

# 2015 WIC Client Satisfaction Survey

Joan Agostinelli

July 9, 2015

**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# WIC Client Satisfaction Survey

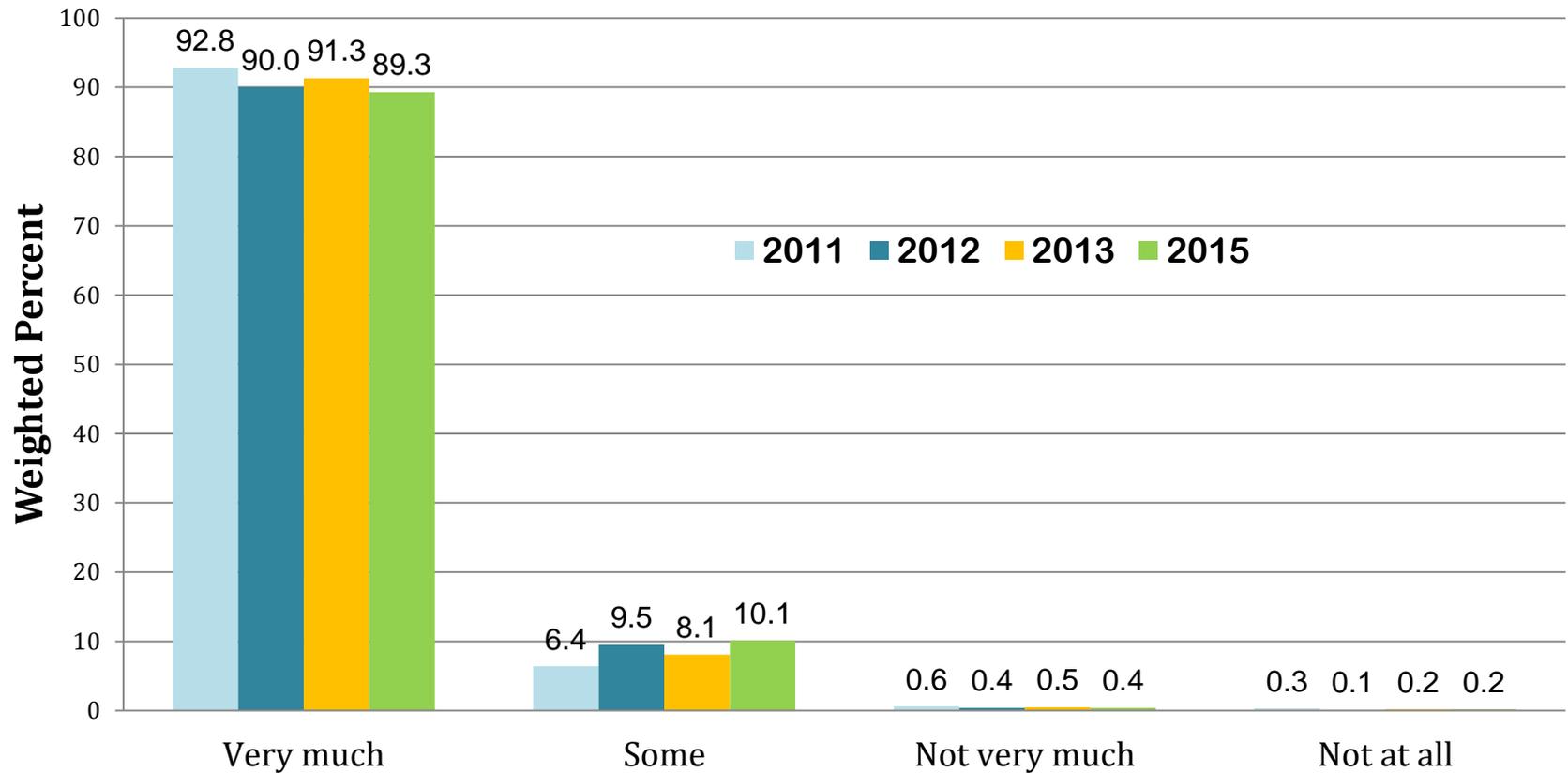
- April 1<sup>st</sup> – May 31<sup>st</sup> 2015
- SurveyMonkey and Scan-Tron questionnaires
- 14,926 clients completed the survey

