

United States Air Force Reserve

Integrity - Service - Excellence

HQ RIO

Making it Easy to Serve

Survey Summary



Col Amy Boehle
HQ RIO/CC
16 October 2020

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Survey Results Outbrief

- Executive Summary (Slides 3 – 9)
 - Results by Question (Slides 10 – 39)
 - Current Initiatives to Make it Easier to Serve (Slide 40)
 - Link to full survey responses - <https://www.surveymonkey.com/results/SM-JQCTF86H7>
 - Link to current initiatives to “Make it Easier to Serve” - www.arpc.afrc.af.mil/HQ-RIO/easy-to-serve-initiatives
 - The credit for the hard work that went into compiling these results go to the following 4 IMAs
 - Lt Col Jessica Schafer, PhD
 - Col Charles Rich
 - Lt Col Erin Karl
 - Maj Sergio Apedaile
-



Survey Background

This survey was vetted and approved through the Air Force Survey Office and administered by HQ RIO from 13 July to 13 August 2020 via Survey Monkey. It was advertised to IRs via myPers emails, Facebook posts, RIO Connect app notifications, and direct emails from the detachments.

These slides aim to show the full results of the multiple choice questions and an overview of the open ended questions and responses.

The complete, unedited answers from all 1,431 respondents can be found at this link:

<https://www.surveymonkey.com/results/SM-JQCTF86H7>

	Actual IR Composition	Number of IRs Who Completed the Survey	Survey Turnout
Total	7,611	1,431	18.8%



Best Part of Being an IR

	Percentage	Total	Element	Theme Category
> 1/2 or 51.56%	26.85%	516	Continue service on a flexible, independent schedule	Flexibility
	12.70%	244	Maintain service to nation / time in service	Service
	12.02%	231	Provide meaningful contribution and support to multiple AD areas/ serve alongside AD and help them meet their Mission requirements / enjoy OPTEMPO / connection to mission	Support Active Duty
> 2/3 or 68.63%	8.22%	158	Adaptive schedule to meet needs of family time and / or professional job	Flexibility
	2.97%	57	Leverage my talents in multiple ways; provide expertise	Personal fulfillment
	2.97%	57	Being a part of a team / belonging to something / connection to others	Comraderie
	2.91%	56	Benefit from synergies of mil/civ careers	Experience
	2.76%	53	Opportunities for serving and upward mobility; expanded worldview	Experience
> 3/4 or 76.69%	2.65%	51	Making a positive impact; contribute	Personal fulfillment
	2.65%	51	You are in control of your career and how you serve	Experience
	2.19%	42	Pride in doing something; proud of serving	Personal fulfillment
	2.03%	39	Working with great people	Comraderie
	1.87%	36	Assisting others; helping next generation; help out	Personal fulfillment
	1.77%	34	Balances or broadens my experience	Experience
	1.56%	30	Retirement; continuing AD benefits	Benefits
	1.40%	27	Ways to serve (types of orders); support multiple missions / units	Flexibility
	1.35%	26	Maintain control of life; helps mil-to-mil families (spouse) continue their service	Personal fulfillment
	1.35%	26	Weekends back!	Flexibility

Total Analyzed Responses
1,097 (96.48%) of 1,137

Total Discarded Responses*
39 (3.43%) of 1,137

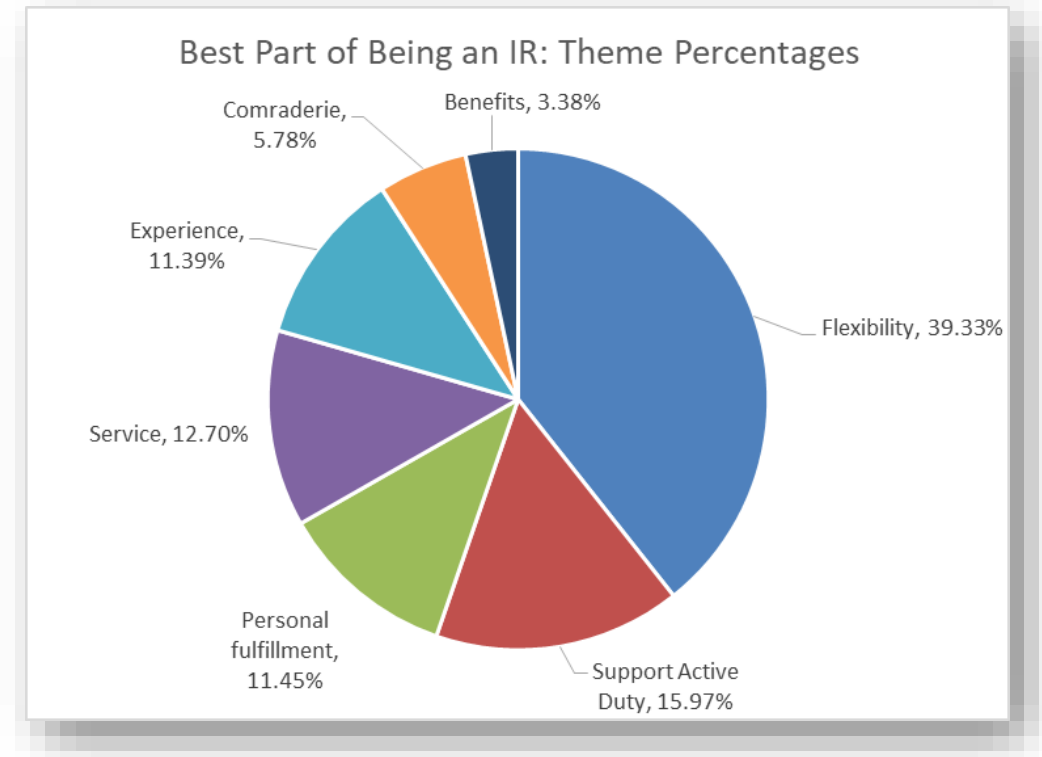
*answered none or n/a



Best Part of Being an IR

Maintain Flexibility (39.33%)

- Control my schedule's flexibly independently
- Adapt my schedule to meet personal needs
 - Surge or ebb support to accommodate personal situations, family time, and/or civilian job
 - Get my weekends back
- Serve flexibly through multiple orders types and more than one mission/unit
- Move only when I need to
- Work from anywhere



Total Analyzed Responses:	1,097	96.48%	of 1,137
Total Discarded Responses*:	39	3.43%	

*answered none or n/a



Best Part of Being an IR

Support Active Duty (15.97%)

- Provide meaningful contribution and support to meet mission requirements
- Maintain a connection to the mission
- Problem-solve AD needs, serve alongside them, but not be on AD

Gain Personal Fulfillment (11.45%)

- Leverage my talents in multiple ways, including to provide expertise
- Making a positive impact
- Pride in contributing
- Love to help and assist others, especially mentoring and supporting next generation
- Maintain control over personal and professional decisions

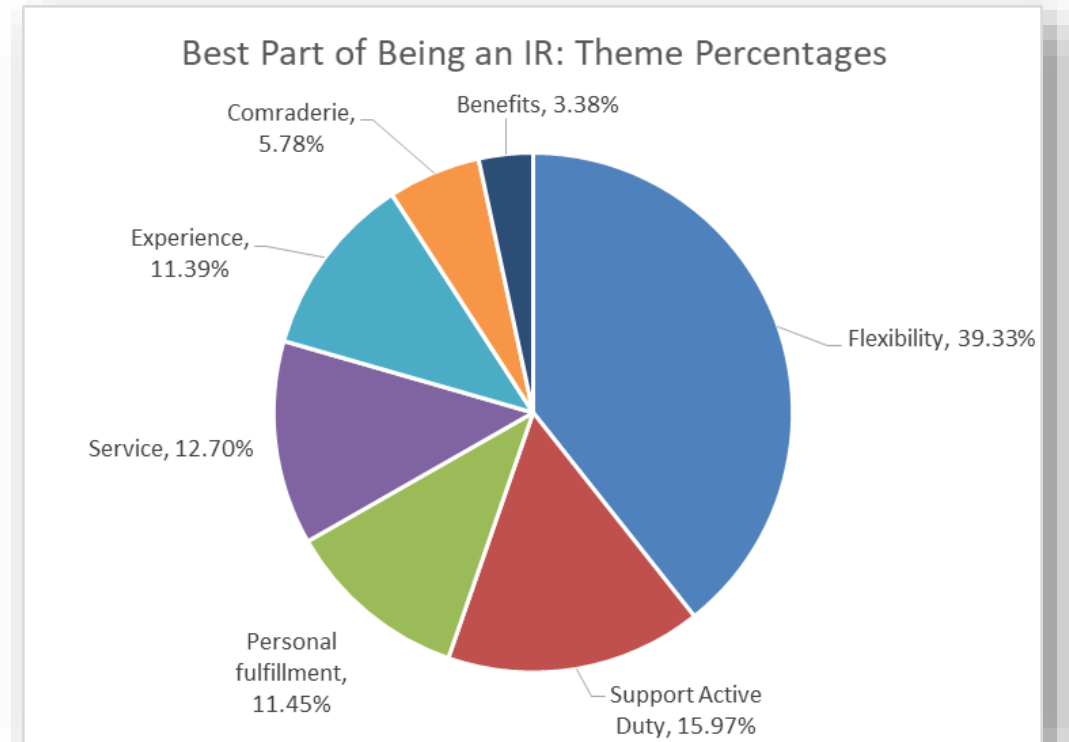
Continue Service (12.70%)

- Serve the nation / wear the uniform

Build Experience (11.39%)

- Synergies of mil/civ careers, networking, and creating opportunities for serving and upward mobility that balances/broadens professional experience
- Control career and how you serve; choose whether or not to travel
- Networking with a different professional community

IRs desire a connection to each other and the Active Duty mission.



IRs want to make meaningful contributions to the mission and a positive impact on people.



How AFRC Can Make IRs' Service Easier

	%	Total	Element	Category
} > 1/2 or 52.34%	8.55%	168	Train Det personnel to improve their support - speak to a live person	Improve Personnel Support
	8.49%	167	Improve Orders Process/Pay	Reduce Paperwork Required and Adapt Processes
	7.53%	148	Consolidate where to find information and distribute to multiple platforms	Communicate common information to account for attrition
	6.15%	121	Streamline number of personnel systems to accomplish tasks	Improve IT Systems/Support
	6.05%	119	Improve travel voucher processing	Reduce Paperwork Required and Adapt Processes
	5.60%	110	Educate and market to RegAF leaders/supervisors how to benefit from RC; missed opportunity for leveraging talents of reservists; what AD hopes to gain from an IR position	Educate and Market Reservists' Purpose
} > 2/3 or 68.63%	5.04%	99	Provide common "How to guides", streamlined orders process, timelines, especially transition info	Communicate common information to account for attrition
	4.93%	97	Overhaul readiness requirements: fitness, medical, training	Reduce Paperwork Required and Adapt Processes
	4.37%	86	Provide responsive personnel systems	Improve Personnel Support
	3.71%	73	Improve medical readiness processes; (just as AD has access to VA system establish portability between IR civ/mil sys); access to local mil med	Reduce Paperwork Required and Adapt Processes
	3.66%	72	Enable IT System Efficiencies	Improve IT Systems/Support
	3.36%	66	Enable people who can provide local support - URC or other admin liaison (BIMAA)	Improve Personnel Support
} > 3/4 or 76.69%	3.20%	63	Streamline IT System Access Requirements	Improve IT Systems/Support
	2.80%	55	Establish IR-to-IR mentorship	Career Advancement Support
	2.75%	54	Create a Talent Marketplace to match reservists with positions by skillset / local unit / MPA allocations, etc.	Career Advancement Support
	2.14%	42	Streamline number of IT systems needed for functions	Improve IT Systems/Support
	1.53%	30	CAC vs. No CAC requirements	Improve IT Systems/Support
	1.42%	28	Provide career support and advancement tailored to reservists and aligned with AD needs	Career Advancement Support
	1.27%	25	Govt Device vs. Personal Device	Improve IT Systems/Support

Total Analyzed Responses
1,073 (95.46%) of 1,124

Total Discarded Responses*
45 (4.00%) of 1,124



*answered none or n/a

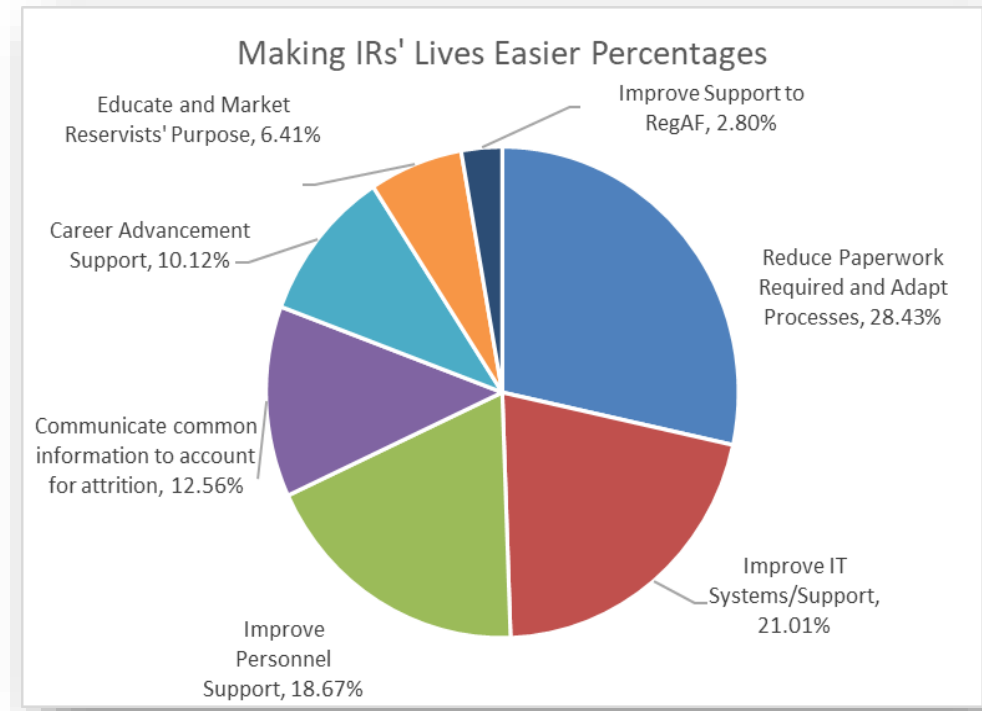


How AFRC Can Make IRs' Service Easier

Reduce Paperwork/Improve, Adapt, and Modernize Processes (28.43%)

