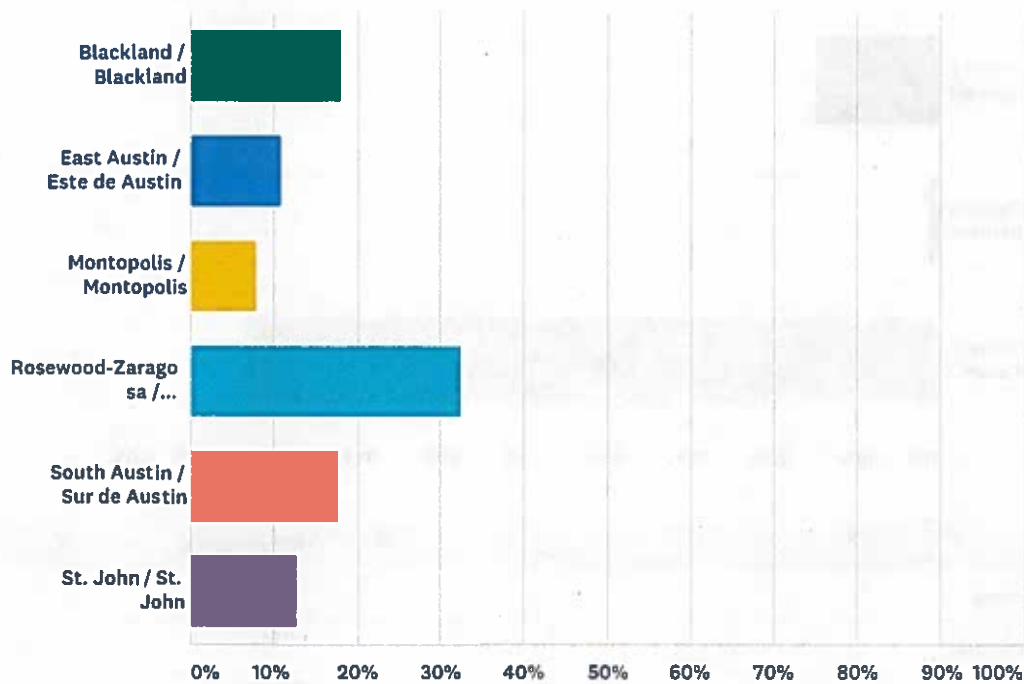


Neighborhood Center / Centro Comunitario:

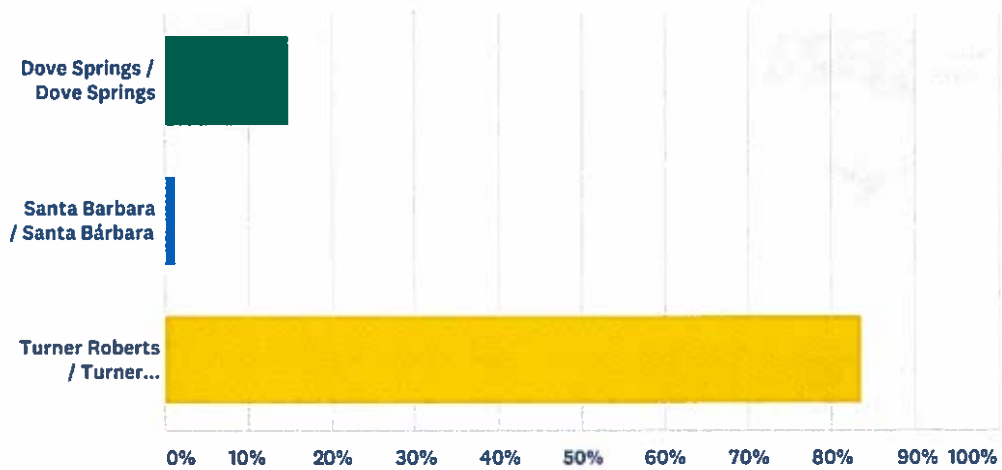
Answered: 476 Skipped: 15



ANSWER CHOICES	RESPONSES	
Blackland / Blackland	18.07%	86
East Austin / Este de Austin	10.92%	52
Montopolis / Montopolis	7.98%	38
Rosewood-Zaragosa / Rosewood-Zaragosa	32.35%	154
South Austin / Sur de Austin	17.86%	85
St. John / St. John	12.82%	61
Total Respondents: 476		

Outreach Site / Centro recreativo/extensión:

