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Navy Quality of Life (QOL) Program Contributions to Readiness and Career Intentions

Volume II: Pilot Study Results

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Quality of Life (QOL) decision-makers need complete and accurate information that will help them determine if funded QOL programs are actually contributing to positive perceptions of Navy life, and which of them have the greatest impact. Specific program assessments were designed to supplement the Navy's QOL Domain survey with specific data on how well individual QOL programs meet the needs of Navy personnel. Data from over 10,700 QOL program patrons at three Navy Fleet concentration areas (i.e., Hampton Roads Virginia, Southern California, and Yokosuka Japan) were collected over a 6-month period. Results from this study support the conclusions from Kerce et al. (1999) that the QOL program evaluation approach, employing outcome items at two different levels – one at the program level examining program-specific outcomes and one examining higher-order outcomes, is a viable approach for evaluating a broad array of programs. This report also provides results that can be used to evaluate several QOL programs on a common metric – patron ratings of program quality, ratings of how well programs meet patron QOL needs, and how patrons rate the program's impact on their readiness (results related to program-specific outcomes can be found in Appendices B through F). Strengths and limitations of this program evaluation approach are discussed.

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Foreword

This effort was funded by the Office of Naval Research (ONR) under the Program Element number PE 0604703N, L1822, sponsored by the Assistant Commander Navy Personnel Command for Personal Readiness and Community Support (PERS-6). The objective of this study was to implement a program evaluation methodology that could be applied to the entire spectrum of Navy Quality of Life programs in order to evaluate their impact on desired military outcomes.

The authors wish to thank the funding sponsor, RADM Annette Brown (PERS-6), and Project Officers, CDR Arthur Cotton and CDR Phillip Gonda (PERS-00N) for their assistance in this project. A number of subject matter experts at the base-, regional-, claimant-, and headquarters-level provided invaluable assistance in developing the program evaluation measures and collecting survey data. Specifically, at Commander, Naval Region Mid-Atlantic (COMNAVREGMIDLANT), the regional commander RADM Christopher Cole, his Director for QOL matters at Headquarters Support Activity Atlantic Fleet (HSALANT) CAPT George "Chip" Slavin and his Executive Officer CDR Tala Welch provided assistance with this research. Within each of the program areas at Morale, Welfare, and Recreation (MWR) Director Richard Carlsen, Family Service Center (FSC) Director Cathy Stokoe and her Chief of Support Services, Greg Bender, Navy College Program (NCP) Director Dr. Thad Frattalone, and Chaplain Religious Enrichment Development Operation (CREDO) Director Chaplain Gray also provided assistance with this research. At Commander Naval Forces Japan (CNFJ), the regional commander RADM Robert Chaplain, CAPT Donald Orndoff (N4), and Director for QOL matters at CNFJ Mr. Tim Hofstetter (N47), were also very helpful with this research. Surveys were administered at Commander Fleet Activities Yokosuka (CFAY) led by CAPT Michael Seifert and program managers Joe Brandt and Kathy Nakayama for MWR, Susan Onikama and Kathy Adams-Bomar at the FSC, NCP Director Chuck Jamieson, and Galley Manager CWO4 Ozzie Osberg. Within Commander, Naval Region Southwest (COMNAVREGSW), the regional commander RADM Veronica Froman and her successor RADM Frederic Ruehe, Director for QOL matters CAPT Judy Gaze and her successor CAPT Nancy Avila, Program Manager for Social Services Dr. Mary Rotterman, Program Manager for MWR CAPT Steven Sonntag, and NCP Director Ms. Jennie Humes.

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Summary

Introduction

Quality of life (QOL) is a complex concept and one that represents a significant investment by the Navy. Decision-makers need complete and accurate information that will help them determine if funded QOL programs are actually contributing to positive perceptions of Navy life, and which of them has the greatest impact. This project is designed to supplement the Navy's QOL Domain Survey with specific data on how well individual QOL programs meet the needs of Navy personnel. Used in conjunction with regular assessments of QOL, this should provide valuable and timely information for program planning and resource allocation.

Problem

With the advent of an all-volunteer force, maintaining QOL at acceptable levels moved from being a concern to a necessity for attracting and retaining qualified personnel, gaining more importance as the competition with private industry for highly skilled people has grown. Many organizations, including the military, have turned their attention to regular assessment of QOL in an effort to assure that changing needs and expectations are being met. The QOL program assessment phase of this study is designed to specifically ask how well Navy QOL programs meet Sailor needs and contribute to QOL.

Objective

The objective of this project is to implement a QOL assessment system and provide preliminary data and analyses that can be applied to the entire spectrum of QOL programs in the Navy. Such a system requires measures that are specific enough to capture the variability of the various programs, but have sufficient consistency across programs to facilitate comparisons. Additionally, the QOL Program Contributions project will capture program-specific data that will help link Navy QOL programs with highly desirable military outcomes (i.e., impact on personal readiness and career intentions).

Conceptual Considerations

The conceptual considerations involved in this project center on creating a common metric that can be used to evaluate these seemingly dissimilar QOL programs. In addition to the program evaluation measures, items designed to measure the impact of QOL programs on highly desirable military outcomes (i.e., personal readiness and career intentions) need to be developed and evaluated.

Results and Conclusions

Program evaluations were conducted for 13 QOL programs at three Fleet concentration areas in the U.S. Navy: Southern California, Hampton Roads (i.e., the greater Norfolk area), and Yokosuka Japan. Program evaluation surveys were administered to program patrons over a 2-month period. Program evaluation measures were designed to assess patron perceptions of how

well the program met their needs as a QOL program. A list of "*Reasons for Being*" was developed that outlined reasons why the Navy supports any QOL program. Headquarters-level program managers reviewed the list and selected the reasons for being that were most relevant to their program. Additional items asked about program quality (i.e., satisfaction with hours of operation, customer service, quality of services, and range of services) and program-specific outcomes (e.g., how Spouse Employment Assistance Program patrons felt the program helped their job search skills). Finally, outcome measures asked respondents what impact these QOL programs had on their overall QOL, readiness, and career plans.

Chaplain Religious Enrichment Development Operation (CREDO), Fitness and Recreation, and Clinical Counseling were rated the highest in exceeding customer expectations of program quality. Child Care and Youth Programs were the lowest scoring QOL programs when assessing program quality. There were several reasons for being items that program patrons had an opportunity to rate. In rating whether patrons viewed the program as a way the Navy showed concern for Sailors and their families, CREDO, Fitness and Recreation, and Spouse Employment Assistance programs received the highest ratings. When asked how well a program helped with their adjustment to military life, Fitness and Recreation, Youth Programs, and the Navy College Program were rated highest. Child Care and Youth Programs were rated the highest when asked what impact programs had on helping Sailors concentrate on their jobs. Only three programs (i.e., Child Care, Youth Programs, and Fitness and Recreation) included a reason for being on impacting the health and safety of Sailors and their families. All three programs were rated strongly by patrons as impacting the health and safety of themselves and their families.

Results of the structural equation modeling (SEM) and multiple regression analyses indicate that all QOL programs studied (with the exception of the Spouse Employment Assistance and Deployment Support programs due to a low number of surveys returned) were significantly related to Sailor self-report ratings of readiness. SEM analyses also indicate that the relationship between QOL programs and career intentions is, at best, small. Advantages, limitations, implications, and areas for future research will be discussed.

Results from this study support the conclusions from Kerce et al. (1999) that the QOL program evaluation approach employing outcome items at two different levels – one at the program level examining program-specific outcomes and one examining higher-order outcomes. The inclusion of organizational outcome items on each respective program evaluation survey appears to be an improvement over the Kerce (1998) methodology of relying on naturally occurring matches between the Program Contributions program evaluation surveys and the QOL Domain Survey. Although there are a number of limitations related to the sampling involved in this pilot study (e.g., convenience sampling, client/patron coverage, etc.), this program evaluation approach is a promising alternative that allows program managers from the local, regional, claimant, and headquarters level to compare a vast array of QOL programs on a common metric.

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Introduction

Quality of life (QOL) is a complex concept and one that represents a significant investment by the U.S. Navy. Decision-makers need data that will help them determine if the broad spectrum of QOL programs is meeting their objectives and having a positive impact on QOL and career intentions. Program evaluation surveys for each of 13 QOL programs were constructed, focusing on program *Reasons for Being*—statements that headquarters-level QOL program managers feel reflect the primary intended purpose(s) of QOL programs. Data were collected in three Navy Fleet concentration areas: Hampton Roads Virginia, Southern California, and Yokosuka Japan. Program users rated QOL programs in terms of how well a program met its objectives, program quality, and impact on military outcomes. Findings, as well as strengths and limitations of this approach, are discussed.

In 1999 the Assistant Chief of Naval Personnel for Personal Readiness and Community Support (PERS-6) requested that the Chief of Naval Personnel (CNP) prioritize research and development funding for Navy Personnel Research, Studies, and Technology (NPRST) to conduct a quality of life (QOL) needs assessment and QOL program evaluation. The QOL needs assessment (i.e., the QOL Domain Study) examined Sailor QOL needs and how they are related to readiness and career intentions. The QOL program evaluation examined how well QOL programs are meeting their primary objectives and contributing to Sailor readiness and career intentions.

Problem

Good military commanders have always been concerned about the health, morale, and well being of their personnel—that is, their quality of life (QOL). With the advent of an all-volunteer force, maintaining QOL at acceptable levels moved from being a concern to a necessity for attracting and retaining qualified personnel, gaining more importance as the competition with private industry for highly skilled people has grown. Many organizations, including the military, have turned their attention to regular assessment of QOL in an effort to ensure that changing needs and expectations are being met.

Traditionally, other Navy projects in the QOL research program have concentrated on developing and refining the best methodology for continuous monitoring of Navy-wide QOL. These efforts center around a comprehensive, domain-based questionnaire administered to representative samples of active-duty Navy personnel. Within a framework of life domains, respondents provide subjective information about various aspects of their lives as well as their feelings about their QOL overall. This methodology provides information about the areas (domains) of life that are satisfying to Navy members and indications of areas where there are problems resulting in dissatisfaction.

The QOL program assessment phase of this study is designed to specifically ask how well Navy QOL programs meet Sailor needs and contribute to QOL. Both types of information (Domain-based life needs and specific program assessments) are important for policymakers. Information from the domain-based questionnaire provides the data to model relationships between QOL and desired military outcomes such as career intentions, personal readiness, or performance. Causal modeling techniques provide statistical evidence that improvements in

QOL lead to positive bottom-line outcomes for the Navy. Whereas these data indicate life domains where QOL is perceived positively or where improvements are needed, they are less useful for assessing the relationships among QOL and the programs presently in place.

There are several reasons that data needed to model QOL and behavioral outcomes are inappropriate for assessing the contribution of a particular program. First, past research indicates that there is not a direct correspondence between any single program and a life domain. Most programs have an impact on more than one life domain, and a single domain may be influenced by more than one program. For example, housing programs can be seen to affect perceptions of the residence, neighborhood, and income/standard of living. A second reason is related to participant selection: the basic QOL questionnaire requires a random sample that is representative of all Navy members, but the effects of programs on QOL can best be determined by querying program users only. Immediacy is an issue here as well; with programs constantly evolving, the target population for a program assessment should be current users so that the outcome of modifications and changes may be studied.

Decision-makers need complete and accurate information that will help them determine if funded QOL programs are actually contributing to positive perceptions of Navy life, and which of them has the greatest impact. This project is designed to supplement the Navy's QOL Domain survey with specific data on how well individual QOL programs meet the needs of Navy personnel. Used in conjunction with regular assessments of QOL, this should provide valuable and timely information for program planning and resource allocation.

Objective

The objective of this project is to design and implement a QOL assessment system and methodology that can be applied to the entire spectrum of QOL programs in the Navy. Such a system requires measures that are specific enough to capture the variability of the various programs, but have sufficient consistency across programs to facilitate comparisons. Additionally, the QOL Program Contributions project will capture program-specific data that will help link Navy QOL programs with Sailor life needs.

The initial phase of this effort will address major conceptual issues, such as the level of complexity introduced by evaluating dissimilar programs, the need for consistency in the measurement of QOL impact, and establishment of an economical field data collection methodology. The specific products of this project include:

- The design of a workable, self-sustaining assessment methodology to evaluate the contributions of a variety of QOL programs. Data will be used to assess a number of diverse QOL programs using a common approach.
- An easy-to-use, data-rich, relational database (QOL Decision Support System) will be created and periodically updated so that QOL program managers and other decision makers can query the system and have answers regarding QOL programs based on the latest available data.

Until the QOL Decision Support System is online, this summary report will provide data that shows how program users rate QOL programs. This summary report includes summary statistics of program satisfaction as well as a modeling effort that demonstrates the relationship between

satisfaction with these QOL programs and the outcomes of personal readiness and career intentions.

Background

Previous QOL research first focused on identifying Sailor/Marine needs (Booth-Kewley and Thomas, 1993). Subsequent QOL research extended the reach of life need research by determining the relationship between life needs and global QOL (Wilcove, 1996). Kerce (1995), White, Baker, and Wolosin (1999), and Wilcove, Wolosin, and Schwerin (2002) extended the research even further by examining the relationship between life needs and global QOL, and then between global QOL and career intentions.

Kerce (1995) made several recommendations to the USMC from the results of the QOL life needs data. Three of five recommendations made were based on an intuitive linking between the life needs and the USMC QOL program that might address that life need. The USMC subsequently increased funding in several life areas and follow-up USMC Domain research showed a marginal increase in QOL. One limitation of this approach is that the linkage between life needs and QOL programs are quite complex. Kerce (1998) recognized the problem of intuitively linking individual QOL programs to life needs (or life domains):

> "Because programs typically have an impact in more than one life domain and because each life domain is likely to be affected by more than one program, neither domain nor global evaluations automatically point to the success or failure of a specific program. (p. 2)."

Kerce (1998) and Kerce, Sheposh, and Knapp (1999) addressed this shortcoming by designing a program evaluation system that targeted a broad range of QOL programs in the USMC. A key component of this approach was the inclusion of several different levels of outcome measures—program-specific outcomes (e.g., did a client of the financial management program report feeling more in control of their finances after using the program) and higher-order QOL outcomes (e.g., how well does the financial management program meet general QOL needs). Kerce (1998) did this by developing *Reasons for Being*—items that reflect higher-order QOL program outcomes (e.g., increase satisfaction with military life, demonstrate the military's concern for Servicemembers and their families, helps me concentrate on my job, etc.). USMC QOL program managers then selected from this list of seven program objectives those that were most relevant for their program and these objectives were included in the program evaluation measures. Data were collected from program patrons at the point of service. Programs were then evaluated on how well patrons felt that individual USMC QOL programs met their prescribed objectives. Additionally, Kerce (1998) proposed that QOL program evaluation surveys be linked (by Social Security Number) to USMC QOL Domain Surveys in order to examine the relationship between program use and its perceived impact on organizational outcome measures (i.e., job performance, readiness, and career intentions).

Findings from Kerce et al. (1999) indicated that the program evaluation methodology was an effective way of evaluating program impact using outcome measures at two different levels. Study limitations centered on the limited timeframe of the pilot study (3-weeks) and the relatively low number of participants in the study (6,964 USMC QOL program users at 4 USMC bases). Also, the author's ability to create a cost/benefit ratio was limited by the paucity of standardized funding, utilization, and staffing data. Another limitation of the study was the

author's inability to link program patron data to organizational outcomes (i.e., job performance, readiness, and career intentions). Kerce et al. (1999) relied on naturally occurring matches between the USMC Domain Survey respondent population and the QOL Program Contributions respondent population. Unfortunately, there were few natural matches and the link between the USMC QOL Domain Survey and the USMC QOL Program Contributions surveys could not be made.

The Navy QOL Program Contributions study was initiated by the Chief of Naval Personnel in response to an increasing demand for quantitative assessment of QOL in the Navy. This assessment of QOL was split along the same lines as it had been for the USMC: a needs assessment and an evaluation of individual QOL programs. The Navy QOL Domain Survey was first administered in 1999 (conducted biennially) to evaluate Sailor life needs and examine the relationship between those life needs and organizational outcomes (i.e., job performance and career intentions; see Wilcove et al., 2000).

The Navy QOL Program Contributions began in late-1999/early-2000 with the goal of testing and refining the Kerce (1998) program evaluation methodology as well as using the data from the pilot evaluation project to evaluate these QOL programs. Specifically, this pilot program evaluation would focus on evaluating patron satisfaction with a number of QOL programs, assessing program impact on program patrons, and determining the strength of the relationship between individual QOL programs and organizational outcomes (e.g., readiness and career intentions) at a Navy-wide level. This approach of evaluating programs at the local and corporate levels, termed *cluster evaluation*[1], has become popular among large non-profit grant foundations (William K. Kellogg Foundation, Ann E. Casey Foundation, Public Welfare Foundation, etc).

The Navy QOL Program Contributions study initially planned to employ Kerce's plan of linking QOL Program Contributions evaluation surveys with Navy QOL Domain Surveys as a means of obtaining data on QOL program patron life needs and organizational outcomes. The authors intended to employ a methodology of follow-up surveys: if a QOL program patron completed a program evaluation survey, they would receive a follow-up Navy QOL Domain Survey several months later. This would solve the problem of naturally occurring matches, guaranteeing a link to the data-rich Navy QOL Domain Survey. Instead, after considering the time and cost of using the QOL Domain Survey as a means of collecting organizational outcome data, we decided to include organizational outcome items on the program evaluation surveys.

Research Questions

For each QOL program included in this study the authors sought to answer the following questions:

1. How do Sailors rate programs in terms of program quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost)?

[1] *Cluster Evaluation* is program evaluation method where one seeks to "evaluate a program that is being administered at different [autonomous] program sites aimed at bringing about a common general change." (Sanders, 1997, p. 397) For more information on cluster evaluation see Barley and Jenness (1993), W. K. Kellogg Foundation (1992), W. K. Kellogg Foundation (1995), or W. K. Kellogg Foundation (1998).

2. How well is each QOL program meeting its primary objectives (i.e., *Reasons for Being*)?
3. Which programs have the greatest impact on Sailors in terms of mission-related outcomes (e.g., QOL, readiness, and career intentions)?

Method

Survey Instrument

Program assessment surveys were developed for various QOL programs coordinated by Morale, Welfare, and Recreation (MWR), Fleet and Family Support Centers (FFSC), Navy College Program (NCP), and Chaplain Religious Enrichment Development Operation (CREDO). Additionally, a program evaluation of the Nutrition Education program was combined with an evaluation with its point of implementation—Navy galleys. Some QOL programs were excluded at this phase of the study primarily due to the sponsor's desire to select "spotlight" QOL programs and expand to the remaining QOL programs once this pilot project is completed. Programs included, excluded, and under study by Navy representatives outside of the PERS-6 area of responsibility are listed in Table 1.

Table 1.
QOL Programs Included and Excluded

Programs Included	
Morale, Welfare, and Recreation (N15/PERS-65)	Child Care
	Food and Hospitality
	Recreation and Fitness
	Youth Programs
Fleet and Family Support Centers (N15/PERS-66)	Clinical Counseling
	Deployment Support
	Personal Financial Management
	Relocation Assistance Program
	Spouse Employment Assistance Program (SEAP)
	Transition Assistance Management Program (TAMP)
Health and Physical Readiness (PERS-65)	Nutrition Education and Galleys
Chief of Chaplains (N097)	Chaplain Religious Enrichment Development Operation (CREDO)
Chief of Naval Education and Training (N7)	Navy College Program (NCP)
Programs Excluded	
Fleet and Family Support Centers (N15/PERS-66)	Exceptional Family Member Program
	Family Advocacy Programs (FAP)
	Information and Referral
Morale, Welfare, and Recreation (N15/PERS-65)	Navy Motion Picture Program
Navy Music (N15/PERS-64)	Navy Band
Under Study for Future Inclusion	
Navy Exchange Command	Navy Exchange
Bureau of Medicine and Surgery (N093)	Navy Medicine/TRICARE
Facilities and Engineering - Housing (N463)	Navy Housing

Program managers were allowed some latitude in what data they collected for the program specific items. Some program managers wanted to know how a program patron learned of the

program while others wanted to know how frequently a patron used a program. Overall, program measures were consistent in the directions given to participants, type of questions asked, and item response options. Please see Appendix A for a copy of each survey included in this report.

Program unique questions were included to assist program managers and coordinators in learning more about how well services were provided. Demographic questions (i.e., Social Security Number; place of residence—shipboard, ashore in Navy housing, ashore in civilian housing; date of survey completion; status of user—active duty, retiree, dependent, government civilian, other) were also included. Each of the 13 program evaluation measures incorporated a common set of items:

- An item that defines the participant's status with the military (i.e., active duty Navy, spouse of active duty Navy, active duty service member from another service, spouse of active duty service member from another service, Department of Defense (DOD) civilian, retiree, or other).
- Social Security Number. Used to validate self-report of career intentions with actual retention behavior (at a later date).
- Sub-program used. Oftentimes a larger program is comprised of several sub-programs.
- Program specific items that describe what brought the patron to the program.
- Program objectives or Reasons for Being.
- Program measures of quality (i.e., hours, facilities, range of services/programs, customer service, quality of service, and value of services in relation to cost).
- Organizational outcome measures. Self-report items focused on QOL, personal readiness, and career intentions.
- Housing status. An indication of whether the respondent lived in base housing, military housing off-base, civilian housing, shipboard berthing, or bachelor quarters ashore.
- Date of survey completion.

Program assessment surveys focus on QOL program *Reasons for Being*—statements that reflect the primary purpose(s) of QOL programs. Navy *Reasons for Being* were developed by headquarters-level QOL program managers from those previously used by the U.S. Marine Corps (Kerce, 1998). Each QOL program meets at least one of the *Reasons for Being* and QOL program managers have identified a program's *Reasons for Being*. The Navy *Reasons for Being* reflect how a QOL program serves to:

1. Promote the physical and psychological well being of members, maintaining quality of life at a level to attract qualified men and women to the USN.
2. Promote the physical and psychological well being of members, maintaining quality of life at a level to retain qualified men and women to the USN.
3. Provide a level of support that allows members to concentrate on their mission.
4. Provide a level of support that allows availability for deployment.

5. Provide educational opportunities that lead to personal satisfaction, maximization of individual contributions, and maintenance of the expertise required for the USN of the future.
6. Demonstrate concern for members and their families to enhance morale and commitment to the USN.
7. Make available the skills and tools to facilitate personal relationships, minimize the stresses of military life, and help members reduce tensions between military and family roles.
8. Help to ensure the health and safety of USN personnel and their families.
9. Increase personal and family satisfaction with adaptation to military life style.

Additional program quality items were included to gain some insights that would be important in evaluating facility-specific issues. Items used in previous Morale, Welfare, and Recreation (MWR) customer satisfaction surveys were included on each program evaluation survey. These items rated each program in terms of its hours, facilities, range of services/programs, customer service, quality of services, and value relative to cost on a 5-point scale (where 1 = *Much worse than expected* and 5 = *Much better than expected* with a *Don't know/Not applicable* option).

Previous QOL Program Evaluation efforts (Kerce et al., 1999) have stopped short of linking program use and impact to organizational outcomes that are of particular interest to the military. Specifically, the Navy is keenly interested in not only how a program has affected QOL, but also a program's impact on readiness and career intentions. The following military outcome measures have been developed for testing for this program evaluation. These outcome measures evaluate how a program:

1. Contributes to my QOL in the military.
2. Contributes to the Navy's ability to recruit.
3. Contributes to a Sailor's overall readiness.

Additionally, a career intent question, used in previous QOL Domain research, was included to determine the career plans of program users. The response options for this item includes:

1. I intend to remain in the Navy until eligible for retirement.
2. I am eligible for retirement, but intend to stay in.
3. I intend to stay in, but not until retirement.
4. I'm not sure what I intend to do.
5. I intend to leave the Navy as soon as I am able.
6. I am eligible to retire and plan on retiring after this tour.
7. I intended to remain on active duty, but I am being involuntarily separated.

After sorting respondents who are retiring or being involuntarily separated, the response options will be re-scaled to the following scale (1 = low career intent to 4 = high career intent):

1. I intend to leave the Navy as soon as I am able.
2. I'm not sure what I intend to do.
3. I intend to stay in but not until retirement.
4. I intend to remain in the Navy until eligible for retirement.

Child Development (MWR program)

Base Child Development provides child development, either on- or off-base, for children aged six weeks to five years. Child Development has both a base facility and secure positions with in-home, licensed providers. Child Development also offers advice and guidance for families exploring individual child-care providers. Child Development programs include Child Development Centers, Family Childcare, Off-base Contract Centers, and Off-base Family Childcare centers.

Food and Hospitality (MWR program)

Data collection sites include snack bars at the golf course and bowling alley, cafeteria style operations at the Bachelor Quarters, catering operations at the Officers' club, and bar lunch/dinners operations at the Officers', Chief Petty Officer, Enlisted, and Consolidated clubs.

Recreation (MWR program)

Bases provide a wide variety of sports, recreation, and fitness facilities for active duty military, dependents, retirees, and government civilians. Some of these programs are: Information Tickets and Tours (ITT), Gym/Fitness, Recreation Center, Single Sailor Program, Intramural Sports, Library, Park and Picnic, Outdoor Recreation Center, Swimming Pools, Auto Skills Shop, Bowling Center, Riding Stables, Marinas, Golf Courses, and others.

Youth Programs (MWR program)

Base youth centers provide day care for children aged as young as five through their teens with a variety of age specific recreation services both after school and all day during the summer. Youth Programs includes the Youth Center, Youth Sports, Teen Activities, and Summer Camps.

Clinical Counseling (FFSC program)

The Clinical Counseling program offers short-term, individual, marriage, family, and group counseling to address situational problems in day-to-day living, depression/grief after a loss, troubled relationships, financial difficulties, occupational concerns, and family issues to active duty Sailors and their dependents. Counseling may take the form of education, stress management, or workshops.

Deployment Support (FFSC program)

Deployment Support offers assistance to active duty Sailors and their dependents to manage the challenges of deployment (e.g., anticipate and understand the physical and emotional

demands associated with deployment). Deployment Support consists of three phases: pre-deployment support, mid-deployment support, and return/reunion support.

Personal Financial Management (PFM—FFSC program)

The PFM program provides personal and family financial education, information services, and assistance, including but not limited to consumer education, advice and planning, and savings/investment counseling to active duty Sailors and their dependents.

Relocation Assistance Program (RAP—FFSC program)

RAP offers relocation information to active duty Sailors and dependents as well as government civilians for managing the military lifestyle. Services include destination information, intercultural relations training, settling-in services, help finding a home, and school information. Other program services include: *Smooth Move* (a seminar addressing the entire relocation process), *Welcome Aboard* seminars (basic training for Navy or Marine Corps spouses/families new to an area), and *Overseas Transfer Workshop* (topics include overseas screening, dependent entry approval, transportation, schools, household goods, and cultural relations).

Spouse Employment Assistance Program (SEAP—FFSC program)

The SEAP addresses employment needs in basic workshops (launching a job search, career planning, resume writing, interview techniques, federal employment information, and networking), self-help job information centers, and individual employment counseling. SEAP serves Navy family members, retirees and their spouses, and civilian spouses who are relocating overseas to Department of Defense components.

Transition Assistance Management Program (TAMP—FFSC program)

TAMP is designed to assist service members with career planning (i.e., weighing civilian alternatives against their military careers) and their transition from military to civilian life. There are many services associated with TAMP, however the most widely publicized is the Transition Assistance Program (TAP), a seminar designed to address social, financial, and professional issues associated with transition out of the military.

Nutrition Education and Food Services

The Health and Physical Readiness division of the Navy Personnel Command (PERS-60) sponsors a nutrition education program. This program works to provide dietary education to Sailors and dependents while assisting Navy galleys in menu guidance. The local base commander runs the Navy foodservices system with assistance from the Navy Supply Systems Command.

Chaplain Religious Enrichment Development Operation (CREDO)

The CREDO program provides an assortment of ministries to sea service personnel and their families to develop and use their personal and spiritual resources. The goal of CREDO is to help people grow toward increased functional ability, spiritual maturity, and acceptance of responsibility. CREDO programs include Personal Growth Retreat (PGR), Spirituality: CREDO II, Christian Disciplines: CREDO III, Reclaiming the Inner Child, Marriage Enrichment Retreat (MER), and others (e.g., family retreats, teen retreats, men's retreats, and women's retreats). CREDO provides personal growth training in nine major areas: Norfolk, San Diego, Naples, Okinawa, Mayport, Hawaii, Camp Pendleton, Camp LeJeune, and Bremerton. Services are provided to active duty, reserve, retired, and active duty family members.

Navy College Program (NCP)

NCP provides consulting services for military members who wish to gain additional education skills and qualifications. These consulting services include tuition assistance, college/university information and degrees offered, educational goals, an examination of what past training may be applicable to a degree program, and assistance in applying for entrance to a particular school. While it does not provide educational services itself it arranges for universities to open campuses on or near base, and negotiates degree requirements. NCP serves active duty personnel with the following programs: Academic Skills, Service Member's Opportunity Colleges—Navy (SOCNAV—2 and 4 year programs), Defense Activity Non-Traditional Education Support (DANTES), Program Afloat for College Education (PACE), High School Completion, On-Base College Program, and Tuition Assistance (TA).

Participants

Authorized program users (i.e., active duty military, active duty dependents, retirees, and government civilians) were surveyed with a focus on active duty program users, unless the program specifically serviced dependents (e.g., SEAP). TAMP classes administered to groups of retirees were excluded since they would not have a career intention decision to make—they are retiring. Additionally, program managers were asked to administer program evaluation surveys to experienced program users—patrons/clients who have more than a casual interest or experience with the program. Surveys were administered at three Navy Fleet concentration areas: two in the continental United States (East Coast CONUS and West Coast CONUS) and one outside the continental United States (OCONUS). Specifically, the Hampton Roads Virginia area was selected as the East Coast CONUS location while the Southern California area was selected as the West Coast CONUS location. Yokosuka Japan was selected as the OCONUS data collection location. Headquarters-level program managers selected the data collection locations because they were the largest, most representative Fleet concentration areas in each region.

Data collection was conducted during a six-month period in the second and third quarter of fiscal year 2000. Within the Hampton Roads Virginia area, surveys were collected at Naval Air Station Oceana, Naval Amphibious Base Little Creek, Fleet Combat Training Center Dam Neck, and Naval Station Norfolk. In the Southern California area, surveys were collected at Naval

Station San Diego, Naval Amphibious Base Coronado, Naval Air Station North Island, Naval Submarine Base Point Loma, Naval Air Facility El Centro, and Naval Weapons Station Seal Beach. Within the Yokosuka Japan area, surveys were collected at Commander Fleet Activities Yokosuka and two nearby support activities at Negishi and Ikego.

Program administrators were instructed, for a 60-day period, to ask patrons to complete the survey at the time of service delivery, after the patron was served. The program administrator would briefly describe the purpose of the survey, allow participants several minutes to complete the survey, and collect all surveys in sealed envelopes upon completion.

Organization of the Report

A total of 13 programs were included in the initial assessment, each with multiple components. The results presented in the appendices of this summary report consist of a descriptive analysis of program patrons, patron satisfaction with aspects of program quality, program-specific outcomes, *Reasons for Being* QOL program outcomes, organizational outcome items (i.e., QOL, readiness, and career intentions) and analyses of the strength of the relationship between the programs and outcomes (See Appendices B through F). In a departure from the approach Kerce et al. (1999) used to report results, the authors will present results separately for the active duty Navy respondents and the other groups (i.e., spouses of active duty service members, retirees, etc.) who responded. This approach has been adopted since some programs are charged with serving primarily active duty Sailors (e.g., TAMP) whereas other programs primarily serve dependents (e.g., SEAP). Frequencies are reported as a valid percent so that only those who responded are measured. Subsequently, the number of active duty Navy respondents and the number of all other groups presented in a table may not add up to the total respondents column because some respondents may not have indicated what duty they could be classified as. Finally, an alpha level of .05 was used for all statistical tests.

Two sets of multivariate analyses will be presented for each program[2]. The first will focus on a path analysis model produced using Structural Equation Modeling (SEM) that was conducted using both AMOS 4.0 and LISREL 8.3 software[3]. Structural modeling begins with a statement about how the researcher thinks the variables are inter-related, often with the use of a path diagram. Path diagrams are like flowcharts and play a fundamental role in structural modeling.

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[2] The advantage of using both multiple regression and path analysis techniques are twofold. First, whereas regression analysis employs listwise deletion (survey respondents are included in the analysis only if they responded to *all* of the questions), AMOS uses a missing data technique called Full Information Maximum Likelihood (FIML). FIML captures all the data for all the respondents. Second, by creating the variance/covariance matrix using the likelihood method of Expectation-Maximization via the SPSS Missing Value Analysis 7.5 module, the same data were tested by LISREL which provides significance testing for the indirect effects (i.e., mediating effect of QOL on the exogenous/endogenous variable relationship).

[3] Path diagrams will only be shown for the method that best modeled the relationship between the program and the outcome item.

They show variables interconnected with lines that are used to indicate causal flow. One can think of a path diagram as a device for showing which variables cause changes in other variables.

This analysis was conducted to examine the potential mediating effect of QOL on the outcomes of readiness or career intentions (see Figures 1 and 2). Specifically, how does program quality and the program meeting patron needs impact the organizational outcome—does it first work to improve QOL and then affect the organizational outcome or does it directly impact the organizational outcome. An example of QOL serving as a mediator would be a program that meets the patron/clients needs, in doing so it globally improves their QOL, and since their perception of their life is elevated there is an impact on the organizational outcome. An example of QOL not serving as a mediator would be a program that immediately impacts the organizational outcome—if the program is not meeting the patron's needs, their ability to perform their job is immediately impacted. SEM will also help determine the strength of relationship between a QOL program meeting patron needs (through the *Reasons for Being* items) and the outcome measures with the guidelines for strength of relationship being 2–12 percent variance accounted for = small, 13–25 percent variance accounted for = medium, and 26 percent and greater variance accounted for = large (Cohen, 1988). The second analysis consists of a multiple regression analysis, conducted using SPSS 10.0.5, to examine the relationship of individual study variables on the outcomes of QOL, readiness, and career intentions.

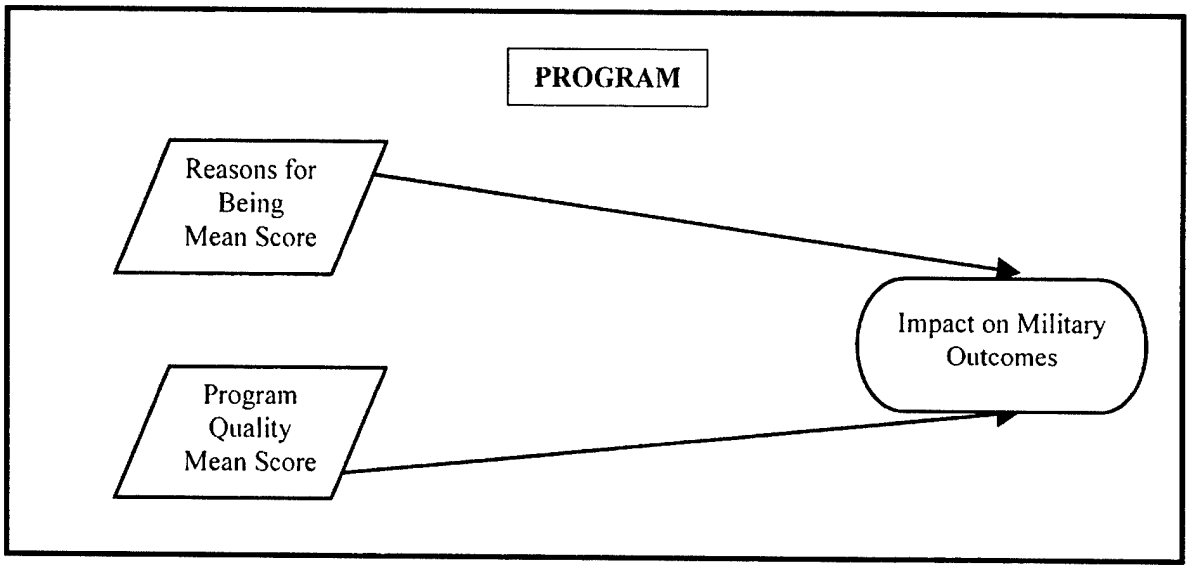

Figure 1. General conceptual model for USN QOL program assessment—Model 1.

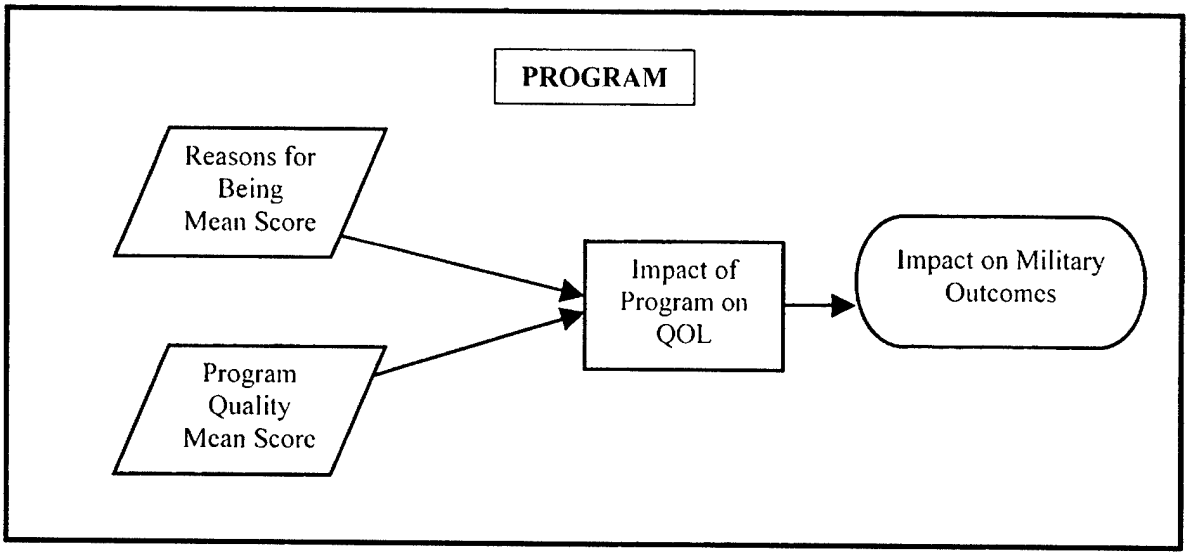

Figure 2. General conceptual model for USN QOL program assessment—Model 2.

Results of Program Comparisons

The results of the participants' responses to the items assessing program outcomes were generally positive supporting the contention that the programs contribute to the over-arching goals of the Navy, either directly or through their impact on quality of life. In this section, results are compared across programs having common impact measures.

Program Quality Measures

Program quality ratings were compared across the thirteen different programs included in this report. Means for the program quality item evaluating patron perceptions of the program's hours (i.e., *rate this program's hours*) are presented in Table 2, ranging from the highest to lowest. The means are based on a scale of one to five, where five is the most positive response (i.e., *much better than expected*) and one is the most negative response (i.e., *much worse than expected*). Across all five components of program quality, patron expectations of the programs' hours was rated the lowest with the highest mean score being 4.12 and the lowest mean score 3.36. Each program was rated positively (i.e., between *as expected* and *much better than expected*) on the hours measure. Program patrons for the CREDO program, MWR Fitness and Recreation, and the FFSC Clinical Counseling programs were the highest rated program in terms of exceeding patron expectations of the program's hours. Nutrition Education and Galley Services as well as the TAMP program were rated the lowest in terms of exceeding patron expectations of hours.