**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# How much did the counselor listen to your concerns?

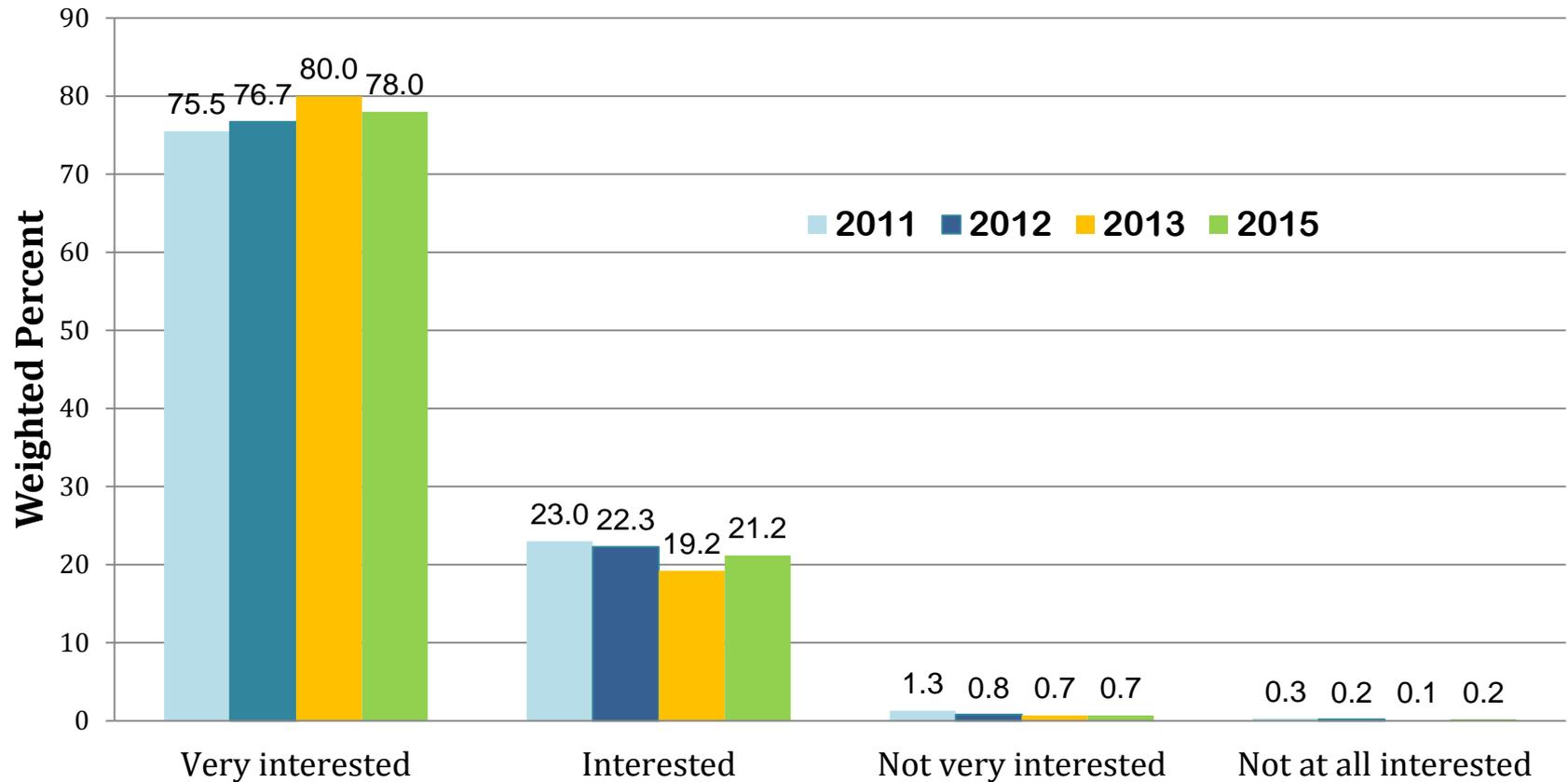


**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



## How interested was the counselor in how your family does things?

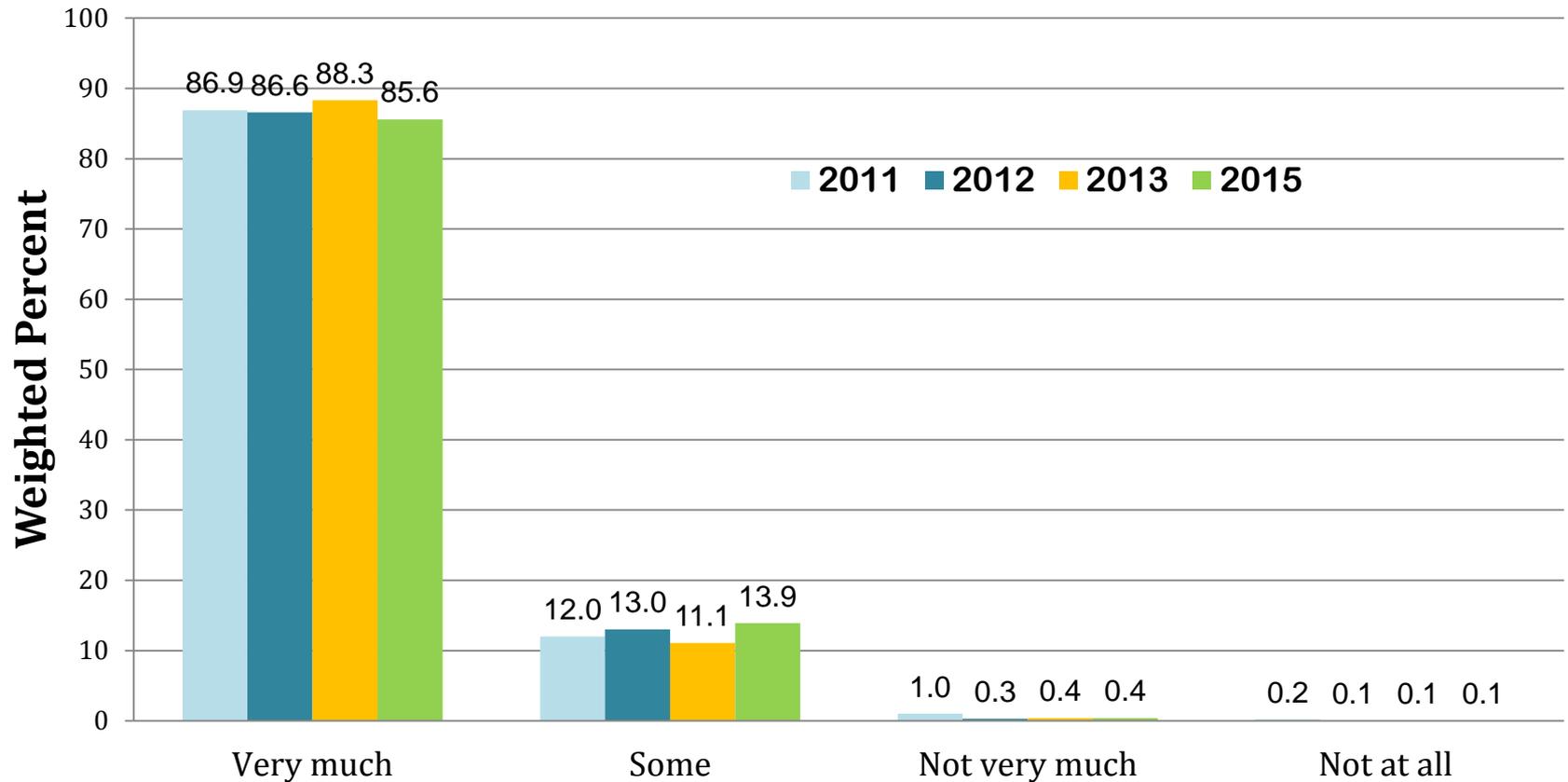