- Improve orders request process and expedite receiving pay
- Improve travel systems (requests, voucher processing timelines, allowances for current out-of-pocket TDY expenses)
- Overhaul readiness requirements: fitness, medical, training (authorize or provide awareness of local military facilities)
- Improve medical readiness processes; (just as AD has access to VA system establish portability between IR civ/mil sys)
- Improve leave tracking & processing
- Increase telecommute considerations
- Simplify duty types/funding source (you are either in status or not)
- Align FY & R/R good year alignment
- Review TRICARE coverage issues

IRs desire simpler, streamlined processes and want to talk to a person to resolve unique issues



Total Analyzed Responses:	1,073	95.46%	of 1,124
Total Discarded Responses*:	45	4.00%	

*answered none or n/a



How AFRC Can Make IRs' Service Easier

Improve IT Systems/Support (21.01%)

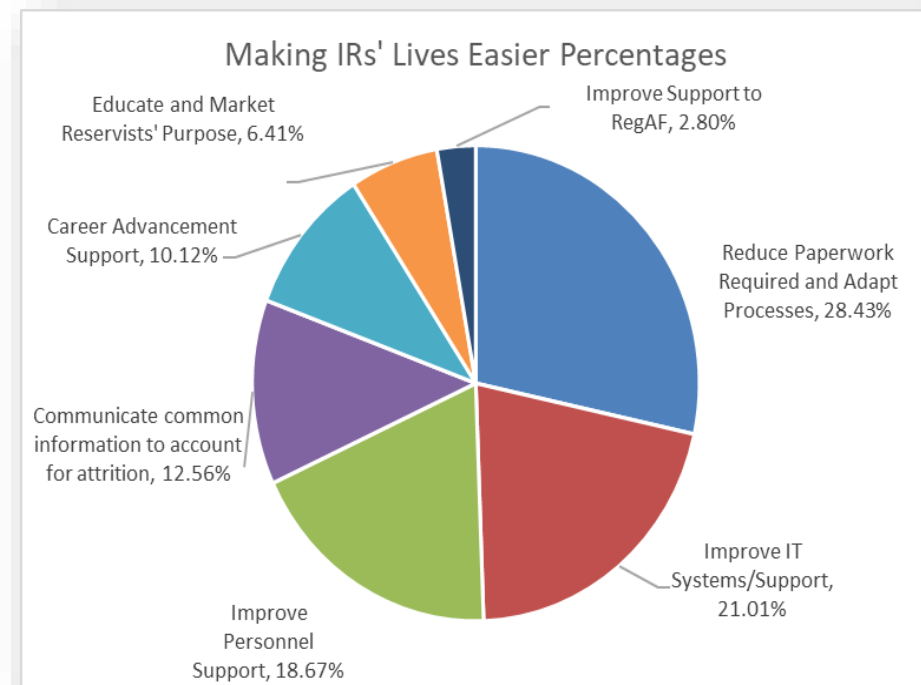
- Streamline number of personnel systems to accomplish tasks
- Streamline IT system access requirements
- Streamline number of IT systems needed for functions
- CAC vs. no CAC requirements
- Government device vs. personal device
- Automate alerts from single system when individual has any pending actions (readiness, training, signature, etc.)

Improve Personnel Support (18.67%)

- Train Det personnel to improve their support - speak to a live person
- Provide responsive personnel systems
- Enable people who can provide local support - URC or other admin liaison (BIMAA)

Communicate common information (12.56%)

- Consolidate where to find information and distribute to multiple platforms
- Provide common "How to guides", streamlined orders process, timelines, especially transition info



Career Advancement Support (10.12%)

- Establish IR-to-IR mentorship
- Create a Talent Marketplace to match reservists with positions by skillset/local unit/MPA allocations, etc.
- Provide career support and advancement tailored to Reserves and aligned with AD needs
- Overhaul OPR/EPR system

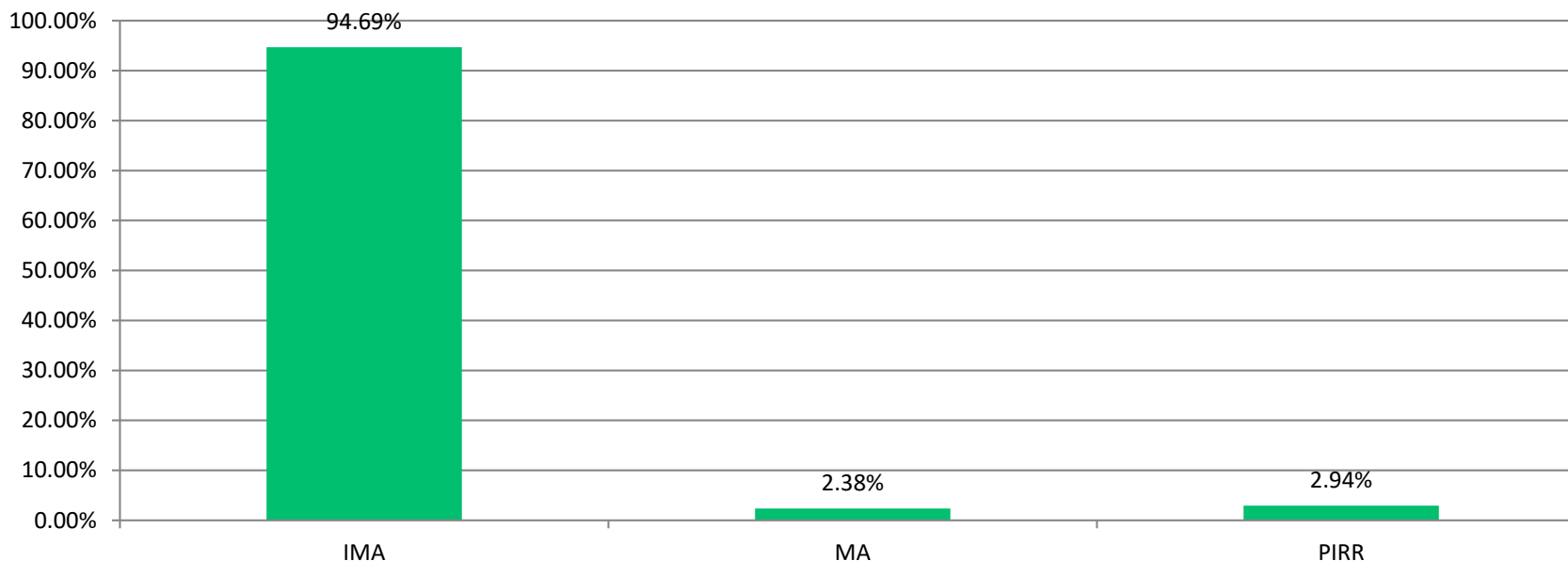


Individual Survey Question Responses



Question 1

Q1: Are you an Individual Mobilization Augmentee (IMA), Mobilization Assistant (MA), or Participating Individual Ready Reservist (PIRR)?



	Actual IR Composition		Survey's IR Composition		Survey Turnout by this Demographic
IMA	7,150	93.9%	1,355	94.7%	19.0%
MA	67	0.9%	34	2.4%	50.7%
PIRR	394	5.2%	42	2.9%	10.7%
Total	7,611	100.0%	1,431	100%	18.8%

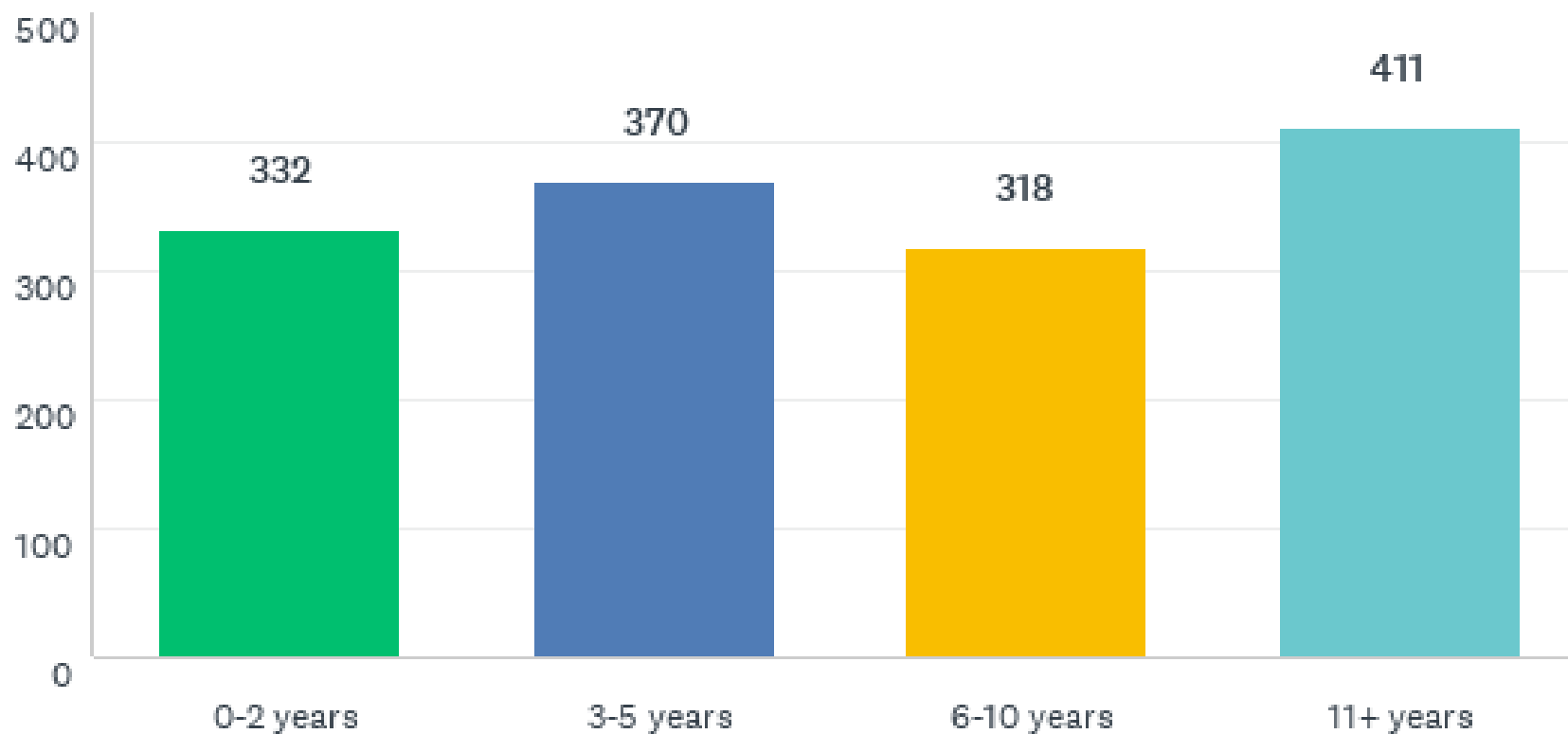
Answered: 1,431 Skipped: 0



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Question 2

Q2: Roughly how many total years have you been an IR?