Table 2.
Mean Scores for Program Quality Measure: Rate the Hours of the Program

Program	Mean	Percent (%) reporting *much better than expected*
CREDO Program	4.12	43.3
Recreation Program	3.96	35.0
Clinical Counseling Program	3.92	33.2
Spouse Employment Assistance Program (SEAP)	3.83	28.8
Youth Programs	3.75	28.0
Financial Management Program	3.71	21.2
Navy College Program (NCP)	3.67	19.4
Child Development Program	3.64	26.9
Food and Hospitality Program	3.63	22.8
Deployment Support Program	3.58	19.8
Relocation Assistance Program	3.58	17.4
Transition Assistance Management Program (TAMP)	3.38	14.6
Nutrition Education and Galley Services Program	3.36	16.3

Note: Mean scores do not include the *Don't know/NA* category.

Mean scores for patron ratings of the program quality item related to program facilities (i.e., *rate this program's facilities*) are presented in Table 3, ranging from the highest to lowest. Interestingly, several of these programs share the same facilities (FFSC programs) yet patron expectations vary greatly. One possible explanation is that some programs conduct briefings, seminars, and other larger-scale group meetings in base facilities such as the base theater or NCP classrooms (e.g., Deployment Support briefings) whereas other client-intensive one-on-one programs (e.g., Clinical Counseling) may meet at the FFSC facilities. Each program was rated

positively (i.e., between *as expected* and *much better than expected*) on the program facilities measure. The MWR Fitness and Recreation program, the CREDO program, and SEAP were the highest rated programs in terms of exceeding patron expectations of program facilities. MWR Youth Programs and the Navy College Program were both rated lowest in exceeding patron expectations of program quality.

Table 3.
Mean Scores for Program Quality Measure: Rate the Program Facilities

Program	Mean	Percent (%) reporting *much better than expected*
Recreation Program	4.15	44.0
CREDO Program	4.07	45.3
Spouse Employment Assistance Program (SEAP)	3.98	34.2
Clinical Counseling Program	3.89	29.9
Child Development Program	3.86	33.4
Nutrition Education and Galley Services Program	3.85	29.1
Food and Hospitality Program	3.81	26.2
Relocation Assistance Program	3.72	22.8
Financial Management Program	3.70	20.9
Deployment Support Program	3.68	22.1
Transition Assistance Management Program (TAMP)	3.68	20.2
Youth Programs	3.64	25.0
Navy College Program (NCP)	3.62	18.8

Note: Mean scores do not include the *Don't know/NA* category.

Mean scores for patron ratings of the program quality item for range of services (i.e., *rate this program's range of services*) are presented in Table 4, ranging from the highest to lowest. One might expect that some programs would not be rated highly in exceeding patron expectations in terms of program range of services. Some programs have a very narrow scope to their mission (e.g., Nutrition Education and Galley Services and Food and Hospitality) whereas other programs should have a very broad scope to their mission (e.g., CREDO, TAMP, Navy College Program). Each program was rated positively (i.e., between *as expected* and *much better than expected*) on the program range of services measure. The CREDO program and MWR Fitness and Recreation were the highest rated programs in exceeding patron expectations for having a broad range of services/programs. MWR Youth Programs and Nutrition Education and Galley Services were rated among the lowest in exceeding patron expectations.

Table 4.
Mean Scores for Program Quality Measure: Rate the Program on Range of Services

Program	Mean	Percent (%) reporting *much better than expected*
CREDO Program	4.35	52.8
Clinical Counseling Program	4.17	39.1
Recreation Program	4.11	40.2
Spouse Employment Assistance Program (SEAP)	4.10	37.6
Transition Assistance Management Program (TAMP)	4.04	34.9
Financial Management Program	4.02	33.0
Relocation Assistance Program	3.99	29.4
Navy College Program (NCP)	3.96	29.2
Deployment Support Program	3.96	31.1
Food and Hospitality Program	3.72	24.5
Child Development Program	3.72	26.0
Youth Programs	3.66	24.4
Nutrition Education and Galley Services Program	3.62	19.1

Note: Mean scores do not include the *Don't know/NA* category.

Mean scores for patron ratings of the program quality item evaluating customer service (i.e., *rate this program's customer service*) are presented in Table 5, ranging from the highest to lowest. Some programs vary in terms of how much client/patron contact exists between the program and the program evaluation survey respondent. Several programs are focused on developing a trusted relationship between the program representative and the patron/client (e.g., CREDO, Clinical Counseling) whereas other programs may disseminate the majority of their information in a group setting (e.g., Deployment Support) or interact more with the respondent's children (Child Development, Youth Programs). Additionally, some programs have a much more rigid front-desk protocol due to the nature of the services they provide (e.g., Child Development, Youth Programs). This program rigor may be perceived by some as rigidity rather than a necessary program procedure. Each program was rated positively (i.e., between *as expected* and *much better than expected*) on the program customer service measure. Patrons rated the CREDO program and the MWR Fitness and Recreation programs highest in exceeding their expectations for customer service whereas the Nutrition Education and Galley Services program and the Child Development program were rated lowest.

Table 5.
Mean Scores for Program Quality Measure: Rate the Program on Customer Service

Program	Mean	Percent (%) reporting *much better than expected*
CREDO Program	4.44	58.8
Recreation Program	4.30	53.1
Clinical Counseling Program	4.25	47.1
Spouse Employment Assistance Program (SEAP)	4.19	43.4
Financial Management Program	4.07	35.3
Navy College Program (NCP)	4.06	36.2
Transition Assistance Management Program (TAMP)	4.05	35.2
Deployment Support Program	4.04	32.6
Relocation Assistance Program	3.97	32.1
Food and Hospitality Program	3.97	39.3
Youth Programs	3.81	31.7
Child Development Program	3.78	34.0
Nutrition Education and Galley Services Program	3.75	27.8

Note: Mean scores do not include the *Don't know/NA* category.

Mean scores for the program quality item related to quality of services (i.e., *rate this program's quality of services*) provided are presented in Table 6, ranging from the highest to the lowest. Across all five aspects of program quality, quality of services was rated the highest in terms of exceeding patron expectations with the highest score receiving a mean score rating of 4.49 and the lowest score receiving a 3.77. Each program was rated positively (i.e., between *as expected* and *much better than expected*) on the quality of services measure. CREDO and the FFSC Clinical Counseling program were rated the highest in terms of exceeding patron expectations whereas Nutrition Education and Galley Services and the MWR Youth Programs were rated among the lowest.

Table 6.
Mean Scores for Program Quality Measure: Rate the Program on Quality of Services

Program	Mean	Percent (%) reporting *much better than expected*
CREDO Program	4.49	63.0
Counseling Program	4.35	51.2
Recreation Program	4.31	52.4
Spouse Employment Assistance Program (SEAP)	4.21	47.8
Financial Management Program	4.09	37.2
Transition Assistance Management Program (TAMP)	4.09	37.4
Navy College Program (NCP)	4.07	35.0
Deployment Support Program	4.03	35.8
Relocation Assistance Program	3.98	32.2
Food and Hospitality Program	3.95	36.8
Child Development Program	3.83	35.0
Youth Programs	3.79	28.6
Nutrition Education and Galley Services Program	3.77	30.5

Note: Mean scores do not include the *Don't know/NA* category.

Mean scores for the value for the program quality item evaluating the patron's perception of the program's value (i.e., *rate this program's value for your dollar*) are presented in Table 7, ranging from the highest to the lowest. Several programs (i.e., FFSC programs) do not require the patron/client to pay for services so they were excluded from analysis. Additionally, other programs only require a minimal fee for programs/services that extend beyond that which is typically provided (e.g., MWR Fitness and Recreation, Navy College Program) while other programs (e.g., Child Development) have reduced fees that more closely resemble fees found in the civilian sector. Each program was rated positively (i.e., between *as expected* and *much better than expected*) on the value for your dollar measure.

Table 7.
Mean Scores for Program Quality Measure: Rate the Program on Value for Your Dollar

Program	Mean	Percent (%) reporting *much better than expected*
Recreation Program	4.39	56.9
Navy College Program (NCP)	4.13	39.5
Food and Hospitality Program	3.85	34.1
Nutrition Education and Galley Services Program	3.75	28.0
Youth Programs	3.66	31.7
Child Development Program	3.53	29.6

Note: Mean scores do not include the *don't know/NA* category.

Perceived Impact on Quality of Life

Mean scores for patron ratings of the *Reasons for Being* item representing the effect a specific program had on their the quality of life (e.g., *the availability of this program contributes to my quality of life in the military*) are presented in Table 8, ranging from the highest to the lowest. The means are based on a scale of one to five, where five is the most positive response (i.e., *strongly agree*) and one is the most negative response (i.e., *strongly disagree*). On average, program patrons appear to agree that these QOL programs positively affected their quality of life in the military. Although somewhat homogeneous in program scope (as compared to those examined in Kerce, 1998, where Kerce included Family Advocacy Programs that are focused on sexual assault or child abuse), most of these programs are oriented toward relaying a Navy benefit to the Sailor or their family. Given this, some programs could be seen as more positive than others thus affecting patron ratings of the program. For example, the CREDO program is a no-cost personal growth retreat typically located in a serene setting focused on personal (or family) growth. Conversely, the TAMP program is a course delivered in a group setting where some of the patrons/clients are involuntary separatees.

Table 8.
Mean Scores for the Quality of Life Item

Program	Mean	Percent (%) reporting *strongly agree*
Recreation Program	4.62	69.1
CREDO Program	4.51	64.7
Youth Programs	4.34	48.9
Child Development Program	4.29	50.9
Spouse Employment Assistance Program (SEAP)	4.25	46.2
Relocation Assistance Program	4.25	39.3
Navy College Program (NCP)	4.23	45.0
Clinical Counseling Program	4.21	42.4
Food and Hospitality Program	4.06	32.0
Financial Management Program	4.03	29.7
Nutrition Education and Galley Services Program	4.00	32.1
Deployment Support Program	3.92	26.6
Transition Assistance Management Program (TAMP)	3.87	24.9

Demonstration of Concern for Members and Families

Mean scores for the *Reason for Being* item representing the effect a specific program had on their perceptions that the Navy was concerned about them (e.g., *providing this program is one way the Navy shows concern for Sailors and their families*) are presented in Table 9, ranging from the highest to the lowest. On average, participants of each program agreed that the program demonstrated the Navy's concern for its members and their families. Of the four *Reason for Being* QOL outcome items, this item is rated highest of the four with a high score of 4.78 and a low of 4.02. Specifically, CREDO, MWR Fitness and Recreation, and the FFSC SEAP program are rated the highest whereas MWR Food and Hospitality and Nutrition Education and Galley Services were rated the lowest. Overall, programs oriented toward meeting Sailor personal needs (personal growth through CREDO, Fitness and Recreation, or Navy College Program) or their family's needs (e.g., Youth Programs and Child Development) are rated the highest. Those programs meeting needs that are easily met in the civilian community at a comparable cost (e.g., Food and Hospitality) are rated lowest. One might expect program ratings for food service programs to increase in Fleet concentration areas where there is a high cost of living (e.g., OCONUS) or where non-Navy food services are not available.

Table 9.
Mean Scores for the Demonstration of Concern Item

Program	Mean	Percent (%) reporting *strongly agree*
CREDO Program	4.78	81.5
Recreation Program	4.51	60.0
Spouse Employment Assistance Program (SEAP)	4.50	59.7
Navy College Program (NCP)	4.40	53.1
Youth Programs	4.37	48.9
Child Development Program	4.36	54.2
Clinical Counseling Program	4.35	49.7
Relocation Assistance Program	4.24	40.0
Financial Management Program	4.24	39.8
Deployment Support Program	4.11	33.3
Nutrition Education and Services Galley Program	4.06	35.5
Food and Hospitality Program	4.02	30.4

Satisfaction with Military Life Style

Mean scores for the *Reason for Being* item representing the effect a specific program had on their satisfaction with the military lifestyle (e.g., *my participation in this program contributes to my satisfaction with military life*) are presented in Table 10, ranging from the highest to lowest. CREDO, MWR Fitness and Recreation, MWR Youth Programs, and the Navy College Program were rated the highest whereas TAMP, Deployment Support, and Personal Financial Management were rated the lowest. One reason for this might be related to the nature of the services the program provides. Patrons/clients of TAMP, Deployment Support, and Personal Financial Management might be involuntary separatees, coping with the difficulty of an impending deployment, or command referrals for indebtedness.

Table 10.
Mean Scores for the Satisfaction with Military Life Item

Program	Mean	Percent (%) reporting *strongly agree*
CREDO Program	4.30	49.3
Recreation Program	4.26	43.6
Youth Programs	4.22	42.0
Navy College Program (NCP)	4.22	46.5
Child Development Program	4.07	41.8
Spouse Employment Assistance Program (SEAP)	4.04	30.3
Relocation Assistance Program	3.98	29.3
Food and Hospitality Program	3.98	28.4
Clinical Counseling Program	3.81	27.5
Financial Management Program	3.77	19.9
Deployment Support Program	3.75	19.0
Transition Assistance Management Program (TAMP)	3.47	12.9

Note: Mean scores do not include the D*on't know/NA* category.

Concentration on Job and Duties

Mean scores for the *Reason for Being* item representing the effect a specific program had on helping active duty Sailors concentrate on their jobs (e.g., *my participation in this program helps me concentrate on my job/duties*) are presented in Table 11, ranging from the highest to the lowest. Responses to this *Reason for Being* item were restricted to active duty Servicemembers only (typically respondents were Sailors, although active duty from other Services could complete this section as well—specific breakouts by program for all respondents, active duty Navy, and all other respondents can be found in Appendices B through F). Programs whose patron-base is primarily Navy family members (i.e., SEAP) were excluded from analysis. On average, participants of each program agreed that the program allows them to concentrate on their job and duties. Navy Child Development, CREDO, and MWR Youth Programs were rated the highest by patrons in terms of helping Sailors focus on their jobs. TAMP, Deployment Support, and Personal Financial Management were rated the lowest in helping Sailors focus on their jobs.

Table 11.
Mean Scores for the Concentrate on Job and Duties Item

Program	Mean	Percent (%) reporting *strongly agree*
Child Development Program	4.27	45.7
CREDO Program	4.20	45.9
Youth Programs	4.19	42.4
Recreation Program	3.96	34.0
Clinical Counseling Program	3.82	22.8
Relocation Assistance Program	3.80	20.5
Food and Hospitality Program	3.74	22.0
Nutrition Education and Galley Services Program	3.71	23.5
Navy College Program (NCP)	3.66	21.3
Financial Management Program	3.58	15.8
Deployment Support Program	3.55	13.6
Transition Assistance Management Program (TAMP)	3.44	11.0

Note: Mean scores do not include the *Don't know/NA* category.

Readiness Program Measure

Mean scores for the organizational outcome item reflecting a Sailor's perception of the effect a specific program had on their own personal readiness (e.g., *this program impacts my overall readiness*) are presented in Table 12, ranging from the highest to the lowest. Responses to this organizational outcome item were restricted to active duty Servicemembers only. Also, programs whose patron-base is primarily Navy family members and the survey recipient would be a family member/dependent (i.e., SEAP) were excluded from analysis. On average, participants of each program agreed that the program contributes to their overall readiness. The CREDO program, Navy College Program, MWR Fitness and Recreation, and MWR Youth Programs were rated as having the greatest impact on readiness while the MWR Food and Hospitality program was rated the lowest.

Table 12.
Mean Scores for the Readiness Measure

Program	Mean	Percent (%) reporting *strongly agree*
CREDO Program	4.34	51.0
Navy College Program (NCP)	4.06	34.3
Recreation Program	4.06	39.7
Youth Programs	4.04	32.6
Relocation Assistance Program	3.94	21.6
Child Development Program	3.94	28.8
Nutrition Education and Galley Services Program	3.92	26.5
Clinical Counseling Program	3.88	27.0
Financial Management Program	3.87	21.2
Transition Assistance Management Program (TAMP)	3.84	18.1
Deployment Support Program	3.82	17.1
Food and Hospitality Program	3.67	21.1

Summary

Results from this study support the conclusions from Kerce et al. (1999) that the QOL program evaluation approach, employing outcome items at two different levels—one at the program level examining program-specific outcomes and one examining higher-order outcomes, is a viable approach for evaluating a broad array of programs. This cluster evaluation approach, similar to that used by large non-profit grant foundations, extended the Kerce (1998) methodology by including organizational outcome items on each respective program evaluation survey instead of relying on naturally occurring matches between the Program Contributions program evaluation surveys and the QOL Domain Survey. Although there are a number of limitations related to the sampling involved in this pilot study (e.g., convenience sampling, client/patron coverage, etc.), this program evaluation approach is a promising alternative that allows program managers from the local, regional, claimant, and headquarters level to compare a vast array of QOL programs on a common metric.

This report also provides results that can be used to evaluate several QOL programs on a common metric—patron ratings of program quality, ratings of how well programs meet patron QOL needs, and how patrons rate the program's impact on their readiness (results related to program-specific outcomes can be found in Appendices B through F). Across the five primary program quality items (i.e., hours, facilities, range of services, customer service, and quality of services) CREDO, Fitness and Recreation, Clinical Counseling, and SEAP are leaders in exceeding patron expectations. When asked how well this array of programs addressed higher-order QOL outcomes (i.e., *Reasons for Being*) patrons rated MWR Recreation and Fitness, CREDO, Youth Programs, Child Development, and the Navy College Program the highest.

When examining the organizational outcome of overall readiness, patrons rated CREDO, the Navy College Program, MWR Fitness and Recreation, and Youth Programs the highest. There appears to be consistency in terms of which programs are leaders in providing QOL programs and benefits to Sailors and their families. When compared to findings from Kerce et al.'s (1999) evaluation of USMC QOL programs, one can see that there are some similarities between the USMC findings and the USN findings. MWR Fitness and Recreation, Child Care, Youth Programs, Voluntary Education (similar to the Navy College Program) are rated most positively by patrons across the USMC higher-order QOL outcomes (i.e., *Reasons for Being*).

The main strength of this research study is the use of a common metric to evaluate dissimilar QOL programs. For the first time, Navy QOL program managers and resource sponsors can compare programs on the basis of how patrons rate them on meeting higher-order QOL objectives. With the addition of funding, staffing, and patronage data, program managers could determine which programs are the most high yield/cost effective programs. A challenge for the Navy, similar to what Kerce et al. (1999) found with the USMC, is that many QOL programs do not have a standardized way of counting program users and thus can not calculate a cost per user index. Ongoing Navy QOL program development teams (termed *Integrated Process Teams*) are examining this issue and working toward a solution.

Another major advantage of this research approach centers on the survey instruments—brief surveys that are easy to administer and can be completed in 5–7 minutes. The surveys include only questions necessary to answer the overarching study questions—evaluating QOL programs and their impact on organizational outcomes. Additionally, respondent social security numbers (SSN) were requested on each survey in order to link patron data with personal data in the enlisted and officer master records as well as other Navy databases (e.g., the Physical Readiness Test database).

Limitations of this project center on the target population for the evaluation surveys. This program evaluation is designed to evaluate the effect these QOL programs have on program users. Other approaches, mainly a customer satisfaction approach, evaluates attitudes of program non-users and what impact non-use of QOL programs has on organizational outcomes. Although this is a valid research question (and one that is being addressed by other research studies for several QOL programs, i.e., the MWR Customer Satisfaction Survey), a survey designed to exhaustively evaluate program users and non-users for over a dozen QOL programs would be quite lengthy. Since most respondents do not use all QOL programs, the sampling frame required to fully cover all programs given current mail-out survey response rates (approximately 35%) would require large random samples that cannot be supported by the Navy at a time where personnel survey administration is coming under close scrutiny. A survey limited to primary customer satisfaction issues may keep the survey form to a brief, manageable length and may prove to be a feasible solution.

Results from the program evaluation data are preliminary in that the data collection frame was limited to 60 days and the sample was primarily a convenience sample. Some programs with fewer users (i.e., SEAP, PFM, CREDO, and others) administered program evaluation surveys to all program users in the 60-day survey administration timeframe. In order to implement this data collection methodology, a strategy would need to be developed whereby programs that will survey all patrons are identified *a priori*. Programs that will administer surveys to a sample of program users need to develop a way of randomly selecting respondents throughout the year (to

avoid seasonality effects). Also, Navy QOL program managers would need to decide whether they would collect data at all Navy QOL program locations, at regional clusters that are thought to represent the Navy, or through selecting program locations based on installation size (e.g., large, medium, and small bases).

Kerce (1998) evaluated programs where program patrons/clients may not perceive the program to be a benefit (e.g., command referrals for drug use, sexual abuse, or spousal abuse). Although this pilot study excluded these programs from this study, research is currently underway to develop a similar program evaluation methodology and measures for the Sexual Assault Victim's Intervention (SAVI) program as well as the New Parent Support Program. These programs will depart from the methodology employed in this study in that program patrons/clients will complete the program evaluation survey in a format more akin to a structured interview than a self-administered survey. This approach was developed in an effort to have a trained program representative available to the patron/client in the event that the survey evokes memories that are troubling to the respondent.

Another potential limitation to this study is related to the nature of the QOL service and how that affects the program patron—similar to the notion of QOL service being a dose-dependent treatment. Some QOL programs are fast acting and have an immediate effect on the program user whereas other QOL programs may take some time to have an effect. Including respondent identifiers (i.e., Social Security Numbers) on the program evaluation surveys will allow the sponsor to conduct a follow-up evaluation some time following the patron's use of the program (e.g., 1 year post-treatment).

This program evaluation approach provides QOL program managers and resource sponsors with a means of collecting data from which they can gauge the effect of a QOL program on their patron/client population (i.e., Sailors, family members, other Service members, etc.). Ongoing Navy QOL program development teams (Integrated Process Teams) are examining individual QOL program standards (e.g., facility, staffing, training, customer service, and program quality standards) and metrics (e.g., cost per user, number of program users, staff/user ratios) but are missing the voice of the program user. Current customer satisfaction surveys often fail to ask program users what effect these programs have on higher-order outcomes. This approach will provide the Navy with the voice of the program user in a standardized way that will allow for comparisons among QOL programs for the purpose of allocating QOL resources. The goal of determining which QOL programs provide the "greatest bang for the QOL buck" is not far removed. In doing this, the Navy will have a data-driven resource allocation tool that can help target where QOL resources are having the greatest effect on Sailors, their families, and the Navy mission.

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Appendix A
Program Questionnaires

Transition Assistance Management Program Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not effect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

- **Use a No. 2 pencil only.**
- **Do not use pens with ink that soaks through the paper.**
- **Make solid marks that fill the response completely.**
- **Make no stray marks on this form.**

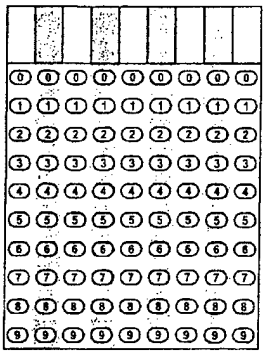
INCORRECT: ⊘ ⊗ ⊖ ◔

CORRECT: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy service member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. Active duty, please enter SSN. If you are a civilian, go to question 3. *(Write number in boxes, then blacken appropriate circle in each column.)*



3. Which of the program components have you used or been part of? *(Mark all that apply.)*

- ○ Individual counseling
- ○ Job search
- ○ Employment workshop
- ○ Career counseling
- ○ Individual Career Plan
- ○ Job Fair
- ○ Other

4. How did you learn of this program?

- ○ From a Command Career Counselor
- ○ From a friend
- ○ From a briefing
- ○ From a media announcement
- ○ Other

5. Which of the following best describes your situation? *(Mark one only.)*

- ○ Preparing to enter the civilian job market for the first time
- ○ Preparing to re-enter the job market after military retirement
- ○ Preparing to re-enter the job market after a period of active duty
- ○ Seeking to upgrade skills in order to enter a new job field after separation
- ○ Other

6. As a result of this program, do you think your job skills have:

- ○ Improved a great deal
- ○ Improved quite a lot
- ○ Improved somewhat
- ○ Improved very little
- ○ Not improved at all

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7. **Since participating in this program, do you think your chances of getting the type of job you want are:**

- ○ Much better than before
- ○ Quite a bit better than before
- ○ Somewhat better than before
- ○ Just barely better than before
- ○ The same as before

8. **How much will the services of this program contribute to the financial well-being of your family in the long run?**

- ○ A great deal
- ○ Quite a lot
- ○ Somewhat
- ○ A little
- ○ Not at all

9. **The availability of this program contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Participating in this program has contributed to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are ***Active Duty*** *continue to question 11. If you are not Active Duty, skip to question 15.*

11. **Participating in this program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

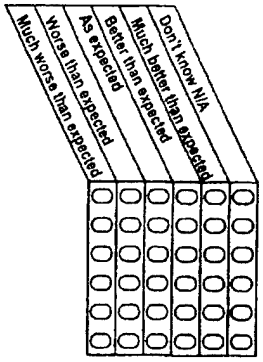
13. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement.
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intend to remain on active duty, but I am being involuntarily separated

15. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

16. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

17. **What is the date you completed this survey?**

DATE		
MO.	DAY	YR
0 0	0 0	0 0
1 1	1 1	1 1
2 2	2 2	2 2
3 3	3 3	3 3
4 4	4 4	4 4
5 5	5 5	5 5
6 6	6 6	6 6
7 7	7 7	7 7
8 8	8 8	8 8
9 9	9 9	9 9

Thank you for your participation!

Youth Programs Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact: Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654 or email: Michael.Schwerin@pernet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

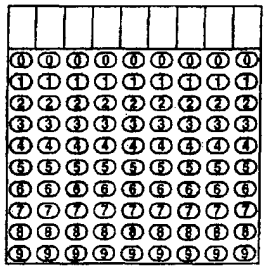
WRONG MARKS: ⊘ ✕ ⬬ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***



3. In which of these Navy-sponsored programs is your child (or children) involved? ***(Mark all that apply.)***

- ○ School Age Care (before & after school programs)
- ○ Youth Center Recreation Programs
- ○ Youth Sports & Fitness
- ○ Teen Activities
- ○ Summer/Holiday Camps
- ○ Personal development programs and special interest classes
- ○ Other

4. In which of the following programs in the civilian community has your child (or children) been involved? ***(Mark all that apply.)***

- ○ Youth Center
- ○ Youth sports
- ○ Teen activities
- ○ Summer camps
- ○ Other

5. Overall, how do you think the NAVY youth programs compare to those in the civilian community?

- ○ NAVY programs are much better
- ○ NAVY programs are somewhat better
- ○ NAVY and civilian programs are about the same
- ○ Civilian programs are somewhat better
- ○ Civilian programs are much better
- ○ No opinion

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6. **Your child's health and safety are closely safe-guarded while engaged in activities of the youth programs.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

7. **Providing youth programs on base is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

8. **The Youth Programs provided by the Navy contribute to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. **The Youth Programs contribute to my family's satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are <u>Active Duty</u> continue on to question 10.
If you are not Active Duty go to question 14.

10. **Participation in the Youth Programs allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **This program contributes to the Navy's ability to recruit.**

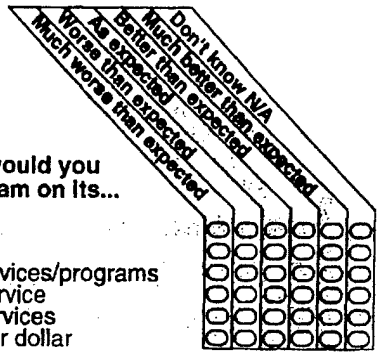
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated



14. **Overall, how would you rate this program on its...**

a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

15. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

16. **What is the date you completed this survey?**

DATE		
MO.	DAY	YR.
0 0	0 0	0 0
1 1	1 1	1 1
2 2	2 2	2 2
3 3	3 3	3 3
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7 7	7 7	7 7
8 8	8 8	8 8
9 9	9 9	9 9

Thank you for your participation!

Form 208022

Child Care Patron Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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- **Make black marks that fill the circle.**
- **Do not make stray marks on the form.**
- **Do not fold, tear, or mutilate this form.**

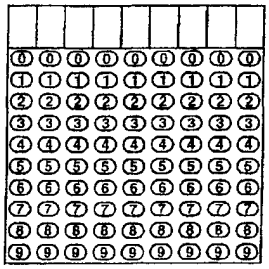
WRONG MARKS: ∅ ⊘ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***



3. For your child care needs (children 5 years and younger), which program are you now using?

- ○ Navy Child Development Center
- ○ Navy Family Child Care On or Off base
- ○ Navy referrals to off-base civilian child care programs
- ○ Other military Child Development and Family Child Care Programs

4. How many children do you have enrolled in this program?

- ○ One
- ○ Two
- ○ Three or more

5. If you are not Active Duty, are you using this child care program because you:

- ○ Work full-time
- ○ Work part-time
- ○ Work as a volunteer
- ○ Are a full-time student
- ○ Are a Family Child Care Provider
- ○ Are a Child Development Center staff member
- ○ Other

6. It would be difficult to find alternate, affordable child care of similar quality if this program was not available.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

7. Having my child(ren) in this child care program contributes to my quality of life in the military.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

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8. **Providing quality child care is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. **Having my child(ren) in this child care program contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **How much do you feel that this child care program contributes to the health and safety of Navy children?**

- ○ A great deal
- ○ Quite a lot
- ○ Somewhat
- ○ A little
- ○ Not at all

If you are <u>Active Duty</u> continue onto question 11.
If you are not Active Duty skip to question 16.

11. **Having my child(ren) in this child care program allows me to concentrate on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **What effect does hours of your child care program have on your ability to perform your job?**

- ○ Very positive effect
- ○ Positive effect
- ○ Neither positive nor negative
- ○ Negative effect
- ○ Very negative effect

13. **This program contributes to my overall readiness.**

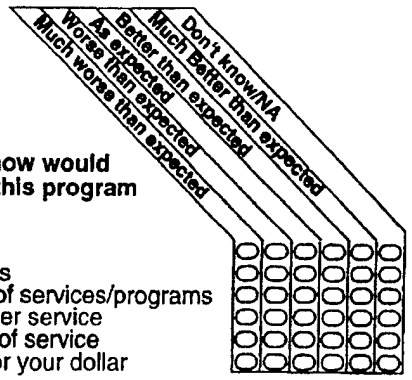
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated



16. **Overall, how would you rate this program on its...**

a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of service
f. Value for your dollar

17. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
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Thank you for your participation!

Form 101001

Counseling Client Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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If you have any questions, please contact: Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654 or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

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* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

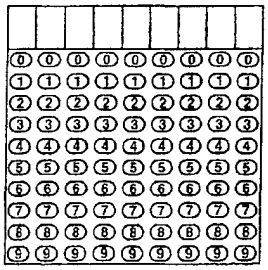
WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

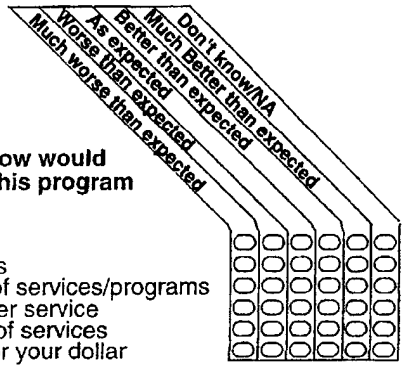
- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***



3. Please indicate the type of counseling program you are in:

- ○ Individual Counseling
- ○ Marriage (Couples) Counseling
- ○ Family Counseling
- ○ Group Counseling



4. Overall, how would you rate this program on its...

a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

5. How did you learn about the counseling programs at the Family Service Center? ***(Mark all that apply.)***

- ○ Referral by the command
- ○ Referral by a friend
- ○ Media announcement
- ○ "Welcome Aboard" or similar briefing
- ○ Other

Please continue on reverse side →

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6. **To what extent has this counseling helped you with the problem that originally brought you here?**

- ○ It has helped a great deal
- ○ It has helped quite a lot
- ○ It has helped somewhat
- ○ It has not helped very much
- ○ It has not helped at all

7. **Is this the first time you have been a Family Service Center (FSC) counseling client?**

- ○ Yes
- ○ No

8. **Have you been referred to another agency or counselor to continue your counseling sessions?**

- ○ Yes, and there is a plan to continue with counseling
- ○ Yes, but there is no plan to continue
- ○ No, there has not been a referral elsewhere
- ○ No, there has not been a referral, but there is a plan to continue with counseling anyway

9. **To what extent do you think your personal relationships will change as a result of the skills you learned through this counseling? Will they:**

- ○ Greatly improve
- ○ Improve somewhat
- ○ Remain the same
- ○ Become somewhat worse
- ○ Become a lot worse

10. **The availability of this counseling service contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **My participation in this counseling contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **Providing counseling is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are Active Duty continue onto question 13.
If you are not Active Duty skip to question 17.

13. **My participation in this counseling program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

16. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

17. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
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	9		9		9

Thank you for your participation!

Form 102002

CREDO Program Participant Questionnaire

This questionnaire is one of several to find out how Navy Personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

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* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊘ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian, please go to question 4. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪
①	①	①	①	①	①	①	①	①
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③	③	③	③	③	③	③	③	③
④	④	④	④	④	④	④	④	④
⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤
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⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨

3. Are you and your spouse both active duty military?

- ○ Yes
- ○ No

4. If married, how long?

- ○ Less than one year
- ○ 1 to 5 years
- ○ 5 to 10 years
- ○ More than 10 years

5. Which program(s) have you used? ***(Mark all that apply.)***

- ○ Personal Growth Retreat
- ○ Spirituality: CREDO II
- ○ Christian Disciplines: CREDO III
- ○ Reclaiming the Inner Child
- ○ Marriage Enrichment Retreat
- ○ Other

6. How did you learn about the CREDO program offered at this installation?

- ○ From a volunteer
- ○ From a friend
- ○ From a briefing
- ○ From a media announcement
- ○ Other

7. How do you think this program has helped you and your spouse to cope with the stresses of military life?

- ○ It has helped a great deal
- ○ It has helped quite a lot
- ○ It has helped somewhat
- ○ It has helped a little
- ○ It has not helped at all

Please continue on reverse side →

8. **The use of this program contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. **The CREDO program contributes to my satisfaction with military life.**

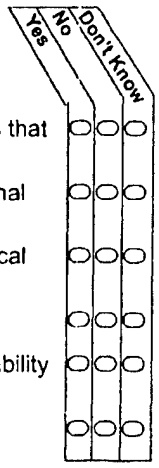
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Not Applicable

10. **Providing the CREDO Program is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are Active Duty continue onto question 11.
If you are not Active Duty skip to question 16.

11. **This program:**



a. Provides educational opportunities that lead to personal satisfaction.
b. Provides skills that facilitate personal relationships.
c. Promotes physical and psychological well being.
d. Helps retain qualified personnel.
e. Provides support that allows availability for deployment.
f. Helps insure health and safety of sailors and their families.

12. **Participating in this program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Not applicable

13. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

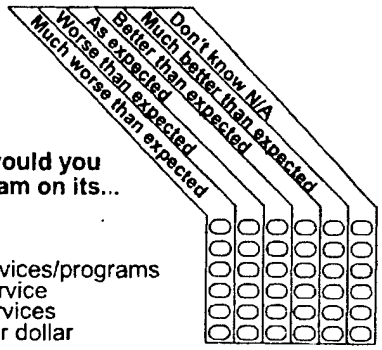
14. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

17. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. **What is the date you completed this survey?**

DATE		
MO.	DAY	YR.
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Thank you for your participation!

Form 106007

Deployment Support Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

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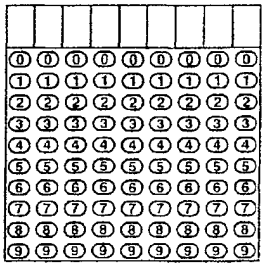
WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

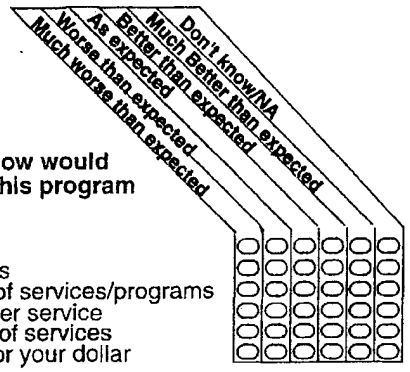
2. If active duty member, please enter your SSN. If you are a civilian, please go to question 4. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***



3. If married, are both you and your spouse active duty military?

- ○ Yes
- ○ No

4. Overall, how would you rate this program on its...



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

5. Please indicate all of the sections of the program that you or your spouse have participated in: ***(Mark all that apply.)***

- ○ Pre-deployment Program
- ○ Mid-deployment Assistance Program
- ○ "Return & Reunion" Program
- ○ "Homecoming" Program
- ○ Couples Pre-deployment
- ○ Single Sailor Deployment
- ○ Other

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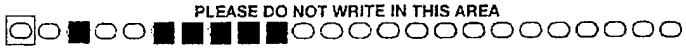

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6. **If married, is this your/your spouse's first deployment?**

- ○ Yes
- ○ No
- ○ No, but I was not married during my previous deployment

7. **To what extent do you think this program will be helpful or has been helpful to you (and your spouse if any) in coping with the stress of deployment and/or family separation?**

- ○ It helped to a great extent
- ○ It helped quite a lot
- ○ It helped somewhat
- ○ Not very much help
- ○ No help at all

8. **To what extent do you think your personal relationships will change as a result of the skills you learned through this program? Will they:**

- ○ Greatly improve
- ○ Improve somewhat
- ○ Remain the same
- ○ Become somewhat less positive
- ○ Become a lot worse

9. **The availability of deployment support contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Providing deployment support is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **The deployment support program contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are <u>Active Duty</u> continue onto question 12.
If you are not Active Duty skip to question 16.

12. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **Participating and/or my spouse's participation in this program allows me to concentrate on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

17. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	5	2
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Thank you for your participation!

Form 103003

Financial Management Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

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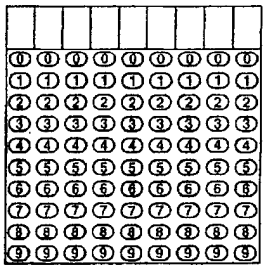
WRONG MARKS: ⊘ ⊗ ◒ ◶

RIGHT MARK: ●

1. Are you:

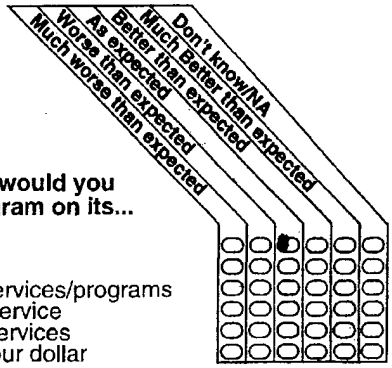
- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***



3. Which of the program components have you attended or been part of? ***(Mark all that apply.)***

- ○ GMT/GNT
- ○ Workshops or seminars
- ○ Command Financial Specialists Training
- ○ Individual Counseling with Command Financial Specialist
- ○ Individual Counseling with FSC Financial Educator
- ○ Other



4. Overall, how would you rate this program on its...

- a. Hours
- b. Facilities
- c. Range of services/programs
- d. Customer service
- e. Quality of services
- f. Value for your dollar

5. How did you learn of this program? ***(Mark all that apply.)***

- ○ From my Command
- ○ From a volunteer
- ○ From a friend
- ○ From a briefing
- ○ From a media announcement
- ○ Other

6. Which of the following was the primary reason for your or your spouse's participation in the financial management program?