**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# How much did the staff care about you and your family?

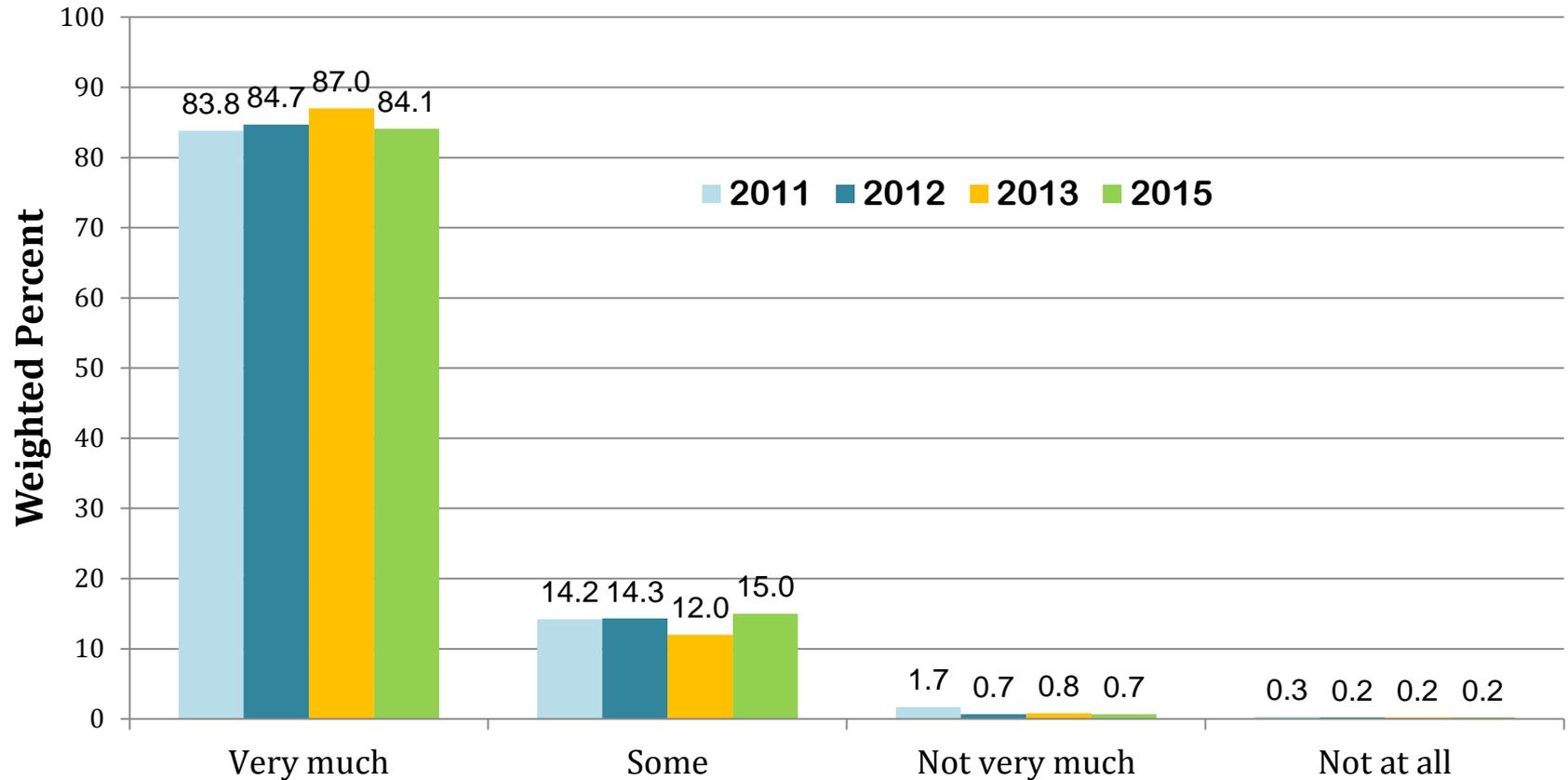


**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# How much did you get to talk with your counselor about what you wanted to talk about?