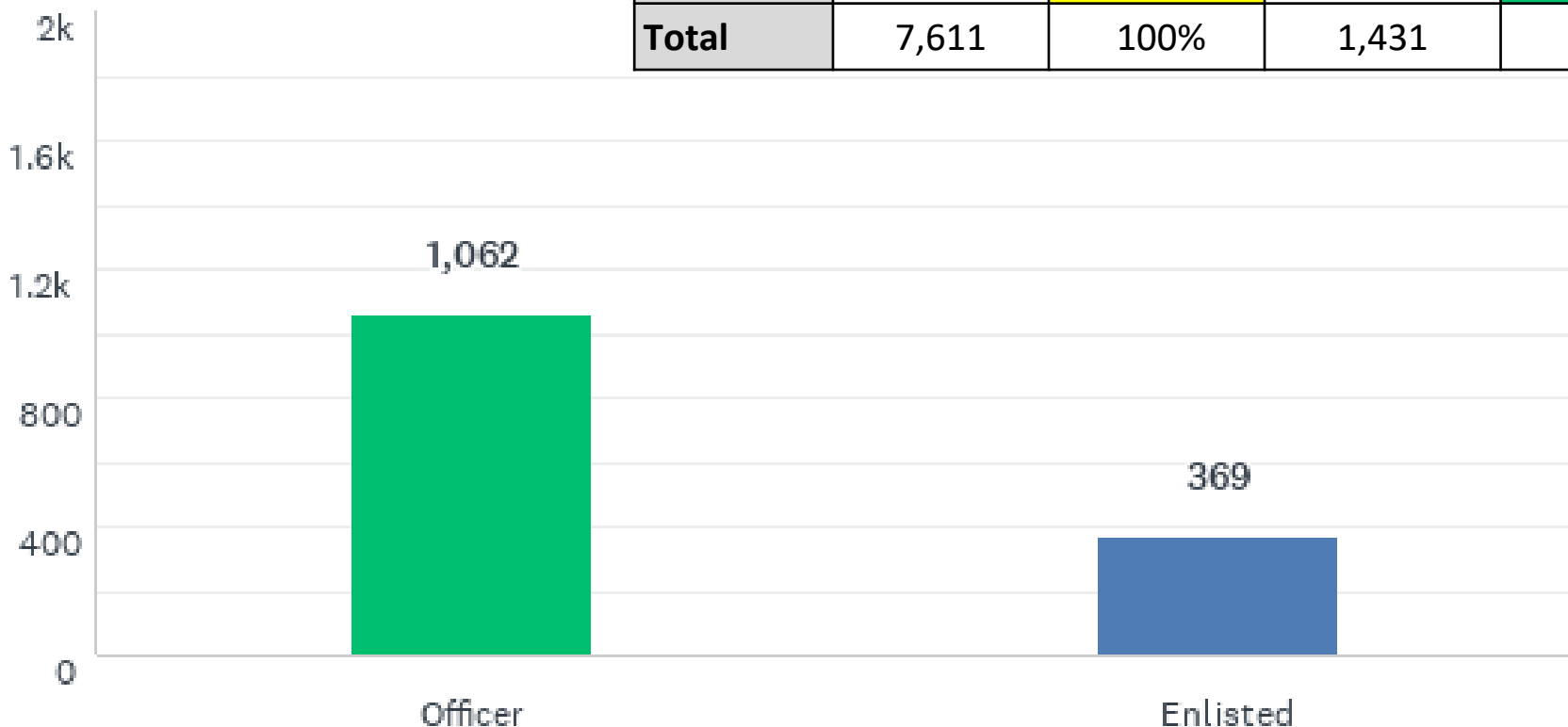
Answered: 1,431 Skipped: 0



Question 3

Q3: Are you an officer or enlisted IR?

	Actual IR Composition		Survey's IR Composition		Survey Turnout by this Demographic
Officer	4,718	62.0%	1,062	74.0%	22.5%
Enlisted	2,893	38.0%	369	26.0%	12.8%
Total	7,611	100%	1,431	100%	18.8%

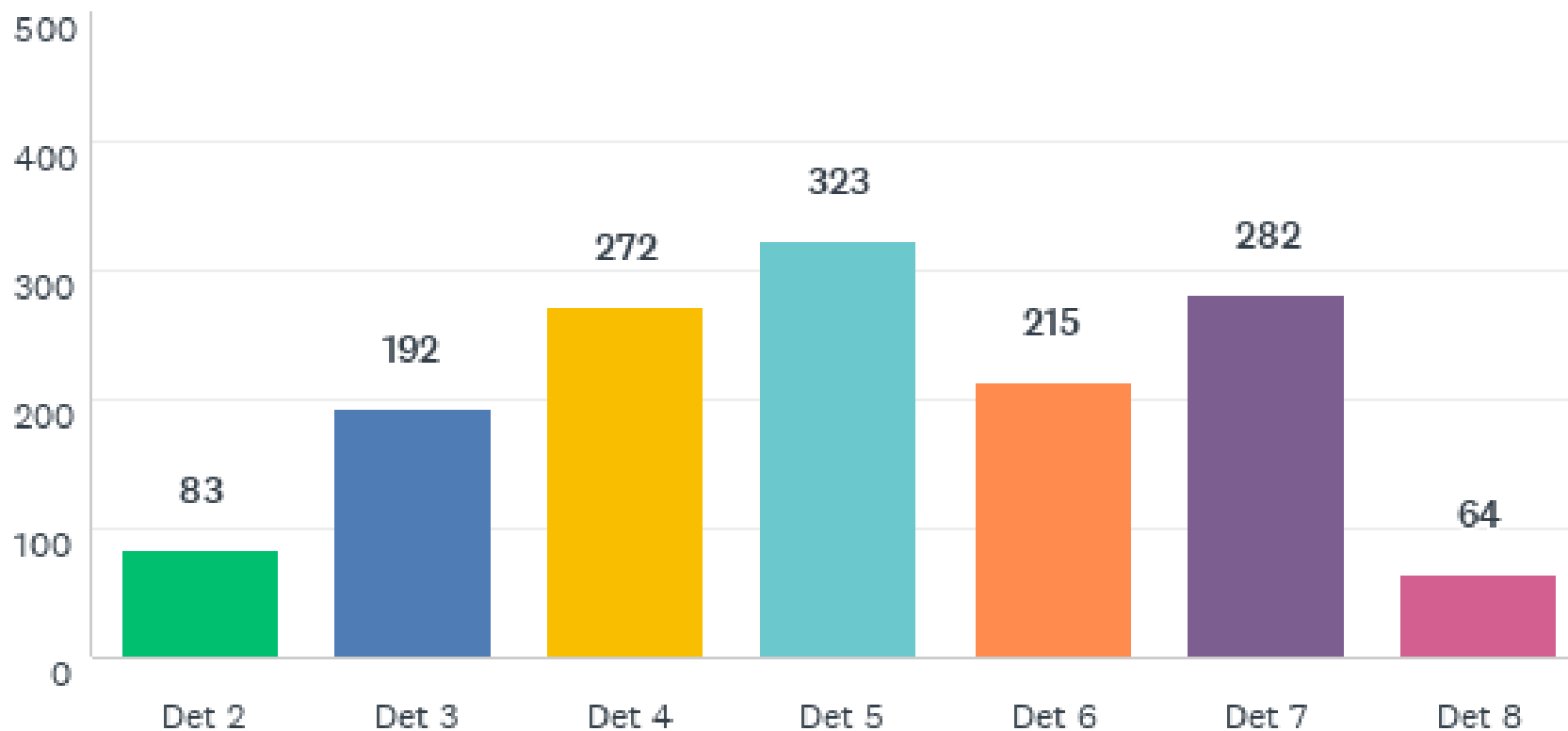




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Question 4

Q4: Which Detachment are you assigned to?



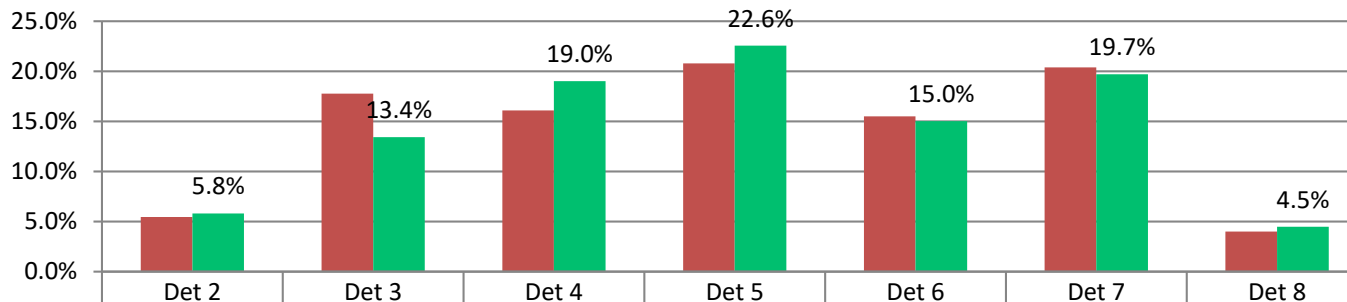
Answered: 1,431 Skipped: 0



Question 4 – Further Breakdown

Q4: Which Detachment are you assigned to?

Percentage Comparison

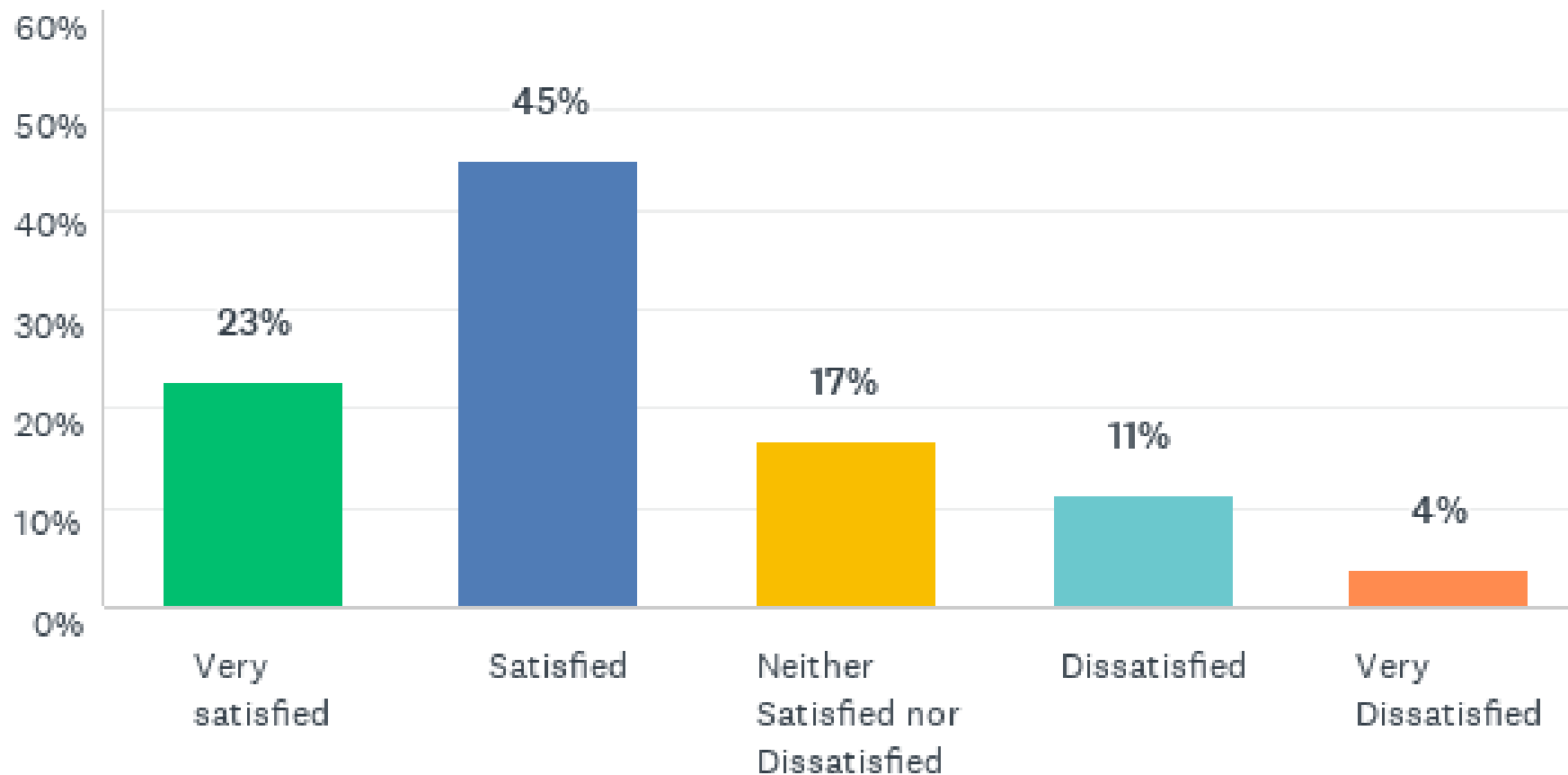


■ IRs Assigned to Dets	5.5%	17.8%	16.1%	20.8%	15.5%	20.4%	4.0%
■ IR Survey Respondents by Det	5.8%	13.4%	19.0%	22.6%	15.0%	19.7%	4.5%

	Actual IR Composition		Survey's IR Composition		Survey Turnout by this Demographic
Det 2	414	5.5%	83	5.8%	20.0%
Det 3	1,349	17.8%	192	13.4%	14.2%
Det 4	1,222	16.1%	272	19.0%	22.3%
Det 5	1,579	20.8%	323	22.6%	20.5%
Det 6	1,177	15.5%	215	15.0%	18.3%
Det 7	1,549	20.4%	282	19.7%	18.2%
Det 8	304	4.0%	64	4.5%	21.1%
Total	7,594		1,431		



Q5: How satisfied overall are you serving as an IR?





Q6: Why do you feel that way?

This was a question where respondents could type their answers. The most prevalent themes were a lack of support (Active Component and Reserve), issues with orders, and lack of communication.

“The difficulty in getting any reserve paperwork accomplished, from pay, to readiness updates, to travel ... I have to be an expert on the details, and it almost always takes multiple calls, emails to get anything accomplished.”