- ○ Needing help with finances
- ○ Planning for retirement
- ○ Wanting to learn more about investment
- ○ Overwhelmed with finances
- ○ Command directed
- ○ Wanted to create a spending plan
- ○ Other

Please continue on reverse side →

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7. **How relevant to your own situation were the seminars or programs you or your spouse attended?**

- ○ Extremely relevant
- ○ Quite relevant
- ○ Barely relevant
- ○ Not very relevant
- ○ Not relevant at all
- ○ N/A, have not attended any seminars or workshops

8. **As a result of this program, do you think your finances will:**

- ○ Improve a great deal
- ○ Improve quite a lot
- ○ Improve somewhat
- ○ Improve very little
- ○ Not improve at all

9. **Since you or your spouse's participation in this program, how much do you plan to change your behavior with regard to finances?**

- ○ A great deal
- ○ Quite a lot
- ○ Somewhat
- ○ A little
- ○ Not at all

10. **What effect do you think the financial skills you or your spouse learned in this program will have on the amount of stress in your life?**

- ○ Reduce stress in my life a great deal
- ○ Reduce stress in my life quite a lot
- ○ Reduce stress in my life somewhat
- ○ Reduce stress in my life very little
- ○ Make no difference in the stress in my life

11. **Providing this program is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **The availability of this program contributes to my quality of life in the Navy.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **My or my spouse's participation in this program contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are Active Duty continue onto question 14.
If you are not Active Duty skip to question 18.

14. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

16. **Participating in this program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

17. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

18. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

19. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Form 108009

Food and Hospitality Program Patron Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

- **USE NO. 2 PENCIL ONLY.**
- **Do NOT use ink, ballpoint or felt tip pens.**
- **Erase cleanly and completely any changes you make.**
- **Make black marks that fill the circle.**
- **Do not make stray marks on the form.**
- **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ◒ ◔

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	5	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

3. Do you visit this food establishment on base more often or less often than you visit similar facilities off the base?

- ○ Much more often
- ○ Somewhat more often
- ○ About the same
- ○ Somewhat less often
- ○ Much less often

4. On the average, how often do you visit this establishment?

- ○ Daily
- ○ Several times each week
- ○ Once a week
- ○ Several times each month
- ○ Once a month
- ○ Several times a year

5. At what time of day are you most likely to come here? ***(Mark all that apply.)***

- ○ Breakfast time
- ○ Lunch time
- ○ Late afternoon
- ○ Early evening
- ○ Dinner time
- ○ After dinner
- ○ Late night

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6. **At which type of food establishment are you being asked to complete this questionnaire?**

- ○ Full-service Restaurant
- ○ Enlisted Club
- ○ Petty Officer's Club
- ○ Chief's Club
- ○ Officer's Club
- ○ All Hands Club
- ○ Catering/Conference Center
- ○ Fast Food
- ○ Snack Bar at Bowling Center
- ○ Snack Bar at Golf Course
- ○ Other

7. **What is it about this establishment that makes you want to come here?** ***(Mark all that apply.)***

- ○ Because it's convenient
- ○ Because it costs less
- ○ Because it's quick
- ○ Because it's familiar
- ○ Because it's a sociable place
- ○ Because the food is good
- ○ Because I feel comfortable here

8. **Compared to off-base restaurants, bars, or clubs in the community, does this place offer more or less opportunity for socializing?**

- ○ A lot more opportunity
- ○ Somewhat more opportunity
- ○ About the same opportunity
- ○ Somewhat less opportunity
- ○ A lot less opportunity

9. **Providing facilities, such as this one, is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Providing facilities, such as this one, contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **The availability of snack bars, restaurants, and clubs allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **Providing snack bars, restaurants, and clubs contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are <u>Active Duty</u> continue onto question 13.
If you are not Active Duty skip to question 16.

13. **Facilities such as this contribute to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

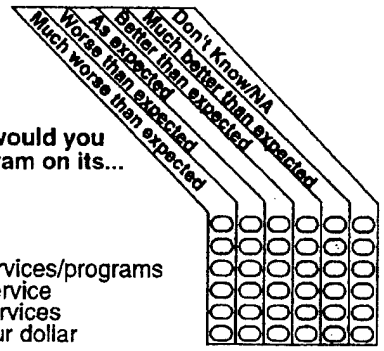
14. **Facilities such as this contribute to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

17. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
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	8		8		8
	9		9		9

Thank you for your participation!

From 201014

Navy College Program (NCP) Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If any have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

* **USE NO. 2 PENCIL ONLY.**
* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the oval.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊗ ⬬ ◶

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. Please enter your SSN.
(Write numbers in boxes, then blacken appropriate oval in each column.)

⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪
①	①	①	①	①	①	①	①	①
②	②	②	②	②	②	②	②	②
③	③	③	③	③	③	③	③	③
④	④	④	④	④	④	④	④	④
⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤
⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥
⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦
⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧
⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨

3. Do you presently live in:

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

4. Which of the following Navy College Programs are you currently using AND has the program/service(s) been a benefit to you? ***(Mark all that apply.)***

	Never used this program	Yes it has been a benefit to me	Neither	No it has not been a benefit to me
a. Navy Campus Counseling Services	○	○	○	○
b. Testing Program to include DANTES, SAT, CLEP, GED, GRE, GMAT and other tests.	○	○	○	○
c. College Programs to include technical, vocational, undergraduate, graduate and distance learning programs provided on base.	○	○	○	○
d. Tuition Assistance.	○	○	○	○
e. Program for Afloat College Program (PACE) (Renamed Navy College PACE).	○	○	○	○
f. Academic/Basic Skills Program (Renamed Navy College Learning Program).	○	○	○	○
g. Academic Skills Learning Center (Renamed Navy College Learning Center).	○	○	○	○
h. Servicemembers Opportunity College - degree completion contract that guarantees transferability of college credits.	○	○	○	○

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5. **Through the Navy College Program, which of the following accomplishments have you completed?** ***(Mark all that apply.)***

- ○ Earned your high school diploma/GED
- ○ Earned an Associate degree
- ○ Earned a Bachelors degree
- ○ Earned a graduate degree
- ○ Earned a certificate
- ○ Earned academic credit for military experience
- ○ Testing Services (DANTES--e.g., SAT, ACT, CLEP, GRE)

6. **What effect do you think your participation in the Navy College Program will have on your performance of your military duties?**

- ○ My performance will improve a great deal
- ○ My performance will improve somewhat
- ○ My performance will be about the same
- ○ My performance will be somewhat worse
- ○ My performance will be much worse

7. **The Navy College Program contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

8. **Participation in the Navy College Program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. **What effect do you think your participation in educational programs will have on your likelihood of promotion/advancement?**

- ○ Much greater likelihood of promotion/ advancement
- ○ Somewhat greater likelihood of promotion/ advancement
- ○ About the same likelihood of promotion/ advancement
- ○ Somewhat less likelihood of promotion/ advancement
- ○ Much less likelihood of promotion/ advancement

10. **Providing educational programs is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **This Navy College Program contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

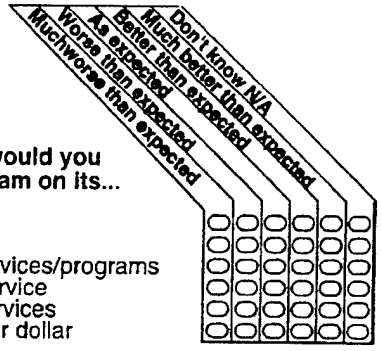
14. **Would you have been able to afford to enroll in a similar educational program without Tuition Assistance?**

- ○ Yes
- ○ Maybe
- ○ No
- ○ NA

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

17. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
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	8		8		8
	9		9		9

Thank you for your participation!

Form 111013

Nutrition Education & Galley Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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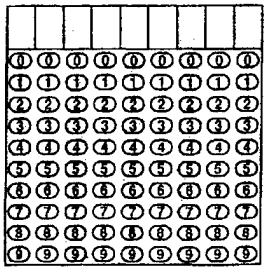
WRONG MARKS: ⊘ ⊗ ◒ ◔

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. Please enter your SSN. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***



3. Are you currently within Navy height/weight standards?

- ○ Yes
- ○ No

4. Location of the galley:

- ○ Onboard ship
- ○ Ashore

5. Does your galley label foods that are low in fat?

- ○ Yes
- ○ No

6. What kind of nutrition education does your command offer? ***(Mark all that apply.)***

- ○ Nutrition posters
- ○ Nutrition training/classes
- ○ Weight management classes
- ○ Food item labels on serving line
- ○ Menus posted
- ○ PRT Coordinator conducts nutrition training
- ○ Nutrition videos
- ○ Other _____
- ○ None

7. How much physical activity do you perform in a typical day?

- ○ 0 - 10 minutes
- ○ 11 - 20 minutes
- ○ 21 - 30 minutes
- ○ 31 - 40 minutes
- ○ More than 40 minutes

8. Providing healthy food choices in the galley is one way the Navy shows concern for members and their families.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

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9. **Providing healthy food choices in the galley and nutrition education resources contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree or disagree
- ○ Disagree
- ○ Strongly disagree

10. **Nutrition education and the availability of healthier food items in the galley allows me to concentrate more on my job/duties.**

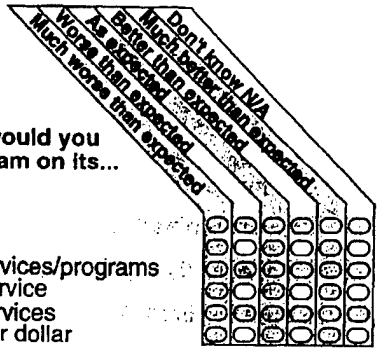
- ○ Strongly agree
- ○ Agree
- ○ Neither agree or disagree
- ○ Disagree
- ○ Strongly disagree

11. **Facilities such as this contribute to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree or disagree
- ○ Disagree
- ○ Strongly disagree

12. **Facilities such as this contribute to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree or disagree
- ○ Disagree
- ○ Strongly disagree



13. **Overall, how would you rate this program on its...**

a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

14. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

15. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

16. **How many servings of the following do you eat in a *TYPICAL WEEK?***

	0-1	2-3	4-5	6-7	8+
a. **Hamburger, cheeseburger**	○	○	○	○	○
b. **Whole milk or 2% milk** 1 serving = 1 cup (8 oz.)	○	○	○	○	○
c. **Fried chicken or fried fish** 1 serving = 3 oz.	○	○	○	○	○
d. **Cheese** (include cheese on pizza and burgers) 1 serving = 1 1/2 oz.	○	○	○	○	○
e. **French fries, chips**	○	○	○	○	○

17. **How many servings of the following do you eat in a *TYPICAL DAY?***

	None	1	2	3	4+
a. **Lean meat, fish, or poultry** Skin removed, 1 serving = 3 oz	○	○	○	○	○
b. **Fried meat, fish, or poultry** 1 serving = 3 oz.	○	○	○	○	○
c. **Cooked dried beans** Kidney, limas, lentils, tofu, etc. 1 serving =1/2 cup	○	○	○	○	○
d. **Peanut Butter** 1 serving = 2 tablespoons	○	○	○	○	○
e. **Seeds and nuts** 1 serving = 1/3 cup nuts; 1/4 cup seeds	○	○	○	○	○
f. **Fruit or 100% fruit juice** 1 serving = 3/4 cup juice; 1 medium fruit; 1/2 cup raw, cooked, or canned fruit; 1/4 cup dried fruit	○	○	○	○	○
g. **Vegetables or vegetable juice** 1 serving = 3/4 cup 100% vegetable juice; 1 cup raw leafy vegetables; 1/2 cup raw, cooked	○	○	○	○	○
h. **Breads, cereals, pasta, rice, tortillas, crackers, rolls** 1 serving = 1 slice bread, 1/2 bagel or 1 oz. cold cereal, 1/2 cup cooked cereal,1/2 cup rice/pasta, 5 crackers, 1 small roll	○	○	○	○	○
i. **Milk, yogurt, and cheese** 1 serving = 1 cup milk/yogurt, 1 1/2 oz. cheese, 2 oz. processed cheese	○	○	○	○	○
j. **Soft drinks, not diet** (12 oz. can)	○	○	○	○	○
k. **Glasses of water** (8 oz. glass)	○	○	○	○	○

18. **What is the date you completed this survey?**

DATE		
MO.	DAY	YR.
0 0	0 0	0 0
1 1	1 1	1 1
2 2	2 2	2 2
3 3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

Thank you for your participation!

Form 102002

Recreation Program Patron Questionnaire

This questionnaire is one of several to find out how Navy Personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

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* **Do NOT use ink, ballpoint or felt tip pens.**
* **Erase cleanly and completely any changes you make.**
* **Make black marks that fill the circle.**
* **Do not make stray marks on the form.**
* **Do not fold, tear, or mutilate this form.**

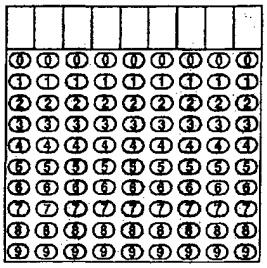
WRONG MARKS: ⊘ ⊗ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If you are a civilian, please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***



3. At which of these recreational facilities/activities are you completing this questionnaire?

- ○ Gymnasium/Fitness Facility
- ○ Recreation Center
- ○ Single Sailor (Liberty) Program
- ○ Intramural Sports Program
- ○ Library
- ○ Park & Picnic Areas
- ○ Outdoor Recreation Center
- ○ Information, Tickets and Tours
- ○ Swimming Pools
- ○ Auto Skills Shop
- ○ Bowling Center
- ○ Riding Stables
- ○ Marinas
- ○ Golf Course
- ○ Other_____

4. On average, how often do you use this facility/activity for recreation?

- ○ Several times a week
- ○ Once a week
- ○ Several times each month
- ○ Once a month
- ○ Less often than once a month

5. This facility/activity contributes to my quality of life in the military.

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

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6. **How often do you engage in this recreational activity off-base, at a similar facility in the civilian community?**

- ○ Several times a week
- ○ Once a week
- ○ Several times each month
- ○ Once a month
- ○ Less often than once a month

7. **What effect do you think this facility/activity has on morale at this base?**

- ○ An extremely positive effect on morale
- ○ A significant positive effect
- ○ Some positive effect
- ○ Very little positive effect
- ○ No effect on morale at all

8. **How would you compare this on base facility/activity with those in the civilian community?**

- ○ This on-base facility/activity is much better than in the civilian community
- ○ This on-base facility/activity is somewhat better
- ○ The base and civilian community facilities/activities are about the same
- ○ Civilian community facilities/activities are somewhat better
- ○ Civilian community facilities/activities are much better than on base

9. **Providing this facility/activity is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Many people say this facility/activity is an important part of their social lives. Do you agree?**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **This facility/activity helps to maintain the health of service members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are <u>Active Duty</u> continue onto question 12.
If you are not Active Duty skip to question 17.

12. **Having this facility/activity allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **This facility/activity contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **This facility/activity provided by the Navy contributes to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

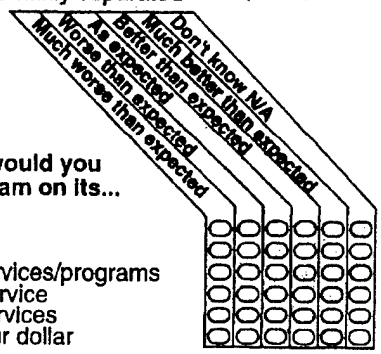
15. **This facility/activity contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

16. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

17. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

18. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

19. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
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1	1	1	1	1	1
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	9		9		9

Thank you for your participation! Form 204018

Relocation Assistance Program Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research, Studies and Technology may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies and Technology.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

MARKING INSTRUCTIONS

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- **Erase cleanly and completely any changes you make.**
- **Make black marks that fill the circle.**
- **Do not make stray marks on the form.**
- **Do not fold, tear, or mutilate this form.**

WRONG MARKS: ⊘ ⊘ ◒ ⊙

RIGHT MARK: ●

1. Are you:

- ○ Active duty Navy Service Member
- ○ Spouse of active duty Navy Service Member
- ○ Active duty service member, other service
- ○ Spouse of active duty, other service
- ○ DoD Civilian
- ○ Retiree
- ○ Other

2. If active duty member, please enter your SSN. If civilian please go to question 3. ***(Write numbers in boxes, then blacken appropriate circle in each column.)***

⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪
①	①	①	①	①	①	①	①	①
②	②	②	②	②	②	②	②	②
③	③	③	③	③	③	③	③	③
④	④	④	④	④	④	④	④	④
⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤
⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥
⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦
⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧
⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨

3. Which of the program components have you or your spouse used or been part of? ***(Mark all that apply.)***

- ○ Destination Area Information SITES Database
- ○ Overseas Transfer Workshops
- ○ Intercultural Relations Training
- ○ Sponsorship Program
- ○ "Welcome Aboard" seminars/packets
- ○ Smooth Move
- ○ Help in Finding a Home
- ○ Settling-in Service/Load locker
- ○ Individual Assistance
- ○ Other

4. Did you hear from your assigned sponsor? ***(Mark all that apply.)***

- ○ Before your PCS move
- ○ After arrival at your new station
- ○ I have had no contact with my sponsor

5. Are you and your spouse both active duty military?

- ○ Yes
- ○ No
- ○ N/A, not married

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6. **Is this move:**

- ○ CONUS to CONUS
- ○ CONUS to OCONUS
- ○ OCONUS to CONUS
- ○ OCONUS to OCONUS
- ○ CONUS to Ship
- ○ Ship to CONUS
- ○ OCONUS to Ship
- ○ Ship to OCONUS
- ○ Ship to Ship

7. **The Relocation Assistance Program provided by the Navy contributes to my satisfaction with military life.**

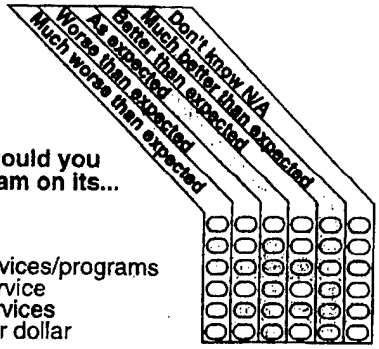
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

8. **Providing relocation assistance is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

9. **Having a program, such as this one, contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree



10. **Overall, how would you rate this program on its...**

a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

If you are <u>Active Duty</u> continue onto question 11.
If you are not Active Duty skip to question 15.

11. **Participating in the Relocation Assistance Program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

12. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

14. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

15. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

16. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
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	7		7		7
	8		8		8
	9		9		9

Thank you for your participation!

Form 109010

Spouse Employment Assistance Program Participant Questionnaire

This questionnaire is one of several to find out how Navy personnel and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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If you have any questions, please contact Dr. Michael J. Schwerin, DSN 882-4654 or (901) 874-4654, or email: Michael.Schwerin@persnet.navy.mil, Navy Personnel Research, Studies and Technology, Millington, TN 38055-1400.

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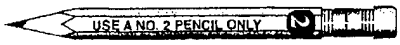

WRONG MARKS: ⊘ ⊗ ⬬ ⊙

RIGHT MARK: ●

1. **Are you:**

   ○ Active duty Navy Service Member
   ○ Spouse of active duty Navy Service Member
   ○ Active duty service member, other service
   ○ Spouse of active duty, other service
   ○ DoD Civilian
   ○ Retiree
   ○ Other

2. **Active duty, please enter SSN. If you are a civilian go to question 3.**
   (Write numbers in boxes, then blacken appropriate circle in each column.)

⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪	⓪
①	①	①	①	①	①	①	①	①
②	②	②	②	②	②	②	②	②
③	③	③	③	③	③	③	③	③
④	④	④	④	④	④	④	④	④
⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤
⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥
⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦
⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧
⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨

3. **Which of the program components have you used or been part of? *(Mark all that apply.)***

   ○ Individual counseling
   ○ Job search
   ○ Employment workshop
   ○ Career counseling
   ○ Individual Career Plan
   ○ Job Fair
   ○ Other

4. **How did you learn of this program?**

   ○ From a volunteer
   ○ From a friend
   ○ From a briefing
   ○ From a media announcement
   ○ Other

5. **Which of the following best describes the civilian partner's situation?**

   ○ Preparing to enter the job market for the first time
   ○ Preparing to re-enter the job market after a period of unemployment
   ○ Preparing to re-enter the job market after a recent PCS move
   ○ Seeking to upgrade skills in order to enter a new job field
   ○ Seeking another job in the same field as previous employment
   ○ Other

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6. **As a result of this program, do you think your job skills have:**

- ○ Improved a great deal
- ○ Improved quite a lot
- ○ Improved somewhat
- ○ Improved very little
- ○ Not improved at all

7. **Since participating in this program, do you think your civilian partner's chances of getting the type of job they want are:**

- ○ Much better than before
- ○ Quite a bit better than before
- ○ Somewhat better than before
- ○ Just barely better than before
- ○ The same as before

8. **How much will the services of this program contribute to the financial well-being of your family in the long run?**

- ○ A great deal
- ○ Quite a lot
- ○ Somewhat
- ○ A little
- ○ Not at all

9. **The availability of this program contributes to my quality of life in the military.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

10. **Providing spouse employment assistance is one way the Navy shows its concern for members and their families.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

11. **Participating in this program has contributed to my satisfaction with military life.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

If you are <u>Active Duty</u> continue onto question 12.
If you are not Active Duty skip to question 16.

12. **Participating in this program allows me to concentrate more on my job/duties.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

13. **This program contributes to my overall readiness.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

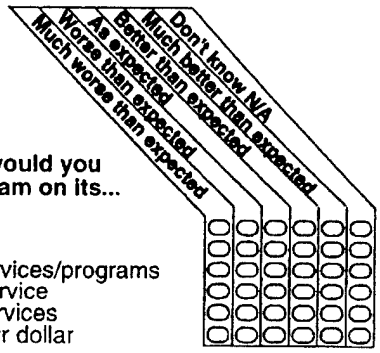
14. **This program contributes to the Navy's ability to recruit.**

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

15. **Which of the following statements best describes your career intentions at this time?**

- ○ I intend to remain in the Navy until eligible for retirement
- ○ I am eligible for retirement, but intend to stay in
- ○ I intend to stay in, but not until retirement
- ○ I'm not sure what I intend to do
- ○ I intend to leave the Navy as soon as I am able
- ○ I am eligible to retire and plan on retiring after this tour
- ○ I intended to remain on active duty, but I am being involuntarily separated

16. **Overall, how would you rate this program on its...**



a. Hours
b. Facilities
c. Range of services/programs
d. Customer service
e. Quality of services
f. Value for your dollar

17. **Do you presently live in:**

- ○ Base housing
- ○ Military housing off the base
- ○ Civilian housing
- ○ Aboard ship
- ○ Bachelor quarters

18. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
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Thank you for your participation!

Form 107008

Appendix B
Morale, Welfare, and Recreation (MWR) Results

Child Development

Characteristics of Participants

The following results were obtained from a total sample of 553 participants who had used the Child Development program in the Hampton Roads area (n = 116), Southern California (n = 196), and Yokosuka (n = 241). Frequencies are reported as a valid percent so that only those who responded are measured. Forty-eight percent were active duty Navy service members; 35 percent were spouses of active duty Navy service members. Additionally, 5 percent were spouses of other active duty service members, 3 percent were other active duty service members, 8 percent were Department of Defense (DOD) Civilians, 1 percent were retirees, and 1 percent marked *other*.

The majority of respondents (92%) indicated that they used the Navy Child Development Center (CDC) program, 5 percent used Navy Family Child Care on or off the base, 2 percent used other military Child Development and Family Care programs, and less than 1 percent had Navy referrals to off base civilian child care programs. Sixty-two percent of the respondents who were not on active duty indicated they used the child development program because they work full-time, 16 percent marked *other*, 12 percent worked part-time, 4 percent marked full-time student, 4 percent worked as a volunteer, and 2 percent reported being CDC staff.

Characteristics of Child Development Program

Over 80 percent of respondents agree that it would be difficult to find alternate affordable child care of similar quality if this program was not available (see Table B-1).

Table B-1.
Child Development Program
Response to Affordable Care Item by Type of Respondent

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
All respondents	56.2% (296)	24.5% (129)	9.7% (51)	6.1% (32)	3.6% (19)
Active duty Navy respondents	55.5% (136)	26.9% (66)	7.3% (18)	7.3% (18)	2.9% (7)
All other respondents	57.5% (154)	21.6% (58)	11.9% (32)	5.2% (14)	3.7% (10)

Note: Number of respondents in parentheses.

Overall the responses to the program quality measures were somewhat positive. The majority of participants rated the various aspects of program quality as being *as they expected* or *better than they expected* (see Table B-2). Active duty Navy respondents' ratings (see Table B-3) were

similar to the ratings of all other respondents (see Table B-4) except for the program quality measure regarding the hours of the program.

Table B-2.
Child Development Program
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	26.9% (139)	22.5% (116)	39.9% (206)	8.1% (42)	2.1% (11)	0.4% (2)
Facilities	33.4% (172)	27.6% (142)	31.3% (161)	5.8% (30)	1.4% (7)	0.6% (3)
Range of services	26.0% (133)	26.6% (136)	36.8% (188)	5.7% (29)	1.8% (9)	3.1% (16)
Customer service	34.0% (175)	23.9% (123)	30.5% (157)	7.6% (39)	3.3% (17)	0.8% (4)
Quality of services	35.0% (180)	24.3% (125)	30.9% (159)	6.2% (32)	2.9% (15)	0.8% (4)
Value for your dollar	29.6% (153)	19.3% (100)	31.5% (163)	12.4% (64)	6.6% (34)	0.6% (3)

Note: Number of respondents in parentheses.

Table B-3.
Child Development Program
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	23.3% (57)	24.5% (60)	38.0% (93)	10.6% (26)	2.9% (7)	0.8% (2)
Facilities	33.9% (83)	29.0% (71)	29.8% (73)	5.7% (14)	0.8% (2)	0.8% (2)
Range of services	23.9% (58)	25.5% (62)	39.1% (95)	6.2% (15)	0.8% (2)	4.5% (11)
Customer service	33.9% (83)	25.7% (63)	30.6% (75)	5.3% (13)	3.3% (8)	1.2% (3)
Quality of services	34.7% (85)	27.3% (67)	29.4% (72)	4.9% (12)	2.9% (7)	0.8% (2)
Value for your dollar	28.0% (68)	19.3% (47)	28.8% (70)	16.9% (41)	6.2% (15)	0.8% (2)

Note: Number of respondents in parentheses.

Table B-4.
Child Development Program
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	31.0% (80)	21.3% (55)	40.3% (104)	6.2% (16)	1.2% (3)	0
Facilities	33.5% (86)	26.1% (67)	33.1% (85)	5.4% (14)	1.6% (4)	0.4% (1)
Range of services	28.6% (73)	27.8% (71)	34.1% (87)	5.1% (13)	2.4% (6)	2.0% (5)
Customer service	35.4% (91)	22.2% (57)	30.0% (77)	9.3% (24)	2.7% (7)	0.4% (1)
Quality of services	35.8% (92)	21.8% (56)	31.5% (81)	7.4% (19)	2.7% (7)	0.8% (2)
Value for your dollar	32.3% (84)	20.4% (53)	33.1% (86)	8.1% (21)	5.8% (15)	0.4% (1)

Note: Number of respondents in parentheses.

The mean of each rating of program quality, for the different types of respondent, is indicated in Table B-5. The means show that on average participants rated the various aspects of program quality as being between *as they expected* and *better than they expected.* An analysis of variance revealed that there was one significant difference found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents' mean ratings for the Child Development program on hours was significantly higher than the mean of active duty Navy respondents, [F (1, 499) = 4.58, p = .033]. However, on average, both groups rated the Child Development program as being between *as they expected* and *better than they expected* for this item. There were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for facilities [F (1, 497) = .367, p = .545]; range of services [F (1, 480) = .857, p = .355]; customer service [F (1, 496) = .178, p = .673]; quality of services [F (1, 496) = .348, p = .555]; or value for your dollar [F (1, 498) = 3.14, p = .077].

Table B-5.
Child Development Program
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.64	3.55 *	3.75
Facilities	3.86	3.90	3.85
Range of services	3.72	3.69	3.77
Customer service	3.78	3.83	3.79
Quality of services	3.83	3.87	3.81
Value for your dollar	3.53	3.46	3.66

Note: Mean scores do not include the *Don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *Much better than expected*) and one would represent the lowest rating (i.e., *Much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of the program measures were positive for all the participants (see Table B-6). Active duty Navy respondents' ratings (see Table B-7) were very similar to the ratings of all other respondents (see Table B-8). The majority of respondents agree that the child development program contributes to the quality of life in the military. Over 85 percent of respondents feel that providing quality child care is one way the Navy shows concern for members and their families. However, it seems that respondents are less sure of the program contributing to the Navy's ability to recruit, with 28 percent agreeing and 39 percent neither agreeing nor disagreeing.

Table B-6.
Child Development Program
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	50.9% (263)	34.4% (178)	9.5% (49)	3.3% (17)	1.9% (10)
Concern	54.2% (287)	33.4% (177)	7.9% (42)	3.4% (18)	1.1% (6)
Satisfaction	41.8% (218)	35.8% (187)	13.0% (68)	6.7% (35)	2.7% (14)
Concentrate	45.7% (127)	39.9% (111)	11.2% (31)	2.5% (7)	0.7% (2)
Readiness	28.8% (80)	47.5% (132)	15.1% (42)	6.5% (18)	2.2% (6)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table B-7.
Child Development Program
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	54.3% (133)	34.3% (84)	5.3% (13)	4.5% (11)	1.6% (4)
Concern	53.4% (132)	32.4% (80)	8.9% (22)	4.0% (10)	1.2% (3)
Satisfaction	41.5% (102)	35.4% (87)	11.4% (28)	9.3% (23)	2.4% (6)
Concentrate	45.9% (111)	39.7% (96)	10.7% (26)	2.9% (7)	0.8% (2)
Readiness	28.8% (70)	47.3% (115)	14.8% (36)	6.6% (16)	2.5% (6)

Note: Number of respondents in parentheses.

Table B-8.
Child Development Program
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	48.1% (125)	34.6% (90)	13.5% (35)	1.9% (5)	1.9% (5)
Concern	55.0% (148)	34.2% (92)	7.1% (19)	3.0% (8)	0.7% (2)
Satisfaction	42.2% (111)	36.1% (95)	14.8% (39)	4.2% (11)	2.7% (7)
Concentrate	43.3% (13)	43.3% (13)	13.3% (4)	0	0
Readiness	24.1% (7)	55.2% (16)	20.7% (6)	0	0

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

Participants were asked additional questions about the program contribution to quality of life in the military (i.e., *Reasons for Being*). Almost 50 percent of participants indicated that they feel the child development program contributes a great deal to the health and safety of Navy children (see Table B-9). Furthermore, over 70 percent of active duty service members indicated that the hours of the child development program have a positive effect on their ability to perform their job (see Table B-10).

Table B-9.
Child Development Program
Health and Safety Reasons for Being Item by Type of Respondent

	A great deal	Quit a lot	Somewhat	A little	Not at all
All respondents	47.2% (250)	33.8% (179)	14.3% (76)	2.6% (14)	2.1% (11)
Active duty Navy respondents	45.7% (113)	35.6% (88)	14.2% (35)	1.6% (4)	2.8% (7)
All other respondents	48.3% (130)	32.3% (87)	14.5% (39)	3.3% (9)	1.5% (4)

Note: Number of respondents in parentheses.

Table B-10.
Child Development Program
Performance Reasons for Being Item by Type of Respondent

	Very positive effect	Positive effect	Neither positive nor negative	Negative effect	Very negative effect
All active duty participants	32.4% (90)	43.9% (122)	15.8% (44)	7.2% (20)	0.7% (2)
Active duty Navy respondents	32.1% (78)	43.6% (106)	16.0% (39)	7.4% (18)	0.8% (2)
Active duty member, other service	31.0% (9)	51.7% (15)	13.8% (4)	3.4% (1)	0

Note: Number of respondents in parentheses.
Item answered by active duty service members only (i.e., Navy and other).

Finally, the mean score for each outcome measure and *Reasons for Being* item is reported in Table B-11. The means indicate that on average participants rate most *Reasons for Being* items positively. An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for quality of life [$F(1, 503) = 1.60, p = .206$]; concern [$F(1, 514) = .875, p = .350$]; satisfaction [$F(1, 507) = .590, p = .443$]; concentrate [$F(1, 270) = .040, p = .843$]; readiness [$F(1, 270) = .298, p = .585$]; health and safety [$F(1, 514) = .120, p = .729$]; or performance [$F(1, 270) = .419, p = .518$].

Table B-11.
Child Development Program
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.29	4.35	4.25
Concern	4.36	4.33	4.40
Satisfaction	4.07	4.04	4.11
Health and safety	4.21	4.20	4.23
Concentrate	4.27	4.27	4.30
Readiness	3.94	3.93	4.03
Performance	4.00	3.99	4.10

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree*, *a great deal*, or *very positive effect*) and one would represent the lowest agreement (i.e., *strongly disagree*, *not at all*, or *very negative effect*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Child Development program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results indicate that there is neither a full nor partial mediating effect of QOL on program ratings, *Reasons for Being* (RFB), and the outcome measure of readiness (RFB/QOL/readiness [$t = 1.09, p > .05$]). There is a direct, positive, and strong relationship between RFB and readiness but it is not influenced by QOL. The program quality/readiness path was not significant

(program quality/QOL/readiness [$t = .67, p > .05$]). Thus, RFB seems to exert its own weight with respect to its relationship to readiness *regardless* of perceived QOL. This is confirmed by the non-significance of indirect effects among RFB, QOL, and readiness as tested via SEM.

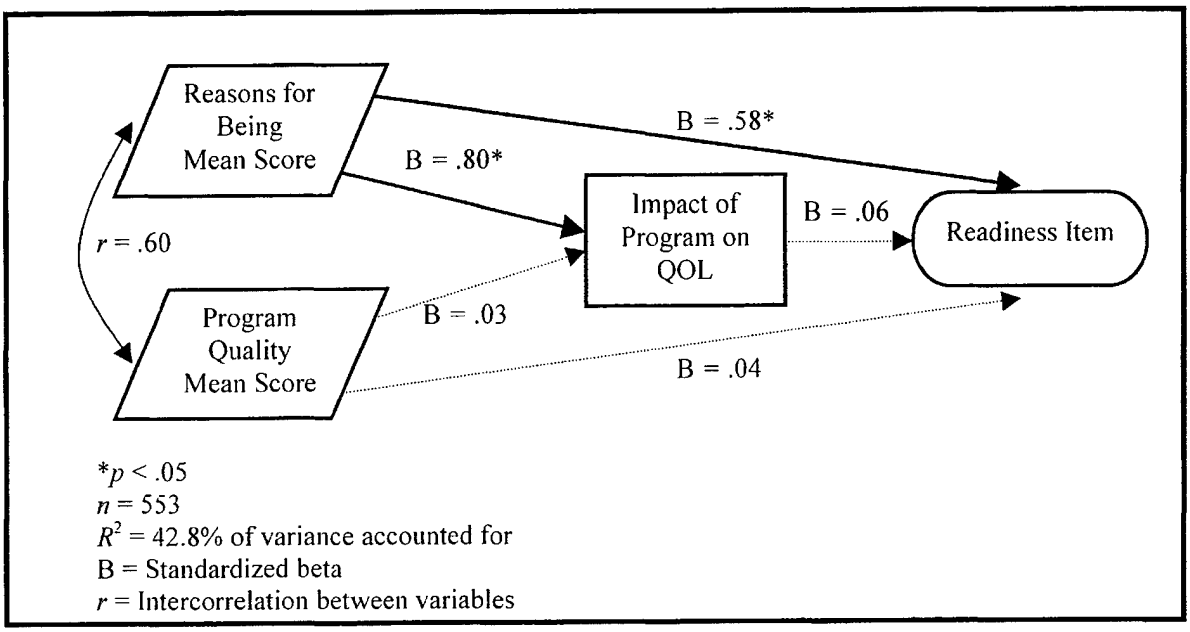

Figure B-1. Structural Equation Modeling Results: Strength of relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

There is a significant indirect effect for the RFB/QOL/Career Intention path, even though the QOL/Career Intention relationship is not significant (RFB/QOL/Career Intention [$t = 2.87, p < .05$]). As seen in the model, higher levels of RFB are associated with higher levels of Career Intention, higher levels of RFB are associated with higher levels of QOL, but in contrast to what was anticipated, higher levels of QOL are associated with lower levels of Career Intention. Thus, even though QOL operates as a statistical mediator between RFB and Career Intention, the negative relationship of QOL and Career Intention may seem counterintuitive. The program quality/QOL/career intentions path was not significant (program quality/QOL/career intentions [$t = -.78, p > .05$]).

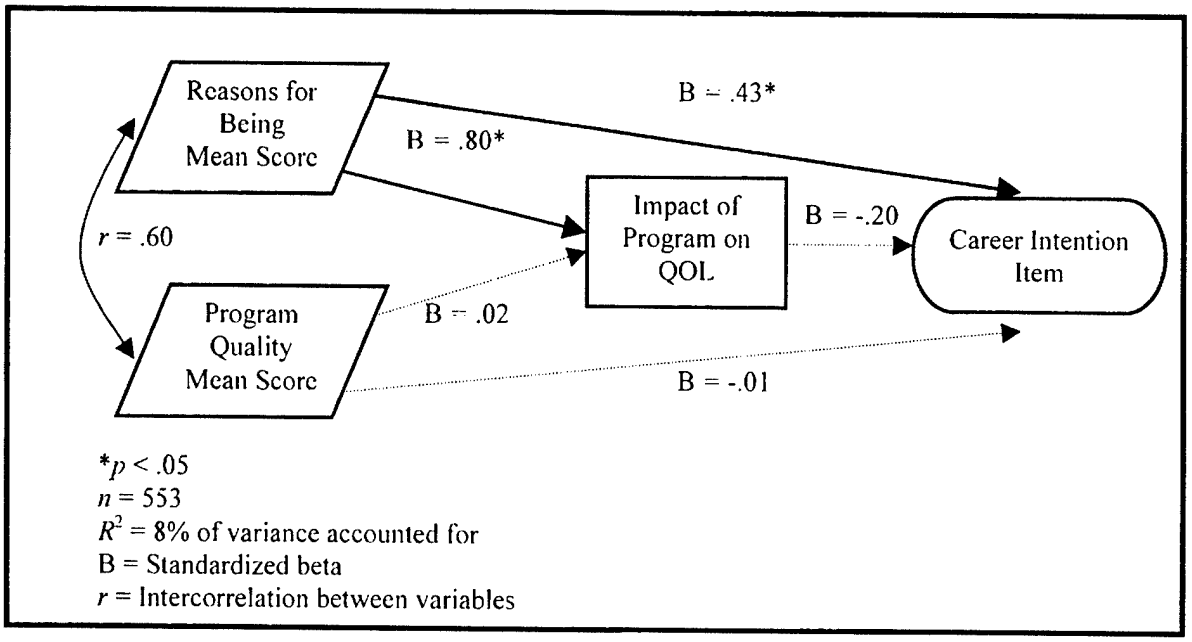

Figure B-2. Structural Equation Modeling Results: Strength of relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis five predictors were entered simultaneously: each of the RFB items (i.e., Satisfaction, Concern, Concentration, Health and Safety) and Mean Rating of program quality (see Table B-12). When examining the relationship between the predictors and QOL, "Satisfaction with Military Life," "Concern for Sailors and their Families," "Concentrate on One's Job," and "Health and Safety" were significant whereas program quality was not significant. With readiness as the criterion variable, "Satisfaction with Military Life," "Concern for Sailors and their Families," and "Concentrate on One's Job" were significant predictors while "Health and Safety" and program quality were not significant. When examining career intentions, none of the predictors were singularly significant predictors but when entered together produced a significant model. Also, a large proportion of variance was accounted for in predicting QOL and readiness (69% and 43% of variance, respectively) in contrast to 8.5 percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988).

