

Satisfaction Survey

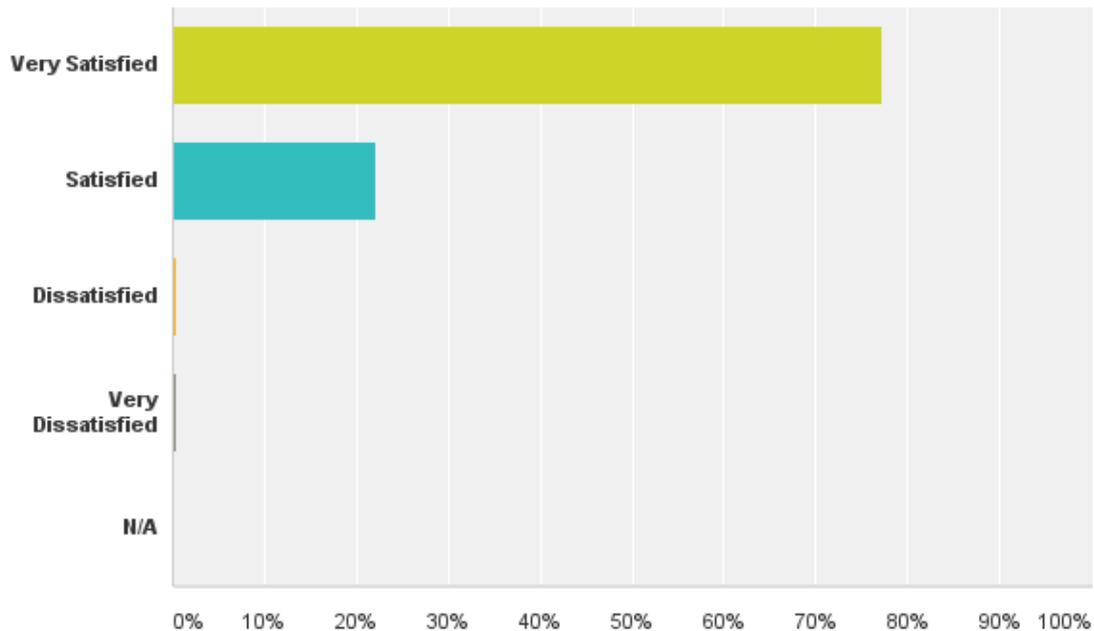
Neighborhood Center Services Fall 2016

Customer Satisfaction Survey Overview

- Pilot of new process to gather better information on a variety of services offered
- Survey conducted in Fall of 2016
- Over 300 surveys completed
- Will conduct surveys twice a year - moving to January and July schedule

How satisfied are you with our Center overall (for example, safety, cleanliness)?

Answered: 311 Skipped: 1



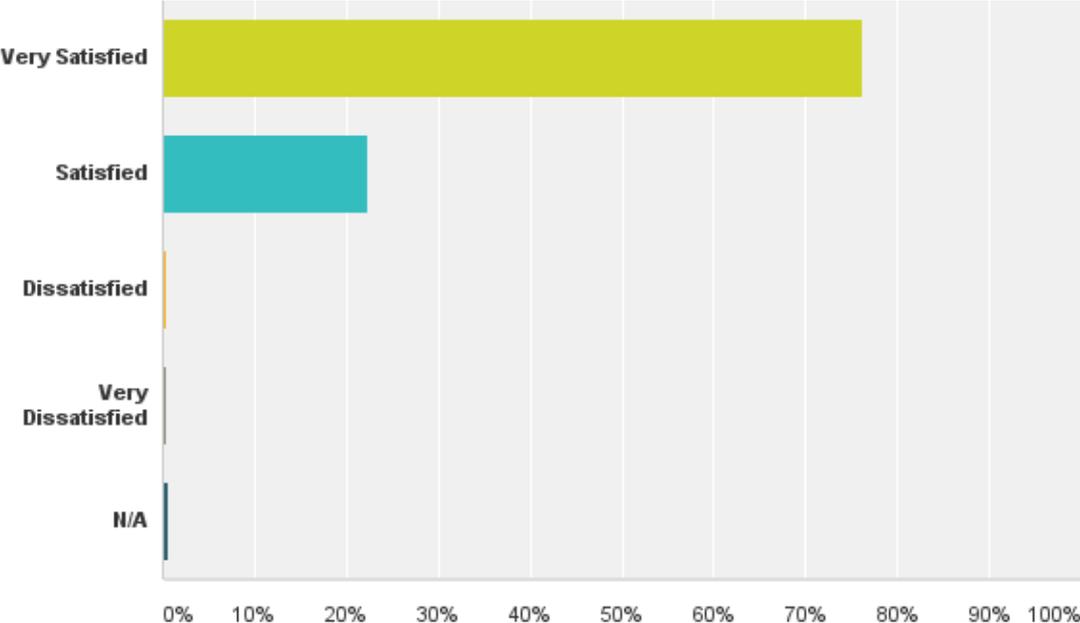
How satisfied are you with our Center overall (for example, safety, cleanliness)?