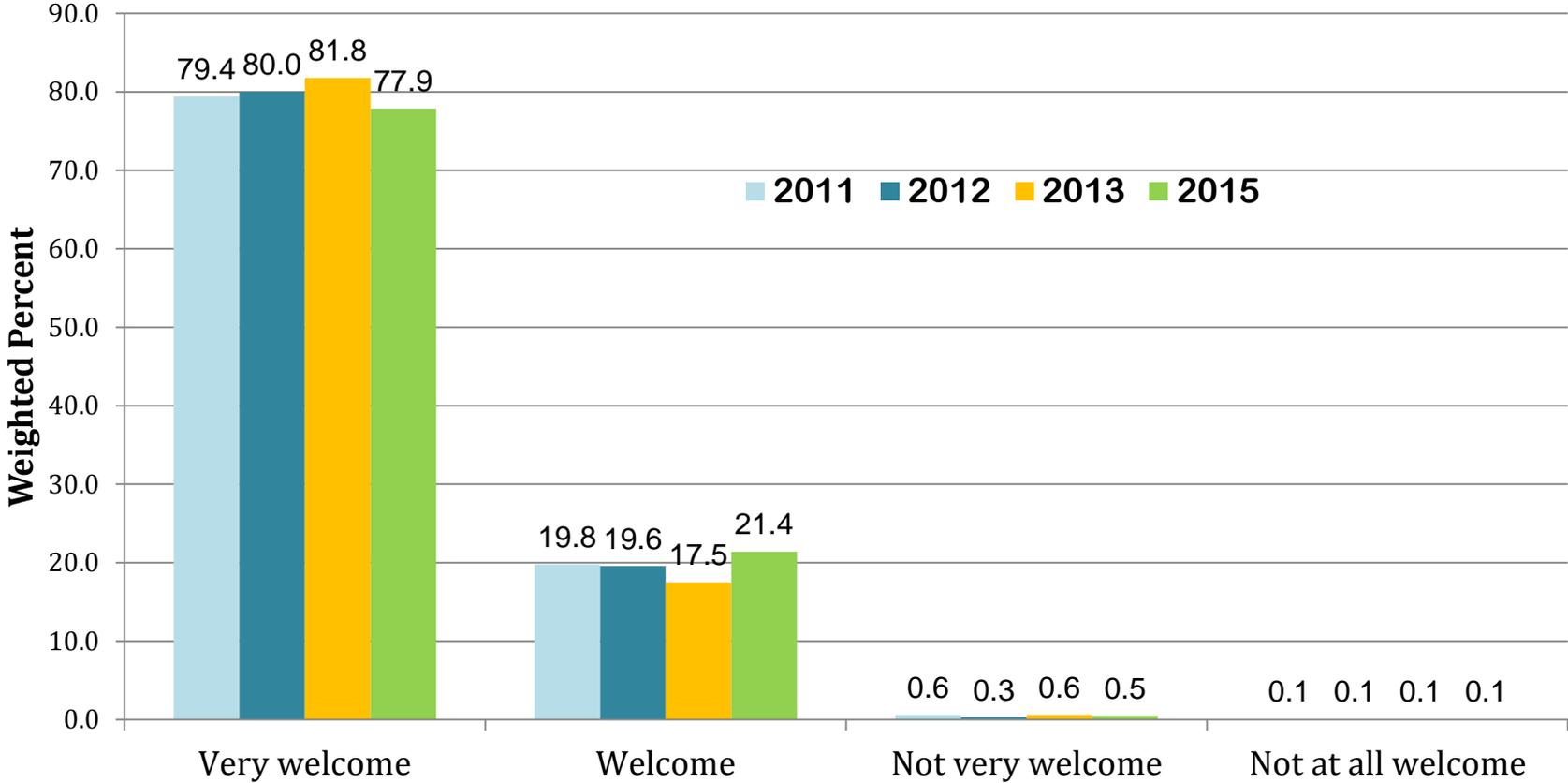


**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# Overall, how welcome did the staff make you feel?

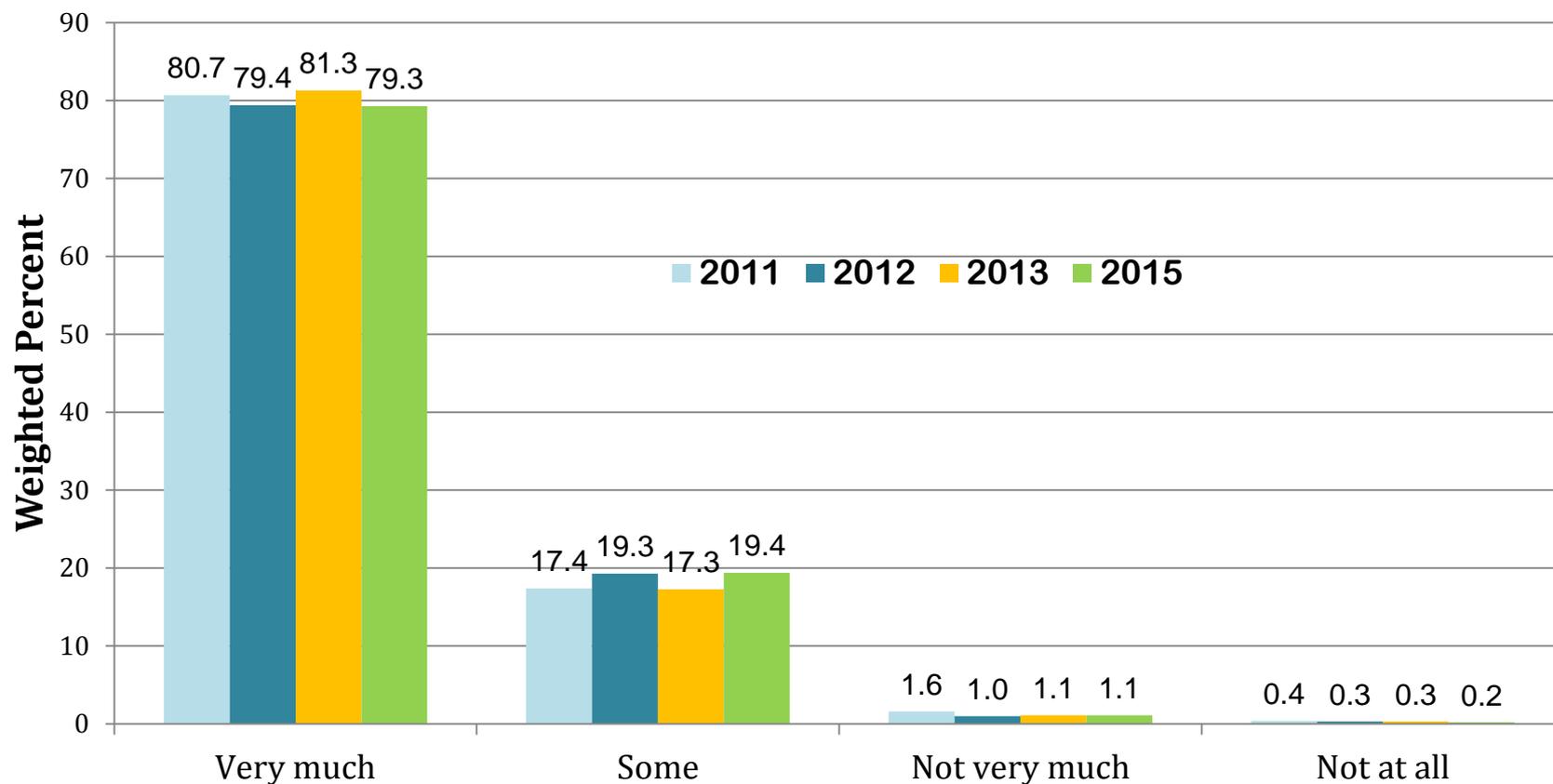


**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# After talking with the counselor, do you believe you can make better choices about feeding your family?