Table B-12.
Child Development Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Satisfaction with military life	.354	.415*
Concern for Sailors and their families	.186	.181*
Program helps me concentrate on my job	.193	.177*
Program enhances the health and safety of my family	.135	.142*
Mean score of program quality items	.063	.056
Readiness[b]		
Satisfaction with military life	.231	.259*
Concern for Sailors and their families	.157	.146*
Program helps me concentrate on my job	.332	.290*
Program enhances the health and safety of my family	.018	.018
Mean score of program quality items	.062	.053
Career Intentions[c]		
Satisfaction with military life	.184	.183
Concern for Sailors and their families	.082	.068
Program helps me concentrate on my job	-.020	-.020
Program enhances the health and safety of my family	.117	.105
Mean score of program quality items	-.020	-.020

[a] $n = 254$; $R^2 = .69$; $F(5, 248) = 108.07$*
[b] $n = 254$; $R^2 = .43$; $F(5, 248) = 38.07$*
[c] $n = 224$; $R^2 = .085$; $F(5, 218) = 4.06$*
*$p < .05$

Food and Hospitality Program

Characteristics of Participants

The following results were obtained from a total sample of 1,029 participants in the Hampton Roads area (n = 300), Southern California (n = 293), and Yokosuka (n = 436). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 1,029 participants, 58 percent were active duty Navy service members, 17 percent were DOD civilians, 7 percent were retirees, 7 percent marked *other*, 7 percent were spouses of active duty Navy service members, 3 percent were other active duty service members, and 2 percent were spouses of other active duty service members.

Active duty Navy respondents were asked, on average, how often they visited the establishment. Seventeen percent indicated they visited it daily, 44 percent several times a week, 14 percent once a week, 11 percent several times each month, 7 percent once a month, and 9 percent several times a year. Fifty-three percent of active duty Navy respondents reported that they frequent the food establishment during lunch time (see Table B-13).

Characteristics of the Food and Hospitality Program

Respondents indicated the food establishment where they completed the survey (see Table B-14). In addition, respondents indicated all the reasons that they frequent that establishment (see Table B-15). Sixty-six percent of active duty Navy respondents indicated they frequent the food establishment because it is convenient. Active duty Navy respondents were further asked to indicate if the establishment offered more or less opportunity for socializing compared to off-base restaurants, bars, or clubs. Twenty-four percent indicated a lot more opportunity, 19 percent somewhat more opportunity, 31 percent about the same opportunity, 18 percent somewhat less opportunity, and 9 percent indicated a lot less opportunity.

Table B-13.
Food and Hospitality Program
Time of Day Most Likely to Frequent Food Establishment

	All respondents	Active duty Navy respondents	All other respondents
Breakfast time	11.2% (115)	7.9% (41)	18.9% (72)
Lunch time	56.2% (578)	53.4% (277)	68.4% (260)
Late afternoon	16.4% (169)	22.9% (119)	10.8% (41)
Early evening	23.1% (238)	29.5% (153)	14.7% (56)
Dinner time	26.8% (276)	24.3% (126)	28.2% (107)
After dinner	14.7% (151)	21.8% (113)	6.1% (23)
Late night	12.2% (126)	18.5% (96)	4.2% (16)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Table B-14.
Food and Hospitality Program
Food Establishment Where Respondent Completed Survey

	All respondents	Active duty Navy respondents	All other respondents
Officer's club	20.7% (202)	22.2% (113)	23.3% (84)
All Hands Club	20.1% (196)	18.1% (92)	28.1% (101)
Enlisted Club	14.6% (142)	22.2% (113)	6.9% (25)
Snack Bar at Bowling center	10.0% (97)	11.2% (57)	11.1% (40)
Chief's Club	9.8% (95)	2.8% (14)	2.8% (10)
Full-service Restaurant	8.2% (80)	7.3% (37)	9.2% (33)
Other	7.0% (68)	7.9% (40)	7.8% (28)
Fast Food	5.9% (57)	7.9% (40)	4.2% (15)
Snack Bar at Golf Course	2.2% (21)	0.2% (1)	4.4% (16)
Catering/Conference Center	1.0% (10)	0.2% (1)	1.9% (7)
Petty Officer's Club	0.6% (6)	0.2% (1)	0.3% (1)

Note: Number of respondents in parentheses.

Table B-15.
Food and Hospitality Program
Reasons for Frequenting the Food Establishment

	All respondents	Active duty Navy respondents	All other respondents
It's convenient	65.6% (675)	70.5% (366)	65.8% (250)
I feel comfortable here	43.2% (445)	45.5% (236)	41.8% (159)
The food is good	40.7% (419)	41.6% (216)	43.2% (164)
It costs less	37.1% (382)	40.7% (211)	34.7% (132)
It's a sociable place	35.6% (366)	39.5% (205)	32.6% (124)
It's quick	28.0% (288)	30.3% (157)	26.6% (101)
It's familiar	25.6% (263)	26.6% (138)	24.7% (94)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Overall the responses to the program quality measures were somewhat positive. The majority of participants rated the various aspects of program quality as being either *much better* or *better than they expected* (see Table B-16). Active duty Navy respondents' ratings (see Table B-17) were very similar to the ratings of all other respondents (see Table B-18). Forty-one percent of

active duty Navy respondents rated the customer service of the food establishment as *much better than expected.*

Table B-16.
Food and Hospitality Program
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	22.8% (215)	24.0% (226)	36.6% (344)	6.7% (63)	2.6% (24)	7.3% (69)
Facilities	26.2% (244)	33.4% (311)	33.3% (310)	3.8% (35)	1.4% (13)	2.0% (19)
Range of services	24.5% (226)	29.5% (273)	34.7% (321)	5.2% (48)	2.1% (19)	4.0% (37)
Customer service	39.3% (363)	25.8% (238)	26.9% (249)	3.4% (31)	2.9% (27)	1.7% (16)
Quality of services	36.8% (341)	28.9% (268)	26.3% (244)	4.0% (37)	2.5% (23)	1.5% (14)
Value for your dollar	34.1% (315)	26.8% (248)	28.0% (259)	6.3% (58)	2.7% (25)	2.1% (19)

Note: Number of respondents in parentheses.

Table B-17.
Food and Hospitality Program
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	22.5% (112)	27.8% (138)	34.8% (173)	5.2% (26)	3.2% (16)	6.4% (32)
Facilities	25.4% (125)	37.5% (185)	30.2% (149)	2.6% (13)	1.6% (8)	2.6% (13)
Range of services	24.5% (120)	30.5% (149)	33.9% (166)	4.5% (22)	2.0% (10)	4.5% (22)
Customer service	41.4% (201)	26.5% (129)	24.1% (117)	2.7% (13)	2.9% (14)	2.5% (12)
Quality of services	38.3% (188)	29.7% (146)	24.0% (118)	3.3% (16)	2.4% (12)	2.2% (11)
Value for your dollar	33.3% (163)	26.8% (131)	28.0% (137)	6.5% (32)	2.9% (14)	2.5% (12)

Note: Number of respondents in parentheses.

Table B-18.
Food and Hospitality Program
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	24.3% (83)	17.3% (59)	39.2% (134)	9.4% (32)	1.2% (4)	8.8% (30)
Facilities	29.0% (99)	29.3% (100)	35.2% (120)	4.1% (14)	0.9% (3)	1.5% (5)
Range of services	25.7% (87)	26.9% (91)	37.6% (127)	5.3% (18)	1.8% (6)	2.7% (9)
Customer service	39.3% (134)	24.6% (84)	30.5% (104)	3.5% (12)	1.5% (5)	0.6% (2)
Quality of services	37.6% (128)	27.1% (92)	30.0% (102)	3.8% (13)	0.9% (3)	0.6% (2)
Value for your dollar	36.3% (122)	27.4% (92)	27.1% (91)	5.4% (18)	2.1% (7)	1.8% (6)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondents is indicated in Table B-19. The means reported below show that on average participants rated the various aspects of program quality as *being better than they expected.* An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for hours [$F(1, 775) = .664, p = .416$]; facilities [$F(1, 814) = .081, p = .776$]; range of services [$F(1, 794) = .170, p = .680$]; customer service [$F(1, 811) = .706, p = .401$]; quality of services [$F(1, 816) = .195, p = .659$]; or value for your dollar [$F(1, 805) = 1.40, p = .237$].

Table B-19.
Food and Hospitality Program
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.63	3.65	3.59
Facilities	3.81	3.85	3.83
Range of services	3.72	3.74	3.71
Customer service	3.97	4.03	3.97
Quality of services	3.95	4.00	3.97
Value for your dollar	3.85	3.83	3.92

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures was positive for all the participants (see Table B-20). Active duty Navy respondents' ratings (see Table B-21) were very similar to the ratings of all other respondents (see Table B-22).

Table B-20.
Food and Hospitality Program
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	32.0% (312)	47.3% (461)	16.6% (162)	3.1% (30)	1.0% (10)
Concern	30.4% (302)	48.0% (477)	16.3% (162)	3.1% (31)	2.1% (21)
Satisfaction	28.4% (276)	48.3% (470)	18.2% (177)	3.2% (31)	2.0% (19)
Concentrate	22.0% (216)	39.4% (387)	31.5% (309)	4.3% (42)	2.8% (27)
Readiness	21.1% (144)	37.0% (253)	32.1% (219)	7.3% (50)	2.5% (17)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table B-21.
Food and Hospitality Program
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	34.9% (179)	47.6% (244)	13.1% (67)	3.3% (17)	1.2% (6)
Concern	31.0% (159)	45.6% (234)	17.2% (88)	4.3% (22)	1.9% (10)
Satisfaction	30.1% (153)	45.8% (233)	17.9% (91)	3.9% (20)	2.4% (12)
Concentrate	23.9% (121)	35.3% (179)	31.8% (161)	5.9% (30)	3.2% (16)
Readiness	21.1% (106)	36.0% (181)	32.4% (163)	7.6% (38)	3.0% (15)

Note: Number of respondents in parentheses.

Table B-22.
Food and Hospitality Program
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	29.2% (104)	46.1% (164)	21.3% (76)	2.8% (10)	0.6% (2)
Concern	30.0% (112)	51.5% (192)	15.3% (57)	1.6% (6)	1.6% (6)
Satisfaction	27.9% (100)	49.2% (176)	19.0% (68)	2.2% (8)	1.7% (6)
Concentrate	21.0% (77)	43.9% (161)	30.2% (111)	2.2% (8)	2.7% (10)
Readiness	21.6% (29)	39.6% (53)	30.6% (41)	6.7% (9)	1.5% (2)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

The mean score for each program measure item is reported below (see Table B-23). The means indicate that on average participants *agree* with the program measure items. An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for quality of life [$F(1, 867) = 3.77, p = .052$]; concern [$F(1, 884) = 1.51, p = .219$]; satisfaction [$F(1, 865) = .127, p = .721$]; concentrate [$F(1, 872) = 1.28, p = .259$]; readiness [$F(1, 635) = .803, p = .370$].

Table B-23.
Food and Hospitality Program
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.06	4.12	4.01
Concern	4.02	3.99	4.07
Satisfaction	3.98	3.97	3.99
Concentrate	3.74	3.71	3.78
Readiness	3.67	3.65	3.73

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree*) and one would represent the lowest agreement (i.e., *strongly disagree*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Food and Hospitality program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions were modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results indicate that there is neither a full nor partial mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t = 1.44, p > .05$]). There is a direct, positive, and strong relationship between RFB and readiness but it is not influenced by QOL. The program quality/readiness path was not significant and this relationship was not mediated by QOL (program quality/QOL/readiness [$t = 1.34, p > .05$]). Thus, RFB seems to be the primary variable that influences the relationship between the program meeting Sailor needs and readiness. This is confirmed by the non-significance of indirect effects among RFB, QOL, and readiness as tested via SEM.

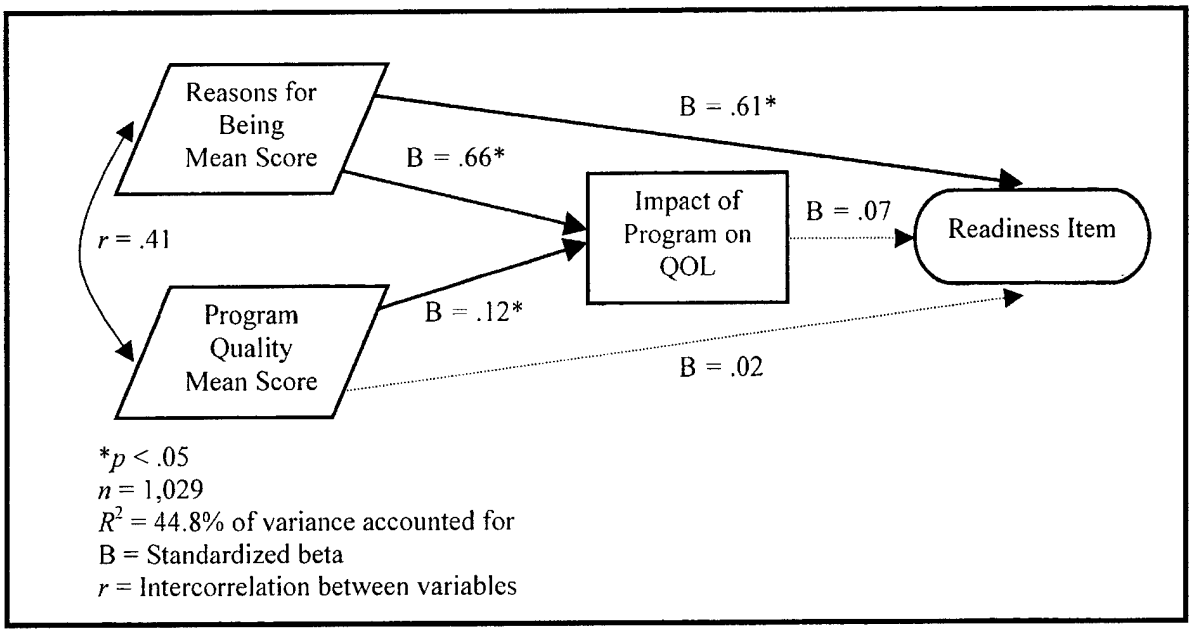

Figure B-3. Structural Equation Modeling Results: Strength of relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

There is a significant indirect effect for the RFB/QOL/Career Intention path (RFB/QOL/Career Intention [$t = 3.02, p < .05$]) as well as for the program quality/QOL/career intentions path (program quality/QOL/career intentions [$t = 2.34, p < .05$]). QOL is a significant mediator in the relationship between Food and Hospitality meeting Sailor needs and career intentions. This means that program quality and meeting Sailor needs impact QOL and thus predict career intentions. The proportion of variance accounted for (5%) shows a small relationship between the program and career intentions

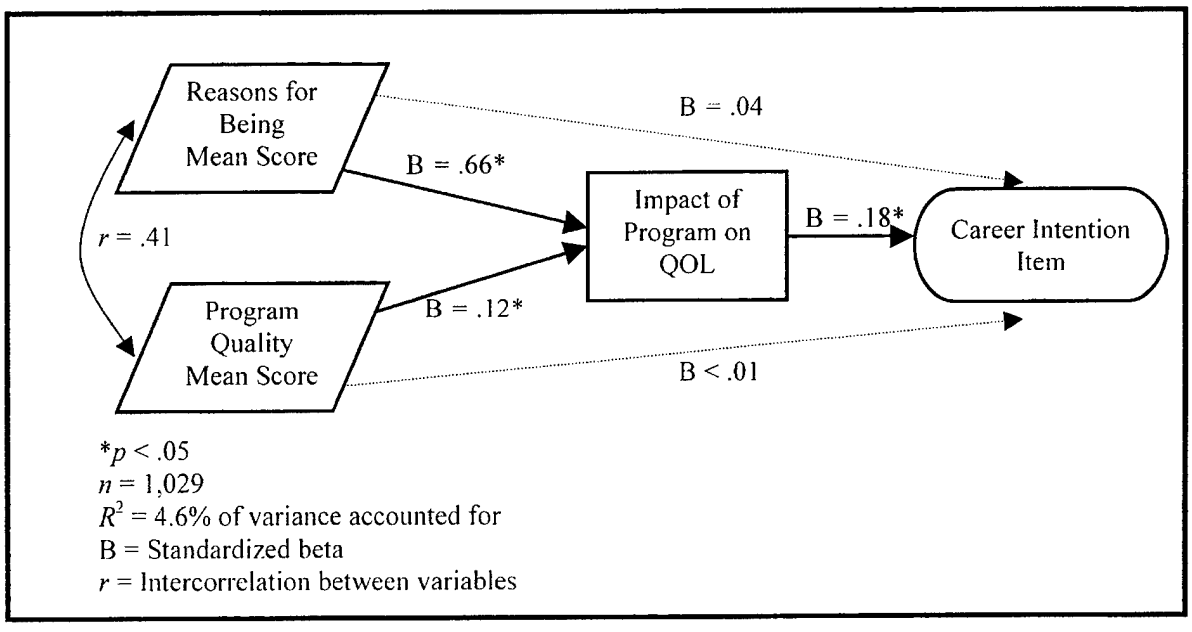

Figure B-4. Structural Equation Modeling Results: Strength of relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis four predictors were entered simultaneously: each of the RFB items (i.e., Satisfaction, Concern, Concentration) and Mean Rating of program quality (see Table B-24). When examining the relationship among these variables and QOL, "Satisfaction with Military Life," "Concern for Sailors and their Families," "Concentrate on One's Job," and program quality were all predictor variables. With readiness as the criterion variable, only "Satisfaction with Military Life" and "Concentrate on One's Job" were significant predictors. With career intentions as the criterion variable, "Satisfaction with Military Life" was the only significant predictor variable. There is a marked difference in variance accounted for when comparing the criterion variables. A large proportion of variance was accounted for in predicting QOL and readiness (53% and 50% of variance, respectively) in contrast to five percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). When examining the weight of the standardized coefficients, "Concern for Sailors and Their Families" is the strongest predictor for QOL, "Concentrate on One's Job" is strongest for readiness, and "Satisfaction with Military Life" is most predictive of career intentions.

Table B-24.
Food and Hospitality Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Satisfaction with military life	.306	.326*
Concern for Sailors and their families	.349	.371*
Program helps me concentrate on my job	.100	.115*
Mean score of program quality items	.107	.105*
Readiness[b]		
Satisfaction with military life	.393	.358*
Concern for Sailors and their families	.026	.023
Program helps me concentrate on my job	.400	.396*
Mean score of program quality items	.072	.058
Career Intentions[c]		
Satisfaction with military life	.329	.258*
Concern for Sailors and their families	-.100	-.080
Program helps me concentrate on my job	.004	.003
Mean score of program quality items	.048	.034

[a] $n = 777$; $R^2 = .53$; $F(4, 772) = 214.06$*
[b] $n = 556$; $R^2 = .50$; $F(4, 551) = 138.25$*
[c] $n = 467$; $R^2 = .058$; $F(4, 262) = 7.11$*
*$p < .05$

Recreation Program

Characteristics of Participants

The following results were obtained from a total sample of 840 participants who had used the recreational facilities/activities in the Hampton Roads area (n = 378), Southern California (n = 442), and Yokosuka (n = 20). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 840 participants, 61 percent were active duty Navy service members, 17 percent were retirees, 6 percent were spouses of active duty Navy service members, 6 percent were DOD civilians, 5 percent marked *other*, 4 percent were other active duty service members, and 1 percent were spouses of other active duty service members.

The frequencies presented in Table B-25 indicate at which recreation facility or activity the participants completed the survey. Respondents were asked to report on average how often they use the facility/activity for recreation on base (see Table B-26). Furthermore, respondents were asked to compare the on base facilities/activities with those in the civilian community (see Table B-27). The results show 68 percent of respondents are using the on base facilities/activities several times a week. In addition, 66 percent of respondents' rate the facilities on base as being either somewhat better or much better than those in the community are.

Table B-25.
Recreation Program
Recreation Facilities Represented

	All respondents	Active duty Navy respondents	All other respondents
Gymnasium/Fitness Facility	36.9% (287)	38.0% (174)	36.2% (109)
Bowling Center	21.2% (165)	17.7% (81)	25.2% (76)
Recreation Center	10.2% (79)	12.9% (59)	6.0% (18)
Swimming Pools	5.9% (46)	6.1% (28)	5.6% (17)
Other	5.7% (44)	7.0% (32)	4.0% (12)
Information, Tickets and Tours	5.4% (42)	4.8% (22)	6.3% (19)
Auto Skills Shop	3.9% (30)	3.9% (18)	3.7% (11)
Library	2.8% (22)	3.1% (14)	2.7% (8)
Marinas	2.1% (16)	0.9% (4)	4.0% (12)
Golf Course	1.9% (15)	0.7% (3)	4.0% (12)
Single Sailor (Liberty) Program	1.8% (14)	2.8% (13)	0
Outdoor Recreation Center	0.9% (7)	0.9% (4)	1.0% (3)
Riding Stables	0.6% (5)	0.2% (1)	1.3% (4)
Park and Picnic Areas	0.5% (4)	0.9% (4)	0
Intramural Sports Program	0.1% (1)	0.2% (1)	0

Note: Number of respondents in parentheses.

Table B-26.
Recreation Program
Frequency of Use of On-Base Recreation Facilities

	All respondents	Active duty Navy respondents	All other respondents
Several times a week	67.6% (552)	70.6% (341)	63.8% (201)
Once a week	9.3% (76)	7.2% (35)	11.7% (37)
Several times each month	10.8% (88)	10.1% (49)	11.4% (36)
Once a month	5.1% (42)	4.3% (21)	6.3% (20)
Less often than once a month	7.2% (59)	7.7% (37)	6.7% (21)

Note: Number of respondents in parentheses.

Table B-27.
Recreation Program
Comparison of On-Base Recreation Facilities with Community Alternatives

	All respondents	Active duty Navy respondents	All other respondents
Base facilities are much better	43.6% (352)	40.0% (192)	49.4% (152)
Base facilities are somewhat better	22.8% (184)	24.2% (116)	21.1% (65)
Base/community facilities are about the same	19.6% (158)	21.7% (104)	15.3% (47)
Community facilities are somewhat better	10.0% (81)	9.8% (47)	11.0% (34)
Community facilities are much better	4.0% (32)	4.4% (21)	3.2% (10)

Note: Number of respondents in parentheses.

Overall the responses to the program quality measures were positive. The majority of participants rated the various aspects of program quality as being *better* or *much better* than they expected (see Table B-28). Active duty Navy respondents' ratings (see Table B-29) were similar to the ratings of all other respondents (see Table B-30) except for the program quality measure regarding the value of services in relation to cost.

Table B-28.
Recreation Program
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	35.0% (276)	27.4% (216)	30.2% (238)	3.3% (26)	0.8% (6)	3.4% (27)
Facilities	44.0% (341)	29.3% (227)	21.8% (169)	1.8% (14)	1.2% (9)	1.9% (15)
Range of services	40.2% (309)	28.5% (219)	24.6% (189)	2.1% (16)	0.4% (3)	4.3% (33)
Customer service	53.1% (413)	24.0% (187)	17.6% (137)	2.1% (16)	0.6% (5)	2.6% (20)
Quality of services	52.4% (406)	26.3% (204)	16.5% (128)	1.5% (12)	0.9% (7)	2.3% (18)
Value for your dollar	56.9% (438)	16.5% (127)	14.3% (110)	2.3% (18)	0.9% (7)	9.1% (70)

Note: Number of respondents in parentheses.

Table B-29.
Recreation Program
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	32.1% (151)	30.0% (141)	30.0% (141)	3.0% (14)	0.4% (2)	4.5% (21)
Facilities	41.5% (193)	30.3% (141)	22.6% (105)	1.9% (9)	1.3% (6)	2.4% (11)
Range of services	39.2% (181)	27.7% (128)	26.6% (123)	2.2% (10)	0.2% (1)	4.1% (19)
Customer service	50.5% (236)	25.7% (120)	17.8% (83)	2.6% (12)	0.9% (4)	2.6% (12)
Quality of services	50.5% (235)	27.5% (128)	17.2% (80)	1.5% (7)	0.9% (4)	2.4% (11)
Value for your dollar	53.9% (250)	14.9% (69)	17.0% (79)	2.6% (12)	1.1% (5)	10.6% (49)

Note: Number of respondents in parentheses.

Table B-30.
Recreation Program
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	39.9% (120)	22.9% (69)	30.2% (91)	4.0% (12)	1.3% (4)	1.7% (5)
Facilities	47.9% (140)	27.1% (79)	20.9% (61)	1.7% (5)	1.0% (3)	1.4% (4)
Range of services	41.9% (121)	29.1% (84)	22.1% (64)	1.4% (4)	0.7% (2)	4.8% (14)
Customer service	56.5% (165)	21.6% (63)	17.5% (51)	1.4% (4)	0.3% (1)	2.7% (8)
Quality of services	55.1% (161)	23.6% (69)	16.1% (47)	1.7% (5)	1.0% (3)	2.4% (7)
Value for your dollar	60.8% (175)	18.8% (54)	10.8% (31)	2.1% (6)	0.7% (2)	6.9% (20)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondent is indicated in Table B-31. The means reported below show that on average participants rated the various aspects of program quality as being *much better* or *better* than they expected. An analysis of variance revealed that there was one significant difference found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents mean rating for the recreation program on value for your dollar was significantly higher than the mean of active duty Navy respondents, [$F(1, 681) = 4.51, p = .034$]. However, on average both groups rated the recreation program as *being better than they expected* for the value of their dollar. There were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for hours [$F(1, 743) = .179, p = .673$]; facilities [$F(1, 740) = 1.86, p = .173$]; range of services [$F(1, 716) = 1.29, p = .256$]; customer service [$F(1, 737) = 2.49, p = .115$]; or quality of services [$F(1, 681) = .552, p = .458$].

Table B-31.
Recreation Program
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.96	3.95	3.98
Facilities	4.15	4.11	4.21
Range of services	4.11	4.08	4.16
Customer service	4.30	4.26	4.36
Quality of services	4.31	4.28	4.33
Value for your dollar	4.39	4.32 *	4.47

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures were positive for all the participants (see Table B-32). Active duty Navy respondents' ratings (see Table B-33) were similar to the ratings of all other respondents (see Table B-34) on all of the measures except the concern, health and safety, and social life items.

Over 90 percent of respondents (both active duty Navy and all other participants) agree that the recreation program contributes to their quality of life in the military and that the program is one way in which the Navy shows concern for members and their families. Furthermore, participants agree that the recreation program is an important part of their social lives, and that it helps to maintain the health and safety of service members and their families.

Table B-32.
Recreation Program
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	69.1% (549)	24.9% (198)	4.8% (38)	0.6% (5)	0.5% (4)
Concern	60.0% (491)	33.1% (271)	5.4% (44)	0.9% (7)	0.6% (5)
Health and safety	49.3% (399)	30.9% (250)	17.1% (138)	2.3% (19)	0.4% (3)
Social life	40.7% (331)	39.3% (320)	17.8% (145)	2.1% (17)	0.1% (1)
Satisfaction	43.6% (230)	42.5% (224)	11.0% (58)	1.7% (9)	1.1% (6)
Concentrate	34.0% (177)	34.5% (180)	26.1% (136)	4.2% (22)	1.2% (6)
Readiness	39.7% (208)	31.5% (165)	24.6% (129)	3.1% (16)	1.1% (6)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table B-33.
Recreation Program
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	69.2% (335)	26.0% (126)	3.9% (19)	0.6% (3)	0.2% (1)
Concern	55.8% (270)	36.8% (178)	5.8% (28)	1.0% (5)	0.6% (3)
Health and safety	46.6% (224)	32.0% (154)	18.3% (88)	2.5% (12)	0.6% (3)
Social life	36.3% (175)	40.7% (196)	20.7% (100)	2.3% (11)	0
Satisfaction	44.2% (208)	42.3% (199)	10.8% (51)	1.7% (8)	1.1% (5)
Concentrate	34.0% (161)	34.2% (162)	26.4% (125)	4.2% (20)	1.1% (5)
Readiness	40.3% (190)	31.0% (146)	24.6% (116)	3.0% (14)	1.1% (5)

Note: Number of respondents in parentheses.

Table B-34.
Recreation Program
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	70.1% (204)	22.7% (66)	5.5% (16)	0.7% (2)	1.0% (3)
Concern	67.5% (212)	26.8% (84)	4.5% (14)	0.6% (2)	0.6% (2)
Health and safety	53.7% (166)	28.5% (88)	15.5% (48)	2.3% (7)	0
Social life	48.4% (151)	37.2% (116)	12.2% (38)	1.9% (6)	0.3% (1)
Satisfaction	39.1% (18)	45.7% (21)	10.9% (5)	2.2% (1)	2.2% (1)
Concentrate	34.2% (13)	34.2% (13)	23.7% (9)	5.3% (2)	2.6% (1)
Readiness	34.9% (15)	32.6% (14)	25.6% (11)	4.7% (2)	2.3% (1)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

Participants were asked an additional question about the program contribution to quality of life in the military (i.e., *Reasons for Being*). Participants were asked to rate the recreation program's effect on morale. Ninety percent of respondents (both active duty Navy and all other participants) indicated that the facilities/activities have either a significant or extremely positive effect on morale (see Table B-35).

Table B-35.
Recreation Program
Morale Reasons for Being Item by Type of Respondent

	Extremely positive effect	Significant positive effect	Some positive	Very little positive effect	No effect
All respondents	56.3% (454)	33.7% (272)	9.4% (76)	0.5% (4)	0.1% (1)
Active duty Navy respondents	54.8% (263)	35.8% (172)	9.2% (44)	0.2% (1)	0
All other respondents	59.3% (182)	30.6% (94)	9.4% (29)	0.7% (2)	0

Note: Number of respondents in parentheses.

Finally, the mean score for each program measure item is reported below (see Table B-36). The means indicate that on average participants either *agree* or *strongly agree* with most of the program measure items. An analysis of variance revealed that there were several significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. For three of the program measures (i.e., concern, health and safety, and social life), all other respondents on average had a significantly higher mean rating of agreement than those means of active duty Navy respondents, [$F(1, 796) = 7.56, p = .006$; $F(1, 788) = 3.89, p = .049$; and $F(1, 792) = 12.39, p = .001$ respectively]. However, on average both groups agreed with these measures. An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for quality of life [$F(1, 773) = .461, p = .497$]; satisfaction with military life [$F(1, 515) = .561, p = .454$]; concentrate [$F(1, 509) = .060, p = .807$]; readiness [$F(1, 512) = .828, p = .363$]; or morale [$F(1, 785) = .452, p = .502$].

Table B-36.
Recreation Program
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.62	4.63	4.60
Concern	4.51	4.46 *	4.60
Health and safety	4.26	4.21 *	4.34
Social life	4.18	4.11 *	4.31
Morale	4.45	4.45	4.49
Satisfaction	4.26	4.27	4.17
Concentrate	3.96	3.96	3.92
Readiness	4.06	4.07	3.93

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree* or *extremely positive effect*) and one would represent the lowest agreement (i.e., *strongly disagree* or *no effect*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Recreation program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal

readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results support the notion that there is a partial mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t = 2.24, p < .05$]). There is a direct, positive, and strong relationship between RFB and readiness and it is made somewhat stronger by adding QOL to the model. The program quality/readiness path was also significant, but this relationship was not mediated by QOL (program quality/QOL/readiness [$t = 1.69, p > .05$]). Thus, RFB seems to be the primary variable that influences the relationship between the program meeting Sailor needs and readiness.

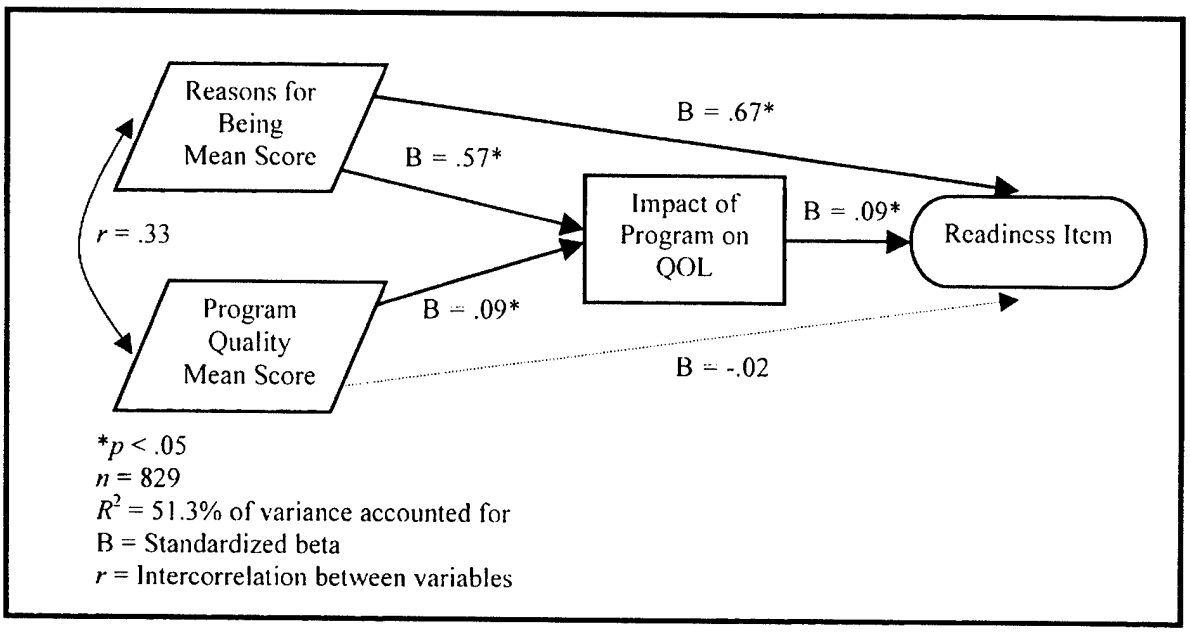

Figure B-5. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

There is no significant indirect effect for the RFB/QOL/Career Intention path (RFB/QOL/Career Intention [$t = -.71, p > .05$]) as well as for the program quality/QOL/career intentions path (program quality/QOL/career intentions [$t = -.69, p > .05$]). There is a significant direct relationship between the Recreation program meeting patron needs (as measured by RFB) and career intentions but it accounts for a small proportion of variance (7.7%).

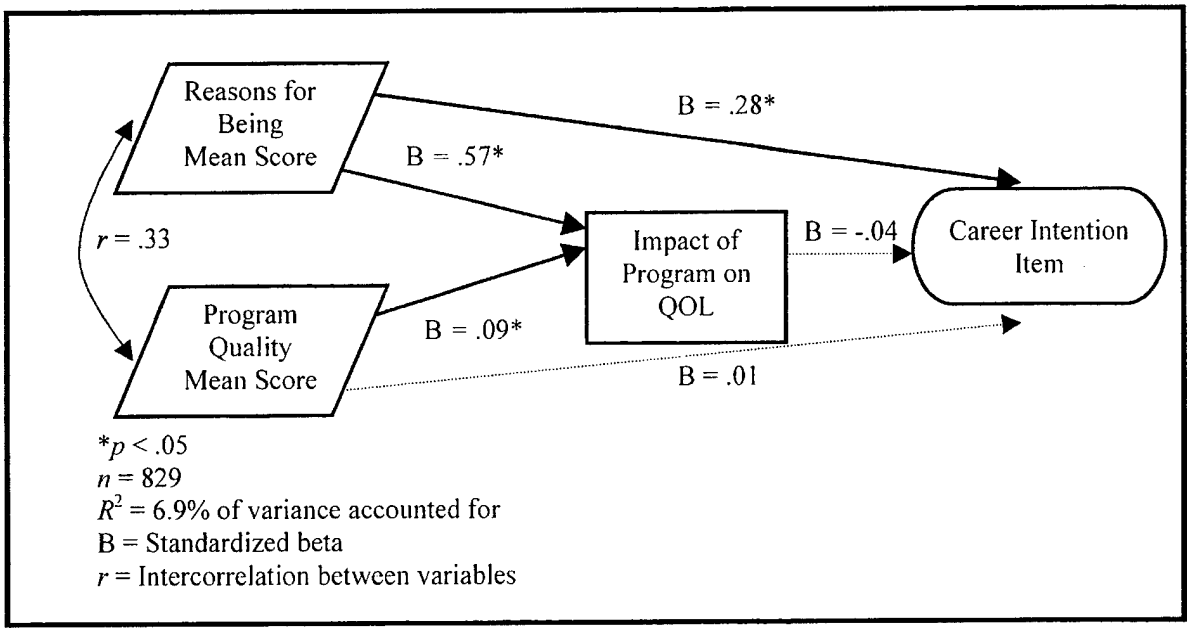

Figure B-6. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis five predictor variables were entered simultaneously: each of the RFB items (i.e., Satisfaction, Concern, Concentration, Health and Safety) and mean rating of program quality (see Table B-37). When examining the relationship among these variables and QOL, "Satisfaction with Military Life," "Concern for Sailors and their Families," "Concentrate on One's Job," and program quality are significant predictors. With readiness as the criterion variable, "Satisfaction with Military Life," "Concentrate on One's Job," and "Health and Safety" were significant predictors. With career intentions as the criterion variable, "Health and Safety" was the only significant predictor variable. As found with multiple regression analyses with other programs, there is a marked difference in variance accounted for when comparing the criterion variables. A large proportion of variance was accounted for in predicting QOL and readiness (36% and 56% of variance, respectively) in contrast to eight percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). Additionally, when examining the weight of the standardized coefficients, "Satisfaction with Military Life" is the strongest predictor for QOL, "Concentrate on One's Job" is strongest for readiness, and "Health and Safety" is most predictive of career intentions.

Table B-37.
Recreation Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	β
Quality of Life[a]		
Satisfaction with military life	.237	.294*
Concern for Sailors and their families	.164	.182*
Program helps me concentrate on my job	.129	.190*
Program enhances the health and safety of my family	.023	.031
Mean score of program quality items	.077	.087*
Readiness[b]		
Satisfaction with military life	.299	.249*
Concern for Sailors and their families	-.006	-.004
Program helps me concentrate on my job	.382	.379*
Program enhances the health and safety of my family	.316	.295*
Mean score of program quality items	.027	.021
Career Intentions[c]		
Satisfaction with military life	.140	.094
Concern for Sailors and their families	.194	.118
Program helps me concentrate on my job	-.070	-.060
Program enhances the health and safety of my family	.227	.174*
Mean score of program quality items	-.010	-.010

[a] $n = 401$; $R^2 = .36$; $F(5, 395) = 44.54$*
[b] $n = 401$; $R^2 = .56$; $F(5, 395) = 99.92$*
[c] $n = 354$; $R^2 = .08$; $F(5, 348) = 6.08$*
*$p < .05$

Youth Programs

Characteristics of Respondents

The following results were obtained from a total sample of 294 participants who had used the youth programs in the Hampton Roads area (n = 59), Southern California (n = 104), and Yokosuka (n = 131). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 294 participants, 47 percent were active duty Navy service members, 37 percent were spouses of active duty Navy service members, 8 percent were DOD civilians, 3 percent were spouses of other active duty service members, 2 percent were other active duty service members, 2 percent were retirees, and 2 percent marked *other*.