“The administrative and operational hurdles are wearing me down. The outdated IT systems and everything being extremely difficult to access and complete is tough on morale. I can never seem to get anything completed on the first try; it always takes multiple attempts”

months multiple Will accomplished etc customer service best plan USE asked access
 always program end still hours answers nothing things comes job requests
 IMAs problems training experience even given days anything difficult
 change one long members base systems seems need
 challenging help left years Also support AD unit IMA
 lack work IR time go unit emails Det guidance
 orders requirements process receive pay weeks reserve
 mission takes supervisor feel call make assigned hard leadership
 issues career trying AD never active duty reservists someone serve
 now understand know provide paperwork many information response person
 AF IMA program people active duty unit admin lot travel service UTAPS really



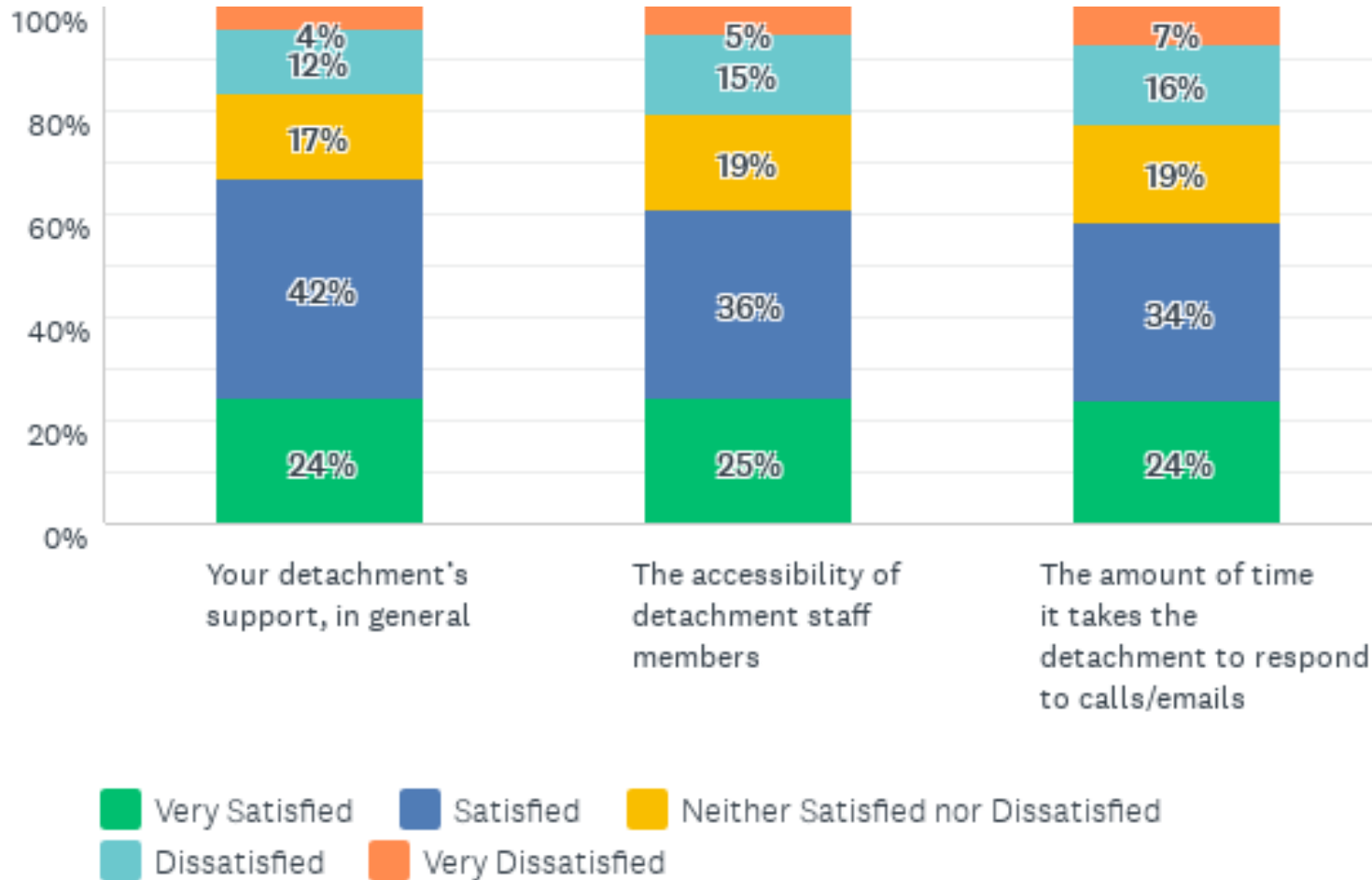
Q7: What status would you prefer to serve in next?

ANSWER CHOICES	RESPONSES	
IMA	19.42%	40
PIRR	1.46%	3
TR	24.27%	50
ART	0.00%	0
AGR	5.34%	11
Active Duty	6.80%	14
Retire	29.13%	60
Separate	13.59%	28
TOTAL		206

Answered: 206 Skipped: 1,225 (This question was only shown to those who answered DISSATISFIED or VERY DISSATISFIED)



Q8: Please indicate your level of satisfaction regarding your detachment for each of the following





Question 9

Q9: Please provide any comments or direct feedback for your detachment in the box below.

This was a question where respondents could type their answers. The answers varied widely, even within the same detachment, regarding the quality of support overall. Negative comments focused on getting orders approved more than a few days prior to their start date, voicemails and emails not being returned, and getting the “runaround” between the Det, RIO, and the active component unit. Positive comments spoke of the hard work done to support IRs with a small, yet helpful staff and recent improvements (last 6-12 months) overall.

“My Det does a great job answering questions and ‘getting to yes’ whenever possible. They are experts and help educate in a positive way when needed.”

“Black hole in terms of getting any assistance or even a return call/email.”

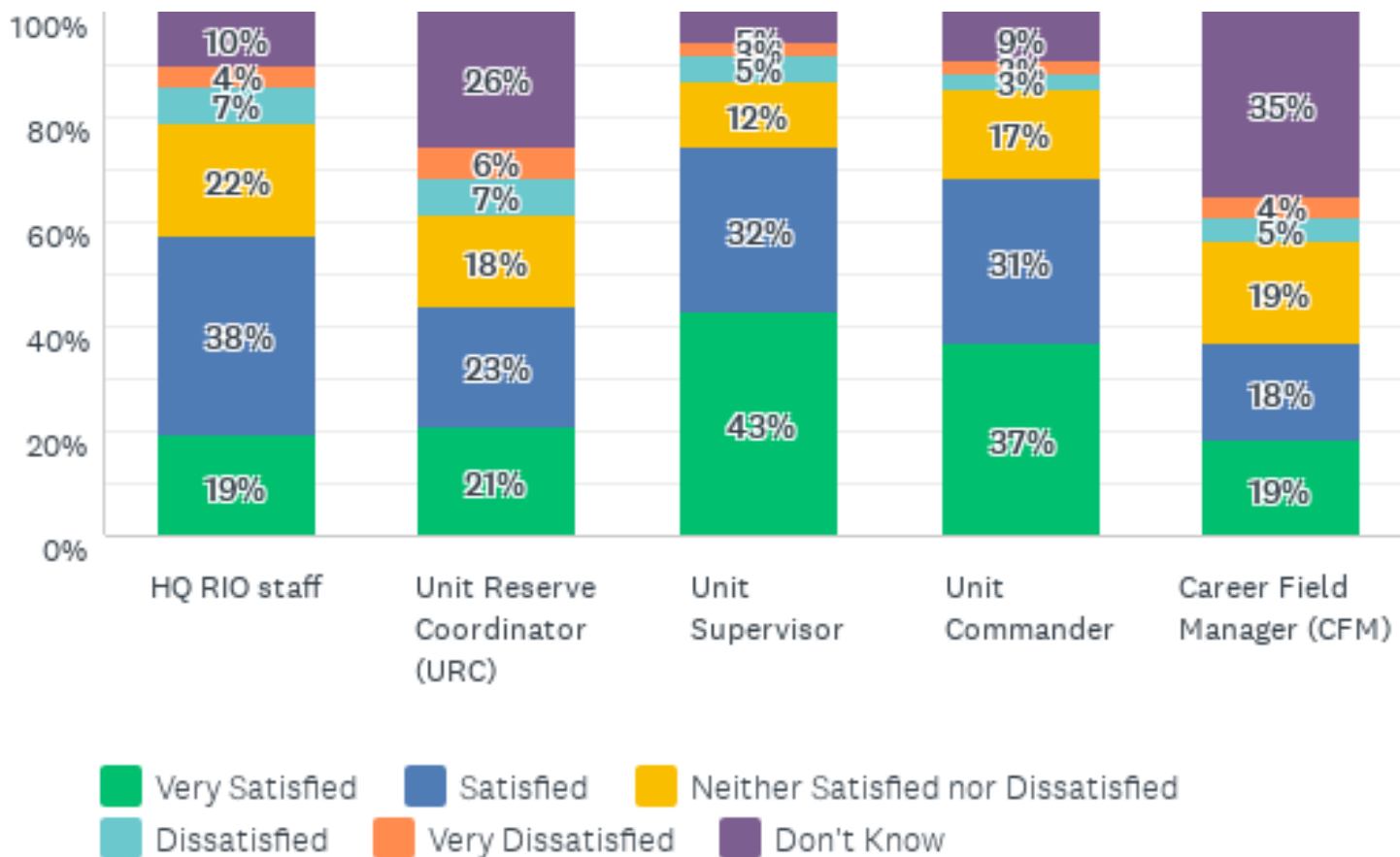
“The team at my Det is amazing, but they appear to be undermanned/under-resourced. Please ensure you properly assess the workload.”

someone little find IR asked anything often appreciate things give
responsive individuals even great IMAs sent also experience always
reached questions Thank received use helpful Reserves pay
now requests new years information answer take call
person know contact good still email COVID work
problem issues hard support one time respond
Det think need system detachment never
help lot IMA able response personnel orders told
members reservist communication say much
However process since made see unit MyPers go improved
change office provide many feel service understand way
Sometimes day difficult response time Will RIO really job try s people talk
seems staff



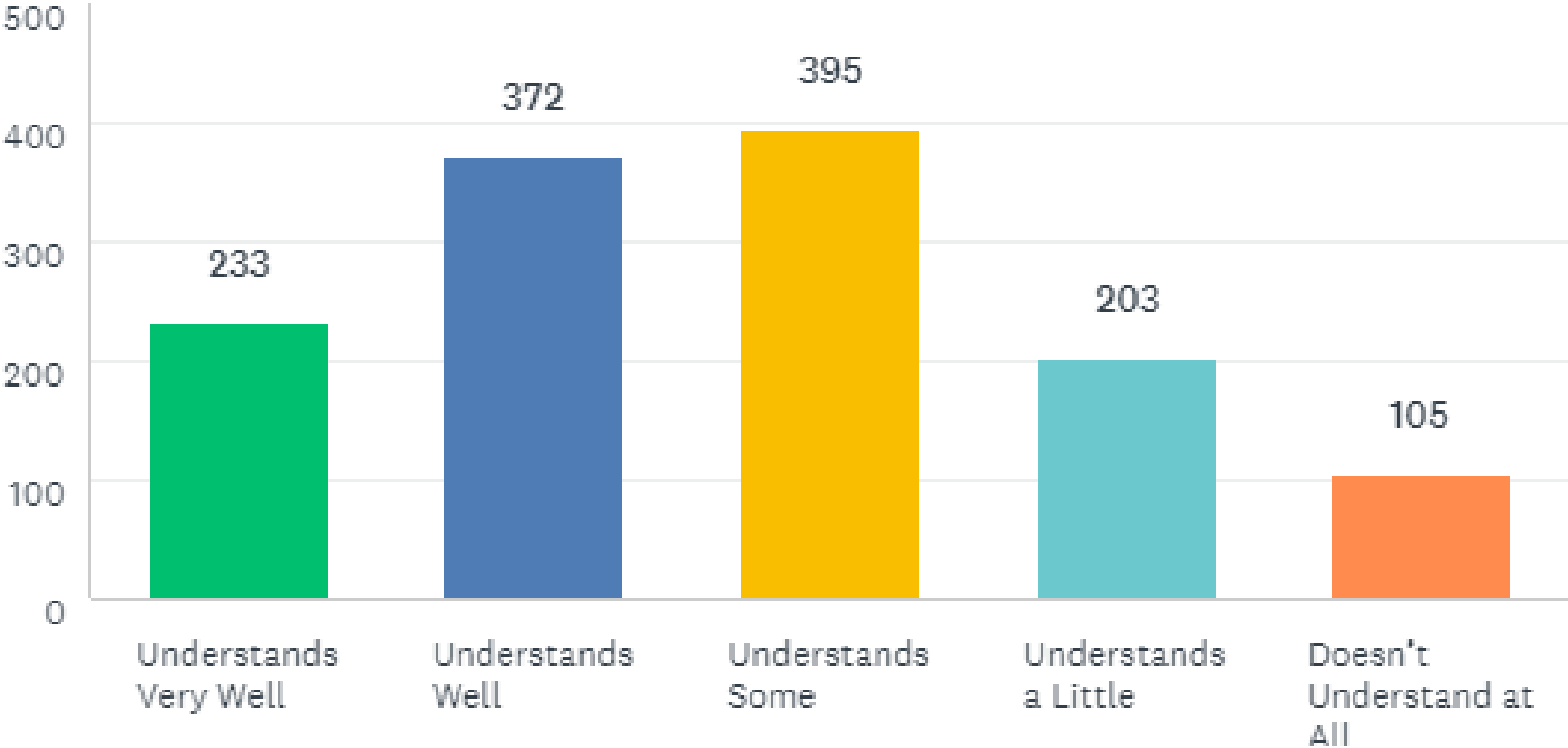
Question 10

Q10: In addition to your detachment, there are a number of people and organizations who supervise, support, or are involved in your career as an IR. Please rate your level of satisfaction with the support of each. If you don't know who the person/position is, mark "Don't Know."





