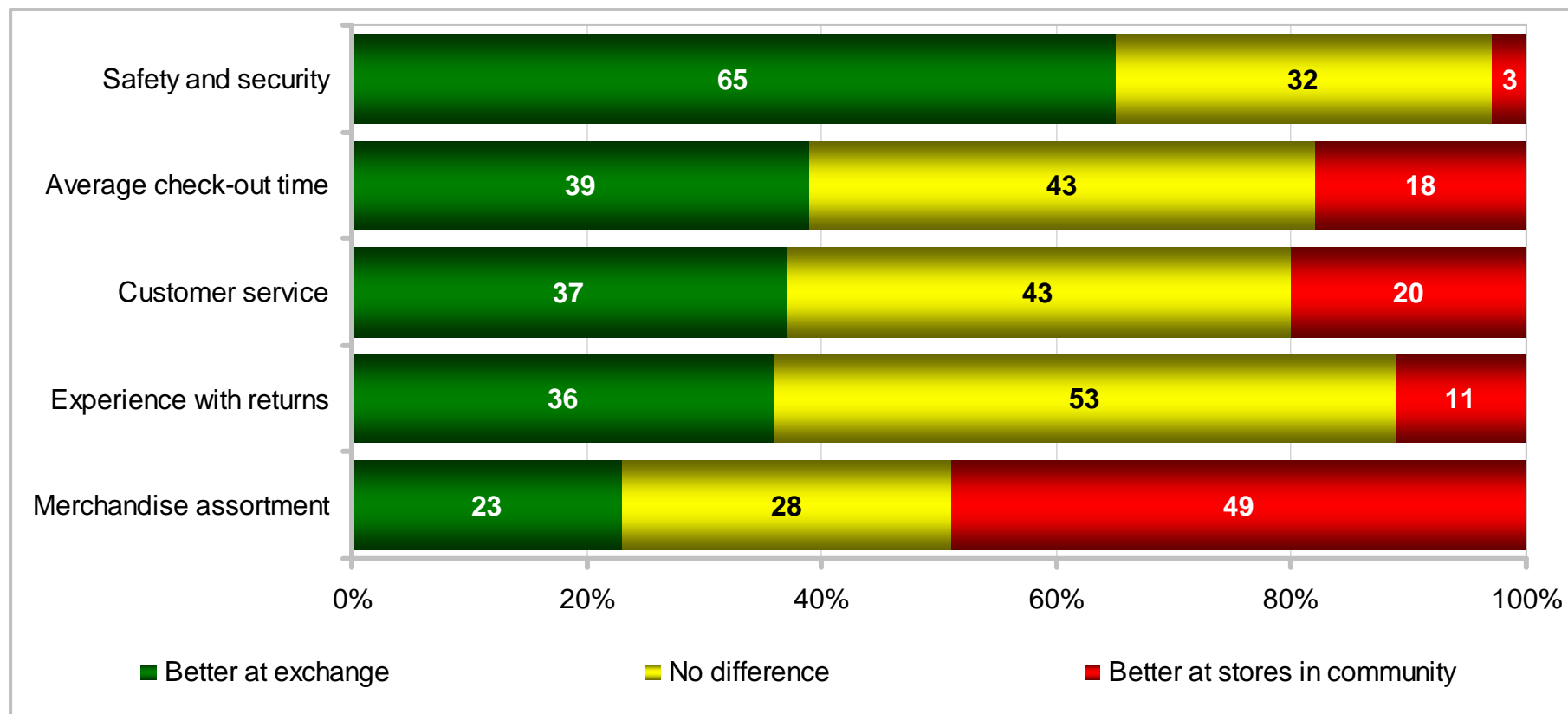


Most recent HIGHER than Most recent LOWER than		Jul-03	Aug-05	Aug-07
■	Quality of merchandise	77	76	75
●	Convenience		72	71
▲	Quality of service you receive	75	72	70
*	Your exchange, in general	71	70	68
◆	Hours of operation		68	66
+	Value for your money		64	62
■	Cost of items	63	63	60
●	Availability of military uniform items		61	59

# COMMISSARIES AND EXCHANGES

## Comparison of Exchange to Other Stores in Community

Percent of Active Duty Members Who Used an Exchange



# COMMISSARIES AND EXCHANGES

## Comparison of Exchange to Other Stores in Community

### Percent of Active Duty Members Who Used an Exchange

KEY: Higher Response of Better at Exchange Lower Response of Better at Exchange Higher Response of Better at Stores in Community		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Safety and security	Better at exchange	65	62	66	63	69	59	66	62	66	69	69	61	67	66	68	62	71	68	71
	Better in community	3	4	3	2	2	4	4	3	3	2	1	4	2	3	1	2	1	2	1
Average check-out time	Better at exchange	39	33	45	43	38	41	39	45	37	35	28	35	28	47	37	44	36	40	32
	Better in community	18	24	14	12	18	19	20	17	19	15	20	24	21	14	13	12	13	18	17
Customer service	Better at exchange	37	34	41	40	36	38	36	44	35	31	24	35	28	43	31	41	30	39	26
	Better in community	20	25	17	16	21	20	24	16	22	23	31	24	27	15	24	15	25	19	27
Experience with returns	Better at exchange	36	35	37	32	38	34	37	37	37	31	31	36	32	39	31	32	29	40	31
	Better in community	11	13	9	9	11	11	15	10	12	9	13	13	12	9	11	9	9	12	11
Merchandise assortment	Better at exchange	23	21	30	25	18	25	21	31	20	15	10	22	14	33	14	26	16	20	10
	Better in community	49	50	40	45	60	43	53	39	52	62	70	47	61	36	61	43	60	56	73