Characteristics of the Youth Programs

Respondents indicated the Navy-sponsored programs their children were involved in (see Table B-38).

Table B-38.
Youth Programs
All Respondents: Navy-Sponsored Programs Represented

	Navy-sponsored
School Age Care	77.2% (227)
Youth Center Recreation Programs	32.0% (94)
Youth Sports and Fitness	27.2% (80)
Teen Activities	5.4% (16)
Summer/Holiday Camps	33.3% (98)
Personal development programs and special interest classes	6.8% (20)
Other	3.1% (9)

Note: Number of respondents in parentheses.

Forty-five percent of the participants indicated that the Navy youth programs are better than those in the civilian community (see Table B-39).

Table B-39.
Youth Programs
Navy Compared to Civilian Community Programs Item

	Navy much better	Navy somewhat better	About the same	Civilian somewhat better	Civilian much better	No Opinion
All respondents	24.7% (66)	20.2% (54)	18.4% (49)	9.0% (24)	7.5% (20)	20.2% (54)
Active duty Navy respondents	25.2% (32)	22.0% (28)	16.5% (21)	9.4% (12)	6.3% (8)	20.5% (26)
All other respondents	24.8% (34)	18.2% (25)	20.4% (28)	8.0% (11)	8.8% (12)	19.7% (27)

Note: Number of respondents in parentheses.

Overall the responses to the program quality measures were somewhat positive. The majority of participants rated the various aspects of program quality as being *as they expected* or *better than they expected* (see Table B-40). Active duty Navy respondents' ratings (see Table B-41) were very similar to the ratings of all other respondents (see Table B-42).

Table B-40.
Youth Programs
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	28.0% (76)	25.5% (69)	39.5% (107)	5.9% (16)	0.4% (1)	0.7% (2)
Facilities	25.0% (67)	31.0% (83)	29.5% (79)	11.9% (32)	2.6% (7)	0
Range of services	24.4% (65)	30.1% (80)	33.1% (88)	9.0% (24)	2.3% (6)	1.1% (3)
Customer service	31.7% (85)	30.6% (82)	27.6% (74)	6.3% (17)	3.4% (9)	0.4% (1)
Quality of services	28.6% (77)	32.7% (88)	29.4% (79)	6.7% (18)	2.2% (6)	0.4% (1)
Value for your dollar	31.7% (85)	20.1% (54)	32.1% (86)	11.2% (30)	3.7% (10)	1.1% (3)

Note: Number of respondents in parentheses.

Table B-41.
Youth Programs
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	28.3% (36)	24.4% (31)	39.4% (50)	7.1% (9)	0	0.8% (1)
Facilities	27.6% (35)	32.3% (41)	26.8% (34)	11.0% (14)	2.4% (3)	0
Range of services	23.0% (29)	34.1% (43)	31.7% (40)	7.9% (10)	1.6% (2)	1.6% (2)
Customer service	33.1% (42)	34.6% (44)	25.2% (32)	4.7% (6)	2.4% (3)	0
Quality of services	33.9% (43)	30.7% (39)	28.3% (36)	5.5% (7)	1.6% (2)	0
Value for your dollar	31.0% (39)	26.2% (33)	30.2% (38)	9.5% (12)	2.4% (3)	0.8% (1)

Note: Number of respondents in parentheses.

Table B-42.
Youth Programs
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	28.2% (40)	26.8% (38)	38.7% (55)	4.9% (7)	0.7% (1)	0.7% (1)
Facilities	23.0% (32)	29.5% (41)	32.4% (45)	12.2% (17)	2.9% (4)	0
Range of services	26.1% (36)	26.8% (37)	33.3% (46)	10.1% (14)	2.9% (4)	0.7% (1)
Customer service	30.2% (42)	27.3% (38)	29.5% (41)	7.9% (11)	4.3% (6)	0.7% (1)
Quality of services	24.3% (34)	34.3% (48)	30.0% (42)	7.9% (11)	2.9% (4)	0.7% (1)
Value for your dollar	32.9% (46)	15.0% (21)	33.6% (47)	12.1% (17)	5.0% (7)	1.4% (2)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondent is indicated in Table B-43. The means reported below show that on average participants rated the various aspects of program quality as being between *as they expected* and *better than they expected.* An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy

respondents' ratings when compared to all other respondents' ratings for hours [$F(1, 265) = .054$, $p = .817$]; facilities [$F(1, 264) = 1.17, p = .280$]; range of services [$F(1, 259) = .275, p = .600$]; customer service [$F(1, 263) = 2.27, p = .133$]; quality of services [$F(1, 264) = 2.62, p = .107$]; or value for your dollar [$F(1, 261) = 1.11, p = .292$].

Table B-43.
Youth Programs
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.75	3.75	3.77
Facilities	3.64	3.72	3.58
Range of services	3.66	3.71	3.64
Customer service	3.81	3.91	3.72
Quality of services	3.79	3.90	3.70
Value for your dollar	3.66	3.74	3.59

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures was positive for all the participants (see Table B-44). Active duty Navy respondents' ratings (see Table B-45) were similar to the ratings of all other respondents (see Table B-46) on all measures except the quality of life and concern items.

The majority of respondents agree that youth programs contribute to the quality of life in the military. Ninety percent of respondents' feel that providing these programs is one way the Navy shows concern for members and their families.

Table B-44.
Youth Programs
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	48.9% (134)	38.7% (106)	10.6% (29)	1.5% (4)	0.4% (1)
Concern	48.9% (134)	42.0% (115)	6.9% (19)	1.1% (3)	1.1% (3)
Satisfaction	42.0% (115)	42.3% (116)	12.4% (34)	2.2% (6)	1.1% (3)
Health and safety	39.6% (109)	50.2% (138)	6.5% (18)	3.3% (9)	0.4% (1)
Concentrate	42.4% (59)	39.6% (55)	14.4% (20)	2.2% (3)	1.4% (2)
Readiness	32.6% (45)	46.4% (64)	14.5% (20)	5.8% (8)	0.7% (1)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table B-45.
Youth Programs
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	58.1% (75)	32.6% (42)	8.5% (11)	0	0.8% (1)
Concern	55.0% (71)	38.8% (50)	4.7% (6)	0.8% (1)	0.8% (1)
Satisfaction	46.5% (60)	39.5% (51)	10.9% (14)	1.6% (2)	1.6% (2)
Health and safety	45.0% (58)	46.5% (60)	5.4% (7)	3.1% (4)	0
Concentrate	43.0% (55)	39.8% (51)	14.1% (18)	1.6% (2)	1.6% (2)
Readiness	33.1% (42)	48.0% (61)	13.4% (17)	4.7% (6)	0.8% (1)

Note: Number of respondents in parentheses.

Table B-46.
Youth Programs
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	40.8% (58)	43.7% (62)	12.7% (18)	2.8% (4)	0
Concern	43.7% (62)	44.4% (63)	9.2% (13)	1.4% (2)	1.4% (2)
Satisfaction	38.7% (55)	44.4% (63)	14.1% (20)	2.1% (3)	0.7% (1)
Health and safety	35.0% (50)	53.1% (76)	7.7% (11)	3.5% (5)	0.7% (1)
Concentrate	33.3% (3)	33.3% (3)	22.2% (2)	11.1% (1)	0
Readiness	33.3% (3)	22.2% (1)	33.3% (3)	11.1% (1)	0

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

Finally, the mean score for each program measure item is reported in Table B-47. The means indicate that on average participants *agree* with most of the program measure items. An analysis of variance revealed that there were two significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. Active duty Navy respondents mean rating, for the youth program on contribution to quality of life was significantly higher than the mean of all other respondents, [$F(1, 269) = 7.38, p = .007$]. Additionally, active duty Navy respondents' mean rating, for the youth program demonstrating the Navy's concern for members and their families, was significantly higher than the mean of all other respondents, [$F(1, 269) = 4.33, p = .038$]. An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for satisfaction with military life [$F(1, 269) = .924, p = .337$]; concentrate [$F(1, 135) = 1.15, p = .285$]; readiness [$F(1, 134) = 1.01, p = .316$]; or health and safety [$F(1, 270) = 2.77, p = .097$].

Table B-47.
Youth Programs
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.34	4.47 *	4.22
Concern	4.37	4.47 *	4.27
Satisfaction	4.22	4.28	4.18
Health and safety	4.25	4.33	4.18
Concentrate	4.19	4.21	3.89
Readiness	4.04	4.08	3.78

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree*) and one would represent the lowest agreement (i.e., *strongly disagree*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Youth Programs (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results support the notion that there is no mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t = 0.49$, $p > .05$]). There is a direct, positive, and strong relationship between RFB and readiness but it is not influenced by adding QOL to the model. The program quality/readiness path was not significant and this relationship was also not mediated by QOL (program quality/QOL/readiness [$t = -0.37$, $p > .05$]). RFB seems to be the primary variable that influences the relationship between the program meeting Sailor needs and readiness.

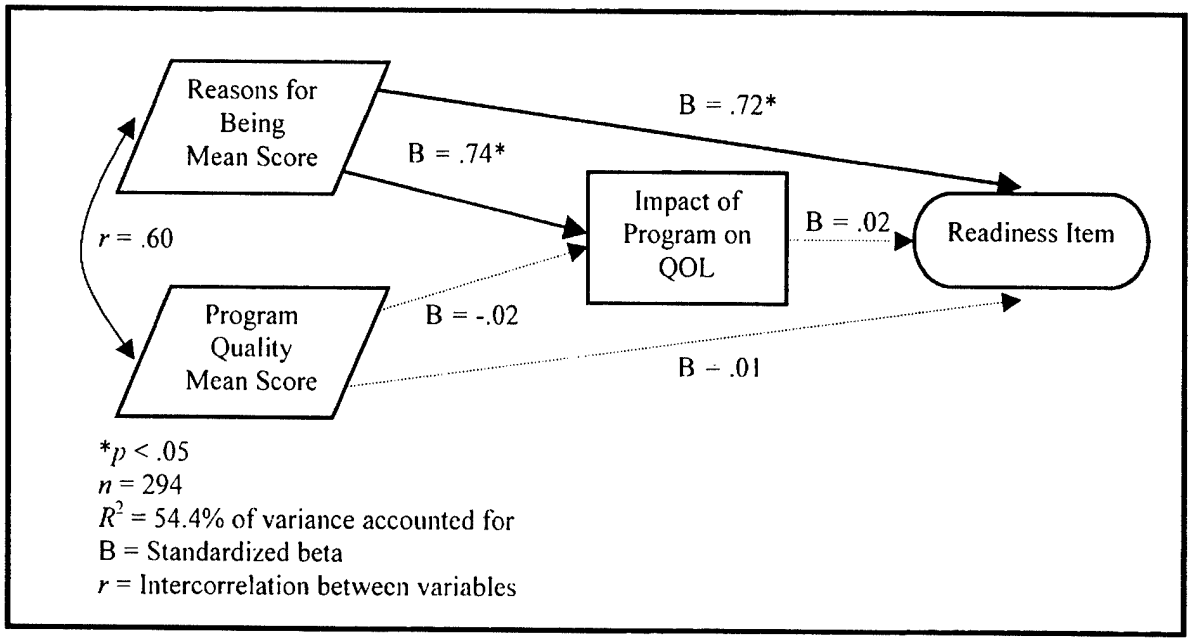

Figure B-7. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

There is a significant indirect effect for the RFB/QOL/Career Intention path (RFB/QOL/Carcer Intention [$t = 4.80, p < .05$]) while the program quality/QOL/carcer intentions path was not significant (program quality/QOL/carecr intentions [$t = -0.54, p > .05$]). There is a significant direct relationship between Youth Programs meeting patron needs (as measured by RFB) and career intentions and this relationship is made stronger by the influence of QOL. The relationship of the respondents' perception of how well the program is meeting its objectives (i.e., RFBs) and career intentions are transmitted via perceptions of QOL.

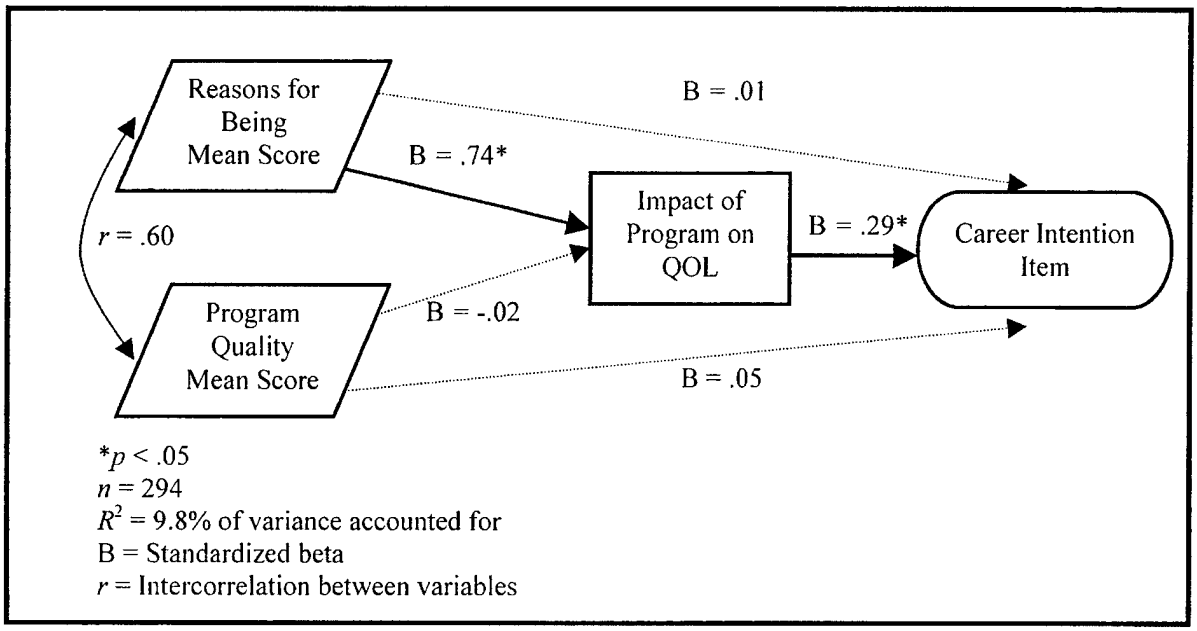

Figure B-8. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis five predictor variables were entered simultaneously: each of the RFB items (i.e., Satisfaction, Concern, Concentration, Health and Safety) and mean rating of program quality (see Table B-48). When examining the relationship among these variables and QOL, "Satisfaction with Military Life," "Concentrate on One's Job," and "Health and Safety" are significant predictors. With readiness as the criterion variable, "Satisfaction with Military Life" and "Concentrate on One's Job" were significant predictors. With career intentions as the criterion variable, "Satisfaction with Military Life" was the only significant predictor variable. As found with multiple regression analyses with other programs, there is a marked difference in variance accounted for when comparing the criterion variables. A large proportion of variance was accounted for in predicting QOL and readiness (58% and 69% of variance, respectively) in contrast to 14 percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). Additionally, when examining the weight of the standardized coefficients, "Satisfaction with Military Life" is the strongest predictor for QOL and career intentions while "Concentrate on One's Job" is strongest for readiness.

Table B-48.
Youth Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Satisfaction with military life	.423	.504*
Concern for Sailors and their families	.113	.108
Program helps me concentrate on my job	.129	.156*
Program enhances the health and safety of my family	.141	.148*
Mean score of program quality items	.030	.033
Readiness[b]		
Satisfaction with military life	.263	.258*
Concern for Sailors and their families	.070	.055
Program helps me concentrate on my job	.597	.596*
Program enhances the health and safety of my family	-.060	-.050
Mean score of program quality items	.115	.103
Career Intentions[c]		
Satisfaction with military life	.435	.445*
Concern for Sailors and their families	-.030	-.030
Program helps me concentrate on my job	-.140	-.160
Program enhances the health and safety of my family	-.070	-.060
Mean score of program quality items	.029	.-260

[a] $n = 130$; $R^2 = .58$; $F(5, 124) = 33.82$*
[b] $n = 130$; $R^2 = .69$; $F(5, 124) = 55.24$*
[c] $n = 110$; $R^2 = .14$; $F(5, 104) = 3.30$*
*$p < .05$

Appendix C
Fleet and Family Support Center (FFSC) Results

Clinical Counseling Program

Characteristics of Participants

The following results were obtained from a total sample of 397 participants who had used the clinical counseling program in the Hampton Roads area (n = 170), Southern California (n = 109), and Yokosuka (n = 117). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 397 participants, 73 percent were active duty Navy service members, 15 percent were spouses of active duty Navy service members, 2 percent were other active duty service members, 3 percent were spouses of other active duty service members, 4 percent marked *other*, 2 percent were retirees, and 2 percent were DOD civilians.

Characteristics of the Clinical Counseling Program

Forty-one percent of respondents were involved with Individual Counseling, 40 percent were involved with Marriage (Couples) Counseling, 13 percent with Group Counseling, and 6 percent were involved with Family Counseling. Seventy percent of respondents indicated that it was the first time they had been a Family Service Center (FFSC) counseling client.

Respondents were asked to indicate the extent to which the counseling had helped them with the problem that originally brought them to counseling (see Table C-1).

Table C-1.
Clinical Counseling Program
Counseling Help Item by Type of Respondent

	It has helped a great deal	It has helped quite a lot	It has helped somewhat	It has not helped very much	It has not helped at all
All respondents	35.4% (131)	31.1% (115)	27.3% (101)	4.1% (15)	2.2% (8)
Active duty Navy respondents	36.3% (97)	30.7% (82)	27.7% (74)	3.7% (10)	1.5% (4)
All other respondents	33.3% (32)	32.3% (31)	26.0% (25)	4.2% (4)	4.2% (4)

Note: Number of respondents in parentheses.

Overall the responses to the program quality measures were positive. The majority of participants rated the various aspects of program quality as being *much better* or *better than they expected* (see Table C-2). Active duty Navy respondents' ratings (see Table C-3) were similar to the ratings of all other respondents (see Table C-4). Forty-eight percent of active duty Navy respondents rated the customer service of the clinical counseling program as *much better than expected*.

Table C-2.
Clinical Counseling Program
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	33.2% (126)	25.0% (95)	36.3% (138)	1.8% (7)	0.3% (1)	3.4% (13)
Facilities	29.9% (112)	30.4% (114)	33.1% (124)	2.9% (11)	0.5% (2)	3.2% (12)
Range of services	39.1% (146)	33.8% (126)	20.1% (75)	1.6% (6)	0	5.4% (20)
Customer service	47.1% (177)	29.0% (109)	21.3% (80)	0	0.5% (2)	2.1% (8)
Quality of services	51.2% (191)	30.0% (112)	15.5% (58)	0.5% (2)	0.3% (1)	2.4% (9)

Note: Number of respondents in parentheses.

Table C-3.
Clinical Counseling Program
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	32.8% (90)	28.8% (79)	35.0% (96)	1.1% (3)	0	2.2% (6)
Facilities	30.4% (82)	31.1% (84)	33.0% (89)	3.0% (8)	0	2.6% (7)
Range of services	41.9% (113)	33.3% (90)	18.9% (51)	1.1% (3)	0	4.8% (13)
Customer service	48.0% (130)	29.9% (81)	20.7% (56)	0	0	1.5% (4)
Quality of services	53.2% (143)	29.7% (80)	14.9% (40)	0.7% (2)	0	1.5% (4)

Note: Number of respondents in parentheses.

Table C-4.
Clinical Counseling Program
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	32.0% (32)	15.0% (15)	41.0% (41)	4.0% (4)	1.0% (1)	7.0% (7)
Facilities	29.0% (29)	28.0% (28)	34.0% (34)	2.0% (2)	2.0% (2)	5.0% (5)
Range of services	32.7% (32)	34.7% (34)	23.5% (23)	3.1% (3)	0	6.1% (6)
Customer service	45.0% (45)	27.0% (27)	22.0% (22)	0	2.0% (2)	4.0% (4)
Quality of services	45.9% (45)	30.6% (30)	17.3% (17)	0	1.0% (1)	5.1% (5)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondent is indicated in Table C-5. The means reported show that on average participants rated the various aspects of program quality as being *better than they expected.* An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for hours [$F(1, 359) = 2.47, p = .117$]; facilities [$F(1, 356) = .429, p = .513$]; range of services [$F(1, 347) = 3.50, p = .062$]; customer service [$F(1, 361) = 1.03, p = .310$]; quality of services [$F(1, 356) = 1.23, p = .268$]; or value for your dollar [$F(1, 228) = .012, p = .911$].

Table C-5.
Clinical Counseling Program
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.92	3.96	3.78
Facilities	3.89	3.91	3.84
Range of services	4.17	4.22	4.03
Customer service	4.25	4.28	4.18
Quality of services	4.35	4.37	4.27

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures were positive for all the participants (see Table C-6). Active duty Navy respondents' ratings (see Table C-7) were very similar to the ratings of all other respondents (see Table C-8).

Table C-6.
Clinical Counseling Program
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	42.4% (162)	40.8% (156)	13.9% (53)	1.3% (5)	1.6% (6)
Concern	49.7% (191)	39.6% (152)	8.1% (31)	1.3% (5)	1.3% (5)
Satisfaction	27.5% (104)	36.8% (139)	27.5% (104)	5.3% (20)	2.9% (11)
Concentrate	22.8% (70)	43.3% (133)	28.7% (88)	3.6% (11)	1.6% (5)
Readiness	27.0% (83)	41.0% (126)	26.4% (81)	4.2% (13)	1.3% (4)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table C-7.
Clinical Counseling Program
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	41.8% (115)	42.5% (117)	13.1% (36)	1.1% (3)	1.5% (4)
Concern	50.2% (138)	37.8% (104)	9.5% (26)	1.5% (4)	1.1% (3)
Satisfaction	27.3% (75)	38.2% (105)	26.9% (74)	5.1% (14)	2.5% (7)
Concentrate	22.8% (63)	43.5% (120)	28.6% (79)	3.6% (10)	1.4% (4)
Readiness	27.2% (75)	40.9% (113)	26.4% (73)	4.7% (13)	0.7% (2)

Note: Number of respondents in parentheses.

Table C-8.
Clinical Counseling Program
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	43.4% (43)	36.4% (36)	16.2% (16)	2.0% (2)	2.0% (2)
Concern	47.5% (48)	44.6% (45)	5.0% (5)	1.0% (1)	2.0% (2)
Satisfaction	28.4% (27)	30.5% (29)	31.6% (30)	5.3% (5)	4.2% (4)
Concentrate	20.8% (5)	37.5% (9)	33.3% (8)	4.2% (1)	4.2% (1)
Readiness	25.0% (6)	41.7% (10)	25.0% (6)	0	8.3% (2)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

Participants were asked additional questions about the program contribution to quality of life in the military (i.e., *Reasons for Being*). Respondents were asked to indicate how much they think their personal relationships would change as a result of the skills learned through counseling (see Table C-9).

Table C-9.
Clinical Counseling Program
Personal Relationships Reasons for Being Item by Type of Respondent

	Greatly improve	Improve somewhat	Remain the same	Become somewhat worse	Become a lot worse
All respondents	44.8% (169)	45.4% (171)	9.0% (34)	0	0.8% (3)
Active duty Navy respondents	41.4% (111)	48.9% (131)	9.3% (25)	0	0.4% (1)
All other respondents	53.5% (54)	35.6% (36)	8.9% (9)	0	2.0% (2)

Note: Number of respondents in parentheses.

The mean score for each program measure item is reported in Table C-10. The means indicate that on average participants *agree* with the program measure items. An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for quality of life [$F(1, 372) = .254, p = .615$]; concern [$F(1, 374) = .000, p = .991$]; satisfaction [$F(1, 368) = .557,$

$p = .456$]; concentrate [$F(1, 298) = .718, p = .398$]; readiness [$F(1, 298) = .540, p = .463$]; or relationships [$F(1, 367) = .849, p = .357$].

Table C-10.
Clinical Counseling Program
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.21	4.22	4.17
Concern	4.35	4.35	4.35
Satisfaction	3.81	3.83	3.74
Relationships	4.33	4.31	4.39
Concentrate	3.82	3.83	3.67
Readiness	3.88	3.89	3.75

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree* or *greatly improve*) and one would represent the lowest agreement (i.e., *strongly disagree* or *become a lot worse*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Clinical Counseling program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results support the notion that there is a partial mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t = 3.83, p < .05$]). There is a direct, positive, and strong relationship between RFB and readiness and it is moderately influenced by adding QOL to the model. The program quality/readiness path was significant and this relationship was mediated by QOL (program quality/QOL/readiness [$t = 3.11, p < .05$]). This mediation effect was stronger for RFB than for program quality due to the

non-significance of the direct path from program quality to readiness. QOL seems to significantly influence how the predictor variables and the outcome measure of readiness are related.

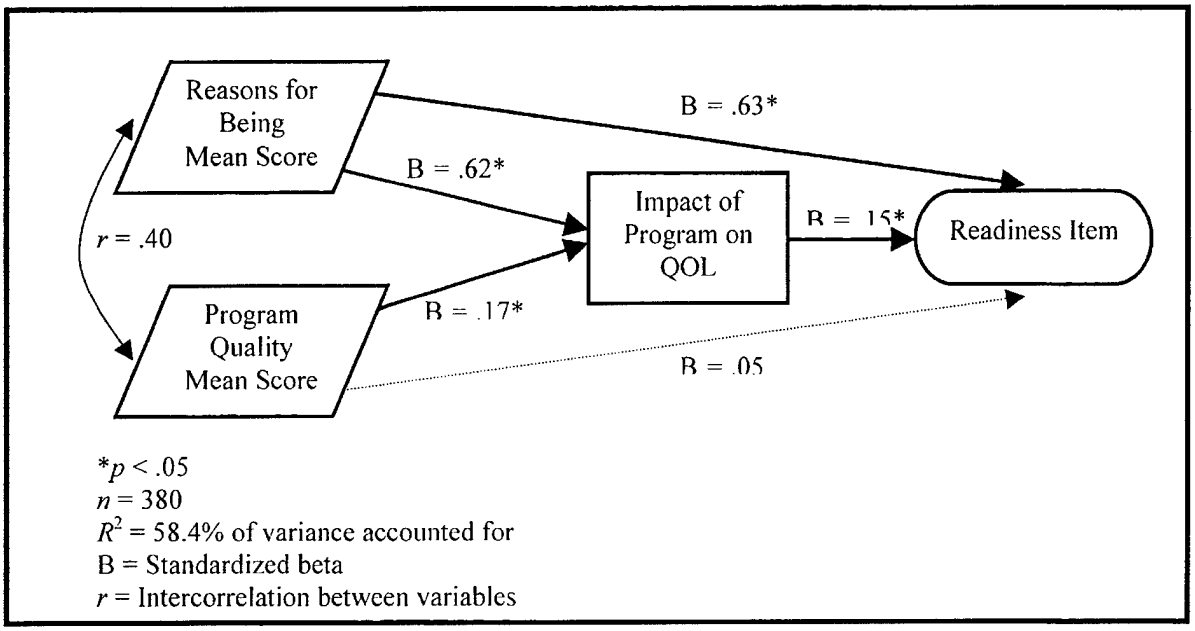

Figure C-1. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

There is a significant indirect effect for the RFB/QOL/Career Intention path (RFB/QOL/Career Intention [$t = 2.93, p < .05$]) as well as for the program quality/QOL/career intentions path (program quality/QOL/career intentions [$t = 2.61, p < .05$]). There is a significant direct relationship between Clinical Counseling meeting patron needs (as measured by RFB), program quality, and career intentions and this relationship is made stronger by the influence of QOL.

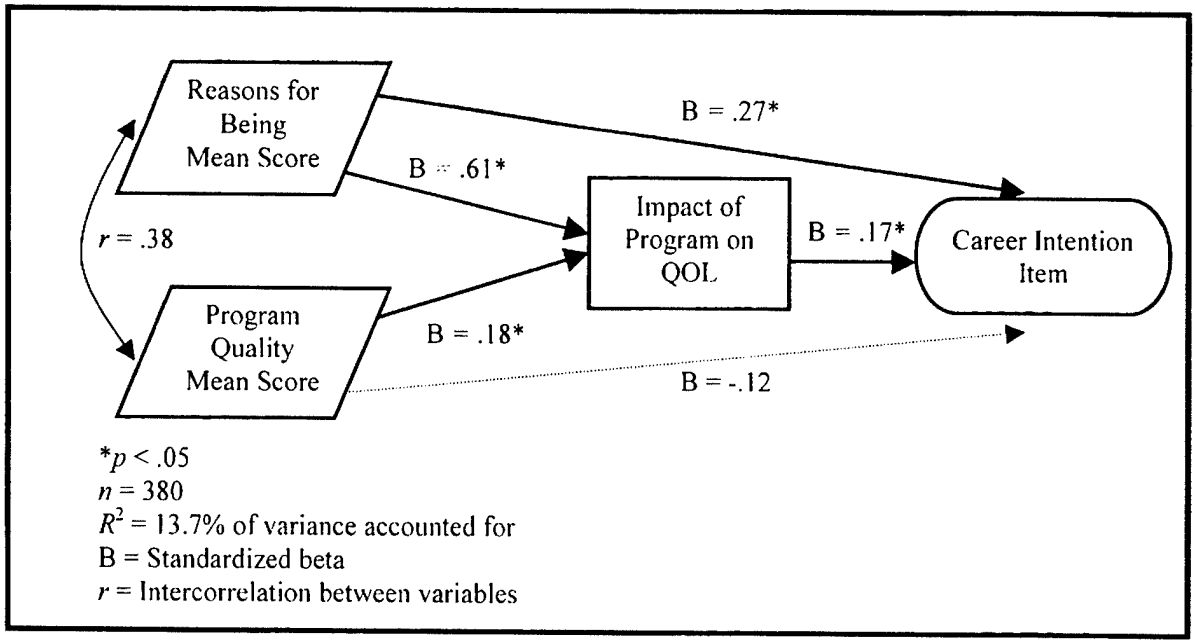

Figure C-2. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis four predictor variables were entered simultaneously: each of the RFB items (i.e., Satisfaction, Concern, and Concentration) and mean rating of program quality (see Table C-11). When examining the relationship among these variables and QOL, "Satisfaction with Military Life," "Concentrate on One's Job," and program quality were significant predictors. With readiness as the criterion variable, "Satisfaction with Military Life," "Concentrate on One's Job," and program quality were significant predictors. With career intentions as the criterion variable, none of the predictors were significant. The reason for the difference between results for the Multiple Regression results and the SEM analyses presented above is that SEM using FIML allows for a greater sample size for the analysis. As found with multiple regression analyses with other programs, there is a marked difference in variance accounted for when comparing the criterion variables. A large proportion of variance was accounted for in predicting QOL and readiness (41% and 32% of variance, respectively) in contrast to 5.5 percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). Additionally, when examining the weight of the standardized coefficients, "Satisfaction with Military Life" is the strongest predictor for QOL and readiness.

Table C-11.
Clinical Counseling Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Satisfaction with military life	.240	.316*
Concern for Sailors and their families	.133	.133
Program helps me concentrate on my job	.154	.176*
Mean score of program quality items	.217	.201*
Readiness[b]		
Satisfaction with military life	.440	.513*
Concern for Sailors and their families	.001	.001
Program helps me concentrate on my job	.241	.244*
Mean score of program quality items	.154	.126*
Career Intentions[c]		
Satisfaction with military life	.139	.117
Concern for Sailors and their families	.080	.051
Program helps me concentrate on my job	.165	.121
Mean score of program quality items	-.120	-.070

[a] $n = 165$; $R^2 = .41$; $F(4, 160) = 27.23$*
[b] $n = 166$; $R^2 = .55$; $F(4, 161) = 49.18$*
[c] $n = 149$; $R^2 = .05$; $F(4, 144) = 2.09$
*$p < .05$

Deployment Support Program

Characteristics of Participants

The following results were obtained from a total sample of 265 participants who had used the deployment support program in the Hampton Roads area (n = 97), Southern California (n = 162), and Yokosuka (n = 6). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 265 participants, 73 percent were active duty Navy service members, 25 percent were spouses of active duty Navy service members, 2 percent were spouses of other active duty service members, and less than 1 percent marked *other*.

Characteristics of the Deployment Support Program

The frequencies presented in Table C-12 indicate the sections of the Deployment Support program the respondents had participated in.

Table C-12.
Deployment Support Program
Deployment Support Program Sections Represented

	All respondents	Active duty Navy respondents	All other respondents
Pre-deployment Program	41.5% (110)	37.2% (68)	61.2% (41)
Mid-deployment Assistance Program	4.2% (11)	3.8% (7)	6.0% (4)
"Return and Reunion" Program	14.0% (37)	13.7% (25)	17.9% (12)
"Homecoming" Program	18.9% (50)	12.0% (22)	41.8% (28)
Couples Pre-deployment	18.1% (48)	12.0% (22)	34.3% (23)
Single Sailor Deployment	9.8% (26)	13.7% (25)	1.5% (1)
Other	17.4% (46)	19.1% (35)	14.9% (10)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Overall the responses to the program quality measures were somewhat positive. The majority of participants rated the various aspects of program quality as being *better than* or *as they expected* (see Table C-13). Active duty Navy respondents' ratings (see Table C-14) were somewhat lower than the ratings of all other respondents (see Table C-15) on most program quality measures.

Table C-13.
Deployment Support Program
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	19.8% (49)	18.6% (46)	47.4% (117)	4.0% (10)	0.8% (2)	9.3% (23)
Facilities	22.1% (53)	22.9% (55)	42.5% (102)	3.8% (9)	0.4% (1)	8.3% (20)
Range of services	31.1% (75)	27.8% (67)	31.1% (75)	1.2% (3)	0.4% (1)	8.3% (20)
Customer service	32.6% (78)	28.9% (69)	26.4% (63)	1.3% (3)	0	10.9% (26)
Quality of services	35.8% (86)	24.6% (59)	29.2% (70)	1.3% (3)	0.4% (1)	8.8% (21)

Note: Number of respondents in parentheses.

Table C-14.
Deployment Support Program
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	17.0% (30)	19.9% (35)	48.3% (85)	4.5% (8)	1.1% (2)	9.1% (16)
Facilities	18.1% (31)	21.6% (37)	46.8% (80)	4.1% (7)	0.6% (1)	8.8% (15)
Range of services	25.4% (44)	28.9% (50)	34.7% (60)	1.7% (3)	0.6% (1)	8.7% (15)
Customer service	28.7% (49)	27.5% (47)	29.8% (51)	1.8% (3)	0	12.3% (21)
Quality of services	30.4% (52)	24.6% (42)	33.9% (58)	1.8% (3)	0	9.4% (16)

Note: Number of respondents in parentheses.

Table C-15.
Deployment Support Program
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	27.7% (18)	16.9% (11)	44.6% (29)	3.1% (2)	0	7.7% (5)
Facilities	31.3% (20)	26.6% (17)	31.3% (20)	3.1% (2)	0	7.8% (5)
Range of services	46.0% (29)	23.8% (15)	22.2% (14)	0	0	7.9% (5)
Customer service	42.9% (27)	31.7% (20)	17.5% (11)	0	0	7.9% (5)
Quality of services	50.0% (32)	23.4% (15)	17.2% (11)	0	1.6% (1)	7.8% (5)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondents is indicated in Table C-16. The means reported below show that on average participants rated the various aspects of program quality as being *better than they expected.* An analysis of variance revealed that there were significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents mean ratings for the Deployment Support program on facilities, range of services, customer service, and quality of services were significantly higher than the mean of active duty Navy respondents, [$F(1, 213) = 6.86, p = .009$; $F(1, 214) = .9.85, p = .002$; $F(1, 206) = 6.43, p = .012$; and $F(1, 212) = 7.91, p = .005$ respectively]. There were no significant differences however, found in the mean of the active duty Navy respondents' rating when compared to all other respondents' rating for hours [$F(1, 218) = 2.84, p = .093$].

Table C-16.
Deployment Support Program
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.58	3.52	3.75
Facilities	3.68	3.58 *	3.93
Range of services	3.96	3.84 *	4.26
Customer service	4.04	3.95 *	4.28
Quality of services	4.03	3.92 *	4.31

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures were positive for all the participants (see Table C-17). Active duty Navy respondents' ratings (see Table C-18) were somewhat lower than the ratings of all other respondents (see Table C-19) on most of these program measures.

Table C-17.
Deployment Support Program
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	26.6% (66)	45.6% (113)	23.0% (57)	3.2% (8)	1.6% (4)
Concern	33.3% (83)	47.4% (118)	16.5% (41)	2.4% (6)	0.4% (1)
Satisfaction	19.0% (47)	44.0% (110)	29.8% (74)	6.0% (15)	0.8% (2)
Concentrate	13.6% (24)	38.6% (68)	39.2% (69)	5.7% (10)	2.8% (5)
Readiness	17.1% (31)	53.0% (96)	26.0% (47)	2.8% (5)	1.1% (2)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table C-18.
Deployment Support Program
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	18.8% (33)	47.2% (83)	28.4% (50)	4.0% (7)	1.7% (3)
Concern	27.3% (48)	48.9% (86)	21.6% (38)	1.7% (3)	0.6% (1)
Satisfaction	13.7% (24)	41.7% (73)	37.7% (66)	5.7% (10)	1.1% (2)
Concentrate	13.0% (22)	39.6% (67)	38.5% (65)	5.9% (10)	3.0% (5)
Readiness	16.8% (29)	53.8% (93)	25.4% (44)	2.9% (5)	1.2% (2)

Note: Number of respondents in parentheses.

Table C-19.
Deployment Support Program
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	47.0% (31)	40.9% (27)	9.1% (6)	1.5% (1)	1.5% (1)
Concern	49.3% (33)	44.8% (30)	1.5% (1)	4.5% (3)	0
Satisfaction	31.3% (21)	50.7% (34)	11.9% (8)	6.0% (4)	0
Concentrate	25.0% (1)	0	75.0% (3)	0	0
Readiness	25.0% (1)	50.0% (2)	25.0% (1)	0	0

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

Participants were asked additional questions about the program contribution to quality of life in the military (i.e., *Reasons for Being*). Respondents were asked to indicate how helpful the program had been in coping with the stress of deployment and/or family separation (see Table C-20). Respondents were also asked to indicate how much they think their personal relationships would change as a result of the skills learned through the program (see Table C-21).

Table C-20.
Deployment Support Program
Coping with Stress Reasons for Being Item by Type of Respondent

	It helped to a great extent	It helped quite a lot	It helped somewhat	Not very much help	No help at all
All respondents	19.4% (47)	28.9% (70)	38.4% (93)	7.0% (17)	6.2% (15)
Active duty Navy respondents	16.5% (28)	24.1% (41)	42.9% (73)	8.2% (14)	8.2% (14)
All other respondents	26.9% (18)	40.3% (27)	26.9% (18)	4.5% (3)	1.5% (1)

Note: Number of respondents in parentheses.

Table C-21.
Deployment Support Program
Personal Relationships Reasons for Being Item by Type of Respondent

	Greatly improve	Improve somewhat	Remain the same	Become somewhat worse	Become a lot worse
All respondents	18.8% (47)	50.8% (127)	30.4% (76)	0	0
Active duty Navy respondents	16.3% (29)	50.0% (89)	33.7% (60)	0	0
All other respondents	25.4% (17)	52.2% (35)	22.4% (15)	0	0

Note: Number of respondents in parentheses.