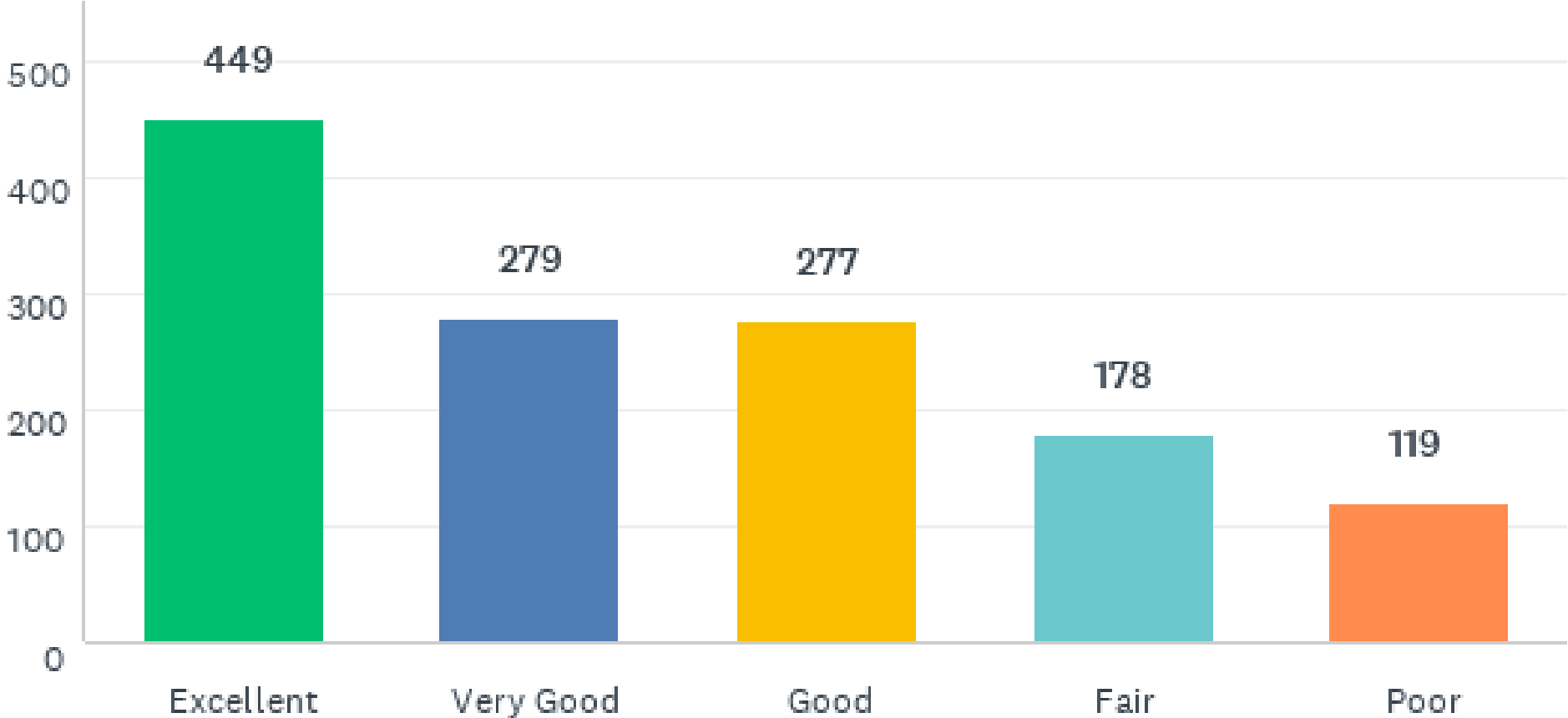
Q11: How well do you think your Unit Supervisor understands the IR program?





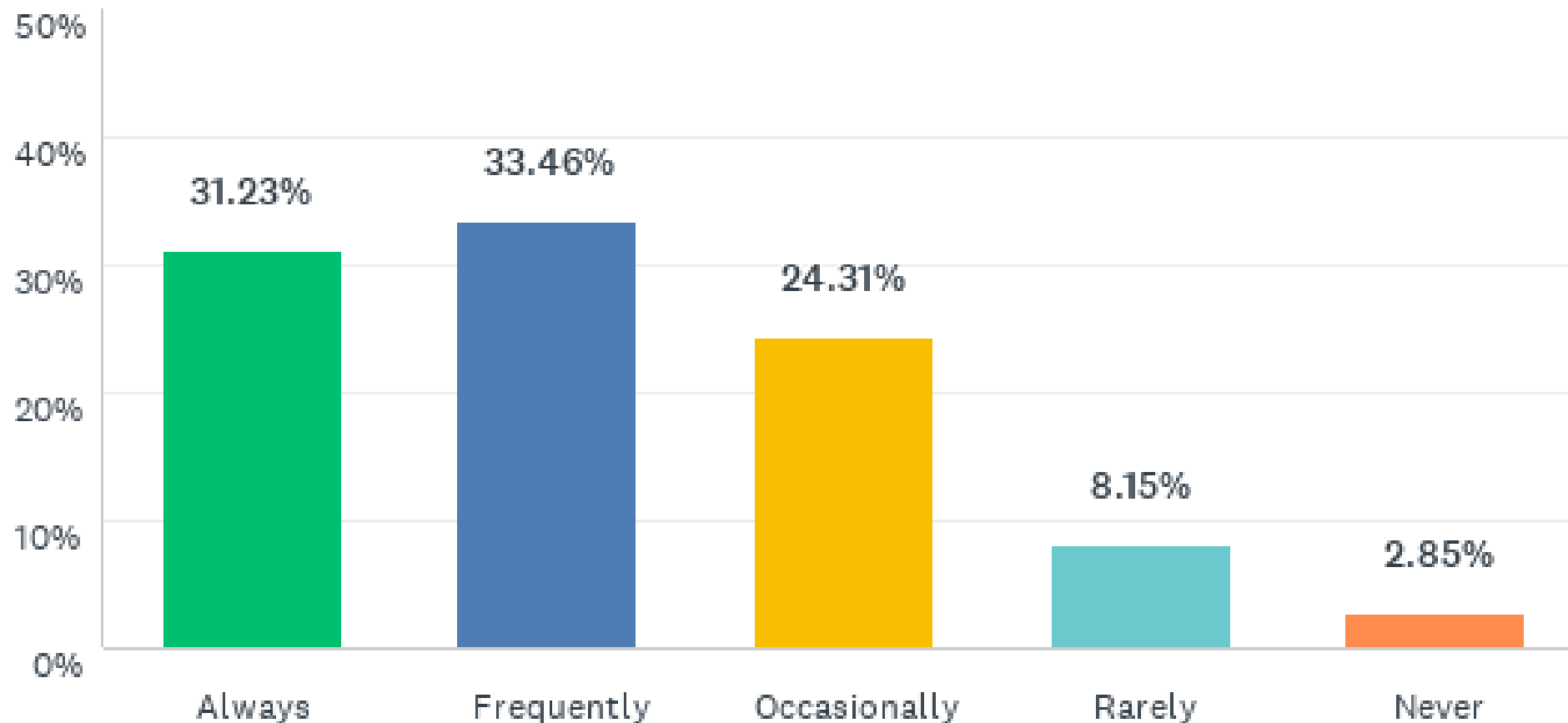
Question 12

Q12: How well does your Unit Supervisor perform in assigning you duties commensurate with your rank, skills, and experience?





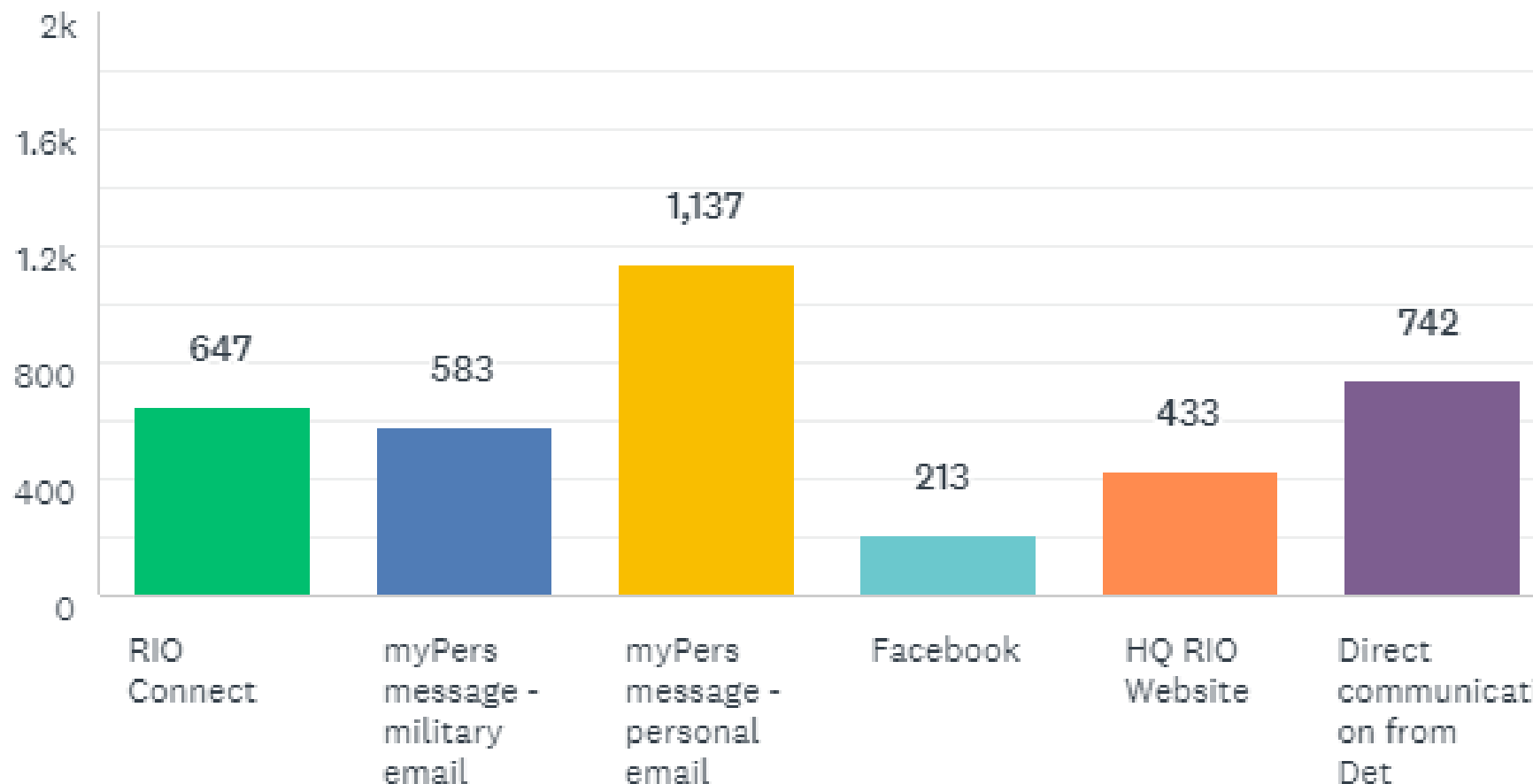
Q13: How often does your unit utilize your specific skills with meaningful work while in status?





Question 14

Q14: The following are methods HQ RIO uses to communicate with IRs. Check all methods you prefer HQ RIO use to provide you useful information.





Question 15

Q15: Please provide any ideas or suggestions you may have for a better method for HQ RIO to get information to you.

This was a question where respondents could type their answers. The RIO Connect phone app, especially the detachment-level group chat feature, received high praise, although adding a search feature and the ability to tailor notifications was mentioned. Members would also like to see an updated, streamlined HQ RIO website, and prefer messaging to be sent to personal email addresses.

“RIO Connect App is a game changer! Love it, and I have referred several new IMAs straight to the app and identified them to the right areas to answer basic questions. Great job, kudos to the RIO Connect team!!!!”

“Keep the website current and send anything timely to my personal email.”