# COMMISSARIES AND EXCHANGES

## Comparison of Exchange to Other Stores in Community

### Percent of Active Duty Members Who Used an Exchange

KEY:			Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Higher Response of Better at Exchange																	
Lower Response of Better at Exchange																	
Higher Response of Better at Stores in Community																	
Safety and security	Better at exchange		65	66	61	63	66	63	68	64	69	64	70	62	62	65	62
	Better in community		3	3	3	3	2	3	3	3	2	3	1	3	2	3	3
Average check-out time	Better at exchange		39	40	37	43	37	36	45	41	32	41	32	40	29	39	38
	Better in community		18	18	20	18	18	20	14	18	17	19	17	15	17	18	15
Customer service	Better at exchange		37	36	42	42	34	33	45	39	28	39	28	37	30	37	36
	Better in community		20	21	20	19	21	23	15	19	26	20	27	16	23	21	17
Experience with returns	Better at exchange		36	34	50	40	34	31	45	37	31	37	32	37	29	36	35
	Better in community		11	11	10	11	11	12	10	11	11	11	11	9	11	11	9
Merchandise assortment	Better at exchange		23	21	33	27	21	19	31	25	13	25	13	24	12	23	22
	Better in community		49	50	44	46	51	53	43	46	65	45	64	49	70	49	53

# COMMISSARIES AND EXCHANGES

## Comparison of Exchange to Other Stores in Community

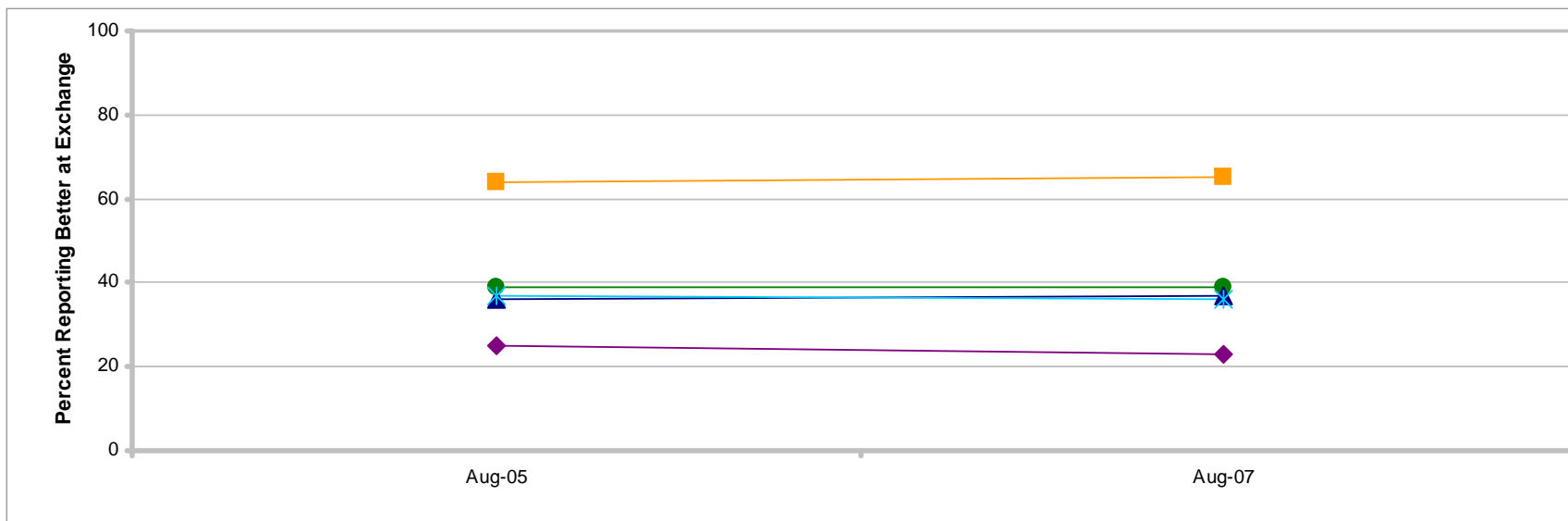
### Percent of Active Duty Members Who Used an Exchange