Answered: 74 Skipped: 417

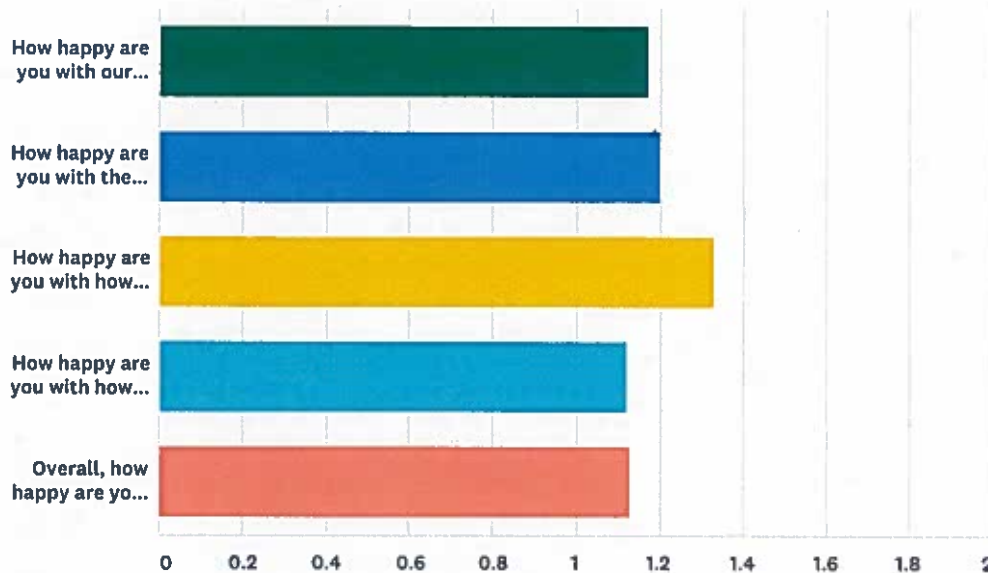


ANSWER CHOICES	RESPONSES	
Dove Springs / Dove Springs	14.86%	11
Santa Barbara / Santa Bárbara	1.35%	1
Turner Roberts / Turner Roberts	83.78%	62
TOTAL		74

2019 NC Satisfaction Survey - ENCUESTA SOBRE LOS SERVICIOS COMUNITARIOS

Please check the box that best tells us how you felt about your visit today. Por favor marque la casilla que describa mejor cómo se sintió con respecto a su visita de hoy.

Answered: 491 Skipped: 0



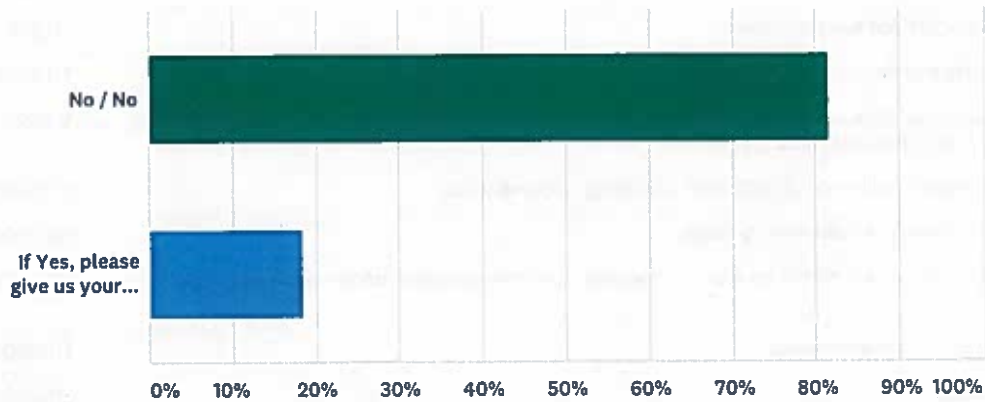
	VERY HAPPY / MUY SATISFECHO	HAPPY / SATISFECHO	NOT HAPPY / NO ESTOY SATISFECHO	NOT AT ALL HAPPY / PARA NADA SATISFECHO	N/A / N/A	TOTAL	WEIGHTED AVERAGE
How happy are you with our Center in general? / En general, ¿se sintió satisfecho con su visita a nuestro Centro?	85.34% 419	13.85% 68	0.00% 0	0.00% 0	0.81% 4	491	1.17
How happy are you with the location of the Center or Outreach site (for example, is it close to where you live or work)? / ¿Se sintió satisfecho con la ubicación de nuestro Centro Comunitario o Recreativo (por ejemplo, queda cerca de donde usted vive o trabaja)?	82.28% 404	16.70% 82	0.61% 3	0.00% 0	0.41% 2	491	1.20
How happy are you with how you were treated when you made an appointment? / ¿Se siente satisfecho con la forma en que le trataron cuando hizo la cita?	82.69% 406	12.02% 59	0.20% 1	0.00% 0	5.09% 25	491	1.33
How happy are you with how you were treated during your visit? / ¿Se siente satisfecho con la forma en que le trataron durante la visita?	88.80% 436	11.00% 54	0.00% 0	0.00% 0	0.20% 1	491	1.12