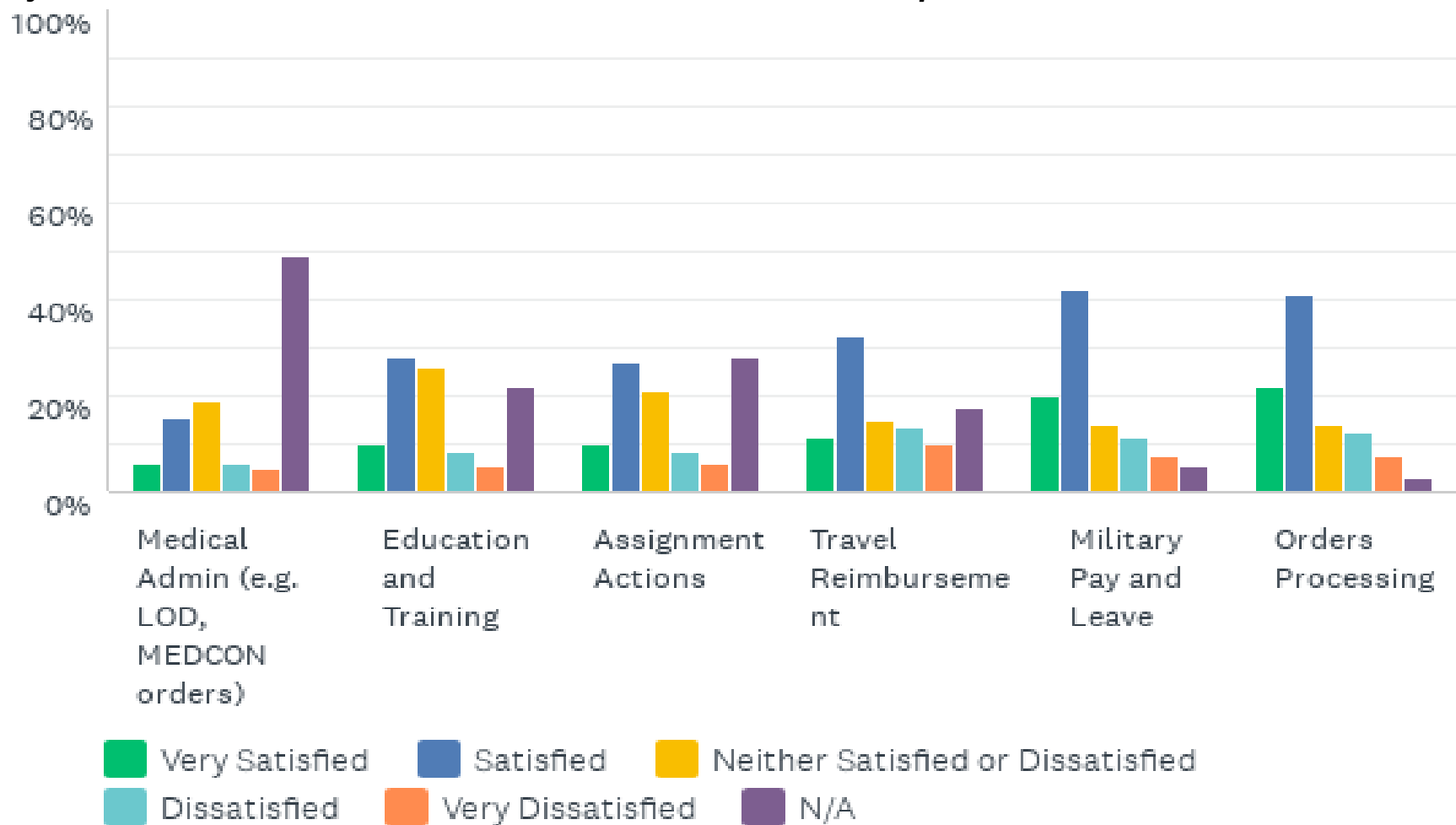
“RIO Connect group chat is overwhelming, and not searchable. I like the RIO Connect app, but it is just not useful in this context if I need to reference a question.”

see supervisor push personal email best question long IMAs AF call sometimes
RIO Connect app response receive respond myPers messages
None communicate able new take make appreciate great direct
member keep info different methods link RIO Connect via
helpful issues app will sent years find lot work always
emails text need things messages check
communication know information much
good important myPers answer use hard time many
think well HQ RIO contact personal email orders go
problem way especially access seems one current website
Facebook Det Reservists also provide notifications request phone say
IR effective updates directly help available prefer Please N direct communication
people changes come difficult IMA RIO



Question 16

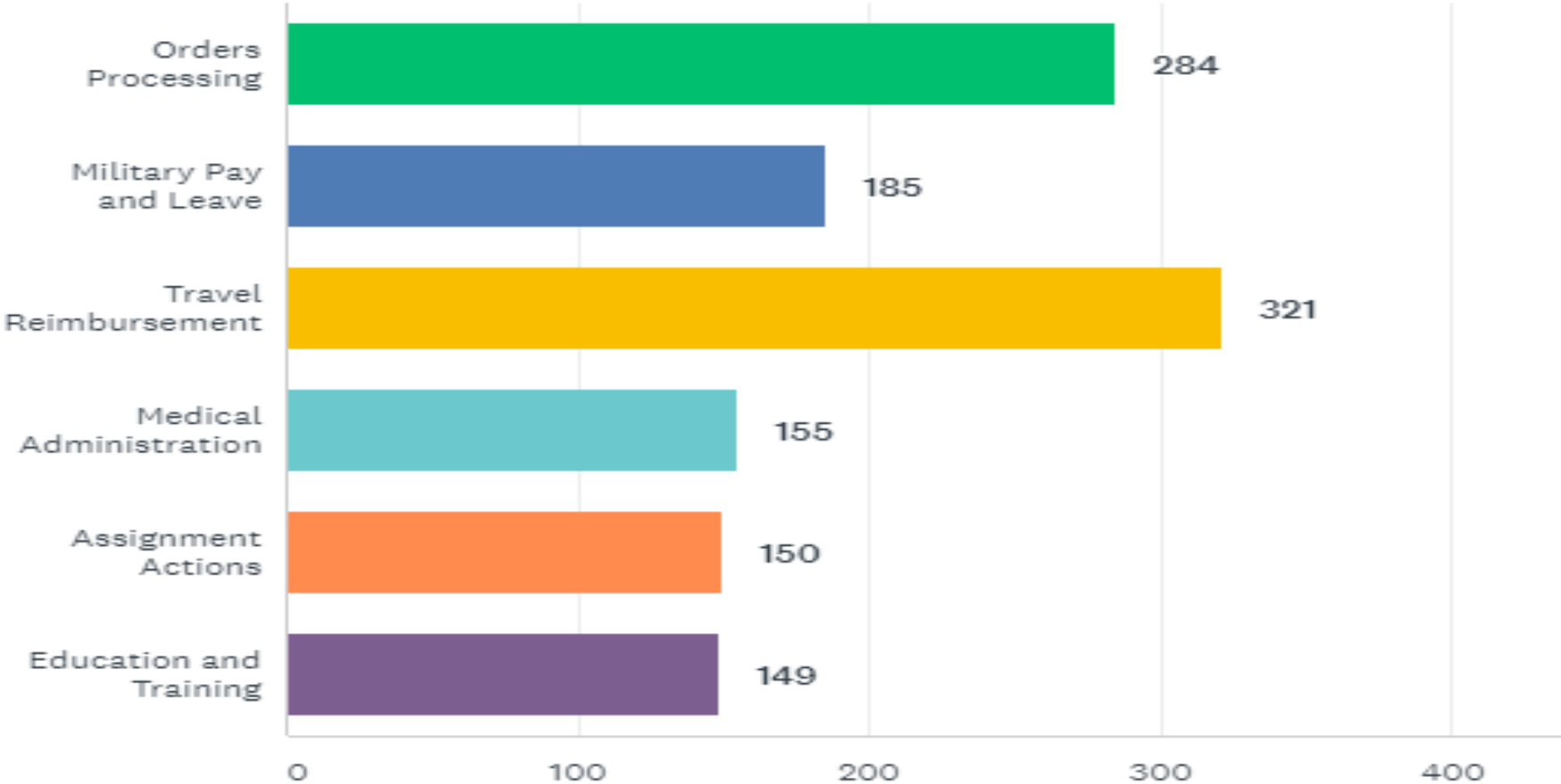
Q16: The following are some of the functions provided to IRs by HQ RIO and Headquarters Air Reserve Personnel Center (HQ ARPC). Please rate your overall level of satisfaction with HQ RIO's and ARPC's performance in each area:





Question 17

Q17: Which of these functions do you find the biggest hardship to you as an IR?





Q18: Why do you feel it's the biggest hardship?

This was a question where respondents could type their answers, and were related to what the respondents answered in question 17. Therefore the answers vary widely. One standout was the amount of time needed to complete paperwork to process for pay, reimbursement, and orders.

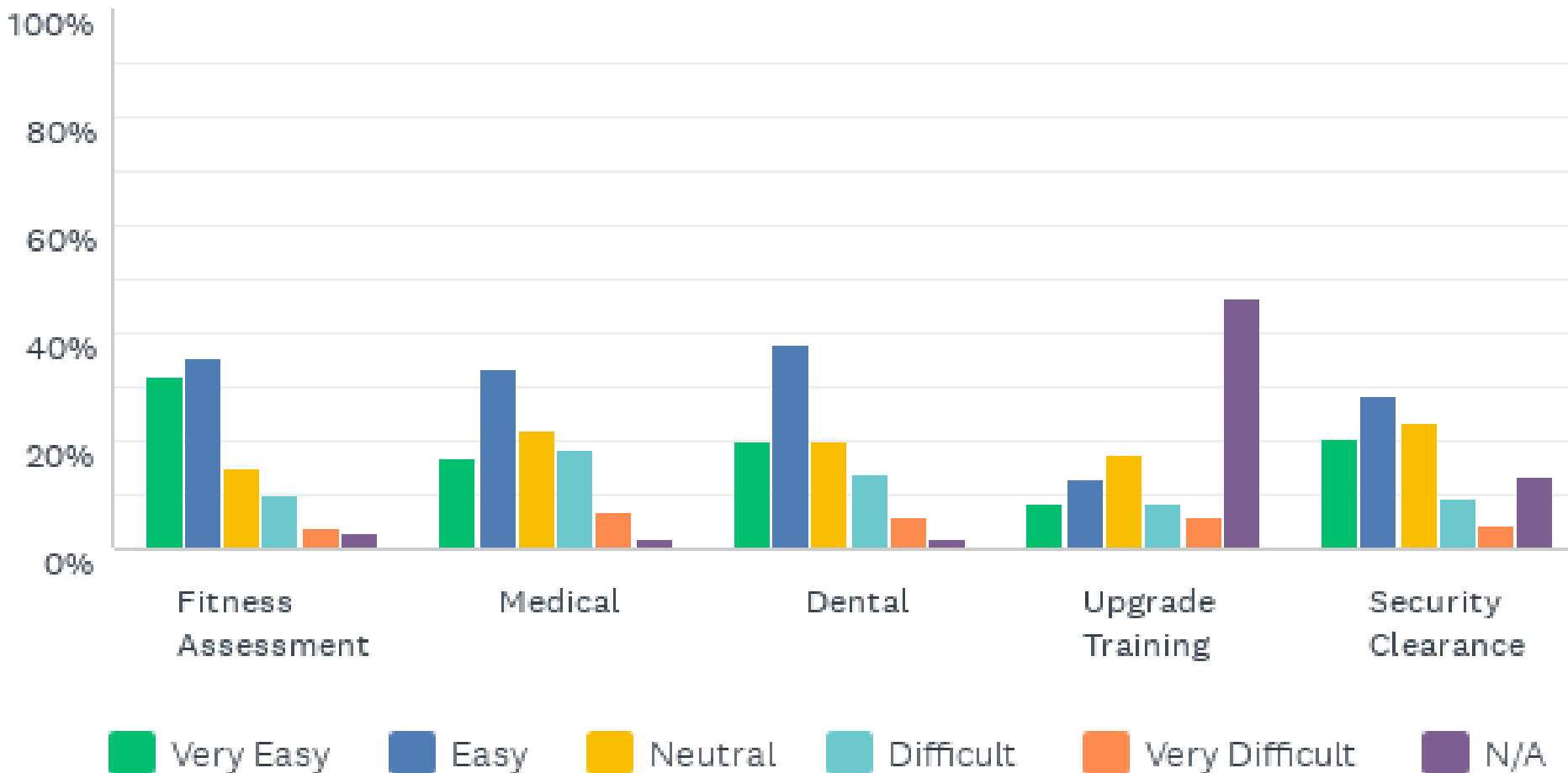
“I have been doing this for 15 years, but each time I do it there is always some ‘P I have not dotted or a ‘P I have not crossed. It is burdensome in the extreme and takes away too much time. I have always paid my GTC expenses out of pocket because I have never been reimbursed on time in the 15 years I’ve been an IMA. Never.”

“Delays in orders approval leads to cascading detrimental effects downstream like extra time required to VOCO orders, make SATO itinerary or ticketing changes, or worst case scramble to cover mission gaps when the IR can’t be in place when the boss needs them. I think this is the number one issue to tackle, with the goal of getting standard orders approval and issuance done in a time frame that matches the equivalent process in similarly-sized civilian corporations.”

etc schedule orders processing without better information things since
 reserve paperwork changes frustrating delayed really
 reimbursement member medical often call Det IDT find
 months unit challenging know wait DTS weeks
 travel reimbursement training required understand
 make assignment also hard issues received
 system IDTs travel supervisor go sometimes pay
 lot process approved orders takes long time
 request work status need still take took months
 difficult see submit reimbursed one UTAPS use AD
 always provide year IMAs leave say seems first
 active duty never reservists given even way IMA requirements
 days different support job help correct forms due trying ask IR MyPers
 many travel voucher base complete



Q19: How easy has it been for you to maintain the following personal readiness factors as an IR?





Q20: What is the number one thing that would make your life easier as an IR?

This was a question where respondents could type their answers. The top three responses were to have the ability to speak to a “live person” at the detachment and RIO, improve orders and pay processing, and consolidate and streamline how to access and find needed information.

“Having someone to reach out to directly for answers to difficult questions, either as a member or supervisor (the old BIMAA program served this function).”

“Sometimes I have had to attempt processing paperwork multiple times when a 5-min conversation would have solved the whole thing from the beginning.”

“Streamline access to all online resources in one place, with software that is updated and works smoothly on the civilian network, including mobile devices. This is my #1 difficulty day in and day out.”

understand readiness find person supervisor military personnel service
complete available base great IMAS instead days submit will forms
UTAPS allow people provide help contact year myPers things
program Det orders processing use Fix know see go guidance
pay information unit updated active duty IDT make
travel time email better someone system IDTs
process think work travel reimbursement need job
support difficult orders Air Force IMA able IR give
one call issues even training schedule etc keep
member helpful reservists ability easier communication
change trying IRs less Also career access come websites ask
requirements HQ RIO required DTS reserve paperwork take new many
Better communication Way opportunities



Question 21

Q21: What is the best part of being an IR?