KEY:		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
Higher Response of Better at Exchange										
Lower Response of Better at Exchange										
Higher Response of Better at Stores in Community										
Safety and security	Better at exchange	65	63	67	59	69	60	59	69	68
	Better in community	3	3	2	3	2	3	3	2	3
Average check-out time	Better at exchange	39	38	40	40	38	43	40	37	42
	Better in community	18	20	16	18	18	13	18	18	18
Customer service	Better at exchange	37	35	39	39	36	38	39	35	38
	Better in community	20	22	19	19	21	18	19	22	20
Experience with returns	Better at exchange	36	36	36	35	37	40	34	38	35
	Better in community	11	11	11	10	11	8	11	12	10
Merchandise assortment	Better at exchange	23	22	24	25	21	26	25	20	24
	Better in community	49	49	50	46	51	44	46	54	46

# COMMISSARIES AND EXCHANGES

## Better at Exchange Than Other Stores in Community

Percent of Active Duty Members Who Used an Exchange

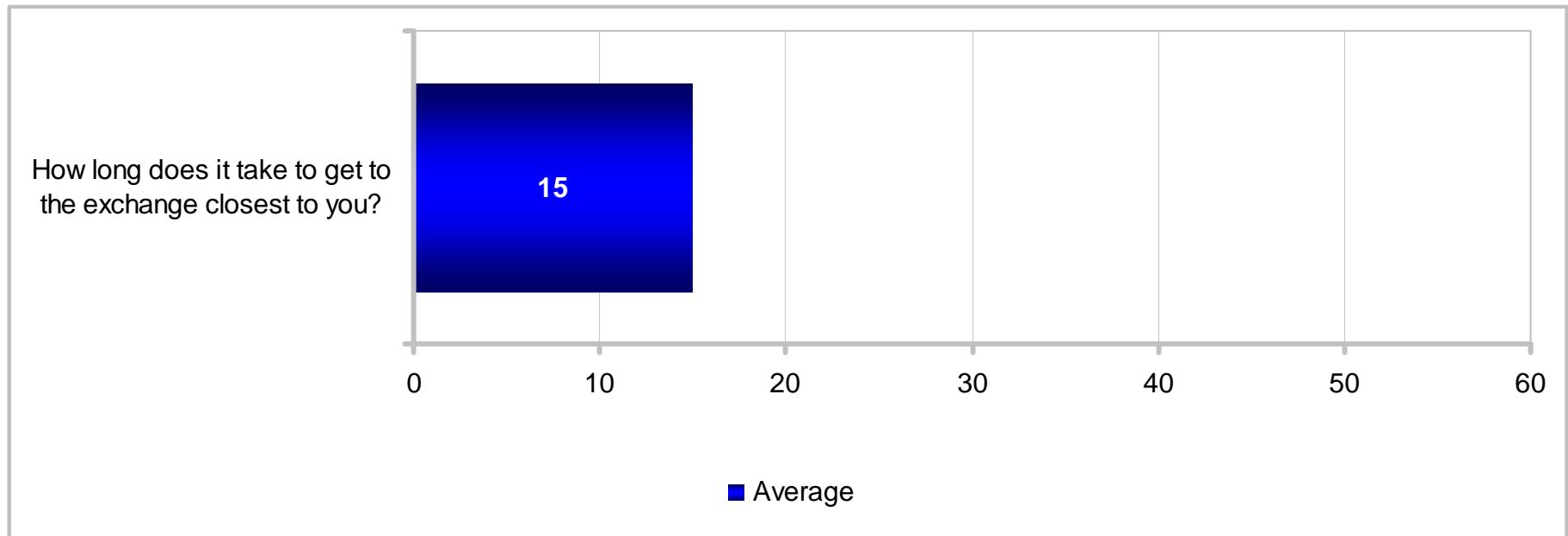


Most recent HIGHER than  Most recent LOWER than 		Aug-05	Aug-07
	Safety and security	64	65
	Average check-out time	39	39
	Customer service	36	37
	Experience with returns	37	36
	Merchandise assortment	25	23

# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Exchanges (in Minutes)

Average of Active Duty Members Who Used an Exchange





# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Exchanges (in Minutes)

Average of Active Duty Members Who Used an Exchange

KEY: More Than Average Less Than Average	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	15	15	16	14	16	14	16	11	17	19	21	15	20	15	20	13	19	15	20
How long does it take to get to the exchange closest to you?	15	15	16	14	16	14	16	11	17	19	21	15	20	15	20	13	19	15	20

KEY: More Than Average Less Than Average	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officers	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
	15	16	13	8	19	16	15	15	20	15	20	14	19	15	15
How long does it take to get to the exchange closest to you?	15	16	13	8	19	16	15	15	20	15	20	14	19	15	15

# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Exchanges (in Minutes)