2019 NC Satisfaction Survey - ENCUESTA SOBRE LOS SERVICIOS COMUNITARIOS

Overall, how happy are you with the services you received today? / En general, ¿se siente satisfecho con los servicios que recibió hoy?	88.80% 436	10.59% 52	0.00% 0	0.00% 0	0.61% 3	491	1.13
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Do you want us to call you about your visit today? / ¿Le gustaría que le llamáramos para hablar sobre su visita de hoy?

Answered: 491 Skipped: 0



ANSWER CHOICES		RESPONSES	
No / No		81.67%	401
If Yes, please give us your name and phone number / Si la respuesta es si, por favor provea su nombre y número de teléfono:		18.33%	90
TOTAL			491

2019 NC Satisfaction Survey - ENCUESTA SOBRE LOS SERVICIOS COMUNITARIOS

74	Kind people	1/15/2019 2:49 PM
75	Love this place it's been years I have been here!	1/15/2019 2:48 PM
76	Thank you guys. Happy Holidays	1/15/2019 2:46 PM
77	Love it service	1/15/2019 2:44 PM
78	She and all or nice.	1/15/2019 2:43 PM
79	Estoy agradicida por susatenciones.	1/15/2019 2:41 PM
80	Everything is excellent- all workers every where should be this kind.	1/15/2019 2:39 PM
81	I am always and highly excited much happy with excellent satisfaction with the services received with East Austin Neighborhood center.	1/15/2019 2:36 PM
82	Its always a very polite and pleasurable visit to my appointments.	1/15/2019 2:06 PM
83	Es algo muy bien por nosotoros gracias.	1/15/2019 1:57 PM
84	La atencion aqui es excelente en todos los sentido. Los empleados atienden siempre con una sonrisa.	1/15/2019 1:56 PM
85	Everyone is so nice and helpful	1/15/2019 1:53 PM
86	Happy- Happy	1/15/2019 1:51 PM
87	Thank you so much for the assist.	1/15/2019 1:50 PM
88	Todo bien	1/15/2019 1:49 PM
89	Everyone is so cheerful and concerned about your health and well being.	1/15/2019 1:49 PM
90	Very friendly helpful staff my second visit both have been great.	1/15/2019 1:45 PM
91	The staff has been a great help with helping me get records, explaining with computer.	1/15/2019 1:43 PM
92	The people here are always professional and friendly. The nurse is polite and professional as well.	1/15/2019 9:54 AM
93	The staff is extremely friendly and helpful.	1/15/2019 9:52 AM

