

## **Military Page Case Studies**

### **Nationwide Recreational Boating Safety Survey (United States Coast Guard)**

SRG conducted a national survey of all fifty states and several territories about boating experiences in order to assist in developing boating safety policy. This project for the U.S. Coast Guard consisted of a multi-level mail-out survey of 12,500 registered boaters and a screening telephone survey of over 50,000 citizens, with an objective of identifying and conducting an in-depth interview of a stratified random sample of 12,500 non-registered boaters.

Additional services included development of the questionnaire, pilot testing the survey using focus groups, writing the methodological plan, data processing and management, data return, and a report of findings and technical report.

### **Organizational Climate Survey (Army Medical Command)**

SRG conducted an annual web-based survey of approximately 55,000 military healthcare personnel in both the continental United States and overseas locations. The goal of the project was to understand how those personnel perceived various aspects of their organizational climate.

Services included development of the climate survey, annual revisions to the survey, pilot testing the CCS using focus groups, administration of the web survey, and data management and analysis. Based on the results, actionable recommendations were provided in order to assist in developing and implementing strategies that improve the work environment of the employees and the quality of services provided. In addition to an overall final report, over 60 comprehensive reports were generated for individual organizations.

### **Survey of Parent and Student Satisfaction (United States Pacific Command)**

SRG conducted a three-year survey of all military families with students enrolled in public schools statewide to determine levels of satisfaction with various aspects of the schools and identify potential areas of dissatisfaction for continuous improvement.

Services included a mail-out survey to parents and students, development and administration of a Web-based survey option, and data management and analysis. SRG prepared a comprehensive report, including a regression analysis which incorporated school-level demographics to predict satisfaction with the schools. In addition to analysis of parent and student attitudes, each survey wave was supplemented with an analysis of

students' standardized test scores to provide an objective assessment of student performance.