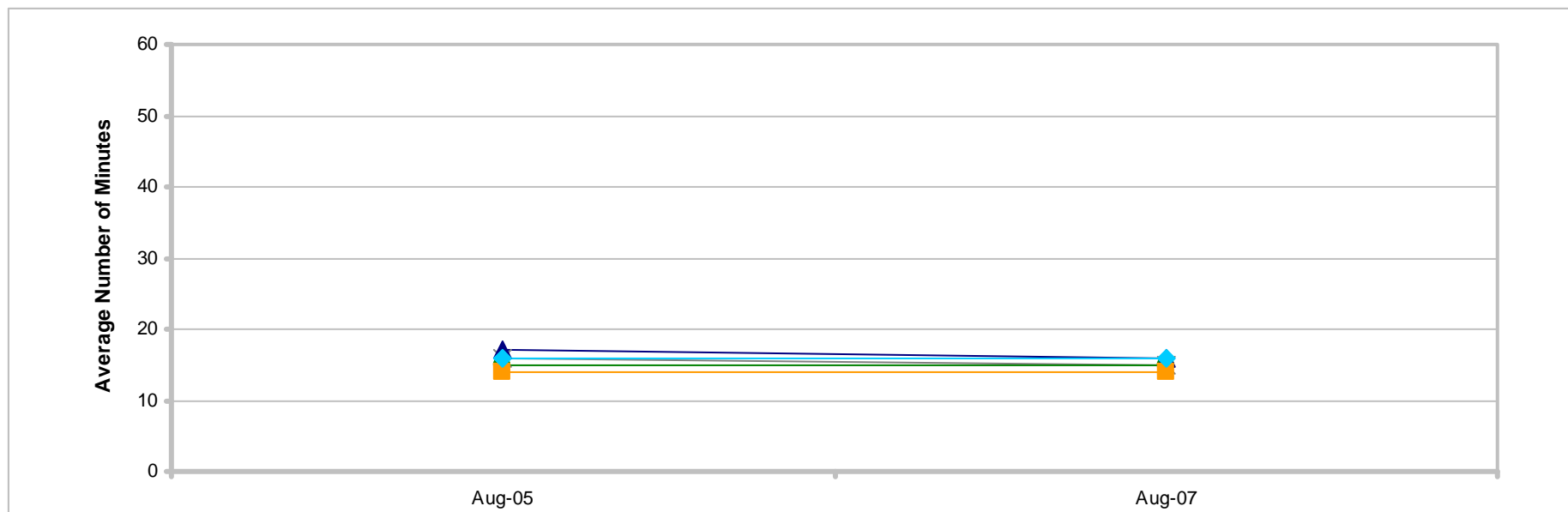
Average of Active Duty Members Who Used an Exchange

KEY:										
	<div>More Than Average</div> <div>Less Than Average</div>									
	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)	
How long does it take to get to the exchange closest to you?	15	16	15	13	17	17	13	17	16	

# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Exchanges (in Minutes)

Average of Active Duty Members Who Used an Exchange, by Service

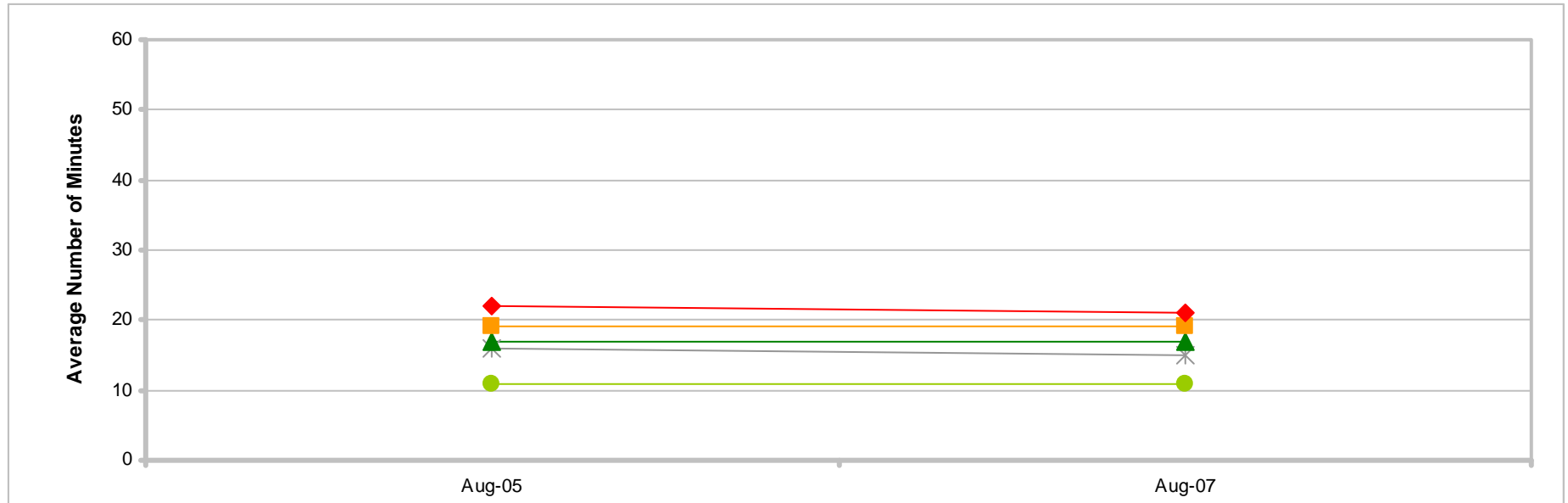


	Most recent HIGHER than Most recent LOWER than	Aug-05	Aug-07
* Total		16	15
● Army		15	15
▲ Navy		17	16
■ Marine Corps		14	14
◆ Air Force		16	16