The mean score for each program measure item is reported below (see Table C-22). The means indicate that on average participants agree with the program measure items. An analysis of variance revealed that there were many significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents mean ratings for the Deployment Support program on QOL, concern, satisfaction, cope with stress, and relationship items were significantly higher than the means of active duty Navy respondents [$F(1, 240) = 18.74, p = .001$; $F(1, 241) = 11.97, p = .001$; $F(1, 240) = 15.01, p = .001$; $F(1, 235) = 12.72, p = .001$; and $F(1, 243) = 4.26, p = .040$ respectively]. There were no significant differences however, found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for concentrate [$F(1, 171) = .007, p = .933$]; or readiness [$F(1, 175) = .204, p = .652$].

Table C-22.
Deployment Support Program
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	3.92	3.77 *	4.30
Concern	4.11	4.01 *	4.39
Satisfaction	3.75	3.61 *	4.07
Cope with Stress	3.48	3.32 *	3.87
Relationships	3.88	3.83 *	4.03
Concentrate	3.55	3.54	3.50
Readiness	3.82	3.82	4.00
Recruit	3.29	3.29	3.50

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree*, *it helped a great extent*, or *greatly improve*) and one would represent the lowest agreement (i.e., *strongly disagree*, *no help at all*, or *become a lot worse*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Deployment Support program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was not modeled due to a low sample size.

Financial Management Program

Characteristics of Participants

The following results were obtained from a total sample of 612 participants who had used the Financial Management program in the Hampton Roads area ($n = 243$), Southern California ($n = 194$), and Yokosuka ($n = 175$). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 612 participants, 84 percent were active duty Navy service members, 5 percent were spouses of active duty Navy service members, 5 percent were other

active duty service members, 1 percent were spouses of other active duty service members, 3 percent were DOD civilians, 1 percent were retirees, and 1 percent marked *other*.

Characteristics of the Financial Management Program

The frequencies presented in Table C-23 indicate the components of the Financial Management program the respondents had attended or been a part of.

Table C-23.
Financial Management Program
Financial Management Program Components Represented

	All respondents	Active duty Navy respondents	All other respondents
GMT/GNT	31.0% (190)	35.0% (170)	16.1% (15)
Workshops or seminars	36.6% (224)	36.4% (177)	44.1% (41)
Command Financial Specialists Training	27.0% (165)	32.1% (156)	6.5% (6)
Individual Counseling with Command Financial Specialist	9.0% (55)	9.1% (44)	9.7% (9)
Individual Counseling with FSC Financial Educator	9.8% (60)	9.5% (46)	14.0% (13)
Other	13.4% (82)	13.0% (63)	19.4% (18)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Respondents were asked to indicate the primary reason for participating in the Financial Management program (see Table C-24). Respondents were further asked to indicate how they thought their finances would improve as a result of the program (see Table C-25) and also, since participating in the program how much they plan to change their behavior with regard to finances (see Table C-26).

Table C-24.
Financial Management Program
Primary Reasons for Participating in the Financial Management Program

	All respondents	Active duty Navy respondents	All other respondents
Needing help with finances	5.9% (30)	5.5% (23)	6.2% (5)
Planning for retirement	10.4% (53)	8.7% (36)	19.8% (16)
Wanting to learn more about investment	20.2% (103)	17.3% (72)	35.8% (29)
Overwhelmed with finances	1.4% (7)	1.4% (6)	1.2% (1)
Command directed	25.3% (129)	28.0% (116)	13.6% (11)
Wanted to create a spending plan	7.3% (37)	8.2% (34)	2.5% (2)
Other	29.5% (150)	30.8% (128)	21.0% (17)

Note: Number of respondents in parentheses.

Table C-25.
Financial Management Program
Financial Improvement as a Result of the Financial Management Program

	Improve a great deal	Improve quite a lot	Improve somewhat	Improve very little	Not improve at all
All respondents	23.7% (139)	31.3% (184)	35.1% (206)	5.6% (33)	4.3% (25)
Active duty Navy respondents	23.0% (110)	31.5% (151)	34.7% (166)	6.3% (30)	4.6% (22)
All other respondents	26.4% (24)	34.1% (31)	35.2% (32)	3.3% (3)	1.1% (1)

Note: Number of respondents in parentheses.

Table C-26.
Financial Management Program
Behavior Change with Regard to Finances as a Result of the Financial Management Program

	A great deal	Quite a lot	Somewhat	A little	Not at all
All respondents	20.6% (120)	32.3% (188)	30.9% (180)	9.3% (54)	6.9% (40)
Active duty Navy respondents	18.7% (89)	32.6% (155)	31.3% (149)	10.1% (48)	7.4% (35)
All other respondents	31.1% (28)	33.3% (30)	26.7% (24)	4.4% (4)	4.4% (4)

Note: Number of respondents in parentheses.

Overall the responses to the program quality measures were positive. The majority of participants rated the various aspects of program quality as being *as expected* or *better than they expected* (see Table C-27). Active duty Navy respondents' ratings (see Table C-28) were very similar to the ratings of all other respondents (see Table C-29). Thirty-seven percent of active duty Navy respondents rated the quality of services of the financial management program as *much better than expected.*

Table C-27.
Financial Management Program
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	21.2% (121)	28.4% (162)	42.2% (241)	1.8% (10)	1.1% (6)	5.4% (31)
Facilities	20.9% (117)	25.2% (141)	42.8% (239)	2.0% (11)	0.5% (3)	8.6% (48)
Range of services	33.0% (183)	31.6% (175)	28.9% (160)	1.1% (6)	0.2% (1)	5.2% (29)
Customer service	35.3% (196)	29.2% (162)	26.7% (148)	0.7% (4)	0.2% (1)	7.9% (44)
Quality of services	37.2% (206)	28.2% (156)	25.6% (142)	1.3 % (7)	0.2% (1)	7.6% (42)

Note: Number of respondents in parentheses.

Table C-28.
Financial Management Program
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	21.6% (101)	29.9% (140)	40.8% (191)	1.9% (9)	0.6% (3)	5.1% (24)
Facilities	21.3% (98)	26.1% (120)	41.7% (192)	2.0% (9)	0.4% (2)	8.5% (39)
Range of services	33.8% (154)	33.3% (152)	27.0% (123)	1.1% (5)	0.2% (1)	4.6% (21)
Customer service	34.9% (160)	31.7% (145)	25.3% (116)	0.4% (2)	0.2% (1)	7.4% (34)
Quality of services	37.9% (173)	28.7% (131)	24.9% (114)	1.1% (5)	0.2% (1)	7.2% (33)

Note: Number of respondents in parentheses.

Table C-29.
Financial Management Program
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	17.2% (15)	23.0% (20)	49.4% (43)	1.1% (1)	2.3% (2)	6.9% (6)
Facilities	19.3% (16)	20.5% (17)	45.8% (38)	2.4% (2)	1.2% (1)	10.8% (9)
Range of services	26.8% (22)	26.8% (22)	35.4% (29)	1.2% (1)	0	9.8% (8)
Customer service	35.8% (29)	17.3% (14)	32.1% (26)	2.5% (2)	0	12.3% (10)
Quality of services	30.9% (25)	28.4% (23)	27.2% (22)	2.5% (2)	0	11.1% (9)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondents is indicated in Table C-30. The means show that on average participants rated the various aspects of program quality as being *better than they expected.* An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for hours [$F(1, 523) = 3.02, p = .083$]; facilities [$F(1, 493) = 1.04, p = .308$]; range of services [$F(1, 507) = 2.37, p = .124$]; customer service [$F(1, 493) = .873, p = .351$]; quality of services [$F(1, 494) = 1.24, p = .265$]; or value for your dollar [$F(1, 414) = 1.57, p = .212$].

Table C-30.
Financial Management Program
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.71	3.74	3.56
Facilities	3.70	3.72	3.61
Range of services	4.02	4.04	3.88
Customer service	4.07	4.09	3.99
Quality of services	4.09	4.11	3.99

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures was positive for all the participants (see Table C-31). Active duty Navy respondents' ratings (see Table C-32) were similar to the ratings of all other respondents (see Table C-33) on most program measures except the satisfaction and cope with stress items.

Table C-31.
Financial Management Program
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	29.7% (173)	48.1% (280)	18.7% (109)	1.9% (11)	1.5% (9)
Concern	39.8% (234)	47.1% (277)	11.6% (68)	0.9% (5)	0.7% (4)
Satisfaction	19.9% (115)	44.9% (260)	29.0% (168)	4.8% (28)	1.4% (8)
Concentrate	15.8% (84)	40.2% (214)	33.4% (178)	7.7% (41)	3.0% (16)
Readiness	21.2% (113)	52.1% (277)	21.2% (113)	3.8% (20)	1.7% (9)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table C-32.
Financial Management Program
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	29.2% (140)	49.7% (238)	18.0% (86)	1.9% (9)	1.3% (6)
Concern	39.0% (187)	47.5% (228)	12.1% (58)	0.8% (4)	0.6% (3)
Satisfaction	18.1% (86)	45.0% (214)	30.3% (144)	5.5% (26)	1.3% (6)
Concentrate	14.7% (70)	40.5% (193)	34.8% (166)	7.3% (35)	2.7% (13)
Readiness	20.8% (99)	52.2% (249)	21.8% (104)	4.0% (19)	1.3% (6)

Note: Number of respondents in parentheses.

Table C-33.
Financial Management Program
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	36.4% (32)	36.4% (32)	22.7% (20)	2.3% (2)	2.3% (2)
Concern	46.2% (42)	45.1% (41)	7.7% (7)	1.1% (1)	0
Satisfaction	32.6% (28)	43.0% (37)	23.3% (20)	1.2% (1)	0
Concentrate	26.8% (11)	34.1% (14)	22.0% (9)	12.2% (5)	4.9% (2)
Readiness	27.5% (11)	50.0% (20)	17.5% (7)	0	5.0% (2)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

Participants were asked an additional question about the program contribution to quality of life in the military (i.e., *Reasons for Being*). Respondents were asked to indicate the effect the financial skills learned through the program would have on the amount of stress in their lives (see Table C-34).

Table C-34.
Financial Management Program
Coping with Stress Reasons for Being Item by Type of Respondent

	Reduce stress a great deal	Reduce stress quite a lot	Reduce stress somewhat	Reduce stress very little	Make no difference
All respondents	14.1% (82)	24.5% (143)	36.7% (214)	9.6% (56)	15.1% (88)
Active duty Navy respondents	11.7% (56)	24.7% (118)	37.5% (179)	10.1% (48)	15.9% (76)
All other respondents	23.6% (21)	24.7% (22)	32.6% (29)	9.0% (8)	10.1% (9)

Note: Number of respondents in parentheses.

The mean score for each program measure item is reported in Table C-35. The means indicate that on average participants agree with the program measure items. An analysis of variance revealed that there were some significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents' mean ratings for the program contributing to the satisfaction with military life and the lessening of stress were significantly higher than the ratings of active duty Navy respondents, [$F(1, 560) = 11.55$, $p = .001$; and $F(1, 564) = 6.79$, $p = .009$ respectively]. There were no

significant differences however, found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for quality of life [$F(1, 565) = .024, p = .878$]; concern [$F(1, 569) = 2.40, p = .122$]; concentrate [$F(1, 516) = .332, p = .565$]; or readiness [$F(1, 515) = .319, p = .572$].

Table C-35.
Financial Management Program
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.03	4.04	4.02
Concern	4.24	4.23	4.36
Satisfaction	3.77	3.73 *	4.07
Cope with Stress	3.13	3.06 *	3.43
Concentrate	3.58	3.57	3.66
Readiness	3.87	3.87	3.95

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree* or *reduce stress a great deal*) and one would represent the lowest agreement (i.e., *strongly disagree* or *make no difference*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Financial Management program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results support the notion that there is a partial mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t =$

3.41, $p < .05$]). There is a direct, positive, and strong relationship between RFB and readiness and it is moderately influenced by adding QOL to the model. The program quality/readiness path was not significant and this relationship was not mediated by QOL (program quality/QOL/readiness [$t = 1.75, p > .05$]). RFB and QOL work together to impact patron ratings of readiness.

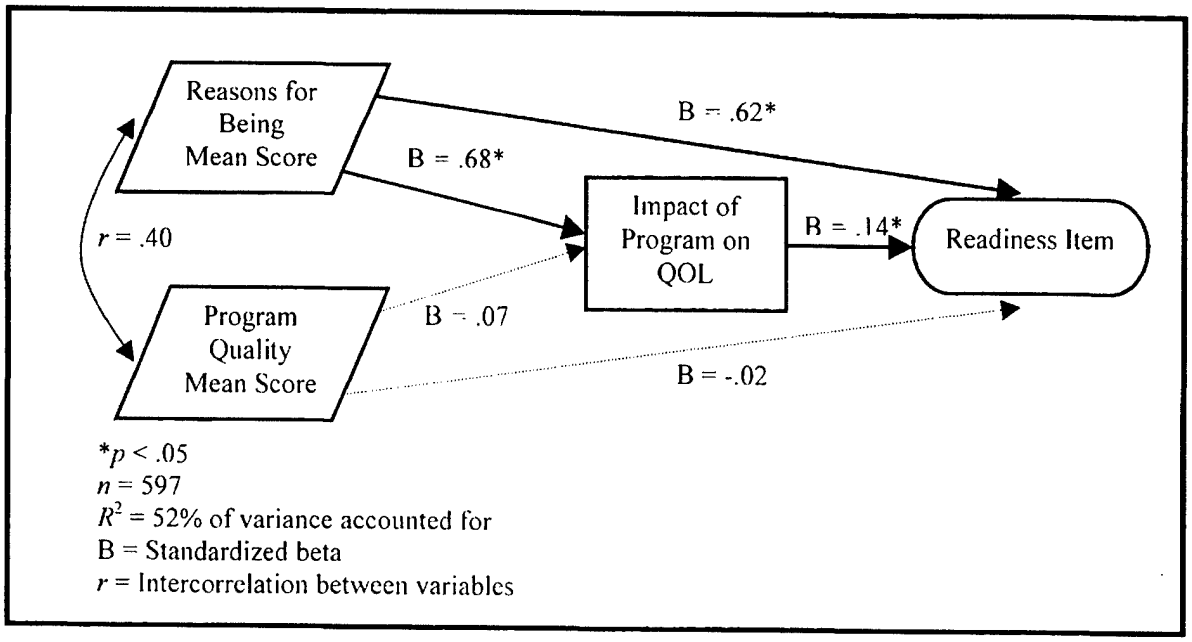

Figure C-3. Structural Equation Modeling Results: Strength of relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

There is no significant indirect effect for the RFB/QOL/Career Intention path (RFB/QOL/Career Intention [$t = 0.62, p > .05$]) as well as for the program quality/QOL/career intentions path (program quality/QOL/career intentions [$t = 0.59, p > .05$]). There is a significant direct relationship between the Financial Management program meeting patron needs (as measured by RFB) and career intentions. The relationship between program quality and career intentions was not significantly related.

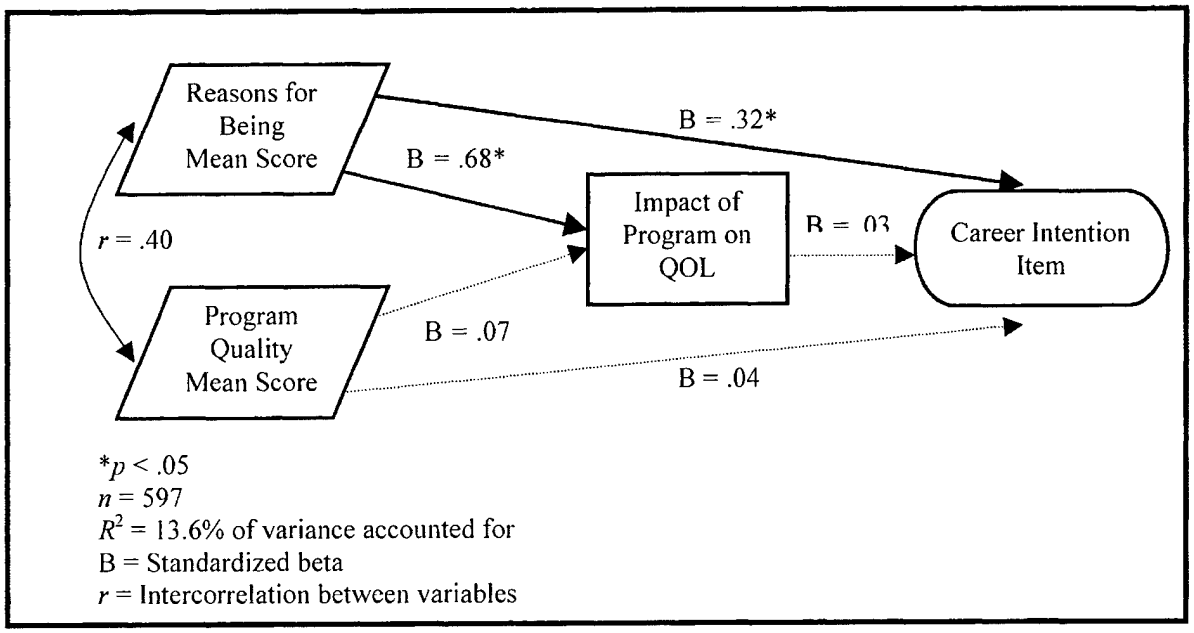

Figure C-4. Structural Equation Modeling Results: Strength of relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis four predictor variables were entered simultaneously: each of the RFB items (i.e., Satisfaction, Concern, and Concentration) and mean rating of program quality (see Table C-36). When examining the relationship among these variables and QOL, "Satisfaction with Military Life," "Concern for Sailors and their Families," and "Concentrate on One's Job" were significant predictors. With readiness as the criterion variable the same pattern of significant predictor variables emerged with program quality again as the only non-significant predictor. With career intentions as the criterion variable, "Satisfaction with Military Life" and "Concern for Sailors and their Families" were significant predictors. As found with multiple regression analyses with other programs, there is a marked difference in variance accounted for when comparing the criterion variables. A large proportion of variance was accounted for in predicting QOL and readiness (54% and 54% of variance, respectively) in contrast to 13 percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). Additionally, when examining the weight of the standardized coefficients, "Satisfaction with Military Life" is the strongest predictor for QOL, readiness, and career intentions. Additionally, the variable "Concentrate on One's Job" was strongly related to patron ratings of readiness.

Table C-36.
Financial Management Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Satisfaction with military life	.391	.414*
Concern for Sailors and their families	.259	.237*
Program helps me concentrate on my job	.161	.190*
Mean score of program quality items	.083	.076
Readiness[b]		
Satisfaction with military life	.350	.369*
Concern for Sailors and their families	.159	.144*
Program helps me concentrate on my job	.310	.364*
Mean score of program quality items	.041	.004
Career Intentions[c]		
Satisfaction with military life	.238	.158*
Concern for Sailors and their families	.250	.145*
Program helps me concentrate on my job	.141	.105
Mean score of program quality items	.076	.044

[a] $n = 356$; $R^2 = .54$; $F(4, 351) = 103.61$*
[b] $n = 355$; $R^2 = .54$; $F(4, 350) = 103.12$*
[c] $n = 324$; $R^2 = .13$; $F(4, 319) = 11.98$*
*$p < .05$

Relocation Assistance Program

Characteristics of Participants

The following results were obtained from a total sample of 688 participants who had used the relocation assistance program in the Hampton Roads area (n = 160), Southern California (n = 30), and Yokosuka (n = 498). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 688 participants, 63 percent were active duty Navy service members, 23 percent were spouses of active duty Navy service members, 2 percent were other active duty service members, 4 percent were spouses of other active duty service members, 6 percent were DOD civilians, 2 percent marked *other*, and less than 1 percent were retirees.

Characteristics of the Relocation Assistance Program

The frequencies presented in Table C-37 indicate the components of the Relocation Assistance program the respondents had used or been a part of. Fifty-seven percent indicated they had heard from their assigned sponsor before their permanent change of station (PCS) move, while 31 percent had heard from their sponsor after arriving at their new duty station, and 21 percent indicated they had no contact with their sponsor. Table C-38 represents the type of move indicated by the respondents.

Table C-37.
Relocation Assistance Program
Relocation Assistance Program Components Represented

	All respondents	Active duty Navy respondents	All other respondents
Destination Area Information SITES Database	24.3% (167)	23.4% (97)	28.1% (68)
Overseas Transfer Workshops	15.4% (106)	14.7% (61)	18.2% (44)
Intercultural Relations Training	34.2% (235)	27.5% (114)	49.6% (120)
Sponsorship Program	26.9% (185)	28.0% (116)	28.5% (69)
"Welcome Aboard" seminars/packets	46.2% (318)	43.2% (179)	56.6% (137)
Smooth Move	9.4% (65)	9.9% (41)	9.5% (23)
Help in finding a home	17.4% (120)	9.9% (41)	31.4% (76)
Settling-in Service/Loan locker	2.2% (15)	2.2% (9)	2.5% (6)
Individual Assistance	14.5% (100)	13.3% (55)	17.8% (43)
Other	11.2% (77)	8.7% (36)	16.9% (41)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Table C-38.
Relocation Assistance Program
Types of Moves Represented

	All respondents	Active duty Navy respondents	All other respondents
CONUS to CONUS	12.9% (78)	16.2% (63)	6.6% (14)
CONUS to OCONUS	41.2% (249)	35.2% (137)	52.1% (110)
OCONUS to CONUS	8.1% (49)	6.2% (24)	11.8% (25)
OCONUS to OCONUS	8.3% (50)	7.5% (29)	10.0% (21)
CONUS to Ship	15.5% (94)	18.8% (73)	10.0% (21)
Ship to CONUS	1.8% (11)	2.3% (9)	0.9% (2)
OCONUS to Ship	3.8% (23)	4.1% (16)	3.3% (7)
Ship to OCONUS	5.0% (30)	5.9% (23)	2.4% (5)
Ship to Ship	3.5% (21)	3.9% (15)	2.8% (6)

Note: Number of respondents in parentheses.

Overall the responses to the program quality measures were positive. The majority of participants rated the various aspects of program quality as being *better than* or *as they expected* (see Table C-39). Active duty Navy respondents' ratings (see Table C-40) were similar to the ratings of all other respondents (see Table C-41).

Table C-39.
Relocation Assistance Program
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	17.4% (112)	22.3% (143)	47.2% (303)	3.3% (21)	0.5% (3)	9.3% (60)
Facilities	22.8% (145)	26.6% (169)	38.8% (247)	3.9% (25)	0.6% (4)	7.2% (46)
Range of services	29.4% (186)	35.4% (224)	25.6% (162)	1.6% (10)	0.5% (3)	7.4% (47)
Customer service	32.1% (202)	30.3% (191)	27.6% (174)	2.4% (15)	1.0% (6)	6.7% (42)
Quality of services	32.2% (203)	30.3% (191)	27.3% (172)	2.2% (14)	0.8% (5)	7.3% (46)

Note: Number of respondents in parentheses.

Table C-40.
Relocation Assistance Program
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	17.4% (71)	21.1% (86)	46.3% (189)	3.4% (14)	0.5% (2)	11.3% (46)
Facilities	23.4% (95)	27.3% (111)	36.2% (147)	3.7% (15)	0.7% (3)	8.6% (35)
Range of services	27.8% (112)	35.0% (141)	26.1% (105)	2.2% (9)	0.7% (3)	8.2% (33)
Customer service	31.8% (128)	30.5% (123)	26.8% (108)	2.5% (10)	1.0% (4)	7.4% (30)
Quality of services	32.2% (129)	30.2% (121)	26.2% (105)	2.2% (9)	0.7% (3)	8.5% (34)

Note: Number of respondents in parentheses.

Table C-41.
Relocation Assistance Program
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	18.1% (41)	23.8% (54)	48.9% (111)	3.1% (7)	0.4% (1)	5.7% (13)
Facilities	22.4% (50)	23.8% (53)	44.4% (99)	4.5% (10)	0.4% (1)	4.5% (10)
Range of services	33.3% (74)	34.7% (77)	25.7% (57)	0.5% (1)	0	5.9% (13)
Customer service	33.2% (73)	28.6% (63)	30.0% (66)	2.3% (5)	0.9% (2)	5.0% (11)
Quality of services	32.7% (73)	29.6% (66)	29.6% (66)	2.2% (5)	0.9% (2)	4.9% (11)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondents is indicated in Table C-42. The means reported below show that on average participants rated the various aspects of program quality as being *better than they expected.* An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for hours [$F(1, 523) = 3.02, p = .083$]; facilities [$F(1, 493) = 1.04, p = .308$]; range of services [$F(1, 507) = 2.37, p = .124$]; customer service [$F(1, 493) = .873, p = .351$]; quality of services [$F(1, 494) = 1.24, p = .265$]; or value for your dollar [$F(1, 414) = 1.57, p = .212$].

Table C-42.
Relocation Program
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.58	3.58	3.59
Facilities	3.72	3.75	3.66
Range of services	3.99	3.95	4.07
Customer service	3.97	3.97	3.96
Quality of services	3.98	3.99	3.96

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures was positive for all the participants (see Table C-43). Active duty Navy respondents' ratings (see Table C-44) were somewhat lower than the ratings of all other respondents (see Table C-45) on the quality of life, concern, and satisfaction program measures.

Table C-43.
Relocation Assistance Program
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	39.3% (256)	48.1% (313)	11.4% (74)	0.9% (6)	0.3% (2)
Concern	40.0% (262)	46.1% (302)	11.8% (77)	1.7% (11)	0.5% (3)
Satisfaction	29.3% (191)	44.9% (292)	21.7% (141)	2.9% (19)	1.2% (8)
Concentrate	20.5% (88)	44.5% (191)	30.3% (130)	3.5% (15)	1.2% (5)
Readiness	21.6% (95)	53.1% (233)	23.2% (102)	1.6% (7)	0.5% (2)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table C-44.
Relocation Assistance Program
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	37.9% (156)	47.1% (194)	13.6% (56)	1.0% (4)	0.5% (2)
Concern	37.8% (156)	46.5% (192)	13.6% (56)	1.5% (6)	0.7% (3)
Satisfaction	27.6% (114)	43.8% (181)	24.2% (100)	2.7% (11)	1.7% (7)
Concentrate	20.4% (83)	44.5% (181)	30.7% (125)	3.2% (13)	1.2% (5)
Readiness	20.5% (84)	54.1% (222)	23.2% (95)	1.7% (7)	0.5% (2)

Note: Number of respondents in parentheses.

Table C-45.
Relocation Assistance Program
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	42.2% (98)	49.6% (115)	7.3% (17)	0.9% (2)	0
Concern	44.3% (104)	45.1% (106)	8.5% (20)	2.1% (5)	0
Satisfaction	32.5% (75)	46.3% (107)	17.3% (40)	3.5% (8)	0.4% (1)
Concentrate	29.4% (5)	41.2% (7)	23.5% (4)	5.9% (1)	0
Readiness	43.5% (10)	30.4% (7)	26.1% (6)	0	0

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

The mean score for each program measure item is reported in Table C-46. The means indicate that on average participants agree with the program measure items. An analysis of variance revealed that there were several significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents' mean ratings for the Relocation Assistance program on QOL, concern, and satisfaction items were significantly higher than the mean of active duty Navy respondents, [$F(1, 642) = 4.40, p = .035$; $F(1, 646) = 4.01, p = .046$; and $F(1, 642) = 3.91, p = .049$ respectively]. There were no significant differences however, found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for concentrate [$F(1, 422) = .482, p = .488$]; or readiness [$F(1, 431) = 2.46, p = .118$].

Table C-46.
Relocation Assistance Program
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.25	4.21 *	4.33
Concern	4.24	4.19 *	4.31
Satisfaction	3.98	3.93 *	4.07
Concentrate	3.80	3.80	3.94
Readiness	3.94	3.92	4.17
Recruit	3.47	3.47	3.61

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree*) and one would represent the lowest agreement (i.e., *strongly disagree*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Relocation Assistance Program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results support the notion that there is a partial mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t = 5.20, p < .05$]). There is a direct, positive, and strong relationship between RFB and readiness and it is moderately influenced by adding QOL to the model. The program quality/readiness path was not significant and this relationship was not mediated by QOL (program quality/QOL/readiness [$t = 1.70. p > .05$]). RFB and QOL work together to impact patron ratings of readiness.

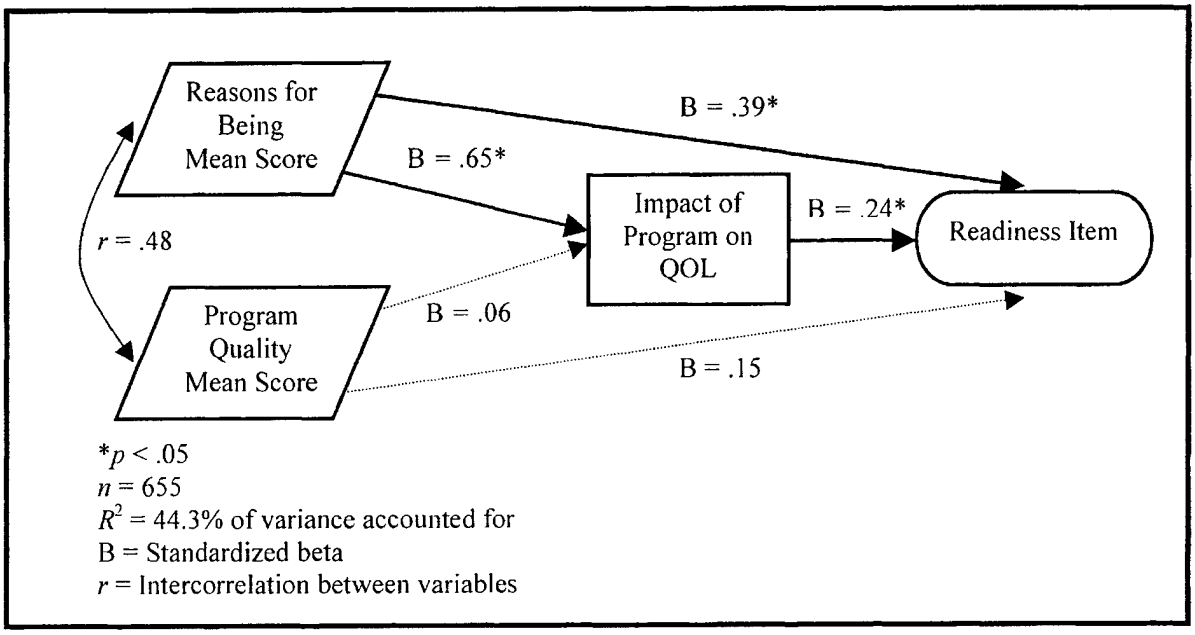

Figure C-5. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

There is a significant indirect effect for the RFB/QOL/Career Intention path (RFB/QOL/Career Intention [$t = 1.99, p < .05$]) suggesting that QOL serves as a mediator to predicting career intentions. Although statistically significant, the absence of a significant link between QOL and career intentions suggests that the relationship is not strong. The program quality/QOL/career intentions path (program quality/QOL/career intentions [$t = 1.33, p > .05$]) was not significant. There a significant (but small) direct relationship between the Relocation Assistance program meeting patron needs (as measured by RFB) and career intentions. The relationship between program quality and career intentions was not significantly related.

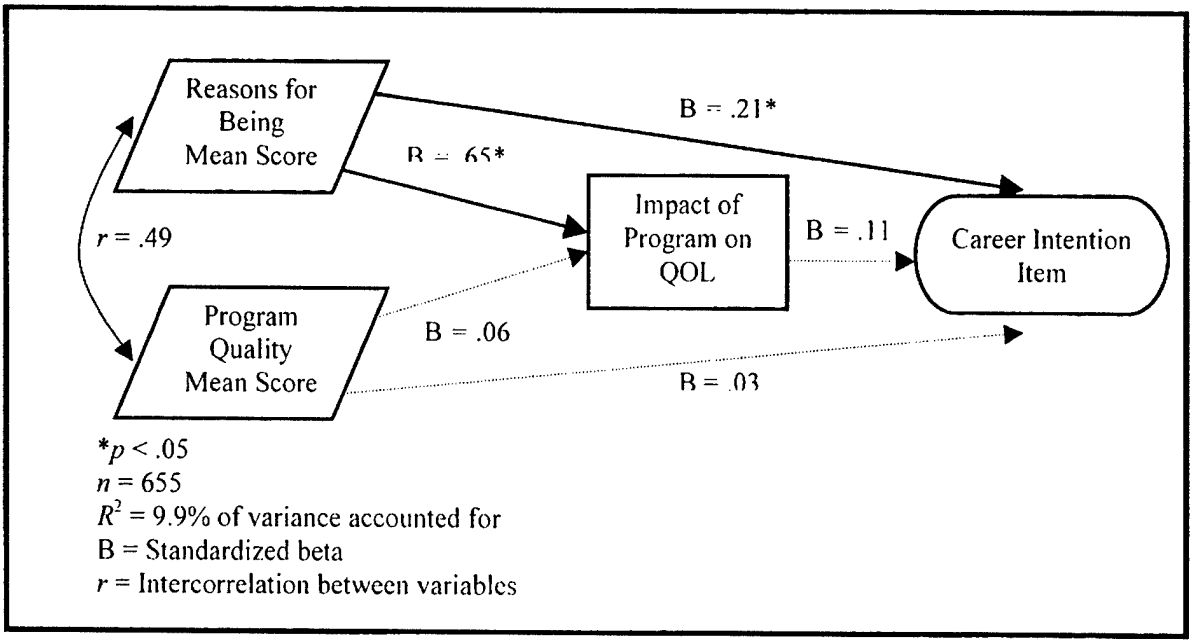

Figure C-6. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis four predictor variables were entered simultaneously: each of the RFB items (i.e., Satisfaction, Concern, and Concentration) and mean rating of program quality (see Table C-47). When examining the relationship among these variables and QOL, "Concern for Sailors and their Families" and "Concentrate on One's Job" are significant predictors. With readiness as the criterion variable, "Concern for Sailors and their Families," "Concentrate on One's Job," and program quality were significant predictors. With career intentions as the criterion variable, "Satisfaction with Military Life" and "Concentrate on One's Job" were significant predictors. As found with multiple regression analyses with other programs, there is a marked difference in variance accounted for when comparing the criterion variables. A large proportion of variance was accounted for in predicting QOL and readiness (46% and 48% of variance, respectively) in contrast to 15 percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). Additionally, when examining the weight of the standardized coefficients, "Concentrate on One's Job" was the strongest predictor for QOL and readiness while "Satisfaction with Military Life" is the strongest predictor for career intentions. Additionally, the variable "Concentrate on One's Job" was strongly related to patron ratings of career intentions.

Table C-47.
Relocation Assistance Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Satisfaction with military life	.044	.052
Concern for Sailors and their families	.317	.320*
Program helps me concentrate on my job	.336	.383*
Mean score of program quality items	.074	.081
Readiness[b]		
Satisfaction with military life	.011	.013
Concern for Sailors and their families	.257	.258*
Program helps me concentrate on my job	.374	.424*
Mean score of program quality items	.168	.181*
Career Intentions[c]		
Satisfaction with military life	.229	.175*
Concern for Sailors and their families	.186	.120
Program helps me concentrate on my job	.201	.147*
Mean score of program quality items	.045	.032

[a] $n = 304$; $R^2 = .46$; $F\ (4, 299) = 63.39$*
[b] $n = 304$; $R^2 = .48$; $F\ (4, 299) = 70.14$*
[c] $n = 265$; $R^2 = .15$; $F\ (4, 260) = 11.12$*
*$p < .05$

Spouse Employment Assistance Program (SEAP)

Characteristics of Participants

The following results were obtained from a total sample of 206 participants who had used the SEAP in the Hampton Roads area (n = 103) and Yokosuka (n = 103). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 206 participants, 63 percent were spouses of active duty Navy service members, 15 percent were active duty Navy service members, 12 percent were spouses of other active duty service members, 5 percent marked *other*, 4 percent were DOD civilians, 3 percent were retirees, and 1 percent % were other active duty service members.

Characteristics of the Spouse Employment Assistance Program

The frequencies presented in Table C-48 indicate the components of the SEAP that respondents had used or been a part of. In addition, respondents were asked to indicate the response that best describes their civilian partner's situation (see Table C-49).

Respondents were asked to indicate the amount their job skills have been improved as a result of the program (see Table C-50). Respondents were also asked to indicate the chance of their civilian partner getting the job they want (see Table C-51). Respondents were further asked to indicate how much the services of the program would contribute to the financial well being of their family (see Table C-52).

Table C-48.
SEAP
Program Components Represented

	All respondents	Active duty Navy respondents	All other respondents
Individual counseling	15.5% (32)	13.8% (4)	15.9% (27)
Job search	44.2% (91)	41.4% (12)	45.9% (78)
Employment workshop	37.4% (77)	37.9% (11)	38.2% (65)
Career counseling	12.6% (26)	20.7% (6)	11.2% (19)
Individual Career Plan	7.8% (16)	17.2% (5)	6.5% (11)
Job Fair	14.6% (30)	31.0% (9)	11.8% (20)
Other	32.5% (67)	31.0% (9)	34.1% (58)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Table C-49.
SEAP
Description of Civilian Partner's Situation

	All respondents	Active duty Navy respondents	All other respondents
Preparing to enter the job market for the first time	13.8% (25)	42.3% (11)	8.4% (13)
Preparing to re-enter the job market after a period of unemployment	11.6% (21)	3.8% (1)	13.0% (20)
Preparing to re-enter the job market after a recent PCS move	33.7% (61)	7.7% (2)	38.3% (59)
Seeking to upgrade skills in order to enter a new job field	12.7% (23)	3.8% (1)	14.3% (22)
Seeking another job in the same field as previous employment	8.3% (15)	11.5% (3)	7.8% (12)
Other	19.9% (36)	30.8% (8)	18.2% (28)

Note: Number of respondents in parentheses.

Table C-50.
SEAP
Improvement of Job Skills Item by Type of Respondent

	Improved a great deal	Improved quite a lot	Improved somewhat	Improved very little	Not improved at all
All respondents	25.4% (49)	31.6% (61)	25.9% (50)	5.7% (11)	11.4% (22)
Active duty Navy respondents	20.7% (6)	44.8% (13)	24.1% (7)	3.4% (1)	6.9% (2)
All other respondents	26.1% (42)	29.2% (47)	26.1% (42)	6.2% (10)	12.4% (20)

Note: Number of respondents in parentheses.

Table C-51.
SEAP
Chance of Obtaining Desired Job Item by Type of Respondent

	Much better than before	Quite a bit better than before	Somewhat better than before	Just barely better than before	The same as before
All respondents	31.2% (59)	34.4% (65)	24.9% (47)	2.6% (5)	6.9% (13)
Active duty Navy respondents	28.6% (8)	32.1% (9)	35.7% (10)	3.6% (1)	0
All other respondents	31.4% (50)	35.2% (56)	23.3% (37)	2.5% (4)	7.5% (12)

Note: Number of respondents in parentheses.

Table C-52.
SEAP
Program Contribution to Financial Well-Being Item by Type of Respondent

	A great deal	Quite a lot	Somewhat	A little	Not at all
All respondents	33.3% (66)	33.3% (66)	21.7% (43)	8.1% (16)	3.5% (7)
Active duty Navy respondents	34.5% (10)	27.6% (8)	31.0% (9)	6.9% (2)	0
All other respondents	33.1% (55)	34.3% (57)	20.5% (34)	8.4% (14)	3.6% (6)

Note: Number of respondents in parentheses.

Overall the responses to the program quality measures were positive. The majority of participants rated the various aspects of program quality as being *much better* or *better than they expected* (see Table C-53). Active duty Navy respondents' ratings (see Table C-54) were similar to the ratings of all other respondents (see Table C-55).