This was a question where respondents could type their answers. By far the most common responses were the flexibility of the program, the ability to still serve the nation after leaving active duty, and having the opportunity to support the active duty mission.

“Flexibility. I am able to complete tasks, oftentimes from home, in a quicker manner than sitting in a desk at an office. I don't need to travel to my duty location and waste time and money in the process. I can log onto my account from “desktop anywhere,” get my work done, and get back to my normal life.”

“The ability to augment and support real-world missions! It brings me pride to be able to show up to my unit and keep up with my active duty counterparts. It really shows the value IRs can bring to the fight!”

“The flexibility and the opportunity to take a break when you need it and get back in the fight when you're ready.”

feel supervisor part plan go Continuing help civilian life assignments working AD TR
 able continue provide keep freedom contribute life will best part wear uniform
 needs without duty unit allows career travel able serve IMA program
 also work around good things Air Force flexibility ability
 serve country orders civilian job way
 continue serve gives mission training time AD unit
 able make serve member work appreciate
 flexibility team active duty drill schedule
 experience unit days Flexibility scheduling still
 love flexibility IMA military one opportunities well IMA
 staying support ability continue family support active ability much job
 benefits year reservist Flexibility work ability serve civilian career base
 AD flexible people want great working active Flexible schedule full time IR
 opportunity serve reserve live know location service Serving great enjoy still serve



Q22: What is the most frustrating or difficult part of being an IR?

This was a question where respondents could type their answers. The top three responses were lack of active duty unit support, delayed pay and reimbursement, and cumbersome processes.

“The delays of the understaffed HQ RIO support personnel to get things accomplished.”

“When working with active duty, many of them do not understand the role of an IR. I find myself often explaining to them the role and purpose of an IR.”

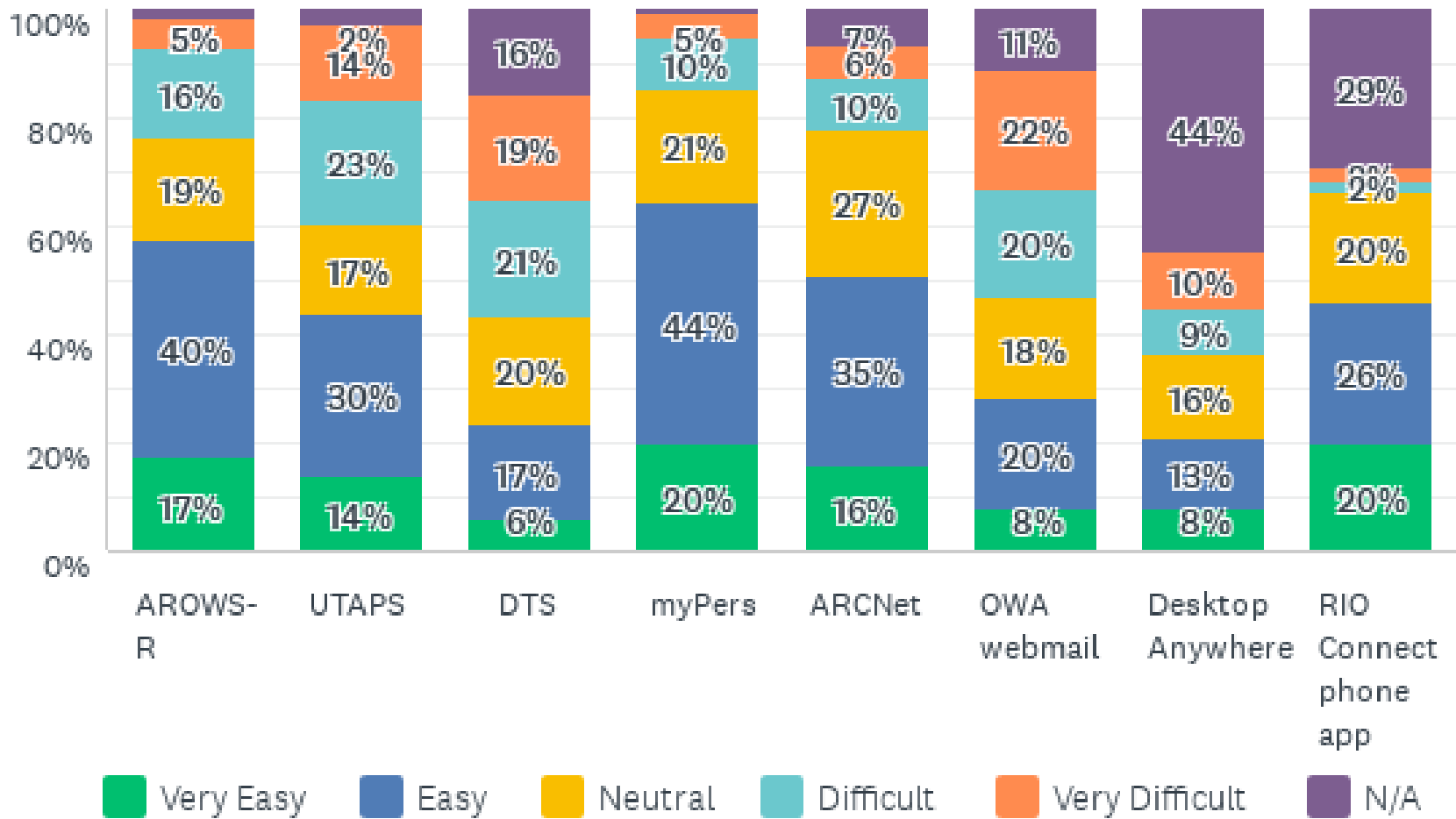
“The personnel and finance processes. I’ve come close to quitting on multiple occasions, because the pain and frustration of doing the paperwork eclipses the joy of working with great people and serving the country.”

understand career requirements tasks say program serve actually able
AD unit training someone take call supervisor different see Air Force Also
information etc members find duty unit help want good much Det
enough things hard systems IDTs reservists often
trying told pay admin support leave year many
process sometimes time AD unit come work
even IMA complete active duty people orders
paperwork know change need travel reimbursement IR
schedule lack communication feel still make since go required
issues think one person frustrating office base new use will
IMAs funding reserve medical job lack support difficult provide days us
always assignment everything every year way personnel access seems



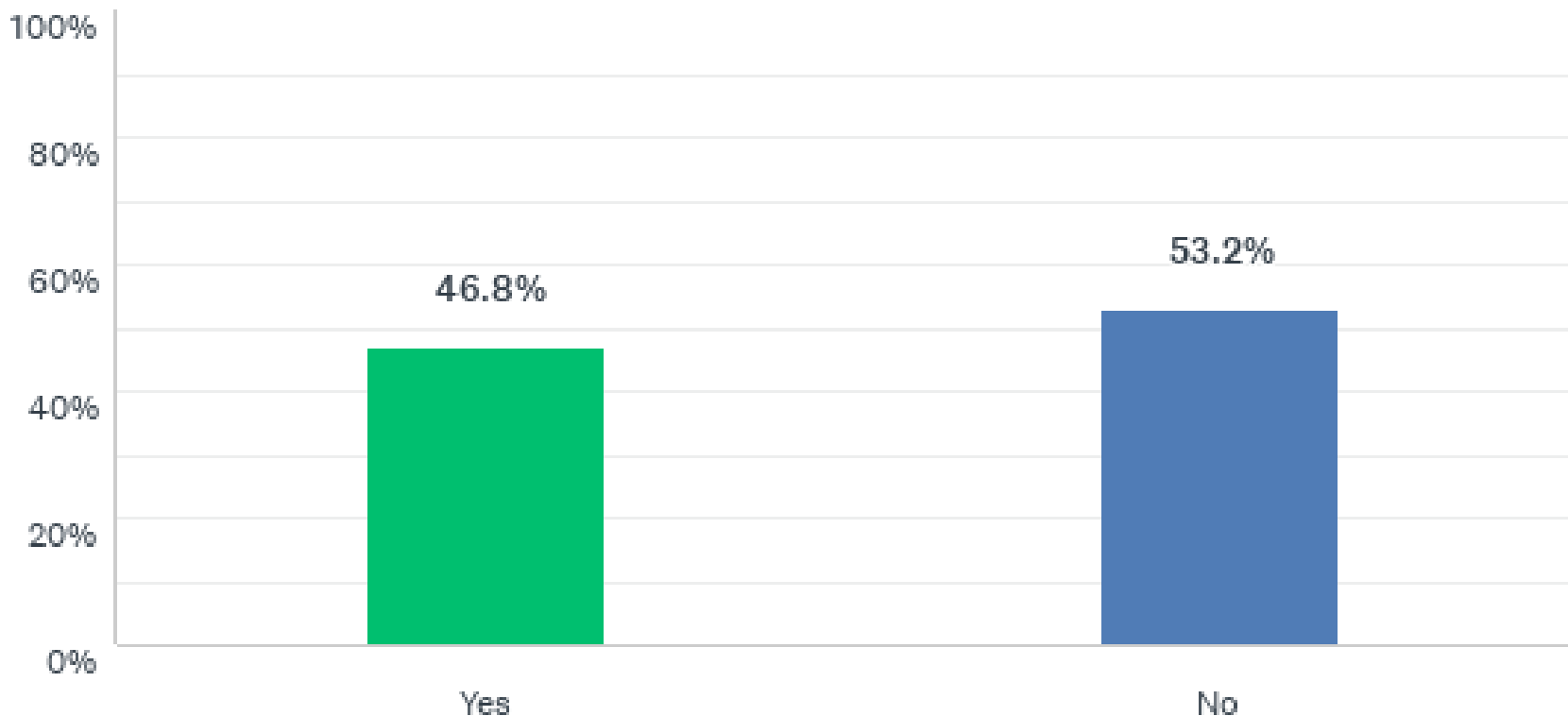
Question 23

Q23: Please rate each of the following web-based systems based on their level of ease or difficulty. If you don't use a system, select N/A.



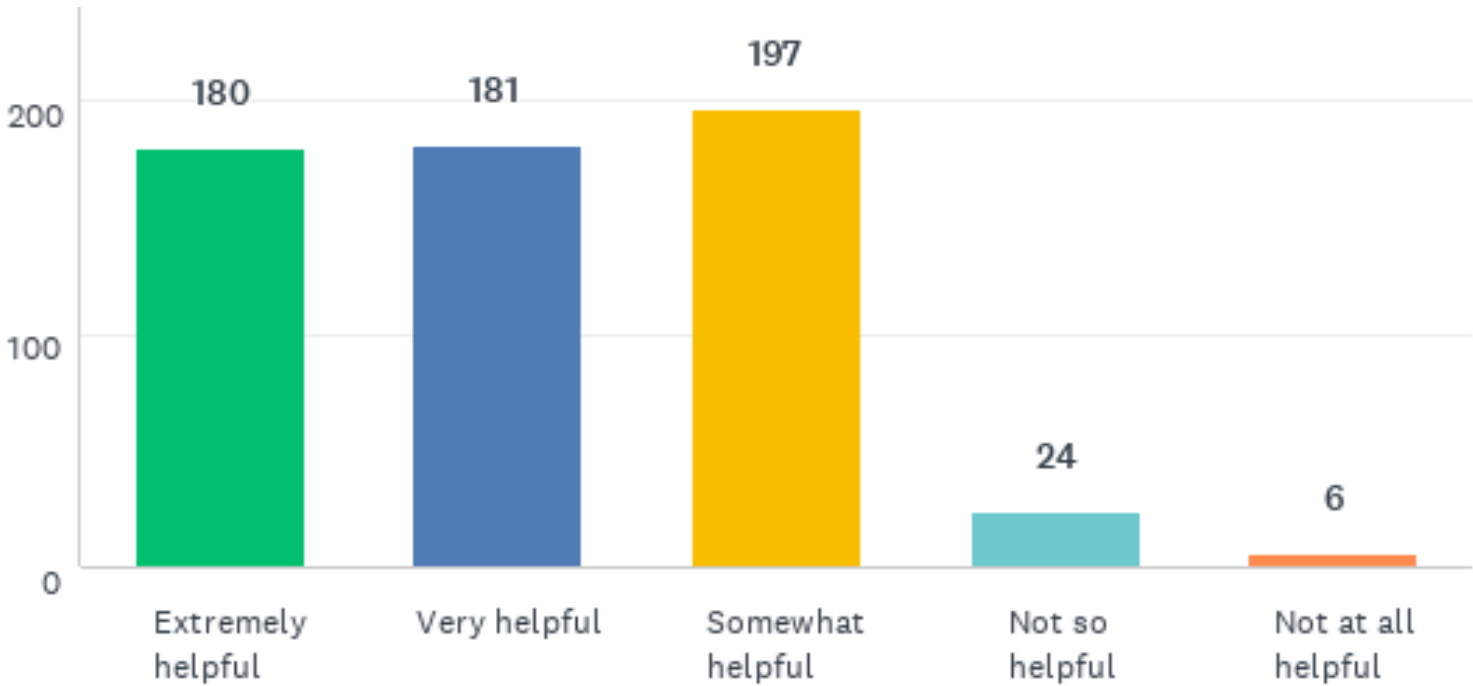


Q24: Have you participated (live or recorded) in HQ RIO's Virtual Training sessions?