# COMMISSARIES AND EXCHANGES

## Length of Time to Nearest Exchanges (in Minutes)

Average of Active Duty Members Who Used an Exchange, by Paygrade

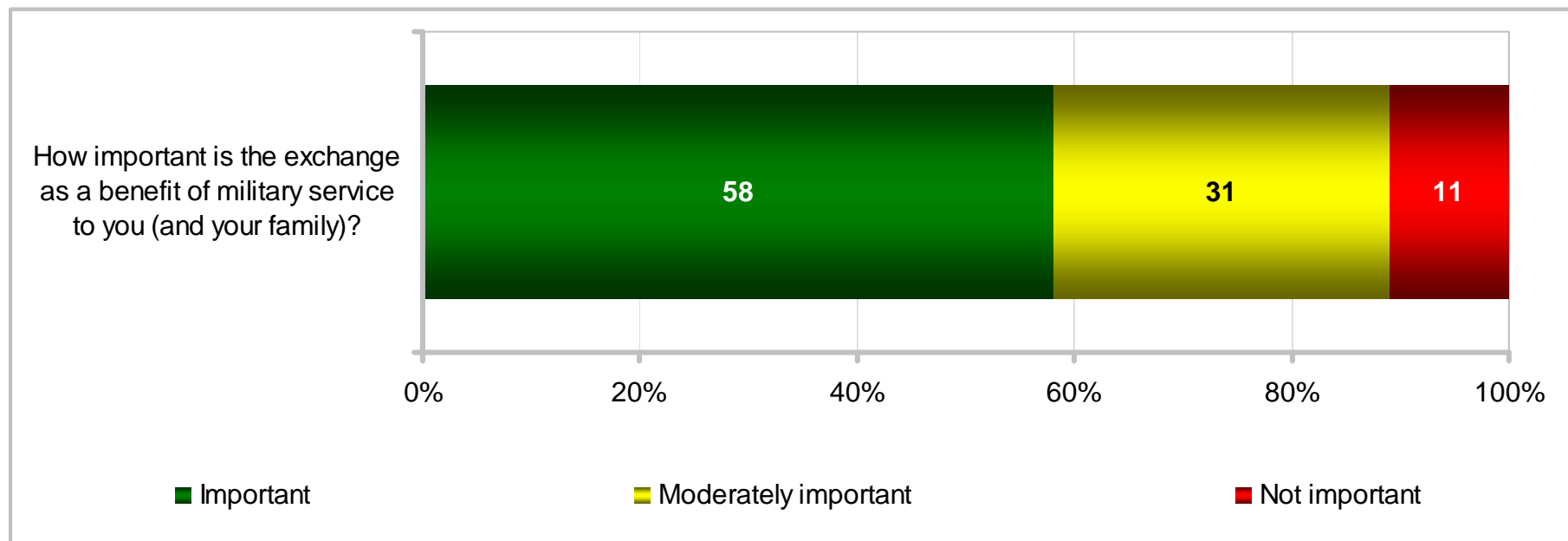


	Most recent HIGHER than Most recent LOWER than	Aug-05	Aug-07
* Total		16	15
● E1-E4		11	11
▲ E5-E9		17	17
■ O1-O3		19	19
◆ O4-O6		22	21

# COMMISSARIES AND EXCHANGES

## Importance of Exchange as a Benefit

Percent of All Active Duty Members



# COMMISSARIES AND EXCHANGES

## Importance of Exchange as a Benefit

Percent of All Active Duty Members

KEY:			Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Higher Response of Important																					
Lower Response of Important																					
Higher Response of Not Important																					
How important is the exchange as a benefit of military service to you (and your family)?	Important		58	54	66	58	56	53	59	57	59	57	60	54	56	66	65	57	62	57	54
	Not important		11	13	9	11	11	13	14	11	11	12	12	13	13	8	9	11	11	11	13

KEY:			Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
Higher Response of Important																	
Lower Response of Important																	
Higher Response of Not Important																	
How important is the exchange as a benefit of military service to you (and your family)?	Important		58	56	67	61	56	54	66	58	58	58	58	61	61	58	61
	Not important		11	12	6	9	12	13	8	11	12	12	12	8	10	12	8