2019 NC Satisfaction Survey - ENCUESTA SOBRE LOS SERVICIOS COMUNITARIOS

35	This was a fabulous program! Thank you!	1/24/2019 1:54 PM
36	Always feel so welcome at RZNC. Thank you.	1/24/2019 1:53 PM
37	Construction makes it a little uninviting but understandable. So fun!	1/24/2019 1:41 PM
38	Thank you so much! It was a great experience.	1/24/2019 1:40 PM
39	Great center and everyone very kind!	1/24/2019 1:39 PM
40	Loved this! Thank you for having this!	1/24/2019 1:36 PM
41	So much fun!	1/24/2019 1:35 PM
42	Keep up the good work!	1/24/2019 1:34 PM
43	Muchas gracias por su ayuda	1/24/2019 1:31 PM
44	I've actually never been to any place that's as friendly and polite.	1/24/2019 1:29 PM
45	Good Services	1/24/2019 1:25 PM
46	I really like the program.	1/23/2019 8:12 AM
47	Todo esta bien soy perfecto todo	1/22/2019 10:01 AM
48	I like being able to get my A1c.	1/22/2019 9:58 AM
49	Thank you for the food!	1/18/2019 3:44 PM
50	Thank you	1/18/2019 3:44 PM
51	Miss Yolanda was very very helpful, nice and very understanding. I was very please with her service and office.	1/16/2019 11:14 AM
52	Very polite.	1/16/2019 11:12 AM
53	Thank you for everything you have done for me. I appreciate it.	1/16/2019 11:11 AM
54	Estoy muy satisfecho por que son muy amables.	1/16/2019 11:10 AM
55	Appreciate the opportunity to have organic, healthy food while we are in a transition stage(laid off and seeking work).	1/16/2019 11:09 AM
56	Food is very good and much needed	1/16/2019 11:06 AM
57	Very grateful	1/16/2019 11:05 AM
58	Thank you	1/16/2019 11:05 AM
59	Muy bueno servicio, me gusta mucho.	1/16/2019 11:03 AM
60	Vacuna de neumonia- no	1/16/2019 10:29 AM
61	No- Pneumonia Shot, Health ins-yes	1/16/2019 10:28 AM
62	pneumonia shot/ health insurance -AARP?	1/16/2019 10:26 AM
63	Exvelente ayuda muy satisfaccion personal maravillosa y noble.	1/16/2019 10:10 AM
64	Todo muy bien los adultos son amables.	1/16/2019 9:27 AM
65	Elena is the so wonderful to work with!!!	1/16/2019 9:23 AM
66	I am very happy the way that everybody treats me. Thanks to all of you.	1/16/2019 9:12 AM
67	bueno	1/16/2019 9:06 AM
68	Need more crafts or classes for health information	1/16/2019 9:05 AM
69	Great workshop- Thank you	1/15/2019 4:51 PM
70	More classes	1/15/2019 4:49 PM
71	Very fun program. I really enjoyed myself and the teachers were very nice.	1/15/2019 4:47 PM
72	More fruit and vegetables.	1/15/2019 4:44 PM
73	Si estuvieron muy amables para ayudarme. Gracias	1/15/2019 4:40 PM

Comments / Comentarios:

Answered: 93 Skipped: 398

#	RESPONSES	DATE
1	Gracias por ayudar.	1/25/2019 10:43 AM
2	Thanks for everything you have done for me. I appreciate it.	1/25/2019 10:39 AM
3	Very good service. thank you very much.	1/25/2019 10:38 AM
4	Maravillosa	1/25/2019 10:36 AM
5	1st time here- All were helpful-Plus. Thank you.	1/25/2019 10:30 AM
6	Kind and courteous service. I like the reminder calls. Thank you.	1/25/2019 10:29 AM
7	Thank you and Thank God!	1/25/2019 10:21 AM
8	Thankful for the service and the way everyone treats us.	1/25/2019 9:45 AM
9	Very happy.	1/25/2019 9:39 AM
10	Thank you for lending your wagon. I came in walking.	1/25/2019 9:39 AM
11	This is a great help.	1/25/2019 9:37 AM
12	This is great help.	1/25/2019 9:37 AM
13	Nice women	1/25/2019 9:36 AM
14	Thank God for this center and Mrs. Nancy everyday.	1/25/2019 9:33 AM
15	Thanks for helping out.	1/25/2019 9:03 AM
16	I am very satisfied with the warm and caring professional like Ms. Nancy Mendez has provided to me as a client. It was easy for me to talk to her. This lady is one of a kind. :)	1/25/2019 9:02 AM
17	I have a very sweet worker helping me with my assistant.	1/25/2019 8:56 AM
18	I love what you do for me!	1/25/2019 8:55 AM
19	My visit was very pleasant. Nancy was very helpful. I will recommend your services to others who are in need of assistance.	1/25/2019 8:53 AM
20	Doing a very great job caring for peoples. Thanks.	1/25/2019 8:50 AM
21	Gracias por sus atenciones	1/24/2019 4:17 PM
22	Staff and volunteers are extremely friendly, helpful, courteous, and respectful.	1/24/2019 3:56 PM
23	Todo muy bien por todo lo que nos dan. Gracias.	1/24/2019 3:54 PM
24	Son muy amables nos ayudan mucho dios los bendiga por su ayuda.	1/24/2019 3:40 PM
25	Gracias por todo su ayuda. Nos ayudan mucho lo que asen por nosotros.	1/24/2019 3:35 PM
26	Todo esta muy bien	1/24/2019 2:59 PM
27	They help me a lot.	1/24/2019 2:46 PM
28	Thanks for the food!!!	1/24/2019 2:36 PM
29	Very helpful, very grateful. Thank you so much! I appreciate it!	1/24/2019 2:30 PM
30	Very organized.	1/24/2019 2:21 PM
31	Si meda gusto y me siento vien cuando vengo aqui.	1/24/2019 2:14 PM
32	Very happy with all of the help I receive.	1/24/2019 2:12 PM
33	More fruits and vegetables.	1/24/2019 2:10 PM
34	What a great class. Thank you!	1/24/2019 1:55 PM