Answered: 311 Skipped: 1

| Answer Choices | Responses |
|-------------------|------------|
| Very Satisfied | 77.17% 240 |
| Satisfied | 22.19% 69 |
| Dissatisfied | 0.32% 1 |
| Very Dissatisfied | 0.32% 1 |
| N/A | 0.00% 0 |
| Total | 311 |

How satisfied are you with the location of the Center/Outreach site?

Answered: 308 Skipped: 4



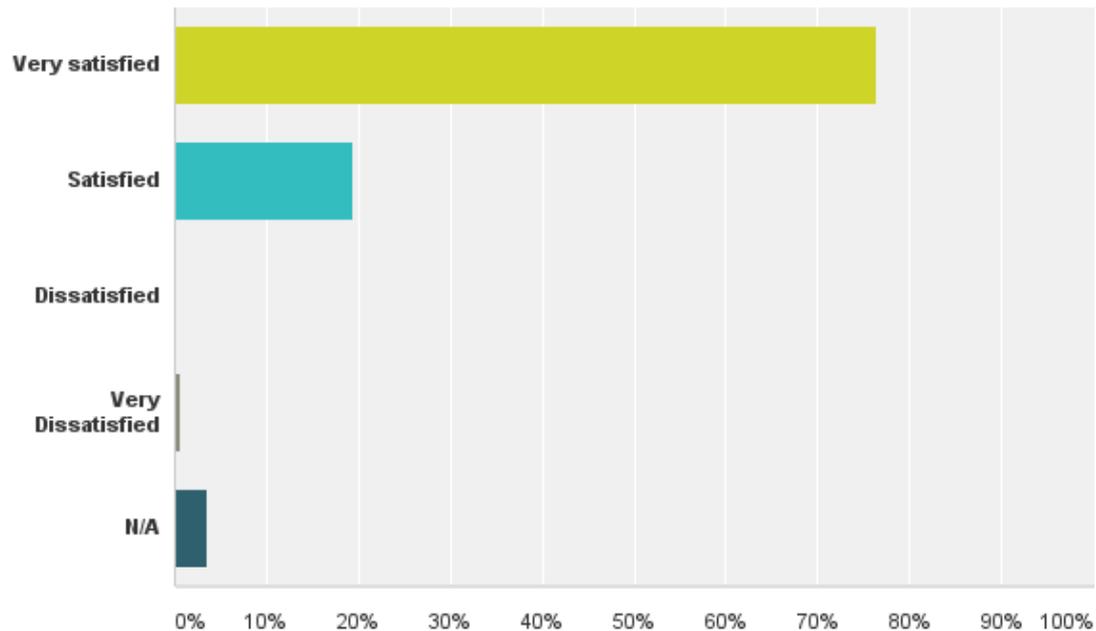
How satisfied are you with the location of the Center/Outreach site?

Answered: 308 Skipped: 4

| Answer Choices | Responses |
|-------------------|------------|
| Very Satisfied | 76.30% 235 |
| Satisfied | 22.40% 69 |
| Dissatisfied | 0.32% 1 |
| Very Dissatisfied | 0.32% 1 |
| N/A | 0.65% 2 |
| Total | 308 |

How satisfied were you with how you were treated when you called or came in to schedule an appointment?

Answered: 304 Skipped: 8



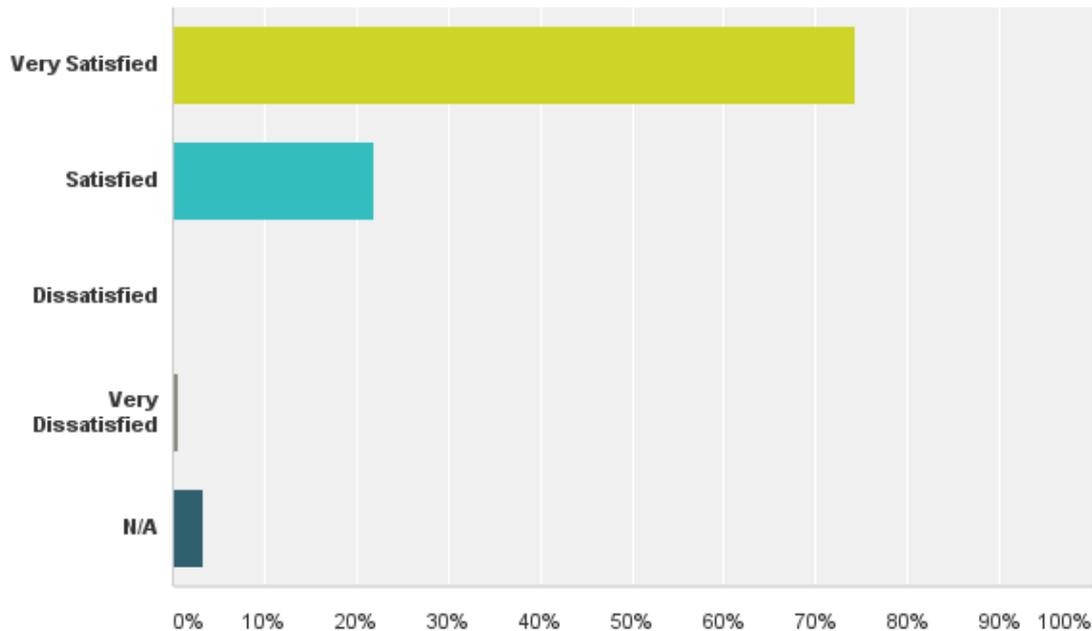
How satisfied were you with how you were treated when you called or came in to schedule an appointment?