# COMMISSARIES AND EXCHANGES

## Importance of Exchange as a Benefit

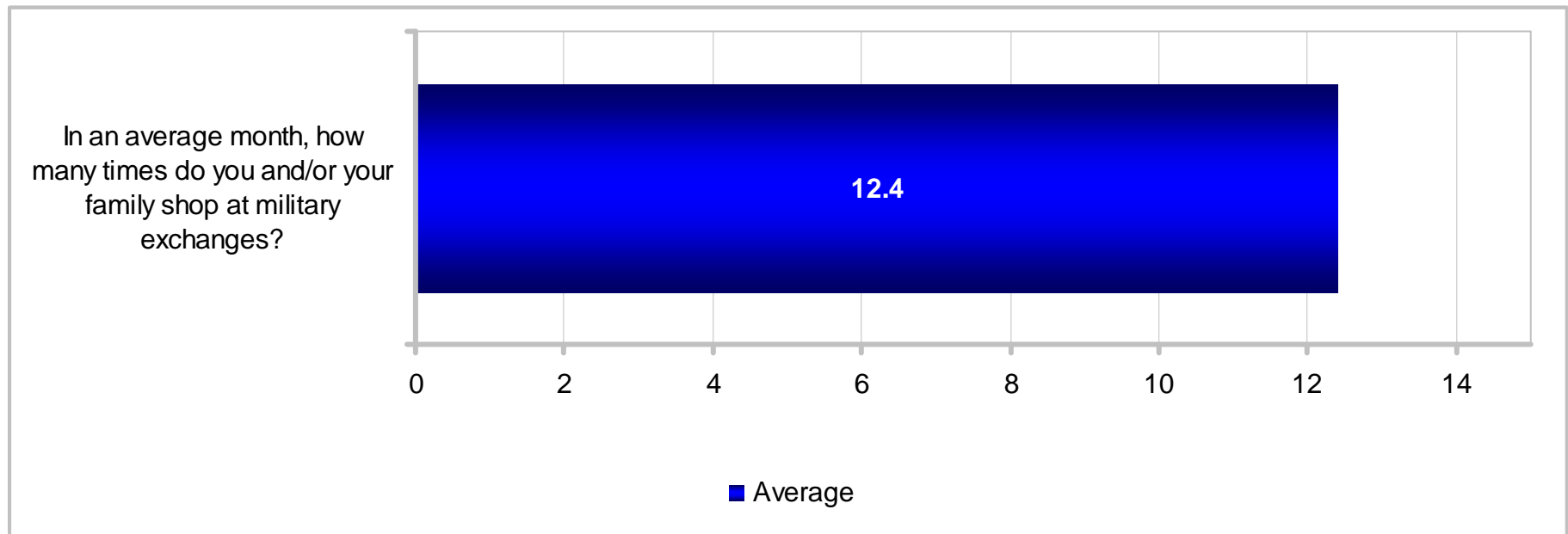
Percent of All Active Duty Members

KEY:										
Higher Response of Important										
Lower Response of Important										
Higher Response of Not Important										
		Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
How important is the exchange as a benefit of military service to you (and your family)?	Important	58	56	60	56	59	61	55	60	57
	Not important	11	11	11	12	10	11	12	10	11

# COMMISSARIES AND EXCHANGES

## Number of Times Shop at Exchange in Average Month

Average of All Active Duty Members





# COMMISSARIES AND EXCHANGES

## Number of Times Shop at Exchange in Average Month

### Average of All Active Duty Members

KEY:  More Than Average  Less Than Average	Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	In an average month, how many times do you and/or your family shop at military exchanges?	12.4	11.6	11.0	15.9	13.3	13.6	15.2	11.4	12.7	14.5	13.3	11.4	12.5	10.2	14.9	15.9	15.1	13.0

KEY:  More Than Average  Less Than Average	Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male	Female
In an average month, how many times do you and/or your family shop at military exchanges?	12.4	13.8	5.0	7.4	15.3	13.3	10.9	12.1	13.9	11.8	13.4	14.1	16.8	12.1	14.6

# COMMISSARIES AND EXCHANGES

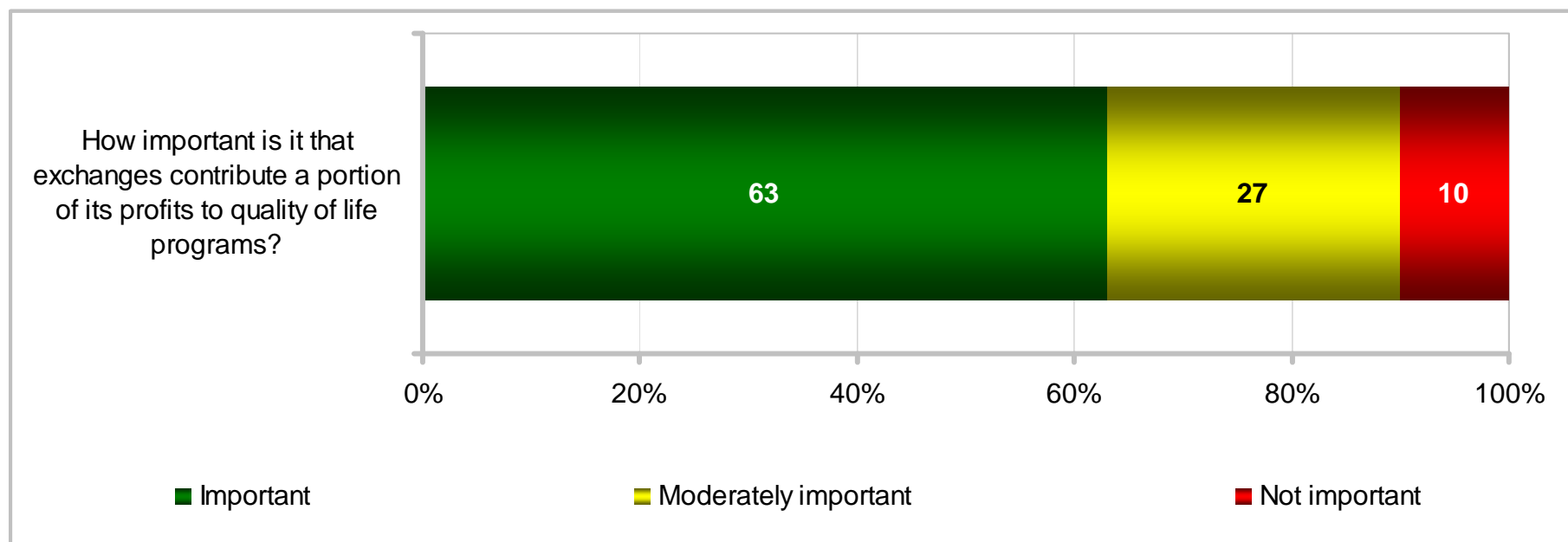
## Number of Times Shop at Exchange in Average Month