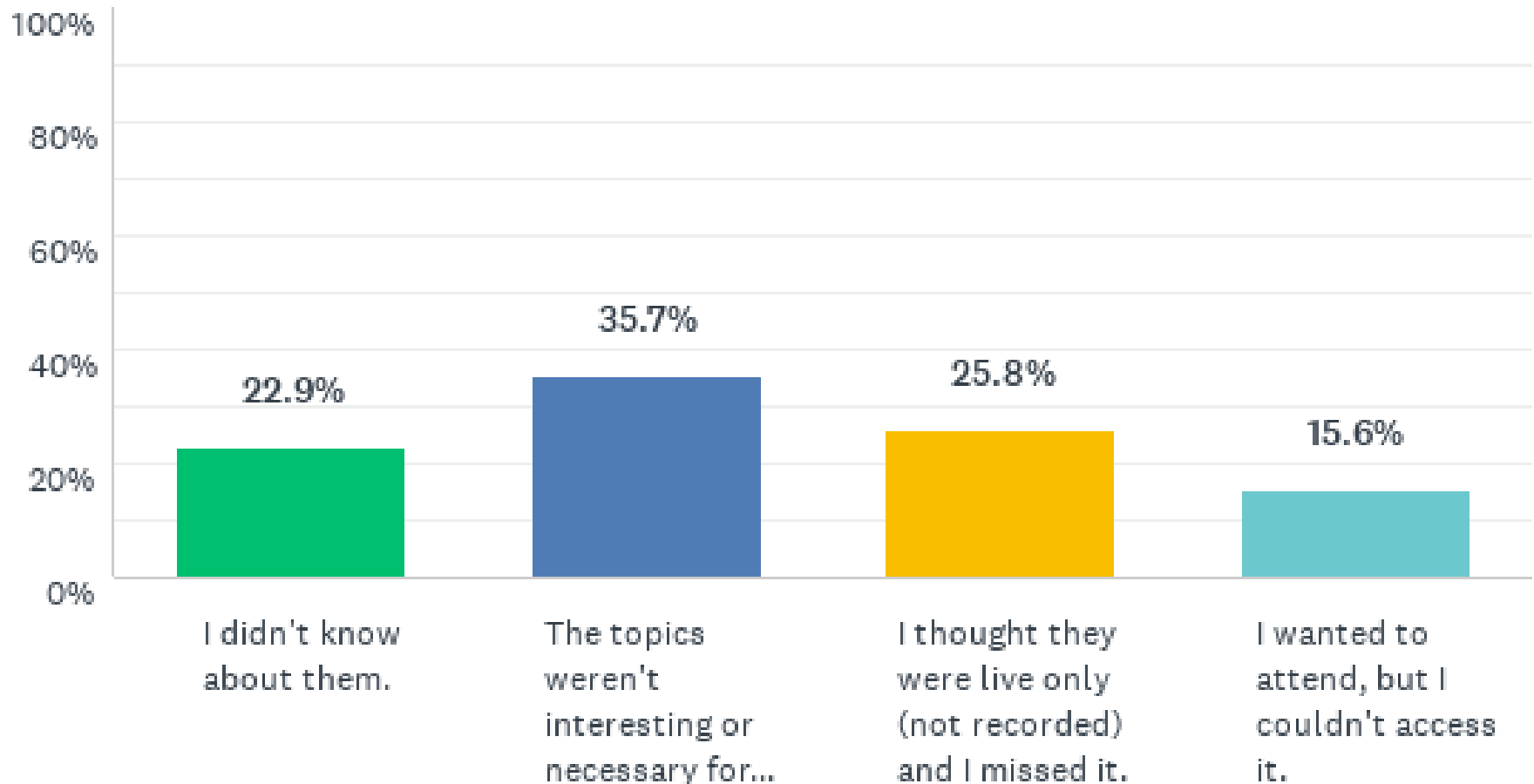
Q25: How helpful did you find the virtual training?



Answered: 588 Skipped: 843 (This question only shown to those who HAD participated in virtual training)



Q26: Why not?

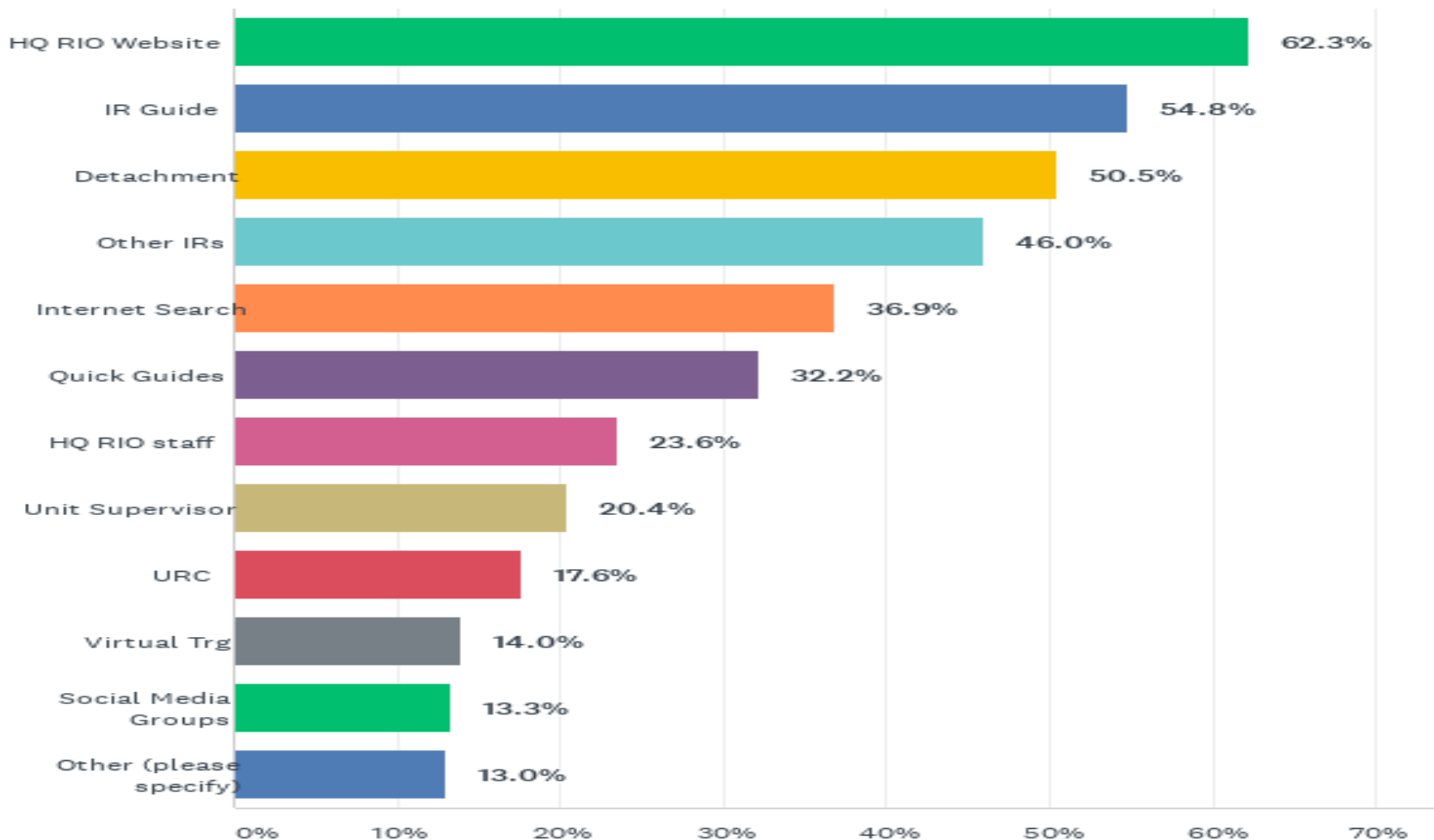


Answered: 454 Skipped: 977 (This question only shown to those who had NOT participated in virtual training)



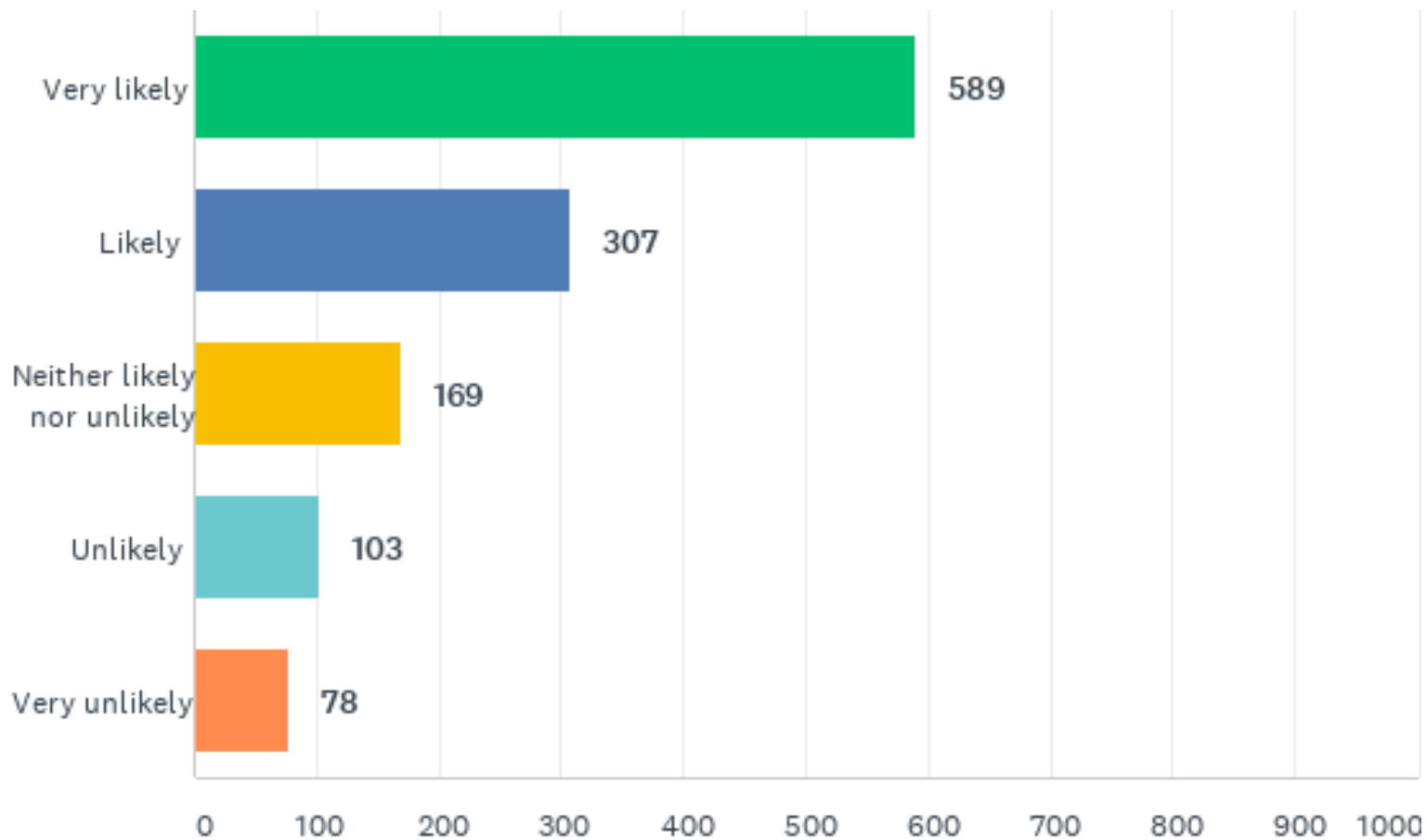
Question 27

Q27: If you have a question about a process where do you go to get answers? Check all that apply.





Q28: What is the likelihood that you will continue serving as an IR versus changing statuses?





U.S. AIR FORCE

Current Initiatives

- These survey results coupled with our current initiatives to “Make it Easier to Serve” have driven the following actions. Below is a short list of initiatives, both in works and already implemented, that aim to rectify the issues with processes or systems that are under HQ RIO’s control.
- HQ RIO released an updated, easier-to-use IR Guide and added task-driven Quick Guides for IR’s use at time of need.
- HQ RIO launched a new myPers-based orders request program allowing members to request orders w/o CAC access; also eliminates need to upload some supplementary paperwork (being field tested at Det 2 & 3).
- To make it easier to locate information, HQ RIO will launch a new website in November to improve organization, updated guidance, ease navigation and put most pertinent information up front.
- To improve pay/travel reimbursement, HQ RIO secured an IDT Lodging Reimbursement contract for FY21 – FY23; will speed lodging payments and allow the transfer of resources to other pay impacting work centers
- To better assist the Dets with customer service inquiry tracking, HQ RIO is optimizing internal metrics to better provide accountability for comms
- To ease the admin burden, AT Special Request forms and Rental Car Worksheets no longer require the signature of the IR’s AC commander.
- Conducted HQ RIO wide CPI event; value streamed 5 main programs; 26 initiatives being worked as a result
 - To educate IRs, HQ RIO launched monthly virtual training session, obtained a contract for an adult training specialist to develop 36 training courses to be delivered in FY21 (topics coming directly from IR survey), published 17 HQ RIO Buzz updates and conducted 1st virtual IRO in Oct.
- HQ RIO continues to collaborate with decision makers and process owners at the appropriate level to address your concerns.

For a full listing of the “Easy to Serve” Initiatives, go to www.arpc.afrc.af.mil/HQ-RIO/easy-to-serve-initiatives.