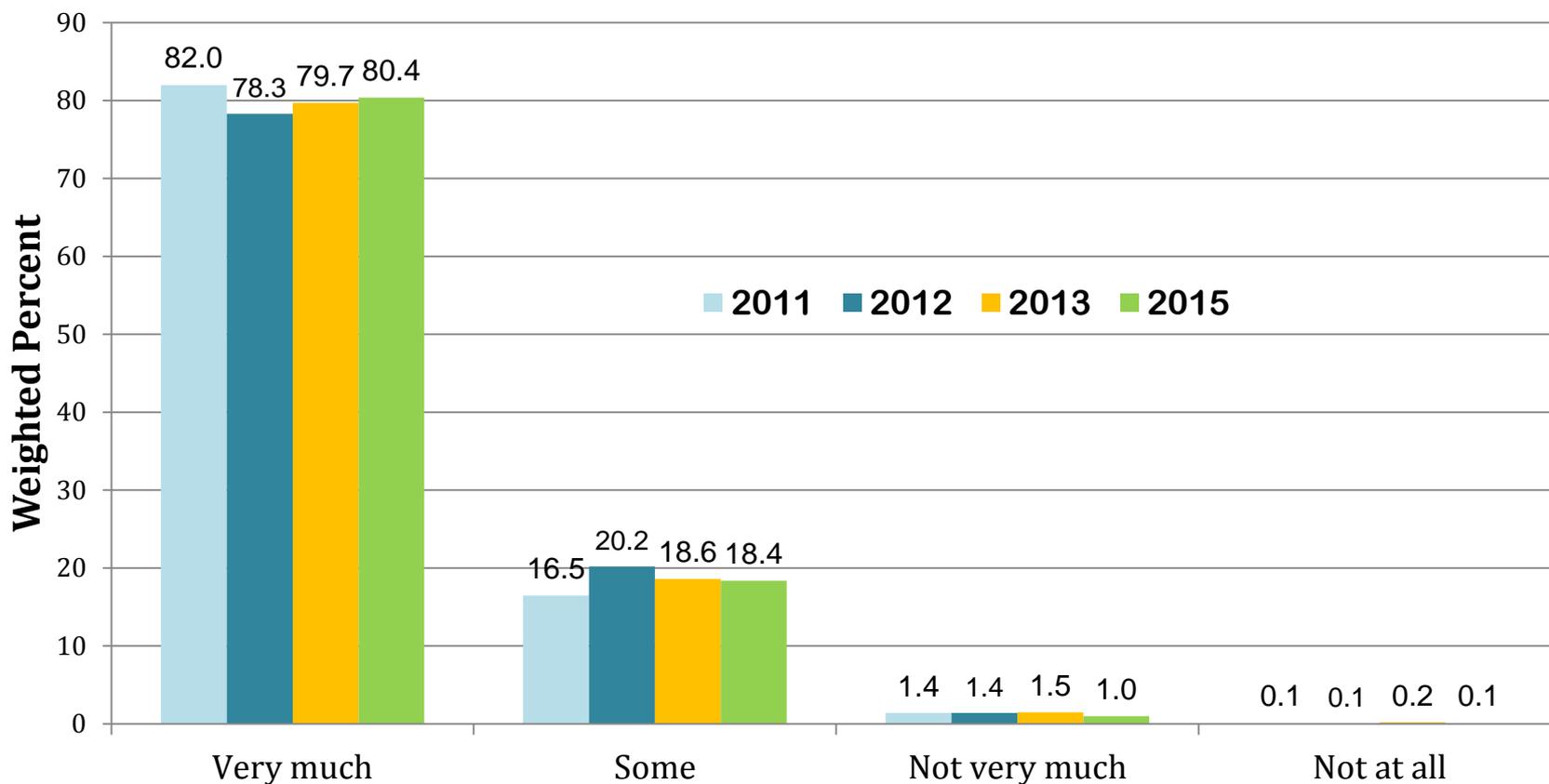


**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# How much do you like the foods that you can buy with your WIC checks?