### Average of All Active Duty Members

KEY:  More Than Average  Less Than Average	Total	Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
	In an average month, how many times do you and/or your family shop at military exchanges?	12.4	12.1	12.8	11.7	12.9	10.7	11.9	12.1

# COMMISSARIES AND EXCHANGES

## Importance of Exchanges Contributing Profits to Quality of Life Programs Percent of All Active Duty Members



# COMMISSARIES AND EXCHANGES

## Importance of Exchanges Contributing Profits to Quality of Life Programs

Percent of All Active Duty Members

KEY:																			
		Total	Army	Navy	Marine Corps	Air Force	Enlisted 3 – 5 YOS	Enlisted 6 – 9 YOS	E1 – E4	E5 – E9	O1 – O3	O4 – O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted
How important is it that exchanges contribute a portion of its profits to quality of life programs?	Important	63	62	66	61	63	57	66	61	66	60	61	63	62	66	63	60	65	64
	Not important	10	10	8	10	12	11	9	9	9	12	14	9	12	7	11	10	11	11

KEY:															
		Total	US (Incl. Territories)	Overseas	On Base	Off Base	Non-Hispanic White	Total Minority	Enlisted	Officer	Male Enlisted	Male Officers	Female Enlisted	Female Officers	Male
How important is it that exchanges contribute a portion of its profits to quality of life programs?	Important	63	62	69	65	62	59	71	64	61	63	60	67	65	62
	Not important	10	10	9	9	11	12	6	9	13	10	13	7	11	10

# COMMISSARIES AND EXCHANGES

## Importance of Exchanges Contributing Profits to Quality of Life Programs Percent of All Active Duty Members

KEY:  Higher Response of Important  Lower Response of Important  Higher Response of Not Important		Total								
			Deployed	Not Deployed	Single	Married	Single w/ Child(ren)	Single w/o Child(ren)	Married w/ Child(ren)	Married w/o Child(ren)
How important is it that exchanges contribute a portion of its profits to quality of life programs?	Important	63	61	65	61	64	65	60	66	62
	Not important	10	11	9	11	9	10	11	9	9

# COMMISSARIES AND EXCHANGES

## Summary of Findings

August 2007

- 90% indicated they or their family used a commissary in the past 12 months
  - Led by Air Force, O1-O3, male officer, Navy officer, officer, Marine Corps officer, O4-O6, Army officer, married with child(ren), not deployed, married, female, and female enlisted
  - Percentage point differences over time for total, Service, and paygrade are:

	Most recent HIGHER by Most recent LOWER by	Jul-03	Aug-05	Aug-07
* Total		3		90
● Army		8	5	85
▲ Navy				91
■ Marine Corps				90
◆ Air Force				95

	Most recent HIGHER by Most recent LOWER by	Jul-03	Aug-05	Aug-07
● E1-E4				87
▲ E5-E9		4		90
■ O1-O3				95
◆ O4-O6				94

- 63% to 86% satisfied with aspects of the commissary
  - Highest satisfaction with *quality of merchandise* (86%)
    - Led by living in the US
  - Lowest satisfaction with *hours of operation* (63%)
    - Led by O4-O6, Navy officer, Army officer, Marine Corps officer, male officer, officer, married with child(ren), female officer, total minority, Air Force officer, E5-E9, married, and living off base
  - No percentage point differences over time for total

# COMMISSARIES AND EXCHANGES

## Summary of Findings

August 2007 (Continued)