Table C-53.
SEAP
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	28.8% (55)	23.6% (45)	37.2% (71)	3.7% (7)	0	6.8% (13)
Facilities	34.2% (63)	28.8% (53)	31.0% (57)	2.7% (5)	0	3.3% (6)
Range of services	37.6% (68)	34.3% (62)	18.8% (34)	3.9% (7)	0.6% (1)	5.0% (9)
Customer service	43.4% (79)	30.2% (55)	17.6% (32)	1.6% (3)	1.6% (3)	5.5% (10)
Quality of services	47.8% (87)	27.5% (50)	17.6% (32)	3.8% (7)	0.5% (1)	2.7% (5)

Note: Number of respondents in parentheses.

Table C-54.
SEAP
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	31.0% (9)	27.6% (8)	34.5% (10)	3.4% (1)	0	3.4% (1)
Facilities	37.9% (11)	24.1% (7)	37.9% (11)	0	0	0
Range of services	44.8% (13)	41.4% (12)	10.3% (3)	3.4% (1)	0	0
Customer service	48.3% (14)	31.0% (9)	20.7% (6)	0	0	0
Quality of services	62.1% (18)	24.1% (7)	13.8% (4)	0	0	0

Note: Number of respondents in parentheses.

Table C-55.
SEAP
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	28.9% (46)	23.3% (37)	37.1% (59)	3.8% (6)	0	6.9% (11)
Facilities	33.6% (51)	30.3% (46)	28.9% (44)	3.3% (5)	0	3.9% (6)
Range of services	36.2% (54)	33.6% (50)	19.5% (29)	4.0% (6)	0.7% (1)	6.0% (9)
Customer service	43.3% (65)	30.0% (45)	16.7% (25)	2.0% (3)	2.0% (3)	6.0% (9)
Quality of services	45.3% (68)	28.0% (42)	18.0% (27)	4.7% (7)	0.7% (1)	3.3% (5)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondent is indicated in Table C-56. The means reported below show that on average participants rated the various aspects of program quality as being *better than they expected.* An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for hours [$F(1, 174) = .106, p = .745$]; facilities [$F(1, 173) = .013, p = .910$]; range of services [$F(1, 167) = 1.26, p = .263$]; customer service [$F(1, 168) = .276, p = .600$]; or quality of services [$F(1, 172) = 2.92, p = .089$].

Table C-56.
SEAP
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.83	3.89	3.83
Facilities	3.98	4.00	3.98
Range of services	4.10	4.28	4.07
Customer service	4.19	4.28	4.18
Quality of services	4.21	4.48	4.17

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures was positive for all the participants (see Table C-57). Active duty Navy respondents' ratings (see Table C-58) were similar to the ratings of all other respondents (see Table C-59).

Table C-57.
SEAP
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	46.2% (91)	37.1% (73)	13.7% (27)	2.0% (4)	1.0% (2)
Concern	59.7% (120)	32.3% (65)	6.5% (13)	1.0% (2)	0.5% (1)
Satisfaction	30.3% (61)	48.3% (97)	18.4% (37)	1.5% (3)	1.5% (3)
Concentrate	17.5% (7)	42.5% (17)	32.5% (13)	7.5% (3)	0
Readiness	31.8% (14)	45.5% (20)	22.7% (10)	0	0

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table C-58.
SEAP
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	55.2% (16)	27.6% (8)	13.8% (4)	3.4% (1)	0
Concern	62.1% (18)	31.0% (9)	3.4% (1)	3.4% (1)	0
Satisfaction	27.6% (8)	51.7% (15)	17.2% (5)	3.4% (1)	0
Concentrate	17.2% (5)	37.9% (11)	34.5% (10)	10.3% (3)	0
Readiness	27.6% (8)	41.4% (12)	31.0% (9)	0	0

Note: Number of respondents in parentheses.

Table C-59.
SEAP
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	44.8% (74)	38.8% (64)	13.9% (23)	1.2% (2)	1.2% (2)
Concern	59.2% (100)	33.1% (56)	6.5% (11)	0.6% (1)	0.6% (1)
Satisfaction	30.8% (52)	48.5% (82)	17.8% (30)	1.2% (2)	1.8% (3)
Concentrate	18.2% (2)	54.5% (6)	27.3% (3)	0	0
Readiness	40.0% (6)	53.3% (8)	6.7% (1)	0	0

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

The mean score for each program measure item is reported below (see Table C-60). The means indicate that on average participants agree with the program measure items. An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for quality of life [$F(1, 192) = .330, p = .567$]; concern [$F(1, 196) = .020, p = .887$]; satisfaction [$F(1, 196) = .013, p = .910$]; concentrate [$F(1, 38) = .909, p = .346$]; or readiness [$F(1, 42) = 2.52, p = .120$].

Table C-60.
SEAP
Mean Ratings: Outcome Measures and Reason for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.25	4.34	4.25
Concern	4.50	4.52	4.50
Satisfaction	4.04	4.03	4.05
Concentrate	3.70	3.62	3.91
Readiness	4.09	3.97	4.33

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree*) and one would represent the lowest agreement (i.e., *strongly disagree*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Spouse Employment Assistance Program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was not modeled due to a low sample size.

Transition Assistance Management Program (TAMP)

Characteristics of Participants

The following results were obtained from a total sample of 1,698 participants who had used the TAMP in the Hampton Roads area (n = 685), Southern California (n = 723), and Yokosuka (n = 290). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 1,698 participants, 94 percent were active duty Navy service members, 2 percent were other active duty service members, 2 percent were retirees, 1 percent marked *other*, 1 percent were spouses of active duty Navy service members, less than 1 percent were spouses of other active duty service members, and less than 1 percent were DOD civilians.

Characteristics of the Transition Assistance Management Program (TAMP)

The frequencies presented in Table C-61 indicate the components of the TAMP program that respondents had used or taken part in. In addition, respondents were asked to indicate the response that best describes their current situation (see Table C-62).

Table C-61.
TAMP
Program Components Represented

	All respondents	Active duty Navy respondents	All other respondents
Individual counseling	17.7% (300)	18.1% (273)	23.8% (24)
Job search	34.9% (593)	35.5% (535)	48.5% (49)
Employment workshop	21.3% (361)	21.6% (325)	33.7% (34)
Career counseling	26.4% (448)	27.6% (416)	29.7% (30)
Individual Career Plan	13.1% (223)	14.2% (214)	6.9% (7)
Job Fair	11.8% (201)	11.8% (178)	20.8% (21)
Other	24.5% (416)	25.1% (379)	31.7% (32)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Table C-62.
TAMP
Description of Respondent Situation by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Preparing to enter the civilian job market for the first time	22.1% (375)	23.8% (359)	11.9% (12)
Preparing to re-enter the job market after military retirement	13.4% (228)	13.3% (201)	24.8% (25)
Preparing to re-enter the job market after a period of active duty	41.5% (704)	45.0% (679)	17.8% (18)
Seeking to upgrade skills in order to enter a new job field after separation	12.2% (208)	12.4% (187)	17.8% (18)
Other	7.5% (128)	6.5% (98)	28.7% (29)

Note: Number of respondents in parentheses.

Respondents were asked to indicate if their job skills have been improved as a result of the program (see Table C-63). Respondents were also asked to indicate the chance of getting the type of job they want (see Table C-64). Respondents were further asked to indicate how much the services of the program would contribute to the financial well being of their family (see Table C-65).

Table C-63.
TAMP
Improvement of Job Skills Item by Type of Respondent

	Improved a great deal	Improved quite a lot	Improved somewhat	Improved very little	Not improved at all
All respondents	22.6% (363)	33.7% (543)	33.8% (544)	4.1% (66)	5.8% (93)
Active duty Navy respondents	22.3% (334)	34.1% (510)	33.5% (501)	4.4% (66)	5.7% (85)
All other respondents	26.0% (25)	30.2% (29)	35.4% (34)	0	8.3% (8)

Note: Number of respondents in parentheses.

Table C-64.
TAMP
Chance of Obtaining Desired Job Item by Type of Respondent

	Much better than before	Quite a bit better than before	Somewhat better than before	Just barely better than before	The same as before
All respondents	32.5% (525)	28.3% (457)	28.0% (451)	3.7% (59)	7.5% (121)
Active duty Navy respondents	32.3% (485)	28.9% (434)	27.8% (417)	3.5% (53)	7.4% (111)
All other respondents	36.1% (35)	19.6% (19)	28.9% (28)	6.2% (6)	9.3% (9)

Note: Number of respondents in parentheses.

Table C-65.
TAMP
Program Contribution to Financial Well-Being Item by Type of Respondent

	A great deal	Quite a lot	Somewhat	A little	Not at all
All respondents	20.7% (333)	34.4% (553)	30.7% (494)	8.8% (141)	5.4% (87)
Active duty Navy respondents	20.2% (301)	34.8% (520)	30.8% (460)	8.6% (129)	5.6% (83)
All other respondents	28.6% (28)	29.6% (29)	27.6% (27)	10.2% (10)	4.1% (4)

Note: Number of respondents in parentheses.

Overall the responses to the program quality measures were somewhat positive. The majority of participants rated the various aspects of program quality as being *better than* or *as they expected* (see Table C-66). Active duty Navy respondents' ratings (see Table C-67) were similar to the ratings of all other respondents (see Table C-68) except for the hours program quality measure.

Table C-66.
TAMP
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	14.6% (232)	18.7% (298)	55.3% (880)	7.2% (115)	1.8% (29)	2.3% (36)
Facilities	20.2% (318)	30.7% (484)	43.7% (689)	3.0% (48)	0.5% (8)	2.0% (31)
Range of services	34.9% (549)	35.2% (554)	26.0% (410)	1.7% (26)	0.6% (9)	1.7% (26)
Customer service	35.2% (555)	33.9% (535)	26.6% (419)	1.1% (18)	0.5% (8)	2.7% (42)
Quality of services	37.4% (590)	34.3% (541)	24.3% (383)	1.5% (23)	0.3% (5)	2.2% (35)

Note: Number of respondents in parentheses.

Table C-67.
TAMP
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	13.9% (206)	19.0% (280)	55.4% (818)	7.7% (114)	1.9% (28)	2.1% (31)
Facilities	19.9% (292)	30.5% (448)	44.7% (656)	2.7% (39)	0.3% (5)	1.9% (28)
Range of services	34.4% (504)	35.4% (519)	26.4% (387)	1.7% (25)	0.5% (7)	1.6% (23)
Customer service	34.9% (511)	34.0% (499)	26.8% (393)	1.2% (17)	0.4% (6)	2.7% (40)
Quality of services	37.0% (543)	34.5% (506)	24.6% (361)	1.4% (20)	0.2% (3)	2.3% (34)

Note: Number of respondents in parentheses.

Table C-68.
TAMP
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	25.5% (25)	14.3% (14)	54.1% (53)	1.0% (1)	1.0% (1)	4.1% (4)
Facilities	25.3% (24)	30.5% (29)	31.6% (30)	6.3% (6)	3.2% (3)	3.2% (3)
Range of services	45.2% (42)	31.2% (29)	18.3% (17)	1.1% (1)	2.2% (2)	2.2% (2)
Customer service	42.6% (40)	30.9% (29)	22.3% (21)	0	2.1% (2)	2.1% (2)
Quality of services	43.0% (40)	33.3% (31)	20.4% (19)	0	2.2% (2)	1.1% (1)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondents is indicated in Table C-69. The means reported below show that on average participants rated the various aspects of program quality as being between *better than* and *as they expected.* An analysis of variance revealed that there was one significant difference found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents' mean rating for the TAMP on hours was significantly higher than the mean of active duty Navy respondents, [$F(1, 1538) = 9.22, p = .002$]. There were no significant differences however, found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for facilities [$F(1, 1530) = .069, p = .794$]; range of services [$F(1, 1531) = 2.78, p = .096$]; customer service [$F(1, 1516) = 1.08, p = .300$]; or quality of services [$F(1, 1523) = .605, p = .437$].

Table C-69.
TAMP
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.38	3.36 *	3.65
Facilities	3.68	3.68	3.71
Range of services	4.04	4.03	4.19
Customer service	4.05	4.05	4.14
Quality of services	4.09	4.09	4.16

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures was positive for all the participants (see Table C-70). Active duty Navy respondents' ratings (see Table C-71) were not very similar to the ratings of all other respondents (see Table C-72) for the program measures satisfaction, concentrate, or readiness.

Table C-70.
TAMP
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	24.9% (402)	44.8% (722)	24.3% (392)	4.2% (67)	1.9% (30)
Satisfaction	12.9% (207)	38.7% (623)	35.2% (566)	9.5% (153)	3.8% (61)
Concentrate	11.0% (170)	36.8% (569)	39.7% (614)	10.1% (156)	2.3% (36)
Readiness	18.1% (280)	54.2% (837)	22.0% (339)	4.6% (71)	1.0% (16)

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table C-71.
TAMP
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	24.5% (367)	45.1% (677)	24.4% (366)	4.2% (63)	1.8% (27)
Satisfaction	12.2% (182)	39.0% (582)	35.1% (524)	9.9% (148)	3.9% (58)
Concentrate	11.1% (166)	37.5% (558)	39.2% (583)	9.9% (147)	2.4% (35)
Readiness	18.3% (272)	54.5% (809)	21.8% (323)	4.4% (65)	1.1% (16)

Note: Number of respondents in parentheses.

Table C-72.
TAMP
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	32.7% (32)	38.8% (38)	22.4% (22)	4.1% (4)	2.0% (2)
Satisfaction	23.2% (23)	35.4% (35)	34.3% (34)	4.0% (4)	3.0% (3)
Concentrate	7.3% (3)	17.1% (7)	53.7% (22)	22.0% (9)	0
Readiness	9.5% (4)	42.9% (18)	35.7% (15)	11.9% (5)	0

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

The mean score for each program measure item is reported below (see Table C-73). The means indicate that on average participants agree with the program measure items. An analysis of variance revealed that there were several significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents' mean rating, for the program contributing to their satisfaction with military life was significantly higher than the mean of active duty Navy respondents, [$F(1, 1591) = .6.83, p = .009$]. Furthermore, active duty Navy respondents'mean ratings for the program allowing them to concentrate on their duties and contribute to their overall readiness was significantly higher than the means for all other respondents, [$F(1, 1528) = 6.21, p = .013$]; and [$F(1, 1525) = 7.51, p = .006$ respectively]. There were no significant differences however, found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for quality of life [$F(1, 1596) = 1.06, p = .303$].

Table C-73.TAMP
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	3.87	3.86	3.96
Satisfaction	3.47	3.46 *	3.72
Concentrate	3.44	3.45 *	3.10
Readiness	3.84	3.85 *	3.50

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree*) and one would represent the lowest agreement (i.e., *strongly disagree*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Transition Assistance Management Program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results suggest that there is a partial mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t = 2.34$, $p < .05$]). There is a direct, positive, and strong relationship between RFB and readiness and it is moderately influenced by adding QOL to the model. The program quality/readiness path was also significant and this relationship was also partially mediated by QOL (program quality/QOL/readiness [$t = 2.05$, $p < .05$]). RFB, program quality, and QOL work together to impact patron ratings of readiness.

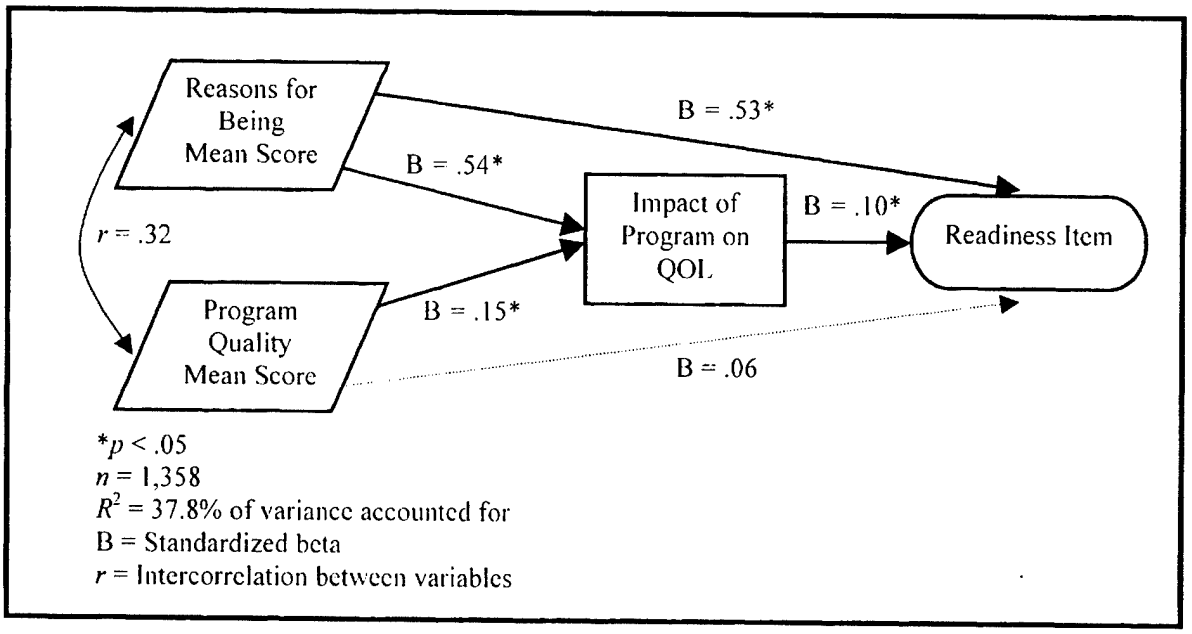

Figure C-7. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

There is no significant indirect effect for the RFB/QOL/Career Intention path (RFB/QOL/Career Intention [$t = 0.43, p > .05$]) suggesting that QOL does not serve as a mediator to predicting career intentions. There is a significant direct effect between RFB and career intentions. The program quality/QOL/career intentions path (program quality/QOL/career intentions [$t = 0.43, p > .05$]) was also not significant. The relationship between program quality and career intentions is also not significant.

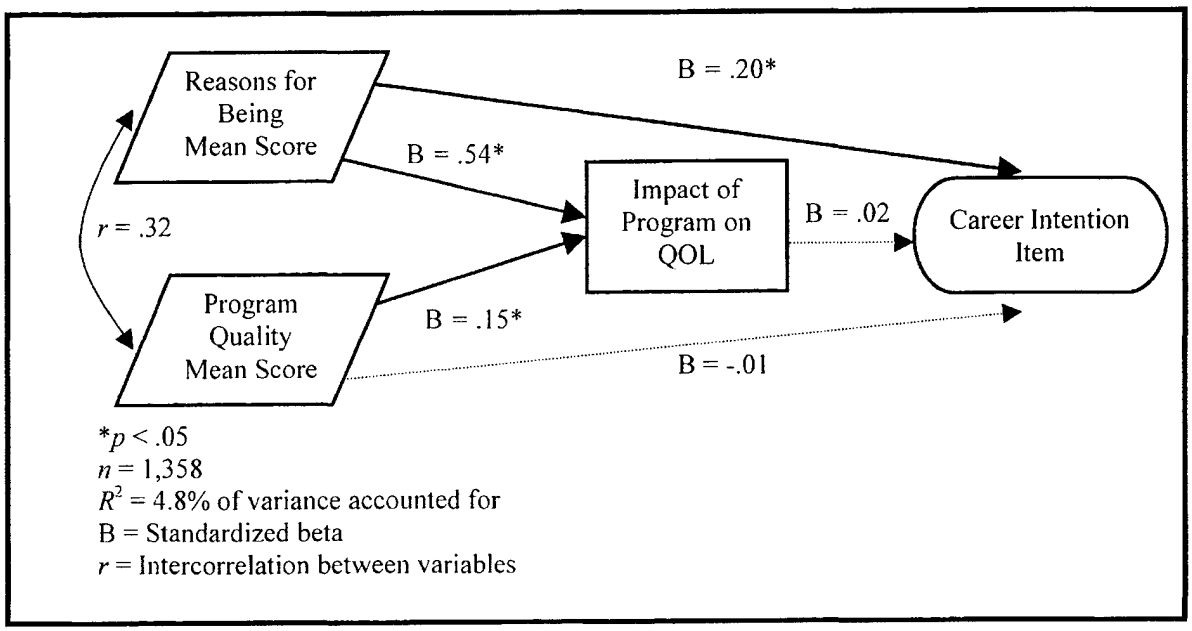

Figure C-8. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis three predictor variables were entered simultaneously: each of the RFB items (i.e., Satisfaction and Concentration) and mean rating of program quality (see Table C-74). When examining the relationship among these variables and QOL, "Satisfaction with Military Life," "Concentrate on One's Job," and program quality are each significant predictors. With readiness as the criterion variable the same trend occurs with "Satisfaction with Military Life," "Concentrate on One's Job," and program quality each being significant predictors. With career intentions as the criterion variable only "Satisfaction with Military Life" was a significant predictor. As found with multiple regression analyses with other programs, there is a marked difference in variance accounted for when comparing the criterion variables. A large proportion of variance was accounted for in predicting QOL and readiness (41% and 42% of variance, respectively) in contrast to six percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). Additionally, when examining the weight of the standardized coefficients, "Satisfaction with Military Life" was the strongest predictor for QOL and career intentions while "Concentration on One's Job" is the strongest predictor for readiness.

Table C-74.
Relocation Assistance Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Satisfaction with military life	.459	.480*
Program helps me concentrate on my job	.174	.177*
Mean score of program quality items	.155	.123*
Readiness[b]		
Satisfaction with military life	.145	.169*
Program helps me concentrate on my job	.460	.519*
Mean score of program quality items	.104	.092*
Career Intentions[c]		
Satisfaction with military life	.193	.193*
Program helps me concentrate on my job	.084	.080
Mean score of program quality items	-.001	.000

[a] $n = 918$; $R^2 = .41$; $F(3, 914) = 208.41$*
[b] $n = 917$; $R^2 = .42$; $F(3, 913) = 223.67$*
[c] $n = 728$; $R^2 = .06$; $F(3, 724) = 15.01$*
*$p < .05$

Appendix D
Navy College Program (NCP) Results

Navy College Program (NCP)

Characteristics of Participants

The following results were obtained from a total sample of 1,834 participants who had used the NCP in the Hampton Roads area (n = 908), Southern California (n = 705), and Yokosuka (n = 220). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 1,834 participants, 88 percent were active duty Navy service members, 2 percent were spouses of active duty Navy service members, 3 percent were other active duty service members, 3 percent were DOD civilians, 2 percent were retirees, 2 percent marked *other*, and 1 percent were spouses of other active duty service members.

Characteristics of the NCP

Respondents indicated the component of NCP that they were using and whether or not the program services had been a benefit to them (see Tables D-1, D-2, and D-3).

Table D-1.
NCP
All Respondents: Benefits of Program Services and Components

	Never used	Yes it has been a benefit	Neither	No it has not been a benefit
Navy Campus Counseling Services	29.6% (477)	65.1% (1048)	3.5% (57)	1.7% (27)
Testing Program	50.2% (790)	43.2% (680)	4.4% (69)	2.3% (36)
College Programs	33.8% (534)	61.3% (968)	3.9% (61)	1.0% (15)
Tuition Assistance	21.7% (368)	74.7% (1268)	2.4% (41)	1.2% (21)
Program for Afloat College Program	61.6% (942)	30.4% (465)	4.3% (66)	3.6% (55)
Academic/Basic Skills Program	74.4% (1130)	18.4% (279)	5.2% (79)	2.0% (31)
Academic Skills Learning Center	72.2% (1106)	20.4% (313)	5.4% (82)	2.0% (30)
Servicemembers Opportunity College	59.0% (918)	34.5% (537)	4.4% (68)	2.1% (32)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Table D-2.
NCP
Active Duty Navy Respondents: Benefits of Program Services and Components

	Never used	Yes it has been a benefit	Neither	No it has not been a benefit
Navy Campus Counseling Services	25.7% (361)	69.8% (982)	3.3% (46)	1.3% (18)
Testing Program	48.3% (665)	45.3% (624)	4.2% (58)	2.1% (29)
College Programs	34.3% (471)	61.2% (839)	3.7% (51)	0.8% (11)
Tuition Assistance	19.3% (288)	78.2% (1168)	1.9% (29)	0.6% (9)
Program for Afloat College Program	58.9% (790)	33.5% (449)	4.2% (56)	3.4% (46)
Academic/Basic Skills Program	73.8% (981)	19.3% (257)	5.3% (70)	1.7% (22)
Academic Skills Learning Center	72.6% (971)	20.4% (273)	5.4% (72)	1.6% (21)
Servicemembers Opportunity College	58.3% (793)	35.9% (488)	4.2% (57)	1.6% (22)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Table C-3.
NCP
All Other Respondents: Benefits of Program Services and Components

	Never used	Yes it has been a benefit	Neither	No it has not been a benefit
Navy Campus Counseling Services	59.5% (103)	29.5% (51)	5.8% (10)	5.2% (9)
Testing Program	63.1% (106)	26.8% (45)	6.0% (10)	4.2% (7)
College Programs	29.9% (53)	62.7% (111)	5.1% (9)	2.3% (4)
Tuition Assistance	41.4% (72)	46.0% (80)	5.7% (10)	6.9% (12)
Program for Afloat College Program	80.6% (129)	8.8% (14)	5.0% (8)	5.6% (9)
Academic/Basic Skills Program	79.5% (128)	9.9% (16)	5.0% (8)	5.6% (9)
Academic Skills Learning Center	69.7% (115)	19.4% (32)	5.5% (9)	5.5% (9)
Servicemembers Opportunity College	66.7% (110)	21.2% (35)	6.1% (10)	6.1% (10)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Respondents indicated the accomplishments they had completed through NCP (see Table D-4).

Table D-4.
NCP
Accomplishments by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
High school diploma/GED	5.2% (95)	5.5% (86)	3.8% (8)
Associate Degree	19.1% (350)	20.3% (318)	13.4% (28)
Bachelors Degree	8.6% (157)	8.6% (135)	9.1% (19)
Graduate Degree	1.7% (32)	1.5% (23)	4.3% (9)
Certificate	4.7% (86)	4.3% (68)	8.1% (17)
Academic Credit for military experience	40.3% (740)	43.6% (685)	21.5% (45)
Testing Services	26.6% (487)	28.2% (443)	15.8% (33)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Overall the responses to the program quality measures were positive. The majority of participants rated the various aspects of program quality as being *as they expected* or *better than they expected* (see Table D-5). Active duty Navy respondents' ratings (see Table D-6) were not very similar to the ratings of all other respondents (see Table D-7). Forty-one percent of active duty Navy respondents rated NCP as *much better than expected* on value for their dollar.

Table D-5.
NCP
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	19.4% (340)	25.3% (442)	40.5% (709)	2.5% (44)	0.9% (16)	11.3% (198)
Facilities	18.8% (327)	27.5% (478)	38.2% (663)	6.3% (110)	1.0% (17)	8.1% (141)
Range of services	29.2% (508)	33.4% (581)	25.0% (435)	3.1% (54)	0.4% (7)	8.8% (153)
Customer service	36.2% (629)	28.7% (499)	24.1% (418)	2.5% (43)	0.7% (12)	7.8% (135)
Quality of services	35.0% (607)	30.7% (532)	23.7% (412)	2.0% (35)	0.4% (7)	8.2% (142)
Value for your dollar	39.5% (685)	25.2% (437)	21.2% (367)	2.3% (39)	0.7% (12)	11.1% (193)

Note: Number of respondents in parentheses.

Table D-6.
NCP
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	19.7% (301)	25.7% (393)	41.0% (627)	1.8% (27)	0.9% (13)	11.0% (168)
Facilities	18.8% (287)	28.4% (433)	37.9% (577)	5.9% (90)	1.0% (15)	8.0% (122)
Range of services	30.1% (458)	34.8% (530)	23.6% (359)	2.7% (41)	0.3% (5)	8.6% (131)
Customer service	37.6% (572)	29.1% (443)	23.1% (352)	2.2% (33)	0.5% (7)	7.6% (115)
Quality of services	36.0% (547)	30.9% (470)	23.0% (349)	1.9% (29)	0.3% (5)	7.9% (120)
Value for your dollar	40.8% (621)	25.6% (390)	20.0% (304)	1.9% (29)	0.6% (9)	11.0% (168)

Note: Number of respondents in parentheses.

Table D-7.
NCP
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	17.0% (32)	21.8% (41)	37.8% (71)	8.5% (16)	1.6% (3)	13.3% (25)
Facilities	18.1% (33)	19.2% (35)	41.8% (76)	10.4% (19)	1.1% (2)	9.3% (17)
Range of services	21.3% (39)	25.1% (46)	36.1% (66)	6.0% (11)	1.1% (2)	10.4% (19)
Customer service	23.9% (44)	25.5% (47)	33.7% (62)	4.3% (8)	2.7% (5)	9.8% (18)
Quality of services	26.6% (49)	27.2% (50)	31.5% (58)	3.3% (6)	1.1% (2)	10.3% (19)
Value for your dollar	27.5% (50)	22.5% (41)	31.9% (58)	4.9% (9)	1.6% (3)	11.5% (21)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondent is indicated in Table D-8. The means reported below show that on average participants rated the various aspects of program quality as being *better than they expected.* An analysis of variance revealed that there were many

significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. Active duty Navy respondents' mean ratings were significantly higher than the means of all other respondents for hours [$F(1, 1522) = 6.29, p = .012$]; facilities [$F(1, 1565) = 4.45, p = .035$]; range of services [$F(1, 1555) = 22.04, p = .001$]; customer service [$F(1, 1571) = 27.79, p = .001$]; quality of services [$F(1, 1563) = 12.40, p = .001$]; and value for your dollar [$F(1, 1512) = 26.41, p = .001$].

Table D-8.
NCP
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.67	3.69 *	3.51
Facilities	3.62	3.63 *	3.47
Range of services	3.96	4.00 *	3.66
Customer service	4.06	4.09 *	3.70
Quality of services	4.07	4.09 *	3.84
Value for your dollar	4.13	4.17 *	3.78

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures was positive for all the participants (see Table D-9). Active duty Navy respondents' ratings (see Table D-10) were not similar to the ratings of all other respondents (see Table D-11) for the program measures quality of life, concern, satisfaction, or recruit.

Table D-9.
NCP
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	45.0% (784)	37.8% (658)	13.9% (242)	2.1% (36)	1.2% (21)
Concern	53.1% (944)	37.0% (657)	7.5% (133)	1.3% (23)	1.1% (20)
Satisfaction	46.5% (802)	33.6% (580)	16.7% (289)	2.3% (40)	0.9% (15)
Concentrate	21.3% (371)	33.5% (582)	36.8% (640)	6.8% (119)	1.5% (26)
Readiness	34.3% (597)	41.7% (726)	20.7% (361)	2.6% (45)	0.8% (14)

Note: Number of respondents in parentheses.

Table D-10.
NCP
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	46.6% (721)	38.2% (592)	12.0% (185)	2.0% (31)	1.2% (19)
Concern	53.8% (840)	37.0% (578)	6.7% (104)	1.3% (20)	1.2% (19)
Satisfaction	47.9% (738)	33.7% (519)	15.2% (234)	2.5% (38)	0.8% (12)
Concentrate	21.4% (330)	33.1% (511)	37.1% (572)	7.0% (108)	1.4% (21)
Readiness	34.7% (536)	41.9% (648)	20.1% (310)	2.6% (40)	0.8% (12)

Note: Number of respondents in parentheses.

Table D-11.
NCP
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	29.4% (48)	35.0% (57)	32.5% (53)	2.5% (4)	0.6% (1)
Concern	46.5% (86)	36.2% (67)	15.1% (28)	1.6% (3)	0.5% (1)
Satisfaction	31.0% (48)	35.5% (55)	31.6% (49)	0.6% (1)	1.3% (2)
Concentrate	21.1% (35)	36.1% (60)	35.5% (59)	4.2% (7)	3.0% (5)
Readiness	27.9% (46)	43.0% (71)	26.1% (43)	1.8% (3)	1.2% (2)

Note: Number of respondents in parentheses.

Participants were asked an additional question about the program contribution to quality of life in the military (i.e., *Reasons for Being*). Participants were asked to indicate how their performance would be effected because of participation in the program (see Table D-12). Eighty-five percent of active duty Navy respondents indicated that their performance would improve after participation in the NCP.

Table D-12.
NCP
Performance Reasons for Being Item by Type of Respondent

	Improve a great deal	Improve somewhat	Be about the same	Be somewhat worse	Be much worse
All respondents	58.3% (979)	26.4% (443)	14.7% (247)	0.3% (5)	0.4% (6)
Active duty Navy respondents	58.3% (891)	26.8% (409)	14.3% (218)	0.3% (4)	0.3% (5)
All other respondents	56.9% (70)	22.8% (28)	19.5% (24)	0.8% (1)	0

Note: Number of respondents in parentheses.

The mean score for each program measure item is reported below (see Table D-13). The means indicate that on average participants agree with the program measure items. An analysis of variance revealed that there were significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. Active duty Navy respondents' mean rating for the program measures, quality of life, concern, satisfaction, and recruit was significantly higher than the mean of all other respondents, [$F(1, 1709) = 28.07, p = .001$]; $F(1, 1744) = 5.71, p = .017$]; $F(1, 1694) = 18.62, p = .001$; and $F(1, 1716) = 35.74, p = .001$ respectively]. There were no significant differences however, found in the means of the

active duty Navy respondents' ratings when compared to all other respondents' ratings for concentrate [$F(1, 1706) = .059, p = .808$]; readiness [$F(1, 1709) = 3.29, p = .070$]; or performance [$F(1, 1648) = .888, p = .346$].

Table D-13.
NCP
Mean Ratings: Outcome Measures and Reason for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.23	4.27 *	3.90
Concern	4.40	4.41 *	4.26
Satisfaction	4.22	4.25 *	3.94
Concentrate	3.66	3.66	3.68
Readiness	4.06	4.07	3.95
Performance	4.42	4.43	4.36

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree* or *improve a great deal*) and one would represent the lowest agreement (i.e., *strongly disagree* or *would be much worse*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were further asked what effect participation in the program would have on their likelihood for promotion (see Table D-14). Seventy-nine percent of active duty Navy respondents indicated a greater likelihood of promotion after participating in the educational programs.

Table D-14.
NCP
Promotion Item by Type of Respondent

	Much greater likelihood	Somewhat greater likelihood	Same likelihood	Somewhat less likelihood	Much less likelihood
All respondents	48.6% (846)	30.6% (533)	17.7% (308)	0.9% (15)	2.2% (39)
Active duty Navy respondents	48.0% (741)	31.0% (479)	18.1% (279)	0.8% (12)	2.2% (34)
All other respondents	52.4% (86)	27.4% (45)	16.5% (27)	1.2% (2)	2.4% (4)

Note: Number of respondents in parentheses.

Finally, participants were asked if they would have been able to enroll in similar educational programs without tuition assistance (see Table D-15). Fifty-seven percent of active duty Navy respondents indicated that they would not be able to afford to enroll in a similar educational program without tuition assistance.

Table D-15.
NCP
Would Be Able to Enroll in Similar Programs Without Tuition Assistance

	Yes	Maybe	No	N/A
All respondents	12.2% (215)	26.3% (464)	55.1% (974)	6.5% (114)
Active duty Navy respondents	10.9% (169)	27.3% (425)	56.6% (880)	5.2% (81)
All other respondents	23.3% (42)	16.7% (30)	42.2% (76)	17.8% (32)

Note: Number of respondents in parentheses.

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Navy College Program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results support the notion that there is a partial mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t = 4.84, p < .05$]). There is a direct, positive, and strong relationship between RFB and readiness and it is moderately influenced by adding QOL to the model. The program quality/readiness path was not significant and this relationship was not mediated by QOL (program quality/QOL/readiness [$t = 1.18, p > .05$]). RFB and QOL work together to impact patron ratings of readiness.

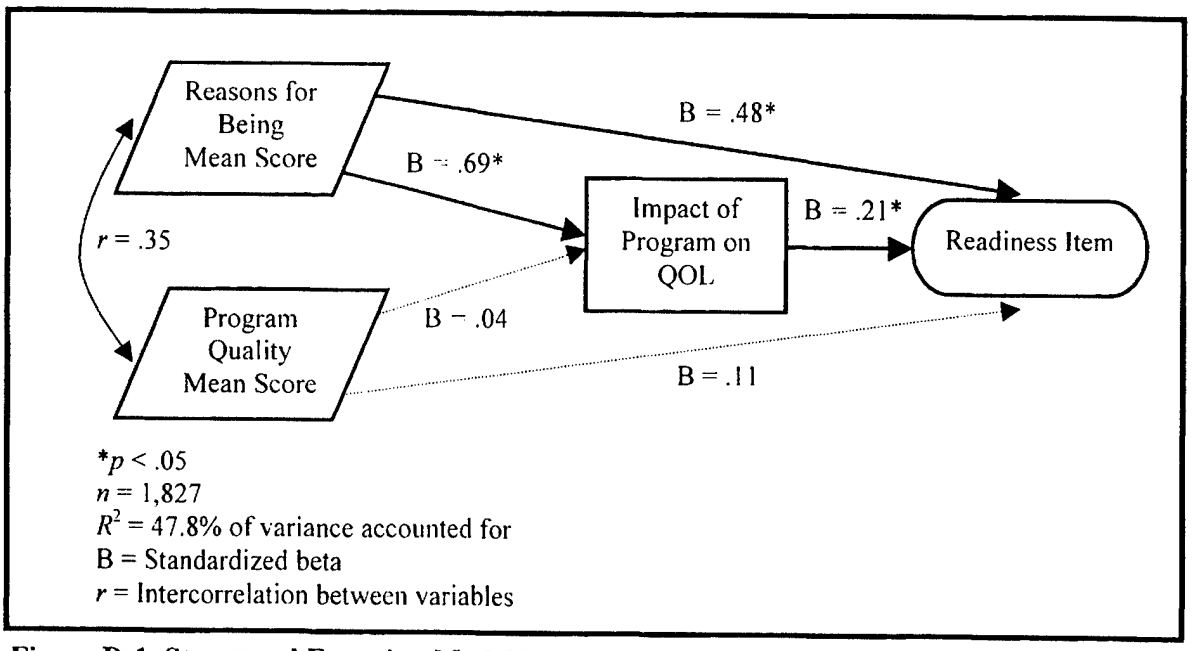

Figure D-1. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

The indirect effect for the RFB/QOL/Career Intention path is not significant (RFB/QOL/Career Intention [$t = 0.06$ $p > .05$]) although the direct path between RFB and Career Intention is significant. This suggests that RFB has a direct impact on career intentions which is not mediated by QOL. The program quality/QOL/career intentions path (program quality/QOL/career intentions [$t = 0.06, p > .05$]) was also not significant as was the direct relationship between program quality and career intentions. There a significant (but small) direct relationship between the Navy College Program meeting patron needs (as measured by RFB) and career intentions. The relationship between program quality and career intentions was not significantly related.