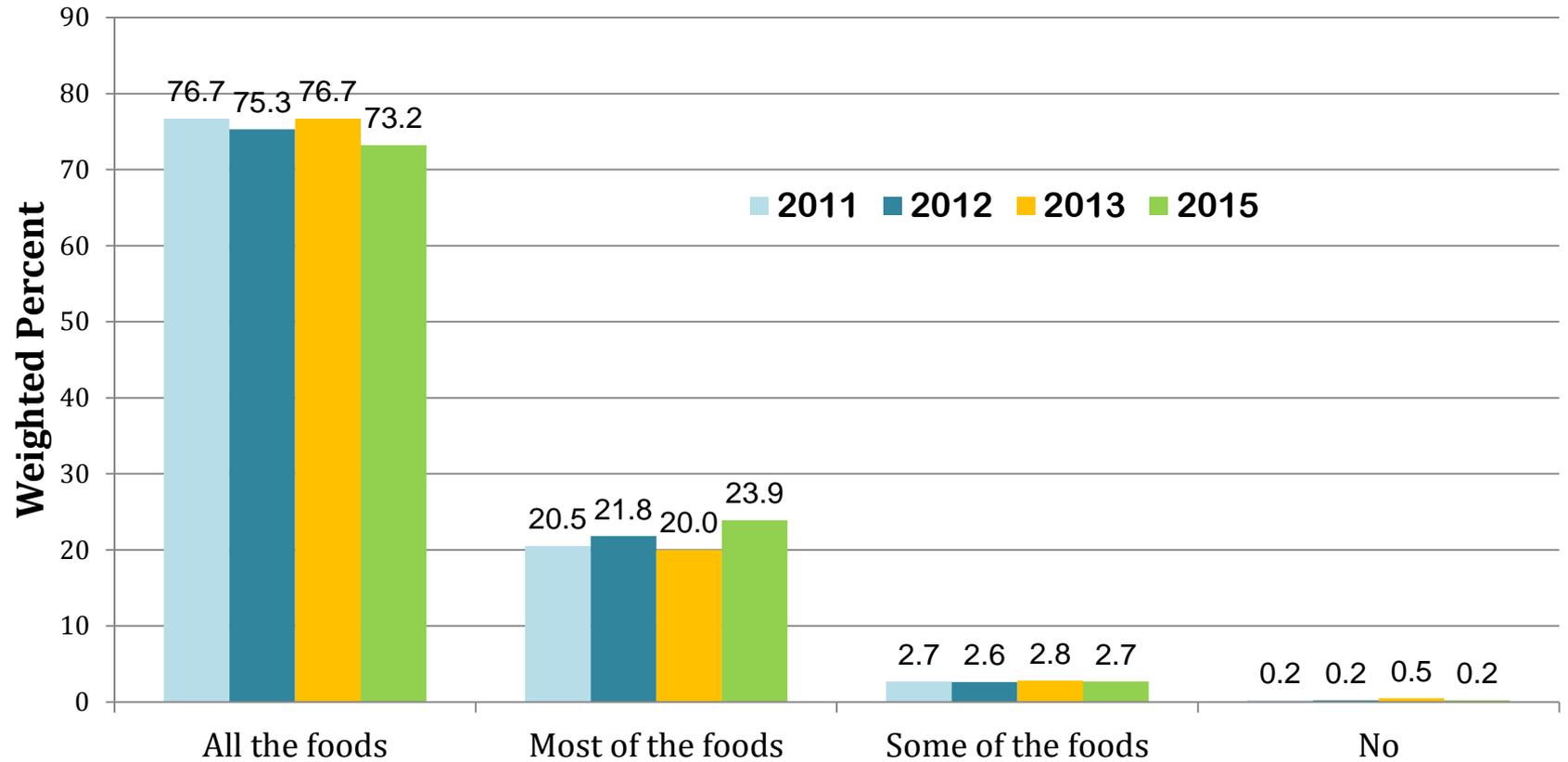


**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# Do you know how to find the WIC foods where you shop?

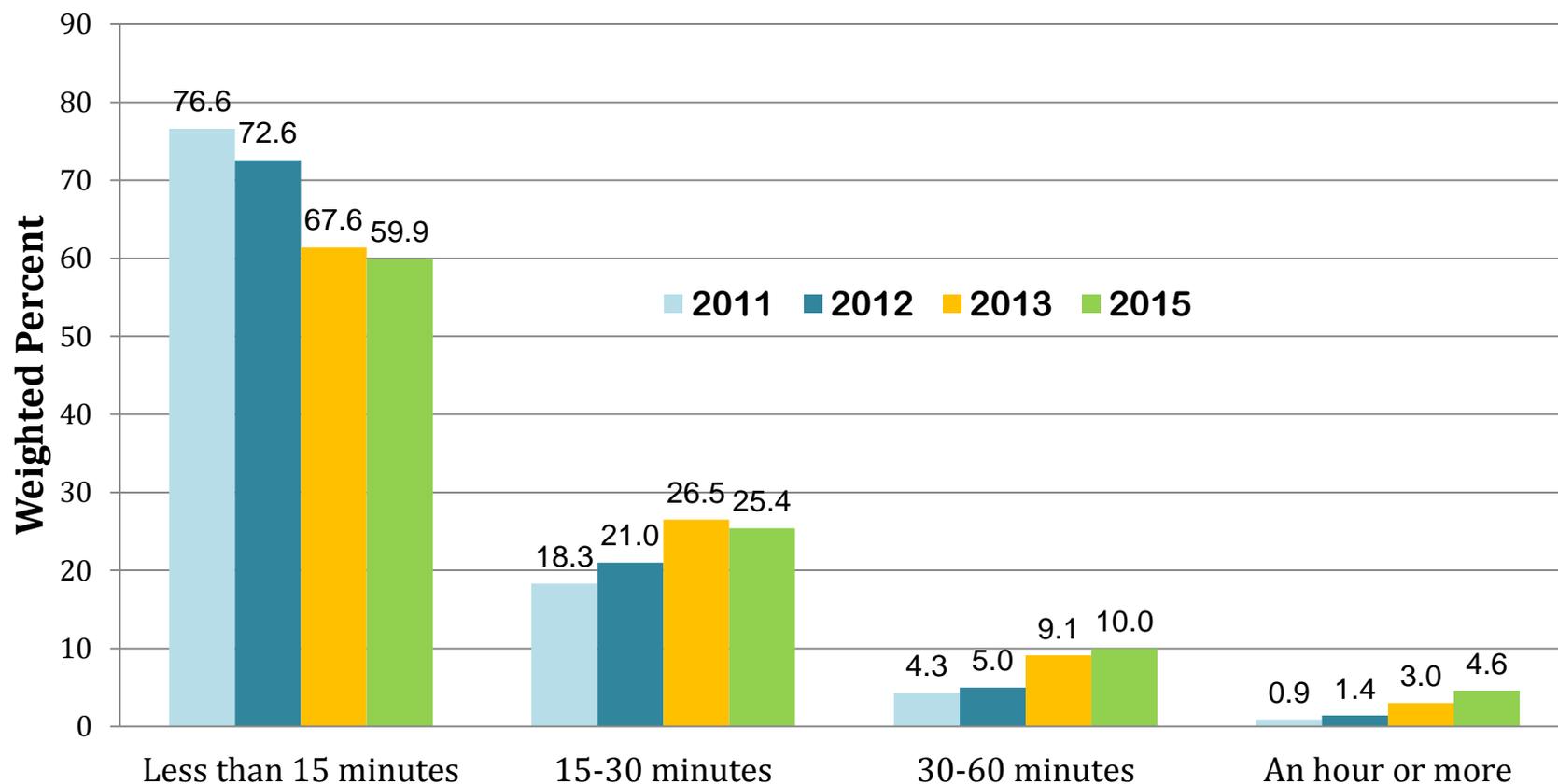


**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# How long did you have to wait in the waiting room before your appointment began?

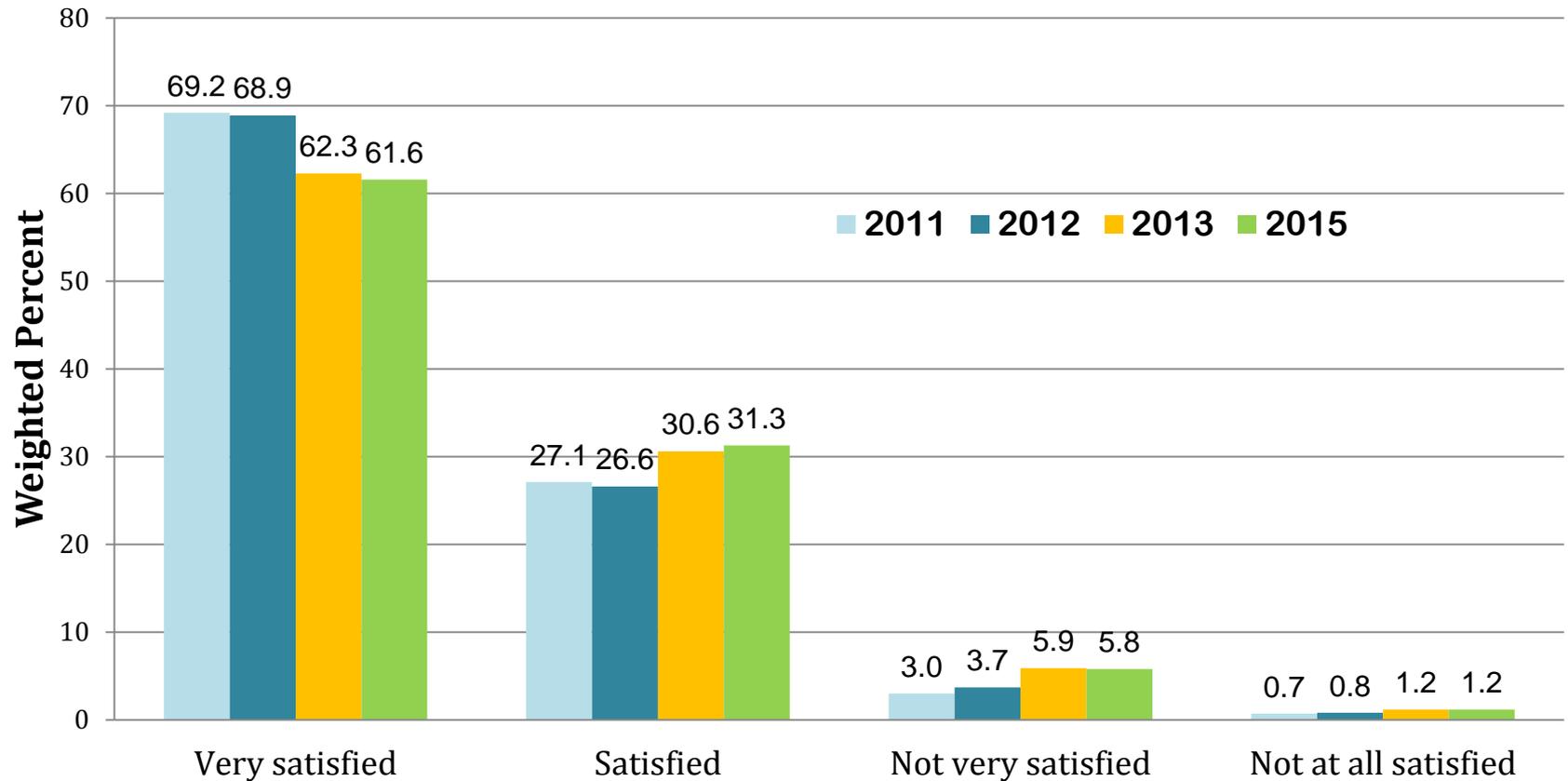


**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# How satisfied are you with the amount of time you had to wait?



**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans



# Comments?

# Questions?

**Bureau of Nutrition and Physical Activity**

Health and Wellness for all Arizonans