- Members indicated *safety and security* (68%), *quality of meats* (44%), *customer service* (42%), *quality of groceries* (40%), *average check-out time* (40%), *quality of produce* (36%), and *merchandise assortment* (35%) at their commissary was better than other stores in their community
  - *Safety and security* led by Marine Corps officer, male officer, married, married with child(ren), enlisted with 6 to 9 years of service, living in the US, and male
  - *Quality of meats* led by total minority, Army enlisted, Army, E5-E9, male enlisted, and enlisted
  - *Customer service* led by total minority, living overseas, E1-E4, living on base, male enlisted, and enlisted
  - *Quality of groceries* led by total minority, Navy enlisted, E1-E4, living on base, Army enlisted, male enlisted, and enlisted
  - *Average check-out time* led by E1-E4, total minority, living on base, enlisted, and male enlisted
  - *Quality of produce* led by total minority, Army enlisted, E1-E4, living on base, Army, male enlisted, enlisted, and male
  - *Merchandise assortment* led by living overseas, total minority, E1-E4, Navy enlisted, living on base, male enlisted, and enlisted
  - No percentage point differences found over time for total

# COMMISSARIES AND EXCHANGES

## Summary of Findings

August 2007 (Continued)

- Members reported commuting an average of 15 minutes to get to the nearest commissary
  - More than average led by O4-O6, Army officer, Navy officer, male officer, officer, Air Force officer, living off base, Marine Corps officer, O1-O3, female officer, E5-E9, married with child(ren), married, married without child(ren), deployed, Non-Hispanic White, and living in the US
  - No average differences over time for total, Service, or paygrade
- 90% indicated they or their family used an exchange in the past 12 months
  - Led by Navy officer, O4-O6, Air Force officer, male officer, officer, Navy, female officer, Navy enlisted, O1-O3, Marine Corps officer, Army officer, E5-E9, married with child(ren), Air Force, married, living off base, and Non-Hispanic White
  - Percentage point differences over time for total, Service, and paygrade are:

	Most recent HIGHER by Most recent LOWER by	Jul-03	Aug-05	Aug-07
* Total		3		90
● Army		6		85
▲ Navy				95
■ Marine Corps				91
◆ Air Force				93

	Most recent HIGHER by Most recent LOWER by	Jul-03	Aug-05	Aug-07
● E1-E4		5		85
▲ E5-E9				93
■ O1-O3				95
◆ O4-O6				96












# COMMISSARIES AND EXCHANGES

## Summary of Findings

August 2007 (Continued)

- 59% to 75% satisfied with aspects of the exchange
  - Highest satisfaction with *quality of merchandise* (75%)
    - Led by Navy, married without child(ren), living off base, and living in the US
  - Lowest satisfaction with *availability of military uniform items* (59%)
    - Led by Navy, total minority, living off base, living in the US, and male
  - Percentage point differences over time for total are:

Most recent HIGHER by  Most recent LOWER by 		Jul-03	Aug-05	Aug-07
	Quality of merchandise			75
	Convenience			71
	Quality of service you receive	5		70
	Your exchange, in general			68
	Hours of operation			66
+	Value for your money			62
	Cost of items			60
	Availability of military uniform items			59

# COMMISSARIES AND EXCHANGES

## Summary of Findings

August 2007 (Continued)

- Members indicated *safety and security* (65%), *average check-out time* (39%), *customer service* (37%), *experience with returns* (36%), and *merchandise assortment* (23%) at their exchange was better than other stores in the community
  - *Safety and security* led by Air Force officer, Marine Corps officer, male officer, O4-O6, officer, married with child(ren), Air Force, O1-O3, married, and total minority
  - *Average check-out time* led by Navy enlisted, Navy, total minority, E1-E4, living on base, male enlisted, and enlisted
  - *Customer service* led by total minority, E1-E4, Navy enlisted, living overseas, living on base, Navy, male enlisted, and enlisted
  - *Experience with returns* led by living overseas, total minority, living on base, Air Force enlisted, male enlisted, and enlisted
  - *Merchandise assortment* led by living overseas, Navy enlisted, E1-E4, total minority, Navy, living on base, single, male enlisted, and enlisted
  - No percentage point differences found over time for total

# COMMISSARIES AND EXCHANGES

## Summary of Findings

August 2007 (Continued)

- Members reported commuting an average of 15 minutes to get to the nearest exchange
  - Led by officer, living off base, E5-E9, married with child(ren), married, deployed, living in the US, and Non-Hispanic White
  - No average differences over time for total, Service, or paygrade
- 58% indicated the exchange as a benefit of military service is important; 11% indicated it is not important
  - Important led by living overseas, Navy, total minority, and living on base
  - Not important led by Non-Hispanic White, living in the US, and male

# COMMISSARIES AND EXCHANGES

## Summary of Findings

August 2007 (Continued)

- Members reported shopping at military exchanges an average of 12.4 times a month
  - Led by female officer, Marine Corps enlisted, Marine Corps, living off base, and living in the US
- 63% indicated it is important that exchanges contribute a portion of its profits to quality of life programs; 10% indicated it is not important
  - Important led by total minority, living overseas, female enlisted, female, enlisted with 6 to 9 years of service, E5-E9, married with child(ren), and not deployed
  - Not important led by Air Force officer, O4-O6, male officer, officer, Non-Hispanic White, deployed, and male