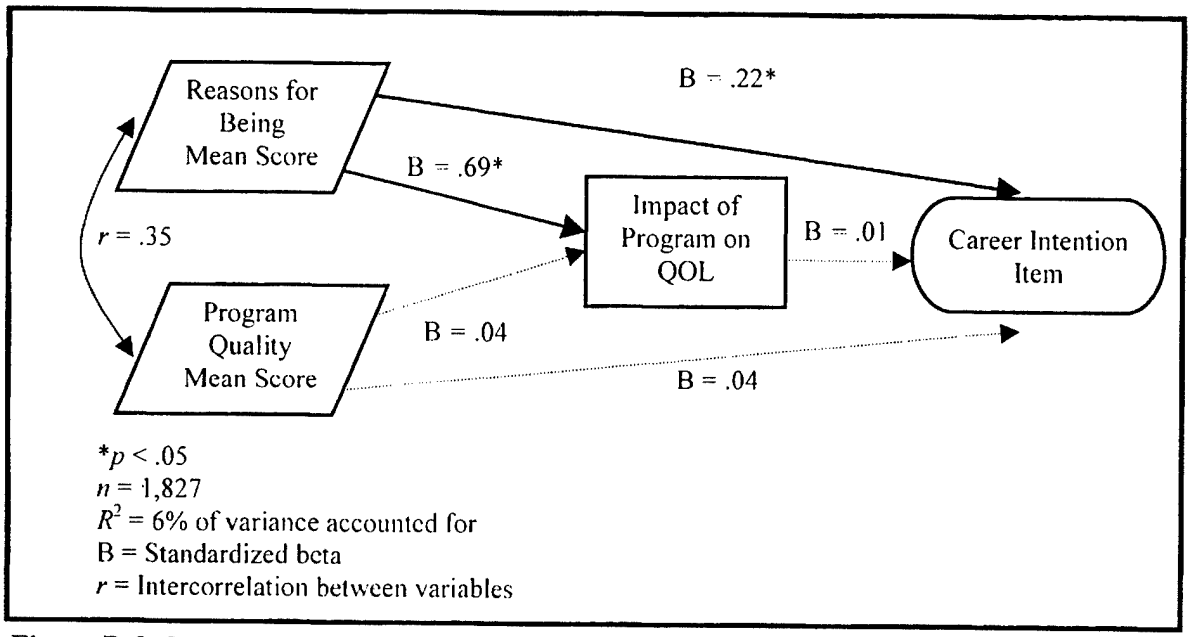

Figure D-2. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis four predictor variables were entered simultaneously: each of the RFB items (i.e., Satisfaction, Concern, and Concentration) and mean rating of program quality (see Table D-16). When examining the relationship among these variables and QOL, "Satisfaction with Military Life," "Concern for Sailors and their Families," and "Concentrate on One's Job" were significant predictors while program quality was not significant. With readiness as the criterion variable, all variables (i.e., "Satisfaction with Military Life," "Concern for Sailors and their Families," "Concentrate on One's Job," and program quality) were significant predictors. With career intentions as the criterion variable, all predictors variables (i.e., "Satisfaction with Military Life," "Concern for Sailors and their Families," "Concentrate on One's Job," and program quality) were significant predictors. As found with multiple regression analyses with other programs, there is a marked difference in variance accounted for when comparing the criterion variables. A large proportion of variance was accounted for in predicting QOL and readiness (51% and 43% of variance, respectively) in contrast to six percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). Additionally, when examining the weight of the standardized coefficients, "Concentrate on One's Job" was the strongest predictor for readiness and career intentions while "Satisfaction with Military Life" is the strongest predictor for QOL. Additionally, the variable "Concern for Sailors and their Families" was strongly related to patron ratings for each of the criterion variables.

Table D-16.
Navy College Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Satisfaction with military life	.408	.408*
Concern for Sailors and their families	.372	.337*
Program helps me concentrate on my job	.080	.098*
Mean score of program quality items	.040	.038
Readiness[b]		
Satisfaction with military life	.186	.186*
Concern for Sailors and their families	.279	.253*
Program helps me concentrate on my job	.280	.317*
Mean score of program quality items	.135	.115*
Career Intentions[c]		
Satisfaction with military life	.196	.186*
Concern for Sailors and their families	.137	.253*
Program helps me concentrate on my job	.061	.317*
Mean score of program quality items	.069	.115*

[a] $n = 1{,}398$; $R^2 = .51$; $F(4, 1{,}393) = 355.42$*
[b] $n = 1{,}397$; $R^2 = .43$; $F(4, 1{,}392) = 260.42$*
[c] $n = 1{,}192$; $R^2 = .06$; $F(4, 1{,}187) = 18.35$*
*$p < .05$

Appendix E
Nutrition Education and Galley Services Results

Nutrition Education and Galley Services Program

Characteristics of Participants

The following results were obtained from a total sample of 791 participants in the Hampton Roads area (n = 488), Southern California (n = 173), and Yokosuka (n = 130). Of the 791 participants, 89 percent were active duty Navy service members, 4 percent were active duty service members from another service, 3 percent were DOD civilians, 3 percent marked *other*, 1 percent were retirees, 1 percent were spouses of active duty Navy service members, and less than 1 percent were spouses of active duty service members from another service.

Characteristics of Nutrition Education and Galley Program

The participants were asked to indicate the types of nutrition education their command offered (see Table E-1).

Table E-1.
Nutrition Education and Galley Services Program
Types of Nutrition Education Available by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Nutrition posters	53.4% (422)	56.1% (375)	39.3% (33)
Food item labels on serving line	51.3% (406)	53.5% (358)	45.2% (38)
Menus posted	43.4% (343)	44.7% (299)	39.3% (33)
Nutrition training classes	21.0% (166)	22.3% (149)	15.5% (13)
Weight management classes	15.5% (123)	15.7% (105)	16.7% (14)
None	14.4% (114)	14.2% (95)	21.4% (18)
PRT coordinator conducts nutrition training	12.3% (97)	12.6% (84)	10.7% (9)
Nutrition videos	6.1% (48)	6.1% (41)	7.1% (6)
Other	4.8% (38)	5.2% (35)	3.6% (3)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Overall the responses to the program quality measures were somewhat positive. The majority of participants rated the various aspects of program quality as being *as they expected* or *better than they expected* (see Table E-2). Active duty Navy respondents' ratings (see Table E-3) were similar to the ratings of all other respondents (see Table E-4) except for the program quality measure regarding facilities. In addition, 10 percent of the active duty Navy respondents rated the galleys hours as *worse than they expected.*

Table E-2.
Nutrition Education and Galley Services Program
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	16.3% (121)	19.0% (141)	42.7% (317)	10.4% (77)	3.6% (27)	8.1% (60)
Facilities	29.1% (213)	28.8% (211)	31.8% (233)	3.8% (28)	1.2% (9)	5.2% (38)
Range of services	19.1% (139)	23.5% (171)	38.7% (281)	4.7% (34)	1.2% (9)	12.8% (93)
Customer service	27.8% (203)	24.1% (176)	36.9% (270)	3.8% (28)	2.1% (15)	5.3% (39)
Quality of services	30.5% (223)	22.6% (165)	35.4% (259)	4.8% (35)	2.2% (16)	4.5% (33)
Value for your dollar	28.0% (204)	17.8% (130)	31.4% (229)	4.9% (36)	2.5% (18)	15.4% (112)

Note: Number of respondents in parentheses.

Table E-3.
Nutrition Education and Galley Services Program
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	15.9% (102)	19.0% (122)	42.1% (271)	11.2% (72)	3.9% (25)	7.9% (51)
Facilities	29.0% (185)	29.8% (190)	31.6% (201)	3.5% (22)	0.9% (6)	5.2% (33)
Range of services	19.0% (120)	23.8% (150)	38.5% (243)	4.6% (29)	1.1% (7)	13.0% (82)
Customer service	27.7% (176)	24.7% (157)	36.6% (233)	3.6% (23)	1.9% (12)	5.5% (35)
Quality of services	30.2% (192)	23.7% (151)	35.2% (224)	4.2% (27)	2.0% (13)	4.6% (29)
Value for your dollar	27.0% (171)	18.6% (118)	30.9% (196)	5.2% (33)	2.4% (15)	15.9% (101)

Note: Number of respondents in parentheses.

Table E-4.
Nutrition Education and Galley Services Program
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	16.7% (13)	19.2% (15)	50.0% (39)	5.1% (4)	2.6% (2)	6.4% (5)
Facilities	21.3% (16)	26.7% (20)	38.7% (29)	5.3% (4)	4.0% (3)	4.0% (3)
Range of services	17.1% (13)	23.7% (18)	40.8% (31)	5.3% (4)	2.6% (2)	10.5% (8)
Customer service	25.3% (19)	20.0% (15)	40.0% (30)	5.3% (4)	4.0% (3)	5.3% (4)
Quality of services	29.3% (22)	16.0% (12)	37.3% (28)	8.0% (6)	4.0% (3)	5.3% (4)
Value for your dollar	32.0% (24)	14.7% (11)	36.0% (27)	1.3% (1)	4.0% (3)	12.0% (9)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondent is indicated in Table E-5. The means reported below show that on average participants rated the various aspects of program quality as being between *as they expected* and *better than they expected.* An analysis of variance revealed that there was one significant difference found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. Active duty Navy respondents' mean rating for the program on facilities was significantly higher than the mean of all other respondents, [$F(1, 669) = 6.64, p = .010$]. There were no significant differences however, found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for hours [$F(1, 658) = .482, p = .488$]; range of services [$F(1, 610) = .997, p = .318$]; customer service [$F(1, 665) = 2.06, p = .152$]; quality of services [$F(1, 671) = 2.12, p = .146$]; or value for your dollar [$F(1, 593) = .045, p = .833$].

Table E-5.
Nutrition Education and Galley Services Program
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	3.36	3.34	3.43
Facilities	3.85	3.87 *	3.56
Range of services	3.62	3.63	3.51
Customer service	3.75	3.77	3.59
Quality of services	3.77	3.79	3.60
Value for your dollar	3.75	3.74	3.77

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these program measures was positive for all the participants (see Table E-6). Active duty Navy respondents' ratings (see Table E-7) were similar to the ratings of all other respondents (see Table E-8).

The majority of active duty Navy respondents agree that providing healthy food choices contributes to the quality of life in the military. Seventy-seven percent of active duty Navy respondents agree that one way the Navy shows concern for members is to provide healthy food choices in the galley.

Table E-6.
Nutrition Education and Galley Services Program
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	32.1% (245)	43.1% (329)	19.3% (147)	3.4% (26)	2.1% (16)
Concern	35.5% (272)	41.3% (317)	18.3% (140)	3.4% (26)	1.6% (12)
Concentrate	23.5% (178)	36.4% (276)	31.1% (152)	5.7% (43)	3.3% (25)
Readiness	26.5% (200)	47.2% (357)	20.4% (154)	3.6% (27)	2.4% (18)

Note: Number of respondents in parentheses.

Table E-7.
Nutrition Education and Galley Services Program
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	32.0% (212)	42.7% (283)	19.6% (130)	3.2% (21)	2.4% (16)
Concern	34.7% (230)	42.1% (279)	17.9% (119)	3.5% (23)	1.8% (12)
Concentrate	23.0% (152)	35.9% (237)	31.4% (207)	5.9% (39)	3.8% (25)
Readiness	26.1% (172)	47.6% (314)	20.2% (133)	3.5% (23)	2.6% (17)

Note: Number of respondents in parentheses.

Table E-8.
Nutrition Education and Galley Services Program
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Quality of life	32.5% (26)	46.3% (37)	17.5% (14)	3.8% (3)	0
Concern	37.3% (31)	36.1% (30)	24.1% (20)	2.4% (2)	0
Concentrate	26.9% (21)	39.7% (31)	28.2% (22)	5.1% (4)	0
Readiness	29.9% (23)	42.9% (33)	22.1% (17)	3.9% (3)	1.3% (1)

Note: Number of respondents in parentheses.

The mean score for each program measure item is reported in Table E-9. The means indicate that on average participants agree with the program measure items. An analysis of variance revealed that there were no significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for quality of life [$F(1, 740) = .645, p = .422$]; concern [$F(1, 744) = .149, p = .699$]; readiness [$F(1, 734) = .201, p = .654$]; or concentrate [$F(1, 736) = 2.80, p = .095$].

Table E-9.
Nutrition Education and Galley Services Program
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Quality of life	4.00	3.99	4.08
Concern	4.06	4.04	4.08
Concentrate	3.71	3.68	3.88
Readiness	3.92	3.91	3.96

Note: The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree*) and one would represent the lowest agreement (i.e., *strongly disagree*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the Nutrition Education and Galley Services program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results support the notion that there is a partial mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t = 5.82, p < .05$]). There is a direct, positive, and strong relationship between RFB and readiness and it is moderately influenced by adding QOL to the model. The program quality/readiness path was also significant and this relationship again was partially mediated by QOL (program quality/QOL/readiness [$t = 3.25, p < .05$]). The reason that this analysis is interpreted to be a

"partial mediator" is that all paths are significant across both steps regardless if QOL is included or excluded from the model. RFB, program quality, and QOL work together to impact patron ratings of readiness.

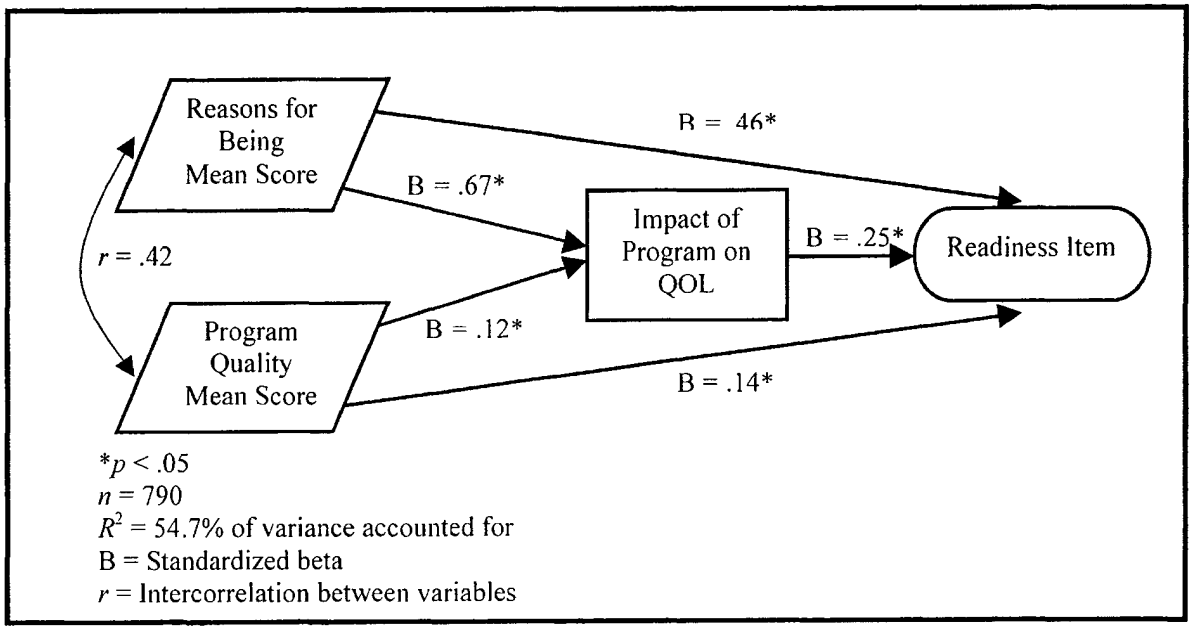

Figure E-1. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

The indirect effect for the RFB/QOL/Career Intention path is not significant (RFB/QOL/Career Intention [$t = 1.86, p > .05$]) although the direct path between RFB and Career Intention is significant. This suggests that RFB has a direct impact on career intentions which is not mediated by QOL. The program quality/QOL/career intentions path (program quality/QOL/career intentions [$t = 1.70, p > .05$]) was also not significant while the direct relationship between program quality and career intentions is significant. There is a significant (but small) direct relationship between the Nutrition Education and Galley Services program meeting patron needs (as measured by RFB and program quality) and career intentions.

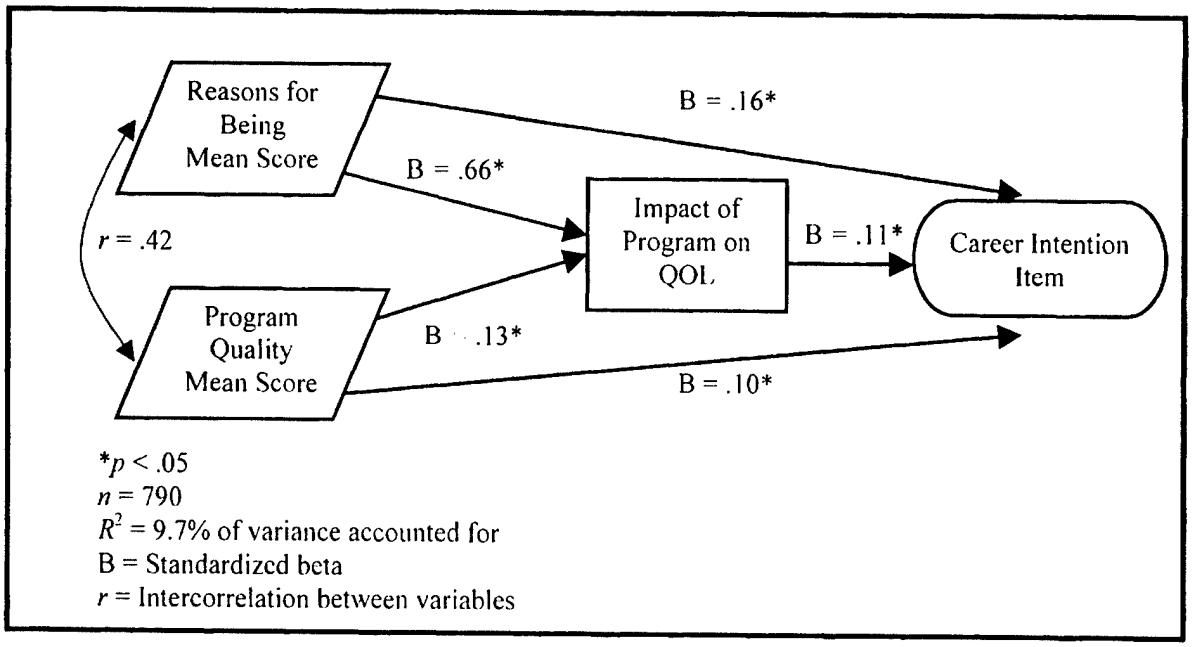

Figure E-2. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis three predictor variables were entered simultaneously: each of the RFB items (i.e., Concern and Concentration) and mean rating of program quality (see Table E-10). When examining the relationship among these variables and QOL each of the three (i.e., "Concern for Sailors and their Families," "Concentrate on One's Job," and program quality) are significant predictors. With readiness as the criterion variable, again all variables (i.e., "Concern for Sailors and their Families," "Concentrate on One's Job," and program quality) were significant predictors. With career intentions as the criterion variable, two of three predictor variables (i.e., "Concern for Sailors and their Families," and program quality) were significant predictors. As found with multiple regression analyses with other programs, there is a marked difference in variance accounted for when comparing the criterion variables. Also, a large proportion of variance was accounted for in predicting QOL and readiness (58% and 54% of variance, respectively) in contrast to eight percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). Additionally, when examining the weight of the standardized coefficients, "Concentrate on One's Job" was the strongest predictor for readiness and QOL while "Concern for Sailors and their Families" is the strongest predictor for career intentions.

Table E-10.
Nutrition Education and Galley Services Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Concern for Sailors and their families	.393	.376*
Program helps me concentrate on my job	.374	.417*
Mean score of program quality items	.122	.114*
Readiness[b]		
Concern for Sailors and their families	.105	.099*
Program helps me concentrate on my job	.521	.577*
Mean score of program quality items	.204	.186*
Career Intentions[c]		
Concern for Sailors and their families	.213	.150*
Program helps me concentrate on my job	.119	.100
Mean score of program quality items	.161	.112*

[a] $n = 537$; $R^2 = .58$; $F(3, 533) = 241.56$*
[b] $n = 535$; $R^2 = .54$; $F(3, 531) = 203.82$*
[c] $n = 485$; $R^2 = .08$; $F(3, 481) = 14.40$*
*$p < .05$

Appendix F
Chaplains Religious Enrichment Development Operation (CREDO) Results

Chaplains Religious Enrichment Development Operation (CREDO)

Characteristics of Participants

The following results were obtained from a total sample of 1,558 participants who had used the CREDO program in the Hampton Roads area (n = 98), Southern California (n = 208), Europe (n = 194), Camp LeJeune (n = 160), Camp Pendleton (n = 20), Hawaii (n = 212), Jacksonville (n = 204), Okinawa (n = 157), and the Pacific Northwest (n = 198). Frequencies are reported as a valid percent so that only those who responded are measured. Of the 1,558 participants, 37 percent were active duty Navy service members, 15 percent were spouses of active duty Navy service members, 21 percent were other active duty service members, 12 percent were spouses of other active duty service members, 7 percent marked *other*, 5 percent were retirees, and 4 percent were DOD civilians.

Characteristics of CREDO Program

Table F-1 shows the number of participants that used each program component ordered from the most used to least.

Table F-1.
CREDO Program
Components Used by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Personal Growth Retreat	54.0% (903)	64.5% (360)	56.0% (538)
Marriage Enrichment Retreat	45.1% (703)	37.5% (209)	50.6% (486)
Other	12.9% (201)	8.8% (49)	15.4% (148)
Spirituality: CREDO II	10.7% (166)	8.8% (49)	12.1% (116)
Reclaiming the Inner Child	3.1% (49)	2.3% (13)	3.8% (36)
Christian Disciplines: CREDO III	0.5% (8)	0.2% (1)	0.7% (7)

Note: Number of respondents in parentheses.
Multiple responses allowed.

Respondents rated the CREDO program overall on its hours, facilities, range of services/programs, customer service, and quality of services. Overall the responses were positive (see Table F-2). The majority of participants rated the services as *better than they expected.* Furthermore, the majority of active duty Navy service members rated the overall program aspects as *better than expected* (see Table F-3), which was similar to all other respondents ratings (see Table F-4).

Table F-2.
CREDO Program
All Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	43.3% (646)	24.4% (365)	24.5% (366)	2.7% (40)	0.7% (10)	4.4% (66)
Facilities	45.3% (676)	23.7% (353)	21.9% (326)	6.4% (94)	1.1% (17)	1.5% (23)
Range of services	52.8% (783)	29.4% (436)	13.8% (205)	1.6% (23)	0.4% (6)	2.0% (29)
Customer service	58.8% (875)	23.6% (351)	13.0% (194)	1.0% (15)	0.4% (6)	3.1% (46)
Quality of services	63.0% (938)	22.8% (339)	11.7% (174)	1.0% (15)	0.3% (5)	1.2% (18)

Note: Number of respondents in parentheses.

Table F-3.
CREDO Program
Active Duty Navy Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	43.5% (239)	24.0% (132)	26.0% (143)	1.8% (10)	0.5% (3)	4.0% (22)
Facilities	46.5% (256)	24.0% (132)	21.6% (119)	5.5% (30)	0.7% (4)	1.6% (9)
Range of services	49.3% (271)	30.9% (170)	16.2% (89)	1.3% (7)	0.5% (3)	1.8% (10)
Customer service	60.7% (334)	22.4% (123)	12.7% (70)	0.7% (4)	0.4% (2)	3.1% (17)
Quality of services	64.1% (353)	22.7% (125)	11.1% (61)	0.7% (4)	0.4% (2)	1.1% (6)

Note: Number of respondents in parentheses.

Table F-4.
CREDO Program
All Other Respondents: Program Quality Measures

	Much better than expected	Better than expected	As expected	Worse than expected	Much worse than expected	Don't know N/A
Hours	43.3% (403)	24.7% (230)	23.5% (219)	3.0% (28)	0.8% (7)	4.6% (43)
Facilities	44.6% (413)	23.4% (217)	22.0% (204)	7.1% (66)	1.4% (13)	1.5% (14)
Range of services	55.0% (505)	28.5% (262)	12.4% (114)	1.6% (15)	0.3% (3)	2.1% (19)
Customer service	57.6% (532)	24.4% (225)	13.2% (122)	1.2% (11)	0.4% (4)	3.1% (29)
Quality of services	62.3% (576)	22.7% (210)	12.2% (113)	1.1% (10)	0.3% (3)	1.3% (12)

Note: Number of respondents in parentheses.

The mean of each rating for the different types of respondents is indicated in Table F-5. The means show that on average participants rated the various aspects of program quality as being *better* or *much better than they expected.* An analysis of variance revealed that there was one significant difference found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents' mean ratings for the program on range of services was significantly higher than the means of active duty Navy respondents, [$F(1, 1437) = 4.88, p = .027$]. There were no significant differences however, found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for hours [$F(1, 1412) = .016, p = .899$]; facilities [$F(1, 1452) = 2.00, p = .157$]; customer service [$F(1, 1425) = 1.25, p = .264$]; quality of services [$F(1, 1455) = .679, p = .410$]; or value for your dollar [$F(1, 1162) = .805, p = .370$].

Table F-5.
CREDO Program
Mean Ratings: Program Quality Measures by Type of Respondent

	All respondents	Active duty Navy respondents	All other respondents
Hours	4.12	4.13	4.12
Facilities	4.07	4.12	4.04
Range of services	4.35	4.29 *	4.39
Customer service	4.44	4.47	4.42
Quality of services	4.49	4.51	4.48

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest rating (i.e., *much better than expected*) and one would represent the lowest rating (i.e., *much worse than expected*).
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Participants were asked several questions about how the program affects QOL, and also the program's impact on readiness (i.e., outcome measures). Participants were further asked about the intended purposes of the program and the program contribution to QOL in the military (i.e., *Reasons for Being*). Overall the results for each of these items was positive (see Table F-6). The majority of respondents agree that the CREDO program contributes to the quality of life in the military. Over 95 percent of the active duty Navy respondents and all other respondents agree that the program is one way in which the Navy shows concern for members and their families (see Tables F-7 and F-8). Furthermore, the majority of the active duty Navy service members agree that the program allows them to concentrate more on their duties and contributes to their overall readiness.

Table F-6.
CREDO Program
All Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
Quality of life	64.7% (954)	23.8% (351)	9.6% (141)	1.3% (19)	0.6% (9)	N/A
Concern	81.5% (1235)	16.0% (242)	2.0% (31)	0.4% (6)	0.1% (1)	N/A
Satisfaction	49.3% (732)	29.5% (438)	15.2% (226)	1.8% (26)	0.5% (8)	3.6% (54)
Concentrate	45.9% (426)	30.9% (287)	16.6% (154)	2.9% (27)	1.2% (11)	2.6% (24)
Readiness	51.0% (477)	34.1% (319)	13.2% (123)	1.3% (12)	0.4% (4)	N/A

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., Navy and other).

Table F-7.
CREDO Program
Active Duty Navy Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
Quality of life	68.0% (379)	23.0% (128)	7.4% (41)	0.9% (5)	0.7% (4)	N/A
Concern	80.1% (447)	17.9% (100)	1.3% (7)	0.5% (3)	0.2% (1)	N/A
Satisfaction	48.3% (269)	30.3% (169)	16.7% (93)	2.3% (13)	0.9% (5)	1.4% (8)
Concentrate	46.3% (255)	31.4% (173)	16.9% (93)	2.2% (12)	1.3% (7)	2.0% (11)
Readiness	52.0% (288)	35.6% (197)	11.0% (61)	1.1% (6)	0.4% (2)	N/A

Note: Number of respondents in parentheses.

Table F-8.
CREDO Program
All Other Respondents: Outcome Measures and Reasons for Being Items

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
Quality of life	62.9% (568)	24.4% (220)	10.7% (97)	1.4% (13)	0.6% (5)	N/A
Concern	82.5% (776)	14.8% (139)	2.4% (23)	0.3% (3)	0	N/A
Satisfaction	50.2% (458)	29.3% (267)	14.1% (129)	1.3% (12)	0.2% (2)	4.8% (44)
Concentrate	45.3% (169)	30.3% (113)	16.1% (60)	3.8% (14)	1.1% (4)	3.5% (13)
Readiness	49.7% (186)	31.8% (119)	16.3% (61)	1.6% (6)	0.5% (2)	N/A

Note: Number of respondents in parentheses.
Shaded items answered by active duty service members only (i.e., other service).

Participants were asked an additional question about the program contribution to quality of life in the military (i.e., *Reasons for Being*). Participants were asked if the program had helped them cope with the stresses of military life. The majority of respondents (both active duty Navy and all other participants) indicated that the program had helped them a great deal in coping with the stresses of military life (see Table F-9).

Table F-9.
CREDO Program
Coping With Stress Reasons for Being Item by Type of Respondent

	It has helped a great deal	It has helped quite a lot	It has helped somewhat	It has helped a little	It has not helped at all
All respondents	57.3% (809)	26.8% (378)	11.3% (160)	3.7% (52)	0.9% (13)
Active duty Navy respondents	55.2% (285)	28.9% (149)	12.0% (62)	3.1% (16)	0.8% (4)
All other respondents	58.9% (519)	25.4% (224)	10.6% (93)	4.1% (36)	1.0% (9)

Note: Number of respondents in parentheses.

The mean score for each impact item is reported in Table F-10. The means indicate that on average participants either *agree* or *strongly agree* with the items. An analysis of variance revealed that there were significant differences found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings. All other respondents' mean rating for the program measure of satisfaction was significantly higher than the mean of active duty Navy respondents, [$F(1, 1415) = 4.74, p = .030$]. Furthermore, active duty Navy

respondents' mean rating for the program contributing to their quality of life in the military was significantly higher than the mean of all other respondents, [$F(1, 1458) = 4.89, p = .027$]. There were no significant differences however, found in the means of the active duty Navy respondents' ratings when compared to all other respondents' ratings for concern [$F(1, 1497) = .669, p = .414$]; cope with stress [$F(1, 1395) = .243, p = .622$]; readiness [$F(1, 926) = 3.01, p = .083$]; or concentrate [$F(1, 898) = .164, p = .686$].

Table F-10.
CREDO Program
Mean Ratings: Outcome Measures and Reasons for Being Items by Type of Respondent

	All respondents	Active Duty Navy Members	All Other Respondents
Quality of life	4.51	4.57 *	4.48
Concern	4.78	4.77	4.79
Satisfaction	4.30	4.25 *	4.34
Cope with stress	4.36	4.35	4.37
Concentrate	4.20	4.22	4.19
Readiness	4.34	4.38	4.29

Note: Mean scores do not include the *don't know/NA* category.
The mean may range from a score of one to five, where five would represent the highest agreement (i.e., *strongly agree* or *helped a great deal*) and one would represent the lowest agreement (i.e., *strongly disagree* or *did not help at all*).
Shaded items answered by active duty service members only.
A significant difference between mean ratings is indicated by an asterisk, ($p < .05$).

Modeling the Relationship between the Program Meeting Needs and Impacting Outcomes

The relationship between patron ratings of the CREDO program (a mean score of the *Reasons for Being* items and program quality items) and the military outcomes of personal readiness and career intentions was modeled using SEM. The modeling also examined the impact of incorporating QOL as a mediating variable in the saturated model. This test of the potential mediating effect of QOL on the relationship would help us understand how Navy QOL programs impacted these outcomes. If QOL served as a mediator variable, one could expect that a program would have a direct and immediate impact on the outcome variable and an attenuated relationship among the exogenous variables (i.e., the mean score of the *Reasons for Being* items and program quality items) and endogenous variables (i.e., readiness and career intentions). Additionally, a multiple regression analysis was conducted to identify which variables contributed more to predicting readiness and career intentions.

Path Analysis/Structural Equation Modeling

Results support the notion that there is a partial mediating effect of QOL on program ratings on *Reasons for Being* (RFB) and the outcome measure of readiness (RFB/QOL/readiness [$t = 3.16, p < .05$]). There is a direct, positive, and strong relationship between RFB and readiness and it is moderately influenced by adding QOL to the model. The program quality/readiness path was not significant and this relationship was not mediated by QOL (program quality/QOL/readiness [$t = 1.72, p > .05$]). RFB and QOL work together to impact patron ratings of readiness.

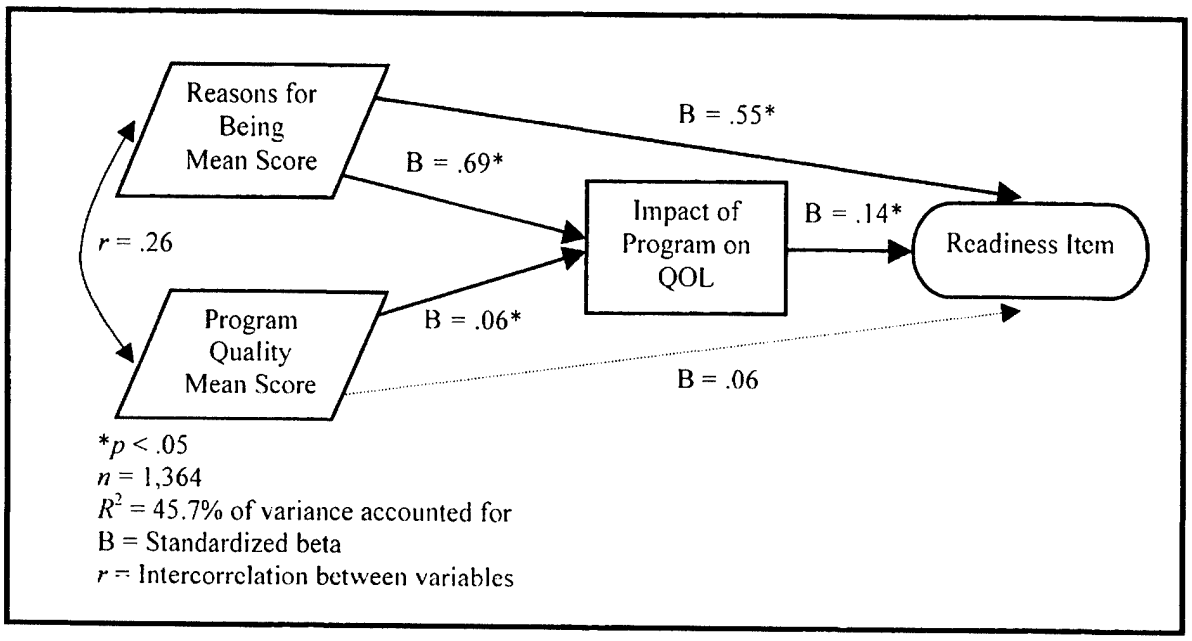

Figure F-1. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Readiness (saturated model).

The indirect effect for the RFB/QOL/Career Intention path is not significant (RFB/QOL/Career Intention [$t = -0.42$ $p > .05$]) although the direct path between RFB and Career Intention is significant. This suggests that RFB has a direct impact on career intentions which is not mediated by QOL. The program quality/QOL/career intentions path (program quality/QOL/career intentions [$t = -0.41, p > .05$]) was also not significant as was the direct relationship between program quality and career intentions. There a significant (but small) direct relationship between the CREDO program meeting patron needs (as measured by RFB) and career intentions. The relationship between program quality and career intentions was not significantly related.

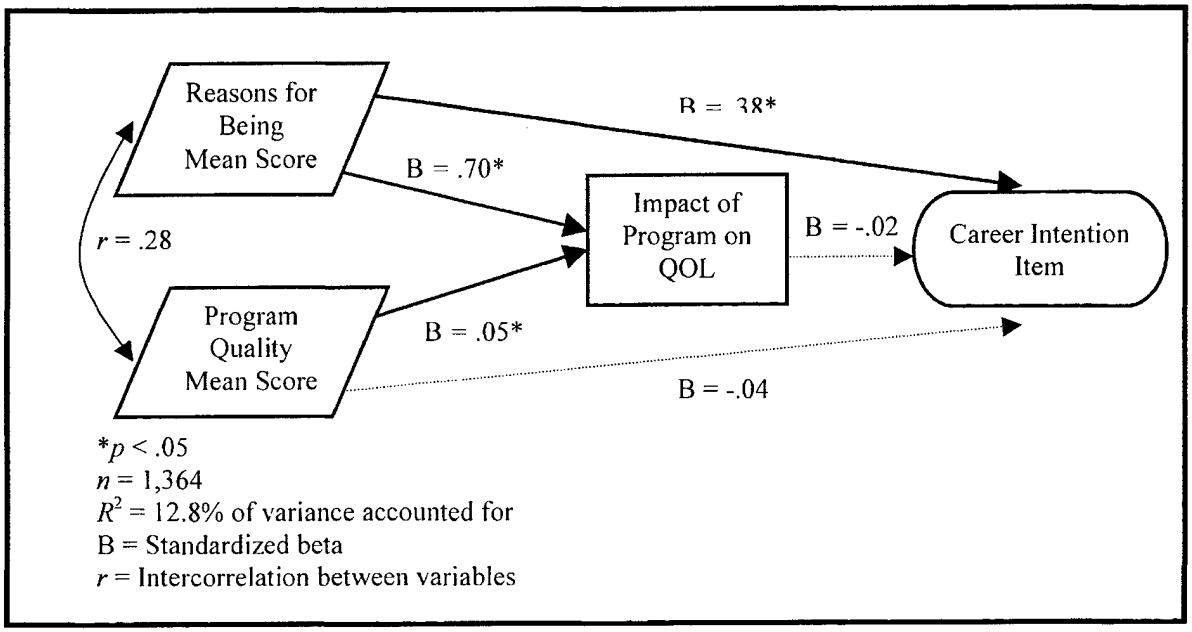

Figure F-2. Structural Equation Modeling Results: Strength of Relationship between RFB, Program Quality, QOL, and Career Intentions (saturated model).

Multiple Regression Analysis

For this analysis four predictor variables were entered simultaneously: each of the RFB items (i.e., Satisfaction, Concern, and Concentration) and mean rating of program quality (see Table F-11). When examining the relationship among these variables and QOL, "Satisfaction with Military Life," "Concern for Sailors and their Families," and "Concentrate on One's Job" are significant predictors while program quality was not significant. With readiness as the criterion variable, "Satisfaction with Military Life," "Concentrate on One's Job," and program quality were significant predictors while "Concern for Sailors and their Families" was not. With career intentions as the criterion variable, "Satisfaction with Military Life," "Concern for Sailors and their Families," and "Concentrate on One's Job" were significant predictors while program quality was not significant. As found with multiple regression analyses with other programs, there is a marked difference in variance accounted for when comparing the criterion variables. Also, a large proportion of variance was accounted for in predicting QOL and readiness (49% and 52% of variance, respectively) in contrast to nine percent accounted for in predicting career intentions—a relatively small relationship (Cohen, 1988). Additionally, when examining the weight of the standardized coefficients, "Concentrate on One's Job" was the strongest predictor for readiness and career intentions while "Satisfaction with Military Life" is the strongest predictor for QOL. Additionally, the variable "Concern for Sailors and their Families" was significantly related to patron ratings for each of the criterion variables.

Table F-11.
CREDO Program
Multiple Regression Analysis: Relationship of Program to QOL, Readiness, and Career Intentions

Model and Components/Variables	*B*	*β*
Quality of Life[a]		
Satisfaction with military life	.332	.439*
Concern for Sailors and their families	.224	.169*
Program helps me concentrate on my job	.164	.220*
Mean score of program quality items	.041	.045
Readiness[b]		
Satisfaction with military life	.142	.157*
Concern for Sailors and their families	.070	.045
Program helps me concentrate on my job	.515	.576*
Mean score of program quality items	.081	.071*
Career Intentions[c]		
Satisfaction with military life	.170	.118*
Concern for Sailors and their families	.329	.130*
Program helps me concentrate on my job	.201	.142*
Mean score of program quality items	-.070	-.040

[a] $n = 550$; $R^2 = .49$; $F(4, 545) = 132.30$*
[b] $n = 542$; $R^2 = .52$; $F(4, 537) = 146.69$*
[c] $n = 466$; $R^2 = .09$; $F(4, 461) = 11.54$*
*$p < .05$

Distribution

Commander Navy Personnel Command (PERS-6)
Director, Morale, Welfare, & Recreation (PERS-65)
Director, Fleet and Family Service Center Programs (PERS-66)
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