Answered: 304 Skipped: 8

| Answer Choices | Responses |
|-------------------|------------|
| Very satisfied | 76.32% 232 |
| Satisfied | 19.41% 59 |
| Dissatisfied | 0.00% 0 |
| Very Dissatisfied | 0.66% 2 |
| N/A | 3.62% 11 |
| Total | 304 |

How satisfied were you with how you were treated during your appointment?

Answered: 307 Skipped: 5



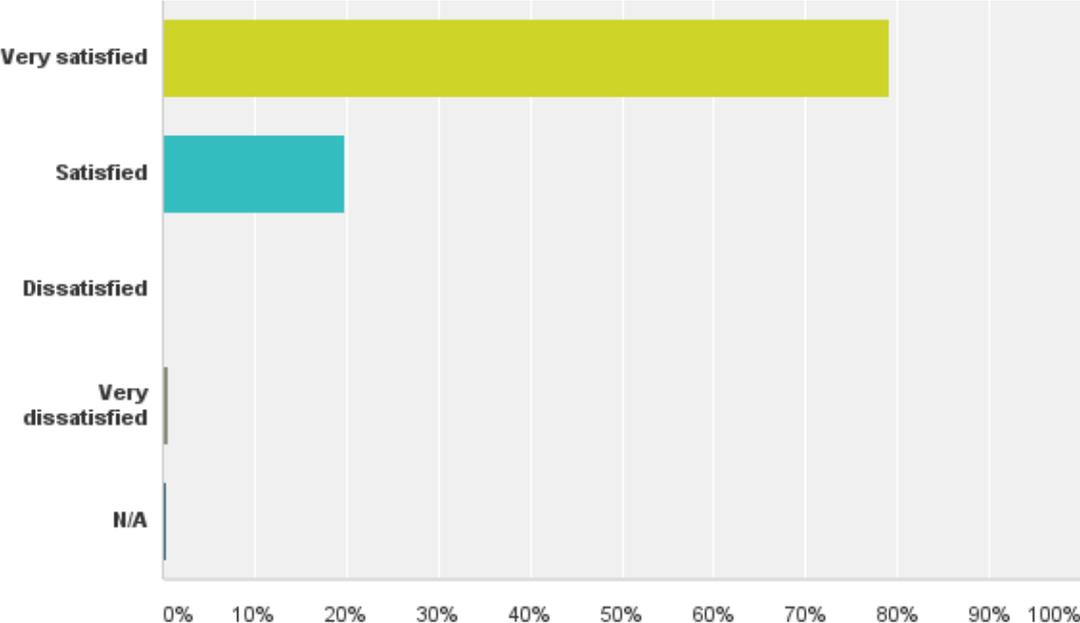
How satisfied were you with how you were treated during your appointment?

Answered: 307 Skipped: 5

| Answer Choices | Responses |
|-------------------|------------|
| Very Satisfied | 74.27% 228 |
| Satisfied | 21.82% 67 |
| Dissatisfied | 0.00% 0 |
| Very Dissatisfied | 0.65% 2 |
| N/A | 3.26% 10 |
| Total | 307 |

Overall, how satisfied are you with the services you received today?

Answered: 311 Skipped: 1



Overall, how satisfied are you with the services you received today?

Answered: 311 Skipped: 1

| Answer Choices | Responses |
|-------------------|------------|
| Very satisfied | 79.10% 246 |
| Satisfied | 19.94% 62 |
| Dissatisfied | 0.00% 0 |
| Very dissatisfied | 0.64% 2 |
| N/A | 0.32% 1 |
| Total | 311 |

Sample Comments

- I am so pleased with the help I received. I received help with my resume. Thank you.
- Es un buen centro comunitario, ayuda a las personas necesitadas y el centro comunitario tiene buenas personas que ayudan.
- Great help for the community. But the playground for kids, the new flooring that was put in is a great hazard for kids. Skin, eye membrane are soft and an accident will happen in the near future. Bad choice for whoever was in charge of improving it. The old floor was 100% better. Could have been repaired. But all personnel are great people.
- This has truly been a very helpful and encouraging experience. The staff has been most helpful and considerate. They have helped locate others that could give assistance as needed.
- When will we see the results of this survey? Please post the results # taken # in each category and how you plan to cure the dissatisfied.
- Learned a lot on car seat safety and the proper way to have my children in the seats.
- Las personas del centro todos son personas muy amables, respetuosos - mis felicitaciones para todo el personal en general